



**PROVIDER REPORT  
FOR**

**UMASS-UNIVERSITY OF  
MASSACHUSETTS  
100 Morrissey Blvd.,  
Institute for Community  
Inclusion  
Dorchester, MA 02125**

**January 20, 2025**

**Version**

**Public Provider Report**

**Prepared by the Department of Developmental Services  
OFFICE OF QUALITY ENHANCEMENT**

# SUMMARY OF OVERALL FINDINGS

<b>Provider</b>	UMASS-UNIVERSITY OF MASSACHUSETTS
<b>Review Dates</b>	12/3/2024 - 12/9/2024
<b>Service Enhancement Meeting Date</b>	12/20/2024
<b>Survey Team</b>	Cheryl Hampton (TL) Raymond Obeng
<b>Citizen Volunteers</b>	

**Survey scope and findings for Employment and Day Supports**

<b>Service Group Type</b>	<b>Sample Size</b>	<b>Licensure Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
<b>Employment and Day Supports</b>	1 location(s) 6 audit (s)	Full Review	25/26 2 Year License 12/20/2024 - 12/20/2026		27 / 27 Certified 12/20/2024 - 12/20/2026
Employment Support Services	1 location(s) 6 audit (s)			Full Review	21 / 21
Planning and Quality Management				Full Review	6 / 6

## **EXECUTIVE SUMMARY :**

The Institute for Community Inclusion (ICI) is part of the School of Global Inclusion and Social Development at the University of Massachusetts (UMass). Based in Boston, the agency has provided employment supports, training and clinical services to people with developmental disabilities for over 55 years. The agency currently provides employment services to 45 people, supporting individuals to secure meaningful job opportunities that align with their skills and desired interests. Individuals partake in pre-requisite assessments that address vocational discovery, career exploration and job development, ultimately leading to a pathway to desired employment.

For the 2024 survey, the Department of Developmental Services (DDS), Office of Quality Enhancement (OQE) conducted a full licensing and certification review of UMass's Employment Services.

Survey findings revealed many positive results. At the organizational level, relative to licensure, the agency had ensured that effective systems were in place for the screening of employees for hire, and the tracking of required staff trainings, inclusive of human rights and mandated reporter training. Relative to certification, results of the agency's three-year strategic plan were evident. The strategic plan had been developed utilizing effective methods to solicit input from involved stakeholders via a survey process. Measurable goals had been developed, and ongoing review of progress was occurring on a quarterly basis so that mid-course corrections could be made if needed. For example, one agency strategic plan goal had been to develop an electronic record system. At the time of this review, the agency had begun the implementation of an electronic record system (SetWorks). Staff were observed to be knowledgeable and at ease in navigating the new system, which enabled individual records to be clearly organized and easily accessed.

In relation to licensing, there were a number of noteworthy outcomes. Verbal and written information reviewed was respectful and all individuals and guardians received DPPC and Human Rights training materials and information. Ongoing supervision of staff was evident through regularly scheduled team meetings, staff meetings, supervisory meetings and 1:1 check ins. ISP required assessments and support strategies were submitted within required timeframes; and individuals were supported to work towards the implementation of measurable goals. All individuals had been assessed regarding assistive technology needs with relation to enhancing each person's independence. As a result, many individuals could navigate smart phone applications, use face time or check in with support staff via text message. For example, one individual conveyed during interview, she knew how to use the GPS feature on her phone to navigate community surroundings if needed.

In relation to certification, the agency employed effective systems to support individual job exploration and retention. The agency used a variety of applications (apps) and technology to assess individuals served prior to them entering the workplace, as evidenced by the use of a virtual job app for resume building, use of a job search engine, online career assessments and the use of YouTube videos focused on getting to know job seekers. The agency utilized Person Centered Plans (PCPs) which addressed peoples' desires and support needs necessary to work successfully, and all individuals had resumes in place. The agency supported a work culture of job exploration occurring in the community at large. For example, the agency encouraged and engaged individuals to visit workplaces which they expressed interest in to see others perform jobs and/or to get ideas for potential employment opportunities.

Individuals were partnered with agency Employment Specialists who routinely checked in via a visit, phone call or virtually. Employment Specialists maintained relationships with employers and supervisory staff at employment locations to support employment retention. Individuals received performance evaluations and routine pay raises; all were earning hourly wages between \$15 and \$29 per hour. All individuals were getting to work independently or utilizing the MBTA system and individuals were fully integrated into each employer's typical work culture. Many indicated they

routinely utilized staff break rooms, attended company hosted events and made friends at work. The agency supported individuals' increased independence and encouraged each person to rely on natural supports during their workday. All individuals interviewed were content with their jobs in various industries such as Patient Transporter at Boston Medical Center, Candy Manager at Walgreens, Receptionist at a health club, Supply Transporter at Mass General Hospital and a graduate student who was supported to transition from her full time job at Beth Israel Deaconess Medical Center; as a Patient Care Representative, to work towards obtaining a Master's Degree at Lesley University.

In addition to these positive findings, one area was identified as warranting additional attention from the agency. The Human Rights Committee, (HRC) fell short of meeting attendance requirements and in the annual review of the agency human rights training curriculum.

Within the Employment and Day Supports Service Grouping, UMass-ICI met 96% of licensing indicators reviewed, including all critical indicators. As a result, the agency will receive a two-year license. The agency met 100% of certification indicators reviewed and is fully certified. UMass-ICI will complete follow-up on the licensing indicator not met during the survey and will submit their results to OQE within 60 days following the Service Enhancement Meeting.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>4/5</b>	<b>1/5</b>	
<b>Employment and Day Supports</b>	<b>21/21</b>	<b>0/21</b>	
Employment Support Services			
<b>Critical Indicators</b>	<b>1/1</b>	<b>0/1</b>	
<b>Total</b>	<b>25/26</b>	<b>1/26</b>	<b>96%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>1</b>	

### **Organizational Areas Needing Improvement on Standards not met/Follow-up to occur:**

Indicator #	Indicator	Area Needing Improvement
L48	The agency has an effective Human Rights Committee.	The Human Rights Committee did not meet the mandate for attendance of required members. The agency needs to ensure that required members meet attendance requirements at least 75% or more of the meetings on an annual basis and ensure that the human rights curriculum and any corresponding materials is reviewed by the HRC on an annual basis.

## **CERTIFICATION FINDINGS**

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Employment and Day Supports</b>	<b>21/21</b>	<b>0/21</b>	
Employment Support Services	21/21	0/21	
<b>Total</b>	<b>27/27</b>	<b>0/27</b>	<b>100%</b>
<b>Certified</b>			

## **MASTER SCORE SHEET LICENSURE**

**Organizational: UMASS-UNIVERSITY OF MASSACHUSETTS**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating(Met,Not Met,NotRated)</b>
℞ L2	Abuse/neglect reporting	<b>1/1</b>	<b>Met</b>
L48	HRC	<b>0/1</b>	<b>Not Met(0 % )</b>
L74	Screen employees	<b>1/1</b>	<b>Met</b>
L76	Track trainings	<b>3/3</b>	<b>Met</b>
L83	HR training	<b>3/3</b>	<b>Met</b>

**Employment and Day Supports:**

<b>Ind. #</b>	<b>Ind.</b>	<b>Loc. or Individ.</b>	<b>Emp. Sup.</b>	<b>Cent. Based Work</b>	<b>Com. Based Day</b>	<b>Total Met / Rated</b>	<b>Rating</b>
L1	Abuse/neglect training	I	6/6			6/6	Met
L8	Emergency Fact Sheets	I	6/6			6/6	Met
L9 (07/21)	Safe use of equipment	I	5/5			5/5	Met
L31	Communication method	I	6/6			6/6	Met
L32	Verbal & written	I	6/6			6/6	Met
L37	Prompt treatment	I	4/4			4/4	Met
L49	Informed of human rights	I	6/6			6/6	Met
L50 (07/21)	Respectful Comm.	I	6/6			6/6	Met
L51	Possessions	I	6/6			6/6	Met
L52	Phone calls	I	6/6			6/6	Met
L54 (07/21)	Privacy	I	6/6			6/6	Met
L55	Informed consent	I	6/6			6/6	Met
L77	Unique needs training	I	6/6			6/6	Met
L80	Symptoms of illness	L	1/1			1/1	Met
L81	Medical emergency	L	1/1			1/1	Met
L85	Supervision	L	1/1			1/1	Met
L86	Required assessments	I	1/1			1/1	Met
L87	Support strategies	I	1/1			1/1	Met
L88	Strategies implemented	I	6/6			6/6	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L94 (05/22)	Assistive technology	I	6/6			6/6	Met
L96 (05/22)	Staff training in devices and applications	I	3/3			3/3	Met
<b>#Std. Met/# 21 Indicator</b>						21/21	
<b>Total Score</b>						25/26	
						96.15%	

## MASTER SCORE SHEET CERTIFICATION

### Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	1/1	Met
C2	Data analysis	1/1	Met
C3	Service satisfaction	1/1	Met
C4	Utilizes input from stakeholders	1/1	Met
C5	Measure progress	1/1	Met
C6	Future directions planning	1/1	Met

### Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	5/5	Met
C8	Family/guardian communication	5/5	Met
C22	Explore job interests	5/5	Met
C23	Assess skills & training needs	6/6	Met
C24	Job goals & support needs plan	6/6	Met
C25	Skill development	5/5	Met
C26	Benefits analysis	4/4	Met
C27	Job benefit education	6/6	Met

## Employment Support Services

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C28	Relationships w/businesses	1/1	<b>Met</b>
C29	Support to obtain employment	6/6	<b>Met</b>
C30	Work in integrated settings	6/6	<b>Met</b>
C31	Job accommodations	3/3	<b>Met</b>
C32	At least minimum wages earned	6/6	<b>Met</b>
C33	Employee benefits explained	6/6	<b>Met</b>
C34	Support to promote success	6/6	<b>Met</b>
C35	Feedback on job performance	6/6	<b>Met</b>
C36	Supports to enhance retention	6/6	<b>Met</b>
C37	Interpersonal skills for work	3/3	<b>Met</b>
C47	Transportation to/ from community	5/5	<b>Met</b>
C50	Involvement/ part of the Workplace culture	6/6	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	6/6	<b>Met</b>