



**PROVIDER REPORT  
FOR**

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

**March 06, 2023**

**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>	11/29/2022 - 12/2/2022
<b>Service Enhancement Meeting Date</b>	12/13/2022
<b>Survey Team</b>	Raymond Obeng Raymond Edi-Osagie (TL)
<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	21/28 2 Year License with Mid-Cycle Review 12/13/2022 - 12/13/2024		24 / 27 Certified 12/13/2022 - 12/13/2024
Employment Support Services	1 location(s) 6 audit (s)			Full Review	18 / 21
Planning and Quality Management				Full Review	6 / 6

## **EXECUTIVE SUMMARY :**

The Institute for Community Inclusion (ICI) is a part of the School of Global Inclusion and Social Development at the University of Massachusetts. The agency has its origins in the Developmental Evaluation Clinic (DEC) at Boston Children's Hospital. The aim at the clinics inception in 1967 was a mission of serving children with intellectual and developmental disabilities and their families. ICI became an outgrowth of the Center with the transition to UMASS Boston in 2001. BCH has been operating the Work Experience Program (WEP) in which many ICI individuals are involved today. This collaboration allows individuals to have temporary 6-month jobs paid by Children's Hospital where skills are evaluated, and support for growth and development offered.

ICI continues the employment mission today by providing trainings, employment access, job preparedness, and on the job support to individuals with Intellectual and Developmental Disabilities in Massachusetts. The agency is also involved in research, training, preparation of employment tools and innovations, and workforce supply in eighteen states across the nation and other parts of the world.

For this 2022 Department of Developmental Services (DDS) licensure and certification survey, ICI-UMASS employment services underwent a full licensing and certification review of its organizational and employment programs. The employment supports it offers to six individuals were evaluated.

Organizationally, ICI demonstrated system-wide knowledge of employment principles and methods; it is a leader in the field of employment and a resource to many in the industry. The agency demonstrated the presence of a tracking system for staff training; it ensured that staff were trained in abuse and neglect reporting, and all the other mandated training topics. Data collection and analysis was evident, and this was sourced from copious documentation at different levels by highly engaged employment staff. The agency also had policies relative to evaluation, training, support for job attainment and maintenance of jobs.

ICI responded to the COVID-19 pandemic by doing a quick pivot to virtual programming, to ensure continuity of service: this assured individuals and staff well-being. When needed, individuals were supported to have laptops and cellphones to ensure uninterrupted contact. ICI-UMASS's efforts at stakeholder engagement was also evident. It sought and received feedback from individuals, family/guardians, staff, and other stakeholders and used this input in its strategic planning. The agency was in the implementation stage of goals it identified in 2019 such as: the re-opening of the Work Experience Program at Boston Children's Hospital; Annual conversations with individuals/families about professional development; increased use of apps for autonomy; and increased diversity in the population served.

Family and guardian engagement was a very visible component of the work that ICI does; record reviews and interviews highlighted this collaboration which ensured that individuals enjoyed well rounded support with job placements. Employer engagement was another notable area; ICI employment specialists and job coaches had regular contact with employers regarding individual performance and challenges.

In employment supports, the agency had many notable business partnerships within the community, affording people a myriad of options when it came to employment. Most people were employed in jobs of their choosing and ICI staff understood the needs of individuals. Employment specialists and job coaches provided optimal support and had measures for scaling back to promote independence. ICI employment specialists were very visible in workplaces; they made daily, weekly, or bi-weekly visits to individuals that they supported. When challenges such as behavioral and healthcare presented, staff provided the appropriate supports. An individual with a significant eating disorder had his employment carefully orchestrated to avoid exposure to foods on the job. People were supported to fit into and enjoy workplace life; most underwent soft skills and travel training as the need arose.

While ICI-UMASS employment specialists and job coaches provided effective supports to individuals, the survey uncovered some systemic areas where improvements are warranted. The agency needs to develop a system that ensures that incidents are submitted in HCSIS as they occur or come to light. In the area of human rights, the agency needs to ensure that its human rights committee meets all regulatory mandates, including meeting attendance. The agency also needs to update the materials it uses to orient individuals and guardians to their human rights. When seeking consent for use of image or video, the agency needs to adhere to DDS requirements. UMASS needs to revisit the non-involvement of individual input in its formal processes for the hiring and ongoing evaluation of staff that support them. In addition, agency staff need to comply with its policy for staff supervision and staff meetings and maintain records to the extent possible. Another area that merits attention is the assessment of skills, interests, abilities, and preferences for work. Many supported individuals had not been reassessed or had career plans updated since 2013, 2011, 2001 etc. The agency needs to use current information to update plans to reflect people's current skills, interests, abilities, and employment opportunities. TThe agency also needs to double its efforts in ensuring that to the extent possible, everyone in employment supports enjoys wage earning employment.

ICI-UMASS will receive a two-year license with a Mid-Cycle review for its employment/ day service grouping having met 75% of licensing indicators. The DDS Office of Quality Enhancement will conduct a follow-up review for the licensing indicators that were not met within 60-days of the SEM meeting. The agency is Certified for the employment/ day service grouping having met 89% of certification indicators.

## 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>17/23</b>	<b>6/23</b>	
Employment Support Services			
<b>Critical Indicators</b>	<b>1/1</b>	<b>0/1</b>	
<b>Total</b>	<b>21/28</b>	<b>7/28</b>	<b>75%</b>
<b>2 Year License with Mid-Cycle Review</b>			
<b># indicators for 60 Day Follow-up</b>		<b>7</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 agency's human rights committee did not meet the mandate for member attendance. The agency needs to ensure that its human rights committee meets all mandates including member attendance.

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

Indicator #	Indicator	Area Needing Improvement
L8	Emergency fact sheets are current and accurate and available on site.	Emergency Fact Sheets for two of six individuals were missing some required components. The agency needs to ensure that emergency fact sheets are completed with all the required information included.
L49	Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	For all six individuals, human rights and grievance information provided was missing some key information. The agency needs to ensure that when providing human rights and grievance information, all components are present.

**Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L55	Informed consent is obtained from individuals or their guardians when required; Individuals or their guardians know that they have the right to withdraw consent.	For one individual from whom consent for use of image/video was sought, the agency did not seek the consent in accordance with requirements. The agency needs to ensure that consents for use of image and video are sought in accordance with requirements.
L85	The agency provides ongoing supervision, oversight and staff development.	The agency did not present evidence that it conducted ongoing staff supervision, oversight and staff development in line with requirements and its policies. The agency needs to ensure that staff supervision, oversight and staff development activities are conducted in line with requirements and its policy.
L91	Incidents are reported and reviewed as mandated by regulation.	The agency was not reporting incidents in HCSIS in line with requirements; it had not reported an incident since 2016/17 as mandated. The agency needs to report incidents in HCSIS as mandated.
L94 (05/22)	Individuals have assistive technology to maximize independence.	For all six individuals, the agency had not conducted assistive technology assessments that would identify individuals needs in the area of autonomy and independence. The agency needs to conduct an assistive technology assessment that would identify any potential needs people may have for high or low technologies that would maximize independence.

## **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>18/21</b>	<b>3/21</b>	
Employment Support Services	18/21	3/21	
<b>Total</b>	<b>24/27</b>	<b>3/27</b>	<b>89%</b>
<b>Certified</b>			

### **Employment Support Services- Areas Needing Improvement on Standards not met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	All six individuals were not included in the hiring and ongoing evaluation process for staff members that support them. The agency needs to ensure that individuals are included in the process of hiring and ongoing evaluation of staff that support them.
C24	There is a plan developed to identify job goals and support needs.	For two of six individuals, job plans were not current. The agency needs to ensure that jobs plans developed are reflective of current skills, abilities, interest, support needs and employment.
C35	Individuals are given feedback on job performance by their employer.	Two of five individuals were not presented feedback on job performance. The agency needs to ensure that individuals are presented feedback on job performance.

## MASTER SCORE SHEET LICENSURE

Organizational: UMASS-UNIVERSITY OF MASSACHUSETTS

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

### Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	6/6			6/6	Met
L8	Emergency Fact Sheets	I	4/6			4/6	Not Met (66.67 %)
L9 (07/21)	Safe use of equipment	I	6/6			6/6	Met
L10	Reduce risk interventions	I	1/1			1/1	Met
L31	Communication method	I	6/6			6/6	Met
L32	Verbal & written	I	6/6			6/6	Met
L37	Prompt treatment	I	6/6			6/6	Met
L49	Informed of human rights	I	0/6			0/6	Not Met (0 %)
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	0/1			0/1	Not Met (0 %)
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	0/1			0/1	Not Met (0 %)
L86	Required assessments	I	3/4			3/4	Met
L87	Support strategies	I	3/4			3/4	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L88	Strategies implemented	I	6/6			6/6	Met
L91	Incident management	L	0/1			0/1	Not Met (0 %)
L93 (05/22)	Emergency back-up plans	I	6/6			6/6	Met
L94 (05/22)	Assistive technology	I	0/6			0/6	Not Met (0 %)
<b>#Std. Met/# 23 Indicator</b>						17/23	
<b>Total Score</b>						21/28	
						75.00%	

## 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	0/6	Not Met (0 %)
C8	Family/guardian communication	6/6	Met
C22	Explore job interests	6/6	Met
C23	Assess skills & training needs	6/6	Met
C24	Job goals & support needs plan	4/6	Not Met (66.67 %)
C25	Skill development	6/6	Met

### Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C26	Benefits analysis	6/6	<b>Met</b>
C27	Job benefit education	6/6	<b>Met</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	5/5	<b>Met</b>
C32	At least minimum wages earned	4/4	<b>Met</b>
C33	Employee benefits explained	4/4	<b>Met</b>
C34	Support to promote success	5/5	<b>Met</b>
C35	Feedback on job performance	3/5	<b>Not Met (60.0 %)</b>
C36	Supports to enhance retention	4/5	<b>Met (80.0 %)</b>
C37	Interpersonal skills for work	6/6	<b>Met</b>
C47	Transportation to/ from community	6/6	<b>Met</b>
C50	Involvement/ part of the Workplace culture	5/5	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	6/6	<b>Met</b>