



**PROVIDER REPORT  
FOR  
  
VOCATIONAL  
ADVANCEMENT CENTER  
115 Watertown Street  
Watertown, MA 02472**

**Version**

**Public Provider Report**

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

# SUMMARY OF OVERALL FINDINGS

**Provider** VOCATIONAL ADVANCEMENT CENTER

**Review Dates** 4/23/2024 - 4/29/2024

**Service Enhancement Meeting Date** 5/13/2024

**Survey Team** Melanie Cruz (TL)  
Lisa MacPhail

**Citizen Volunteers**

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

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
<b>Employment and Day Supports</b>	1 location(s) 11 audit (s)	Targeted Review	DDS 13/13 Provider 33 / 33  46 / 46 2 Year License 05/13/2024-05/13/2026		DDS 7 / 8 Provider 34 / 34  41 / 42 Certified 05/13/2024 - 05/13/2026
Community Based Day Services	1 location(s) 6 audit (s)			DDS Targeted Review	15 / 15
Employment Support Services	0 location(s) 5 audit (s)			DDS Targeted Review	20 / 21
Planning and Quality Management				DDS Targeted Review	6 / 6

## **EXECUTIVE SUMMARY :**

The Vocational Advancement Center (VAC) is a non-profit human services agency that has been serving people in the greater Boston area since 1957. VAC provides supports to individuals with Developmental and Intellectual Disabilities and other mental health conditions. The agency serves people in its Community-Based Day Supports (CBDS) and Employment services with a focus on the development of employment skills. This review included audits of individuals in VAC's community-based day supports location and individuals who receive employment supports.

For this 2024 licensing and certification cycle, VAC was eligible for, and received approval, from the Department of Developmental Services (DDS) to conduct a self-assessment of its quality management systems and services offered in its day and employment support programs. This occurred in conjunction with a targeted licensing and certification review conducted by the Department of Developmental Services Metro Office of Quality Enhancement (OQE). The DDS targeted review for day and employment services focused on the licensing and certification indicators for day and employment services that were not met during the last survey, eight critical indicators, and licensing indicators that were added or revised since VAC's last survey. This report reflects a combination of ratings from the self-assessment process conducted by VAC, and the targeted review conducted by DDS, with DDS ratings prevailing when indicators when rated by both entities.

The findings of the DDS targeted review showed that DDS standards for licensing and certification were maintained for day and employment services. Relative to licensing, all critical health and safety indicators, previously unmet indicators, and the newly added or revised indicators, were met.

Relative to certification, individuals were supported to develop and identify job goals and support needs for employment. Individuals who were supported within the employment contracts in the dishwashing rooms and cafeterias at Tufts University expressed satisfaction with their work environment and supports. People who were involved in the CBDS program communicated that they enjoyed the choices of activities that were offered in the community and on-site.

In addition to the positive findings, there was one certification area in need of the agency's attention. Individuals should be supported to receive documented feedback on their job performance at least annually.

Based on the findings of the targeted review completed by OQE and the agency's self-assessment, VAC will receive a Two-Year License for its Day and Employment service group with a score of 100% of licensing indicators Met. The agency is also Certified for its Day and Employment services group with a score of 88% of certification indicators Met.

VAC presented the following self-assessment report describing the organization's ongoing quality assurance systems and the agency's current evaluation of its compliance with DDS licensing and certification standards.

## **Description of Self Assessment Process:**

The self-assessment review process focused on a comprehensive look at all areas of the agency's performance including the areas that were rated not met during VAC's last survey, as well as the standards that were previously met. We focused on evaluating the areas of personal and environmental safety, communication, human rights, goal development and competent/skilled workforce. It also included a Certification review of areas such as exploring and supporting job interests, skill development, performance feedback and ongoing assessment.

Survey results in Licensing showed that Vocational Advancement had effective systems for the tracking of mandatory staff trainings, ongoing staff development and the screening of potential hires. Staff meetings occurred regularly, and staff were kept regularly informed of individual matters and requirements/ programmatic changes. The CBDS location was clean, and annual inspections were conducted as required. In the area of the ISP, required submissions occurred within required timeframes, and individual goal implementation and accomplishments were well supported.

In the area of Certification, the agency conducted annual satisfaction surveys for the services it provides. It sought input from individuals, guardians, family members and used the information it gathered to inform program growth and changes. Individuals expressed enjoyment with the various choices of activities that were being offered in the community, and in groups and classes available when on site. Individuals were once again able to access the community, including going to area malls, local libraries, and doing outdoor activities such as walks or trips to the parks.

These areas of Licensing and Certification are also tracked and reviewed at various times throughout the year. VAC has mechanisms in place to ensure that the agency is in compliance with these indicators on a regular basis. Management utilizes Office 365 with a shared calendar, email and task list. This is the primary way that we track upcoming inspections, due dates and other relevant program information. Case notes, data sheets and goal reporting sheets are reviewed on a monthly basis by the Director of Day Services, Alison Stanton. This process allows her to have real-time monitoring of the program services being offered and how effective they are and what changes may need to be made moving forward. The Director also uses excel spreadsheets to track ISP dates, goal progress and timely submissions of required assessments. Monthly staff meetings are held to ensure that VAC employs a competent workforce that is prepared to provide services. New data sheets, new protocols, or any other relevant changes are covered during these meetings. A weekly logical meeting also occurs to review the programming for the week, schedules for staff, schedules for Group Supported Employment sites, as well as volunteer site programming. The Executive Director completes the Day/Employment Survey Worksheet every 6 months to ensure that the agency remains in compliance with all regulations.

## **LICENSURE FINDINGS**

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>7/7</b>	<b>0/7</b>	
<b>Employment and Day Supports</b>	<b>39/39</b>	<b>0/39</b>	
Community Based Day Services Employment Support Services			
<b>Critical Indicators</b>	<b>6/6</b>	<b>0/6</b>	
<b>Total</b>	<b>46/46</b>	<b>0/46</b>	<b>100%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>0</b>	

## **CERTIFICATION FINDINGS**

	<b>Reviewed By</b>	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Certification - Planning and Quality Management</b>	<b>DDS 0/0 Provider 6/6</b>	<b>6/6</b>	<b>0/6</b>	
<b>Employment and Day Supports</b>	<b>DDS 7/8 Provider 28/28</b>	<b>35/36</b>	<b>1/36</b>	
Community Based Day Services	DDS 3/3 Provider 12/12	15/15	0/15	
Employment Support Services	DDS 4/5 Provider 16/16	20/21	1/21	
<b>Total</b>		<b>41/42</b>	<b>1/42</b>	<b>98%</b>
<b>Certified</b>				

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C35	Individuals are given feedback on job performance by their employer.	Four of five individuals were not supported to receive feedback on job performance from their employers. The agency must ensure that individuals are supported to receive feedback on job performance from their employers.

## MASTER SCORE SHEET LICENSURE

### Organizational: VOCATIONAL ADVANCEMENT CENTER

Indicator #	Indicator	Reviewed by	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	DDS	3/3	Met
L3	Immediate Action	Provider	-	Met
L4	Action taken	Provider	-	Met
L48	HRC	DDS	1/1	Met
L74	Screen employees	Provider	-	Met
L76	Track trainings	Provider	-	Met
L83	HR training	Provider	-	Met

### Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	DDS	4/5		5/6	9/11	Met (81.82 %)
L5	Safety Plan	L	Provider		-	-	-	Met
Ⓡ L6	Evacuation	L	DDS			1/1	1/1	Met
L7	Fire Drills	L	Provider		-	-	-	Met
L8	Emergency Fact Sheets	I	Provider		-	-	-	Met
L9 (07/21)	Safe use of equipment	I	DDS	5/5		4/6	9/11	Met (81.82 %)
Ⓡ L11	Required inspections	L	DDS			1/1	1/1	Met
Ⓡ L12	Smoke detectors	L	DDS			1/1	1/1	Met
Ⓡ L13	Clean location	L	DDS			1/1	1/1	Met
L14	Site in good repair	L	Provider		-	-	-	Met
L15	Hot water	L	Provider		-	-	-	Met
L16	Accessibility	L	Provider		-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L17	Egress at grade	L	Provider		-	-	-	Met
L18	Above grade egress	L	Provider		-	-	-	Met
L20	Exit doors	L	Provider		-	-	-	Met
L21	Safe electrical equipment	L	Provider		-	-	-	Met
L22	Well-maintained appliances	L	Provider		-	-	-	Met
L25	Dangerous substances	L	Provider		-	-	-	Met
L26	Walkway safety	L	Provider		-	-	-	Met
L29	Rubbish/com bustibles	L	Provider		-	-	-	Met
L31	Communication method	I	Provider		-	-	-	Met
L32	Verbal & written	I	Provider		-	-	-	Met
L37	Prompt treatment	I	Provider		-	-	-	Met
Ⓡ L38	Physician's orders	I	DDS			4/5	4/5	Met (80.0 %)
L49	Informed of human rights	I	DDS	4/5		5/6	9/11	Met (81.82 %)
L50 (07/21)	Respectful Comm.	I	Provider		-	-	-	Met
L51	Possessions	I	Provider		-	-	-	Met
L52	Phone calls	I	Provider		-	-	-	Met
L54 (07/21)	Privacy	I	Provider		-	-	-	Met
L77	Unique needs training	I	Provider		-	-	-	Met
L80	Symptoms of illness	L	Provider		-	-	-	Met
L81	Medical emergency	L	Provider		-	-	-	Met
L85	Supervision	L	Provider		-	-	-	Met
L86	Required assessments	I	Provider		-	-	-	Met
L87	Support strategies	I	Provider		-	-	-	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L88	Strategies implemented	I	Provider		-	-	-	Met
L91	Incident management	L	DDS			1/1	1/1	Met
L93 (05/22)	Emergency back-up plans	I	DDS	5/5		6/6	11/11	Met
L94 (05/22)	Assistive technology	I	DDS	5/5		6/6	11/11	Met
<b>#Std. Met/# 39 Indicator</b>							<b>39/39</b>	
<b>Total Score</b>							<b>46/46</b>	
							<b>100%</b>	

## MASTER SCORE SHEET CERTIFICATION

### Certification - Planning and Quality Management

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

### Community Based Day Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	Met
C8	Family/guardian communication	Provider	-	Met
C13	Skills to maximize independence	Provider	-	Met
C37	Interpersonal skills for work	Provider	-	Met
C38 (07/21)	Habilitative & behavioral goals	DDS	6/6	Met

### Community Based Day Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C39 (07/21)	Support needs for employment	DDS	6/6	<b>Met</b>
C40	Community involvement interest	Provider	-	<b>Met</b>
C41	Activities participation	Provider	-	<b>Met</b>
C42	Connection to others	Provider	-	<b>Met</b>
C43	Maintain & enhance relationship	Provider	-	<b>Met</b>
C44	Job exploration	DDS	6/6	<b>Met</b>
C45	Revisit decisions	Provider	-	<b>Met</b>
C46	Use of generic resources	Provider	-	<b>Met</b>
C47	Transportation to/ from community	Provider	-	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	Provider	-	<b>Met</b>

### Employment Support Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	<b>Met</b>
C8	Family/guardian communication	Provider	-	<b>Met</b>
C22	Explore job interests	DDS	5/5	<b>Met</b>
C23	Assess skills & training needs	DDS	5/5	<b>Met</b>
C24	Job goals & support needs plan	DDS	5/5	<b>Met</b>
C25	Skill development	DDS	5/5	<b>Met</b>
C26	Benefits analysis	Provider	-	<b>Met</b>
C27	Job benefit education	Provider	-	<b>Met</b>
C28	Relationships w/businesses	Provider	-	<b>Met</b>
C29	Support to obtain employment	Provider	-	<b>Met</b>
C30	Work in integrated settings	Provider	-	<b>Met</b>
C31	Job accommodations	Provider	-	<b>Met</b>
C32	At least minimum wages earned	Provider	-	<b>Met</b>
C33	Employee benefits explained	Provider	-	<b>Met</b>
C34	Support to promote success	Provider	-	<b>Met</b>

**Employment Support Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Reviewed By</b>	<b>Met/Rated</b>	<b>Rating</b>
C35	Feedback on job performance	DDS	1/5	<b>Not Met (20.0 %)</b>
C36	Supports to enhance retention	Provider	-	<b>Met</b>
C37	Interpersonal skills for work	Provider	-	<b>Met</b>
C47	Transportation to/ from community	Provider	-	<b>Met</b>
C50	Involvement/ part of the Workplace culture	Provider	-	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	Provider	-	<b>Met</b>