



**PROVIDER REPORT
FOR
WORK OPPORTUNITY
CENTER
94 North Elm Street
Suite 104 Westfield, MA
01085**

May 16, 2024

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider WORK OPPORTUNITY CENTER

Review Dates 3/27/2024 - 4/2/2024

Service Enhancement Meeting Date 5/2/2024

Survey Team Susan Dudley-Oxx
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Citizen Volunteers

Survey scope and findings for Employment and Day Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	5 location(s) 18 audit (s)	Full Review	53/53 2 Year License 05/02/2024 - 05/02/2026		42 / 42 Certified 05/02/2024 - 05/02/2026
Community Based Day Services	3 location(s) 9 audit (s)			Full Review	15 / 15
Employment Support Services	2 location(s) 9 audit (s)			Full Review	21 / 21
Planning and Quality Management				Full Review	6 / 6

EXECUTIVE SUMMARY :

Work Opportunity Center, Inc. (WOC) is a private, nonprofit human services organization founded in 1969 and headquartered in Westfield, MA. WOC provides day and employment supports to individuals in the greater Springfield area. The organization's employment and community-based day supports were subject to this full licensing and certification review.

Findings from the review demonstrated the agency's systems for ensuring personal and environmental at its CBDS locations were effective. The agency had ensured individuals were able to safely evacuate from locations; emergency fact sheet data was accurate; and safety plans had been developed and approved by Area Directors. Additionally, individuals themselves had been trained annually in DPPC reporting. Environmental safety for individuals was confirmed through each CBDS location having current, required inspections; smoke and carbon monoxide detectors which were operational and placed where required; and the agency had maintained clean and sanitary environments with schedules for cleanings established and tracked. Hot water temperatures also were maintained in accordance with Massachusetts sanitary code.

The review also found WOC maintained a competent workforce to support DDS individuals in both CBDS and Employment Supports. Sampled staff reviewed organizationally had been trained in all DDS mandated trainings, and at locations, staff were trained in signs and symptoms of illness. Both training evidence and staff interviews confirmed staff were familiar with individuals' unique needs. Additionally, in the domain of communication, WOC had ensured that individuals were able to communicate with its staff using the individuals' style and methods of communication, inclusive of individuals who use American Sign Language.

WOC's Human Rights Committee was found to be fully constituted and met attendance, meeting frequency, and content requirements. Individuals had been trained annually in human rights and how to file a grievance in keeping with their learning styles, while guardians had been informed on these same topics. Competitively employed individuals were paid at or above current minimum wage. Individuals working in certain group-supported employment settings were paid at rates set through time studies conducted in accordance with Department of Labor (DOL) standards for sub-minimum wages.

The agency's system for ensuring individuals' ISP goals were implemented and progress tracked was a particular strength, with daily notes incorporated into a comprehensive monthly progress note. ISP assessments and provider support strategies also were submitted at least 15 days in advance of sampled individuals' ISP dates.

Among outcomes associated with certification, the agency's CBDS were found to be aligned with expectations for meaningful and satisfying day activities. Individuals were supported to explore, discover, and connect with their personal interests, and a variety of options for community involvement, pursuit of individual interests and hobbies, and activities were regularly offered. The agency facilitated individuals' connections with people in the community and acted as bridge builders to support individuals to develop, sustain, and enhance relationships with others. For individuals on a pathway to work, effective assessment tools were used to explore their job interests and aptitudes. On a regular basis, individuals' decisions on day activities were revisited.

For employment supports, WOC ensured that career planning, development and employment needs were addressed through assessment and opportunities to explore career paths virtually and through volunteer work, if desired. Individuals and families were encouraged and supported to understand the benefits of integrated employment and how an individual's benefits/entitlements can be managed in a way that allows them to be successfully employed in the community. Individuals were given feedback on job performance by their employer, and the performance reviews were discussed with individuals for future development. The agency provided ongoing supports to enhance job retention and

advancement as well as support to develop appropriate work-related interpersonal and social skills.

As a result of the current review, Work Opportunity Center will receive a two-year license for its Employment and Community Based Day Support service group, with an overall licensure score of 100%. This service group is Certified with all indicators reviewed receiving a rating of met for an overall score of 100%. Follow-up will not be required.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	7/7	0/7	
Employment and Day Supports	46/46	0/46	
Community Based Day Services Employment Support Services			
Critical Indicators	6/6	0/6	
Total	53/53	0/53	100%
2 Year License			
# indicators for 60 Day Follow-up		0	

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	36/36	0/36	
Community Based Day Services	15/15	0/15	
Employment Support Services	21/21	0/21	
Total	42/42	0/42	100%
Certified			

MASTER SCORE SHEET LICENSURE

Organizational: WORK OPPORTUNITY CENTER

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
℞ L2	Abuse/neglect reporting	5/5	Met
L3	Immediate Action	1/1	Met
L48	HRC	1/1	Met
L74	Screen employees	1/1	Met
L76	Track trainings	4/4	Met
L83	HR training	4/4	Met
L92 (07/21)	Licensed Sub-locations (e/d).	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	9/9		9/9	18/18	Met
L5	Safety Plan	L			3/3	3/3	Met
℞ L6	Evacuation	L			3/3	3/3	Met
L7	Fire Drills	L			3/3	3/3	Met
L8	Emergency Fact Sheets	I	9/9		9/9	18/18	Met
L9 (07/21)	Safe use of equipment	I	9/9		9/9	18/18	Met
℞ L11	Required inspections	L			3/3	3/3	Met
℞ L12	Smoke detectors	L			3/3	3/3	Met
℞ L13	Clean location	L			3/3	3/3	Met
L14	Site in good repair	L			3/3	3/3	Met
L15	Hot water	L			3/3	3/3	Met
L16	Accessibility	L			3/3	3/3	Met
L17	Egress at grade	L			3/3	3/3	Met
L20	Exit doors	L			3/3	3/3	Met
L21	Safe electrical equipment	L			3/3	3/3	Met
L22	Well-maintained appliances	L			3/3	3/3	Met
L25	Dangerous substances	L			3/3	3/3	Met
L26	Walkway safety	L			3/3	3/3	Met
L29	Rubbish/combustibles	L			3/3	3/3	Met
L30	Protective railings	L			3/3	3/3	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L31	Communication method	I	9/9		9/9	18/18	Met
L32	Verbal & written	I	9/9		9/9	18/18	Met
L37	Prompt treatment	I	9/9		9/9	18/18	Met
Ⓜ L38	Physician's orders	I	1/1		3/3	4/4	Met
L39	Dietary requirements	I			8/8	8/8	Met
L49	Informed of human rights	I	9/9		9/9	18/18	Met
L50 (07/21)	Respectful Comm.	I	9/9		9/9	18/18	Met
L51	Possessions	I	9/9		9/9	18/18	Met
L52	Phone calls	I	9/9		9/9	18/18	Met
L54 (07/21)	Privacy	I	9/9		9/9	18/18	Met
L55	Informed consent	I	2/2		2/2	4/4	Met
L61	Health protection in ISP	I	1/1		1/1	2/2	Met
L72	DOL requirements	I	5/5			5/5	Met
L73	DOL certificate	L	2/2		3/3	5/5	Met
L77	Unique needs training	I	9/9		9/9	18/18	Met
L80	Symptoms of illness	L	2/2		3/3	5/5	Met
L81	Medical emergency	L	2/2		3/3	5/5	Met
L84	Health protect. Training	I	1/1		1/1	2/2	Met
L85	Supervision	L	2/2		3/3	5/5	Met
L86	Required assessments	I	8/8		9/9	17/17	Met
L87	Support strategies	I	8/8		9/9	17/17	Met
L88	Strategies implemented	I	9/9		9/9	18/18	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L91	Incident management	L	2/2		3/3	5/5	Met
L93 (05/22)	Emergency back-up plans	I	9/9		9/9	18/18	Met
L94 (05/22)	Assistive technology	I	9/9		9/9	18/18	Met
L96 (05/22)	Staff training in devices and applications	I	4/4		7/7	11/11	Met
#Std. Met/# 46 Indicator						46/46	
Total Score						53/53	
						100%	

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

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	9/9	Met
C8	Family/guardian communication	9/9	Met
C13	Skills to maximize independence	9/9	Met
C37	Interpersonal skills for work	8/8	Met
C38 (07/21)	Habilitative & behavioral goals	8/8	Met
C39 (07/21)	Support needs for employment	8/8	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C40	Community involvement interest	9/9	Met
C41	Activities participation	9/9	Met
C42	Connection to others	9/9	Met
C43	Maintain & enhance relationship	9/9	Met
C44	Job exploration	8/8	Met
C45	Revisit decisions	9/9	Met
C46	Use of generic resources	9/9	Met
C47	Transportation to/ from community	9/9	Met
C51	Ongoing satisfaction with services/ supports	9/9	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	9/9	Met
C8	Family/guardian communication	9/9	Met
C22	Explore job interests	9/9	Met
C23	Assess skills & training needs	9/9	Met
C24	Job goals & support needs plan	9/9	Met
C25	Skill development	9/9	Met
C26	Benefits analysis	9/9	Met
C27	Job benefit education	9/9	Met
C28	Relationships w/businesses	2/2	Met
C29	Support to obtain employment	9/9	Met
C30	Work in integrated settings	9/9	Met
C31	Job accommodations	9/9	Met
C32	At least minimum wages earned	9/9	Met
C33	Employee benefits explained	9/9	Met
C34	Support to promote success	9/9	Met
C35	Feedback on job performance	9/9	Met
C36	Supports to enhance retention	9/9	Met
C37	Interpersonal skills for work	9/9	Met
C47	Transportation to/ from community	9/9	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C50	Involvement/ part of the Workplace culture	9/9	Met
C51	Ongoing satisfaction with services/ supports	9/9	Met