

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

Provider: DDS Central State Operated

Provider Address: 324 Clark Street, Worcester, MA

Name of Person Joanne Wax, CRS Director

Date(s) of Review: 2/17/2015 – 4/17/2015

Completing Form:

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Residential and Individual Home Supports	2 Year License	

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Summary of Ratings

Residential and Individual Home Supports Areas Needing Improvement on Standard not met - Identified by DDS

Indicator #	L15
Indicator	Hot water
Area Need Improvement	The agency needs to develop an effective way to ensure the hot water temperature does not exceed 120 degrees.
Process Utilized to correct and review indicator	CRS developed and implemented a procedure to ensure environmental safety. The new procedure will reference the CRS Quarterly Environmental Checklist. The checklist has been modified to include monthly monitoring the water temperature in each home and action taken to correct temperatures that are not within range.
Status at follow-up	<p>March 2015: 51 homes tested, 3 out of 51 temperature over 120degrees. Home either resolved or called in Landlord. Out of the 51 homes tested, 1 out of 51 temperature under 120. Home either resolved or called in Landlord and resolved.</p> <p>April 2015: 51 homes tested, 3 out of 51 temperature over 120. Home either resolved or called in Landlord and resolved.</p>
Rating	MET