

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

DDS FOLLOW-UP REPORT

Provider	Work Community Independence Inc	Provider Address	610 Lincoln Street Suite 120, North Building, Waltham
Survey Team	Boghoian, Mark; Edi-Osagie, Raymond; Hampton, Cheryl; Larrieux, Margareth; MacPhail, Lisa; Obeng, Raymond; Bullard, David;	Date(s) of Review	25-APR-23 to 27-APR-23

Follow-up Scope and results :						
Service Grouping	Licensure level and duration	# Critical Indicators std. met/ std. rated at follow-up	# Indicators std. met/ std. rated at follow-up	Sanction status prior to Follow-up	Combined Results post-Follow-up; for Deferred, License level	Sanction status post Follow-up
Residential and Individual Home Supports 14 Locations 25 Audits		1/2	21/23	<input type="checkbox"/> Eligible for new business (Two Year License) <input checked="" type="checkbox"/> Ineligible for new business. (Deferred Status: Two year mid-cycle review License)	2 Year License with Mid-Cycle Review	<input checked="" type="checkbox"/> Eligible for New Business (80% or more std. met; no critical std. not met) <input type="checkbox"/> Ineligible for New Business (<=80% std met and/or more critical std. not met)
Employment and Day Supports 5 Locations 11 Audits	2 Year License			<input checked="" type="checkbox"/> Eligible for new business (Two Year License) <input type="checkbox"/> Ineligible for new business. (Deferred Status: Two year mid-cycle review License)		<input checked="" type="checkbox"/> Eligible for New Business (80% or more std. met; no critical std. not met) <input type="checkbox"/> Ineligible for New Business (<=80% std met and/or more critical std. not met)

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Summary of Ratings

Employment and Day Supports Areas Needing Improvement on Standard not met - Identified by DDS

Indicator #	L49
Indicator	Informed of human rights
Area Need Improvement	For nine individuals, the grievance procedure provided to guardians and/or individuals did not contain some of the required information. The agency needs to ensure that all guardians and individuals are provided with current and accurate contact information for the purpose of filing a grievance.
Status at follow-up	
#met /# rated at followup	
Rating	Not Rated

Indicator #	L88
Indicator	Strategies implemented
Area Need Improvement	For two of nine individuals, ISP goals were not being implemented as agreed upon. The agency needs to ensure that ISP goals are implemented as agreed upon with the team.
Status at follow-up	
#met /# rated at followup	
Rating	Not Rated

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Indicator #	L91
Indicator	Incident management
Area Need Improvement	The agency was not reporting incidents in HCSIS as mandated. The agency needs to ensure that incidents are reported in HCSIS as mandated by regulation.
Status at follow-up	At one of two locations, incidents were not reported in HCSIS within the required timelines. The agency needs to ensure that incidents are reported into HCSIS within the required timelines.
#met /# rated at followup	1/2
Rating	Not Met

Administrative Areas Needing Improvement on Standard not met - Identified by DDS

Indicator #	L48
Indicator	HRC
Area Need Improvement	The agency's shared Human Rights Committee did not meet all its mandates. The agency needs to ensure that the shared Human Rights Committee it belongs to meets all regulatory mandates.
Status at follow-up	For the meeting that occurred within the review timeframe (March 2023), the agency's human right committee met requirements for membership and attendance.
#met /# rated at followup	1/1
Rating	Met

Indicator #	L76
Indicator	Track trainings
Area Need Improvement	The agency had not trained all employees on some mandated training topics. The agency needs to ensure that employees receive all DDS mandated trainings.
Status at follow-up	The agency had an effective training tracking system and staff were trained on all DDS mandated trainings.
#met /# rated at followup	1/1
Rating	Met