

## DEPARTMENT OF DEVELOPMENTAL SERVICES

### LICENSURE AND CERTIFICATION

#### DDS FOLLOW-UP REPORT

Provider	WORK INC	Provider Address	25 Beach Street , Dorchester
Survey Team	Boghoian, Mark; Bullard, David; Edi-Osagie, Raymond; Hampton, Cheryl; Larrieux, Margareth; MacPhail, Lisa; Obeng, Raymond;	Date(s) of Review	27-MAR-23 to 29-MAR-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
Employment and Day Supports  4 Locations 20 Audits	2 Year License	1/1	6/6	<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)	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)
Residential and Individual Home Supports  13 Locations 19 Audits		1/1	17/17	<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)

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##### **Summary of Ratings**

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

<b>Indicator #</b>	L49
<b>Indicator</b>	Informed of human rights
<b>Area Need Improvement</b>	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.
<b>Status at follow-up</b>	
<b>#met /# rated at followup</b>	
<b>Rating</b>	Not Rated

<b>Indicator #</b>	L88
<b>Indicator</b>	Strategies implemented
<b>Area Need Improvement</b>	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.
<b>Status at follow-up</b>	For seventeen of nineteen individuals, services and support strategies identified and agreed upon in the ISP were being implemented.
<b>#met /# rated at followup</b>	17/19
<b>Rating</b>	Met

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<b>Indicator #</b>	L91
<b>Indicator</b>	Incident management
<b>Area Need Improvement</b>	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.
<b>Status at follow-up</b>	
<b>#met /# rated at followup</b>	
<b>Rating</b>	Not Rated

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

<b>Indicator #</b>	L48
<b>Indicator</b>	HRC
<b>Area Need Improvement</b>	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.
<b>Status at follow-up</b>	
<b>#met /# rated at followup</b>	
<b>Rating</b>	Not Rated

<b>Indicator #</b>	L76
<b>Indicator</b>	Track trainings
<b>Area Need Improvement</b>	The agency had not trained all employees on some mandated training topics. The agency needs to ensure that employees receive all DDS mandated trainings.
<b>Status at follow-up</b>	
<b>#met /# rated at followup</b>	
<b>Rating</b>	Not Rated