

DEPARTMENT OF DEVELOPMENTAL SERVICES
LICENSURE AND CERTIFICATION
PROVIDER FOLLOW-UP REPORT

Provider: WORK OPPORTUNITIES
 UNLIMITED _____

Provider Address: 114 Locust St. , Dover _____

Name of Person Darlene Hayden
Completing Form: _____

Date(s) of Review: 01-JUN-23 to 30-JUN-23 _____

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

Summary of Ratings

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

Indicator #	L86
Indicator	Required assessments
Area Need Improvement	For four individuals, required assessments had not been submitted within ISP timelines. The agency needs to ensure that ISP assessments are submitted at least 15 days in advance of the ISP meeting.

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Process Utilized to correct and review indicator	Work Opportunities Unlimited MA Directors will work with our MA Administrative Resource Team Members. ART members will ensure that HCSIS is monitored regularly in order to be notified promptly of upcoming ISPs. Once we know that there is an ISP scheduled the ART member will send an email to the WOU CRS and cc the Director. This email will request all ISP documents to be sent back to the ART member at least 20 days prior to the ISP meeting. This deadline allows 5 extra days for the ISP assessments to be uploaded into HCSS.
Status at follow-up	
Rating	Met

Indicator #	L87
Indicator	Support strategies
Area Need Improvement	For three individuals, support strategies had not been submitted within ISP timelines. The agency needs to ensure that ISP support strategies are submitted at least 15 days in advance of the ISP meeting.
Process Utilized to correct and review indicator	Work Opportunities Unlimited MA Directors will work with our MA Administrative Resource Team Members. ART members will ensure that HCSIS is monitored regularly in order to be notified promptly of upcoming ISPs. Once we know that there is an ISP scheduled the ART member will send an email to the WOU CRS and cc the Director. This email will request all ISP documents to be sent back to the ART member at least 20 days prior to the ISP meeting. This deadline allows 5 extra days for the ISP assessments to be uploaded into HCSS.
Status at follow-up	
Rating	Met

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