

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 and Michael
Completing Form: Amons _____

Date(s) of Review: 24-MAY-25 to 25-MAY-25 _____

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Employment and Day Supports		1/2

Summary of Ratings

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

Indicator #	L8
Indicator	Emergency Fact Sheets

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Area Need Improvement	Twelve emergency fact sheets did not contain the necessary information in one readily available document. The agency needs to ensure that all required information is contained on the emergency fact sheet document, and this information is readily available to emergency personnel and/or first responders.
Process Utilized to correct and review indicator	<p>Work Opportunities Unlimited has a form called Consumer Safety Risk Factor (CSRF) that is readily available to emergency personnel and/or first responders.</p> <p>We also have an Emergency Fact Sheet, called our Client Profile/Emergency Information Form that is readily available to emergency personnel and/or first responders.</p> <p>The twelve forms that were pulled for this audit were the CSRFs. When created into a PDF form it was realized that the individuals' name and date of birth did not populate on the PDF. This, however, is visible on the actual form. Also, the client picture was not available on the CSRF.</p> <p>The updates that we are making are to have the Emergency Fact Sheet (Client Profile/Emergency Information Form) and our CSRF combined into one and be more easily accessible to WOU Team members and in turn emergency personnel and/or first responders via our Secure Mobil Portal.</p> <p>The Client Profile/Emergency Information Form document is already available via our Secure Portal while our CSRF is already available via our Secure Mobil Portal.</p> <p>The Emergency Fact Sheet (Client Profile/Emergency Information Form) will be updated to include:</p> <ul style="list-style-type: none">o client picture- already haso age- on CSRF alreadyo general physical characteristics-on CSRF alreadyo emergency contacts-already haso guardian information-already haso general nature of abilities and physical disabilities- on CSRF already

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	<p>o special medical needs- on CSRF already o current medications-on CSRF already</p> <p>This information will be accessible to WOU Team Members via Secure Mobile Portal access and information will be able to be shared in real time with emergency personnel and/ or first responders.</p>
Status at follow-up	Reviewed a sample of 10 CSRF and Client Profile/Emergency Forms. 10/10 have required information
Rating	Met

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

Indicator #	L48
Indicator	HRC
Area Need Improvement	The agency's Human Rights Committee did not have the requisite attendance of all committee members with the required expertise and a quorum did not occur at two or more meetings during the period reviewed. The agency needs to ensure attendance of all members with required expertise (medical, legal, clinical) and ensure that the quorum requirement is met in accordance with regulatory requirements.
Process Utilized to correct and review indicator	WOU has been in contact with Michael Richard, Director of Residential Services for L'Arche Boston North, the host agency for the HRC. We will ensure, on a quarterly basis, expert members of the HRC are in attendance including medical, legal and clinical. If one of these members are missing we will be sure to contact them for their review of our incident reports. We will also ensure that there is a quorum met at each quarterly meeting.
Status at follow-up	This has been addressed with L 'Arche the hosting agency. We have not had a quarterly meeting since the survey. This cannot be rated until the next meeting.
Rating	Not Met