



**PROVIDER REPORT
FOR**

**ALMADAN INC
15 RESEARCH DRIVE
SUITE B Amherst, MA 01002**

April 27, 2026

Version

Public Provider Report

**Prepared by the Department of Developmental Services
OFFICE OF QUALITY ENHANCEMENT**

SUMMARY OF OVERALL FINDINGS

Provider	ALMADAN INC
Review Dates	2/18/2026 - 2/26/2026
Service Enhancement Meeting Date	3/11/2026
Survey Team	Andrea Comeau Marisa Himes Eric Lunden (TL) Danielle Chiaravallotti Stephanie Baldwin
Citizen Volunteers	

Survey scope and findings for Residential and Individual Home Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Residential and Individual Home Supports	6 location(s) 8 audit (s)	Full Review	87/88 2 Year License 03/11/2026 - 03/11/2028		64 / 65 Certified 03/11/2026 - 03/11/2028
Residential Services	1 location(s) 3 audit (s)			Full Review	20 / 20
Placement Services	3 location(s) 3 audit (s)			Full Review	19 / 20
Individual Home Supports	2 location(s) 2 audit (s)			Full Review	19 / 19
Planning and Quality Management				Full Review	6 / 6

EXECUTIVE SUMMARY :

Almadan, Inc., a non-profit organization located in Amherst, has been providing services to adults with intellectual and developmental disabilities, and other mental health disorders who reside in Western Massachusetts since 1985. The agency offers supports to these individuals in service models that include 24-hour residential supports, placement services, and individual home supports (IHS).

For this 2026 Department of Developmental Services (DDS) survey, the DDS Office of Quality Enhancement (OQE) conducted a full licensing and certification review of Almadan's Residential Service Grouping, which includes 24-Hour Residential Homes, Placement Services, and Individual Home Supports. All applicable licensing and certification indicators were reviewed by DDS OQE as part of this survey.

At the organizational level, relative to licensure indicators: Almadan demonstrated a commitment to providing high-quality services to individuals, by its success in meeting licensure requirements in many areas including workforce competency. A review of the agency's systems found the tracking of staff training to be effective in ensuring that DDS mandated training courses were completed; staff were also trained and knowledgeable of the unique needs of everyone they supported. The agency ensured that potential new employees had the necessary qualifications for their respective positions, and licensed professionals had current licenses. Mandated reporting responsibilities were fulfilled as incidents that rose to the level were reported to DPPC as required. The agency also demonstrated effective responses to allegations of abuse and neglect, and follow-up actions required by the respective DDS Area Office.

In the certification areas: Almadan demonstrated a commitment to exploring and expanding partnerships within the local community which promoted participation, memberships, and volunteerism for individuals. The agency used generic community resources to enhance staff knowledge to better support individuals. This was evidenced in the number of individuals who, during interviews, reported actively participating in social, recreational, and economic endeavors within their communities. Additionally, the agency enhanced support by educating individuals and families on the programs it offers, including financial, behavior management, and other topics.

Across all residential service types, relative to licensing standards, the agency had many practices that enabled positive outcomes for individuals, notably in the domains of personal safety, and goal development and implementation. Incident reports were submitted to DDS as mandated by regulations, and the agency met HCSIS submission timelines for required ISP assessments and support strategies. This outcome was attributable to the agency's use of a tracking sheet for everyone's ISP that included due and submission dates for ISP documentation and more. It was also noteworthy that ISP goals were implemented as agreed upon across all programs, and data was being collected. Emergency back-up plans were also in place for most people to support them in the event of an emergency.

High quality support was seen to be offered to individuals by staff within the homes, notably around environmental safety and healthcare. On-site reviews found the general conditions of homes to be clean and in good repair. The homes met the accessibility needs of the men and women who resided in them. In the healthcare domain, supports offered to people enabled them to maintain good health. Annual physical and dental examinations were well supported by staff, who were equally knowledgeable of medical emergency procedures and sought prompt medical treatment for individuals when needed. Staff encouraged individuals to make healthy food choices and provided them with opportunities to engage in physical activity.

In the certification areas, the agency offered individuals the opportunity to provide feedback on new hires; individuals participated in interviews with potential new staff within their homes, and completed

feedback forms (with staff assistance, as needed) that were submitted to the administrative office. The input was used by the agency to make informed decisions about hiring the applicants. Individuals were also involved in the annual evaluation of staff that supported them. On an annual basis, management staff also met with individuals to seek feedback on the performance of staff that worked with them. The feedback forms were then attached to the annual evaluation reviews for feedback with support staff.

Almadan's commitment to the comfort of the individuals within its homes was evident. The residential locations blended in naturally with the neighborhood homes and the interior/common areas and bedrooms were decorated in accordance with individuals' personal tastes and preferences. Observations and interviews confirmed that staff empowered individuals to make choices regarding their daily household routines, leisure activities, and meals. Staff also supported individuals to increase their independence through verbal instructions and visual cues

The survey revealed a few areas requiring improvement by the agency to meet compliance. In the healthcare domain, Health Care Records must be maintained and updated as required. The agency must also ensure that that individuals are assessed for their preferences and support needs in the areas of intimacy, sexuality, and companionship; and education and support must be provided to individuals based on the results of the assessments.

Within Residential, Placement, and Individual Home Supports, Almadan received a rating of Met for 99% of licensing indicators, including all critical indicators. Almadan Inc. will thus be issued a Two-Year License for the Residential Service Grouping. The agency also met 98% of certification indicators and will be certified for the residential services grouping.

Follow-up on all licensing indicators that were not met during the survey will be conducted by the agency, and the results submitted to the DDS Office of Quality Enhancement (OQE) within 60 days of the Service Enhancement Meeting.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	9/9	0/9	
Residential and Individual Home Supports	78/79	1/79	
Residential Services Individual Home Supports Placement Services			
Critical Indicators	8/8	0/8	
Total	87/88	1/88	99%
2 Year License			
# indicators for 60 Day Follow-up		1	

Residential Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L43	The health care record is maintained and updated as required.	For four of eight individuals, Health Care Records were not updated and maintained as required. The agency must ensure that Health Care Records are maintained and updated as required.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	58/59	1/59	
Individual Home Supports	19/19	0/19	
Placement Services	19/20	1/20	
Residential Services	20/20	0/20	
Total	64/65	1/65	98%
Certified			

Placement Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	For one of three individuals in placement services, their preferences, education, and support needs in the areas of intimacy, sexuality, and companionship had not been assessed. The agency must ensure that individuals are assessed for their preferences, education, and support needs in the areas of intimacy, sexuality, and companionship; and support to actualize must be provided based on the assessments.

MASTER SCORE SHEET LICENSURE

Organizational: ALMADAN INC

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	6/6	Met
L3	Immediate Action	4/4	Met
L4	Action taken	1/1	Met
L48	HRC	1/1	Met
L65	Restraint report submit	3/3	Met
L74	Screen employees	2/2	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	6/6	Met
L83	HR training	6/6	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	3/3	2/2	3/3				8/8	Met
L5	Safety Plan	L	1/1	2/2	2/3				5/6	Met (83.33%)
℞ L6	Evacuation	L	1/1	2/2	3/3				6/6	Met
L7	Fire Drills	L	1/1						1/1	Met
L8	Emergency Fact Sheets	I	3/3	2/2	2/3				7/8	Met (87.50%)
L9 (07/21)	Safe use of equipment	I	2/2	2/2					4/4	Met
L10	Reduce risk interventions	I	1/1	1/1	1/1				3/3	Met
℞ L11	Required inspections	L	1/1		3/3				4/4	Met
℞ L12	Smoke detectors	L	1/1		3/3				4/4	Met
℞ L13	Clean location	L	1/1		3/3				4/4	Met
L14	Site in good repair	L	1/1		3/3				4/4	Met
L15	Hot water	L	0/1		3/3				3/4	Met
L16	Accessibility	L	1/1		3/3				4/4	Met
L17	Egress at grade	L	1/1		3/3				4/4	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L18	Above grade egress	L	1/1		1/1				2/2	Met
L19	Bedroom location	L			3/3				3/3	Met
L20	Exit doors	L	1/1						1/1	Met
L21	Safe electrical equipment	L	1/1		3/3				4/4	Met
L22	Well-maintained appliances	L	1/1						1/1	Met
L23	Egress door locks	L	1/1						1/1	Met
L24	Locked door access	L	1/1		3/3				4/4	Met
L25	Dangerous substances	L	1/1						1/1	Met
L26	Walkway safety	L	1/1		2/3				3/4	Met
L27	Pools, hot tubs, etc.	L			2/2				2/2	Met
L28	Flammables	L	1/1						1/1	Met
L29	Rubbish/combustibles	L	1/1		3/3				4/4	Met
L30	Protective railings	L	1/1		3/3				4/4	Met
L31	Communication method	I	3/3	2/2	3/3				8/8	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L32	Verbal & written	I	3/3	2/2	3/3				8/8	Met
L33	Physical exam	I	3/3	2/2	3/3				8/8	Met
L34	Dental exam	I	3/3	2/2	3/3				8/8	Met
L35	Preventive screenings	I	3/3	2/2	2/2				7/7	Met
L36	Recommended tests	I	2/3	2/2	2/2				6/7	Met (85.71%)
L37	Prompt treatment	I	3/3	2/2	3/3				8/8	Met
℞ L38	Physician's orders	I	1/1						1/1	Met
L39	Dietary requirements	I	2/2						2/2	Met
L40	Nutritional food	L	1/1						1/1	Met
L41	Healthy diet	L	1/1	1/1	3/3				5/5	Met
L42	Physical activity	L	1/1	1/1	3/3				5/5	Met
L43	Health Care Record	I	1/3	2/2	1/3				4/8	Not Met (50.0%)
L44	MAP registration	L	1/1						1/1	Met
L45	Medication storage	L	1/1						1/1	Met
℞ L46	Med. Administration	I	3/3		1/1				4/4	Met
L47	Self medication	I		2/2	2/2				4/4	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L49	Informed of human rights	I	3/3	2/2	3/3				8/8	Met
L50 (07/21)	Respectful Comm.	I	3/3	2/2	3/3				8/8	Met
L51	Possessions	I	3/3	2/2	3/3				8/8	Met
L52	Phone calls	I	3/3	2/2	3/3				8/8	Met
L53	Visitation	I	3/3	2/2	3/3				8/8	Met
L54 (07/21)	Privacy	I	3/3	2/2	3/3				8/8	Met
L55	Informed consent	I	3/3	2/2	2/2				7/7	Met
L56	Restrictive practices	I	3/3						3/3	Met
L57	Written behavior plans	I	2/2		1/1				3/3	Met
L60	Data maintenance	I	2/2		1/1				3/3	Met
L61	Health protection in ISP	I		2/2	2/2				4/4	Met
L63	Med. treatment plan form	I	3/3		2/2				5/5	Met
L64	Med. treatment plan rev.	I	3/3		1/2				4/5	Met (80.0%)
L67	Money mgmt. plan	I	3/3	2/2	3/3				8/8	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L68	Funds expenditure	I	3/3	2/2	3/3				8/8	Met
L69	Expenditure tracking	I	3/3	2/2	3/3				8/8	Met
L70	Charges for care calc.	I	3/3		3/3				6/6	Met
L71	Charges for care appeal	I	3/3		3/3				6/6	Met
L77	Unique needs training	I	3/3	2/2	3/3				8/8	Met
L78	Restrictive Int. Training	L	1/1						1/1	Met
L79	Restraint training	L	1/1						1/1	Met
L80	Symptoms of illness	L	1/1	2/2	3/3				6/6	Met
L81	Medical emergency	L	1/1	2/2	3/3				6/6	Met
L82	Medication admin.	L	1/1						1/1	Met
L84	Health protect. Training	I		2/2	2/2				4/4	Met
L85	Supervision	L	1/1	2/2	3/3				6/6	Met
L86	Required assessments	I	3/3	2/2	3/3				8/8	Met
L87	Support strategies	I	3/3	2/2	3/3				8/8	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L88	Strategies implemented	I	3/3	2/2	3/3				8/8	Met
L90	Personal space/bedroom privacy	I	3/3		3/3				6/6	Met
L91	Incident management	L	1/1	2/2	3/3				6/6	Met
L93 (05/22)	Emergency back-up plans	I	2/3	2/2	3/3				7/8	Met (87.50%)
L94 (05/22)	Assistive technology	I	3/3	2/2	3/3				8/8	Met
L96 (05/22)	Staff training in devices and applications	I	1/1	2/2	3/3				6/6	Met
L99 (05/22)	Medical monitoring devices	I	1/1						1/1	Met
#Std. Met/#79 Indicator									78/79	
Total Score									87/88	
									98.86%	

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	1/1	Met
C2	Data analysis	1/1	Met
C3	Service satisfaction	1/1	Met
C4	Utilizes input from stakeholders	1/1	Met
C5	Measure progress	1/1	Met
C6	Future directions planning	1/1	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	3/3	Met
C8	Family/guardian communication	3/3	Met
C9	Personal relationships	3/3	Met
C10	Social skill development	3/3	Met
C11	Get together w/family & friends	3/3	Met
C12	Intimacy	3/3	Met
C13	Skills to maximize independence	3/3	Met
C14	Choices in routines & schedules	3/3	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	3/3	Met
C17	Community activities	3/3	Met
C18	Purchase personal belongings	3/3	Met
C19	Knowledgeable decisions	3/3	Met
C46	Use of generic resources	3/3	Met
C47	Transportation to/ from community	3/3	Met
C48	Neighborhood connections	3/3	Met
C49	Physical setting is consistent	1/1	Met
C51	Ongoing satisfaction with services/ supports	3/3	Met
C52	Leisure activities and free-time choices /control	3/3	Met
C53	Food/ dining choices	3/3	Met

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	3/3	Met
C8	Family/guardian communication	3/3	Met
C9	Personal relationships	3/3	Met
C10	Social skill development	3/3	Met
C11	Get together w/family & friends	3/3	Met
C12	Intimacy	2/3	Not Met (66.67 %)
C13	Skills to maximize independence	3/3	Met
C14	Choices in routines & schedules	3/3	Met
C15	Personalize living space	3/3	Met
C16	Explore interests	3/3	Met
C17	Community activities	3/3	Met
C18	Purchase personal belongings	3/3	Met
C19	Knowledgeable decisions	3/3	Met
C46	Use of generic resources	3/3	Met
C47	Transportation to/ from community	3/3	Met
C48	Neighborhood connections	3/3	Met
C49	Physical setting is consistent	3/3	Met
C51	Ongoing satisfaction with services/ supports	3/3	Met
C52	Leisure activities and free-time choices /control	3/3	Met
C53	Food/ dining choices	3/3	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	2/2	Met
C8	Family/guardian communication	2/2	Met
C9	Personal relationships	2/2	Met
C10	Social skill development	2/2	Met
C11	Get together w/family & friends	2/2	Met
C12	Intimacy	1/1	Met
C13	Skills to maximize independence	2/2	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C14	Choices in routines & schedules	2/2	Met
C16	Explore interests	2/2	Met
C17	Community activities	2/2	Met
C18	Purchase personal belongings	2/2	Met
C19	Knowledgeable decisions	2/2	Met
C21	Coordinate outreach	2/2	Met
C46	Use of generic resources	2/2	Met
C47	Transportation to/ from community	2/2	Met
C48	Neighborhood connections	2/2	Met
C51	Ongoing satisfaction with services/ supports	2/2	Met
C52	Leisure activities and free-time choices /control	2/2	Met
C53	Food/ dining choices	2/2	Met