



**PROVIDER REPORT
FOR**

**GAAMHA, INC
208 Coleman St.
Gardner, MA 01440**

September 28, 2022

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	GAAMHA, INC
Review Dates	8/25/2022 - 8/31/2022
Service Enhancement Meeting Date	9/14/2022
Survey Team	Elsa Adorno Andrea Comeau Janina Millet (TL)
Citizen Volunteers	

Survey scope and findings for Employment and Day Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	3 location(s) 18 audit (s)	Full Review	54/61 2 Year License 09/14/2022 - 09/14/2024		37 / 41 Certified 09/14/2022 - 09/14/2024
Community Based Day Services	2 location(s) 9 audit (s)			Full Review	13 / 15
Employment Support Services	1 location(s) 9 audit (s)			Full Review	19 / 20
Planning and Quality Management				Full Review	5 / 6

EXECUTIVE SUMMARY :

GAAMHA is a nonprofit organization which provides employment supports and community-based day services (CBDS) to individuals with developmental and other disabilities. The agency is headquartered in Gardner, Massachusetts and serves individuals who live in northern Worcester and eastern Franklin County. GAAMHA offers employment options that include competitive job placements at area businesses, work crews placed at a local college and work offered through an agency-operated business, Coleman Assembly and Packaging Inc. In addition, the agency provides CBDS services at locations in Gardner and Orange.

The current survey was a full licensing and certification review for community-based day supports and employment services. Licensure and certification resumed partially in-person surveys in July, 2021. This licensing and certification review was a hybrid model of surveying, where some tasks were conducted in person while others were done through remote technologies. The administrative interview occurred through video conferencing, and other tasks such as observations and interviews with staff and individuals. The review of relevant documentation occurred in person.

An agency strength was its presence within Gardner and surrounding communities from both business and community involvement perspectives. The agency hosts an annual golf tournament which supports the ongoing agency initiatives. GAAMHA works with other agencies in their community such as Meal on Wheels, the library and VNA Volunteering, to name a few. GAAMHA's community presence contributes to greater opportunities for employment, volunteering, and community-involvement activities for individuals.

Review of agency systems for maintaining workforce competency found that the agency's tracking system was effective in ensuring that all training requirements were completed. The system tracked all staff training, including training required for new employees, such as human rights and DPPC reporting, as well as new mandated training in procedures for virus transmission prevention. Training in individual-specific healthcare protocols and special diets was also tracked and current for the staff who provided supports. When interviewed, staff were knowledgeable of individuals' unique support needs. Additionally, staff involved in administering medications were MAP Certified; and all MAP requirements were met for individuals who were taking medication onsite during the day.

Within areas subject to certification, positive outcomes were demonstrated for individuals receiving employment and day supports. Service delivery strengths were seen in GAAMHA's efforts to promote choice and community involvement for individuals with CBDS services. Individuals were supported to make choices in daily routines and activities. These activities were consistent with individuals' preferences and interests. Individuals also were supported to develop positive and cooperative relationships with other individuals within their programs. Individuals who were employed by the agency were paid at least minimum wage or higher, and everyone received benefits prorated for hours worked. Individuals who were employed at local businesses received support from job coaches as needed. The agency assured that individuals received regular performance reviews and information was provided to individuals and families on how government entitlements could be managed while employed.

Along with the positive findings highlighted above, the survey also identified some licensing areas in need of further attention. In the area of safety for site-based day programs, fire drills need to be conducted semi-annually, hot water temperature must test no higher than 110 degrees F., and site-based safety plans must be approved by DDS every two years. Within the context of human rights, information on agency grievance procedures must be shared with individuals' guardians. Medication treatment plans must be developed when individuals are prescribed a behavior modifying medication administered by agency staff during day support hours. Lastly, individuals need to be assessed to identify assistive technology that may be of benefit to maximize their independence in work or day activities.

Among indicators subject to certification, the agency is encouraged to provide individuals with opportunities for feedback on the hiring and ongoing performance reviews of staff that support them, to expand its methods of exploring job interests with individuals, and to provide more opportunities for work in integrated settings. Within the context of ongoing efforts to assess and improve service quality, the agency must have a process to identify and measure progress on goals for service improvement.

As a result of the current review, the Employment and Day Support service group, operated by GAAMHA, will receive a Two-Year License, with a score of 89% of licensure indicators met. This service group is Certified with an overall score of 90% of certification indicators met. Follow-up will be conducted by OQE within 60 days on those licensing indicators that received a rating of Not Met.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	11/11	0/11	
Employment and Day Supports	43/50	7/50	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	54/61	7/61	89%
2 Year License			
# indicators for 60 Day Follow-up		7	

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

Indicator #	Indicator	Area Needing Improvement
L5	There is an approved safety plan in home and work locations.	A safety plan for one CBDS program was expired. The agency needs to update Emergency Evacuation Safety Plans for site-based day services at least every two years or when significant site renovations or change in evacuation routes occur. Additionally, approval for updated safety plans must be obtained from DDS.
L7	Fire drills are conducted as required.	Fire drills were not conducted every six months at CBDS sites over the past year. The agency needs to conduct fire drills every six months at site-based CBDS locations.
L15	Hot water temperature tests between 110 and 120 degrees (as of 1/2014).	Hot water tested at one CBDS location exceeded 110 degrees. The agency needs to ensure that hot water temperature in lavatory sinks at CBDS program sites tests no higher than 110 degrees F.
L49	Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	The agency did not include information on how file a grievance in the human rights information shared with guardians. The agency needs to share information on the agency's grievance procedure with individuals' guardians.

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

Indicator #	Indicator	Area Needing Improvement
L63	Medication treatment plans are in written format with required components.	Two individuals were receiving behavior modifying medication that was administered by agency staff during service hours, and medication treatment plans were not in place. When behavior modifying medication is administered to individuals by agency staff, medication treatment plans need to be developed by the agency to evaluate the course of clinical treatment by the medication. Medication treatment plans must address all required elements, including a description of the behavior to be controlled or modified, information about side effects, procedures to minimize risks in taking the medication, and clinical indications for adjusting or terminating the drug. In addition, data needs to be maintained on the behaviors for which the medication is prescribed in order to direct the course of clinical treatment.
L64	Medication treatment plans are reviewed by the required groups.	For individuals who were administered behavior modifying medication by agency staff, medication treatment plans were not shared with DDS for inclusion in ISPs. Medication treatment plans developed for individuals who receive agency supports must be shared with ISP teams for incorporation into ISPs.
L94 (05/22)	Individuals have assistive technology to maximize independence.	Individuals sampled across CBDS and employment support services had not been assessed on benefits and needs for assistive technology. The agency needs to develop a mechanism to assess individuals to identify needs for assistive technology to maximize their independence.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	5/6	1/6	
Employment and Day Supports	32/35	3/35	
Community Based Day Services	13/15	2/15	
Employment Support Services	19/20	1/20	
Total	37/41	4/41	90%
Certified			

Planning and Quality Management Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C5	The provider has a process to measure progress towards achieving service improvement goals.	The agency's strategic plan did not identify measurable goals. The agency needs to develop measurable goals for service improvement as well as establish benchmarks to monitor and measure progress toward goal accomplishment.

Community Based Day Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	For two individuals, feedback had not been solicited from the agency at the time of hire or on annual performance reviews of the staff who support them. The agency needs to provide opportunities for individuals to offer input into the hiring and ongoing performance reviews of the staff who support them.
C44	Staff have effective methods to assist individuals to explore their job interests if appropriate.	For four individuals, job interests had not been explored. The agency will need to develop several different means to explore individuals possible job interest. This must include different ways to expose individuals to employment and must be customized based on the individual's learning style.
C30	Individuals are supported to work in integrated job settings.	Two individuals were not supported to work in integrated settings. The agency needs to offer opportunities for individuals to work in integrated setting on a regular basis.

MASTER SCORE SHEET LICENSURE

Organizational: GAAMHA, 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	1/1	Met
L66	HRC restraint review	1/1	Met
L74	Screen employees	4/4	Met
L75	Qualified staff	1/1	Met
L76	Track trainings	5/5	Met
L83	HR training	1/1	Met
L92 (07/21)	Licensed Sub-locations (e/d).	2/2	Met

Employment and Day Supports:

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	9/9		9/9	18/18	Met
L5	Safety Plan	L			1/2	1/2	Not Met (50.0 %)
℞ L6	Evacuation	L			2/2	2/2	Met
L7	Fire Drills	L			1/2	1/2	Not Met (50.0 %)
L8	Emergency Fact Sheets	I	9/9		7/9	16/18	Met (88.89 %)
L9 (07/21)	Safe use of equipment	I	9/9		9/9	18/18	Met
℞ L11	Required inspections	L			2/2	2/2	Met
℞ L12	Smoke detectors	L			2/2	2/2	Met
℞ L13	Clean location	L			2/2	2/2	Met
L14	Site in good repair	L			1/1	1/1	Met
L15	Hot water	L			1/2	1/2	Not Met (50.0 %)
L16	Accessibility	L			2/2	2/2	Met
L17	Egress at grade	L			2/2	2/2	Met
L20	Exit doors	L			2/2	2/2	Met
L21	Safe electrical equipment	L			2/2	2/2	Met
L22	Well-maintained appliances	L			2/2	2/2	Met
L25	Dangerous substances	L			2/2	2/2	Met
L26	Walkway safety	L			2/2	2/2	Met
L28	Flammables	L			2/2	2/2	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L29	Rubbish/combustibles	L			2/2	2/2	Met
L31	Communication method	I	9/9		9/9	18/18	Met
L32	Verbal & written	I	9/9		9/9	18/18	Met
L37	Prompt treatment	I	9/9		9/9	18/18	Met
Ⓡ L38	Physician's orders	I	2/2		7/8	9/10	Met (90.0 %)
L39	Dietary requirements	I	1/1		6/6	7/7	Met
L44	MAP registration	L	1/1		2/2	3/3	Met
L45	Medication storage	L	1/1		2/2	3/3	Met
Ⓡ L46	Med. Administration	I	2/2		8/8	10/10	Met
L49	Informed of human rights	I	8/9		3/9	11/18	Not Met (61.11 %)
L50 (07/21)	Respectful Comm.	I	9/9		9/9	18/18	Met
L51	Possessions	I	9/9		9/9	18/18	Met
L52	Phone calls	I	9/9		9/9	18/18	Met
L54 (07/21)	Privacy	I	9/9		9/9	18/18	Met
L55	Informed consent	I	1/1		4/4	5/5	Met
L61	Health protection in ISP	I			5/5	5/5	Met
L63	Med. treatment plan form	I	0/1		0/1	0/2	Not Met (0 %)
L64	Med. treatment plan rev.	I	0/1		0/1	0/2	Not Met (0 %)
L77	Unique needs training	I	9/9		8/9	17/18	Met (94.44 %)
L79	Restraint training	L	1/1		1/1	2/2	Met
L80	Symptoms of illness	L	1/1		2/2	3/3	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L81	Medical emergency	L	1/1		2/2	3/3	Met
L82	Medication admin.	L	1/1		2/2	3/3	Met
L84	Health protect. Training	I			5/5	5/5	Met
L85	Supervision	L	1/1		2/2	3/3	Met
L86	Required assessments	I	7/7		8/9	15/16	Met (93.75 %)
L87	Support strategies	I	8/8		7/9	15/17	Met (88.24 %)
L88	Strategies implemented	I	9/9		9/9	18/18	Met
L91	Incident management	L	1/1		2/2	3/3	Met
L93 (05/22)	Emergency back-up plans	I	9/9		9/9	18/18	Met
L94 (05/22)	Assistive technology	I	0/9		0/9	0/18	Not Met (0 %)
#Std. Met/# 50 Indicator						43/50	
Total Score						54/61	
						88.52%	

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	0/1	Not Met (0 %)
C6	Future directions planning	1/1	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	7/9	Not Met (77.78 %)
C8	Family/guardian communication	9/9	Met
C13	Skills to maximize independence	9/9	Met
C37	Interpersonal skills for work	8/8	Met
C38 (07/21)	Habilitative & behavioral goals	4/5	Met (80.0 %)
C39 (07/21)	Support needs for employment	4/5	Met (80.0 %)
C40	Community involvement interest	9/9	Met
C41	Activities participation	9/9	Met
C42	Connection to others	9/9	Met
C43	Maintain & enhance relationship	9/9	Met
C44	Job exploration	1/5	Not Met (20.0 %)
C45	Revisit decisions	9/9	Met
C46	Use of generic resources	9/9	Met
C47	Transportation to/ from community	9/9	Met
C51	Ongoing satisfaction with services/ supports	9/9	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	9/9	Met
C8	Family/guardian communication	9/9	Met
C22	Explore job interests	9/9	Met
C23	Assess skills & training needs	9/9	Met
C24	Job goals & support needs plan	9/9	Met
C25	Skill development	9/9	Met
C26	Benefits analysis	9/9	Met
C27	Job benefit education	9/9	Met
C29	Support to obtain employment	9/9	Met
C30	Work in integrated settings	7/9	Not Met (77.78 %)
C31	Job accommodations	9/9	Met
C32	At least minimum wages earned	9/9	Met
C33	Employee benefits explained	9/9	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C34	Support to promote success	9/9	Met
C35	Feedback on job performance	9/9	Met
C36	Supports to enhance retention	9/9	Met
C37	Interpersonal skills for work	9/9	Met
C47	Transportation to/ from community	9/9	Met
C50	Involvement/ part of the Workplace culture	9/9	Met
C51	Ongoing satisfaction with services/ supports	9/9	Met