



**PROVIDER REPORT
FOR**

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

November 19, 2024

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	GAAMHA, INC
Review Dates	10/16/2024 - 10/22/2024
Service Enhancement Meeting Date	11/5/2024
Survey Team	Elsa Adorno Stephanie Baldwin Danielle Chiaravallotti Andrea Comeau (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	2 location(s) 18 audit (s)	Full Review	60/63 2 Year License 11/05/2024 - 11/05/2026		31 / 42 Certified with Progress Report 11/05/2024 - 11/05/2026
Community Based Day Services	1 location(s) 9 audit (s)			Full Review	14 / 15
Employment Support Services	1 location(s) 9 audit (s)			Full Review	11 / 21
Planning and Quality Management				Full Review	6 / 6

EXECUTIVE SUMMARY :

GAAMHA, Inc. is a nonprofit corporation that provides employment services and community-based day supports (CBDS) to individuals with developmental disabilities. Headquartered in Gardner, MA, GAAMHA operates two community-based day support sites located in Gardner and Orange providing services to individuals residing in northern Worcester and eastern Franklin counties. Through its employment services, GAAMHA also offers opportunities for individuals to work at various community businesses. The scope of this survey was a full licensing and certification review of the agency CBDS and Employment services conducted by the Department of Developmental Services (DDS) Central West Office of Quality Enhancement.

As an organization, GAAMHA, Inc. demonstrated success in meeting licensure requirements for services and supports in the areas of environmental safety, workforce competency and personal safety. The 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 the new mandated trainings in universal precautions and procedures for preventing virus transmission.

Relative to Licensure, an onsite review of one CBDS location found that the environment was clean and well-maintained; appliances were in good repair, and current inspections were in place as required. Staff were trained and knowledgeable of the unique needs of each of the individuals supported, emergency backup plans were in place, and staff were knowledgeable of how to respond in the event of an emergency.

In the area of healthcare, healthcare protocols were in place for individuals with significant health conditions, special dietary requirements were being followed, and medications were administered in line with Medication Administration Program (MAP) policies. Also, a rotating staff schedule within the CBDS program ensured that all staff were trained and knowledgeable of each of the needs of individuals within this service group.

As an additional positive finding in licensing, it was noted that GAAMHA maintained effective data collection systems to track ISP objectives, behavioral data, and individuals' participation in on-site and community-based activities, as well as time worked. The consistent data allowed GAAMHA to determine how well individuals were doing overall in their services, and whether any changes were needed. Staff ensured required ISP assessments and support strategies were submitted to DDS within the required timelines. They were knowledgeable about each individual's ISP, assisted with goal implementation, and consistently tracked all required data on a daily basis.

Within certification domains, positive practices were found in the areas of choice and control, and communication. GAAMHA staff regularly solicited input from individuals about upcoming activities and development of daily schedules. Staff used this input to plan upcoming skill groups, leisure activities, and community outings. In addition, individuals provided feedback on employee evaluations and had ongoing opportunities to inform the agency about their satisfaction with services through routine discussions with staff as well as through satisfaction surveys conducted annually. It should also be noted that observations made during the course of this review revealed staff communication and interactions with the individuals, as well as fellow employees, to be professional, positive and respectful.

In addition to the positive findings outlined above, the survey identified some licensing areas in need of further attention. Within the context of human rights, the agency needs to support its human rights committee to maintain regular attendance of all members, including those with required expertise, to fulfill its responsibilities in promoting and protecting the rights of individuals who receive services. Additionally, incident reports and restraint reports need to be submitted to DDS within the required timelines.

Within areas subject to certification, for individuals on the CBDS pathway to employment, the agency needs to develop methods to assist individuals with exploring job interests as well as assessing skills and support needs. Comprehensive career plans need to be developed in a manner that outlines the training and supports needed to accomplish the identified job goals, and ensure goals are implemented. The agency also needs to develop a system to provide information to individuals on the impact of earned income on benefits and entitlements and individuals need to be supported to work in, and be a part of, an integrated work environment. Additionally, the agency needs to ensure that individuals working in integrated settings receive regular feedback on their work performance in a manner commensurate with other employees. Lastly, the agency is encouraged to play a more active

role in networking with local businesses in order to facilitate job development opportunities for individuals receiving services.

As a result of this review, GAAMHA, Inc. will receive a Two-Year License for Employment and Day Supports, with a service grouping Licensing score of 95%. This service grouping is also Certified with a Mid-cycle Progress Report with an overall score of 74% of certification indicators met. Follow-up will be conducted by the agency on all licensing indicators that received a rating of Not Met for this service grouping and reported to Central West OQE office within sixty days of the SEM meeting.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	6/8	2/8	
Employment and Day Supports	54/55	1/55	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	60/63	3/63	95%
2 Year License			
# indicators for 60 Day Follow-up		3	

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

Indicator #	Indicator	Area Needing Improvement
L48	The agency has an effective Human Rights Committee.	For the majority of meetings, the agency's human rights committee lacked regular attendance of people in three roles requiring expertise. The agency needs to support its human rights committee members to meet attendance requirements, and to fulfill all its responsibilities for promoting and protecting the rights of individuals who receive services.
L65	Restraint reports are submitted within required timelines.	One restraint report was not created and/or finalized within the required timeline. The agency must ensure that restraint reports are created and finalized in the HCSIS system within the required timelines.

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

Indicator #	Indicator	Area Needing Improvement
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L91	Incidents are reported and reviewed as mandated by regulation.	There were three incident reports in CBDS services that were not created and/or finalized within the required timelines. The agency needs to ensure that incident reports are created in the HCSIS system and finalized within the required timelines.
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CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	25/36	11/36	
Community Based Day Services	14/15	1/15	
Employment Support Services	11/21	10/21	
Total	31/42	11/42	74%
Certified with Progress Report			

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

Indicator #	Indicator	Area Needing Improvement
C39 (07/21)	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	For six of the individuals reviewed, plans were not developed to assist the individuals with identifying goals and supports needed to move toward supported employment. The agency needs to develop a mechanism for consistently providing individuals with written plans that reflect their job goals and support needs for employment.
C22	Staff have effective methods to assist individuals to explore their job interests.	For six of the individuals reviewed, the agency did not have effective methods for assessing and exploring individuals' job interests. The agency needs to regularly assess individuals' job interests and explore those interests identified for individuals.
C23	Staff utilize a variety of methods to assess an individual's skills, interests, career goals and training and support needs in employment.	Six of the individuals reviewed were not assessed to identify their work-related strengths, skills, or needs for training. The agency needs to develop effective and varied means of assessing each individuals' strengths and skills related to their job interests.
C24	There is a plan developed to identify job goals and support needs.	Eight of the individuals reviewed did not have comprehensive career plans

		in place that identified their specific job goals, strengths, and support needs. The agency needs to develop a mechanism for consistently providing individuals with a written plan reflecting their job goals and support needs.
C25	Staff assist individuals to work on skill development for job attainment and success.	For seven individuals, the agency had not developed plans that included each individual's strengths and needs in regard to job attainment and retention. The agency needs to ensure that career plans are developed for each individual to include each individual's strengths, needs, and what skill development is available on a continuous basis.
C26	Career planning includes an analysis of how an individual's entitlements can be managed in a way that allows them to work successfully in the community.	None of the nine individuals reviewed had received information regarding how earnings impact their entitlements and there was no mechanism in place to share this information with family or guardians. The agency needs to provide individuals, their guardians, and families with information on the potential impact of employment earnings on entitlements and other benefits, for example, providing referrals to external resources (for example, Work Without Limits) who could provide counseling in this area.
C28	Staff maintain and develop relationships with local businesses in order to facilitate job development opportunities.	Within employment services, the agency was not actively involved in networking with local businesses to facilitate job development opportunities. The agency needs to connect with local businesses in a variety of ways to highlight the strengths of the available workforce, and to bridge individuals with businesses in their community.
C30	Individuals are supported to work in integrated job settings.	Six individuals participating in paid work were not working in integrated work settings. The agency needs to ensure that individuals are supported to pursue and obtain employment in integrated settings which afford the opportunity for regular contact and social interactions with co-workers of all abilities, in line with the same opportunities of others employed in a similar position. The agency is encouraged to employ effective,

		creative strategies that would guide individuals along pathways to fully integrated employment opportunities.
C33	Employee benefits and rights are clearly explained to the individual.	For two individuals, the agency did not have awareness of what benefits or rights the individuals had as part-time workers at community businesses. The agency needs to understand and ensure that employee benefits and rights are explained to each individual.
C35	Individuals are given feedback on job performance by their employer.	Three of eight individuals reviewed had not been provided feedback from the employer on their job performance. The agency needs to ensure individuals are receiving regular feedback on their job performance and that feedback is given in a manner commensurate with other employees.
C50	Individuals are supported to understand and become a part of the culture of the workplace (including workplace social activities and events).	Five individuals did not receive supports that would enable them to participate in and benefit from an integrated workplace culture that would include social activities and events with both disabled and non-disabled co-workers. The agency needs to employ effective, creative strategies that will support individuals to participate in and be a part of an integrated work-place culture.

MASTER SCORE SHEET LICENSURE

Organizational: GAAMHA, INC

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓜ L2	Abuse/neglect reporting	1/1	Met
L48	HRC	0/1	Not Met(0 %)
L65	Restraint report submit	0/1	Not Met(0 %)
L66	HRC restraint review	1/1	Met
L74	Screen employees	3/3	Met
L75	Qualified staff	1/1	Met
L76	Track trainings	5/5	Met
L83	HR training	1/1	Met

Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	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			1/1	1/1	Met
☞ L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			1/1	1/1	Met
L8	Emergency Fact Sheets	I	8/9		8/9	16/18	Met (88.89 %)
L9 (07/21)	Safe use of equipment	I	9/9		9/9	18/18	Met
L10	Reduce risk interventions	I			6/6	6/6	Met
☞ L11	Required inspections	L			1/1	1/1	Met
☞ L12	Smoke detectors	L			1/1	1/1	Met
☞ L13	Clean location	L			1/1	1/1	Met
L14	Site in good repair	L			1/1	1/1	Met
L15	Hot water	L			1/1	1/1	Met
L16	Accessibility	L			1/1	1/1	Met
L17	Egress at grade	L			1/1	1/1	Met
L20	Exit doors	L			1/1	1/1	Met
L21	Safe electrical equipment	L			1/1	1/1	Met
L22	Well-maintained appliances	L			1/1	1/1	Met
L25	Dangerous substances	L			1/1	1/1	Met
L26	Walkway safety	L			1/1	1/1	Met
L28	Flammables	L			1/1	1/1	Met
L29	Rubbish/combustibles	L			1/1	1/1	Met
L30	Protective railings	L			1/1	1/1	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			7/7	7/7	Met
L39	Dietary requirements	I			7/7	7/7	Met
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met
Ⓜ L46	Med. Administration	I	1/1		7/7	8/8	Met
L49	Informed of human rights	I	9/9		9/9	18/18	Met
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	5/5		6/6	11/11	Met
L57	Written behavior plans	I			2/2	2/2	Met
L60	Data maintenance	I			2/2	2/2	Met
L61	Health protection in ISP	I	1/1		6/6	7/7	Met
L63	Med. treatment plan form	I			2/2	2/2	Met
L64	Med. treatment plan rev.	I			2/2	2/2	Met
L77	Unique needs training	I	9/9		9/9	18/18	Met
L80	Symptoms of illness	L	1/1		1/1	2/2	Met
L81	Medical emergency	L	1/1		1/1	2/2	Met
Ⓜ L82	Medication admin.	L			1/1	1/1	Met
L84	Health protect. Training	I	1/1		6/6	7/7	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	9/9		9/9	18/18	Met
L87	Support strategies	I	8/8		9/9	17/17	Met
L88	Strategies implemented	I	9/9		9/9	18/18	Met
L91	Incident management	L	1/1		0/1	1/2	Not Met (50.0 %)
L93 (05/22)	Emergency back-up plans	I	9/9		9/9	18/18	Met

L94 (05/22)	Assistive technology	I	7/9		9/9	16/18	Met (88.89 %)
L96 (05/22)	Staff training in devices and applications	I	4/4		4/4	8/8	Met
L99 (05/22)	Medical monitoring devices	I			1/1	1/1	Met
#Std. Met/# 55 Indicator						54/55	
Total Score						60/63	
						95.24%	

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

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	9/9	Met
C8	Family/guardian communication	9/9	Met
C13	Skills to maximize independence	9/9	Met
C37	Interpersonal skills for work	9/9	Met
C38 (07/21)	Habilitative & behavioral goals	6/7	Met (85.71 %)
C39 (07/21)	Support needs for employment	1/7	Not Met (14.29 %)
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	6/7	Met (85.71 %)
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	8/9	Met (88.89 %)
C8	Family/guardian communication	9/9	Met
C22	Explore job interests	3/9	Not Met (33.33 %)
C23	Assess skills & training needs	3/9	Not Met (33.33 %)
C24	Job goals & support needs plan	1/9	Not Met (11.11 %)
C25	Skill development	2/9	Not Met (22.22 %)
C26	Benefits analysis	0/9	Not Met (0 %)
C27	Job benefit education	9/9	Met
C28	Relationships w/businesses	0/1	Not Met (0 %)
C29	Support to obtain employment	8/9	Met (88.89 %)
C30	Work in integrated settings	3/9	Not Met (33.33 %)
C31	Job accommodations	9/9	Met
C32	At least minimum wages earned	8/8	Met
C33	Employee benefits explained	7/9	Not Met (77.78 %)
C34	Support to promote success	8/8	Met
C35	Feedback on job performance	5/8	Not Met (62.50 %)
C36	Supports to enhance retention	8/8	Met
C37	Interpersonal skills for work	9/9	Met
C47	Transportation to/ from community	9/9	Met
C50	Involvement/ part of the Workplace culture	3/8	Not Met (37.50 %)
C51	Ongoing satisfaction with services/ supports	9/9	Met