



**PROVIDER REPORT  
FOR**

**GANDARA MENTAL  
HEALTH  
933 East Columbus Ave  
Springfield, MA 01105**

**November 17, 2025**

**Version**

**Public Provider Report**

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

# **SUMMARY OF OVERALL FINDINGS**

**Provider** GANDARA MENTAL HEALTH

**Review Dates** 9/24/2025 - 9/30/2025

**Service Enhancement Meeting Date** 10/10/2025

**Survey Team** Elsa Adorno (TL)  
Ken Jones  
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**Citizen Volunteers**

**Survey scope and findings for Residential and Individual Home Supports**

<b>Service Group Type</b>	<b>Sample Size</b>	<b>Licensure Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
<b>Residential and Individual Home Supports</b>	5 location(s) 7 audit (s)	Full Review	88/90 2 Year License 10/10/2025 - 10/10/2027		46 / 46 Certified 10/10/2025 - 10/10/2027
Residential Services	2 location(s) 4 audit (s)			Full Review	20 / 20
Placement Services	3 location(s) 3 audit (s)			Full Review	20 / 20
Planning and Quality Management				Full Review	6 / 6

## **EXECUTIVE SUMMARY :**

Gándara Center, Inc. is a nonprofit organization providing a range of behavioral and support services to individuals and families living in the metropolitan Springfield area and other locations in Massachusetts. Founded in 1977, Gándara works with the Departments of Developmental Services (DDS) and others to promote and safeguard the well-being of culturally diverse populations. The agency currently provides 24-hour residential support and placement (shared-living) services to individuals with intellectual and developmental disabilities.

The scope of this 2025 survey conducted by the Department of Developmental Services (DDS) Central West Office of Quality Enhancement was a full licensure and certification review of services offered in the agency's Residential service grouping which included twenty-four-hour Residential and Placement Services. The survey was completed by interviewing key administrative and supervisory staff, observations, interviews with individuals and staff, review of environmental safety at the different sites, and review of relevant documentation.

Survey results showed that organizationally, Gandara is system driven and mission focused. The agency had a strategic plan that included actionable goals that benefited individuals, including objectives to improve the day-to-day lives of the people in their care by increasing opportunities of independence. The agency collected and reviewed program data to ensure that mid-course corrections were made to maintain effective supports via competent workforce and the upkeep of homes.

As an organization, Gandara Mental Health demonstrated successful clinical support practices through which individuals were supported to learn and apply positive coping skills to replace behaviors which had previously negatively impacted their lives. Through the agency's strong clinical focus, several individuals experienced successes in behavior modification, and plans became less restrictive, which afforded them greater control over their lives. Gandara's systems for oversight of medication administration and healthcare coordination were effective as seen through individuals who enjoyed support to maintain stable health statuses. Additionally, systems were in place and effective for funds management, and the development and implementation of ISP objectives.

Throughout residential services, in the areas of personal and environmental safety, DDS approved safety plans were in place; fire drills were conducted as required to ensure safe evacuation of individuals from homes during drills, and smoke and carbon monoxide detectors were present and operable as required. Furthermore, the homes that were visited were found to be clean, well maintained, and blended in well with the neighborhood.

Relative to competent workforce, agency staff were trained in individuals' restrictive practices, and how to respond to medical emergencies. A major highlight for the organization was the quality and consistency of clinical and nursing support. Clinical team members visited homes regularly to meet with both agency staff and individuals. The benefits of this practice were reflected in increased staff training and greater consistency in the implementation of behavior plans and health protocols.

Relative to certification indicators within residential services, positive findings were noted in the areas of Choice, Control, and Growth; agency staff were knowledgeable and supportive of individuals' personal preferences, and satisfaction with services. Across all sites, individuals were supported to express their level of satisfaction with services and support and to make changes when desired. Individuals' bedrooms and common spaces were personalized and decorated in accordance with their tastes and preference. The agency ensured that individuals participated in community integration through a survey of interest and opportunities provided for personal cultural experiences.

The survey also highlighted two licensure areas where additional attention is required from the agency to meet compliance with standards. Organizationally, the human rights committee did not

meet membership composition; the agency needs to ensure that its human rights committee has all the required members. The agency must also ensure that all emergency fact sheets have all required information including medical and advanced directives as applicable.

Within Residential and Placement Services, the agency met 98% of licensing indicators, including all critical indicators, and will be issued a Two-Year License for the Residential Service Grouping. The service Grouping is also Certified with an overall score of 100% of certification indicators met.

Follow-up on all licensing indicators that were not met during the survey will be conducted by the Gandara within 60 days of the Service Enhancement Meeting and submitted to OQE.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	10/11	1/11	
<b>Residential and Individual Home Supports</b>	78/79	1/79	
Residential Services Placement Services			
<b>Critical Indicators</b>	8/8	0/8	
<b>Total</b>	88/90	2/90	98%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		2	

### **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.	Review of minutes of meetings held over the past two years showed that the human rights committee did not meet membership composition requirements for advocate members. The agency needs to support its human rights committees to maintain the required composition.

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

Indicator #	Indicator	Area Needing Improvement
L8	Emergency fact sheets are current and accurate and available on site.	Emergency fact sheets (EFS) for two individuals were missing pertinent information. The agency needs to ensure EFS's are accurate and current.

## CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Residential and Individual Home Supports</b>	<b>40/40</b>	<b>0/40</b>	
Placement Services	20/20	0/20	
Residential Services	20/20	0/20	
<b>Total</b>	<b>46/46</b>	<b>0/46</b>	<b>100%</b>
<b>Certified</b>			

### Planning and Quality Management Commendations on Standards Met:

Indicator #	Indicator	Commendations
C4	The provider receives and utilizes input received from DDS and other stakeholders to inform service improvement efforts.	Gandara demonstrated its capacity to provide effective oversight systems for the provision of services and supports to individuals. The agency utilized input from DDS, previous licensing and certification reviews, other stakeholders, resources, and internal collaboration to improve its service improvement efforts. The agency is commended for ensuring the presence of effective oversight that ensure positive outcomes across all licensing and certification domains and improved quality of life for individuals.

## MASTER SCORE SHEET LICENSURE

### Organizational: GANDARA MENTAL HEALTH

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	15/15	Met
L3	Immediate Action	10/10	Met
L4	Action taken	10/10	Met
L48	HRC	0/1	Not Met(0 % )
L65	Restraint report submit	10/10	Met
L66	HRC restraint review	3/4	Met(75.00 % )

L74	Screen employees	<b>3/3</b>	<b>Met</b>
L75	Qualified staff	<b>2/2</b>	<b>Met</b>
L76	Track trainings	<b>10/10</b>	<b>Met</b>
L83	HR training	<b>3/3</b>	<b>Met</b>

**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	4/4		3/3				7/7	Met
L5	Safety Plan	L	2/2		3/3				5/5	Met
℞ L6	Evacuation	L	2/2		3/3				5/5	Met
L7	Fire Drills	L	2/2						2/2	Met
L8	Emergency Fact Sheets	I	3/4		2/3				5/7	Not Met (71.43%)
L9 (07/21)	Safe use of equipment	I	3/3						3/3	Met
L10	Reduce risk interventions	I	4/4						4/4	Met
℞ L11	Required inspections	L	2/2		3/3				5/5	Met
℞ L12	Smoke detectors	L	2/2		3/3				5/5	Met
℞ L13	Clean location	L	2/2		3/3				5/5	Met
L14	Site in good repair	L	2/2		3/3				5/5	Met
L15	Hot water	L	2/2		3/3				5/5	Met
L16	Accessibility	L	2/2		3/3				5/5	Met
L17	Egress at grade	L	2/2		3/3				5/5	Met
L18	Above grade egress	L	1/1						1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L19	Bedroom location	L	2/2		2/2				4/4	Met
L20	Exit doors	L	2/2						2/2	Met
L21	Safe electrical equipment	L	2/2		3/3				5/5	Met
L22	Well-maintained appliances	L	2/2						2/2	Met
L23	Egress door locks	L	2/2						2/2	Met
L24	Locked door access	L	2/2		3/3				5/5	Met
L25	Dangerous substances	L	2/2						2/2	Met
L26	Walkway safety	L	2/2		3/3				5/5	Met
L28	Flammables	L	2/2						2/2	Met
L29	Rubbish/combustibles	L	2/2		3/3				5/5	Met
L30	Protective railings	L	2/2		3/3				5/5	Met
L31	Communication method	I	4/4		3/3				7/7	Met
L32	Verbal & written	I	4/4		3/3				7/7	Met
L33	Physical exam	I	4/4		3/3				7/7	Met
L34	Dental exam	I	4/4		3/3				7/7	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L35	Preventive screenings	I	4/4		3/3				7/7	Met
L36	Recommended tests	I	4/4		3/3				7/7	Met
L37	Prompt treatment	I	4/4		3/3				7/7	Met
Ⓡ L38	Physician's orders	I	1/1		2/2				3/3	Met
L39	Dietary requirements	I	1/1						1/1	Met
L40	Nutritional food	L	2/2						2/2	Met
L41	Healthy diet	L	2/2		3/3				5/5	Met
L42	Physical activity	L	2/2		3/3				5/5	Met
L43	Health Care Record	I	4/4		3/3				7/7	Met
L44	MAP registration	L	2/2						2/2	Met
L45	Medication storage	L	2/2						2/2	Met
Ⓡ L46	Med. Administration	I	4/4		3/3				7/7	Met
L49	Informed of human rights	I	4/4		3/3				7/7	Met
L50 (07/21)	Respectful Comm.	I	4/4		3/3				7/7	Met
L51	Possessions	I	4/4		3/3				7/7	Met
L52	Phone calls	I	4/4		3/3				7/7	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L53	Visitation	I	4/4		3/3				7/7	Met
L54 (07/21)	Privacy	I	4/4		3/3				7/7	Met
L55	Informed consent	I	1/1						1/1	Met
L56	Restrictive practices	I	3/3						3/3	Met
L57	Written behavior plans	I	3/3						3/3	Met
L58	Behavior plan component	I	2/2						2/2	Met
L60	Data maintenance	I	3/3						3/3	Met
L61	Health protection in ISP	I			1/1				1/1	Met
L62	Health protection review	I			1/1				1/1	Met
L63	Med. treatment plan form	I	4/4		3/3				7/7	Met
L64	Med. treatment plan rev.	I	4/4		3/3				7/7	Met
L67	Money mgmt. plan	I	4/4		3/3				7/7	Met
L68	Funds expenditure	I	4/4		3/3				7/7	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L69	Expenditure tracking	I	4/4		3/3				7/7	Met
L70	Charges for care calc.	I	4/4		3/3				7/7	Met
L71	Charges for care appeal	I	4/4		3/3				7/7	Met
L77	Unique needs training	I	4/4		3/3				7/7	Met
L78	Restrictive Int. Training	L	2/2						2/2	Met
L79	Restraint training	L	1/1						1/1	Met
L80	Symptoms of illness	L	2/2		3/3				5/5	Met
L81	Medical emergency	L	2/2		3/3				5/5	Met
L82	Medication admin.	L	2/2						2/2	Met
L84	Health protect. Training	I			1/1				1/1	Met
L85	Supervision	L	2/2		3/3				5/5	Met
L86	Required assessments	I	1/1		3/3				4/4	Met
L87	Support strategies	I	1/1		3/3				4/4	Met
L88	Strategies implemented	I	4/4		3/3				7/7	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L90	Personal space/bedroom privacy	I	4/4		3/3				7/7	Met
L91	Incident management	L	2/2		3/3				5/5	Met
L93 (05/22)	Emergency back-up plans	I	4/4		3/3				7/7	Met
L94 (05/22)	Assistive technology	I	4/4		3/3				7/7	Met
L96 (05/22)	Staff training in devices and applications	I	4/4		3/3				7/7	Met
L99 (05/22)	Medical monitoring devices	I			1/1				1/1	Met
<b>#Std. Met/# 79 Indicator</b>									<b>78/79</b>	
<b>Total Score</b>									<b>87/89</b>	
									<b>97.75%</b>	

**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	4/4	Met
C8	Family/guardian communication	4/4	Met
C9	Personal relationships	4/4	Met
C10	Social skill development	4/4	Met
C11	Get together w/family & friends	4/4	Met
C12	Intimacy	4/4	Met
C13	Skills to maximize independence	4/4	Met
C14	Choices in routines & schedules	4/4	Met
C15	Personalize living space	2/2	Met
C16	Explore interests	4/4	Met
C17	Community activities	4/4	Met
C18	Purchase personal belongings	4/4	Met
C19	Knowledgeable decisions	4/4	Met
C46	Use of generic resources	4/4	Met
C47	Transportation to/ from community	4/4	Met
C48	Neighborhood connections	4/4	Met
C49	Physical setting is consistent	2/2	Met
C51	Ongoing satisfaction with services/ supports	4/4	Met
C52	Leisure activities and free-time choices /control	4/4	Met
C53	Food/ dining choices	4/4	Met

**Placement Services**

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