

DEPARTMENT OF DEVELOPMENTAL SERVICES

CERTIFICATION

PROVIDER PROGRESS REPORT

Provider: GANDARA MENTAL HEALTH

Provider Address: 147 Norman St., West Springfield

Name of Person Randi Grubbs, Director
Completing Form:

Progress Report 26-APR-21 to 28-APR-21
Date:

Provider Progress Report Results :		
Service Grouping	Certification Level	# Indicators std. met/ std. rated
Residential and Individual Home Supports	Certified with Progress Report	14/ 15
Residential Services		
Placement Services		

Summary of Ratings

Administrative

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

Indicator #	C1
Indicator	Provider data collection
Area Needing Improvement	The agency's internal data collection system did not adequately gather service data on program quality and standards. Gandara Mental Health Center needs to improve its internal evaluation process of collecting data and information on service quality across DDS service models and corresponding areas of support to individuals.
Process Utilized to correct and review indicator	To ensure redundancies, Gándara enhanced our auditing tools to be more inclusive of systems, enhanced the frequency of audits and added additional auditing layers to include senior management (facilities director, Divisional VP, etc.) and newly created Performance Quality Improvement (PQI) division.
Status at Provider Progress Report	Gándara is completing monthly and quarterly audits in areas around program compliance, fiscal, clinical and medical compliance. The agency is tracking completion of all audits and submission to PQI division. Sample included annual tracking of all audits and submission to PQI 1/1
Rating	Met

Indicator #	C2
Indicator	Data analysis
Area Needing Improvement	The agency's methods of data analysis for determining patterns and trends did not effectively identify goals for service improvement. The agency needs to develop its capacity to effectively analyze service quality across all aspects of service delivery in a manner that pinpoints needs and goals for service improvement.
Process Utilized to correct and review indicator	Process Utilized to correct and review indicator The Performance Quality Improvement (PQI) division has been tasked with reviewing and analyzing all audits conducted for the various divisions within Gándara. The collaboration between DDS Division Leadership and PQI is ongoing. By the 7th of each month, the DDS Sr. Director compiles all the monthly audits from the previous month reviews and sends them to PQI. The monthly reports are aggregated and discussed at the PQI quarterly meeting. The audits are used to analyze trends, areas of strengths and areas of needed improvement. Reports are shared with the CEO and Board of Directors.
Status at Provider Progress Report	Status at Provider Progress Report Gándara has been able to gather data from the various audits and auditors and has completed quarter 3 analysis and provided results to the divisions. Sample includes a divisional report on 7 indicators, to include referral and intake, assessment, service treatment plan, program specific requirements, case review, incident reporting, termination/discharge. 1/1
Rating	Met

Indicator #	C5
Indicator	Measure progress
Area Needing Improvement	The agency had not developed an effective process of prioritizing areas for service improvement, setting specific service improvement targets, or effective methods of measuring progress toward achieving service improvement goals. The agency needs to take steps to develop goals for improvement in service quality as well as methods of effectively measuring organizational progress toward meeting goals for service improvement.
Process Utilized to correct and review indicator	The agency had not developed an effective process of prioritizing areas for service improvement, setting specific service improvement targets, or effective methods of measuring progress toward achieving service improvement goals. The agency needs to take steps to develop goals for improvement in service quality as well as methods of effectively measuring organizational progress toward meeting goals for service improvement.
Status at Provider Progress Report	Process Utilized to correct and review indicator The Performance Quality Improvement (PQI) division has been tasked with reviewing and analyzing all audits conducted for the various divisions within Gándara. The monthly reports are aggregated and discussed at the PQI quarterly meeting. The audits are used to analyze trends, areas of strengths and areas of needed improvement. If a Corrective Action Plan is required, one is given

	with a set correction deadline to report back to the Quality Improvement Division. If safety concerns arise during these audits, they are brought to risk and safety committee for discussion and correction.
Rating	Met

Residential and Individual Home Supports

Placement Services Areas Needing Improvement on Standard not met - Identified by DDS

Indicator #	C7
Indicator	Feedback on staff / care provider performance
Area Needing Improvement	Three individuals in the review had not participated in either the hiring process and or the annual performance evaluation process of home provider that support them. The agency needs to develop and implement a system that includes individual input in both the hiring and performance evaluation of staff that supports them.
Process Utilized to correct and review indicator	Individuals continue to be part of the hiring process but their input was not accounted for in the evaluation process at the time of review. Since the time of review, evaluation forms have been revised to include a place for individual's comments/feedback for both staff and shared living providers. Additionally, there is a statement included that guardians and stakeholder input was considered in the evaluation process.
Status at Provider Progress Report	For placement Services, an evaluation has been completed by each person supported for their provider. Sample was taken for two of the shared living providers (Denise and Luis) 2/2
Rating	Met

Indicator #	C9
Indicator	Personal relationships
Area Needing Improvement	For one individual reviewed there was no planned effort made by staff to assist the individual to develop personal relationships on a regular and frequent basis. The agency needs to ensure that the staff have knowledge of individual's interests in friendships and have a plan to consistently support individuals with opportunities to develop and increase social contacts.
Process Utilized to correct and review indicator	Gándara utilizes the Interest Preference Assessment-which is completed annually at the ISP for each individual, to increase social activities and help to build personal relationships where the individuals could participate in and/or explore.
Status at Provider Progress Report	Status at Provider Progress Report For placement services, contact with family, guardians and personal relationships is reviewed with the shared living providers as well as community and Leisure activities. These contacts are documented on the monthly visit

	form. Gándara continues to be creative in achieving this goal within the restrictions of the COVID-19 Pandemic. Sample included 6 shared living monthly visit forms from various providers 6/6
Rating	Met

Indicator #	C10
Indicator	Social skill development
Area Needing Improvement	For one individual, there was an absence of support to address the social anxiety experienced by the individual. The agency needs to support individual and home provider in developing strategies to address social anxiety and effectively assist the individual to increase appropriate social skills.
Process Utilized to correct and review indicator	The shared living provider has been required to collaborate with the individual's therapist, with individual's permission, to receive skills to address their social anxiety. Gándara 's clinician has also provided support to individual and SLP.
Status at Provider Progress Report	Gándara reviews each monthly with the shared living provider all appointments over the past month, to include therapy appointments. Additionally, each month Gándara reviews with the provider if there have been any concerns, issues, stressor or highlights that need attention, these are documented on the monthly visit form. Sample included 6 shared living monthly visit forms from various providers 6/6
Rating	Met

Indicator #	C12
Indicator	Intimacy
Area Needing Improvement	For three individuals, supports in the area of human sexuality and intimacy had not been fully addressed. The agency needs to address this area systemically, including developing methods to evaluate individuals' interests and needs for education and support as well as provide such supports to individuals. The agency needs to provide training opportunities for home providers in this area as well.
Process Utilized to correct and review indicator	Gándara will ensure that each residential and shared living provider has been provided a Sexuality Training Binder. The individuals will be provided with a training sign off for each lesson that is provided for them to learn on a monthly/yearly basis.
Status at Provider Progress Report	Each residential program and shared living provider has been provided with the Sexuality Training Binder if they did not already have one. All individuals have been trained to their interest level/clinical recommendation. Training sign offs are kept at each location in the Sexuality training binder. If additional training/support is required, the individual will be referred by SLP/PM/Self to the PBS Targeted Committee. Sample included completed training signs offs 3/3
Rating	Met

Indicator #	C15
Indicator	Personalize living space
Area Needing Improvement	For one individual, support was not provided to contribute to common areas of the new home in a manner that reflected his interests and choices. The agency needs to ensure that the individual is encouraged to participate in having certain areas of the home reflect his interests and presence at the home.
Process Utilized to correct and review indicator	Gándara will work with Shared Living Providers to ensure that individual has contributed to the decor of the homes.
Status at Provider Progress Report	Upon completion of the previous review, the Program Supervisor worked with the new Shared Living Provider to ensure the individual contributed to the décor in the common areas and their bedroom in their new home. Sampling included review of new providers home common areas 1/1
Rating	Met

Indicator #	C17
Indicator	Community activities
Area Needing Improvement	For one individual, there was limited information that the person was supported to participate in integrated community activities that reflected personal interests. The agency needs to ensure that there are strategies to identify individuals' interests in community-related activities and ensure that individuals are provided regular opportunities to participate in integrated community activities that promote community involvement.
Process Utilized to correct and review indicator	Gándara utilizes the Interest Preference Assessment-which is completed annually at the ISP for each individual, to increase social activities where the individuals could participate in and/or explore.
Status at Provider Progress Report	Status at Provider Progress Report For placement services, community and Leisure activities are reviewed with the shared living provider at each month's site visit and documented on the monthly visit form. Gándara continues to be creative in achieving this goal within the restrictions of the COVID-19 Pandemic. Sample included 6 shared living monthly visit forms from various providers 6/6
Rating	Met

Indicator #	C54
Indicator	Assistive technology

Area Needing Improvement	For one of three individuals, the agency had not determined how assistive technology would be of benefit to the individual. The agency needs to determine how assistive technology can support individuals to maximize their independence.
Process Utilized to correct and review indicator	The Assistive Technology Assessment has been included as an annual assessment to the ISP process and will be reviewed with the providers to better assist the individuals with the technology and devices that can be used to increase independence.
Status at Provider Progress Report	Assistive Technology Assessment has been added to each confidential file audit template. Additionally, each month Gándara reviews with the provider if there have been any concerns, issues, stressor or highlights that need attention, these are documented on the monthly visit form. Sample included 3 shared living monthly visit forms and 3 shared living confidential files for completed Assistive Technology Assessments from various providers 3/3
Rating	Met

Residential Services Areas Needing Improvement on Standard not met - Identified by DDS

Indicator #	C7
Indicator	Feedback on staff / care provider performance
Area Needing Improvement	Three individuals had not participated in either the hiring process and or the annual performance evaluation process of staff that support them. The agency needs to develop and implement a system that includes individual input in both the hiring and performance evaluation of staff that supports them.
Process Utilized to correct and review indicator	Process Utilized to correct and review indicator Individuals continue to be part of the hiring process but their input was not accounted for in the evaluation process at the time of review. Since the time of review, evaluation forms have been revised to include a place for individual's comments/feedback for both staff and shared living providers. Additionally, there is a statement included that guardians and stakeholder input was considered in the evaluation process.
Status at Provider Progress Report	For residential employees, evaluations completed by their supervisors included comments/feedback from persons supported at home as well as feedback from funding sources and guardians if applicable. Sample was taken for six staff, in various sites. 6/6
Rating	Met

Indicator #	C9
Indicator	Personal relationships
Area Needing Improvement	For two individuals, there was no planned effort made by staff to assist the individuals to expand their network of relationships. The agency needs to ensure that the staff have

	knowledge of individual's interests in friendships and that strategies are developed and implemented to support individuals to develop and increase their social contacts and relationships.
Process Utilized to correct and review indicator	Gándara utilizes the Interest Preference Assessment-which is completed annually at the ISP for each individual, to increase social activities and help to build personal relationships where the individuals could participate in and/or explore.
Status at Provider Progress Report	Review of this checklist has been added as a standing item to the staff meeting agenda for monthly review. Gándara continues to be creative in achieving this goal within the restrictions of the COVID-19 Pandemic. Sample included 2 staff meetings at each location 8/8
Rating	Met

Indicator #	C12
Indicator	Intimacy
Area Needing Improvement	For two individuals, supports in the area of human sexuality and intimacy had not been fully addressed. The agency needs to address this area systemically, including developing methods to evaluate individuals' interests and needs for education and support as well as provide such supports to individuals. The agency needs to provide training opportunities for staff in this area as well.
Process Utilized to correct and review indicator	Process Utilized to correct and review indicator Gándara will ensure that each residential and shared living provider has been provided a Sexuality Training Binder. The individuals will be provided with a training sign off for each lesson that is provided for them to learn on a monthly/yearly basis.
Status at Provider Progress Report	Each residential program and shared living provider has been provided with the Sexuality Training Binder if they did not already have one. All individuals have been trained to their interest level/clinical recommendation. Training sign offs are kept at each location in the Sexuality training binder. If additional training/support is required, the individual will be referred by SLP/PM/Self to the PBS Targeted Committee. Sample included completed training signs offs 4/4
Rating	Met

Indicator #	C17
Indicator	Community activities
Area Needing Improvement	For three of the individuals, supports in the area of human sexuality and intimacy had not been addressed. The agency needs to address this area systemically, including developing methods to evaluate individuals' interests and needs for education and support as well as provide such supports to individuals. The agency needs to provide training opportunities for staff in this area as well.

Process Utilized to correct and review indicator	Gándara utilizes the Interest Preference Assessment-which is completed annually at the ISP for each individual, to increase social activities where the individuals could participate in and/or explore.
Status at Provider Progress Report	Review of this checklist has been added as a standing item to the staff meeting agenda for monthly review. Gándara continues to be creative in achieving this goal within the restrictions of the COVID-19 Pandemic. Sample included 2 staff meetings at each location 8/8
Rating	Met

Indicator #	C48
Indicator	Neighborhood connections
Area Needing Improvement	For three individuals, no efforts had been made to support individuals to be a part of or involved in any aspect of the neighborhood in which they lived. The agency needs to employ individualized strategies that will support individuals to become develop connections with neighbors.
Process Utilized to correct and review indicator	Process Utilized to correct and review indicator Gándara will work with site managers to make continuous efforts to expand relationships within their neighborhoods and communities.
Status at Provider Progress Report	Gándara trained the manger and staff on the importance of community integration and the individuals at this site have been taking walks in the local neighborhood and waving to neighbors as they pass by to establish a friendly connection but due to the restrictions of the COVID-19 pandemic and social distancing this indicator has been difficult to achieve.
Rating	Not Met