



**PROVIDER REPORT
FOR**

**The Michael Lisnow Respite
Center, Inc.
112 Main Street
Hopkinton, MA 01748**

July 02, 2024

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider The Michael Lisnow Respite Center, Inc.

Review Dates 5/1/2024 - 5/7/2024

Service Enhancement Meeting Date 5/17/2024

Survey Team Raymond Obeng
Cheryl Hampton (TL)

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	1 location(s) 2 audit (s)	Targeted Review	DDS 14/15 Provider 59 / 59 73 / 74 2 Year License 05/17/2024-05/17/2026		DDS 1 / 1 Provider 25 / 25 26 / 26 Certified 05/17/2024 - 05/17/2026
Residential Services	1 location(s) 2 audit (s)			DDS Targeted Review	20 / 20
Planning and Quality Management (For all service groupings)				DDS Targeted Review	6 / 6

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	1 location(s) 7 audit (s)	Targeted Review	DDS 13/14 Provider 44 / 44 57 / 58 2 Year License 05/17/2024-05/17/2026		DDS 3 / 3 Provider 18 / 18 21 / 21 Certified 05/17/2024 - 05/17/2026
Community Based Day Services	1 location(s) 7 audit (s)			DDS Targeted Review	15 / 15
Planning and Quality Management (For all service groupings)				DDS Targeted Review	6 / 6

EXECUTIVE SUMMARY :

The Michael Lisnow Center is a non-profit human service agency based in Hopkinton MA that provides an array of services to individuals with Developmental and Intellectual Disabilities. The agency provides these services in 24-hour residential homes, community-based day services (CBDS), and employment supports.

For the 2024 Licensing and Certification survey, the Michael Lisnow Center was approved to conduct a self-assessment of supports it offers in residential, CBDS, and employment supports, while The Department of Developmental Services (DDS) Metro Office of Quality Enhancement (OQE) survey team evaluated all critical indicators, indicators that were not met during the agency's previous licensure and certification survey, and all new and revised indicators since the last survey.

Organizationally, the agency had effective systems and consistent support practices that enabled desired outcomes for individuals. In the areas of incident management, incidents were reported as mandated, and action was taken to protect individuals when needed. There were no DPPC reports within this survey timeframe, but staff were knowledgeable of reporting procedures.

Across all services, survey findings showed that the Michael Lisnow Center had effective systems for ensuring the well-being and personal growth of individuals it supports. In residential services, the site was clean and in good repair, and current for required annual inspections. In the domain of healthcare, physician ordered medical treatment protocols were well developed and implemented by well trained staff. Additionally, medication was administered to individuals at DPH registered sites by MAP certified staff. Agency staff were well informed on supporting the use of medical monitoring devices including those that collected and provided data to prescribing physicians. It was noted that agency nurses interfaced regularly with residential staff to conduct trainings and oversight of medical and medication matters. Relative to safety, the agency included emergency backup procedures for evacuation and disasters in area office approved Safety Plans. Individuals were also assessed for assistive technology needs that could help promote their independence.

Relative to certification, in residential services the Michael Lisnow Center had comprehensive sexuality assessment tools and evaluated individuals' interests/preferences in various intimacy and companionship areas. The individuals that were interviewed voiced overall satisfaction with the services and offerings The Lisnow Center provides to them in residential and day supports.

In CBDS, people were supported to engage in activities that led potentially on the pathway to employment. Everyone had an "Employment Survey Assessment" which identified potential job interests and support needs for work. People were also assessed using an "Employment Questionnaire" to further support identified work preferences through work initiatives. For people who were not employed, the agency identified pre-requisite habilitative goals for people to work on during their CBDS hours. Some in the survey sample remained in CBDS on retirement and were no longer on a pathway to employment; this includes a self-entrepreneur who had his own car detailing business, and a retired nursing home worker.

The survey identified an area where added attention is needed to meet compliance. Relative to protection of individual rights, the human rights committee did not meet the standard for requisite member attendance. The agency needs to ensure all requisite HRC members attend meetings regularly and are involved in deliberations.

The Michael Lisnow Center met 99% of licensing indicators in residential and will thus, receive a Two-Year License for the residential service grouping. The agency also met 98% of licensing indicators in day and will also earn a Two-Year license for the day/employment service grouping. The agency will conduct its own follow-up of not met licensing indicators in residential and day services and submit the results to The DDS Metro Office of Quality Enhancement within 60 days of the service enhancement meeting. The agency is certified for both the residential and day service groupings having met 100% of certification indicators in both service groupings.

Description of Self Assessment Process:

Description of Self-Assessment Process

Review team:

Sharon Lisnow
Wendy Sousa
Mary McQueeney
Dan Cloutier
Kerri Barton
Kelly Rhoads

Samples were reviewed in each program:

Residential program 3 of 13 or 23%
CBDS program 13 of 61 or 20%
Staff sample: 8 of 46 or 17%

Personal health and Safety:

The main way we review personal health and safety is auditing the records of the sample. The records of the individuals in the sample show: Medical appointments required and if they were followed through on, preventative screenings, annual exams etc. Kelly Rhoads, RN keeps a master Google calendar for appointments and routine testing needs. She also has a log for long term needs (ie. Colonoscopy in five years) Medical protocols and treatment plans are written and signed by each member of staff. Physician's orders, protocols, medication treatment plans, the ability to evacuate and training are also evaluated through the sample.

Environmental safety:

The main way we review environmental safety is by the monthly walkthrough of the Center and the houses. Mario Sousa has been doing our maintenance oversight for the last 12 years. He confirms maintenance is complete, new issues are addressed, water temps are taken, fire systems are checked, how we are storing items etc. There are 59 items on the check list. Mario gives a verbal and a written report to the directors each month. Items are assigned to a construction team for large projects, Kevin DeCenzo for handy man items or to local professional in the trades.

Human Rights:

Our human rights committee is complete. Since our last survey: We have not had anyone leave the committee. We have added a clinician and an additional nurse. They meet four times a year. Through certification we get a lot of our information from the committee notes. The committee meets with individuals from our program and visits the houses annually. Individuals sign off training in HR bi-annually. Parents/guardians are given HR training at the ISP and sign off they have received.

Competent Workforce:

All mandated training is tracked, by Wendy Sousa, in the Master Training Logbook. All medical training (ie. Protocols, med treatment plans etc.) are done specifically to the individual that it pertains to. Sign offs are done per individual. Individuals in group homes training expand to include social media, bullying, relationships, intimacy and sexuality. Our average staff member has been here 11 years, and our turnover rate last year was 2.1%. This consistency is key to the quality of our workforce. Monday through Friday morning. All staff attend. It is an open forum that encourages a free flow of ideas. Each home has its own text message group, so we have the ability to make sure everyone is getting messages at the same time.

Goal development and Implementation:

Dan Cloutier has an in-person, pre-ISP meeting with every individual. Assessments are completed, program changes, job desires, new clubs they want to join. Clubs they want to stop etc. All assessments are completed and sent to DDS, via HCSIS, 10 days prior to the meeting. Progress notes are done semi-annually and submitted to DDS. The sample is tested for all sign offs on assessments, trainings, progress reports etc.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	5/6	1/6	
Residential and Individual Home Supports	68/68	0/68	
Residential Services			
Critical Indicators	7/7	0/7	
Total	73/74	1/74	99%
2 Year License			
# indicators for 60 Day Follow-up		1	

	Met / Rated	Not Met / Rated	% Met
Organizational	5/6	1/6	
Employment and Day Supports	52/52	0/52	
Community Based Day Services			
Critical Indicators	8/8	0/8	
Total	57/58	1/58	98%
2 Year License			
# indicators for 60 Day Follow-up		1	

**Organizational Areas Needing Improvement on Standards not met/Follow-up to occur:
From DDS review:**

Indicator #	Indicator	Area Needing Improvement
L48	The agency has an effective Human Rights Committee.	The human rights committee did not meet the mandate for requisite member attendance. For the HRC meetings held in 2023 and the one held in Jan 2024, the lawyer missed three of five (60%) of the scheduled meetings.

Residential Commendations on Standards Met:

Indicator #	Indicator	Commendations
☐ L13	Location is clean and free of rodent and/or insect infestation.	The surveyor that visited the residential site noted the commitment of staff to the cleanliness of the site, site maintenance, and infection control both in the common and private areas of the home.

Employment/Day Commendations on Standards Met:

Indicator #	Indicator	Commendations
☐ L13	Location is clean and free of rodent and/or insect infestation.	Surveyors that visited the day sites noted the commitment of staff to the cleanliness of the sites, site maintenance, and infection control.

CERTIFICATION FINDINGS

	Reviewed By	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	DDS 0/0 Provider 6/6	6/6	0/6	
Residential and Individual Home Supports	DDS 1/1 Provider 19/19	20/20	0/20	
Residential Services	DDS 1/1 Provider 19/19	20/20	0/20	
Total		26/26	0/26	100%
Certified				

	Reviewed By	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	DDS 0/0 Provider 6/6	6/6	0/6	
Employment and Day Supports	DDS 3/3 Provider 12/12	15/15	0/15	
Community Based Day Services	DDS 3/3 Provider 12/12	15/15	0/15	
Total		21/21	0/21	100%
Certified				

Residential Services Commendations on Standards Met:

Indicator #	Indicator	Commendations
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	Staff investment in the development of comprehensive sexuality and companionship assessments that captured people's preferences/interest was fully evident during the survey. Surveyors also noted that in many cases, education and supports were offered to help people engage and actualize their desires in these two areas.

MASTER SCORE SHEET LICENSURE

Organizational: The Michael Lisnow Respite Center, Inc.

Indicator #	Indicator	Reviewed by	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	DDS	1/1	Met
L48	HRC	DDS	0/1	Not Met(0 %)
L74	Screen employees	Provider	-	Met
L75	Qualified staff	Provider	-	Met
L76	Track trainings	Provider	-	Met
L83	HR training	Provider	-	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	Provider	-						-	Met
L5	Safety Plan	L	Provider	-						-	Met
Ⓡ L6	Evacuation	L	DDS	1/1						1/1	Met
L7	Fire Drills	L	Provider	-						-	Met
L8	Emergency Fact Sheets	I	DDS	2/2						2/2	Met
L9 (07/21)	Safe use of equipment	I	Provider	-						-	Met
L10	Reduce risk interventions	I	Provider	-						-	Met
Ⓡ L11	Required inspections	L	DDS	1/1						1/1	Met
Ⓡ L12	Smoke detectors	L	DDS	1/1						1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
Ⓡ L13	Clean location	L	DDS	1/1						1/1	Met
L14	Site in good repair	L	Provider	-						-	Met
L15	Hot water	L	DDS	1/1						1/1	Met
L16	Accessibility	L	Provider	-						-	Met
L17	Egress at grade	L	Provider	-						-	Met
L18	Above grade egress	L	Provider	-						-	Met
L19	Bedroom location	L	Provider	-						-	Met
L20	Exit doors	L	Provider	-						-	Met
L21	Safe electrical equipment	L	Provider	-						-	Met
L22	Well-maintained appliances	L	Provider	-						-	Met
L23	Egress door locks	L	Provider	-						-	Met
L24	Locked door access	L	Provider	-						-	Met
L25	Dangerous substances	L	Provider	-						-	Met
L26	Walkway safety	L	Provider	-						-	Met
L28	Flammables	L	Provider	-						-	Met
L29	Rubbish/combustibles	L	Provider	-						-	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L30	Protective railings	L	Provider	-						-	Met
L31	Communication method	I	Provider	-						-	Met
L32	Verbal & written	I	Provider	-						-	Met
L33	Physical exam	I	Provider	-						-	Met
L34	Dental exam	I	Provider	-						-	Met
L35	Preventive screenings	I	Provider	-						-	Met
L36	Recommended tests	I	Provider	-						-	Met
L37	Prompt treatment	I	Provider	-						-	Met
Ⓡ L38	Physician's orders	I	DDS	1/1						1/1	Met
L39	Dietary requirements	I	Provider	-						-	Met
L40	Nutritional food	L	Provider	-						-	Met
L41	Healthy diet	L	Provider	-						-	Met
L42	Physical activity	L	Provider	-						-	Met
L43	Health Care Record	I	Provider	-						-	Met
L44	MAP registration	L	DDS	1/1						1/1	Met
L45	Medication storage	L	Provider	-						-	Met
L47	Self medication	I	Provider	-						-	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L49	Informed of human rights	I	Provider	-						-	Met
L50 (07/21)	Respectful Comm.	I	Provider	-						-	Met
L51	Possessions	I	Provider	-						-	Met
L52	Phone calls	I	Provider	-						-	Met
L53	Visitation	I	Provider	-						-	Met
L54 (07/21)	Privacy	I	Provider	-						-	Met
L55	Informed consent	I	Provider	-						-	Met
L63	Med. treatment plan form	I	Provider	-						-	Met
L64	Med. treatment plan rev.	I	Provider	-						-	Met
L70	Charges for care calc.	I	Provider	-						-	Met
L71	Charges for care appeal	I	Provider	-						-	Met
L77	Unique needs training	I	Provider	-						-	Met
L80	Symptoms of illness	L	Provider	-						-	Met
L81	Medical emergency	L	Provider	-						-	Met
Ⓡ L82	Medication admin.	L	DDS	1/1						1/1	Met
L84	Health protect. Training	I	Provider	-						-	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L85	Supervision	L	Provider	-						-	Met
L86	Required assessments	I	Provider	-						-	Met
L87	Support strategies	I	Provider	-						-	Met
L88	Strategies implemented	I	Provider	-						-	Met
L90	Personal space/bedroom privacy	I	Provider	-						-	Met
L91	Incident management	L	Provider	-						-	Met
L93 (05/22)	Emergency back-up plans	I	DDS	2/2						2/2	Met
L94 (05/22)	Assistive technology	I	DDS	2/2						2/2	Met
L96 (05/22)	Staff training in devices and applications	I	DDS	2/2						2/2	Met
L99 (05/22)	Medical monitoring devices	I	DDS	1/1						1/1	Met
#Std. Met/# 68 Indicator										68/68	
Total Score										73/74	
										98.65%	

Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	Provider			-	-	Met
L5	Safety Plan	L	Provider			-	-	Met
Ⓟ L6	Evacuation	L	DDS			1/1	1/1	Met
L7	Fire Drills	L	Provider			-	-	Met
L8	Emergency Fact Sheets	I	Provider			-	-	Met
L9 (07/21)	Safe use of equipment	I	Provider			-	-	Met
L10	Reduce risk interventions	I	Provider			-	-	Met
Ⓟ L11	Required inspections	L	DDS			1/1	1/1	Met
Ⓟ L12	Smoke detectors	L	DDS			1/1	1/1	Met
Ⓟ L13	Clean location	L	DDS			1/1	1/1	Met
L14	Site in good repair	L	Provider			-	-	Met
L15	Hot water	L	Provider			-	-	Met
L16	Accessibility	L	Provider			-	-	Met
L17	Egress at grade	L	Provider			-	-	Met
L18	Above grade egress	L	Provider			-	-	Met
L20	Exit doors	L	Provider			-	-	Met
L21	Safe electrical equipment	L	Provider			-	-	Met
L22	Well-maintained appliances	L	Provider			-	-	Met
L25	Dangerous substances	L	Provider			-	-	Met
L26	Walkway safety	L	Provider			-	-	Met
L28	Flammables	L	Provider			-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L29	Rubbish/com bustibles	L	Provider			-	-	Met
L30	Protective railings	L	Provider			-	-	Met
L31	Communication method	I	Provider			-	-	Met
L32	Verbal & written	I	Provider			-	-	Met
L37	Prompt treatment	I	Provider			-	-	Met
Ⓡ L38	Physician's orders	I	DDS			3/3	3/3	Met
L39	Dietary requirements	I	Provider			-	-	Met
L44	MAP registration	L	DDS			1/1	1/1	Met
L45	Medication storage	L	Provider			-	-	Met
Ⓡ L46	Med. Administration	I	DDS			4/4	4/4	Met
L49	Informed of human rights	I	Provider			-	-	Met
L50 (07/21)	Respectful Comm.	I	Provider			-	-	Met
L51	Possessions	I	Provider			-	-	Met
L52	Phone calls	I	Provider			-	-	Met
L54 (07/21)	Privacy	I	Provider			-	-	Met
L55	Informed consent	I	Provider			-	-	Met
L64	Med. treatment plan rev.	I	Provider			-	-	Met
L77	Unique needs training	I	Provider			-	-	Met
L80	Symptoms of illness	L	Provider			-	-	Met
L81	Medical emergency	L	Provider			-	-	Met
Ⓡ L82	Medication admin.	L	DDS			1/1	1/1	Met
L84	Health protect. Training	I	Provider			-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L85	Supervision	L	Provider			-	-	Met
L86	Required assessments	I	Provider			-	-	Met
L87	Support strategies	I	Provider			-	-	Met
L88	Strategies implemented	I	Provider			-	-	Met
L91	Incident management	L	Provider			-	-	Met
L93 (05/22)	Emergency back-up plans	I	DDS			6/6	6/6	Met
L94 (05/22)	Assistive technology	I	DDS			7/7	7/7	Met
L96 (05/22)	Staff training in devices and applications	I	DDS			2/2	2/2	Met
L99 (05/22)	Medical monitoring devices	I	DDS			1/1	1/1	Met
#Std. Met/# 52 Indicator							52/52	
Total Score							57/58	
							98.28%	

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

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

Residential Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	Met
C8	Family/guardian communication	Provider	-	Met
C9	Personal relationships	Provider	-	Met
C10	Social skill development	Provider	-	Met
C11	Get together w/family & friends	Provider	-	Met
C12	Intimacy	DDS	2/2	Met
C13	Skills to maximize independence	Provider	-	Met
C14	Choices in routines & schedules	Provider	-	Met
C15	Personalize living space	Provider	-	Met
C16	Explore interests	Provider	-	Met
C17	Community activities	Provider	-	Met
C18	Purchase personal belongings	Provider	-	Met
C19	Knowledgeable decisions	Provider	-	Met
C46	Use of generic resources	Provider	-	Met
C47	Transportation to/ from community	Provider	-	Met
C48	Neighborhood connections	Provider	-	Met
C49	Physical setting is consistent	Provider	-	Met
C51	Ongoing satisfaction with services/ supports	Provider	-	Met
C52	Leisure activities and free-time choices /control	Provider	-	Met
C53	Food/ dining choices	Provider	-	Met

Community Based Day Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	Met
C8	Family/guardian communication	Provider	-	Met
C13	Skills to maximize independence	Provider	-	Met
C37	Interpersonal skills for work	Provider	-	Met

Community Based Day Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C38 (07/21)	Habilitative & behavioral goals	DDS	3/3	Met
C39 (07/21)	Support needs for employment	DDS	3/3	Met
C40	Community involvement interest	Provider	-	Met
C41	Activities participation	Provider	-	Met
C42	Connection to others	Provider	-	Met
C43	Maintain & enhance relationship	Provider	-	Met
C44	Job exploration	DDS	4/4	Met
C45	Revisit decisions	Provider	-	Met
C46	Use of generic resources	Provider	-	Met
C47	Transportation to/ from community	Provider	-	Met
C51	Ongoing satisfaction with services/ supports	Provider	-	Met