



District of Columbia PCR

Government of the District of Columbia  
Department on Disability Services

Annual Provider Certification Review Report

Volunteers of America (VOA)

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Review Dates: 9/16/2024 - 9/19/2024	Team Member(s): Michael Marshall
Location(s) Observed: 2	Individual(s) Reviewed: 10
Service(s): Companion Group, Companion One-to-One, Individualized Day Supports , Residential Habilitation , Supported Living	

## Overall Results

The overall results of the Provider Certification Review (PCR) are presented in Table 1. If a service scores 79% or below or if an “Alert” (poses an immediate risk to the person or people supported) was identified during the review, additional action steps will be determined based on the scores per service.

Service	Sample Size		Person-Centered	Satisfaction	HCBS	Organizational Outcome*	Overall Score	Overall Rating	Alert	Follow Up Review
	IDD	IFS								
Companion Group	2	0	95%	100%	100%	88%	93%	Excellent	N/A	N/A
Companion One-to-One	2	0	96%	100%	N/A	88%	94%	Excellent	N/A	N/A
Individualized Day Supports	2	0	98%	100%	100%	88%	95%	Excellent	N/A	N/A
Residential Habilitation	2	0	93%	100%	85%	88%	92%	Satisfactory	N/A	N/A
Supported Living	2	0	93%	100%	85%	88%	92%	Satisfactory	N/A	N/A

\*Please note, the Organizational Outcomes are only scored once and apply to all services reviewed.

## Person Centered Outcomes

The results of the Person-Centered Outcomes Domains and Satisfaction are presented below.

### Person Centered Outcome and Satisfaction Result\*

Service		Person-Centered			Satisfaction	
		Indicators Met	Points Met	Score	Indicators Met	Score
Companion Group	All Q/A	100/103	542/572	95%	20/20	100%
	Critical	36/39	350/380	92%		
	HCBS	21/21	63/63	100%		
Companion One-to-One	All Q/A	72/74	443/463	96%	20/20	100%
	Critical	31/33	320/340	94%		
	HCBS	88/89	415/425			
Individualized Day Supports	All Q/A	88/89	415/425	98%	20/20	100%

Individualized Day Supports	Critical	27/28	220/230	96%		
	HCBS	16/16	48/48	100%		
Residential Habilitation	All Q/A	139/150	717/771	93%	20/20	100%
	Critical	44/47	440/470	94%		
	HCBS	28/34	98/116	85%		
Supported Living	All Q/A	132/145	697/750	93%	20/20	100%
	Critical	44/46	435/455	96%		
	HCBS	29/35	101/119	85%		

\*Scores were determined by totaling up the number of points for the “yes” answers and dividing this number by the total number of points for all Q/A indicators that applied. The results have been reported as a percentage of “yes” answers.

## Organizational Outcomes

The table below provides the specific results for the Organizational Outcomes.

### Organizational Outcomes Results

Indicator Type	Organizational Outcomes		
	Indicators Met	Points Met	Score
All Q/A	46/49	172/195	88%
Critical	12/14	90/110	82%
HCBS	8/8	18/18	100%

## Certification Results

The following table shows for each service reviewed the certification dates and next PCR type.

### Certification Dates by Service and Type

Waiver Service	Certification Dates	Next PCR Type
Companion Group	09/16/2024 - 09/15/2026	Annual HCBS PCR
Companion One-to-One	09/16/2024 - 09/15/2026	Annual PCR
Individualized Day Supports	09/16/2024 - 09/15/2026	Annual HCBS PCR

Residential Habilitation	09/16/2024 - 09/15/2025	Annual PCR
Supported Living	09/16/2024 - 09/15/2025	Annual PCR