



District of Columbia PCR

Government of the District of Columbia
 Department on Disability Services

Annual Provider Certification Review Report

Divine Connect Care

Contact: Betty Arkhurst Phone: 240-579-6144 Email: barkhurstdcci@mail.com	Lead Surveyor: Courtney Knox Phone: 443-746-4396 Email: knoxc@subcontractor.qlarant.com
Review Dates: 3/18/2024 - 3/22/2024	Team Member(s): Courtney Knox, Michael Marshall
Location(s) Observed: 2	Individual(s) Reviewed: 5
Service(s): Host Home , In-Home Supports , 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
Host Home	2	97%	100%	100%	85%	94%	Excellent	N/A	N/A
In-Home Supports	2	97%	100%	N/A	85%	93%	Excellent	N/A	N/A
Supported Living	1	95%	100%	100%	85%	90%	Excellent	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
Host Home	All Q/A	121/124	606/622	97%	20/20	100%
	Critical	35/36	350/360	97%		
	HCBS	34/34	116/116	100%		
In-Home Supports	All Q/A	68/71	392/403	97%	20/20	100%
	Critical	31/32	285/290	98%		
	HCBS					
Supported Living	All Q/A	50/52	248/261	95%	10/10	100%
	Critical	14/15	140/150	93%		
	HCBS	14/14	49/49	100%		

*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	39/44	163/193	84%
Critical	13/15	95/120	79%
HCBS	3/3	7/7	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
Host Home	03/18/2024 - 03/17/2026	Annual HCBS PCR
In-Home Supports	03/18/2024 - 03/17/2026	Annual PCR
Supported Living	03/18/2024 - 03/17/2026	Annual HCBS PCR