



District of Columbia PCR

Government of the District of Columbia
Department on Disability Services

Annual Provider Certification Review Report

Family Comes First LLC

Contact: Ted Wells Phone: 240-383-9979 Email: Info@familycomes1st.com	Lead Surveyor: Dominique Cassamajor Phone: 443-746-4396 Email: cassamajord@subcontractor.qlarant.com
Review Dates: 8/10/2026 - 8/13/2026	Team Member(s): Athena Duvernay, Dominique Cassamajor, Jaleesa Myles
Location(s) Observed: 0	Individual(s) Reviewed: 7
Service(s): Companion One-to-One, In-Home Supports, Respite Hourly	

Overall Results

The overall results of the Provider Certification Review (PCR) are presented in Table 1. Additional actions are determined based on the Overall Rating per service.

Service	Sample Size		Person-Centered	Satisfaction	HCBS	Organizational Outcome*	Overall Score	Overall Rating	Alert	Plan of Action
	IDD	IFS								
Companion One-to-One	2	0	100%	100%	N/A	98%	99.5%	Excellent	N/A	Annual PCR
In-Home Supports	1	2	100%	100%	N/A	98%	99.6%	Excellent	N/A	Annual PCR
Respite Hourly	2	0	100%	100%	N/A	98%	99%	Excellent	N/A	Annual PCR

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

** Please note that if the HCBS score is less than 100%, the Overall Rating will be Proficient

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 One-to-One	All Q/A	72/72	465/465	100%	34/34	100%
	Critical	33/33	320/320	100%		
	HCBS	103/103	667/667			
In-Home Supports	All Q/A	103/103	667/667	100%	51/51	100%
	Critical	46/46	460/460	100%		
	HCBS					
Respite Hourly	All Q/A	52/52	301/301	100%	34/34	100%
	Critical	16/16	165/165	100%		
	HCBS					

*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	40/41	165/168	98%
Critical	16/16	105/105	100%
HCBS	4/4	20/20	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	Plan of Action
Companion One-to-One	08/10/2026 - 08/09/2028	Annual PCR
In-Home Supports	08/10/2026 - 08/09/2028	Annual PCR
Respite Hourly	08/10/2026 - 08/09/2028	Annual PCR

* Technical Assistance Consultation (TAC)