



District of Columbia PCR

Government of the District of Columbia
Department on Disability Services

Annual Provider Certification Review Report

Heart By Hope LLC

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Review Dates: 12/1/2025 - 12/3/2025	Team Member(s): Michael Marshall
Location(s) Observed: 0	Individual(s) Reviewed: 3
Service(s): Companion One-to-One, In-Home Supports , Individualized Day Supports	

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 One-to-One	1	0	96%	100%	N/A	90%	93%	Excellent	N/A	N/A
In-Home Supports	1	0	96%	100%	N/A	90%	93%	Excellent	N/A	N/A
Individualized Day Supports	1	0	97%	100%	100%	90%	94%	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
Companion One-to-One	All Q/A	34/37	231/242	96%	17/17	100%
	Critical	15/16	160/165	97%		
	HCBS	39/41	219/225			
Individualized Day Supports	All Q/A	39/41	219/225	97%	17/17	100%
	Critical	13/13	120/120	100%		
	HCBS	8/8	24/24	100%		
In-Home Supports	All Q/A	27/29	151/157	96%	17/17	100%
	Critical	10/10	100/100	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	40/44	157/175	90%
Critical	13/16	90/105	86%
HCBS	7/9	21/31	68%

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 One-to-One	12/01/2025 - 11/30/2027	Annual PCR
In-Home Supports	12/01/2025 - 11/30/2027	Annual PCR
Individualized Day Supports	12/01/2025 - 11/30/2027	Annual HCBS PCR