

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON DISABILITY SERVICES

PCR Results Web Posting

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| Provider Organization | Joyful Healthcare Inc. |
| Contact Person(s) | Amos Mubang |
| Phone Number | 301-273-3367 |
| Email Address(s) | joyfulhealthcare@comcast.net |
| Provider Services Reviewed | In-Home Supports, Supported Living Periodic, Companion Services, |
| # Individuals Reviewed by Service | In-Home Supports - 2 Supported Living Periodic - 1 Companion Services - 1 |
| Annual PCR dates | 03/11/2019 - 03/13/2019 |
| F/U Review Date(s) | N/A |
| Annual Report Date | 03/25/2019 |
| F/U Report Date | N/A |

The overall results on initial review were:

| Service | | Person Centered Domains Score | | | Satisfaction Score | |
|---------------------------|----------------------------|-------------------------------|------------------|------------|--------------------|------|
| | | # Yes/Total | Points Yes/Total | % | # Yes/Total | % |
| In-Home Supports | All Q/A Indicators | 65/70 | 247/266 | 93% | 20/20 | 100% |
| | Critical Indicators | 28/30 | 140/150 | 93% | | |
| | HCBS Indicators | 10/10 | N/A | 100% | | |
| Supported Living Periodic | All Q/A Indicators | 70/75 | 236/255 | 93% | 10/10 | 100% |
| | Critical Indicators | 16/18 | 80/90 | 89% | | |
| | HCBS | 26/26 | N/A | 100% | | |

| | | | | | | |
|-----------------------|----------------------------|--------------------------------------|------------------|------------|-------|------|
| | Indicators | | | | | |
| Companion Services | All Q/A Indicators | 30/33 | 118/129 | 91% | 10/10 | 100% |
| | Critical Indicators | 14/15 | 70/75 | 93% | | |
| | HCBS Indicators | 7/7 | N/A | 100% | | |
| Organizational | | Organizational Outcomes Score | | | | |
| | | # Yes/Total | Points Yes/Total | % | | |
| | All Q/A Indicators | 35/44 | 105/142 | 74% | | |
| | Critical Indicators | 8/13 | 40/65 | 62% | | |
| | HCBS Indicators | 4/4 | N/A | 100% | | |

Certification issued/dates/services:

No certification to be issued. Provider did not meet scoring for certification. Provider referred to the Certification Panel Review which determined that DDS would recommend termination of Joyful Healthcare provider agreement to DHCF on 4.8.19.