



**DEVELOPMENTAL
DISABILITIES ADMINISTRATION**

DISTRICT OF COLUMBIA

DEPARTMENT

or

DISABILITY SERVICES

PCR Quarterly Report Data

FY 19 3rd Quarter

PCR Results-32 providers

19 Services rated Excellent
32 Services rated Satisfactory
10 Services rated Needs Improvement
19 Services rated Unsatisfactory
4 HCBS assessments completed this quarter

PCR Results-Person Centered Indicators

Average not met percent above
10% in 4 or more services

Person Centered Indicators- Not Met

CQ.21- Did the quarterly report contain the required information as identified in current guidelines?

Found to be not met greater than 10% in 10 services for an average of 38%

# Yes	# No	# N/A	% No	# Services > 10% No
71	43	2	38%	10

Services: Res Hab, Sup Living Services, Host Home, In Home, Day Hab Services, ER, IDS, Companion

Person Centered Indicators- Not Met

CQ.20-Were quarterly reports written and distributed per DDS policy?

Found to be not met greater than 10% in 9 services for an average of 29%

# Yes	# No	# N/A	% No	# Services > 10% No
67	26	1	29%	9

Services: Res Hab, Sup Living Services, In Home, Host Home, Day Hab Services, ER , IDS, Companion

Person Centered Indicators- Not Met

CQ.J.2- Are the medications safely administered to or by the person?

Found to be not met greater than 10% in 9 services for an average of 50%

# Yes	# No	# N/A	% No	# Services > 10% No
9	9	3	50%	9

Services: Res Hab, Sup Living Services, In Home, Host Home, Day Hab Services, ER , IDS, Companion

Person Centered Indicators- Not Met

CQ.5.12- Does the person know what to do and where to go in the event of an emergency and is it consistent with the written individualized emergency plan and in accordance with current DDS standards?

Found to be not met greater than 10% in 8 services for an average of 25%

# Yes	# No	# N/A	% No	# Services > 10% No
47	16	0	25%	8

Services: Res Hab, Sup Liv Services, Host Home, Day Hab

Person Centered Indicators- Not Met

CQ.03- Is the person and/or their representative aware of actions they can take if they feel they have been treated unfairly, have concerns or are displeased with the services being provided?

Found to be not met greater than 10% in 10 services for an average of 35%

# Yes	# No	# N/A	% No	# Services > 10% No
30	16	0	35%	7

Services: Res Hab, Sup Living Services, Host Home, In Home, Day Hab Services, ER, IDS, Companion

Person Centered Indicators- Not Met

CQ.26- Is there written evidence that each direct support staff that works with the person has received person specific training on all current documents, information and required supports relevant to the service being provided?

Found to be not met greater than 10% in 8 services for an average of 16%

# Yes	# No	# N/A	% No	# Services > 10% No
80	15	0	16%	7

Services: Res Hab, Sup Liv Services, Host Home, Day Hab

Person Centered Indicators- Not Met

CQ.30- Is progress being documented on the goals/objectives that are outlined in the ISP, as well as any goals/objectives being implemented by the provider?

Found to be not met greater than 10% in 6 services for an average of 21%

# Yes	# No	# N/A	% No	# Services > 10% No
54	14	0	21%	6

Services: Host Home, ER, Sup Employ JP, Day Hab 1:1, Sup Living-P

Person Centered Indicators- Not Met

CQ.33.14- Are progress notes written in accordance with DDS policy?

Found to be not met greater than 10% in 6 services for an average of 25%

# Yes	# No	# N/A	% No	# Services > 10% No
50	17	0	25%	6

Services: Res Hab, Host Home, Day Hab services, Sup Employ-JP, IDS

Person Centered Indicators- Not Met

CQ.35.14- If ongoing skill development is not reflected on a goal, is there evidence of communication between the team regarding possible modifications?

Found to be not met greater than 10% in 5 services for an average of 35%%

# Yes	# No	# N/A	% No	# Services > 10% No
17	9	51	35%	5

Services: Host Home, ER, Sup Employ JP, Day Hab 1:1, Sup Living-P

Person Centered Indicators- Not Met

CQ.34.14- Do the staff promote and implement practices that ensures the safety of the person?

Found to be not met greater than 10% in 4 services for an average of 20%

# Yes	# No	# N/A	% No	# Services > 10% No
20	5	0	20%	4

Services: Host Home, Sup Living-P, Sup Employment JP, and JT&S

Person Centered Indicators- Not Met

CQ.EE.3.14- Was the incident reported within the required timeframe?

Found to be not met greater than 10% in 4 services for an average of 17%

# Yes	# No	# N/A	% No	# Services > 10% No
24	5	0	17%	4

Services: Host Home, Sup Living-P, Sup Employment JP, and JT&S

Organizational-System Indicators

Average Not Met percentage of 25%
or greater in providers reviewed
in the quarter

Organizational Indicators- Not Met

OO.CQ.35.13.- Does the provider have and implement a system to ensure that the rights of all people are recognized and protected?

Found to be not met on average of 32%

# Yes	# No	# N/A	% No
17	8	0	32%

Organizational Indicators- Not Met

OO.HH.11.- Does the Contract Provider have a system in place to ensure that general support monitoring is completed at least twice per month to update activity schedules, review medical and other appointments, make progress notes, and review conditions in the Host Home and the status of the individual?

Found to be not met on average of 67%

# Yes	# No	# N/A	% No
1	2	0	67%

Organizational Indicators- Not Met

OO.CQ.35.13.- Does the provider have and implement a system to ensure that the rights of all people are recognized and protected?

Found to be not met on average of 32%

# Yes	# No	# N/A	% No
17	8	0	32%

Organizational Indicators- Not Met

OO.MAN.12- Does the provider have a system in place to ensure that services are evaluated throughout the ISP year?

Found to be not met on average of 40%

# Yes	# No	# N/A	% No
15	10	0	45%

Organizational Indicators- Not Met

OO.HH.9- Does the contract provider have a system in place to ensure that health care monitoring occurs in accordance with DDS standards?

Found to be not met on average of 33%

# Yes	# No	# N/A	% No
2	1	0	33%

Organizational Indicators- Not Met

OO.MAN.11.- Does the provider have a system in place to ensure that services are delivered throughout the ISP year?

Found to be not met on average of 40%

# Yes	# No	# N/A	% No
15	10	0	40%

HCBS 3rd Quarter Results

4/1/19-6/30/19

One indicator not met at greater than 10% found in Residential Habilitation

Identifier	CMS Assessment Question	Indicator	# Yes	# No	# N/A	Total Yes + No	% No
CQ.14	c	Do the goals/objectives the person is working on match their priorities regarding their hopes, dreams and values?	3	1	0	4	25%

HCBS 3rd Quarter Results

4/1/19-6/30/19

One indicator not met at greater than 10% found in Supported Living

Identifier	CMS Assessment	Indicator	# Yes	# No	# N/A	Total Yes + No	% No
	Question						
CQ.1	a	Do the staff and the organization promote an environment that respects the person and treats them in a dignified manner?	24	3	0	27	11%

HCBS 3rd Quarter Results

4/1/19-6/30/19

Two indicators not met at greater than 10% found in Respite Daily

Identifier	CMS Assessment	Indicator	# Yes	# No	# N/A	Total Yes + No	% No
	Question						
CQ.3	a	Is the person and/or their representative aware of actions they can take if they feel they have been treated unfairly, have concerns or are displeased with the services being provided?	4	1	0	5	20%
T.CQ.16.RES	q	Is the person able to set their own schedule and have flexibility and support to come and go as they choose?	2	2	1	4	50%

HCBS 3rd Quarter Results

4/1/19-6/30/19

One indicator not met at greater than 10% found in Host Home

Identifier	CMS Assessment	Indicator	# Yes	# No	# N/A	Total Yes + No	% No
	Question						
CQ.1	a	Do the staff and the organization promote an environment that respects the person and treats them in a dignified manner?	4	1	0	5	20%

HCBS 3rd Quarter Results 4/1/19-6/30/19

Three indicators not met at greater than 10% found in Supported Living Periodic

Identifier	CMS Assessment	Indicator	# Yes	# No	# N/A	Total Yes + No	% No
	Question						
CQ.3	a	Is the person and/or their representative aware of actions they can take if they feel they have been treated unfairly, have concerns or are displeased with the services being provided?	4	1	0	5	20%
H.RES.34	j	Is there a lease or written residency agreement that provides the same responsibilities and protections from evictions as all other tenants under relevant landlord/tenant law in the jurisdiction?	4	1	0	5	20%
H.RES.36	l	Is there a lease or written residency agreement that provides the same responsibilities and protections from evictions and addresses appeals comparable to relevant landlord/tenant law in the jurisdiction?	4	1	0	5	20%

HCBS 1st Quarter Results

4/1/19-6/30/19

One indicator not met at greater than 10% found in Day Habilitation & Day Hab 1:1

Identifier	CMS Assessment	Indicator	# Yes	# No	# N/A	Total Yes + No	% No
		Day Habilitation					
CQ.3	a	Is the person and/or their representative aware of actions they can take if they feel they have been treated unfairly, have concerns or are displeased with the services being provided?	18	2	0	20	10%
		Day Habilitation 1:1					
			7	3	0	10	30%

HCBS 1st Quarter Results

4/1/19-6/30/19

Two indicators not met at greater than 10% found in Employment Readiness

Identifier	CMS Assessment	Indicator	# Yes	# No	# N/A	Total Yes + No	% No
	Question						
CQ.3	a	Is the person and/or their representative aware of actions they can take if they feel they have been treated unfairly, have concerns or are displeased with the services being provided?	6	3	0	9	33%
H.CQ.44	e	Are there strategies in place to assist the person in developing transportation skills?	7	2	0	9	22%

HCBS 1st Quarter Results

4/1/19-6/30/19

One indicator not met at greater than 10% found in Supported Employment

Identifier	CMS Assessment	Indicator	# Yes	# No	# N/A	Total Yes + No	% No
		Job Training and Support					
CQ.3	a	Is the person and/or their representative aware of actions they can take if they feel they have been treated unfairly, have concerns or are displeased with the services being provided?	2	2	0	4	50%
		Long Term Follow Along					
			0	2	0	2	100%

HCBS 1st Quarter Results 4/1/19-6/30/19

The remaining Person Centered HCBS
Indicators were met at rates greater
than 10% in all other services.

HCBS Organizational Indicators

Two Indicators were not met at rates of 10% or less

Identifier	CMS Assessment	Indicator	# Yes	# No	# N/A	Total Yes + No	% No
OO.CQ.20	a	Does the provider ensure proper handling of all consumer records including security, confidentiality, and retention in accordance with DDS and federal policies?	23	5	0	28	18%
H.OO.CQ.42.DS	f	Does the provider support people to engage in community life?	14	2	0	16	13%

HCBS 1st Quarter Results

4/1/19-6/30/19

Seven providers passed the PCR but had 1-4 HCBS indicators not met.

Eleven HCBS indicators (of the 30) were found to be not met during this quarter by one or more providers, while 19 were met 100% of the time by all providers.

Of the Not Met indicators 5 were specific to Residential Services.

HCBS Indicators not met by one or more service

CQ.1-Do the staff and the organization promote an environment that respects the person and treats them in a dignified manner? -

CQ. 3-Is the person and/or their representative aware of actions they can take if they feel they have been treated unfairly, have concerns or are displeased with the services being provided?

CQ.14- Do the goals/objectives the person is working on match their priorities regarding their hopes, dreams and values?

H.CQ.41- Does the person have access to things that interest them, and can the person use them or participate when they would like to do so?

H.CQ.44- Are there strategies in place to assist the person in developing transportation skills? -

H.RES.34- Is there a lease or written residency agreement that provides the same responsibilities and protections from evictions and addresses appeals comparable to relevant landlord/tenant law in the jurisdiction? (CMS requirement (j))

HCBS Indicators not met by one or more service

H.RES.36- Is there a lease or written residency agreement that provides the same responsibilities and protections from evictions and addresses appeals comparable to relevant landlord/tenant law in the jurisdiction?
(CMS requirement (I))

H.RES.37- Is there a lease or written residency agreement that provides the same responsibilities and protections from evictions and addresses appeals comparable to relevant landlord/tenant law in the jurisdiction?

H.RES.41- Does the person have the supports required to pursue their interests?

T.CQ.16,RES- Is there an individual schedule that reflects the person's interests?

Please see the details in the chart below