

Provider Sanctions List (Active)

9/16/2019

No.	Provider Name	Do Not Refer Entry Date	Date of initial PCR report	Date placed on Enhanced Monitoring	Termination Status	Reason
1	Circle of Care Quality Services	7/22/2019				Placed on DNR after receiving Unsatisfactory on an initial annual PCR for In-Home Support and Companion Services.
2	Contemporary Family Services	8/20/2019				Placed on DNR after receiving Needs Improvement on an initial annual PCR for Day Hab, Employment Readiness, Supportive Employment Job Placement, and Individualized Day Supports..

3	Frontline Community Services	3/21/2019		3/21/2019	<p>Placed in Do Not Refer and Enhanced Monitoring as a result of two (2) incidents against Frontline for the use of restraints on Individual #1 on March 6,2019 and March 11,2019. In each instance, Individual #1 was restrained in violation of DDS' Human Rights policy. In addition, the March 6th incident was incorrectly reported as a Reportable Incident (RI)/Property Destruction and not a Serious Reportable Incident (SRI)/Inappropriate Use of an Approved Physical Restraint. Based on the above mentioned and our subsequent analysis of other incidents for people Frontline supports, there is a conked that Frontline is engaging in the inappropriate use of physical restraints and potentially underreporting the use of physical restraints, which are both a violation of DDS policy.</p>
4	Galaxy Healthcare Solutions	8/19/2019			<p>Placed on DNR after receiving Needs Improvement on an initial annual PCR for Respite Hourly, Day Hab, Employment Readiness, Supportive Employment Job Training and Support, Day Hab One-to-One, IDS, and Companion Services.</p>

5	Gina Outreach Services	7/1/2019		7/1/2019		Placed on DNR and EM as a result of concerns raised during a Health and Wellness visit in June 2019. Deficiencies identified in: Health Passport (HP); Health Care Management Plan (HCMP); Vaccinations record; Physician orders; Nursing documentation and assessments; Recommended Lab works; Psychiatry Assessments and consults; and Medication Administration oversight by the Registered Nurse.
6	Health and Joy Services, LLC.	6/6/2019				Placed on DNR after receiving Need Improvement on an initial annual PCR in In-Home Supports and Individualized Day Services.
7	HealthTech Institute	9/12/2019				Placed on Do Not Refer List after receiving Needs improvement on an initial PCR for In-Home Supports, Day Habilitation, Employment Readiness, Supportive Employment Job Training and Support, Supportive Employment Long-Term Follow Along, Day Habilitation One-to-One, IDS, and Companion Services.

8	Joyful Healthcare Inc.	4/15/2019		4/15/2019		Additionally placed on DNR and EM requiring a Corrective Action Plan (CAP) based on review of quality findings including PCR results over time, repeat PCR indicators, late resolution of issues, current health & wellness concerns, and failure to update and make progress in the Provider Performance Review (PPR) Continuous Improvement Plan.
---	------------------------	-----------	--	-----------	--	---

9	Joyful Healthcare Inc.	3/25/2019			<p>UPDATED 04/17/2019: On April 8, 2019, DDS sent a letter informing Joyful Health of its recommendation to DHCF to terminate the Provider agreement between Joyful Health and DHCF. UPDATED 04/1/2019 : On March 25, 2019, PCR was sent a letter to JHI informing them that due to their failure to meet standards for certification at the PCR follow-up, JHI will be referred to the Certification Review Panel to determine next steps as per PCR Policy effective December 21, 2018.</p>	<p>Placed on DNR after receiving Unsatisfactory on an initial Annual PCR for In-Home Supports, Supported Living Periodic and Companion Services. The provider organization has not been able to show a sustained level of satisfaction from one review period to the next and will require a review by the Certification Review Panel in DDS.</p>
---	------------------------	-----------	--	--	---	---

9	Multi-Therapeutic Services	6/6/2019		6/6/2019		Placed on DNR and EM for DDS Health and Wellness Unit identified patterns of unsafe healthcare practices which indicate quality assurance concerns with agency's nursing oversight and a clear failure to adhere to following H&W standards: 2 and 5. A Corrective Action Plan (CAP) will be necessary and must update the agency's Quality Assurance process to support compliance with DDS Health and Wellness standards.
10	Simky Family and Healthcare Services	7/19/2019				Placed on DNR after receiving Unsatisfactory on an initial annual PCR for In-Home Supports.
11	St. John's Community Services	5/24/2019		5/24/2019		Placed on DNR and EM for repeated residential monitoring findings conducted by Health & Wellness Unit of DDS identified a pattern of failure to adhere to H&W standards. A CAP (Corrective Actoions Plan) is necessary for each of the following Health and Wellness standards: 1, 2, 5, 17, and 19.
12	Symbra Foundation	9/9/2019				Placed on the Do Not Refer List after receiving Needs Improvement on an initial annual PCR for Residential Habilitation, Supported Living, Supported Living Periodic, and Companion Services.

13	Total Quality Residential Services, Inc.	1/2/2019		1/2/2019	<p>UPDATED 01/16/2019: On January 15, 2019, DDS sent a letter to TQRS informing TQRS "...consistent with the PCR Policy effective December 21, 2018, DDS convened a Certification Review Panel. Having reviewed available indicators, DDS is recommending termination of TQRS's provider agreement to the Department of Health care Finance (DHCF)."</p>	<p>Additionally placed on DNR and Enhanced Monitoring after failing to meet requirements for certification on a follow-up annual PCR for Supported Living, In-Home Supports, and Supported Living Periodic.</p>
14	Total Quality Residential Services, Inc.	8/20/2018				<p>Placed on DNR after receiving a rating of unsatisfactory on an initial 6 month PCR for Supported Living, In-Home Supports, Supported Living Periodic</p>

15	United Cerebral Palsy	8/16/2019		8/16/2019	<p>UPDATED 09/09/19: DDS sent a letter informing UCP of the Certification Review Panel and DDS's decision to proceed with follow-up actions needed for the review in July 2019 including the completion of a Corrective Action Plan (CAP). DDS shall keep UCP on the DNR and EM and not recommend for termination to DHCF at this time.</p>	<p>Placed on the Do Not Refer list after receiving Unsatisfactory on a six-month PCR for Day Hab, Day Hab One-To-One, and Individualized Day Supports. Additionally, due to consecutive Unsatisfactory reviews, UCP is being referred to the Certification Review Panel to determine if termination will be pursued.</p>
----	------------------------------	-----------	--	-----------	--	--

If you have questions, please contact Dianne Jackson at (202) 664-7471 or dianne.jackson3@dc.gov.