




GOVERNMENT OF THE DISTRICT OF COLUMBIA  
DEPARTMENT ON DISABILITY SERVICES

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**DDS TRANSMITTAL# 23-02**

**TO:** Developmental Disabilities Administration (DDA) Home and Community Based Services Waiver Providers for the Following Services: Supported Living, Supported Living with Transportation, Host Home, Residential Habilitation, Day Habilitation, Small Group Day Habilitation, Individualized Day Supports, Companion, Supported Employment, Small Group Supported Employment, and Employment Readiness

**FROM:** Shasta Brown, Deputy Director of Quality Assurance and Performance Management Administration (QAPMA) 

**DATE:** February 8, 2023

**RE:** Revised Provider Certification Review Guide

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The Department on Disability Services (DDS), Developmental Disabilities Administration (DDA), releases this transmittal to inform the DDA provider community that the Provider Certification Review guide has been revised, effective November 1, 2022. This PCR Guide supersedes the previous version from FY22 (effective date January 30, 2022)

Provided below are the two key changes, but please do review the revised PCR Guide carefully:

1. Increased the weighted scores for the specific indicators from 5 points to 10 or 15 points. These indicators address the following areas:
  - Rights
    - Following DDS policy regarding records of persons expenditures;
    - Promote an environment that respects the person and treats them in a dignified manner;
    - The person is provided privacy in their personal space; and
    - Provider has and implements a policy that ensures protection of people's money.
  - Person Centered Practices
    - Goals/objectives the person is working on match their priorities;
    - Services provided according to prior authorization and ISP;
    - Quarterly report contains the required information;
    - Direct support staff that works with the person has received person specific training ; and
    - Progress on the ISP goals/objectives is being documented.

- Safety
    - Staff promote and implement practices that ensures the safety;
    - Staff been trained to implement the person's specific behavioral and/or medical protocols; and
    - Recipients of a substantiated Serious Reportable (SRI) had interventions put in place to avoid a reoccurrence.
  - Health
    - Action is taken to meet the health care needs of the individuals, through timely evaluation and modification of supports;
    - Protocols listed on the HCMP being implemented by staff;
    - Medications being given by trained staff;
    - Adaptive equipment or durable medical supplies meet the prescribed need and equipment is in good repair; and
    - Plans in place regarding positioning, physical transfers, and when equipment should be worn.
2. Generate an **Alert** for specific indicators that lack of implementation places the person in immediate risk of harm and requires immediate action. If an **Alert** is identified, this will result in a Follow Up PCR, no matter the overall score for the service. Therefore, the service would not be certified and PCR reviewer will conduct a Follow Up PCR for the service within 30 days of the Exit conference to determine whether the issue was addressed and provide any additional technical assistance needed. Please note that all other deficiencies marked “no” for that specific service will also be addressed at that time as well. Indicators that could be identified as an **Alert** are as follows:
- Is there a current record of expenditures of funds for the person that meets current DDS policy?
  - Are services being provided in accordance with the waiver prior authorization agreement and in accordance with the ISP?
  - 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?
  - Do the staff promote and implement practices that ensures the safety of the person?
  - If the person has health concerns that may impact the service, are staff aware of those concerns and able to explain the process for reporting?
  - If the person has restricted mobility needs through the use of a wheelchair or other medical equipment, is there a clear and consistent plan for its use regarding positioning, and physical transfers, when equipment should be worn, etc.?
  - If the person was the recipient of a Serious Reportable (SRI) or Reportable incident (RI) within the past year with this provider, were steps taken to protect the person while the investigation was taking place?
  - If the person takes medications during the time services are being provided by this provider, are the medications safely administered to or by the person?

- If the person takes medications during the time services are being provided by this provider and if medication is administered to the person, is it done by a person trained in medication administration?
- Are protocols listed on the HCMP being implemented by all staff?
- Is the person provided privacy in their personal space?
- Has training occurred on the Health Promotion Activity Plan (HPAP)?
- Is there evidence the Health Promotion Activity Plan (HPAP) is being implemented?

If you have questions, please contact Marion Olivier, Project Director HCBS Provider Certification Reviews, Qlarant, at [oliviem@qlarant.com](mailto:oliviem@qlarant.com) (404-682-7541) or Mike Marshall, Project Manager HCBS Provider Certification Reviews, Qlarant at [marshallm@qlarant.com](mailto:marshallm@qlarant.com) (443-797-7277).