



District of Columbia PCR

Government of the District of Columbia
Department on Disability Services

Annual Provider Certification Review Report

Universal Home Healthcare Services

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Review Dates: 3/25/2024 - 3/29/2024	Team Member(s): Carmen Tenguiano, Courtney Knox, Katrina Tirao, Michelle Freeman
Location(s) Observed: 2	Individual(s) Reviewed: 8
Service(s): Companion One-to-One, Host Home , In-Home Supports , Individualized Day Supports , Supported Living	

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
Companion One-to-One	2	99%	100%	N/A	88%	96%	Excellent	N/A	N/A
Host Home	1	97%	100%	100%	88%	94%	Excellent	N/A	N/A
In-Home Supports	2	96%	100%	N/A	88%	94%	Excellent	N/A	N/A
Individualized Day Supports	2	99.5%	100%	100%	88%	97%	Excellent	N/A	N/A
Supported Living	1	97%	100%	100%	88%	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	71/72	416/419	99%	20/20	100%
	Critical	29/29	290/290	100%		
	HCBS	60/62	274/282			
Host Home	All Q/A	60/62	274/282	97%	10/10	100%
	Critical	13/14	135/140	96%		
	HCBS	19/19	64/64	100%		
Individualized Day Supports	All Q/A	112/113	545/548	99.5%	20/20	100%
	Critical	37/37	310/310	100%		

Individualized Day Supports	HCBS	17/17	51/51	100%		
In-Home Supports	All Q/A	71/74	406/422	96%	20/20	100%
	Critical	31/32	290/300	97%		
	HCBS					
Supported Living	All Q/A	80/81	375/385	97%	10/10	100%
	Critical	22/23	205/215	95%		
	HCBS	18/18	61/61	100%		

*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	42/48	167/189	88%
Critical	11/14	90/105	86%
HCBS	7/7	15/15	100%

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	03/25/2024 - 03/24/2026	Annual PCR
Host Home	03/25/2024 - 03/24/2026	Annual HCBS PCR
In-Home Supports	03/25/2024 - 03/24/2026	Annual PCR
Individualized Day Supports	03/25/2024 - 03/24/2026	Annual HCBS PCR

Supported Living	03/25/2024 - 03/24/2026	Annual HCBS PCR
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