

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON DISABILITY SERVICES

PCR Results Web Posting

Provider Organization	Volunteers of America
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Provider Services Reviewed	Residential Habilitation, Supported Living,
# Individuals Reviewed by Service	Residential Habilitation - 2 Supported Living - 2
Annual PCR dates	09/21/2015 - 09/23/2015
F/U Review Date(s)	11/23/2015
Annual Report Date	09/28/2015
F/U Report Date	12/03/2015

The overall results on initial review were:

Service		Person Centered Domains Score			Satisfaction Score	
		# Yes/Total	Points Yes/Total	%	# Yes/Total	%
Residential Habilitation	All Q/A Indicators	130/141	452/491	92%	20/20	100%
	Critical Indicators	42/46	210/230	91%		
Supported Living	All Q/A Indicators	129/133	461/477	97%	20/20	100%
	Critical Indicators	46/48	230/240	96%		
Organizational		Organizational Outcomes Score				
		#	Points	%		

		Yes/Total	Yes/Total	
	All Q/A Indicators	35/39	111/129	86%
	Critical Indicators	10/13	50/65	77%

The overall results on follow up review were:

Service		Person Centered Domains Score			Satisfaction Score	
		# Yes/Total	Points Yes/Total	%	# Yes/Total	%
Residential Habilitation	All Q/A Indicators	140/141	488/491	99%	20/20	100%
	All Critical Indicators	46/46	100%			
Supported Living	All Q/A Indicators	133/133	477/477	100%	20/20	100%
	All Critical Indicators	48/48	100%			
Organizational		Organizational Outcomes Score				
		# Yes/Total	Points Yes/Total	%		
	All Q/A Indicators	39/39	129/129	100%		
	All Critical Indicators	13/13		100%		

Certification issued/dates/services

Waiver Service	Certification Dates	Certification Type
Residential Habilitation	09/21/2015 - 09/21/2016	Annual
Supported Living	09/21/2015 - 09/21/2016	Annual