



District of Columbia PCR

Government of the District of Columbia  
Department on Disability Services

Annual Provider Certification Review Report

Volunteers of America (VOA)

Contact: Lawrence Ekow Anum Phone: 240-570-6699 Email: lenow-akum@voaches.org	Lead Surveyor: Mariko Carrington Phone: 443-746-4396 Email: carringtonm@subcontractor.qlarant.com
Review Dates: 9/2/2025 - 9/5/2025	Team Member(s): Hannah During, Randall Smith
Location(s) Observed: 3	Individual(s) Reviewed: 4
Service(s): Residential Habilitation , 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
	IDD	IFS								
Residential Habilitation	2	0	95%	100%	100%	97%	95%	Excellent	N/A	N/A
Supported Living	2	0	95%	100%	100%	97%	95%	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
Residential Habilitation	All Q/A	140/149	765/808	95%	34/34	100%
	Critical	42/45	435/460	95%		
	HCBS	35/35	119/119	100%		
Supported Living	All Q/A	145/152	764/808	95%	34/34	100%
	Critical	39/43	410/445	92%		
	HCBS	34/34	116/116	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	41/42	175/180	97%
Critical	13/14	105/110	95%
HCBS	4/4	10/10	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
Residential Habilitation	09/02/2025 - 09/01/2027	Annual HCBS PCR
Supported Living	09/02/2025 - 09/01/2027	Annual HCBS PCR