



District of Columbia PCR

Government of the District of Columbia
Department on Disability Services

Annual Provider Certification Review Report

Wholistic Habilitative Services

Contact: Saweda Kamara-Bullock Phone: 202-738-7852 Email: Saweda.bullock@wholisticservicesinc.com	Lead Surveyor: Katrina Tirao Phone: 443-746-4396 Email: tiraok@qlarant.com
Review Dates: 11/11/2024 - 11/15/2024	Team Member(s): Dominique Cassamajor, Jaleesa Myles
Location(s) Observed: 5	Individual(s) Reviewed: 12
Service(s): Companion One-to-One, Day Habilitation One-to-One , Day Habilitation Small Group, 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								
Companion One-to-One	2	0	96%	100%	N/A	64%	87%	Satisfactory	N/A	N/A
Day Habilitation One-to-One	2	0	100%	100%	100%	64%	90%	Excellent	N/A	N/A
Day Habilitation Small Group	2	0	99.5%	100%	100%	64%	90%	Excellent	N/A	N/A
Residential Habilitation	2	0	96%	100%	100%	64%	90%	Needs Improvement	3	12/11/2024
Supported Living	4	0	98%	100%	100%	64%	94%	Needs Improvement	2	12/11/2024

*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	78/82	503/522	96%	34/34	100%
	Critical	33/34	340/350	97%		
	HCBS	101/101	533/533			
Day Habilitation One-to-One	All Q/A	101/101	533/533	100%	34/34	100%
	Critical	28/28	280/280	100%		
	HCBS	16/16	48/48	100%		

Day Habilitation Small Group	All Q/A	96/97	551/554	99.5%	34/34	100%
	Critical	29/29	310/310	100%		
	HCBS	17/17	51/51	100%		
Residential Habilitation	All Q/A	146/150	768/801	96%	34/34	100%
	Critical	38/41	410/440	93%		
	HCBS	37/37	125/125	100%		
Supported Living	All Q/A	297/302	1610/1646	98%	68/68	100%
	Critical	89/92	910/940	97%		
	HCBS	68/68	232/232	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	40/50	126/198	64%
Critical	7/14	45/110	41%
HCBS	8/8	18/18	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	11/11/2024 - 11/10/2025	Annual PCR
Day Habilitation One-to-One	11/11/2024 - 11/10/2026	Annual HCBS PCR

Day Habilitation Small Group	11/11/2024 - 11/10/2026	Annual HCBS PCR
Residential Habilitation	N/A	Follow-Up PCR
Supported Living	N/A	Follow-Up PCR