

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON DISABILITY SERVICES

PCR Results Web Posting

Provider Organization	Volunteers of America
Contact Person(s)	Connie Price
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Provider Services Reviewed	Residential Habilitation, Supported Living,
# Individuals Reviewed by Service	Residential Habilitation - 2 Supported Living - 2
Annual PCR dates	10/15/2013 - 10/17/2013
F/U Review Date(s)	12/16/2013
Annual Report Date	10/28/2013
F/U Report Date	01/28/2014

The overall results on initial review were:

Service	Person Centered Domains Score	%	Organization Score	%	Rating	Satisfaction Score	%
	# Yes/Total		# Yes/Total			# Yes/Total	
Residential Habilitation	90/109	83%	19/34	56%	Needs Improvement	18/18	100%
All Mandatory Indicators	15/20	75%	8/13	62%			
Supported Living	93/105	89%	19/34	56%	Needs Improvement	/	0%
All Mandatory Indicators	17/21	81%	8/13	62%			

The overall results on follow up review were:

Service	Person Centered Domains Score	%	Organization Score	%	Rating	Satisfaction Score	%
	# Yes/Total		# Yes/Total			# Yes/Total	
Residential Habilitation	104/109	95%	25/34	74%	Unsatisfactory	18/18	100%
All Mandatory Indicators	20/20	100%	10/13	77%			
Supported Living	99/105	94%	25/34	74%	Unsatisfactory/		0%
All Mandatory Indicators	19/21	90%	10/13	77%			

Certification issued/dates/services

Waiver Service	Certification Type
Residential Habilitation	None
Supported Living	None