


OFFICE OF DEVELOPMENTAL PROGRAMS BULLETIN

ISSUE DATE July 31, 2025	EFFECTIVE DATE July 31, 2025	NUMBER 00-25-03
SUBJECT Performance Standards for Supports Coordination Organizations		BY  Kristin Ahrens, Deputy Secretary for Developmental Programs

SCOPE:

- Administrative Entity Administrators or Directors
- Supports Coordination Organizations
- Individuals and Families

PURPOSE:

The purpose of this bulletin is to announce the performance standards Supports Coordination Organizations must meet as part of the Office of Development Programs' ("ODP") implementation of performance-based contracting for Supports Coordination services.

BACKGROUND:

ODP is implementing performance-based contracting for SCOs that provide Supports Coordination services in the Consolidated, Community Living, and Person/Family Directed Support Waivers or Targeted Support Management through the Medicaid State Plan (hereafter referred to collectively as "Supports Coordination services") beginning January 1, 2026. ODP designed performance-based contracting for Supports Coordination services in alignment with *Everyday Lives: Values in Action* recommendation 13 which states, "Future consideration of service models and reimbursement strategies must be based on the principles of person-centered planning, individual choice, control over who provides services and where, and access to/full engagement in community life. Innovative approaches should be evaluated

COMMENTS AND QUESTIONS REGARDING THIS BULLETIN SHOULD BE DIRECTED TO:

The appropriate ODP Regional Program Office

Visit the Office of Developmental Programs Web site at <https://www.pa.gov/en/agencies/dhs/departments-offices/odp-info/odp-bureau-community-services.html>

based on the recommendations of *Everyday Lives*, including employment, recognizing and supporting the role of families, and meeting the diverse needs of all individuals.”

DISCUSSION:

Performance Standards

A key component of performance-based contracting is performance standards. Each performance standard contains measurable requirements that SCOs must meet. The performance standards are based on:

- Current requirements for SCOs found in regulations, policies, and the Waivers;
- *Everyday Lives: Values In Action* recommendations; and
- ODP’s goals for service sustainability, access to Supports Coordination services, implementing strategies that support workforce stability and growth, improving clinical capacity to serve individuals with complex needs, and quality improvement.

The performance standards focus on four areas that will help improve the quality of Supports Coordination services:

- *Sustainability* standards measure how Supports Coordination services ensure individuals and families have information needed and opportunities for pursuing least restrictive service options;
- *Workforce* standards measure how the SCO hires, retains, and supports staff to provide high quality, person-centered Supports Coordination services;
- *Responsiveness* standards measure how the SCO improves access to and satisfaction with Supports Coordination services; and
- *Clinical Capacity* standards measure how Supports Coordination services support the medical and behavioral needs of individuals.

PROCEDURE:

To be qualified to provide Supports Coordination services, an SCO must complete the Performance-Based Contracting SCO Data Submission Tool and submit supporting documentation required as per the instructions. Additionally, ODP, with the assistance of a Performance Analysis Services (PAS) vendor, will use data from participant experience surveys, claims, National Core Indicators, health risk screenings, the Home and Community Services Information System (HCSIS) or its replacement, incident management, and data collected by the Administrative Entities, to evaluate each SCO’s performance against the established standards. Depending on the performance measure, SCOs will either need to achieve full compliance with the standard or be able to demonstrate an identified level of success in meeting the standard. SCOs must meet the performance standard for the entire year. SCOs that fail to meet all of the performance standards will be subject to corrective action. ODP will yearly monitor, support, and evaluate SCO’s progress toward meeting the

performance standards. Attachment 1 outlines the performance standards and measures that must be met.

ODP will monitor individual and aggregate SCO performance to determine if SCOs are meeting the identified measures for each performance standard. ODP will use the data it obtains through monitoring to make refinements to measures as aggregate SCO performance improves. ODP will make adjustments to the performance measures annually if needed to improve the quality of Supports Coordination services.

ODP will assess on a 3-year cycle if significant changes should be made to the performance standards. The 3-year cycle will enable ODP to streamline the performance standards with other processes such as Quality Assessment and Improvement, provider qualifications, and licensing. The timeline ODP will be using is outlined in Attachment 2.

ODP will inform SCOs when adjustments are made to the performance measures. As SCOs meet additional performance standards, quality of services and capacity to serve individuals is expected to improve.

ATTACHMENTS:

Attachment 1 – Supports Coordination Performance Standards

Attachment 2 – Supports Coordination Performance Standards Evaluation Timeline

Supports Coordination Performance Standards, Measures, and Process Details

July 31, 2025

Performance Area	PM Code	Definition of Standard	Performance Measure	Contract Timeframe	Process Details
Access	SC-AC.01	Remains open for accepting new referrals, and individual/family selection of SCO, regardless of case complexity.	SCO attests that the SCO remains open for accepting new referrals and individual/family selection of SCO in county(ies) of the SCO's defined territory and/or the location of the base contract, regardless of case complexity.	January 1, 2026 – June 30, 2027	The SCO will attest that they will remain open for new referrals and individual/family selection in counties where the SCO offers services, including where SCOs hold base contracts.
Access	SC-AC.01 (2027)	Remains open for accepting new referrals, and individual/family selection of SCO, regardless of case complexity.	<p>Minimum referral acceptance is 75% for CY 2026.</p> <p>OR</p> <p>If SCO serves less than 250 individuals, minimum referral acceptance is 60% for CY 2026</p> <p>SCO is not required to exceed 10% growth from prior year. (10% or 75%/60%)</p>	July 1, 2027 – June 30, 2028	<p>For calendar year 2026, the SCO accepted 75% of referrals received.</p> <p>Numerator: # of referrals entered in case management wizard in HCSIS by Administrative Entities</p> <p>Denominator: # of referrals accepted in case management wizard in HCSIS by SCO</p> <p>SCOs serving less than 250 individuals on January 1, 2027, minimum referral acceptance was 60%.</p>

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					SCOs are not required to exceed 10% growth from prior year starting in calendar year 2027.
Access	SC-AC.02	SCO service initiation through initial outreach occurs within an average of 21 calendar days or less post-referral acceptance.	Attestation that SCO will develop and maintain a system to track and report all of the following data elements: a. Name of individual referred b. MCI of individual referred c. Date referral received d. Date referral accepted/rejected e. Source of referral (AE/counties) f. Number of days between acceptance of referral and service initiation (using First Billed service note date in HCSIS) g. Reason why 21-calendar day timeline for service initiation is not met h. Reason why a referral was denied (location/geography, insufficient workforce, conflict of interest per policy, etc.).	January 1, 2026 – June 30, 2027	The SCO will attest that by January 1, 2026, a system will be in place to accurately track and report each data element.
Administration	SC-ADM.01.1	Demonstrate transparent and sound corporate governance structure.	The SCO will attest that it has accurately and truthfully disclosed to the Office of Developmental Programs (ODP) the following: a. Current financial statements. b. Violations of conflict-of-interest policy. c. Any history and status of criminal convictions of Governing Body members. d. Any history of enforcement actions in other Pennsylvania Department of Human Services programs and/or in other states in which the SCO renders any services to individuals with intellectual and developmental disabilities if applicable.	January 1, 2026 – June 30, 2027	Attestation regarding the accuracy of the required elements contained in SC-ADM.01.2-1.5 to meet the standards.
Administration	SC-ADM.01.2	Demonstrate transparent and sound corporate governance structure.	Submission of current financial statements (audited if available).	January 1, 2026 – June 30, 2027	The SCO will submit current financial statements, include audited financial statements if available for the period July 1, 2023 - June 30, 2024 or calendar year 2024.

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					If an SCO does not have an audited financial statement for the period July 1, 2023 - June 30, 2024 or calendar year 2024, SCO should submit Profit/Loss and Balance Sheets.
Administrati on	SC-ADM.01.2 (2028)	Demonstrate transparent and sound corporate governance structure.	Successful passage of a fiscal readiness review	July 1, 2028 – June 30, 2029	Details to be determined
Administrati on	SC-ADM.01.3	Demonstrate transparent and sound corporate governance structure.	Disclosure of Conflict of Interest Policy and associated documentation, including Governing Body.	January 1, 2026 – June 30, 2027	The SCO will disclose any Conflict of Interest policy violations during CY24 Governing Body includes, but is not limited to, board members, President, Vice President, Chief Operations Officer, Chief Financial Officer, Treasurer, and Secretary.
Administrati on	SC-ADM.01.4	Demonstrate transparent and sound corporate governance structure.	Disclosure of Criminal convictions, including disclosure of criminal convictions for Governing Body members.	January 1, 2026 – June 30, 2027	The SCO will disclose any criminal convictions of the agency's leadership team, including Governing Body members. Governing Body includes, but is not limited to, board members, President, Vice President, Chief Operations Officer, Chief Financial Officer, Treasurer, and Secretary.
Administrati on	SC-ADM.01.5	Demonstrate transparent and sound corporate governance structure.	Disclosure of history of enforcement actions by other Pennsylvania DHS programs and/or by other states in which the SCO renders any services to individuals with intellectual and developmental disabilities if applicable.	January 1, 2026 – June 30, 2027	The SCO will submit any history of enforcement actions in other Pennsylvania Department of Human Services' programs and/or in other states in which the SCO renders any services to individuals with intellectual and developmental disabilities.
Administrati on	SC-ADM.01.6 (2027)	Demonstrate transparent and sound corporate governance structure.	Demonstrate that the Governing Body is engaged with and governance is informed by voices of individuals with lived experiences supported by the SCO by: - Including at least one individual with lived experience with intellectual or developmental disabilities or Autism (inclusive of family members) on the Governing Body	July 1, 2027 – June 30, 2028	The SCO will submit documentation that reflects governing body/board/advisory/subcommittee membership and documentation, such as meeting minutes, that reflect governing body discussions/decisions are informed by input of people with lived experience. If the

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			<p>OR</p> <ul style="list-style-type: none"> - Operating/participating with an advisory committee or subcommittee that informs the Governing Body that is comprised of individuals with lived experience <p>AND BOTH OF THE FOLLOWING ARE REQUIRED FOR ALL SCOs</p> <ul style="list-style-type: none"> - Evidence that Governing Body deliberations are informed by input of individuals with lived experience - Evidence that support is offered/made available for individuals with lived experience to meaningfully participate in the governance of the SCO 		organization only has owners, they are the governing body.
Administration	SC-ADM.02	Demonstrate capacity to manage Supports Coordination activities with individuals in alignment with ODP policies.	Submit a plan documenting how the SCO will operationalize the new payment methodology effective 7/1/26	January 1, 2026 – June 30, 2027	<p>The SCO will provide a plan that identifies how the organization will begin implementing the new payment methodology as of July 1, 2026.</p> <p>Acceptable plans must include the following elements at a minimum:</p> <ol style="list-style-type: none"> Baseline data Timeframe/end goal date Action items and/or measurable targets for improving Responsible person(s) Goal date for achieving each target/action item For ongoing/in process plans: progress made toward achieving each target/action item
Continuum of Services	SC-CoS.01.1	Demonstrate that individuals requiring or preferring 24/7 support outside of the family home are provided information and encouraged to consider Supported Living and Life Sharing.	<p>Attest that</p> <ol style="list-style-type: none"> SCO has an identified lead for Lifesharing, Supported Living, and Housing who serves as a resource for families and SCO staff about residential alternatives, SCO provides information and materials to Support Coordinators (SCs) to build knowledge of Lifesharing, Supported Living, and Housing options, and SCs are providing that information and 	January 1, 2026 – June 30, 2027	The SCO will attest that the SCO has an identified lead for Lifesharing, Supported Living, and Housing who serves as a resource for education of families and SCO staff about residential alternatives, and that SCO provides information and materials to SCs to build knowledge of Lifesharing, Supported Living, and Housing, and that SCs are providing this

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			materials to individuals and families seeking residential services.		information to families seeking residential services.
Continuum of Services	SC-CoS.01.2	Demonstrate that individuals requiring or preferring 24/7 support outside of the family home are provided information and encouraged to consider Supported Living and Life Sharing.	Demonstrate that SC is providing education to individuals regarding residential options	January 1, 2026 – June 30, 2027	<p>The SCO will provide a plan for how the SCO will improve or have improved the provision of education and resources of the full continuum of residential services, including Lifesharing, Supported Living and promoting HTTS to individuals and families for residential alternatives.</p> <p>Acceptable plans must include the following elements at a minimum:</p> <ul style="list-style-type: none"> a. Baseline data b. Timeframe/end goal date c. Action items and/or measurable targets for improving d. Responsible person(s) e. Goal date for achieving each target/action item f. For ongoing/in process plans: progress made toward achieving each target/action item
Continuum of Services	SC-CoS.01.2 (2027)	Demonstrate that individuals requiring or preferring 24/7 support outside of the family home are provided information and encouraged to consider Supported Living and Life Sharing.	Increase the percentage of individuals using Supported Living, Life Sharing and Housing Transition and Tenancy Services from the SCO's calendar year 2026 baseline.	July 1, 2027 – June 30, 2028	<p>Numerator: # of population of individuals served in Lifesharing, Supported Living, or using Housing Transition and Tenancy Sustaining Services in calendar year 2026</p> <p>Denominator: # of total population of individuals served in all residential services in calendar year 2026</p>
Continuum of Services	SC-CoS.02	SCOs must demonstrate their ability to develop, implement, and monitor service plans that prioritize and facilitate individuals' opportunities to live in the least restrictive, most	Demonstrate that SC is providing education to individuals regarding non-residential options	January 1, 2026 – June 30, 2027	The SCO will provide a plan for how the SCO will improve or has improved the provision of education and resources of the full continuum of residential services, including Lifesharing, Supported Living and promoting HTTS to individuals and families for residential alternatives.

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		integrated settings of their choice. This includes ensuring access to non-residential services and supports that promote independence, community inclusion, and alignment with the individual's preferences, strengths, and goals as outlined in their Individual Support Plan (ISP)			Acceptable plans must include the following elements at a minimum: a. Baseline data b. Timeframe/end goal date c. Action items and/or measurable targets for improving d. Responsible person(s) e. Goal date for achieving each target/action item f. For ongoing/in process plans: progress made toward achieving each target/action item
Continuum of Services	SC-CoS.02 (2027)	Demonstrate ability to develop, implement, and monitor service plans that prioritize and facilitate individuals' opportunities to live in the least restrictive, most integrated settings of their choice. This includes ensuring access to non-residential services and supports that promote independence, community inclusion, and alignment with the individual's preferences, strengths, and goals as outlined in their Individual Support Plan (ISP)	Increase the percentage of individuals using non-residential services from the SCO's calendar year 2026 baseline.	July 1, 2027 – June 30, 2028	Numerator: # of population of individuals served in non-residential services in calendar year 2026 Denominator: # of total population of individuals served in calendar year 2026
Continuum of Services	SC-CoS.03 (2029)	Demonstrate ability to develop, implement, and monitor service plans that prioritize and facilitate individuals' opportunities to live in the least restrictive, most integrated settings of their choice.	Percentage of individuals using non-residential services, Life Sharing and Supported Living meets or exceeds statewide benchmark.	July 1, 2029 – June 30, 2030	Numerator: # of population of individuals served in non-residential services, lifesharing or supported living in calendar year 2028 Denominator: # of total population of individuals served in calendar year 2028

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Employment	SC-EMP.01	Demonstrate support of individuals to seek and obtain Competitive Integrated Employment (CIE).	QM Plan for increasing CIE	January 1, 2026 – June 30, 2027	<p>The SCO will provide a plan for improving CIE.</p> <p>Acceptable plans must include the following elements at a minimum:</p> <ul style="list-style-type: none"> a. baseline data b. timeframe/end goal date c. action items and/or measurable targets for improving d. responsible person(s) e. goal date for achieving each target/action item f. for ongoing/in process plans: progress made toward achieving each target/action item
Employment	SC-EMP.01 (2027)	Demonstrated support of individuals to seek and obtain Competitive Integrated Employment (CIE).	<p>Increase the combined percentage of working age individuals that are receiving Career Assessment or Job Finding services through ODP or OVR</p> <p>AND</p> <p>individuals competitively employed in integrated settings (working age individuals only and adjusted for acuity) from the SCO's calendar year 2026 baseline.</p>	July 1, 2027 – June 30, 2028	<p>For contract year 7/1/26-6/30/27 the SCO will establish its own benchmark using its own CY26 baseline. In the immediate years following implementation, each SCO will be expected to increase their percentage from their own baseline. In future years, each SCO will be expected to meet/exceed a statewide benchmark. Any SCO that exceeds the statewide benchmark will meet this performance measure.</p> <p>Numerator: number of working age adults during CY26 involved in:</p> <ul style="list-style-type: none"> a. % of individuals receiving Career Assessment via ODP/OVR b. % of individuals receiving Job Finding services via ODP/OVR c. % individuals w/CIE <p>Denominator: working age adults by acuity level</p> <p>Service or Procedure Codes: Career Assessment: WEA 101-109 Career Assessment: SE 100 Job Finding: SE000, SE001, SE001E,</p>

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					SE000U, SE111, SE112, SE113, SE110, SE101, SE101E, SE009 Job Coaching: SE002, SE003, SE004, SE005, SE002, SE006, SE103, SE104, SE105, SE102, SE011, SE10 Utilizing Career Assessment and/or Job Finding through Advanced Supported Employment and Supported Employment services: W7235 with and without UD modifier, H2023 with and without UD modifier
Employment	SC-EMP.01 (2028)	Demonstrate support of individuals to seek and obtain Competitive Integrated Employment (CIE).	Demonstrate a combined xx% of working age individuals that are receiving Career Assessment or Job Finding services through ODP or OVR AND individuals competitively employed in integrated settings (working age individuals only and adjusted for acuity).	July 1, 2028 – June 30, 2029	Data extract will be pulled from the ODP Employment Dashboard in Tableau and HCSIS based on the required time period, regarding working age people (ages 18-64) served by residential providers. Data will be filtered to include only those of working age who are competitively employed and receive career assessment or job finding services specifically. Data will be filtered to include needs group (NG) level. Data obtained from OVR regarding any individuals of working age who receive career assessment or job finding services specifically through OVR will be incorporated. Numerator: # of individuals ages 18 - 64 utilizing either ODP or OVR Career Assessment or Job Finding services in CY 2026, by individual NG 1 - 5. Denominator: total # of individuals ages 18 - 64 in TSM or enrolled w/ SCO. Data will be reported by SCO as percentages by NG. EXAMPLE: # of individuals by working age in NG 1-2, with CIE, receiving career placement

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					or job finding services/total # of individuals of working age served by SCO.
Person-Centered Practices	SC-PCP.01.1	Demonstrate effective practices to support individuals with realizing their personal goals	Attest that beginning January 1, 2026, the SCO will support ODP data collection via ODP survey and encourage individual and family participation in the survey to inform NCI-IDD PCP-2: Person-centered Goals. (The proportion of people who report their service plan includes things that are important to them).	January 1, 2026 – June 30, 2027	The SCO will attest that beginning January 1, 2026, the SCO will support ODP data collection via ODP survey and encourage individual and family participation in the survey to inform NCI-IDD PCP-2 (Person-centered goals - the proportion of people who report their service plan includes things that are important to them).
Person-Centered Practices	SC-PCP.01.1 (2027)	Demonstrate effective practices to support individuals with realizing their personal goals	SCO performance on NCI-IDD PCP-2 will meet or exceed 90% OR SCO will submit a plan to achieve 90% or greater on NCI-IDD PCP-2: Person-centered Goals (The proportion of people who report their service plan includes things that are important to them)	July 1, 2027 – June 30, 2028	<p>The SCO's average ODP survey results will meet or exceed 90% on National Core Indicators - Intellectual and Developmental Disabilities In-Person Survey (NCI-IDD IPS) PCP-2 (Person-centered goals - the proportion of people who report their service plan includes things that are important to them). If the SCO's average survey results do not meet or exceed 90%, then the SCO will be required to submit their plan for achieving 90% or greater during the next ODP survey.</p> <p>Acceptable plans must include the following elements at a minimum:</p> <ol style="list-style-type: none"> baseline data timeframe/end goal date action items and/or measurable targets for improving responsible person(s) goal date for achieving each target/action item for ongoing/in process plans: progress made toward achieving each target/action item

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Person-Centered Practices	SC-PCP.01.2	Demonstrate effective practices to support individuals with realizing their personal goals	90% compliance with monitoring frequency by waiver type	January 1, 2026 – June 30, 2027	<p>Calendar year 2024 data on monitoring will be used to determine compliance with monitoring frequency requirements according to waiver type:</p> <ul style="list-style-type: none"> a. PFDS: once every three months (112 days) b. Consolidated and Community Living: once every two months (75 days) <p>Numerator: number of individuals supported by the SCO with timely monitorings completed by SCO</p> <p>Denominator: individuals served by SCO with the following exclusions:</p> <ul style="list-style-type: none"> a. individuals new to the SCO within the calendar year b. those that changed waivers within the calendar year c. TSM <p>July 1, 2027-June 30, 2028: threshold increases to 93%</p>
Person-Centered Practices	SC-PCP.01.3 (2027)	Demonstrate effective practices to support individuals with realizing their personal goals	90% compliance with monitoring location by waiver type	July 1, 2027 – June 30, 2028	<p>The SCO will collect calendar year 2025 monitoring data at the required location according to waiver type:</p> <p>Numerator: number of individuals supported by the SCO with monitorings completed at the required location by the SCO</p> <p>Denominator: individuals supported by the SCO with the following exclusions:</p> <ul style="list-style-type: none"> a. individuals new to the SCO within the calendar year b. those that changed waivers within the calendar year c. TSM

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Person-Centered Practices	SC-PCP.02	Demonstrate that individuals are engaged in meaningful activities outside of their home, as defined by the individual and based on their strengths, interests, and preferences.	Attest that beginning January 1, 2026, the SCO will support ODP data collection via ODP survey and encourage individual and family participation in the survey to inform NCI-IDD PCP-5: Satisfaction with Community Inclusion Scale (The proportion of people who report satisfaction with the level of participation in community inclusion activities).	January 1, 2026 – June 30, 2027	The SCO will attest that beginning January 1, 2026, the SCO will support ODP data collection via ODP survey and encourage individual and family participation in the survey to inform NCI-IDD PCP-5: Satisfaction with Community Inclusion Scale (The proportion of people who report satisfaction with the level of participation in community inclusion activities).
Person-Centered Practices	SC-PCP.02 (2027)	Demonstrate that individuals are engaged in meaningful activities outside of their home, as defined by the individual and based on their strengths, interests, and preferences.	SCO performance on NCI-IDD PCP-5 must be no more than 5 percentage points below the statewide average OR SCO will submit a plan to achieve improvement to be within 5 percentage points of the statewide average on NCI-IDD PCP-5: Satisfaction with Community Inclusion Scale (The proportion of people who report satisfaction with the level of participation in community inclusion activities).	July 1, 2027 – June 30, 2028	<p>The SCO's average ODP survey results will be no more than 5 percentage points below Pennsylvania's most recent National Core Indicators - Intellectual and Developmental Disabilities In-Person Survey (NCI-IDD IPS) "average within state" results for PCP-5: Satisfaction with Community Inclusion Scale (The proportion of people who report satisfaction with the level of participation in community inclusion activities). If the SCO's average survey results are more than 5 percentage points below the PA average within state results, then the SCO will be required to submit their plan for achieving improvement within 5 percentage points of the PA average within the state during the next ODP survey.</p> <p>Acceptable plans must include the following elements at a minimum:</p> <ol style="list-style-type: none"> baseline data timeframe/end goal date action items and/or measurable targets for improving responsible person(s) goal date for achieving each target/action item for ongoing/in process plans: progress made toward achieving each target/action item

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Quality (Data Integrity)	SC-QDI.01.1	Data collection and entry by SCO is accurate and timely.	86% of demographic information is complete and accurate, including living situation and individual and primary contact email address.	January 1, 2026 – June 30, 2027	<p>The SCO will meet 86% or greater accuracy for the data elements identified below using the following HCSIS fields (as of 7/1/2025):</p> <ul style="list-style-type: none"> a. First Name b. Last Name c. Address (includes street, city, state, zip) d. Living Situation e. Individual Email Address f. Primary Contact Name/Head of Household g. Primary Contact Email Address <p>All fields are datapoints, SCO's measure calculated as an aggregated percentage</p> <p>July 1, 2027-June 30, 2028: threshold increases to 93%</p>
Quality (Data Integrity)	SC-QDI.01.2	Data collection and entry by SCO is accurate and timely.	90% of employment information is complete and accurate, including all employment fields in the individual monitoring tool, updated at every required monitoring (based on waiver enrollment)	January 1, 2026 – June 30, 2027	<p>The SCO will have all Employment screen fields completed in HCSIS Individual Monitoring tool as of 7/1/2025:</p> <ul style="list-style-type: none"> a. CIE or not (No or N/A, 2-6 are not required) b. Self-employed c. Number of jobs d. Average hours worked per week e. Job type f. Benefits
Quality (Data Integrity)	SC-QDI.01.3	Data collection and entry by SCO is accurate and timely.	90% of Prioritization of Urgency of Needs (PUNS) are accurate in accordance with PUNS Manual.	January 1, 2026 – June 30, 2027	<p>The SCO will ensure that individuals supported by the organization that are enrolled in the Consolidated Waiver are not on PUNS with 90% accuracy as of 7/1/2025.</p> <p>Numerator: Number of individuals supported by the organization enrolled in Consolidated Waiver with an active PUNS</p> <p>Denominator: Number of individuals supported by the organization enrolled in Consolidated Waiver</p>

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					July 1, 2027-June 30, 2028: increases threshold 93%
Quality (Data Integrity)	SC-QDI.01.4	Data collection and entry by SCO is accurate and timely.	ODP will report SCO's baseline accuracy of data for new consolidated waiver enrollees removed from PUNS within 30 calendar days.	January 1, 2026 – June 30, 2027	<p>ODP will report SCO's baseline data regarding accuracy with which individuals supported by the organization that are newly enrolled in the Consolidated Waiver are not on PUNS within the 6/1/2025 - 9/30/2025 timeframe.</p> <p>Numerator: Number of individuals supported by the organization who were newly enrolled in the Consolidated Waiver with an active PUNS 31 days after enrollment in the Consolidated Waiver.</p> <p>Denominator: Number of individuals supported by the organization who were newly enrolled in Consolidated Waiver.</p> <p>July 1, 2027-June 30, 2028: increases threshold 90%</p>
Quality (Data Integrity)	SC-QDI.01.5	Data collection and entry by SCO is accurate and timely.	Attest that the SCO has a process to collect the most current Behavior Support Plan, ensure that the BSP summary within the ISP is current and accurately captures restrictive procedures as of January 1, 2026	January 1, 2026 – June 30, 2027	The SCO will attest to developing a protocol for ensuring all current Behavior Support Plans are on file, and the elements of the BSP that are summarized within the ISP must include presence/lack of presence of restrictive procedures. Additionally, the ISP must accurately indicate that an individual has a restrictive plan.
Quality (Data Integrity)	SC-QDI.01.6	Data collection and entry by SCO is accurate and timely.	Restrictive procedure data is 86% accurate as compared to the most current BSP.	January 1, 2026 – June 30, 2027	<p>The SCO will ensure that in at least 86% of cases in which an individual served by the organization has an active behavior support plan, the ISP accurately indicates whether or not the BSP is restrictive.</p> <p>Numerator: Number of individuals served by the organization who have an active behavioral</p>

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					<p>support plan, and for whom the ISP accurately indicates whether or not the BSP is restrictive.</p> <p>Denominator: Number of individuals served by the organization who have an active behavioral support plan.</p> <p>July 1, 2027-June 30, 2028: threshold increases 90%</p>
Quality	SC-QI.01.1	Demonstrate responsiveness to individuals, families and system partners	Attest that, beginning January 1, 2026, the SCO will support ODP data collection by encouraging family participation in the survey regarding family satisfaction with provider engagement	January 1, 2026 – June 30, 2027	The SCO will attest that, beginning January 1, 2026, the SCO will support ODP data collection by encouraging family participation in the survey regarding family satisfaction with provider engagement.
Quality	SC-QI.01.1 (2027)	Demonstrate responsiveness to individuals, families and system partners	Meet minimum benchmark for ODP collected data on satisfaction with SCO engagement via survey regarding responsiveness (timeliness, thoroughness, proactivity, etc.). NCI-IDD Question 47 (Service Coordination Table 3): "Able to contact Case Manager/Service Coordinator when wants to"	July 1, 2027 – June 30, 2028	ODP will survey individuals' families to measure their satisfaction with family engagement.
Quality	SC-QI.01.2	Demonstrate responsiveness to individuals, families and system partners	Report number of individuals who chose another SCO due to dissatisfaction with SC services AND reason for dissatisfaction.	January 1, 2026 – June 30, 2027	<p>The SCO will report the number of individuals who had been supported by the organization during CY24, but were no longer supported by the organization as of 12/31/2024 who chose another SCO due to dissatisfaction with SC services. The SCO will also indicate the reason for dissatisfaction (list of options).</p> <ul style="list-style-type: none"> a. Poor Communication b. Lack of responsiveness or follow-through c. Limited knowledge d. Limited capacity to meet individual's needs e. Disrespect or lack of cultural competence f. High turnover g. Lack of person-centered planning h. Mistrust i. Ethical concerns

Performance Area	PM Code	Definition of Standard	Performance Measure	Contract Timeframe	Process Details
Quality	SC-QI.02.1	Demonstrate commitment to continuous quality improvement and demonstrate embracing of building a culture of quality, continuous learning, and best use of data to assess progress toward quality management plan (QMP) goals and action plan target objectives).	Provide SCO's policy on how person-centered performance data is utilized to develop the QM Plan and its action plan and to monitor progress towards QM plan goals.	January 1, 2026 – June 30, 2027	<p>The SCO will provide their written policy that details how person-centered performance data is utilized to develop their QM Plan and its action plan and to monitor progress towards QM plan goals and improving quality.</p> <p>The policy should include, at a minimum:</p> <ul style="list-style-type: none"> a. what data is used from which data sources, b. frequency of data monitoring, review and analysis, c. how opportunities for quality improvement are selected, d. how person-centered performance data is utilized to develop the QM Plan and its action plan and to measure progress, e. how performance measures are established, f. the title of the person who is ODP QM certified and generally responsible for the organization's QM plan.
Quality	SC-QI.02.2	Demonstrate commitment to continuous quality improvement and demonstrate embracing of building a culture of quality, continuous learning, and best use of data to assess progress toward quality management plan (QMP) goals and action plan target objectives).	Report number of staff that have ODP QM certification; include number on executive leadership team who have the authority to adopt recommendations and direct QM activities.	January 1, 2026 – June 30, 2027	<p>The SCO will report the total number of their staff, including names and titles, that have current ODP QM certification and, of those, the number of staff who are in a leadership role and who have the authority to adopt recommendations and direct QM activities, as of November 1, 2025.</p> <p>For the purposes of this measure 'staff who are in a leadership role' include Executive Directors, Chief Executive Officers, Chief Operations Officers, Chief Nursing Officers/Directors of Nursing, Chief Clinical Officers/Directors of Clinical Services, and Quality Management and other Directors.</p>

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Quality	SC-QI.02.3 (2027)	Demonstrate commitment to continuous quality improvement and demonstrated embracing of building a culture of quality, continuous learning, and best use of data to assess progress toward quality management plan (QMP) goals and action plan target objectives).	At least one member of executive leadership team who has the authority to adopt recommendations and direct QM activities has ODP QM Certification.	July 1, 2027 – June 30, 2028	<p>The SCO will report the total number of their staff, including names and titles, that have current ODP QM certification and, of those, the number of staff who are in a leadership role and who have the authority to adopt recommendations and direct QM activities.</p> <p>For the purposes of this measure 'staff who are in a leadership role' include Executive Directors, Chief Executive Officers, Chief Operations Officers, Chief Nursing Officers/Directors of Nursing, Chief Clinical Officers/Directors of Clinical Services, and Quality Management and other Directors.</p> <p>SCO reported information will be confirmed using the ODP QM Certified Tracking Spreadsheet maintained by ODP's QM Division and updated after each new QM certification class and at the beginning of each calendar year to capture successful QM recertifications. If there is a discrepancy between SCO reported information and ODP's QM Certified Tracking Spreadsheet, the SCO will be engaged after the tier determination period to reconcile the discrepancy.</p>
Quality	SC-QI.02.4	Demonstrate commitment to continuous quality improvement and demonstrate embracing of building a culture of quality continuous learning and best use of data to assess progress toward quality management plan (QMP) goals and action plan target objectives).	Report if the SCO is accredited by: <ul style="list-style-type: none"> a. Council for Quality and Leadership (CQL) b. Commission on Accreditation of Rehabilitation Facilities (CARF) c. Council on Accreditation (COA) d. National Association for the Dually Diagnosed (NADD) e. Joint Commission f. Other 	January 1, 2026 – June 30, 2027	For each indicated accreditation, the SCO will indicate the status of that accreditation as of 9/30/2025 from the following menu of options: <ul style="list-style-type: none"> a. Achieved b. In Progress c. Planning

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Quality	SC-QI.03	Demonstrate capacity to enhance diversity, equity, and inclusion (DEI) through provision of Culturally and Linguistically Appropriate Services (CLAS)	Attest to adoption of the federal CLAS Standards – Think Cultural Health (hhs.gov)	January 1, 2026 – June 30, 2027	The SCO will attest that it will have adopted the National Standards for Culturally and Linguistically Appropriate Services (CLAS) available here: https://thinkculturalhealth.hhs.gov/assets/pdfs/EnhancedNationalCLASStandards_Revised_June2025.pdf
Quality	SC-QI.03 (2027)	Demonstrate capacity to enhance diversity, equity, and inclusion (DEI) through provision of Culturally and Linguistically Appropriate Services (CLAS)	Submit documentation to demonstrate SCO commitment to CLAS through two or more of the following: a. Dedicated staff resources b. Budget line items/invoices for interpretation/translation services c. Policy that promotes CLAS d. Outreach materials	July 1, 2027 – June 30, 2028	The SCO will submit documentation to demonstrate agency commitment to CLAS through two or more of the following: - dedicated staff resources, - budget line items/invoices for interpretation/translation services, - policy that promotes CLAS, - outreach materials.
Quality (Wellness)	SC-QW.01.1	Capacity to identify and address wellness of individuals served by the SCO	Description of how the SCO identifies and promotes wellness activities based on individual needs	January 1, 2026 – June 30, 2027	The SCO will describe the process by which wellness activities are identified and promoted based on individual needs and preferences. This description will include items such as a. Description of training provided to SCs on the aspects of wellness b. Resources available to SCs to identify wellness activities to meet the needs of individuals c. Use of the HRST in identification of wellness areas of focus d. Current policies related to wellness for SCs to follow
Quality (Wellness)	SC-QW.01.1 (2027)	Capacity to identify and address wellness of individuals served by the SCO	SCO must implement promotion of wellness activities such that SCO participants have improved health	July 1, 2027 – June 30, 2028	Claims data will be used to measure how well SCO is implementing promotion of wellness activities such that SCO participants have improved health in one or more of the following areas: a. obesity, b. hypertension, c. increased utilization of outpatient therapeutic care (such as peer support, EMDR, DBT), d. diabetes,

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					e. heart disease, etc. Data will be shared with SCOs
Quality (Wellness)	SC-QW.01.2	Capacity to identify and address wellness of individuals served by the SCO	ODP will report SCO's baseline % of members 20 years and older who had an ambulatory or preventive care visit (NCQA HEDIS - Adults' Access to Preventive/Ambulatory Health Services (AAP))	January 1, 2026 – June 30, 2027	<p>ODP will report SCO's baseline data indicating the percentage of individuals 20 year of age and older who are supported by the organization who have had access to an ambulatory or preventive care visit during the measurement year.</p> <p>Numerator is the number of individuals 20 years of age and older who are supported by the SCO who had an ambulatory or preventive care visit within the previous calendar year plus 30 days.</p> <p>Denominator is number of individuals 20 years of age and older who are supported by the SCO.</p> <p>For this measure, acceptable visit codes include:</p> <p>Ambulatory Visits CPT: 99201-99205, 99211-99215, 99241-99245, 99341-99345, 99347-99350, 99381-99387, 99391-99397, 99401-99404, 99411, 99412, 99429, 99483 HCPCS: G0402, G0438, G0439, G0463, T1015 UB Rev: 0510-0517, 0519-0523, 0526-0529, 0982,0983 ICD-10: Z00.00, Z00.01, Z00.121, Z00.129, Z00.3, Z00.5, Z00.8, Z02.0-Z02.6, Z02.71, Z02.79, Z02.81-Z02.83, Z02.89, Z02.9, Z76.1, Z76.2 Other Ambulatory Visits</p>

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					<p>CPT: 92002, 92004, 92012, 92014, 99304-99310, 99315, 99316, 99318, 99324- 99328, 99334-99337</p> <p>HCPCS: S0620, S0621</p> <p>UB Rev: 0524, 0525</p> <p>Online Assessments</p> <p>CPT: 98969, 99444</p> <p>Telephone Modifier</p> <p>CPT: 95, GT</p> <p>Telephone Visits</p> <p>CPT: 98966 - 98968, 99441 - 99443</p>
Quality (Wellness)	SC-QW.01.3	Capacity to identify and address wellness of individuals served by the SCO	Attest that SCs receive training on well child visit schedules, have age appropriate resources available to provide to families' of children	January 1, 2026 – June 30, 2027	<p>The SCO will attest that all SCs employed by their organization will have received training on the recommended schedule of well child visits, and will also have been provided with age appropriate resources that they can in turn make available to families that include children.</p> <p>Please refer to the Recommendations for Preventive Pediatric Health Care (https://downloads.aap.org/AAP/PDF/periodicity_schedule.pdf) from the American Academy of Pediatrics and Bright Futures for a recommended well child visit schedule.</p>
Quality (Wellness)	SC-QW.01.4 (2028)	Capacity to identify and address wellness of individuals served by the SCO	NCQA HEDIS - Well-Child Visits in the First 30 Months of Life: xx% of individuals up to 30 months of life who had the recommended well-child visits with a PCP.	July 1, 2028 – June 30, 2029	<p>The SCO will demonstrate that individuals had the appropriate number of well-child visits in the first 30 months of life within the previous calendar year for the age applicable population. Appropriate number of visits is 6 or more visits on or before the 15-month birthday, and/or 2 or more visits between the 15-month birthday plus 1 day and the 30-month birthday.</p> <p>Well-child visit criteria is based on American</p>

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					<p>Academy of Pediatrics Bright Futures: Guidelines for Health Supervision of Infants, Children and Adolescents.</p> <p>Denominator is number of individuals in the first 30 months of life served by the SCO.</p> <p>Numerator is the number of individuals served by the SCO within this age range who have had the appropriate number of well-child visits.</p> <p>Acceptable visit codes include: Encounter for Well Care: ICD10CM: Z00.00, Z00.01, Z00.110, Z00.111, Z00.121, Z00.129, Z00.2, Z00.3, Z01.411, Z01.419, Z02.5, Z02.84, Z76.1, Z76.2</p> <p>Well Care Visit: CPT: 99381, 99382, 99383, 99384, 99385, 99391, 99392, 99393, 99394, 99395, 99461 HCPCS: G0438, G0439, S0302, S0610, S0612, S0613</p>
Quality (Wellness)	SC-QW.01.5 (2028)	Capacity to identify and address wellness of individuals served by the SCO	NCQA HEDIS - Child and Adolescent Well-Care Visits: xx% of individuals 3 – 21 years of age who had at least one comprehensive well-care visit with a PCP or OB/GYN practitioner	July 1, 2028 – June 30, 2029	<p>The SCO will demonstrate that individuals served by the organization had at least one comprehensive well-care visit with a PCP or OB/GYN practitioner.</p> <p>Well-child visit criteria is based on American Academy of Pediatrics Bright Futures: Guidelines for Health Supervision of Infants, Children and Adolescents.</p> <p>Numerator is the number of individuals served by the SCO who are 3 to 21 years of age who have had at least one comprehensive well-child visit with a PCP or OB/GYN.</p>

Performance Area	PM Code	Definition of Standard	Performance Measure	Contract Timeframe	Process Details
					Denominator is number of individuals served by the SCO who are 3 to 21 years of age.
Risk Management	SC-RM.01	Demonstrate understanding risk for individuals at the population level and the ability to utilize data to mitigate individual risk	Attest to use of Health Risk Screening Tool (HRST) data to identify trends and implement appropriate responses to trends.	January 1, 2026 – June 30, 2027	The SCO will attest to the use of HRST data to identify trends and to implement appropriate response to trends. Use of HRST data includes compliance with the PA HRST Protocol (https://home.myodp.org/2022/11/16/odp-announcement-22-116-health-risk-screening-tool-hrst-protocol-update/) as well as an understanding of rating items, Health Care Level, Considerations, and the use of standard and custom reports.
Resource Navigation	SC-RN.01	Supports access to community resources to meet needs related to Health Related Social Needs	Register in PA Navigate Resource Platform as a Community-Based Organization (CBO).	January 1, 2026 – June 30, 2027	The SCO will register in the PA Navigate Resource Platform as a Community-Based Organization (CBO)

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Resource Navigation	SC-RN.01 (2027)	Supports access to community resources to meet needs related to Health Related Social Needs	Demonstrate use of PA Navigate to respond to individual and family Health Related Social Needs (i.e. food, housing)	July 1, 2027 – June 30, 2028	Data will be pulled from PA Navigate. Responding to a request for help would constitute "use" for this measure.
Technology	SC-TEC.01 (2027)	Demonstrate use of technology to improve health and wellness, and create additional opportunities to increase independence for individuals	NCI: The percentage of people who report that their case manager/service coordinator talked with them about technology that may help them in their everyday life	July 1, 2027 – June 30, 2028	ODP will survey individuals and families
Technology	SC-TEC.01 (2028)	Demonstrate use of technology to improve health and wellness, and create additional opportunities to increase independence for individuals	The SCO will increase number of unique individuals using either remote supports or assistive technology by CY 2027. ODP will publish CY 2024 utilization baseline.	July 1, 2028 – June 30, 2029	The SCO will increase number of unique individuals using either remote supports or assistive technology by CY 2027, based on CY 2024 utilization baseline data.
Workforce	SC-WF.01	Demonstrate competencies in person-centered approaches for individuals with complex needs across their lifespans.	<p>The SCO will report baseline data of SCs, supervisors, and SCO directors who have completed each of the following trainings/certifications by July 1, 2025.</p> <ul style="list-style-type: none"> a. American Institute of Health Care Professionals (www.aihcp.net) b. Capacity Building Institute (CBI) - DHS c. Certified Case Manager (CCM) - Commission for Case Manager Certification d. Certified Community Health Worker (CCHW) - Pennsylvania Certification Board e. Certified Disability Management Specialist (www.ccmcertification.org) f. Dual Diagnosis training Curriculum - ODP g. Enabling Technology Navigator Certification (ETN) h. LifeCourse Ambassador - LifeCourse Nexus i. NADD-CC: Clinical Certification. NADD Dual Diagnosis Specialist Certification 	January 1, 2026 – June 30, 2027	Values will be gathered as number of staff with each qualification, broken out by staff role. Staff members may be counted multiple times for each of their qualifications.

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			<p>j. NADD-DDS: Dual Diagnosis Specialist Certification. The National Association for the Dually Diagnosed (NADD) Specialist Certification – (https://thenadd.org/?page_id=22741)</p> <p>k. Pediatric Capacity Building Institute (PCBI) - DHS</p> <p>l. Person Centered Thinking Trainer Credentialing – The Learning Community for Person Centered Practices – (https://tlcpcp.com/trainers/become-a-trainer)</p> <p>m. Social Role Valorization – International Social Role Valorization Association (complete course work and maintain membership)</p> <p>n. Other, please specify</p>		
Workforce	SC-WF.01 (2027)	Demonstrate competencies in person-centered approaches for individuals with complex needs across their lifespans.	<p>The SCO will increase number of SCs, supervisors, and SCO directors that have completed or currently maintain at least one of the following trainings/certifications by x%:</p> <p>a. American Institute of Health Care Professionals (www.aihcp.net)</p> <p>b. Capacity Building Institute (CBI) - DHS</p> <p>c. Certified Case Manager (CCM) - Commission for Case Manager Certification</p> <p>d. Certified Community Health Worker (CCHW) - Pennsylvania Certification Board</p> <p>e. Certified Disability Management Specialist (www.ccmcertification.org)</p> <p>f. Dual Diagnosis training Curriculum - ODP</p> <p>g. Enabling Technology Navigator Certification (ETN)</p> <p>h. LifeCourse Ambassador - LifeCourse Nexus</p> <p>i. NADD-CC: Clinical Certification. NADD Dual Diagnosis Specialist Certification</p>	July 1, 2027 – June 30, 2028	<p>Values will be gathered as number of staff with each qualification, broken out by staff role. Staff members may be counted multiple times for each of their qualifications.</p> <p>x% will be defined after reviewing baseline data from contract year January 1, 2026 – June 30, 2027.</p>

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			<p>j. NADD-DDS: Dual Diagnosis Specialist Certification. The National Association for the Dually Diagnosed (NADD) Specialist Certification – (https://thenadd.org/?page_id=22741)</p> <p>k. Pediatric Capacity Building Institute (PCBI) - DHS</p> <p>l. Person Centered Thinking Trainer Credentialing – The Learning Community for Person Centered Practices – (https://tlcpcp.com/trainers/become-a-trainer)</p> <p>m. Social Role Valorization – International Social Role Valorization Association (complete course work and maintain membership)</p> <p>n. Other, please specify</p>		
Workforce	SC-WF.02.1	Demonstrate workforce stability strategy to reduce and manage turnover and vacancy rates SCs	The SCO will report SC and SC Supervisor voluntary and involuntary turnover rate, vacancy rate and total compensation	January 1, 2026 – June 30, 2027	<p>The SCO will include total number of SCs, SC Supervisors, SCO Directors, and Other Management (please specify) who have ceased employment with that provider agency within the last 12 months. Note: ODP uses the same operational definition of "turnover" as included in the NCI State of the Workforce Survey (i.e. - [Total separated employees (each role) in past year] divided by [Total employees (each role) on payroll] as of December 31, 20XX.)</p> <p>Total compensation will include average compensation, starting compensation, bonus, paid time off, and cost of health care by SCs and SC supervisors.</p>
Workforce	SC-WF.02.2	Demonstrate workforce stability strategy to reduce and manage turnover and vacancy rates SCs	Report on current tenure of staff and management	January 1, 2026 – June 30, 2027	The SCO will report number of SCs, SC Supervisors, SCO Directors, and Other Management (please specify) with tenure matching the following: <ul style="list-style-type: none"> a. 0-6 months, b. 6-12 months, c. 12-24 months,

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					d. 24-36 months, e. >36 months
Workforce	SC-WF.03.1	Demonstrate trauma-informed practices are employed throughout the SCO	Submission of policy and procedures that address how trauma informed practices are utilized in planning, coordinating, and monitoring services	January 1, 2026 – June 30, 2027	The SCO will provide their written policies and procedures that address how trauma informed practices are utilized in planning, coordinating, and monitoring services. This content should reflect how principles of trauma informed practices are conveyed within the SCO and how these principles are incorporated into the actions of the SCs and Supervisors.
Workforce	SC-WF.03.2	Demonstrate trauma-informed practices are employed throughout the SCO	Describe current trauma informed supports training provided to SCs and SC Supervisors and/or plans to implement trauma informed supports training for SCs and SC Supervisors in the future.	January 1, 2026 – June 30, 2027	The SCO will describe current trauma informed supports training provided to SCs and SC Supervisors and/or plans to implement trauma informed supports training for SCs and SC Supervisors in the future. Acceptable plans must include the following elements at a minimum: a. Baseline data b. Timeframe/end goal date c. Action items and/or measurable targets for improving d. Responsible person(s) e. Goal date for achieving each target/action item f. For ongoing/in process plans: progress made toward achieving each target/action item
Workforce	SC-WF.03.3	Demonstrate trauma-informed practices are employed throughout the SCO	Report the number of SCs and SC Supervisors that have completed trauma informed supports training.	January 1, 2026 – June 30, 2027	The SCO will report the number of SCs and SC Supervisors employed by the organization that have completed trauma informed supports training as of 12/31/2024.
Workforce	SC-WF.03.4 (2027)	Demonstrate trauma-informed practices are employed throughout the SCO	Demonstrate supportive services are offered in at least 95% of incidents involving abuse, neglect, or exploitation.	July 1, 2027 – June 30, 2028	Demonstrate supportive services were offered in at least 95% of finalized incidents, entered by the SCO, categorized as abuse, neglect, and exploitation. This measure focuses only on whether supportive services were offered, not

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					<p>whether they were accepted by the individual. Data Source: Enterprise Incident Management (EIM) Incident and Complaint Custom Report. Include finalized incidents, incidents with a primary category of abuse, neglect, and exploitation, and entered by the SCO. Subject areas to include are: Additional Information and Optional Categorization, Initiator Information, and Provider Demographics (Final). Numerator: Number of finalized abuse, neglect, and exploitation incidents where services offered was answered "yes". Denominator: Total number of abuse, neglect, and exploitation incidents.</p>