


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

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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