Dear [Name of Waiver Participant or Surrogate]:

You are receiving this letter because you receive residential services. Beginning January 1, 2025, Performance Based Contracting (PBC) will begin. Under PBC, providers of residential services will be placed into one of the following tiers based on their performance:

* Conditional - Providers that have a provisional or revoked license.
* Primary - Providers that meet current standards and a few additional measures.
* Select - Providers that provide at least two of the three residential services in the PBC model and meet the additional measures.
* Clinically Enhanced - Providers that have clinically enhanced medical or behavioral supports and meet the enhanced measures.

Providers will be evaluated every year. Information on how providers perform, including their tier assignment, will be on MyODP.org. You can also ask your Supports Coordinator for this information.

All existing residential providers will be enrolled in PBC. Most providers will be transitioning to PBC in July 2025. Through PBC, you will have access to provider tier classification information to see how your residential provider is performing in order to make informed choices about continuing with your current provider or selecting a new provider.

The goal of PBC is to ensure the best quality services for you. We strongly encourage you to talk to your residential provider about their performance and tier. You and your family’s satisfaction with residential services is critical to the success of PBC. The Office of Developmental Programs (ODP) is committed to improving the quality of all services provided to carry out its mission of supporting Pennsylvanians to live everyday lives.

Enclosed are additional resources that will help you learn more about PBC.

If you have any questions regarding this letter, please contact [NAME] [telephone number & email address].

Sincerely,

[Name]

cc: Individual’s File  
Individual’s Surrogate (if applicable)  
Individual’s Supports Coordinator  
Residential Provider  
ODP Regional Office