

Supports Coordination Performance Standards and Measures

July 31, 2025

Performance Area	PM Code	Definition of Standard	Performance Measure	Contract Timeframe
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
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

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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
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
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
Administration	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
Administration	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
Administration	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

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Administration	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
Administration	SC-ADM.01.6 (2027)	Demonstrate transparent and sound corporate governance structure.	<p>Demonstrate that the Governing Body is engaged with and governance is informed by voices of individuals with lived experiences supported by the SCO by:</p> <ul style="list-style-type: none"> - Including at least one individual with lived experience with intellectual or developmental disabilities or Autism (inclusive of family members) on the Governing Body <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 	July 1, 2027 – June 30, 2028
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
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 materials to individuals and families seeking residential services. 	January 1, 2026 – June 30, 2027

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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
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
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 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)	Demonstrate that SC is providing education to individuals regarding non-residential options	January 1, 2026 – June 30, 2027
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

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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
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
Employment	SC-EMP.01 (2027)	Demonstrate support of individuals to seek and obtain Competitive Integrated Employment (CIE).	Increase the combined percentage 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) from the SCO's calendar year 2026 baseline.	July 1, 2027 – June 30, 2028
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
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
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

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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
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
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
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
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
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
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

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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
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
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
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
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
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
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
Quality	SC-QI.02.2	Demonstrate commitment to continuous quality improvement and demonstrate embracing of building a culture of quality, continuous learning,	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

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		and best use of data to assess progress toward quality management plan (QMP) goals and action plan target objectives).		
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
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: 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
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
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
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

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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
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
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
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
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

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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
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
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

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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
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
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 j. NADD-DDS: Dual Diagnosis Specialist Certification. The National Association for the Dually Diagnosed (NADD) Specialist Certification – (https://thenadd.org/?page_id=22741) k. Pediatric Capacity Building Institute (PCBI) - DHS l. Person Centered Thinking Trainer Credentialing – The Learning Community for Person Centered Practices – (https://tlcpcp.com/trainers/become-a-trainer) m. Social Role Valorization – International Social Role Valorization Association (complete course work and maintain membership) n. Other, please specify 	January 1, 2026 – June 30, 2027

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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> <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 j. NADD-DDS: Dual Diagnosis Specialist Certification. The National Association for the Dually Diagnosed (NADD) Specialist Certification – (https://thenadd.org/?page_id=22741) k. Pediatric Capacity Building Institute (PCBI) - DHS l. Person Centered Thinking Trainer Credentialing – The Learning Community for Person Centered Practices – (https://tlcpcp.com/trainers/become-a-trainer) m. Social Role Valorization – International Social Role Valorization Association (complete course work and maintain membership) n. Other, please specify 	July 1, 2027 – June 30, 2028
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
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

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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
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
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
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