



PBC Residential Provider Forum

April 1, 2025



- Status update
- PAS Vendor Announcement
- Importation Dates
- Notification Letters
- Resolution Form Guidance
- Quality Improvement / Polls
- RM-IM Measures
- Questions
- Resources



- Completed PBC and P4P data collection for February 15-March 15, 2025 submission period
 - 366 Feb-Mar submissions for tier determination
 - Primary: 307
 - Select: 33
 - Clinically Enhanced: 26
 - On schedule with scoring for May notifications
 - 39 providers failed to submit (receiving DCAPs)
- Re-ran provider data from 1st submission period using CY2024 data; 5 providers from option 1 period advanced tiers (notified in 2/25/2025)



- Pay-for-Performance request form open (Feb 15-March 15, 2025)
 - Capacity building investments – May 2025 payments
 - DSP credentialling (\$25M available)
 - Technology (\$3.75M available)
 - Employment (\$7.5M available)
- 232 distinct providers requested
 - Credentialing Requests: 223
 - Technology Requests: 137
 - CIE Requests: 167



- Contract effective April 1, 2025
- Deloitte selected as PAS vendor via a competitive procurement process
- PAS vendor will complete the following for PBC and Pay for Performance:
 - data collection, aggregation, and analysis
 - dashboard creation
 - reporting
 - maintain an information system to support administration of the 1915(b)(4) waiver for residential and supports coordination services for the Consolidated, Community Living and Person/Family Directed Support (P/FDS) waivers and State Plan TCM.
- ODP will use data to determine tier assignments
- PAS will support reporting to the Provider Performance Review Subcommittee of the Information Sharing and Information Committee (ISAC)



- P4P Approval Notifications – no later than 4/30/2025
- Tier Determination Notification letters – anticipated no later than 5/15/2025
 - Resolution Process Forms due within 14 calendar days of tier determination notification
- Publication of tier determinations – 6/30/2025
- Contract period begins July 1

Notification Letters - example



«PBC_Submitter_Name»
«Provider_Name»
«MPI»
«Submitter_Email»

RE: Notice of Residential Performance
Based Contracting Tier Determination

Dear «PBC_Submitter_Name»:

On «DATE», you submitted materials to the Department of Human Services, Office of Developmental Programs (ODP) for purposes of receiving a Residential Performance Based Contracting tier assignment. You requested that «Provider_Name» be placed in the Primary tier.

ODP has reviewed your materials and determined that «Provider_Name» should be assigned to the **PRIMARY** tier. This tier assignment will be in effect from January 1, 2025, through June 30, 2026, for all residential services «Provider_Name» provides through the Department of Human Services' Consolidated and Community Living Waivers unless the regular license of «Provider_Name» to operate one or more homes is provisional, revoked, or not renewed during this timeframe, which will result in the tier assignment changing to Conditional.

Based on «Provider_Name»'s tier assignment, «Provider_Name» will have the opportunity to receive pay for performance payments if applicable performance outcomes are achieved. Pay-for-performance payments will be in addition to the established fee schedule rates for services provided by «Provider_Name».

Although «Provider_Name» has been assigned to the Primary tier, ODP found that at least one performance standard was not met. The unmet performance standards(s) and ODP's determination about the measure(s) are shown below.

Performance Standard	Determination
[Standard as it appears on the Performance Standard document] Example: EMP.01.2 Plan for improvement of CIE	Brief description of why standard was not met, e.g., "The submitted materials did not include a plan for improvement for CIE."

The above performance standard(s) must be corrected prior to the July 1, 2026 – June 30, 2027 contract year. If the above performance standard(s), or any other standards(s) are not met prior to July 1, 2026, «Provider_Name» may be placed in a different tier and may be subject to enforcement action up to and including termination of the Agreement for Provision of Residential Services.

If you have any questions regarding this notice, or any other questions regarding Performance Based Contracting, please contact RA-PWODPPBC@pa.gov.

Sincerely,

Kristin Ahrens
Deputy Secretary
Office Developmental Programs



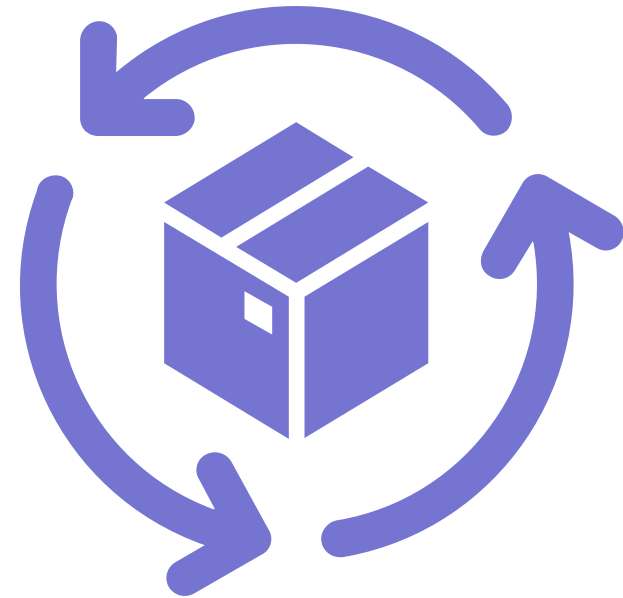
- Focus on measures where you can clarify or refute ODP's data or findings
- ODP will not review the following if they are submitted:
 - Newly created policies and plans
 - State regulations or ODP bulletins
 - Comments about or suggested changes to the measures or process



- **Increased number of providers offering lifesharing and supported living.** From July 2023 to January 2025 number of enrolled providers increased:
 - Lifesharing 81 to 90
 - Supported Living 115 to 135
- **Increased employment CY23-24**
 - 1% increases for NG1 - NG2
- **Major improvement in health risk screenings CY23-24**
 - 80% reduction in individuals without screening
 - 79% reduction in missed screenings for people at high risk
- **Improvement in incident reporting fidelity**
 - 50% reduction in potentially unreported incidents of abuse/neglect
 - Improvements in some timeliness measures
- **Improvements in risk prevention in residential habilitation settings**
 - Reduction in number (decrease of 160) and percentage of violations considered high risk .2% reduction CY2023 to 2024
 - 29% reduction in citations for abuse/neglect



Improving Data Submission Process Poll





Employment



2024 ODP Competitive Integrated Employment (CIE) Data

- **Timespan: January 2024- December 2024**
- **Data Source: Enterprise Data Warehouse (EDW)**
- **Data Pull: 2/14/2025**

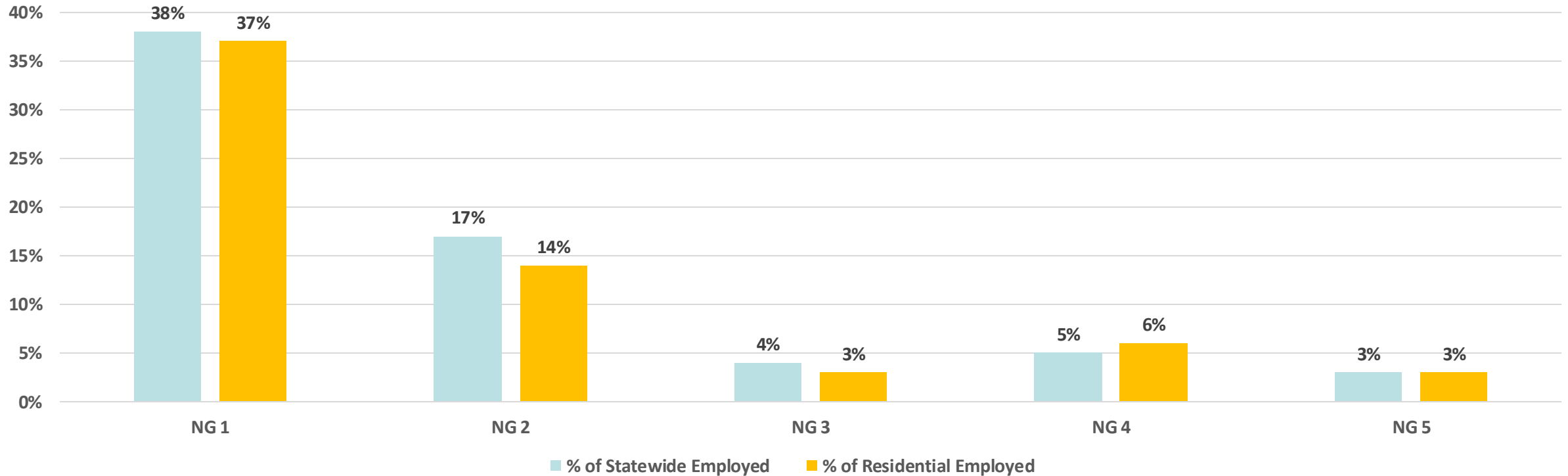
2023 Data

- **Timespan: January 2023 – December 2023**
- **Data Source: Tableau**
- **Data Pull: 1/31/2024**

EMPLOYMENT RATE AND ACUITY



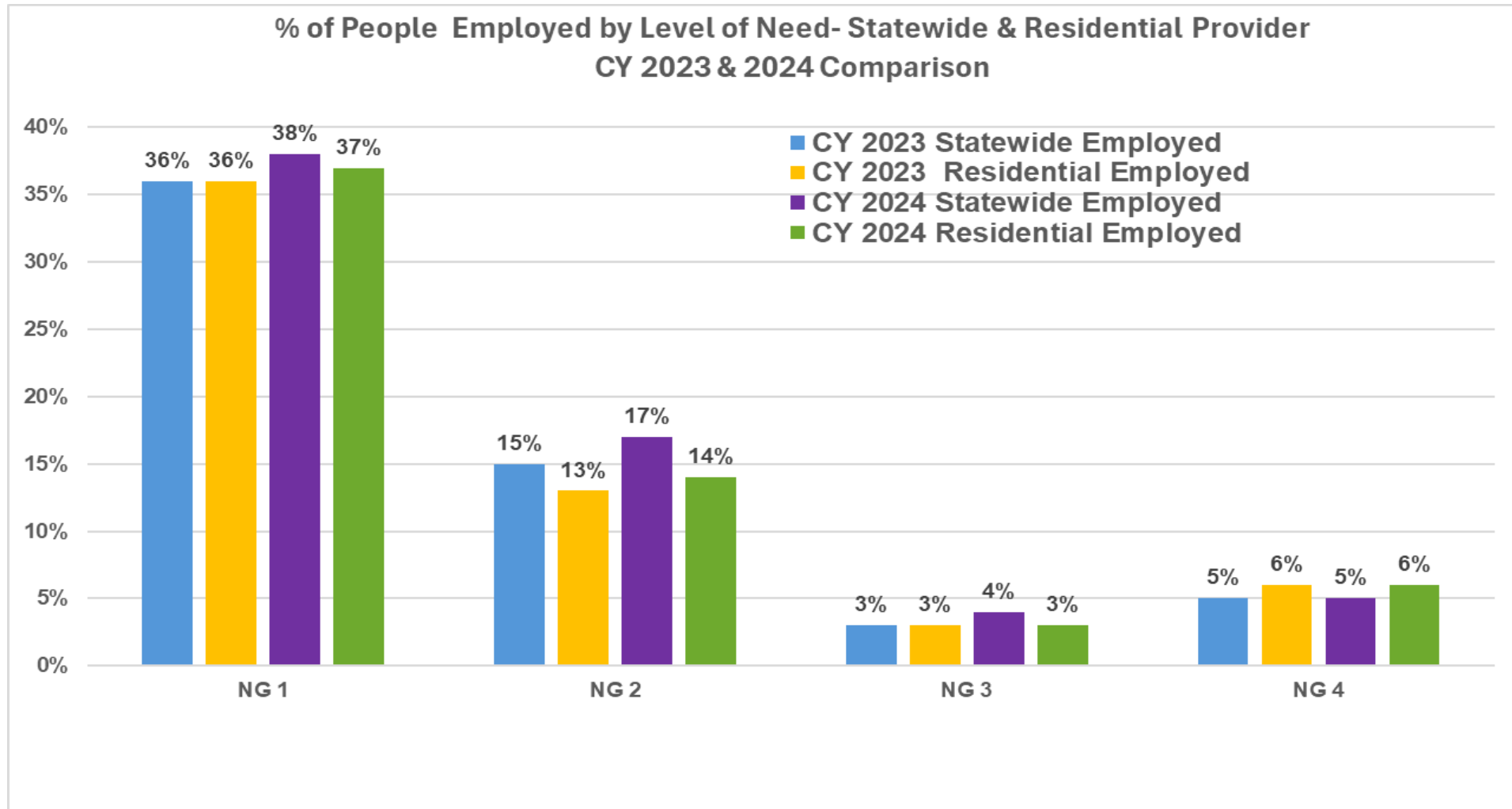
% of People Employed by Level of Need - Statewide and Residential Provider



EMPLOYMENT RATE AND ACUITY CY2024 (working age only)

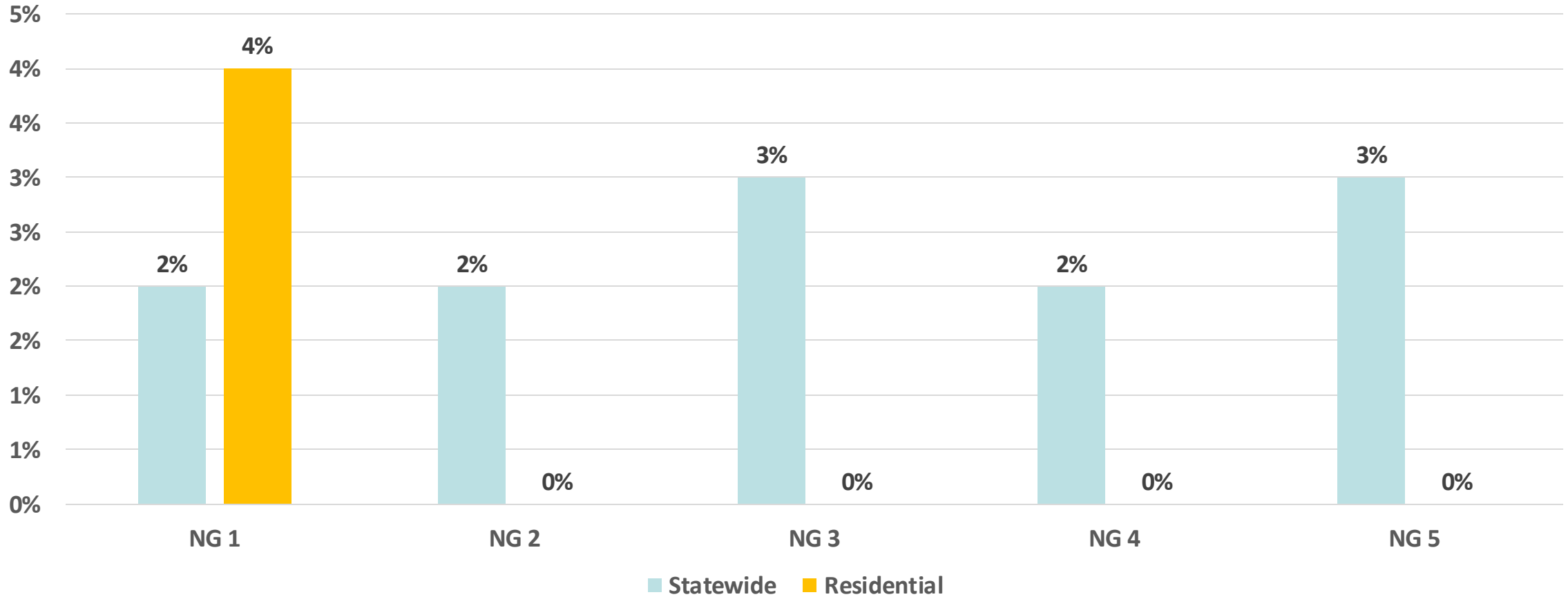


	Statewide	Statewide Employed	% Statewide Employed	Residential	Residential Employed	% Residential Employed
NG 1	10355	3920	38%	1220	452	37%
NG 2	11976	1973	17%	2638	373	14%
NG 3	7024	247	4%	2462	83	3%
NG 4	6424	302	5%	2027	120	6%
NG 5	1953	58	3%	1663	55	3%
No Data	7037	2861	41%	340	**	15%
TOTAL	44769	8418		10350		
	NG 1 AND 2	5893		NG 1 AND 2	825	
	NG 3+	607		NG 3+	258	





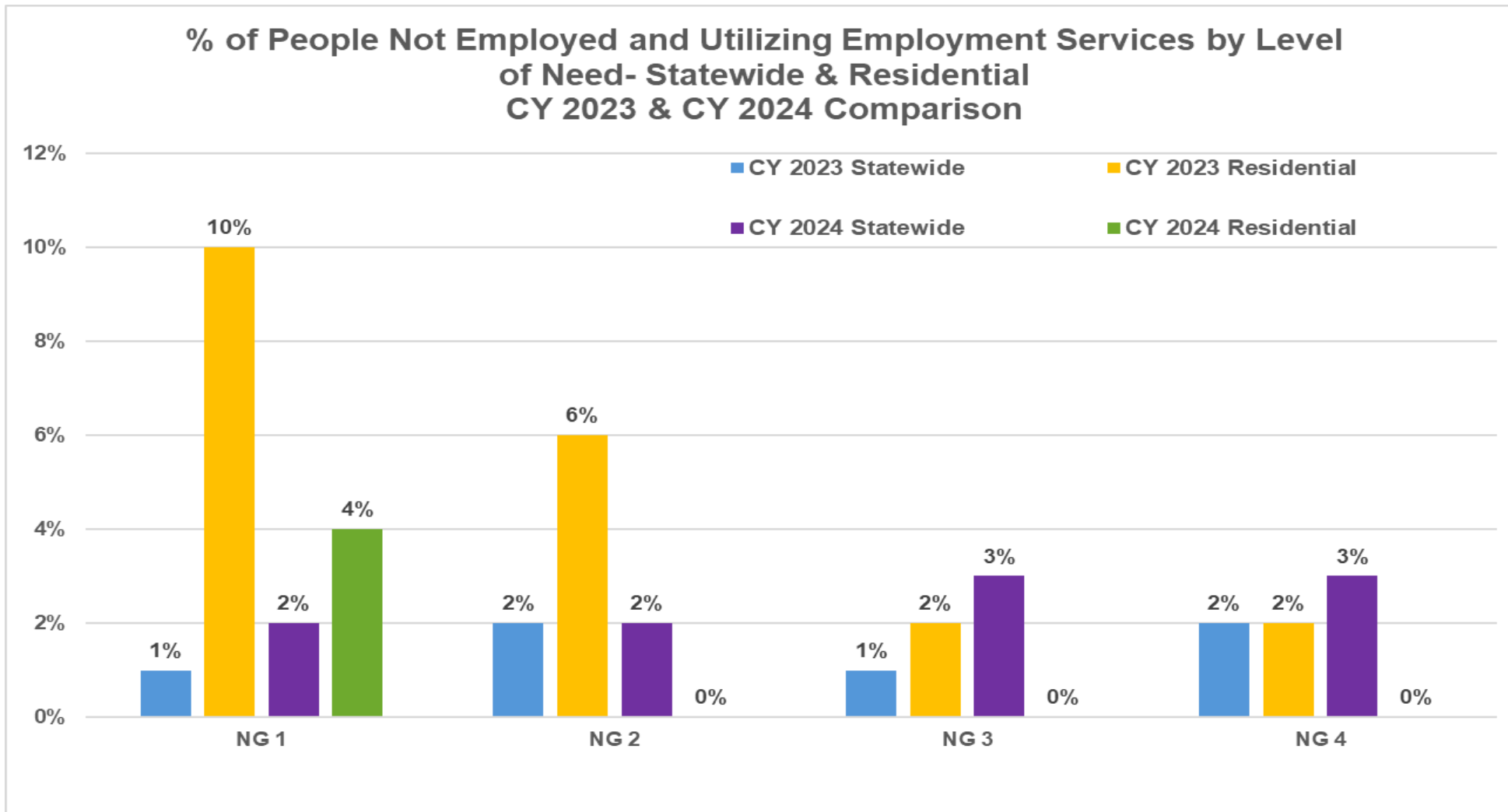
% of People Not Employed and Utilizing Employment Services by level of Need - Statewide and Residential



RATE OF UTILIZATION OF EMPLOYMENT SERVICES AND ACUITY CY2024 (working age only)

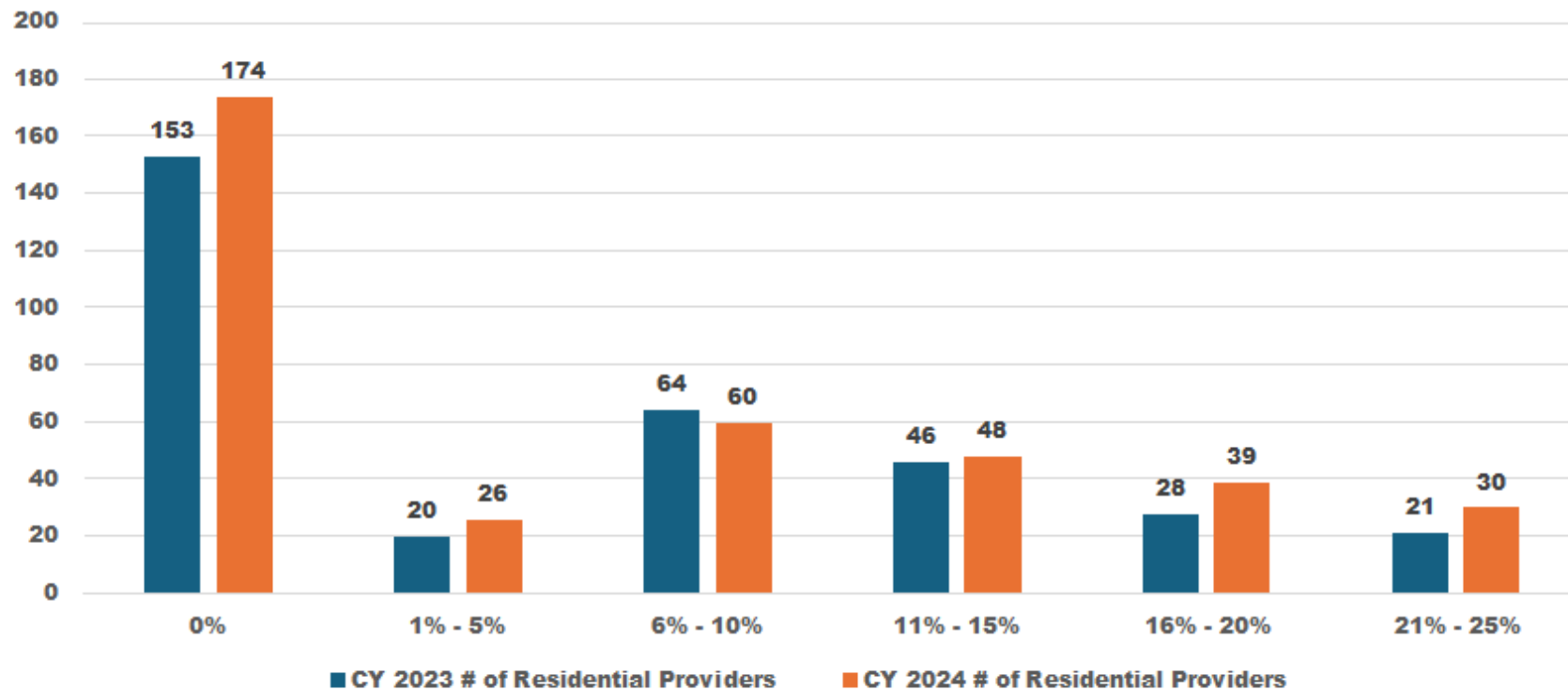


	STATEWIDE	STATEWIDE NOT EMPLOYED UTILIZING EMPLOYMENT SERVICES	% STATEWIDE NOT EMPLOYED UTILIZING EMPLOYMENT SERVICES	RESIDENTIAL	RESIDENTIAL NOT EMPLOYED UTILIZING EMPLOYMENT SERVICES	% RESIDENTIAL NOT EMPLOYED UTILIZING EMPLOYMENT SERVICES
NG 1	10355	134	2%	1220	51	4%
NG 2	11976	125	2%	2638	12	0%
NG 3	7024	144	3%	2462	**	0%
NG 4	6424	111	2%	2027	**	0%
NG 5	1953	46	3%	1663	**	0%
No Needs Group	7037	**	1%	340	**	1%
					4	
TOTAL	44769	569		10350	68	
	NG 1 AND 2	259		NG 1 AND 2	63	
	NG 3+	301		NG 3+	**	





Number of Residential Providers and Percent of People Receiving Residential Services who have CIE CY 2023 & CY 2024 Comparison





- **Unreported Incidents (RM-IM 01.1)**
- **First Section Compliance (RM-IM 01.2)**
- **Final Section Compliance (RM-IM 01.3)**

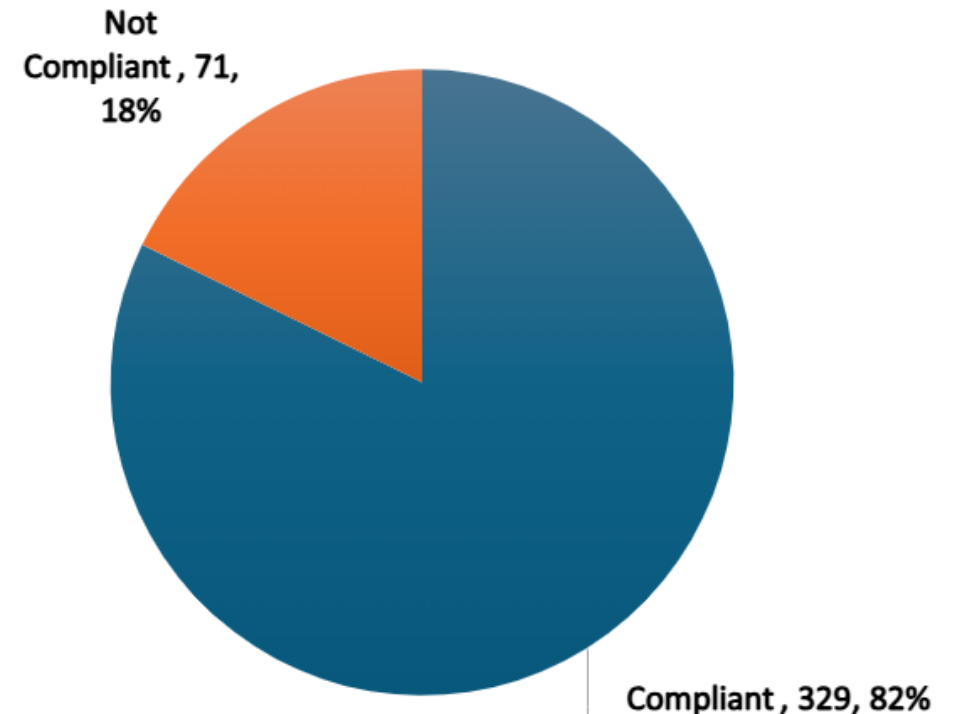
Unreported Incidents (RM-IM 01.1)



Maximum number of incidents (potentially indicative of abuse or neglect) not reported may not exceed 1% of overall reported incidents by provider.

Established threshold for passing = 1%
Adjustment variable to 1%

Percentage of Unreported Incidents (Count unreported incidents/ total count of incidents)	Number of Residential Providers (Distinct MPI)	Percent of total Residential Providers
0%	279	70%
0.1-1.0%	19	5%
1.1-2.0%	31	8%
2.1-50%	71	18%



First Section Compliance (RM-IM 01.2)



Maximum number of incidents not reported timely may not exceed 10% of overall reported incidents by provider

Established threshold for passing = 10% or less

Rate
Pass per 1000 Residential Providers

2023:	2024:
422	432

Compliance Percentage	Number of Residential Providers	Percent of total Residential Providers
0%	57	14.3%
0.1-10%	116	29.0%
10.1-50%	194	48.5%
50.1-100%	33	8.3%





Finalized/Finalization- The Final Section is the last document of the incident report that the provider is required to complete. Once all information has been entered into the Final Section document the user must click the “Submit” button for the incident status to change to “Submitted”. This action is referred to as **Finalization**. A Final Section is considered timely if it is finalized within 30 days from the incident Discovery Date.

Closed- When an ODP management reviewer approves the Final Section of an incident report, the incident status changes to “Closed”. Only ODP can Close an incident.

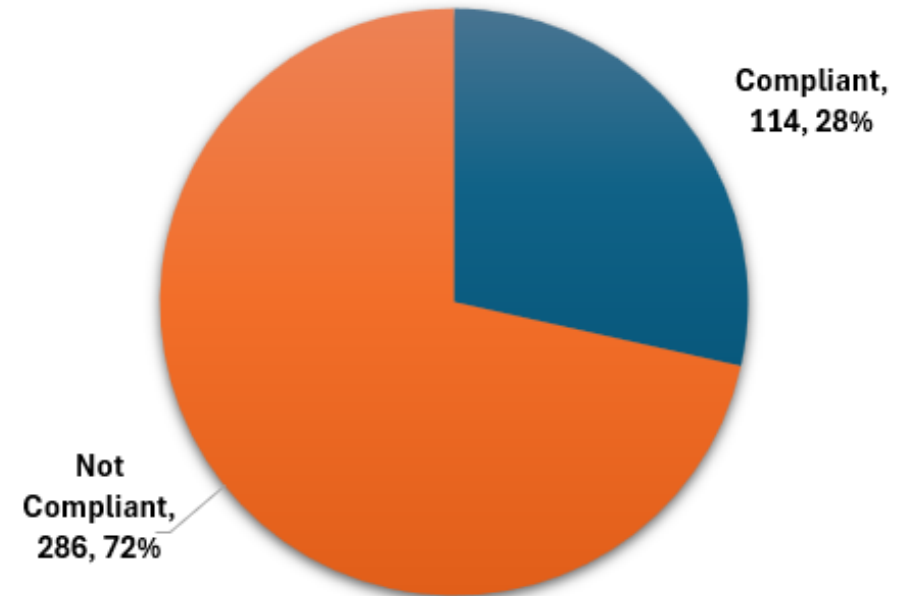
Final Section Compliance (RM-IM 01.3)



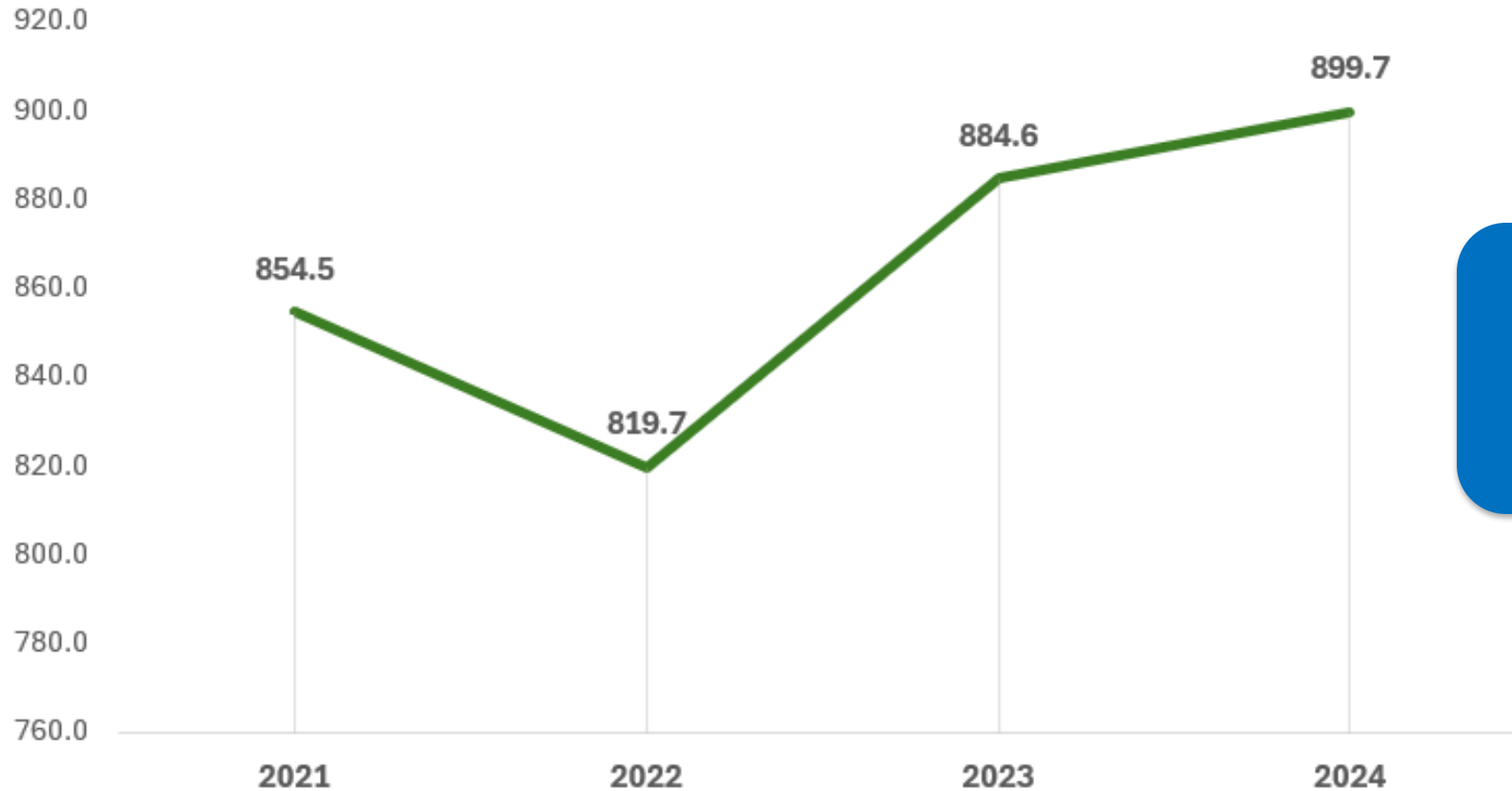
Timely finalization of incidents demonstrated by at least 86% of incidents finalized within 30 days of discovery

Established threshold for passing = 86% or more

Compliance Percentage	Number of Residential Providers	Percent of total Residential Providers
0%	45	11.3%
0.1-50%	111	27.8%
50.1-85.9%	130	32.5%
86-89.9%	19	4.8%
90-100%	95	23.8%



Final Section Compliance- Rate



Rate
Per 1000 incidents entered

2023:	2024:
884.6	899.7



Regulatory Enforcement and High-Risk Regulations



- Inspections Completed
- Violations Found
- License Revocations
- High-Risk Regulations



Inspection Type	Agencies	Homes
Renewal	497	1,836
Unannounced Monitoring	301	502
Total	798	2,338



Inspection Type	Total Violations	Average Violations per Agency Inspection
Renewal	6,910	14
Unannounced Monitoring	2,561	9
Total	9,471	12

Inspections Resulting in Revocation



Resulted in License Revocation	Inspections	Percent
No	770	96.5%
Yes	28	3.5%
Total	798	100%



All of the Chapter 6400 regulations are necessary to protect the health, safety, and rights of individuals with an intellectual disability or autism.

However, some regulations pose a greater risk of physical or psychological harm to individuals if they are violated.



**High-Risk Regulatory Violations
in 2023: 1,800
(17.5% of all Violations)**

**High-Risk Regulatory Violations
in 2024: 1,640
(17.3% of all Violations)**



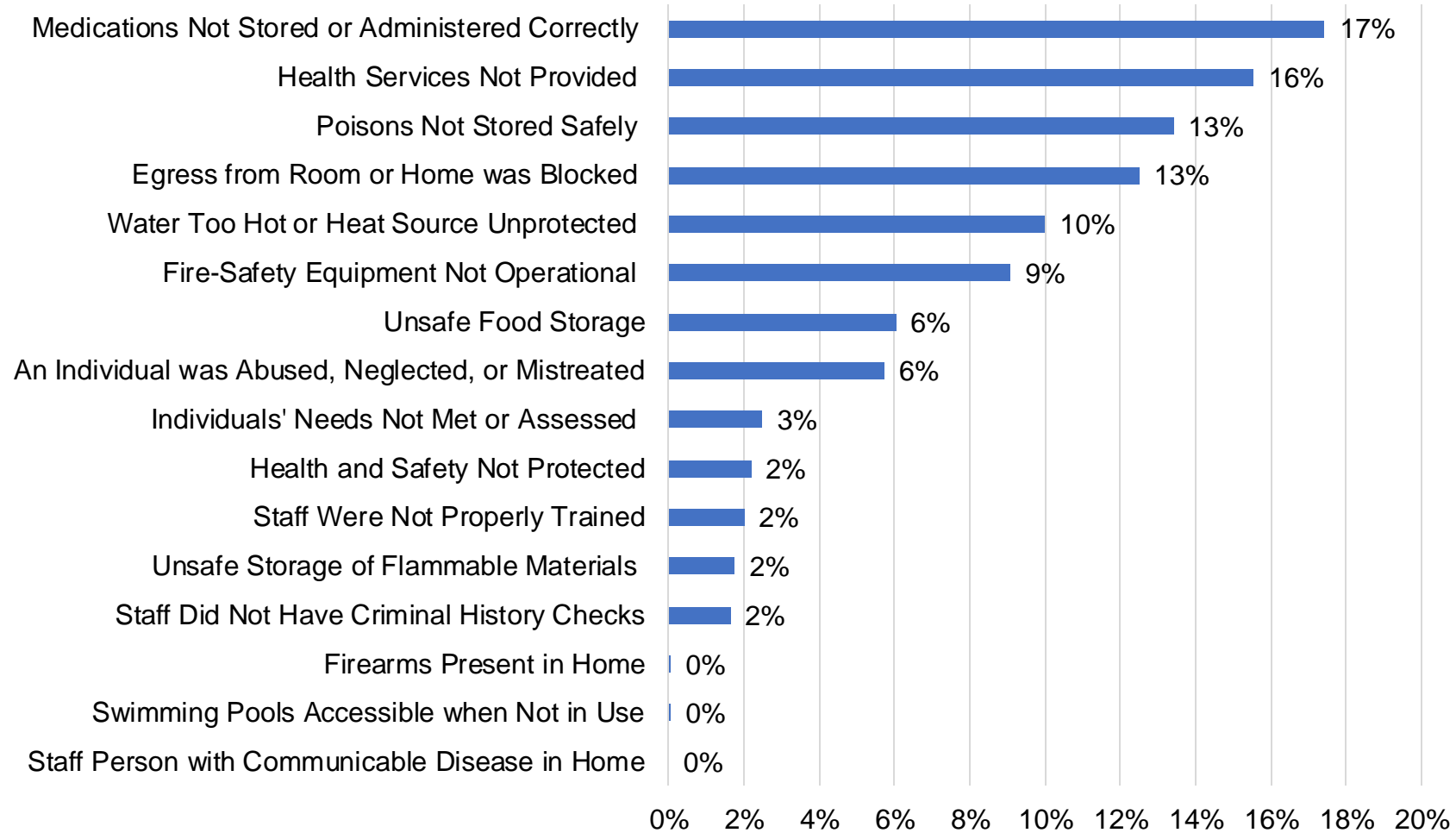
Resulted in License Revocation	Average Violations	Average HRR
No	13	2
Yes	27	5

High-Risk Regulations Identified



Analysis Category	2024	Percent of All HRR, 2024
Medications Not Stored or Administered Correctly	286	17.44%
Health Services Not Provided	255	15.55%
Poisons Not Stored Safely	220	13.41%
Egress from Room or Home was Blocked	205	12.50%
Water Too Hot or Heat Source Unprotected	164	10.00%
Fire-Safety Equipment Not Operational	149	9.09%
Unsafe Food Storage	99	6.04%
An Individual was Abused, Neglected, or Mistreated	94	5.73%
Individuals' Needs Not Met or Assessed	41	2.50%
Health and Safety Not Protected	36	2.20%
Staff Were Not Properly Trained	33	2.01%
Unsafe Storage of Flammable Materials	29	1.77%
Staff Did Not Have Criminal History Checks	27	1.65%
Swimming Pools Accessible when Not in Use	1	0.06%
Firearms Present in Home	1	0.06%
Staff Person with Communicable Disease in Home	0	0.00%

High-Risk Regulations Identified



High-Risk Regulations Identified



Analysis Category	2024	2023	Percent Change - Number Citations
Medications Not Stored or Administered Correctly	286	328	-12.80%
Health Services Not Provided	255	286	-10.84%
Poisons Not Stored Safely	220	244	-9.84%
Egress from Room or Home was Blocked	205	197	+4.06%

Analysis Category	2024	2023	Percent Change - Number Citations
An Individual was Abused, Neglected, or Mistreated	94	133	-29.32%



Questions?



- PBC Mailbox ra-pwodppbc@pa.gov
- [MyODP PBC resource page](#)
- Incident Management measures resources
 - [Using the IM Dashboard](#)
 - [ODP Announcement 22-115](#)
 - [ODP Announcement 24-082](#)
- FAQs published on MyODP [PBC FAQs](#)