



# Performance-Based Contracting SCO Forum

March 3, 2026



- HCSIS Updates
- Restrictive Procedures
  - What is your role & why it matters
- P4P Outcomes
- Poll question: topics for future sessions



Service Notes Changes

Service Note Detail Extract Report Changes

Place of Service Codes

Report Request Screen

New SCO Billable Activity Report

Service Note Automation

Disclaimer: All HCSIS screens are renderings and not in production. Actual production screens may be different than what is visually presented today.

# Service Notes-List A Activity



Pennsylvania  
Department of Human Services

**HCSis** The Home and Community Services Information System Help [Logout](#)

Home | M4Q | Individual | Plan | SC | Provider | Financial | Admin. | Tools

Indiv Monitoring | Quarterly Summary Report | Service Notes | Billable Claims | Caseload Management | Indiv. Facesheet | SC Child Summary

[Search](#) | [New Service Note](#)

SC - Service Notes - New Service Note

**Search**

Current Individual	Name: SMITH, JOHN	SSN: XXX-XX-5334	MCI#: 947842143	Residential County: Westmoreland	<a href="#">Info</a>
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**MA Eligible:** Yes

**Program Diagnosis:** F71 Moderate intellectual disabilities

**SERVICE NOTE DETAILS**

Date of Service/Contact (MM/DD/YYYY): \* 7/1/2026 Location of Service: \* Individual's Home-Teleservice

Service Type: \* List A Activity

Category: \* Individual Monitoring

Sub-Category:

Begin Time (HH:MM): [ ] AM

End Time (HH:MM): [ ] AM

Follow-up: \* [ ]

Billable:  Yes  No Credited to: \* SMITH, EDWIN

Follow-up Due Date (MM/DD/YYYY): [ ]

Service Note:

Supervisory Edit:

[Reset](#) [Save And Add New](#) [Save](#) [Check Spelling](#)

# Service Notes-List B Activity



**HCSIS** The Home and Community Services Information System Help Logout

Home | M4Q | Individual | Plan | SC | Provider | Financial | Admin. | Tools

Indiv Monitoring | Quarterly Summary Report | Service Notes | Billable Claims | Caseload Management | Indiv. Facesheet | SC Child Summary

Search | New Service Note

SC - Service Notes - New Service Note

Search

Current Individual	Name: SMITH, JOHN	SSN: XXX-XX-5334	MCI#: 947B42143	Residential County: Westmoreland	Info
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**MA Eligible:** Yes

**Program Diagnosis:** F71 Moderate intellectual disabilities

**SERVICE NOTE DETAILS**

Date of Service/Contact (MM/DD/YYYY): \* 7/1/2026

Location of Service: \* Individual's Home-Teleservice

Service Type: \* List B Activity

Category: \* 

- ISP Update-General Update
- Phone Call with Individual or Surrogate
- Written Correspondence with Individual or Surrogate
- Direct Contact with Individual's Team Member

Sub-Category:

Begin Time (HH:MM):  AM

End Time (HH:MM):  AM

Follow-up: \*

Credited to: \* SMITH, EDWIN

Follow-up Due Date (MM/DD/YYYY):

Billable:  Yes  No

Service Note:

Supervisory Edit:

# Service Notes-Base Activities



**HCSis** The Home and Community Services Information System Help Logout

Home | M4Q | Individual | Plan | SC | Provider | Financial | Admin. | Tools

Indiv Monitoring | Quarterly Summary Report | Service Notes | Billable Claims | Caseload Management | Indiv. Facesheet | SC Child Summary

Search | New Service Note

SC - Service Notes - New Service Note

Search

Current Individual	Name: SMITH, JOHN	SSN: XXX-XX-5334	MCI#: 947842143	Residential County: Westmoreland	Info
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MA Eligible: Yes

Program Diagnosis: F71 Moderate intellectual disabilities

### SERVICE NOTE DETAILS

Date of Service/Contact (MM/DD/YYYY): \* 7/1/2026 Location of Service: \* Individual's Home-Teleservice

Service Type: \* Base Activity

Category: \* Plan

Sub-Category: Home and Community Services

Begin Time (HH:MM):  AM

End Time (HH:MM):  AM

No. of Units:  Calculate

Follow-up: \*

Credited to: \* SMITH, EDWIN

Follow-up Due Date (MM/DD/YYYY):

Billable:  Yes  No

Service Note:

Supervisory Edit:

Reset Save And Add New Save Check Spelling

# Service Notes Search



The Home and Community Services Information System Help Logout

Home | M4Q | Individual | Plan | SC | Provider | Financial | Admin. | Tools  
 Indiv Monitoring | Quarterly Summary Report | Service Notes | Billable Claims | Caseload Management | Indiv. Facesheet | SC Child Summary  
 Search | New Service Note

SC - Service Notes - Search - Summary Results

### Service Note Search Criteria

Last Name: <input type="text"/> From Contact Date (MM/DD/YYYY): <input type="text" value="06/15/2026"/> From Entry Date (MM/DD/YYYY): <input type="text" value="06/15/2026"/> Identifier Type: <input type="text"/> Comment Author Last Name: <input type="text"/> Category: <input type="text"/> Caseload: <input type="text"/> Sort By: <input type="text"/>	First Name: <input type="text"/> To Contact Date (MM/DD/YYYY): <input type="text" value="07/15/2026"/> To Entry Date (MM/DD/YYYY): <input type="text" value="07/15/2026"/> Identifier: <input type="text"/> Comment Author First Name: <input type="text"/> Subcategory: <input type="text"/> Service Type: <input type="text"/> View: <input type="text"/>
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**Your search found multiple matches. Please select the desired service note.**

Individual Name	Date of Contact	Date of Entry	Service Type	Category	Sub Category	Comments	Extract Details
SMITH, JOHN	6/15/2026	6/15/2026	Coordinate	Plan	Development/Revision	TEST COMMENT	
SMITH, JOHN	7/15/2026	7/15/2026	List B Activity	ISP Update-General Update, Phone Call with Individual or Surrogate		TEST COMMENT	

- List A Activity
- List B Activity
- Base Activity
- Other Activity
- Locate
- Coordinate
- Monitor
- Other/Non-billable
- TSM-Transition Activities



Service notes created prior to July 1, 2026 will continue to be editable but users will not be able to update the Date of Service/Contact to a date on or after July 1, 2026.

# Service Notes Extract Report



Place of Service Code	Date of Service Contact	Procedure Code	Modifiers	Begin Time	End Time	No. of Units	Program Funding Type
12	7/15/2026	W7210	00:00:00:00				Consolidated Waiver
10	7/15/2026	W7210	00:00:00:00				Community Living Waiver
02	7/15/2026	T1017	00:00:00:00	10:00 AM	11:00 AM	4	Base
11	7/15/2026	T1017	00:00:00:00	3:13 PM	3:30 PM	2	Base
11	7/15/2026	T1017	00:00:00:00				SC Services Only
11	6/15/2026	T1017	00:00:00:00				SC Services Only

Program Funding Type	Location of Service	Service Type	Category	Sub-Category
Consolidated Waiver	Individual's Home	List A Activity	Individual Monitoring	
Community Living Waiver	Individual's Home-Teleservice	List B Activity	ISP Update-General Update Phone Call with Individual or Surrogate	
Base	Community-Teleservice	Base Activity	Plan	Home and Community Services
Base	SC Entity Office	Base Activity	Eligibility	
SC Services Only	SC Entity Office	Other Activity	Meeting Preparation	
SC Services Only	SC Entity Office	Coordinate	Health and Safety	TSM - Base

**Note:** The above report is for illustrative purposes only

# Place of Service Codes



The following mappings will be used to determine the Place of Service Codes that appear in the Service Notes Extract Report:

Location of Service	Place of Service Description	Place of Service Code
SC Entity Office	Office	11
Individual's Home	Home	12
Community	Other Place of Service	99
Individual's Home-Teleservice	Telehealth Provided in Patient's Home	10
Community-Teleservice	Telehealth Provided Other than in Patient's Home	02

# Report Request Screen



New values for Category, Location of Service, and Service Type will be available on the Service Notes Extract Report request screen

### Service Notes Extract Report Criteria

Extract Type:	* Monitoring ▾	File Format:	* ▾
SC Entity:	▾	Caseload:	▾
Region:	▾	County:	▾
MPI:		Service Location:	
From Contact Date (MM/DD/YYYY):		To Contact Date (MM/DD/YYYY):	
From Entry Date (MM/DD/YYYY):		To Entry Date (MM/DD/YYYY):	
Consumer Last Name:		Consumer First Name:	
Identifier Type:	▾	Identifier:	
Entered By Last Name:		Entered By First Name:	
Credited To Last Name:		Credited To First Name:	
Category:	▾	Service Type:	▾
Location of Service:	▾	Show Service Note Details:	

- List A Activity
- List B Activity
- Base Activity
- Other Activity
- Locate
- Coordinate
- Monitor
- Other/Non-billable
- TSM-Transition Activities

# New SCO Billable Activity Report



A new report will be created to provide information to users about billable SCO PBC activities based on information captured within Service Notes:

- Report will only consider Service Notes marked as billable
- Waiver/Program will be displayed based on individual's enrollment at the time of report generation
- Results will be sorted alphabetically by Region, County/Joinder, SC Entity, SC Last Name, SC First Name, SC Supervisor Last Name, SC Supervisor First Name, Waiver/Program, and then MCI in ascending order

SCO PBC Billable Activity Report																
Request ID:		1234567														
Requested On:		7/15/2026														
Requested By:		SMITH, EDWIN														
Fiscal Year:																
Month of Service/Contact:		July 2026														
Region	County/Joinder	SC Entity	SC Last Name	SC First Name	SC Supervisor Last Name	SC Supervisor First Name	Waiver/Program	MCI	Last Name	First Name	List A Activities	List B Activities	Base Activities	Base Activity Units	Other Activities	Other Activity Units
Western	Allegheny	ALLEGHENY CASE MANAGEMENT	SMITH	EDWIN	BROWN	TAYLOR	Base	678901234	MARTINEZ	MARIA	0	0	4	6	0	0
Western	Allegheny	ALLEGHENY CASE MANAGEMENT	SMITH	EDWIN	BROWN	TAYLOR	Base	901234567	SMITH	JANE	1	0	0	0	0	0
Western	Allegheny	ALLEGHENY CASE MANAGEMENT	SMITH	EDWIN	BROWN	TAYLOR	Community Living Waiver	234567890	SMITH	JASMINE	1	0	0	0	0	0
Western	Allegheny	ALLEGHENY CASE MANAGEMENT	SMITH	EDWIN	BROWN	TAYLOR	Consolidated Waiver	123456789	SHORT	ALLEN	1	2	0	0	1	1
Western	Allegheny	ALLEGHENY CASE MANAGEMENT	SMITH	EDWIN	BROWN	TAYLOR	P/FDS Waiver	345678901	SMITH	JOHN	0	2	0	0	0	0
Western	Allegheny	ALLEGHENY CASE MANAGEMENT	SMITH	EDWIN	BROWN	TAYLOR	P/FDS Waiver	456789012	SMITH	CHRISTINA	0	1	0	0	0	0
Western	Allegheny	ALLEGHENY CASE MANAGEMENT	SMITH	EDWIN	BROWN	TAYLOR	P/FDS Waiver	567890123	SMITH	TIM	0	0	0	0	0	0
Western	Allegheny	ALLEGHENY CASE MANAGEMENT	SMITH	EDWIN	BROWN	TAYLOR	SC Services Only	789012345	HALL	BRAD	0	0	0	0	4	0

# SCO Billable Activity Report Request Screen



A new screen will be created to allow users to request the SCO PBC Billable Activity Report:

- The report will be available in .XLSX format only
- The system will capture user information and report parameters as part of the existing audit-logging process

The screenshot shows the HCSiS (Home and Community Services Information System) interface. The top navigation bar includes the HCSiS logo, the system name, and links for Help and Logout. Below this is a main menu with categories like Home, M4Q, Individual, Plan, SC, Provider, Financial, Admin., and Tools. A secondary menu lists Reports, Notices, Alerts, Data Extract, Misc, IM Utils, RDE, and CIS. The current page is titled 'Reports Request | Reports Inbox' and the breadcrumb trail is 'Tools - Reports - Reports Request - SCO PBC Billable Activity Report'.

The main content area is titled 'SCO PBC Billable Activity Report' and contains the following form fields:

- SC Entity: \* (dropdown menu)
- Fiscal Year: (dropdown menu)
- Month of Service/Contact: (dropdown menu)
- Year of Service/Contact: (dropdown menu)
- User Label: (text input field)

At the bottom of the form are two buttons: 'Reset' and 'View Or Request Report'.



The system will detect when Supports Coordination users perform the following activities in HCSIS:

- Completing a PUNS
- Completing the first-pass draft plan submission for:
  - Initial Plan Creation
  - General Update
  - Critical Revision
  - Fiscal Year Renewal
  - Annual Review Update
- Completing an Individual Monitoring Tool
- Completing IM4Q Activities

# Automated Service Note Creation



After a Supports Coordination user successfully completes an SCO PBC activity in HCSIS, the system will navigate the user to the New Service Note screen and prepopulate details about the activity

The image shows two screenshots of the HCSIS (The Home and Community Services Information System) interface. A large green arrow points from the left screenshot to the right screenshot, indicating a navigation flow.

**Left Screenshot: Plan Summary**

- Current Individual: Name: SMITH, JOHN, SSN: XXX-XX-5334, MCI #: 947842143
- Plan Status: Draft, Changed Date: 7/15/2026 11:25:00 AM, County/Jolider: WESTM
- Address: 123 MAIN STREET, GREENSBURG, PA, 15601
- Proposed Start Date (MM/DD/YYYY): 07/01/2026
- Proposed End Date (MM/DD/YYYY): 06/30/2027
- Annual Review Update Date (MM/DD/YYYY): 02/22/2027
- Reason for abbreviated plan: No

**Right Screenshot: New Service Note Form**

- Current Individual: Name: SMITH, JOHN, SSN: XXX-XX-5334, MCI #: 947842143, Residential County: Westmoreland
- Program Diagnosis: F71 Moderate intellectual disabilities
- SERVICE NOTE DETAILS**
- Date of Service/Contact (MM/DD/YYYY): 07/15/2026
- Location of Service: [Dropdown]
- Service Type: List A Activity
- Category: Updates to ISP-Critical Revision
- Sub-Category: [Dropdown]
- Begin Time (HH:MM): [Time Picker] AM
- End Time (HH:MM): 11:25 AM
- Follow-up: [Dropdown]
- Billable:  Yes  No
- Credited to: SMITH, EDWIN
- Follow-up Due Date (MM/DD/YYYY): [Date Picker]
- Service Note: [Text Area]
- Supervisory Edit: [Text Area]

# Automated Service Note Creation (cont.)



- A hyperlink will be added to the following screens:
  - IM4Q Considerations Data Entry
  - IM4Q Signs of Quality Data Entry
- The hyperlink will navigate the user to the New Service Note screen and prepopulate details about the IM4Q activity
- The hyperlink will appear in alignment with the SCO PBC model rollout date
- The hyperlink will be visible to Supports Coordination users who have the ability to create Service Notes

The Home and Community Services Information System Help Logout

Home | M4Q | Individual | Plan | SC | Provider | Financial | Admin. | Tools  
 IM | IM4Q | Reports | EIM  
 Individual Search | Finalize Surveys | Printable Survey | Considerations | Signs of Quality

M4Q - IM4Q - Considerations - IM4Q Considerations Data Entry [Create Service Note](#)

Current Individual: Name: SMITH, JOHN | SSN: XXX-XX-5334 | MCI#: 947842143 | Residential County: Westmoreland Info

Select	Consideration ID	Primary Theme	Secondary Theme	Consideration Source	Major Concern	Date Created	Consideration Status
<input checked="" type="radio"/>	768	Health/Well Being	Funding needed	Individual	N	7/15/2026 11:24:31 AM	AE/SCO Response Submitted
<input type="radio"/>	767	Adaptive Equipment	Individual needs personal adaptive equipment	Individual	N	7/15/2026 11:15:42 AM	AE/SCO Response Submitted

[View](#) [Print](#) [Search](#)

**Consideration ID: 768**

**Consideration Primary Theme:** Health/Well Being

**Consideration Secondary Theme:** Funding needed

**Consideration Source:** Individual

**Other Source:**

**Consideration:** Test Consideration

# Supports Coordination Billing Frequency



Description	Billing Frequency
Supports Coordination-P/FDS	Monthly
Supports Coordination-Community Living	Monthly
Supports Coordination-Consolidated	Monthly
Supports Coordination-Standard Targeted Support Management	Bi-Annual
Supports Coordination-Intensive Targeted Support Management	Monthly
Initial Plan Development-ID/A	One-time payment
Supports Coordination-Base funded 15 minutes	15-minute units
Supports Coordination-Base funded Monthly	Monthly

# Timeline





# Questions?



# Restrictive Procedures

# Why the focus?



- **No one's rights should be taken away or 'modified' without proper procedure and the individual's involvement in the plan development**
- **Everyone's responsibility to ensure continual attempts to restore rights when they have been modified**
- System performance needs improvement (QA&I data)!
- People with ID/A often experience a loss of choice and control
- Current lack of visibility into use of and performance related to restrictive procedures
  - How many individuals receiving HCBS experience restrictive procedures?
  - How successful is the ID/A system at supporting people to no longer need restrictive procedures?

# Health and Welfare 4 (HW4)



Number and percent of participants with restrictive interventions where proper procedures were followed. ODP staff monitors incidents where proper procedures were not followed related to the use of a restraint or restrictive intervention.

DISCOVERY DATA: Annual																
Source: EIM																
Performance Measure: Number and percent of waiver participants with restrictive procedures where proper procedures were followed.	Central			Northeast			Southeast			Western			Statewide			Total Annual
	CONS	P/FDS	CLW	CONS	P/FDS	CLW	CONS	P/FDS	CLW	CONS	P/FDS	CLW	CONS	P/FDS	CLW	
<b>Numerator</b> = Number of participants with restrictive procedures where proper procedures were followed.	410	<11	<11	369	<11	<11	404	<11	15	647	<11	<11	1,775	17	43	1,935
<b>Denominator</b> = Total number of unduplicated participants with a restrictive procedure plan and those without a plan who had an improper procedure applied.	547	27	17	443	<11	16	467	<11	18	721	<11	<11	2,851	44	61	2,290
<b>Compliance by Waiver and Region</b>	84.10%	30-40%	60-60%	83.30%	0.00%	50-60%	86.50%	80-85%	80-85%	88.20%	50.00%	90.00%	85.80%	38.60%	70.50%	
<b>Compliance by Region and Statewide</b>	81.00%			81.50%			86.40%			87.90%			84.50%			

Data displayed is for the HW4 Annual Report, encompassing data from FY 24-25 (7/1/2024-6/30/25)



For the review period of CY2025 and subsequent years, demonstrate that 95% of individuals with restrictive procedures have been evaluated by (or are receiving treatment) within the past year from licensed psychiatrists, psychologist, CRNP, LSW, or has received treatment from a professional in a licensed outpatient BH clinic.



## Your role as the Supports Coordinator is to:

- Understand what a restrictive procedure is
- Recognize when unauthorized restrictions are occurring
- Follow up on EIM email alerts for incidents of abuse, restraints and rights violations (*SC and SC Supervisors receive an email alert when an incident first section is submitted*)
- Recognize when an authorized restrictive procedure may be needed
- Lead the ISP Team in discussions and participate in the development of the RPP
- Ensure the behavior support component is accurately reflected in the ISP
- Ensure the RPP indicator in the ISP accurately reflects the plan
- Probe through monitoring that the right services and supports are in place and are effective



## Your role matters because:

- People with ID/A often experience a loss of choice and control
- Your involvement ensures a person-centered approach that protects the rights, dignity, and safety of the individual
- **There will be situations in which no one else on the team is recognizing or addressing that there is a restrictive procedure being applied**
- Ongoing monitoring ensures:
  - the plan is implemented appropriately
  - the team and staff are working towards goals
  - focus on the fade plan



## § 6100.341. Definition of restrictive procedures.

A restrictive procedure is a practice that does one or more of the following:

- (1) Limits an individual's movement, activity or function.
- (2) Interferes with an individual's ability to acquire positive reinforcement.
- (3) Results in the loss of objects or activities that an individual values.
- (4) Requires an individual to engage in a behavior that the individual would not engage in given freedom of choice.



## Examples of restrictions

- Withholding desired items or food
- Taking belongings away/locking up belongings
- Locking cabinets, drawers, refrigerator etc.
- Physically preventing an individual from moving their body or walking in the direction they wish to go
- Holding their hands down
- Use of mitts
- Confining to an area
- Forcing to participate in an undesired activity
- Withholding phone/internet usage
- Not allowing visitors
- Not going to places they wish to go

# Approved RPP vs. Reportable Incident



Behavior & Restriction	With Approved RPP	Without RPP
Pica & Choking Risk- Refrigerator & Cabinet Doors Locked	Allowable when approved by an HRT/HRC and appropriately documented in the plan	<b>Rights Violation</b>
Hx of Self Injurious Behaviors and Aggressive Behavior Towards Others- Use of Physical Restraint/Standing Side Hold	Allowable when approved by an HRT/HRC and appropriately documented in the plan	<b>Abuse-Unauthorized use of a Restraint</b>
Hx of Internet Usage to Engage in Sexual Behavior with Minors-Limited & Supervised Internet Usage	Allowable when approved by an HRT/HRC and appropriately documented in the plan	<b>Rights Violation</b>

# Considering the Use of Restrictions



- **Modification of Rights:** A modification of rights is an allowable type of restrictive procedure that limits or prevents an individual from freely exercising his or her rights. An individual's rights may only be modified to the extent necessary to mitigate a significant health and safety risk to the individual or others.
- **Physical Restraint:** A physical, hands-on method of restrictive procedure that restricts, immobilizes, or reduces an individual's ability to move his or her arms, legs, head or other body parts freely. Physical restraints may only be used in the case of an emergency to prevent an individual from immediate physical harm to self or others and may not be used for more than 30 cumulative minutes within a 2-hour period.
- **Restrictive Procedure:** A restrictive procedure is a practice that limits an individual's movement, activity or function; interferes with an individual's ability to acquire positive reinforcement; results in loss of objects or activities that an individual values; or requires an individual to engage in behavior the individual would not engage in given freedom of choice.

[Bulletin 00-21-01 Guidance for Human Rights Teams and Human Rights Committees.pdf](#)



- Recognition of the potential need for an RPP begins with the ISP Team.
- When considering the use of a restrictive procedure **everyone on the team has a shared role** and should not consider the use of a restrictive procedure until they have eliminated other less restrictive options first.
- The team needs to consider whether they have the data or documentation to support why they are recommending the use of a restrictive procedure.
- If the ISP team determines a restrictive procedure may be necessary, a qualified behavior specialist must develop the Behavior Support Plan that includes the restrictive procedures and present the plan to the Human Rights Team.

[Course: Human Rights and Restrictive Procedures: Human Rights in Depth | MyODP](#)



## **§ 6100.343. Appropriate use of restrictive procedures.**

(b)(2) A restrictive procedure may not be used unless less restrictive techniques and resources appropriate to the behavior have been tried but have failed.

## **§ 6100.344. Human rights team.**

(a) If a restrictive procedure is used, the provider shall use a human rights team. The provider may use a county mental health and intellectual disability program human rights team that meets the requirements of this section.



As required by 55 Pa. Code § § 2380.155, 2390.175, 6100.345, 6400.195 and 6500.165, when a restrictive procedure may be used for a person, the **behavior support component** of the Individual Plan must include the following:

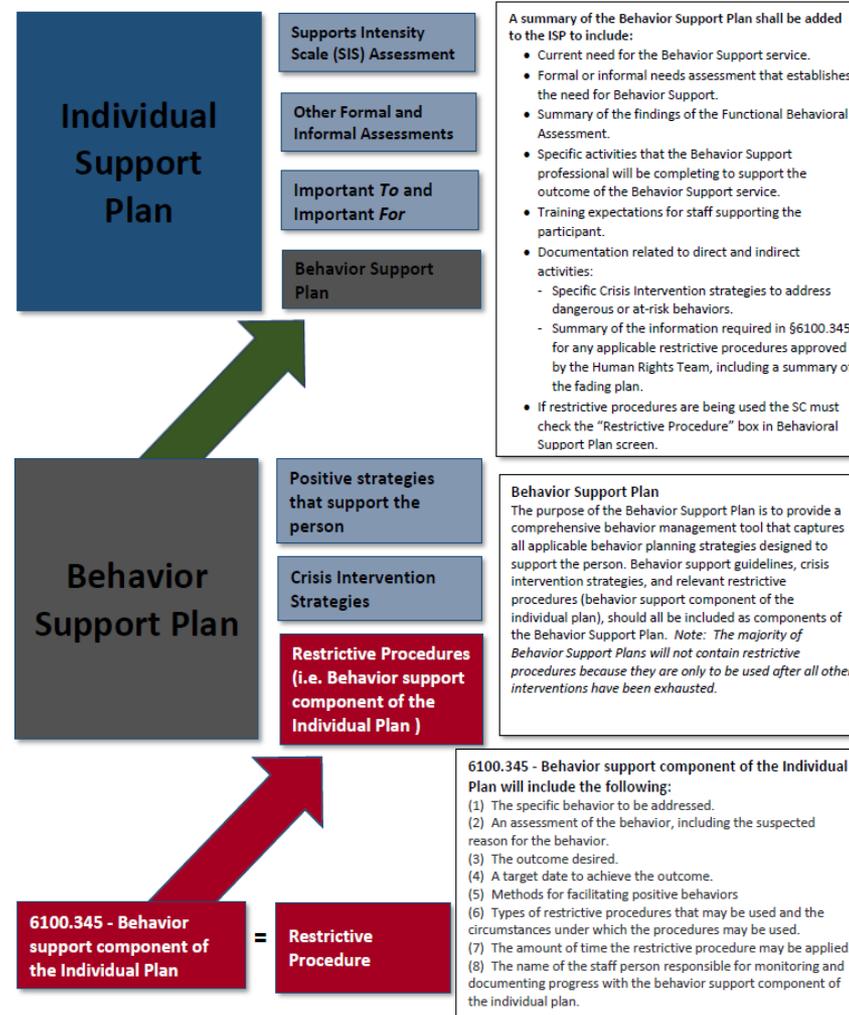
- The specific behavior to be addressed.
- An assessment of the behavior, including the suspected reason for the behavior.
- The outcome desired.
- A target date to achieve the outcome.
- Methods for facilitating positive behaviors
- Types of restrictive procedures that may be used and the circumstances under which the procedures may be used.
- The amount of time the restrictive procedure may be applied.
- The name of the staff person responsible for monitoring and documenting progress with the behavior support component of the Individual Plan.

[Individual Support Plan Manual January 2025.pdf](#)



- This information can be summarized in the Individual Support Plan (ISP).
- Prior to use of a restrictive procedure, including the modification of an individual's rights, the information regarding the necessity and justification for the use of the restrictive procedure must be discussed with the ISP team for inclusion in the behavior support component of the Individual Plan.
- If a restrictive procedure will be used or if an individual's rights will be modified, the behavior support component of the Individual Plan shall be developed by a professional who has a recognized degree, certification or license relating to behavior support, and shall be reviewed and approved by the Human Rights Team (HRT).

[Individual Support Plan Manual January 2025.pdf](#)



# Example of Behavior Support Component in ISP



## Behavioral Support Plan

Is there a behavioral support plan in place?: Yes

If Yes, is it restrictive?: Yes

Summary:

1. **Specific Behavior:** Physical aggression and property destruction when routines change, demands increase, or activities are delayed.

2). **Assessment:** The functional behavior assessment (Jan 2026) indicates behaviors are primarily maintained by escape from frustrating tasks and regaining control during stressful situations. Contributing factors include difficulty with emotional regulation, problem solving, and communicating distress.

3). **Desired Outcome:** Individual will communicate frustration, request help, or negotiate alternatives without aggression or property destruction, allowing them to maintain independence in their home and participate in community life. **Measured outcome:** Reduce aggressive incidents to  $\leq 1$  incident per quarter and eliminate property destruction for 6 consecutive months.

4) **Target Date:** July 1, 2026.

5). **Methods for Facilitating:** Offer choices to promote control. Use a shared calendar and advanced notice for schedule changes. Teach self-monitoring of stress and requesting support. Coach coping skills (walks, quiet space, music). Break complex tasks into manageable steps. **Fade Plan:** Gradually reduce prompts and supervision as Individual demonstrates consistent self-management.

6). **Restrictive Procedures (Last resort):** A two-person escort may be used solely to remove to a safer area if they are actively attempting to harm others or cause significant destruction.

Personal safety hold used only when there is immediate danger and they cannot be redirected.

**Restriction Fade Plan:** Review quarterly and reduce restrictions as stability improves; Discontinue physical interventions first when safely possible.

7). **Duration of restrictive procedures:** Safety holds may not exceed 3 minutes without supervisory authorization. Each use requires same day review to support faster elimination.

8). **Responsible staff:** BSS will review data weekly, document all restrictive interventions, train staff on proactive strategies, and lead quarterly reviews focused on reducing and eliminating restrictions.



## Your role in ongoing monitoring:

- Have staff been trained on the plan?
- Are staff implementing the plan as written?
- Is there evidence of progress?
- Is the plan being updated as needed?
- Is the team focused on the goals/fade plan?



# P4P and Wrap-Up



- **Credentialing**
  - SCOs that submitted: 44
  - SCOs that passed: 36
  - Total funding distributed: over \$1.75 million
- **Technology**
  - SCOs that submitted: 35
  - SCOs that passed: 31
  - Total funding distributed: over \$1.84 million
- **Milestone 2: achieve at least 1 of the 4 targets below**
  - Increase in Supported Employment Services AND CIE
  - Increase in % SL, LS, or HTTS
  - Increase in % Non-residential
  - Increase in RS or AT services



## **Please use the Q&A panel to share your topic ideas for future SCO Forums (reoccur quarterly)**

- RS and AT Strategies?
- Preventative care for all ages?
- Well-child care visits?



# Questions?