



COMMONWEALTH OF PENNSYLVANIA  
DEPARTMENT OF HUMAN SERVICES

December 29, 2025

Demeka Gaines  
Penndel Mental Health Center  
100001996  
Dgaines@penndelmhc.org

RE: Notice of Supports Coordination Performance-  
Based Contracting Final Determination

Dear Demeka,

On December 10<sup>th</sup>, Penndel Mental Health Center was notified of the Department of Human Services, Office of Developmental Programs (ODP) determination from the evaluation of the established performance measures for Performance-Based Contracting (PBC).

As a reminder, the following unmet performance measures(s) and ODP's determination about the measure(s) are shown below.

Measure	Measure Description	Reason(s) Measure was Unmet
SC-ADM.02	Submission of a plan documenting how the SCO will operationalize the new payment methodology effective July 1, 2026	<ul style="list-style-type: none"><li>• Response did not include responsible person(s) related to operationalizing the new payment methodology.</li><li>• Response did not include goal date(s) for achieving action items related to operationalizing the new payment methodology.</li><li>• Response did not include progress made toward action items related to operationalizing the new payment methodology.</li></ul>
SC-PCP.01.2	90% compliance with monitoring frequency by waiver type.	<ul style="list-style-type: none"><li>• Fewer than 90% of individuals served by the SCO have complete monitorings according to their waiver type.</li></ul>

SC-QI.02.1	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.	<ul style="list-style-type: none"> <li>• Response did not define the frequency of data monitoring/review/analysis of the QM Plan.</li> <li>• Response did not describe how opportunities for quality improvement are selected.</li> <li>• Response did not include a description of how person-centered data is utilized to develop the QM Plan and its Action Plan.</li> <li>• Response did not include a description of how performance measures are established using the QM Plan and its Action Plan.</li> <li>• Response did not include the title of the person QM certified and responsible for the QM and action plan.</li> </ul>
SC-WF.03.1	Submission of policy and procedures that address how trauma informed practices are utilized in planning, coordinating, and monitoring services.	<ul style="list-style-type: none"> <li>• Response did not include examples of how SCs and SC Supervisors incorporate trauma-informed practices into their actions.</li> </ul>
SC-WF.03.2	Describe current trauma informed supports training provided to SCs and SC Supervisors and/or plans to implement trauma informed supports training to SCs and SC Supervisors in the future.	<ul style="list-style-type: none"> <li>• Response did not include baseline data related to current trauma-informed training for SCs and SC Supervisors.</li> <li>• Response did not include timeframe/end goal date for implementing trauma-informed training for SCs and SC Supervisors.</li> <li>• Response did not include action items/measurable targets for implementing trauma-informed training for SCs and SC Supervisors.</li> <li>• Response did not include responsible person(s) for implementing trauma-informed training for SCs and SC Supervisors.</li> <li>• Response did not include goal date for achieving each target/action item for implementing trauma-informed training for SCs and SC Supervisors.</li> </ul>

Although not all measures were met, the SCO remains eligible for the provisioning of supports coordination services through the Consolidated, Person Family Directed Support (P/FDS), Community Living 1915(c) Waivers, and Pennsylvania State Plan for contract cycle January 1, 2026 – June 30, 2027.

Please create and implement Quality Management Plan(s) in order to meet the above performance standard(s) in advance of the next PBC submission period. ODP will be auditing SCOs with unmet measures to ensure plans are in place and have been implemented. Quality Management Templates, Tools, and Spotlights are available at [Quality Management Planning and Implementation Documents – MyODP](#). Continued failure to meet these measures will impact your status for PBC in subsequent contract years.

Additionally, ODP has conducted a review of the validation process for the QDI.01.6 Restrictive Procedures measure and has determined that for the contract period January 1, 2026 – June 30, 2027, QDI.01.6 will not be considered as part of the PBC evaluation for any SCO. However, ODP recommends process improvement regarding the documentation and tracking associated with this measure. Accurate data related to restrictive plans is critical for the health, safety and protection of individual rights of people you serve.

If you have any questions regarding this notice, or any other questions regarding Performance-Based Contracting, please contact [RA-PWODPPBC@pa.gov](mailto:RA-PWODPPBC@pa.gov).

Sincerely,



Kristin Ahrens  
Deputy Secretary  
Office of Developmental Programs