



COMMONWEALTH OF PENNSYLVANIA  
DEPARTMENT OF HUMAN SERVICES

December 29, 2025

Melaena Nelson  
The Guidance Center  
100002643  
mnelson@guidancecenter.net

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

Dear Melaena,

On December 10<sup>th</sup>, The Guidance 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).

On December 17<sup>th</sup>, ODP received notice that The Guidance Center initiated the *PBC Resolution Process* and submitted material(s) demonstrating why your agency did not agree with the determination.

ODP has reviewed your agency's submission and determined that the documentation provided sufficiently demonstrates that The Guidance Center meets the following measure(s): SC-RN.01. 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.

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