



COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF HUMAN SERVICES

December 29, 2025

Crystal Barrett
Greene County Human Services
100731993
cbarrett@greencountypa.gov

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

Dear Crystal,

On December 10th, Greene County Human Services 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 17th, ODP received notice that Greene County Human Services 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 Greene County Human Services meets the following measure(s): SC-RN.01.

ODP has determined that your agency's submission does not provide sufficient evidence to change ODP's determination regarding the following measures:

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">• Response did not include responsible person(s) related to operationalizing the new payment methodology.• Response did not include goal date(s) for achieving action items related to operationalizing the new payment methodology.
SC-PCP.01.2	90% compliance with monitoring frequency by waiver type.	<ul style="list-style-type: none">• Fewer than 90% of individuals served by the SCO have complete monitorings according to their waiver type.

SC-QDI.01.1	86% of demographic information is complete and accurate, including living situation and individual and primary contact email address.	<ul style="list-style-type: none"> • Fewer than 86% of demographic fields that the SCO is responsible for in HCSIS were accurate and complete.
SC-QDI.01.2	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).	<ul style="list-style-type: none"> • Fewer than 90% of employment-related fields the SCO is responsible for in HCSIS are complete and accurate.
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"> • Response did not include a description of how performance measures are established using the QM Plan and its Action Plan. • Response did not include the title of the person QM certified and responsible for the QM and action plan.

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.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kristin Ahrens', with a long horizontal flourish extending to the right.

Kristin Ahrens
Deputy Secretary
Office of Developmental Programs