



COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF HUMAN SERVICES

December 29, 2025

Michael Ringler
North Star Services, Inc.
100777437
mringler@northstarss.org

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

Dear Michael,

On December 10th, North Star Services, Inc. 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-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-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 define the specific data used to develop the QM Plan and its Action Plan and to monitor progress toward QM plan goals.• Response did not indicate the source of the data used to develop the QM Plan and its Action Plan and to monitor progress toward QM plan goals.• Response did not define the frequency of data monitoring/review/analysis of the QM Plan.• Response did not describe how opportunities for quality improvement are selected.• Response did not include a description of how person-centered data is utilized to develop the QM Plan and its Action Plan.• Response did not include a description of how performance measures are

		<p>established using the QM Plan and its Action Plan.</p> <ul style="list-style-type: none"> • Response did not include the title of the person QM certified and responsible for the QM and action plan.
SC-RN.01	Register in PA Navigate Resource Platform as Community-Based Organization (CBO).	<ul style="list-style-type: none"> • Response did not include a valid URL for the SCO that matches an existing PA Navigate profile.

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,



Kristin Ahrens
Deputy Secretary
Office of Developmental Programs