



COMMONWEALTH OF PENNSYLVANIA  
DEPARTMENT OF HUMAN SERVICES

December 29, 2025

Stephanie Kovatich  
Amcord Care, Inc.  
102735875  
skovatich@amcordcare.com

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

Dear Stephanie,

On December 10<sup>th</sup>, Amcord Care, 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-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 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><li>• Response did not include the expected completion date related to operationalizing the new payment methodology.</li></ul>
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"><li>• Fewer than 90% of employment-related fields the SCO is responsible for in HCSIS are complete and accurate.</li></ul>
SC-QDI.01.3	90% Prioritization of Urgency of Needs (PUNS) are accurate in	<ul style="list-style-type: none"><li>• More than 10% of individuals served by the SCO on the Consolidated</li></ul>

	accordance with PUNS manual.	Waiver were improperly enrolled on PUNS.
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> </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