



COMMONWEALTH OF PENNSYLVANIA  
DEPARTMENT OF HUMAN SERVICES

January 2, 2026

Brianna Citko  
Achieving More, Inc.  
102904243  
brianna.citko@achievingmore.com

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

Dear Brianna,

On December 10<sup>th</sup>, Achieving More, 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).

On December 29<sup>th</sup>, ODP received notice that Achieving More, Inc. 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 Achieving More, Inc. meets the following measure(s): ADM.01.2, EMP.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-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-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 timeframe/end goal date 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></ul>

		<ul style="list-style-type: none"> <li>• Response did not include goal date for achieving each target/action item for implementing trauma-informed training for SCs and SC Supervisors.</li> <li>• Resolution submission was an updated version of documentation submitted during initial PBC review. This is not permitted for resolution.</li> </ul>
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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