



COMMONWEALTH OF PENNSYLVANIA  
DEPARTMENT OF HUMAN SERVICES

December 29, 2025

Heather Golin  
Sydandi LLC DBA Care Lync  
103219037  
hgolin@care-lync.com

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

Dear Heather,

On December 10<sup>th</sup>, Sydandi LLC DBA Care Lync 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 Sydandi LLC DBA Care Lync 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 Sydandi LLC DBA Care Lync 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-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-QDI.01.3	90% Prioritization of Urgency of Needs (PUNS) are accurate in accordance with PUNS manual.	<ul style="list-style-type: none"><li>• More than 10% of individuals served by the SCO on the Consolidated Waiver were improperly enrolled on PUNS.</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