



Supports Coordination Organizations – Pay-for-Performance (P4P)

2025-2026 Capacity Building

#1 - Capacity Building for Person-Centered Planning Through Credentialing
Milestone 1: Submission of agency plan for person-centered planning capacity building efforts
Rationale
To promote effective person-centered planning for everyone, a Supports Coordination Organization (SCO) must have Supports Coordinators (SCs) with skills and knowledge in many areas including planning for individuals and families over a person’s lifespan, supporting individuals with complex needs, working with teams to ensure individuals that want to work have opportunities to be employed, facilitating alternatives to residential services, and working with local communities to identify non-residential housing options. Related Performance Measure(s): SC-WF.01
Criteria
Eligible SCOs may submit a plan to expand agency capacity for person-centered planning through additional training and credentialing programs using one or more of the following solutions: • American Institute of Health Care Professionals (www.aihcp.net) • Capacity Building Institute (CBI) - DHS • Certified Case Manager (CCM) - Commission for Case Manager Certification • Certified Community Health Worker (CCHW) - Pennsylvania Certification Board • Certified Disability Management Specialist (www.ccmcertification.org) • Dual Diagnosis training Curriculum - ODP • Enabling Technology Navigator Certification (ETN) • LifeCourse Ambassador - LifeCourse Nexus • NADD-CC: Clinical Certification. NADD Dual Diagnosis Specialist Certification • NADD-DDS: Dual Diagnosis Specialist Certification. The National Association for the Dually Diagnosed (NADD) Specialist Certification – (https://thenadd.org/?page_id=22741) • Pediatric Capacity Building Institute (PCBI) - DHS • Person Centered Thinking Trainer Credentialing – The Learning Community for Person Centered Practices – (https://tlcpcp.com/trainers/become-a-trainer) • Social Role Valorization – International Social Role Valorization Association (complete course work and maintain membership) • Other, please specify P4P is available to qualifying SCOs for completion of the below planning milestone. Plan must include, at a minimum the following:



1. The training/credentialing program(s) that will be or has been initiated for SCs, SC Supervisors, and Directors
2. Agency structure to support the training/credentialing program: implementation, associated staff positions, supervision and mentoring, IT/technology, human resources, knowledge transfer to additional staff
3. Agency budget for training/credentialing including, if applicable, any financial incentives for SCs, SC Supervisors, and Directors
4. Timelines and milestones including target number and percent of SCO staff credentialed each quarter beginning Jan 1, 2026
5. Baseline data on total number of SCO staff trained/credentialed on July 1, 2025
6. Target for total number of SCO staff trained/credentialed by December 31, 2026

Attestation

- All representations in the plan are accurate
- Funding requested does not duplicate but rather supplements any funds received through a prior ARPA Credentialing Initiative

Amount Available

- Up to 3% of total ODP-eligible SCO revenue in FY24-25 (base funds and AAW revenue excluded)
- Total statewide available \$3.8M

Timelines

- Plan submissions due: October 1 - November 1, 2025
- Milestone payments: January 2026

#2 - Capacity Building for Person-Centered Applications of Technology

Milestone 1: Technology Plan Submission and Attestation

Rationale

Access to technology is necessary for all individuals in our society, particularly for individuals with ID/A, to promote self-determination and to engage meaningfully in major aspects of life such as education, health promotion, employment, recreation, and community.¹ As a basic right, technology solutions advance independence, communication, and socialization opportunities and SCs have a critical role in facilitating person-centered planning strategies that include technology. Supportive technology solutions are broad, complex, and require an ongoing commitment by an SCO to remain current in a quickly changing environment.

Related Performance Measure(s): SC-PCP.01; SC-TEC.01

Criteria

Eligible technology includes solutions to enhance service delivery within Office of Developmental Programs (ODP) supports coordination services. Technology solutions must aim to improve the quality of care and individual outcomes identified in performance-based contracting measures including:



- Expanding access to supportive technology as demonstrated by increasing the number of individuals using assistive and remote support technology through training and/or consultation
- Implementation of solutions like data management systems, artificial intelligence, customer relationship management solutions, consultation

P4P is available to qualifying SCOs for completion of the below planning milestone.

Plan must include, at a minimum the following:

1. Description of technology solution(s): Technology that the agency intends to purchase or enhance and/or training certifications or consultation the agency intends to purchase to expand individual access to technology
2. Dates and timelines for implementation of new technology solution(s)
3. Objectives for technology solution(s) the SCO has chosen
4. Description of how technology solution will support agency meeting performance-based contracting performance standards
5. Estimated costs related to purchase, lease, operationalizing new technology solution(s)

Attestation

- All representations in the plan are accurate
- Funding requested does not duplicate but rather supplements any funds received through a prior ARPA Technology Initiative

Amount Available

- Up to 3% of total ODP-eligible SCO revenue in FY24-25 (base funds and AAW revenue excluded)
- Total statewide available \$3.8M

Timelines

- Plan submissions due: October 1 - November 1, 2025
- Milestone payments: January 2026

¹ Adapted from [The Rights of People with Cognitive Disabilities to Technology and Information Access](#)

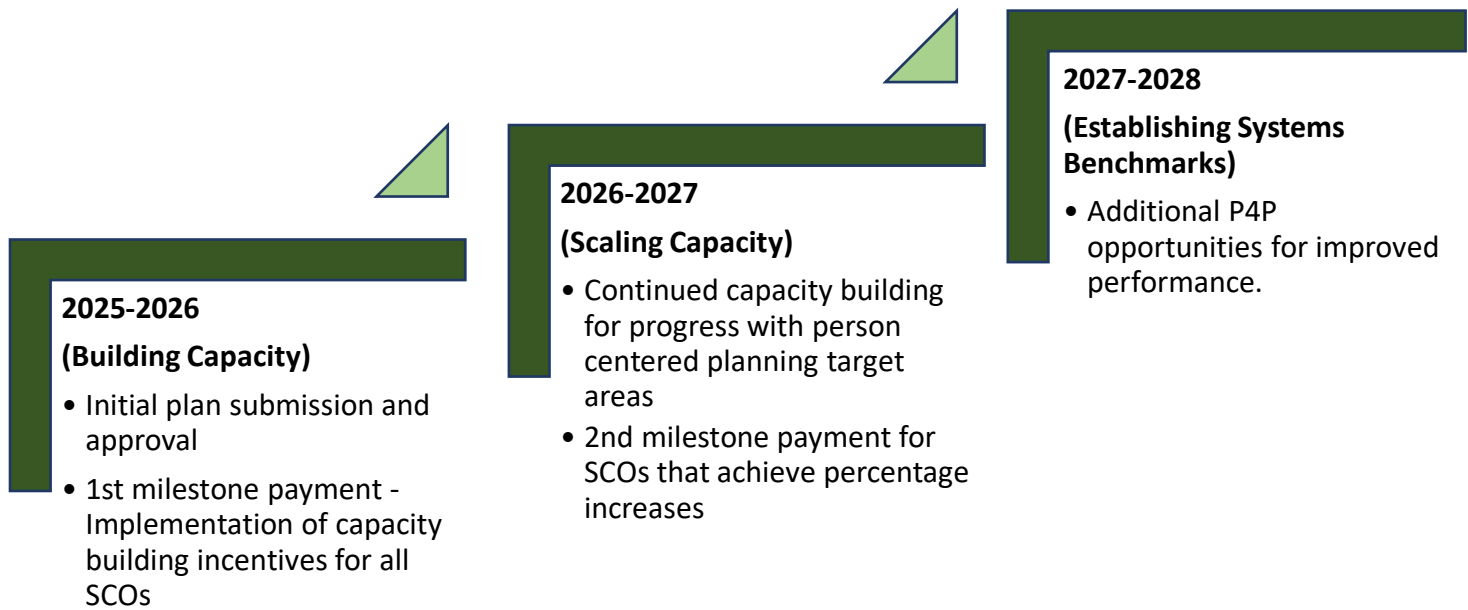


2026-2027 Scaling Capacity

Person-Centered Outcomes
Milestone 2: Improvement in Targeted Individual Outcomes
Rationale
Milestone 1 provided SCOs with opportunities to build capacity by investing in training, certifications, and technology that drive improvements in individual and population outcomes. Effective person-centered practices should result in improved outcomes for individuals with ID/A.
Criteria
Milestone 2 identifies person-centered planning target areas that focus on employment, increasing utilization of non-residential services, and increasing the use of technology. SCOs that demonstrate effective use of person-centered practices by achieving at least 1 of the 4 targets below, are eligible for a milestone 2 payment.
<u>Target 1: Employment</u> Increase from the SCO's calendar year 2025 baseline, the combined percentage of working age individuals that are receiving Career Assessment or Job Finding services through ODP or OVR AND individuals competitively employed in integrated settings (working age individuals only and adjusted for acuity).
<u>Target 2: Continuum of Services</u> Increase the percentage of individuals using Supported Living, Life Sharing, or Housing Transition and Tenancy services from the SCO's calendar year 2025 baseline.
<u>Target 3: Continuum of Services</u> Increase the percentage of individuals using non-residential services from the SCO's calendar year 2025 baseline.
<u>Target 4: Technology</u> Increase the number of unique individuals using either Remote Supports or Assistive Technology services from the SCO's calendar year 2025 baseline.
Related Performance Measure(s): SC-CoS.01.2, SC-CoS.02, SC-EMP.01, SC-TEC.01
Amount Available
3% of total ODP-eligible SCO revenue in FY25-26 (base funds and AAW revenue excluded)
Timelines
- Submissions Due: February 1-15, 2027 - Milestone 2 payments: May 2027 - Total statewide available \$3.9M



SCO P4P Timeline





Definitions for SCO Pay-for-Performance (P4P)

1. **Baseline data:** Initial data collected on a specific date (e.g., 07/01/2025) or date range (calendar year 2025) that is used as a reference point to measure future growth and performance improvements, and to establish targets, and future benchmarks.
2. **Milestones:** Specific, measurable objectives or stages of progress that must be achieved by a certain deadline as part of the P4P program. Each milestone comes with its own set of criteria, deadlines, and documentation requirements, and SCOs receive supplemental payments based on meeting or exceeding these milestones.
3. **Technology solutions:** Any hardware, software, digital system, training, or consultation used to enhance the efficiency, quality of care, and operational management of SCOs; including strategies for individuals to increase the use of supportive technology (i.e. assistive technology, remote supports).