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Charles R. Barber, Esq.  
Chief Executive Officer

April 29, 2024

Rep. Stephen Kinsey, Chairman  
House Human Services Committee  
201<sup>st</sup> Legislative District

Dear Representative Steven Kinsey:

Thank you for the opportunity to present in front of the House Human Services Informational Meeting regarding Performance-Based Contracting Waiver. My name is Charles Barber, and I am the Chief Executive Officer of Erie County Care Management, referred to in this letter as ECCM. ECCM is a Supports Coordination Organization, (SCO), serving a little over five thousand, (5,000) Intellectually Disabled and Autistic consumers in 11 Pennsylvania Counties. In addition, ECCM serves eighteen thousand (18,000) Behavioral Health consumers through Administrative Case Management and Behavioral Health Managed Care along with performing Early Intervention Service Coordination, service coordination in Community Health Choices Managed Care, and Homeless Coordinated Entry and Permanent Supportive Housing.

I, like everyone else, do not know if ECCM will obtain a contract with the State Department of Human Services nor what tier ECCM may achieve, however, I am in favor of the Office of Developmental Programs implementing Performance-Based Contracting based on measurable standards. Families must be able to trust that we are prepared to provide their loved ones with high quality life services. As an SCO, our implementation into Performance Contracting starts on January 1, 2026, one year after residential. The State has already held work groups to determine standards and how they would measure the standards. Even though this process is not finished, we at ECCM have begun working towards meeting every goal and measure we anticipate being implemented.

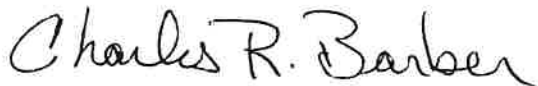
Today ECCM is working to ensure we know every provider and service provided in the counties where we support consumers. In every county, our human resources department is working to ensure ECCM has a designated expert in the following areas: Behavioral Health, Complex Medical Needs, Co-occurring Conditions, ASD, Forensics, Transitional Needs, and Foster Care. Since ECCM has internal expertise in the above areas, we are starting to conduct a once-a-month meeting for all supports coordinators where each expert will have a turn in presenting their topic area as well as monthly inter-rater reliability testing. All this is being done without knowing the final standards and the measurements.

ECCM has put together two teams to work with our employees toward accreditation. The first group works on obtaining National Committee for Quality Assurance Accreditation while the second team works The NADD IDD/MI Dual Diagnosis Accreditation. ECCM has also connected with The University of Missouri Ambassador Certification Program and has enrolled all supervisors for the certification regarding Every Day Lives.

Our information officer is working with our finance department and IDD/A administrators to put in place all the necessary tracking reports to meet performance measures. We are keeping in mind ODP will move supports coordination to a new software called Enterprise Case Management. No date nor look into the system has been set for when ECCM will replace HCSIS.

The key to ECCM meeting all the requirements is highly dependent on retention of support coordinators. The State has shared that they are aware it takes two years for a support coordinator to fully understand the system and the average length of stay hovers around eighteen (18) months. Stabilizing the system will depend on how the State designs performance payments. This topic has not yet been discussed at the SCO meetings. ODP has begun to address this issue with rate changes starting in July.

Sincerely,

A handwritten signature in cursive script that reads "Charles R. Barber".

Charles R. Barber

CEO Erie County Care Management