**EXHIBIT E – MINIMUM PERFORMANCE MEASURES**

1. To demonstrate delivery of the Service Tasks detailed in **Section C.1**, the Managing Entity shall meet the annual performance measures in **Table 3**.
   1. Financial consequences will be imposed consistent with **Table 3** for failure to satisfy the identified performance measures. Multiple financial consequences may be applied to a single invoice for that month’s administrative costs if multiple performance measures are not met. The aggregate financial consequence for an invoice shall not exceed 10% of the Managing Entity administrative cost. The financial consequence for failure to satisfy a Performance Measure for business days one, two, or three is $100 per incident. The financial consequence for failure to satisfy a Performance Measure for days four to 15 is $200 per incident. The financial consequence for failure to satisfy a Performance Measure for after 15 days is $500 per incident.
      1. Any financial consequences incurred pursuant to this section shall generate a reduction in payment associated with the Managing Entity Administrative Cost other cost accumulator identified in **Exhibit F1.**
      2. The Department, in its sole discretion, may waive financial consequences for extenuating circumstances.

| **Table 3 – Managing Entity Performance Measures** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Measure Description** | **Financial Consequence** | | | **Reporting Frequency** | | |
| * 1. **Development and Planning Function**      1. The Managing Entity actively seeks to expand its provider network and/or service capacity, based on service needs determined by the Triennial Needs Assessment or Department priorities and subject to the availability of funds, per **C.1.1.1**, and the provider network is increased by 5% over its baseline in the first year and then greater than or equal to 2% per year thereafter. Numerator: Number of providers. Denominator: This is measured by the number of new providers added to the network      2. Per **C.1.1.3.2**, the Managing Entity shall increase diversions from acute care services. The readmission rate is equal to or less than 20% the first year and increases 1% thereafter. Numerator: Number of readmissions. Denominator: number of discharges all multiplied by 100.      3. The Managing Entity shall ensure that 50% of individuals served within the service area meet the time and distance standards detailed in **C.1.1.6.6.1 and C.1.1.6.6.2:**         1. Travel time for 50% or fewer individuals residing in the Region in urban counties and seeking services is within 30 miles and takes less than 60 minutes. This shall increase 10% per year thereafter, up to 70%. Numerator: Number of individual patients who traveled a maximum of 60 minutes and 30 miles to access care. Denominator: Total number of patients seen all multiplied by 100.         2. Travel time for 50% or fewer individuals residing in the Region in rural counties and seeking services is within 50 miles and takes less than 120 minutes. This shall increase 10% per year thereafter, up to 70%. Numerator: Number of individuals who traveled a maximum 120 minutes and 50 miles to access care. Denominator: Total number of individuals seen multiplied by 100.      4. The Managing Entity Actively seeks to expand the number of services added and it is increased by greater than or equal to 5% over its baseline in the first year and then greater than or equal to 2% per year thereafter. | Section E.1.1. | | | E.1.2.1 Annually  E.1.2.2 Annually  E.1.2.3 Monthly  E.1.2.4 Monthly  E.1.2.5 Annually | | |
| * 1. **Administrative Function**      1. Per **C.1.2.4**, the Managing Entity shall accept 90% of willing providers that meet standard credentialling requirements which may include an evaluation of past performance or satisfactory performance with: another Managing Entity Network, another health network or managed care plan, and within available funding and based on community need as identified in the Triennial Needs Assessment. When funding or community need does not support the addition of a new network service provider, the ME may adopt a prequalification process.      2. Per **C.1.2.10**, the Managing Entity shall respond within the 24-hours to 95% of requests received during business hours.      3. Per **C.1.2.10**, the Managing Entity shall respond to 95% of after-hours referral requests on the following business day. The Managing Entity is required to have a monitoring log available at the Department’s request to establish this measure.      4. The Managing Entity shall participate in a minimum of 80% of monthly local and regional review team, and other multidisciplinary staffing meetings in their service area. | Section E.1.1. | | | E.1.3.1 Monthly  E.1.3.2 Monthly  E.1.3.3 Monthly | | |
| * 1. **Administrative Function**   **E.1.4.1**  The Managing Entity shall comply 100% with the Department and its authorized representative contracted to conduct operational and financial audits in accordance with § 394.9082(3), F.S. and requirements established in **Section A.1.5.4**  **E.1.4.2** The Managing Entity shall provide 100% of any data or information requested by the Department or its authorized representative contracted to conduct these operational and financial audits in accordance with § 394.9082(3), F.S. and requirements established in **Section A.1.5.4** | | Failure to satisfy this measure will result in a financial consequence of $1000 per day of the Managing Entity operational cost. | | | Within one (1) business day of request, unless a later submission deadline is expressly authorized by the Department. | |
| * 1. **Network Services (Section C.1.2.2)**      1. The Managing Entity shall demonstrate progress by reducing the average number of days individuals remain on the on the Forensic and Priority Population Wait List. | | | Section E.1.1. | | | E.1.4.1 Monthly |
| **Systemic Monitoring**:   * 1. The Managing Entity shall complete monitoring, in accordance with **Section C.1.3** of no less than 40% of all Network Service Providers included in **C.1.3.1.2** each fiscal year. Completion of monitoring includes the release of a final monitoring report to the Department and the Network Service Provider. | | | Section E.1.1. | | | E.1.5 Annually |
| * 1. Per **C.1.3.4,** The Managing Entity shall participate in 80% of local and regional review team, and other multidisciplinary staffing. | | | Section E.1.1. | | | E.1.6 Monthly |
| * 1. **Data Collection, Reporting, and Analysis Function**      1. Per **C.1.4.5,** the Department will provide a monthly records acceptance and rejection report to the Managing Entity. The Managing Entity shall correct 95% of rejected records within 60 days after each report is issued.         1. Records that are not timely submitted will be considered rejected. | | | Section E.1.1. | | | E.1.7.1 Monthly |
| **Network Service Provider Compliance:**   * 1. For each Network Service Provider Measure established in **Table 4**, subcontracted services within the Managing Entity’s service location shall collectively achieve a minimum of 90% of the annual target level for the measure.   This measure shall be demonstrated on an annual basis. Progress towards attainment of this measure shall be demonstrated by the monthly submission of **Template 11 – Managing Entity Monthly Progress Report**.  This measure shall be calculated as an aggregate of all applicable services reported by all subcontracted Network Service Providers taken collectively. The Managing Entity may establish subcontract targets which vary from the targets in **Table 4** for any Network Service Provider or any individual measure, so long as the aggregate performance of all Network Service Providers in the Managing Entity system attains the **Table 4** target performance. | | | Section E.1.1. | | | E.1.8 Annually |
| **Block Grant Implementation:** The Managing Entity shall ensure 100% of the cumulative annual Network Service Provider expenses comply with the Block Grants and maintenance of effort allocation standards established in **Section B1.2.2**. Progress toward attainment of this measure shall be demonstrated by the achievement of quarterly milestones for each fiscal year. Of the annual amount for each specified fund source appropriated to the Managing Entity, the following minimum percentages of each fund’s amount shall be documented as expended in compliance with the applicable allocation standard:   * 1. A minimum of 50% expended by **December 31**;   2. A minimum of 100% by **June 30**. | | | Section E.1.1. | | | E.1.9 Annually  E.1.10 Annually |
| **Implementation of General Appropriations Act:** The Managing Entity shall meet 100% of the following requirements:   * 1. Implementation of Specific Appropriations demonstrated by executed contracts with Network Service Providers no later than 60 days after execution of the initial Schedule of Funds amendment each fiscal year; and   2. Submission of all plans, pursuant to **Exhibit C2** by **September 30**. | | | The Managing Entity shall not be responsible for any financial consequences associated with special proviso contracts or agreements that are not fully executed by the annual deadline stipulated in this Contract unless such delays are caused by the Managing Entity’s failure to demonstrate reasonable steps to provide the NSP with a contract or agreement in a timely manner. Delays attributed to the NSPs contract or amendment approval process, will not be considered a cause for imposing financial consequences on the managing entity.  **Section E.1.1**. | | |  |

1. To comply with the subcontract content requirements of **Section C.2.2**, the Managing Entity shall incorporate the Network Service Provider Measures in **Table 4** into each Network Service Provider subcontract, as appropriate to the services and target populations in each subcontract. The Managing Entity is not required to apply the Network Targets to each individual subcontract. Rather, the Managing Entity shall establish specific targets for each measure in each subcontract, sufficient to ensure the Network cumulatively reaches the specified Network Targets.

| **Table 4 – Network Service Provider Measures** | | | |
| --- | --- | --- | --- |
| **Target Population and Measure Description** | | **Network Target** | **Minimum Acceptable Network Performance** |
| **Adult Community Mental Health** | | | |
| **MH003** | Average annual days worked for pay for adults with severe and persistent mental illness | 40 | 36 |
| **MH703** | Percent of adults with serious mental illness who are competitively employed | 24% | 21.6% |
| **MH742** | Percent of adults with severe and persistent mental illnesses who live in stable housing environment | 90% | 81.0% |
| **MH743** | Percent of adults in forensic involvement who live in stable housing environment | 67% | 60.3% |
| **MH744** | Percent of adults in mental health crisis who live in stable housing environment | 86% | 77.4% |
| **Adult Substance Abuse** | | | |
| **SA753** | Percentage change in individuals served who are employed from admission to discharge | 10% | 9.0% |
| **SA754** | Percent change in the number of adults arrested 30 days prior to admission versus 30 days prior to discharge | 15% | 13.5% |
| **SA755** | Percent of adults who successfully complete substance abuse treatment services | 51% | 45.9% |
| **SA756** | Percent of adults with substance abuse who live in a stable housing environment at the time of discharge | 94% | 84.6% |
| **Children’s Mental Health** | | | |
| **MH012** | Percent of school days seriously emotionally disturbed (SED) children attended | 86% | 77.4% |
| **MH377** | Percent of children with emotional disturbances (ED) who improve their level of functioning | 64% | 57.6% |
| **MH378** | Percent of children with serious emotional disturbances (SED) who improve their level of functioning | 65% | 58.5% |
| **MH778** | Percent of children with emotional disturbance (ED) who live in a stable housing environment | 95% | 85.5% |
| **MH779** | Percent of children with serious emotional disturbance (SED) who live in a stable housing environment | 93% | 83.7% |
| **MH780** | Percent of children at risk of emotional disturbance (ED) who live in a stable housing environment | 96% | 86.4% |
| **Children’s Substance Abuse** | | | |
| **SA725** | Percent of children who successfully complete substance abuse treatment services | 48% | 43.2% |
| **SA751** | Percent change in the number of children arrested 30 days prior to admission versus 30 days prior to discharge | 20% | 18.0% |
| **SA752** | Percent of children with substance abuse who live in a stable housing environment at the time of discharge | 93% | 83.7% |

1. To comply with the subcontract content requirements of **Section C.2.2**, the Managing Entity shall incorporate the Network Service provider timely access measures in **Table 5** into each Network Service Provider subcontract, as appropriate to the services and target populations in each subcontract. The Managing Entity shall establish specific targets for each measure in each subcontract, sufficient to ensure the Network cumulatively reaches the specified network targets.

| **Table 5 – Network Service Provider Timely Access Measures** | | | |
| --- | --- | --- | --- |
| **Measure Description** | **Minimum Acceptable ME Network Performance** | | |
|  | **Effective 7/1/2025** | **Effective 7/1/2027** | **Effective 7/1/2029** |
| Appointments for urgent services (services needed to preclude a crisis) provided within 48 hours of a request. | 70% | 80% | 90% |
| Appointments for rapid intervention for children, families, or individuals in distress or at risk for entry into foster care, justice systems or more intensive services within 72 hours from the date of a referral or request for assistance. | 70% | 80% | 90% |
| Appointments for outpatient follow-up services provided within 7 days after discharge from an inpatient or residential setting. | 70% | 80% | 90% |
| Appointments for initial assessment are provided within 14 days of a request for treatment. | 70% | 80% | 90% |

1. To demonstrate delivery of the Service Tasks detailed in **Section C.1**, and the subcontract content requirements of **Section C.2.2.3**, the Managing Entity shall ensure the Network cumulatively reaches the annual output measures in **Table 6**.

| **Table 6 – Network Service Provider Output Measures**  **Persons Served for Fiscal Year 2025-2026\_\_\_\_\_\_\_\_\_** | | |
| --- | --- | --- |
| **Program** | **Service Category** | **FY Target** |
| **Adult Mental Health** | Residential Care | 940 |
| Outpatient Care | 47,984 |
| Crisis Care | 10,499 |
| State Hospital Discharges | 50 |
| Peer Support Services | 1,823 |
| **Children's Mental Health** | Residential Care | 12 |
| Outpatient Care | 9,799 |
| Crisis Care | 1,508 |
| **Adult Substance Abuse** | Residential Care | 2,430 |
| Outpatient Care | 19,187 |
| Detoxification | 4,192 |
| Women’s Specific Services | 247 |
| Injecting Drug Users | 4,395 |
| Peer Support Services | 3,174 |
| **Children's Substance Abuse** | Residential Care | 29 |
| Outpatient Care | 3,455 |
| Detoxification | 108 |
| Prevention | 1,598 |

1. If the Managing Entity fails to perform in accordance with this Contract or fails to perform the minimum level of service required by this Contract, the Department will apply financial consequences as stated herein. The parties agree that the financial consequences provided for under **Exhibit E** constitute financial consequences under § 287.058(1)(h); and § 215.971(1)(c), F.S. The foregoing does not limit additional financial consequences, which may include but are not limited to refusing payment, withholding payment until deficiency is cured, tendering partial payments, applying payment adjustments for additional financial consequences to the extent that this Contract so provides, or termination pursuant to the terms of **Section 6.2**, and requisition of services from an alternate source. Any payment made in reliance on the Managing Entity’s evidence of performance, which evidence is subsequently determined to be erroneous, will be immediately due as an overpayment in accordance with **Section 3.5**, to the extent of such error.
2. **Corrective Action for Performance Deficiencies**
   1. By execution of this Contract, the Managing Entity hereby acknowledges and agrees that its performance under the Contract must meet the standards set forth above and will be bound by the conditions set forth in this Contract. If performance deficiencies are not resolved to the satisfaction of the Department within the prescribed time, and if no extenuating circumstances can be documented by the Managing Entity to the Department’s satisfaction, the Department may terminate the contract. The Department has the exclusive authority to determine whether there are extenuating or mitigating circumstances.
   2. In accordance with the provisions of § 402.73(1), F.S., and Rule 65-29.001, F.A.C., corrective action plans shall be required for noncompliance, nonperformance, or unacceptable performance under this Contract, and penalties shall be imposed for failure to comply with a Department approved corrective action plan unless the Department determines that extenuating circumstances exist.
   3. Financial consequences may be imposed for failure to meet performance measures.
3. For reference purposes, **Table 7** identifies additional minimum performance measures identified in other documents incorporated by reference into this Contract. The Managing Entity shall include the measures in **Table 7** in subcontracts for the specified services or programs, wherever appropriate.

| **Table 7 – Network Service Provider Subcontracted Performance Measures** | | | |
| --- | --- | --- | --- |
| **Service** | **Required by** | **Subcontracted Performance Measure** | **Target** |
| Prevention Services | Guidance 10, Section B.12. | Data shall be submitted no later than the 15th of every month | 90% |
| Department-identified errors in data submitted shall be corrected within thirty (30) days of notification | 90% |
| Prevention Partnership Grants (PPG) | Guidance 14, Section 3 | Improvements in these state priorities for consumption reductions:  Underage drinking; Marijuana use; and  Non-medical prescription drug use | Demonstrated Improvement |
| Guidance 14, Section 4 | Quantify the activities of a program or strategy to evaluate the extent to which a program is implemented | To be established by quantified data |
| Florida Assertive Community Treatment (FACT) Handbook | Guidance 16, Section VI. | Stable Housing | 90% or most current guidance |
| Days Worked | 40 days or most current guidance |
| Initial Assessments | 90% on day of enrollment |
| Comprehensive Assessments | 90% within 60 days of enrollment |
| Individualized Comprehensive Recovery Plan | 90% within 90 days of enrollment |
| Completed psychiatric/social functioning history timeline | 90% within 120 days of enrollment |
| Work Related Services | 50% |
| Housing Services | 90% |
| Staffing Requirements | 90% |
| Admissions to SMHTF | 30 days of discharge |
| Improved Level of Functioning | 75% |
| Family Intensive Treatment (FIT) Model Guidelines and Requirements | Guidance 18, Section IV. | Stable Housing | 95% |
| Stable Employment | 95% |
| Parenting Functioning | 90% |
| Caregiver Protective Capacities | 90% |
| Central Receiving Systems | Guidance 27, Section E | Reduce law enforcement drop-off processing time | 15 minutes or less |
| Increase participant access to community-based behavioral health services | Increase Access |
| Reduce number of individuals admitted to SMHTF | Reduce Admissions |
| Community Action Treatment (CAT) Team | Guidance 32, Section 2 | School Attendance | 80% |
| Improved Level of Functioning based upon CFARS or FARS | 80% |
| Living in a Community Setting | 90% |
| Improved Family Functioning, based on Child Well-being Domain, NCFAS-G+R | 70% |
| Mobile Response Team (MRT) | Guidance 34, Section G | 60-minute response time | 85% |
| Seven (7) formal outreach activities annually | 90% |
| Minimum number served | Established by Network Service Provider |
| Linking, Advocating, Treating, Transitioning, Empowering and Recovery Support (LATTERS) | Guidance 36, Section IV. | Stable housing | 90% or most current guidance |
| Days worked | 40 days or most current guidance |
| Reduce crisis | 15% or fewer admissions |
| Improved level of functioning | 75% |
| Stable housing upon successful completion | 95% |
| Improved quality of life upon successful completion | 90% |
| Sustain improvements after successful completion | 10% or fewer admissions |
| Family First Prevention Services Act (FFPSA) Teams | Guidance 37, Section IV | Successful completion or satisfactory progress | 75% |
| Improved caregiver protective capacity | 90% |
| Stable housing | 80% |
| School attendance | 80% |
| CAT Team for Ages 0-10 | Guidance 38, Section M | School, preschool, daycare attendance | 80% |
| Functional improvement | 80% |
| Living in a community setting | 90% |
| Improved family functioning, based on child well-being domain, NCFAS-G+R | 65% |
| Multi-disciplinary Child Welfare Teams; Family Intensive Treatment | Guidance 39, Section IV | Successful completion of satisfactory progress | 75% |
| Improvement in Caregiver protective capacity | 90% |
| Stable housing | 95% |
| School attendance or gainful employment | 95% |