**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**.

| **Table 3 – Managing Entity Performance Measures** | |
| --- | --- |
| **Measure Description** | **Consequence** |
| **Systemic Monitoring:** The Managing Entity shall complete on-site monitoring, in accordance with **Section C-1.3** of no less than twenty percent of all Network Service Providers each fiscal year. Completion of monitoring includes the release of a final monitoring report to the Network Service Provider. Progress towards attainment of this measure shall be demonstrated by the achievement of the following quarterly milestones. Each fiscal year, the Managing Entity shall monitor a minimum of:   * 1. 7% of its Network Service Providers by December 31;   2. 15% of its Network Service Providers by March 31; and   3. 20% of its Network Service Providers by June 30. | Failure to meet the standard shall be considered nonperformance pursuant to **Section E-5.** |
| **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 95% 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. | Failure to meet the standard shall be considered nonperformance pursuant to **Section E-5.** |
| **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 towards 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. | Failure to meet the standard shall be considered nonperformance pursuant to **Section E-5** and shall require payback of deficiency by the Managing Entity. |
| **Implementation of General Appropriations Act:** The Managing Entity shall meet 100% of the following requirements, by September 30:   * 1. Implementation of Specific Appropriations demonstrated by contracts with Network Service Providers; and   2. Submission of all plans, pursuant to **Exhibit C3**. | Failure to meet the standard shall be considered nonperformance pursuant to **Section E-5.** |

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 | 38 |
| **MH703** | Percent of adults with serious mental illness who are competitively employed | 24% | 22.8% |
| **MH742** | Percent of adults with severe and persistent mental illnesses who live in stable housing environment | 90% | 85.5% |
| **MH743** | Percent of adults in forensic involvement who live in stable housing environment | 67% | 63.7% |
| **MH744** | Percent of adults in mental health crisis who live in stable housing environment | 86% | 81.7% |
| **Adult Substance Abuse** | | | |
| **SA753** | Percentage change in clients who are employed from admission to discharge | 10% | 9.5% |
| **SA754** | Percent change in the number of adults arrested 30 days prior to admission versus 30 days prior to discharge | 15% | 14.3% |
| **SA755** | Percent of adults who successfully complete substance abuse treatment services | 51% | 48.5% |
| **SA756** | Percent of adults with substance abuse who live in a stable housing environment at the time of discharge | 94% | 89.3% |
| **Children’s Mental Health** | | | |
| **MH012** | Percent of school days seriously emotionally disturbed (SED) children attended | 86% | 81.7% |
| **MH377** | Percent of children with emotional disturbances (ED) who improve their level of functioning | 64% | 60.8% |
| **MH378** | Percent of children with serious emotional disturbances (SED) who improve their level of functioning | 65% | 61.8% |
| **MH778** | Percent of children with emotional disturbance (ED) who live in a stable housing environment | 95% | 90.3% |
| **MH779** | Percent of children with serious emotional disturbance (SED) who live in a stable housing environment | 93% | 88.4% |
| **MH780** | Percent of children at risk of emotional disturbance (ED) who live in a stable housing environment | 96% | 91.2% |
| **Children’s Substance Abuse** | | | |
| **SA725** | Percent of children who successfully complete substance abuse treatment services | 48% | 45.6% |
| **SA751** | Percent change in the number of children arrested 30 days prior to admission versus 30 days prior to discharge | 20% | 19.0% |
| **SA752** | Percent of children with substance abuse who live in a stable housing environment at the time of discharge | 93% | 88.4% |

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 5**.

|  |  |  |
| --- | --- | --- |
| **Table 5 – Network Service Provider Output Measures**  **Persons Served for Fiscal Year \_\_\_\_\_\_\_\_\_** | | |
| **Program** | **Service Category** | **FY Target** |
| **Adult Mental Health** | Residential Care |  |
| Outpatient Care |  |
| Crisis Care |  |
| State Hospital Discharges |  |
| Peer Support Services |  |
| **Children's Mental Health** | Residential Care |  |
| Outpatient Care |  |
| Crisis Care |  |
| **Adult Substance Abuse** | Residential Care |  |
| Outpatient Care |  |
| Detoxification |  |
| Women’s Specific Services |  |
| Injecting Drug Users |  |
| Peer Support Services |  |
| **Children's Substance Abuse** | Residential Care |  |
| Outpatient Care |  |
| Detoxification |  |
| Prevention |  |

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 provided for in **Section E-5**. The parties agree that the financial consequences provided for under **Section E-5** constitute financial consequences under ss. 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 s. 402.73(1), F.S., and Rule 65-29.001, F.A.C., corrective action may be required for noncompliance, nonperformance, or unacceptable performance under this Contract. Financial consequences may be imposed for failure to implement or to make acceptable progress on such corrective action.
3. For reference purposes, **Table 6** identifies additional minimum performance measures identified in other documents incorporated by reference into this Contract. The Managing Entity shall include the measures in **Table 6** in subcontracts for the specified services or programs, wherever appropriate.

| **Table 6 – Network Service Provider Subcontracted Performance Measures** | | | |
| --- | --- | --- | --- |
| **Service** | **Required by** | **Subcontracted Performance Measure** | **Target** |
| Prevention Services | Guidance 10, Section B.12. | Tasks and activities shall be completed as outlined in the Work Plan | 80% |
| 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 | As Negotiated |
| Guidance 14, Section 4 | Quantify the activities of a program or strategy to evaluate the extent to which a program is implemented | As Negotiated |
| Florida Assertive Community Treatment (FACT) Handbook | Guidance 16, Section II.I. | 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 time line | 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 | Monthly and Yearly Service Targets | As Negotiated |
| Stable Housing | 95% |
| Stable Employment | 95% |
| Parenting Functioning | 90% |
| Caregiver Protective Capacities | 90% |
| Central Receiving Systems Grant Revised | Guidance 27, Section F | Reduce Drop-Off Processing Time | As Negotiated |
| Increase Participant Access to Community-based Behavioral Health Services | As Negotiated |
| Reduce number of individuals Admitted to SMHTF | As Negotiated |
| Two Additional Specific Measures | As Negotiated |
| Children’s Mental Health System of Care (CMHSOC) Expansion and Sustainability Project | Guidance 31, Template 20 | Number in workforce trained consistent with the goals of the grant | As Negotiated |
| Number people providing Mental Health Services | As Negotiated |
| Number inter-agency agreements | As Negotiated |
| Community Action Treatment (CAT) Team | Guidance 32, Section XV | 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 | 65% |

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