

### Minimum Performance Measures

**B.1.** The Network Service Provider shall meet the performance measures in **Table 3**, as appropriate to the services and target populations in its Contract, listed in Exhibit L – Covered Service Rates by Program.

| Table 3 – Network Service Provider Performance Measures   |                     |
|---|---------------------|
| Measure Description   | Reporting Frequency |
| The Network Service Provider shall increase diversions from acute care services. The readmission rate is equal to or less than 20% the first year and increases 1% thereafter.<br>Numerator: Number of readmissions.<br>Denominator: number of discharges all multiplied by 100.  | Annually            |
| 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. The readmission rate is equal to or less than 20% the first year and increases 1% thereafter.<br>Numerator: Number of readmissions.<br>Denominator: number of discharges all multiplied by 100.                               | Monthly             |
| 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 of 120 minutes and 50 miles to access care. Denominator: Total number of individuals seen multiplied by 100. | Monthly             |
| Network Service Providers shall demonstrate progress by reducing the average number of days individuals remain on the on the Forensic and Priority Population Wait List.  | Monthly             |

**B.2.** The Network Service Provider shall meet the targets in **Table 4**, as appropriate to the services and target populations in its Contract, listed in Exhibit L – Covered Service Rates by Program.

| Table 4 – Network Service Provider Measures |  | Target |
|---|--|--------|
| <b>Adults Community Mental Health</b>       |  |        |
| <b>MH003</b>                                | Average annual days worked for pay for adults with severe and persistent mental illness              | 40     |
| <b>MH703</b>                                | Percent of adults with serious mental illness who are competitively employed                         | 24%    |
| <b>MH742</b>                                | Percent of adults with severe and persistent mental illnesses who live in stable housing environment | 90%    |
| <b>MH743</b>                                | Percent of adults in forensic involvement who live in stable housing environment                     | 67%    |
| <b>MH744</b>                                | Percent of adults in mental health crisis who live in stable housing environment                     | 86%    |
| <b>Adult Substance Abuse</b>                |  |        |
| <b>SA753</b>                                | Percentage change in clients who are employed from admission to discharge                            | 10%    |

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|                                 |  |     |
|---------------------------------|--|-----|
| <b>SA754</b>                    | Percent change in the number of adults arrested 30 days prior to admission versus 30 days prior to discharge   | 15% |
| <b>SA755</b>                    | Percent of adults who successfully complete substance abuse treatment services                                 | 51% |
| <b>SA756</b>                    | Percent of adults with substance abuse who live in a stable housing environment at the time of discharge       | 94% |
| <b>Children Mental Health</b>   |  |     |
| <b>MH012</b>                    | Percent of school days Seriously Emotionally Disturbed (SED) children attended                                 | 86% |
| <b>MH377</b>                    | Percent of children with Emotional Disturbances (ED) who improve their level of functioning                    | 64% |
| <b>MH378</b>                    | Percent of children with SED who improve their level of functioning  | 65% |
| <b>MH778</b>                    | Percent of children with ED who live in a stable housing environment   | 95% |
| <b>MH779</b>                    | Percent of children with SED who live in a stable housing environment  | 93% |
| <b>MH780</b>                    | Percent of children at risk of ED who live in a stable housing environment                                     | 96% |
| <b>Children Substance Abuse</b> |  |     |
| <b>SA725</b>                    | Percent of children who successfully complete substance abuse treatment services                               | 48% |
| <b>SA751</b>                    | Percent change in the number of children arrested 30 days prior to admission versus 30 days prior to discharge | 20% |
| <b>SA752</b>                    | Percent of children with substance abuse who live in a stable housing environment at the time of discharge     | 93% |

**B.3.** The Network Service Provider shall provide timely access measures in **Table 5**, as appropriate to the services and target populations in its Contract, listed in Exhibit L – Covered Service Rates by Program.

| <b>Table 5 – Network Service Provider Timely Access Measures</b>  |  |                           |                           |
|---|--|---------------------------|---------------------------|
| <b>Measure Description</b>  | <b>Minimum Acceptable Network Service Provider Performance</b> |                           |                           |
|   | <b>Effective 7/1/2025</b>                                      | <b>Effective 7/1/2027</b> | <b>Effective 7/1/2029</b> |
| 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%                       |

**B.4.** The Network Service provider shall ensure they cumulatively reach the annual output measures in **Table 6**.  
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**Table 6 – Network Service Provider Output Measures  
Persons Served for Fiscal Year 2025-2026**

| <b>Program</b>                    | <b>Service Category</b>   | <b>FY Target</b> |
|-----------------------------------|---------------------------|------------------|
| <b>Adult Mental Health</b>        | Residential Care          |                  |
|                                   | Outpatient Care           |                  |
|                                   | Crisis Care               |                  |
|                                   | State Hospital Discharges |                  |
|                                   | Peer Support Services     |                  |
| <b>Children's Mental Health</b>   | Residential Care          |                  |
|                                   | Outpatient Care           |                  |
|                                   | Crisis Care               |                  |
| <b>Adult Substance Abuse</b>      | Residential Care          |                  |
|                                   | Outpatient Care           |                  |
|                                   | Detoxification            |                  |
|                                   | Women's Specific Services |                  |
|                                   | Injecting Drug Users      |                  |
|                                   | Peer Support Services     |                  |
| <b>Children's Substance Abuse</b> | Residential Care          |                  |
|                                   | Outpatient Care           |                  |
|                                   | Detoxification            |                  |
|                                   | Prevention                |                  |

**\*\* Table 6 is unique for each Network Service Provider and will be distributed separately.**

**B.5.** If the Network Service Provider fails to perform in accordance with this Contract or fails to perform the minimum level of service required by this Contract, the Managing Entity will apply financial consequences as stated herein. The parties agree that the financial consequences provided for under Exhibit B 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 Network Service Provider'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.

#### **B.6. Corrective Action for Performance Deficiencies**

**B.6.1.** By execution of this Contract, the Network Service Provider 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 Managing Entity within the prescribed time, and if no extenuating circumstances can be documented by the Network Service Provider to the Managing Entity's satisfaction, the Managing Entity may terminate the Contract. The Managing Entity has the exclusive authority to determine whether there are extenuating or mitigating circumstances.

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**B.6.2.** 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 Managing Entity's approved corrective action plan unless the Managing Entity determines that extenuating circumstances exist.