

Minimum Performance Measures

E.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 F2 – 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. Numerator: Number of readmissions. 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. Numerator: Number of readmissions. 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

E.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 F2 – Covered Service Rates by Program.

To comply with requirements in § 394.9082(7)(b), F.S., the Network Service Provider shall submit specific measures listed in **Table 4a** to the Managing Entity regarding individual outcomes and system functioning, as appropriate to the services and target populations in its Contract, listed in Exhibit F2 – Covered Service Rates by Program, unless specifically excluded. The Network Service Provider must report each measure using a standard methodology determined by the Department and submit the data to the Managing Entity's Data System.

Table 4 – Network Service Provider Measures		Target
Adults Community Mental Health		
MH003	Average annual days worked for pay for adults with severe and persistent mental illness	40
MH703	Percent of adults with serious mental illness who are competitively employed	24%
MH742	Percent of adults with severe and persistent mental illnesses who live in stable housing environment	90%
MH743	Percent of adults in forensic involvement who live in stable housing environment	67%

MH744	Percent of adults in mental health crisis who live in stable housing environment	86%
Adult Substance Abuse		
SA753	Percentage change in clients who are employed from admission to discharge	10%
SA754	Percent change in the number of adults arrested 30 days prior to admission versus 30 days prior to discharge	15%
SA755	Percent of adults who successfully complete substance abuse treatment services	51%
SA756	Percent of adults with substance abuse who live in a stable housing environment at the time of discharge	94%
Children Mental Health		
MH012	Percent of school days Seriously Emotionally Disturbed (SED) children attended	86%
MH377	Percent of children with Emotional Disturbances (ED) who improve their level of functioning	64%
MH378	Percent of children with SED who improve their level of functioning	65%
MH778	Percent of children with ED who live in a stable housing environment	95%
MH779	Percent of children with SED who live in a stable housing environment	93%
MH780	Percent of children at risk of ED who live in a stable housing environment	96%
Children Substance Abuse		
SA725	Percent of children who successfully complete substance abuse treatment services	48%
SA751	Percent change in the number of children arrested 30 days prior to admission versus 30 days prior to discharge	20%
SA752	Percent of children with substance abuse who live in a stable housing environment at the time of discharge	93%

Table 4a – Behavioral Health Quality Indicators Reporting

Measure 1 - The number and percentage of individuals who are high utilizers of crisis behavioral health services.
Measure 2 – The number and percentage of individuals referred to outpatient behavioral health services after their discharge from a receiving or treatment facility, an emergency department under this chapter, or an inpatient or residential licensed service component under chapter 397 and who begin receiving such services within 7 days after discharge.
Measure 3 – The average wait time for initial appointments for behavioral health services, categorized by the type of service.
Measure 4 – The number and percentage of individuals with significant behavioral health symptoms who are seeking urgent but noncrisis acute care and who are scheduled to be seen by a provider within 1 business day after initial contact with the provider.
Measure 5 – The number and percentage of emergency department (ED) visits per capita for behavioral health-related issues.
Measure 6 – The incidence of medication errors (for DCF funded clients).
Measure 7 – The number and percentage of adverse incidents, including, but not limited to, self-harm, occurring during inpatient and outpatient behavioral health services.

Measure 8 – The number and percentage of individuals with co-occurring conditions who receive integrated care.

Measure 9 – The number and percentage of individuals discharged from a receiving or treatment facility under this chapter or an inpatient or residential licensed service component under chapter 397 who successfully transition to ongoing services at the appropriate level of care.

Measure 10 – The rate of readmissions to emergency departments due to behavioral health issues or to crisis stabilization units, addictions receiving facilities, or other inpatient levels of care under this chapter and chapter 397 within 30 days after discharge from inpatient or outpatient behavioral health services.

Measure 11 – The average length of stay for inpatient behavioral health.

E.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 F2 – Covered Service Rates by Program.

Table 5 – Network Service Provider Timely Access Measures			
Measure Description	Minimum Acceptable Network Service Provider 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%

E.4. The Network Service provider shall ensure they cumulatively reach 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	
	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	

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

E.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 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 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.

E.6. Corrective Action for Performance Deficiencies

E.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.

E.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.