

EXHIBIT E – PERFORMANCE MEASURES

SUD Adult	CommuniCare Health Centers	Shannon Garza Associate Contracts Director
Program Purpose	Decrease incidences of substance abuse, reduce incarceration, and improve the quality of life for beneficiaries.	
Program Description	Outpatient, Intensive Outpatient, Case Management, Physician Consultation, Recovery Services, and In-Person Screening and Referral to treatment, for any eligible Yolo County resident who has been referred to treatment through an authorized Yolo County Substance Use Access Point. Services can include individual and group counseling, drug testing, care coordination for level of care placement, linkage to other necessary services, oversight of complicated co-morbid or co-occurring beneficiary cases, and improved access to the substance use continuum of services.	
PM1: How much did we do?		
1.1	<i>Bi-Annually Reported</i> # of Beneficiaries Demographics: 1. Age 2. Gender 3. Race/Ethnicity 4. Disability	
1.2	<i>Bi-Annually Reported</i> # of referrals/ coordination for other services and referral dispositions	
1.3	<i>Bi-Annually Reported</i> # of referrals/ coordination to/with other substance use disorder providers for continued care	
1.4	<i>Bi-Annually Reported</i> # of total beneficiaries who completed their treatment episode	
PM2: How well did we do it?		
2.1	<i>Bi-Annually Reported</i> # of Beneficiaries satisfied with services provided % of beneficiaries satisfied with services provided <i>(As collected by question #1-3 on the Consumer Perception Survey)(Results provided by County Quality Management Team)</i> 1. I like the services that I received here 2. If I had other choices, I would still get services from this agency 3. I would recommend this agency to a friend or family member	
2.2	<i>Annually Reported</i> # of beneficiaries satisfied with access and services provided based on Drug Medi-Cal Organized Delivery System (DMC-ODS) Treatment Perception Survey (TPS) % of beneficiaries satisfied with access and services provided based on Drug Medi-Cal Organized Delivery System (DMC-ODS) Treatment Perception Survey (TPS). <i>(As collected by TPS Survey – HHSR Reportable Data)</i>	
	<i>Bi-Annually Reported</i>	

2.3	<p>Initiation Rate</p> <p># of beneficiaries who receive at least one (1) service (individual, group, collateral, or case management) within fourteen (14) days of a diagnosis being established by your facility.</p> <p>% of beneficiaries who receive at least one (1) or more services (individual, group, collateral, or case management) within fourteen (14) days of a diagnosis being established by your facility.</p>
2.4	<p><i>Bi-Annually Reported</i></p> <p>Engagement Rate</p> <p># of beneficiaries who receive at least two (2) or more services (individual, group, collateral, or case management) within thirty (30) days of a diagnosis being established by your facility.</p> <p>% of beneficiaries who receive at least two (2) or more services (individual, group, collateral, or case management) within thirty (30) days of a diagnosis being established by your facility.</p>
2.5	<p><i>Bi-Annually Reported</i></p> <p>Retention Rate:</p> <p># of beneficiaries who stayed for a minimum of two weeks that completed their entire treatment episode</p> <p>% of beneficiaries who stayed for a minimum of two weeks that completed their entire treatment episode.</p>
2.6	<p><i>Bi-Annually Reported</i></p> <p># of beneficiaries who were satisfied with access to services.</p> <p>% of beneficiaries who were satisfied with access to services</p> <p><i>(As collected by question #4-8 on the Consumer Perception Survey)</i></p> <ol style="list-style-type: none"> 1. The location of service was convenient (parking, public transportation, distance etc.) 2. Staff were willing to see me as often as I felt it was necessary 3. Staff returned my calls within 24 hours 4. Services were available at times that were good for me 5. I was able to get all the services I thought I needed.
PM3: Is anyone better off?	
3.1	<p><i>Bi-Annually Reported</i></p> <p># of beneficiaries reporting a reduction in substance use at completion of the program, and</p> <p>% of beneficiaries reporting a reduction in substance use at completion of the program</p>
3.2	<p><i>Bi-Annually Reported</i></p> <p># of beneficiaries reporting a reduction in days incarcerated while in treatment, compared to the previous 6 months</p> <p>% of beneficiaries reporting a reduction in days incarcerated while in treatment, compared to the previous 6 months.</p>
3.3	<p><i>Bi-Annually Reported</i></p> <p>% reduction of days incarcerated during treatment (1- days incarcerated in treatment/days incarcerated 6 months prior to treatment)</p>

3.4

Bi-Annually Reported

% of clients reporting an improvement in outcomes as a result of receiving these services (as collected by questions 21-28 on the Consumer Perception Survey):

1. I deal more effectively with daily problems
2. I am better able to control my life
3. I am better able to deal with crisis
4. I am getting along better with my family
5. I do better in social situations
6. I do better in school and/or work
7. My housing situation has improved
8. My symptoms are not bothering me as much

Performance Measures Reports are due Bi-Annually as follows:

Submit January 30th for the period of July 1st through December 31st

Submit July 30th for the period of January 1st through June 30th

Contractor shall submit the Performance Outcome Measures report electronically via email to:

Kerrie.Covert@yoloCounty.org and Julie.Freitas@yolocounty.org

This obligation shall survive the expiration or termination of this Agreement.