

Template 11

Managing Entity Monthly Progress Report

Contract Reference: Sections A.1.1.3 and F.3.1.2

Managing Entity:		Contract Number:	
Services For (mm/yy)		Submission Date:	
Prepared By: (name and title)			

Table 3 – Managing Entity Performance Measures

Measure Description	Performance This Period	Year to Date Performance
<p>E.1.2 Development and Planning Function</p> <p>E.1.2.1 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</p> <p>E.1.2.2 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.</p> <p>E.1.2.3 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:</p> <p>E.1.2.3.1 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.</p> <p>E.1.2.3.2 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.</p>		
<p>E.1.3 Administrative Function</p> <p>E.1.3.1 Per C.1.2.4, the Managing Entity shall accept 90% of willing providers that meet standard credentialing requirements which may</p>		

Table 3 – Managing Entity Performance Measures

Measure Description	Performance This Period	Year to Date Performance
<p>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.</p> <p>E.1.3.2 Per C.1.2.8, the Managing Entity shall respond within the 24-hours to 95% of requests received during business hours.</p> <p>E.1.3.3 Per C.1.2.8, 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.</p>		
<p>E.1.4 Administrative Function</p> <p>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</p> <p>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</p>		
<p>E.1.5 Network Services (Section C.1.2.2)</p> <p>E.1.5.1 The Managing Entity shall demonstrate progress by reducing the average number of days individuals remain on the Forensic and Priority Population Wait List.</p>		
<p>Systemic Monitoring:</p> <p>E.1.6 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.</p>		
<p>E.1.7 The Managing Entity shall participate in 80% of local and regional review team, and other multidisciplinary staffing in their service area.</p>		

<p>E.1.8 Data Collection, Reporting, and Analysis Function</p> <p>E.1.8.1 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.</p> <p>E.1.8.1.1 Records that are not timely submitted will be considered rejected.</p>		
<p>Network Service Provider Compliance:</p> <p>E.1.9 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.</p> <p>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.</p>		

Table 3 – Managing Entity Performance Measures

Measure Description	Performance This Period	Year to Date Performance
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.		
<p>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:</p> <p>E.1.10 A minimum of 50% expended by December 31;</p> <p>E.1.11 A minimum of 100% by June 30.</p>		
<p>Implementation of General Appropriations Act: The Managing Entity shall meet 100% of the following requirements:</p> <p>2Implementation of Specific Appropriations demonstrated by executed acts with Network Service Providers no later than 60 days after execution of initial Schedule of Funds amendment each fiscal year; and</p> <p>E.1.13 Submission of all plans, pursuant to Exhibit C2 by September 30.</p>		

Table 4 – Network Service Provider Measures

Target Population and Measure Description	Network Target	Minimum Acceptable Network Performance	Performance This Period	Year to Date 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%		

Table 4 – Network Service Provider Measures					
Target Population and Measure Description		Network Target	Minimum Acceptable Network Performance	Performance This Period	Year to Date Performance
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	20%	18.0%		

Table 4 – Network Service Provider Measures					
Target Population and Measure Description		Network Target	Minimum Acceptable Network Performance	Performance This Period	Year to Date Performance
	prior to admission versus 30 days prior to discharge				
SA752	Percent of children with substance abuse who live in a stable housing environment at the time of discharge	93%	83.7%		

Table 5 – Network Service Provider Timely Access Measures				
Measure Description		Annual Target	Minimum Acceptable ME Network Performance	
			Performance This Period	Year to Date Performance
Appointments for urgent services (services needed to preclude a crisis) provided within 48 hours of a request.		7/1/25 – 70% 7/1/27 – 80% 7/1/29 – 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.				
Appointments for outpatient follow-up services provided within 7 days after discharge from an inpatient or residential setting.				
Appointments for initial assessment are provided within 14 days of a request for treatment.				

Table 6 - Network Service Provider Output Measures – Persons Served					
Annual Persons Served Targets – Unduplicated Individuals Served					
Measure E-4					
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.					
Service Category		FY Target	Month to Date	Quarter to Date	Year to Date
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 7 – Network Service Provider Subcontracted Performance Measures

Service	Required by	Subcontracted Performance Measure	Target	Performance This Period	Year To Date Performance
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		

Table 7 – Network Service Provider Subcontracted Performance Measures

Service	Required by	Subcontracted Performance Measure	Target	Performance This Period	Year To Date Performance
	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 IV.	Stable Housing	90%		
		Days Worked	40		
		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	Fewer than 5% of individuals enrolled		
		Improved Level of Functioning	75%		
		Admissions to Backer Act Receiving Facility	Fewer than 20% of individuals enrolled		
		Assessment regarding vocational goals	90% completed within 60 days of enrollment		
Family Intensive Treatment (FIT) Model Guidelines and Requirements	Guidance 18, Section IV.	Stable Housing upon successful completion	95%		
		Stable Employment upon successful completion	95%		
		Parenting Functioning upon successful completion	90%		
		Caregiver Protective Capacities upon successful completion	90%		
Central Receiving	Guidance 27, Section	Reduce law enforcement drop-off processing time	10 min or less		
		Increase participant access to community-based behavioral health services	Increase Access		

Systems	E	Reduce number of individuals admitted to SMHTF	Reduce Admissions		
		Re-admitted to Backer Act Receiving Facility or inpatient Detoxification Unit	Fewer than 25% of individuals served		
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%		

Table 7 – Network Service Provider Subcontracted Performance Measures

Service	Required by	Subcontracted Performance Measure	Target	Performance This Period	Year To Date Performance
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		
Intermediate Level FACT	Guidance 36, Section IV.	Stable housing	90%		
		Days worked	40		
		Reduce crisis	15%		
		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%		
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%		
		No further law violations	90%		
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	80%		
Family Well-being Treatment Teams	Guidance 39, Section IV	Successful completion of satisfactory progress	For future adoption after baseline data is collected.		
		Improvement in Caregiver protective capacity	For future adoption after baseline data is collected.		
		Stable housing	For future adoption after baseline data is collected.		
		School attendance or gainful employment	For future adoption after baseline data is collected.		
Family Support Teams (FST)	Guidance 40, Section IV	Successful completion of	75%		

		treatment of satisfactory progress			
		Improved caregiver protective capacities	65%		
		Stable housing environment	80%		
		School attendance, gainful employment, or other indicators of successful community involvement.	65%		

Network Service Provider Performance Measures

For each Network Service Provider Measure where Year to Date performance falls below the Minimum Acceptable Network Performance, attach a brief narrative describing each of the following elements.

1. Any provider-specific challenges, obstacles, or other operational considerations which are identified as significant factors underlying the unsatisfactory level of performance.

2. Any extenuating circumstances beyond the Managing Entity's scope which are identified as significant factors underlying the unsatisfactory level of performance.
3. Efforts the Managing Entity has undertaken to support improved performance during this reporting period.
4. Efforts the Managing Entity will undertake in the future to support improved performance during subsequent reporting periods.

Any region-wide guidance, capacity, training, or other logistical supports needed to support improved performance during subsequent reporting periods.