

Performance Metrics

| Performance Indicators | Thresholds | Amount Assessed |
|---|-----------------------|---|
| <p>Submit NCCHC accreditation application no later than 24 months after contract start date.</p> <p>Submit NCCHC accreditation application no later than 12 months after any loss of accreditation. Any delay due to NCCHC Accreditation Survey scheduling outside of CONTRACTOR's control will not be held against CONTRACTOR.</p> | <p>100% Essential</p> | <p>Initial Application \$40,000 each month after 24 months until application is submitted</p> <p>Loss Application \$40,000 each month after 12 months until application is submitted</p> |
| <p>Initial NCCHC accreditation no later than 33 months after contract start date. Any delay due to NCCHC Accreditation Survey scheduling outside of CONTRACTOR's control will not be held against CONTRACTOR.</p> | <p>100% Essential</p> | <p>\$40,000 each month after 33 months through month 42</p> <p>\$60,000 each month after 42 months through month 51</p> <p>\$80,000 each month after 51 months through month 60</p> <p>\$100,000 for each month after 60 months</p> |

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| Maintain NCCHC accreditation | 100% Essential 85% Important | \$40,000 on date of loss and \$10,000 per quarter or fraction thereof until reaccreditation |
| (Quarterly Review of Monthly Statistics) | | |
| Performance Indicators - Intake | Thresholds | Amount Assessed |
| Intake screenings are completed within 4 hours of arrival at the detention facility | 90% | Effective July 2027, \$250 per Incarcerated Person below threshold. |
| A mental health professional will evaluate any symptomatic patient referred during the intake process and not to exceed 24 hours. | 100% | |
| Patients with apparent medical conditions will be referred to an onsite provider or contacted by phone if afterhours. | 100% | Effective January 2028, \$500 per Incarcerated Person below threshold. |
| | | Effective July 2028 \$750 per Incarcerated Person below threshold. |
| | | Effective January 2029 \$1000 per Incarcerated Person below threshold. If facility is deemed accredited by NCCHC amount assessed will be \$250 per Incarcerated Person below threshold while accredited. |

| Performance Indicators - Health Assessments | Thresholds | Amount Assessed |
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| Newly admitted Incarcerated Persons will receive a comprehensive health assessment and history within 14 days of their intake date. | 95% | Effective July 2027, \$250 per Incarcerated Person below threshold. |
| Newly admitted Incarcerated Persons will receive a mental health assessment within 14 days of their intake date. | 95% | |
| Newly admitted Incarcerated Persons will receive an oral screening within 14 days of their intake date. | 95% | |
| | | Effective January 2028, \$500 per Incarcerated Person below threshold. |
| Performance Indicators - Chronic Disease | Thresholds | |
| Any individual with a stable chronic disease will be seen by a provider within 7 days | 95% | Effective July 2028 \$750 per Incarcerated Person below threshold. |
| Any individual with an unstable chronic disease will be seen by a provider within 48 hours. | 100% | |
| Ongoing medications are administered without gap across refill and renewal junctures. | 95% | Effective January 2029 \$1000 per Incarcerated Person below threshold. If facility is deemed accredited by NCCHC amount assessed will be \$250 per Incarcerated Person below threshold while accredited. |
| Individuals with a diagnosis of hypertension who have been in the facility for more than 3 months have consistent blood pressure readings at 140/90 or lower. | 90% | |
| Individuals with a diagnosis of diabetes who have been in the facility for more than 3 months have a HgA1C of 7.5% or below. | 90% | |
| Individuals with asthma will have a baseline peak flow. | 95% | |
| Individuals with asthma and considered to be unstable will have peak flow testing at each chronic care appt. | 95% | |
| Provider documents status of patient's condition i.e., poor, fair, good | 95% | |
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| Performance Indicators - Dental | Thresholds | Amount Assessed |

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| Individuals requesting dental care are seen for non-emergent issues within 14 days | 95% | Effective January 2028 \$250 per Incarcerated Person below threshold. |
| Individuals requesting dental care are seen for emergent issues within 48 hours | 95% | |
| Individuals remaining in custody for over 1 year will receive preventive care and teeth cleaning. | 95% | Effective July 2028 \$500 per Incarcerated Person below threshold. |
| | | Effective January 2029 \$750 per Incarcerated Person below threshold. |
| | | Effective July 2029 \$1000 per Incarcerated Person below threshold. |
| | | If facility is deemed accredited by NCCHC amount assessed will be \$250 per Incarcerated Person below threshold while accredited. |
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| Performance Indicators - Medication Management and Administration | Thresholds | Amount Assessed |
| Number of stock medications not filled and administered within 24 hours of being prescribed | 95% | Effective July 2027 \$250 per |

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| Number of newly admitted Incarcerated Persons currently on medications and not receiving medications within 24 hours (stock) and 48 hours for prescribed after intake. | 95% | Incarcerated Person below threshold. |
| Number of individuals receiving medications without missing dosages | 95% | Effective January 2028 \$500 per Incarcerated Person below threshold. |
| Number of individuals refusing medications 3 times in a row or 5 times in a month and not seeing a provider to address this and document their discussion with the Incarcerated Person and disposition. | 95% | Effective July 2028 \$750 per Incarcerated Person below threshold. |
| | | Effective January 2029 \$1000 per Incarcerated Person below threshold. |
| New medications are administered within the timeframe ordered or within a 24-hour timeframe (stock med) and/or prescribed within a 48 hours. | 95% | If facility is deemed accredited by NCCHC amount assessed will be \$250 per Incarcerated Person below threshold while accredited. |
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| Performance Indicators - Mental Health | Thresholds | Amount Assessed |
| Incarcerated Persons will have a mental health assessment within 14 days of their intake date. | 95% | Effective July 2027 \$250 per Incarcerated Person below threshold. |
| Incarcerated Persons referred for non-emergent psychiatric evaluations will be seen within 7 days. | 95% | |

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| Incarcerated Persons identified as having a serious mental illness (SMI) in the community shall be seen at least every 30 days, whether or not they are on psychotic medication for the first 90 days of incarceration. | 95% | Effective January 2028 \$500 per Incarcerated Person below threshold. |
| SMI Incarcerated Persons or Incarcerated Persons on psychotropic medications shall be seen at least every 90 days. | 95% | Effective July 2028 \$750 per Incarcerated Person below threshold. |
| Patients will be seen by mental health within 24 hours of a suicide watch clearance (discharge), then 3 days after discharge, followed by one week post suicide watch and monthly thereafter unless more frequently needed. | 100% | Effective January 2029 \$1000 per Incarcerated Person below threshold. |
| | | If facility is deemed accredited by NCCHC amount assessed will be \$250 per Incarcerated Person below threshold while accredited. |
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| Performance Indicators - Sick Call Requests | Thresholds | Amount Assessed |
| Sick call requests shall be time and date stamped within 24 hours of receipt by nursing | 95% | Effective July 2027 \$250 per Incarcerated Person below threshold. |
| Individuals will be seen within 24 hours (after receipt) of request. | 95% | |

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| <p>Incarcerated Persons referred by nursing triage to see medical, dental, or mental health will be seen within 48 hours of referral.</p> | <p>95%</p> | <p>Effective January 2028 \$500 per Incarcerated Person below threshold.</p> <p>Effective July 2028 \$750 per Incarcerated Person below threshold.</p> <p>Effective January 2029 \$1000 per Incarcerated Person below threshold.</p> <p>If facility is deemed accredited by NCCHC amount assessed will be \$250 per Incarcerated Person below threshold while accredited.</p> |
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| Performance Indicators - Off-Site Services | Thresholds | Amount Assessed |
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| <p>Upon return from an ER visit, procedure, or hospitalization, the RN will assess that individual and will follow-up up with the physical for additional orders.</p> | <p>100%</p> | <p>Effective July 2027 \$500 per Incarcerated Person below threshold.</p> <p>Effective January 2028 \$1,000 per Incarcerated Person below threshold.</p> <p>Effective July 2028 \$1,500 per Incarcerated Person below threshold.</p> <p>Effective January 2029 \$2,000 per Incarcerated Person below threshold.</p> <p>If facility is deemed accredited by NCCHC amount assessed will be \$500 per Incarcerated Person below threshold while accredited.</p> |

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| <p>Patients referred for non-emergent specialty appointments are seen within 4 weeks of the referral.</p> | <p>95%</p> | <p>Effective July 2027 \$250 per Incarcerated Person below threshold.</p> <p>Effective January 2028 \$500 per Incarcerated Person below threshold.</p> <p>Effective July 2028 \$750 per Incarcerated Person below threshold.</p> <p>Effective January 2029 \$1,000 per Incarcerated Person below threshold.</p> <p>If facility is deemed accredited by NCCHC amount assessed will be \$250 per Incarcerated Person below threshold while accredited.</p> |
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| <p>Patients referred for urgent consultation (not needing immediate care) will be seen in 2 weeks.</p> | <p>95%</p> | <p>Effective July 2027 \$375 per Incarcerated Person below threshold.</p> <p>Effective January 2028 \$750 per Incarcerated Person below threshold.</p> <p>Effective July 2028 \$1,125 per Incarcerated Person below threshold.</p> <p>Effective January 2029 \$1,500 per Incarcerated Person below threshold.</p> <p>If facility is deemed accredited by NCCHC amount assessed will be \$375 per Incarcerated Person below threshold while accredited.</p> |
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| <p>Upon return from an ER, the patient is placed in the observation housing until seen by a provider and cleared.</p> | <p>95%</p> | <p>Effective July 2027 \$125 per Incarcerated Person below threshold.</p> <p>Effective January 2028 \$250 per Incarcerated Person below threshold.</p> <p>Effective July 2028 \$375 per Incarcerated Person below threshold.</p> <p>Effective January 2029 \$500 per Incarcerated Person below threshold.</p> <p>If facility is deemed accredited by NCCHC amount assessed will be \$125 per Incarcerated Person below threshold while accredited.</p> |
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| <p>Performance Indicators - Labs</p> | <p>Thresholds</p> | <p>Amount Assessed</p> |
| <p>Labs will be drawn within 48 hours of the order</p> | <p>95%</p> | <p>Effective July 2027</p> |
| <p>Stat labs ordered, drawn, and results received within 4 hours</p> | <p>95%</p> | <p>\$250 per Incarcerated</p> |

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| <p>Labs and radiological studies are reviewed, signed off, and scanned within 24 hours.</p> | <p>95%</p> | <p>Person below threshold.</p> <p>Effective January 2028 \$500 per Incarcerated Person below threshold.</p> <p>Effective July 2028 \$750 per Incarcerated Person below threshold.</p> <p>Effective January 2029 \$1,000 per Incarcerated Person below threshold.</p> <p>If facility is deemed accredited by NCCHC amount assessed will be \$250 per Incarcerated Person below threshold while accredited.</p> |
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| Performance Indicators - Insurance Enrollment | Thresholds | Amount Assessed |
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| <p>Individuals hospitalized longer than 24 hours and meeting the criteria will have completed an application for the MCIP program.</p> | <p>95%</p> | <p>Effective July 2027 \$125 per Incarcerated Person below threshold.</p> <p>Effective January 2028 \$250 per Incarcerated Person below threshold.</p> <p>July 2028 \$375 per Incarcerated Person below threshold.</p> <p>Effective January 2029 \$500 per Incarcerated Person below threshold.</p> <p>If facility is deemed accredited by NCCHC amount assessed will be \$125 per Incarcerated Person below threshold while accredited.</p> |
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| Performance Indicators - Discharge Planning | Thresholds | Amount Assessed |
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| <p>Incarcerated Persons prescribed psych medications at the time of their release will receive either a script or actual medication upon release</p> | <p>95%</p> | <p>Effective July 2027 \$125 per Incarcerated Person below threshold.</p> <p>Effective January 2028 \$250 per Incarcerated Person below threshold.</p> <p>Effective July 2028 \$375 per Incarcerated Person below threshold.</p> <p>Effective January 2029 \$500 per Incarcerated Person below threshold.</p> <p>If facility is deemed accredited by NCCHC amount assessed will be \$125 per Incarcerated Person below threshold while accredited.</p> |
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| Performance Indicators - Grievances | Thresholds | Amount Assessed |
| <p>Non-emergency grievances resolved in 14 days</p> | <p>95%</p> | |

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| <p>Percentage of grievances that were found to be in favor of the Incarcerated Person</p> | <p>95%</p> | <p>Effective July 2027 \$125 per Incarcerated Person below threshold.</p> <p>Effective January 2028 \$250 per Incarcerated Person below threshold.</p> <p>Effective July 2028 \$375 per Incarcerated Person below threshold.</p> <p>Effective January 2029 \$500 per Incarcerated Person below threshold.</p> <p>If facility is deemed accredited by NCCHC amount assessed will be \$125 per grievance below threshold while accredited.</p> |
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| <p>Performance Indicators - Staffing</p> | <p>Thresholds</p> | <p>Amount Assessed</p> |
| <p>Staff trained on suicide prevention within the first 90 days of hire or prior to clinical duties being performed</p> | <p>100%</p> | <p>Effective July 2027 \$1,000 per non-compliant staff member</p> |

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| Staff receiving yearly training on suicide prevention | 100% | Effective July 2027 \$1,500 per non-compliant staff |
| The on-call Provider will respond to calls from the facility within 15 minutes during evenings, weekends, and holidays | 100% | Effective July 2027 \$1,000 per occurrence below threshold |