Performance Metrics

Performance Indicators	Thresholds	Amount Assessed
		Initial Application \$40,000 each month after 24 months until application is submitted
Submit NCCHC accreditation application no later than 24 months after contract start date.		Loss Application \$40,000 each month after 12 months until
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.	100% Essential	application is submitted
		\$40,000 each month after 33 months through month 42
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		\$60,000 each month after 42 months through month 51
CONTRACTOR.	100% Essential	\$80,000 each month after 51 months through month 60
		\$100,000 for each month after 60 months

		_
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	3)
		Amount
Performance Indicators - Intake	Thresholds	Assessed
Intake screenings are completed within 4 hours of arrival at the detention facility A mental health professional will evaluate	90%	Effective July 2027, \$250 per Incarcerated
any symptomatic patient referred during the intake process and not to exceed 24 hours.	100%	Person below threshold.
		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
Patients with apparent medical conditions will be referred to an onsite provider or contacted by phone if afterhours.	100%	threshold while accredited.

Performance Indicators - Health		Amount
Assessments	Thresholds	Assessed
Newly admitted Incarcerated Persons will		
receive a comprehensive health		F((): 1)
assessment and history within 14 days of		Effective July
their intake date.	95%	2027, \$250 per
Newly admitted Incarcerated Persons will		Incarcerated
receive a mental health assessment within		Person below
14 days of their intake date.	95%	threshold.
Newly admitted Incarcerated Persons will		
receive an oral screening within 14 days of		Effective leavener
their intake date.	95%	Effective January
		2028, \$500 per
Performance Indicators - Chronic		Incarcerated
Disease	Thresholds	Person below
Any individual with a stable chronic		threshold.
disease will be seen by a provider within 7		Eff 1: 1:
days	95%	Effective July 2028
Any individual with an unstable chronic		\$750 per
disease will be seen by a provider within		Incarcerated
48 hours.	100%	Person below
Ongoing medications are administered		threshold.
without gap across refill and renewal		Effective lengers
junctures.	95%	Effective January
Individuals with a diagnosis of		2029 \$1000 per
hypertension who have been in the facility		Incarcerated Person below
for more than 3 months have consistent		threshold.
blood pressure readings at 140/90 or		unesnoid.
lower.	90%	If facility is
Individuals with a diagnosis of diabetes		deemed
who have been in the facility for more than		accredited by
3 months have a HgA1C of 7.5% or below.	90%	NCCHC amount
Individuals with asthma will have a		assessed will be
baseline peak flow.	95%	\$250 per
Individuals with asthma and considered to		Incarcerated
be unstable will have peak flow testing at		Person below
each chronic care appt.	95%	threshold while
Provider documents status of patient's		accredited.
condition i.e., poor, fair, good	95%	
., . , ,		
		Amount
Performance Indicators - Dental	Thresholds	Assessed

Individuals requesting dental care are seen for non-emergent issues within 14 days Individuals requesting dental care are seen for emergent issues within 48 hours Solution Performance Indicators - Medication Management and Administration Perfortion Perforting for the following prescribed Person below threshold Person below threshold Effective July 2028 \$500 per Incarcerated Person below threshold. Effective July 2029 \$750 per Incarcerated Person below threshold. Effective July 2029 \$750 per Incarcerated Person below threshold. Effective July 2029 \$1000 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. Performance Indicators - Medication			
Individuals requesting dental care are seen for emergent issues within 48 hours Solution Performance Indicators - Medication Management and Administration Performance Indicators - Medication Mumber of stock medications not filled and administered within 24 hours of being Performance Indicators - Medication Mumber of stock medications not filled and administered within 24 hours of being Performance Indicators - Medication Mumber of stock medications not filled and administered within 24 hours of being Performance Indicators - Medication Mumber of stock medications not filled and administered within 24 hours of being Incarcerated Person below thresholds Performance Indicators - Medication Mumber of stock medications not filled and administered within 24 hours of being Incarcerated Person below threshold while accredited. Performance Indicators - Medication Management and Administration Thresholds Amount Assessed Effective July 2027 Effective July 20	, ,		-
for emergent issues within 48 hours 95% Person below threshold. 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. 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 will be \$250 per Incarcerated Person below threshold while accredited. Individuals remaining in custody for over 1 year will receive preventive care and teeth cleaning. Performance Indicators - Medication Management and Administration Number of stock medications not filled and administered within 24 hours of being Peffective July 2027	for non-emergent issues within 14 days	95%	<u>.</u>
threshold. 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. Performance Indicators - Medication Management and Administration Number of stock medications not filled and administered within 24 hours of being Effective July 2028 \$500 per Incarcerated Person below threshold while accredited. Amount Assessed Effective July 2027	Individuals requesting dental care are seen		
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Management and AdministrationThresholdsAssessedNumber of stock medications not filled and administered within 24 hours of beingEffective July 2027	Clearing.	90%	
Management and AdministrationThresholdsAssessedNumber of stock medications not filled and administered within 24 hours of beingEffective July 2027	Porformanco Indicators - Madication		Amount
Number of stock medications not filled and administered within 24 hours of being Effective July 2027		Thresholds	
j j j			
	administered within 24 hours of being		Effective July 2027
			1 .

Number of newly admitted Incarcerated		Incarcerated
Persons currently on medications and not		Person below
receiving medications within 24 hours		threshold.
(stock) and 48 hours for prescribed after	050/	Effortive lengens
intake.	95%	Effective January 2028 \$500 per
Number of individuals receiving	050/	Incarcerated
medications without missing dosages	95%	Person below
		threshold.
		tin conoid.
		Effective July 2028
		\$750 per
		Incarcerated
		Person below
		threshold.
		Effective January
		2029 \$1000 per
		Incarcerated
Number of individuals refusing medications		Person below
Number of individuals refusing medications 3 times in a row or 5 times in a month and		threshold.
not seeing a provider to address this and		
document their discussion with the		If facility is
Incarcerated Person and disposition.	95%	deemed
		accredited by
		NCCHC amount
		assessed will be
		\$250 per Incarcerated
New medications are administered within		Person below
the timeframe ordered or within a 24-hour		threshold while
timeframe (stock med) and/or prescribed		accredited.
within a 48 hours.	95%	
Desfermence in directors - Manufal II and	Thuselselse	Amount
Performance Indicators - Mental Health Incarcerated Persons will have a mental	Thresholds	Assessed
health assessment within 14 days of their		Effective July 2027
intake date.	95%	\$250 per Incarcerated
Incarcerated Persons referred for non-	3370	Person below
emergent psychiatric evaluations will be		threshold.
seen within 7 days.	95%	

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%	\$750 per Incarcerated Person below
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%	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 - Sick Call		Amount
Requests	Thresholds	Amount
Sick call requests shall be time and date		Effective July 2027
stamped within 24 hours of receipt by	050/	\$250 per
nursing	95%	Incarcerated
Individuals will be seen within 24 hours	050/	Person below
(after receipt) of request.	95%	threshold.

		Effective January 2028 \$500 per Incarcerated Person below threshold.
		\$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 Persons referred by nursing triage to see medical, dental, or mental health will be seen within 48 hours of referral.	95%	Incarcerated Person below threshold while accredited.

Performance Indicators - Off-Site		Amount
Services	Thresholds	Assessed
		Effective July 2027
		\$500 per
		Incarcerated
		Person below
		threshold.
		Effective January
		2028 \$1,000 per
		Incarcerated
		Person below
		threshold.
		un conoid.
		Effective July 2028
		\$1,500 per
		Incarcerated
		Person below
		threshold.
		Effective January
		2029 \$2,000 per
		Incarcerated
		Person below
		threshold.
		If facility is
		deemed
		accredited by
		NCCHC amount
		assessed will be
		\$500 per
Lipon roturn from an ED visit procedure or		Incarcerated Person below
Upon return from an ER visit, procedure, or hospitalization, the RN will assess that		threshold while
individual and will follow-up up with the		accredited.
physical for additional orders.	100%	accidation.

		Effective July 2027 \$250 per Incarcerated Person below threshold.
		Effective January 2028 \$500 per Incarcerated Person below threshold.
		\$750 per Incarcerated Person below threshold.
		Effective January 2029 \$1,000 per Incarcerated Person below threshold.
		If facility is deemed accredited by NCCHC amount assessed will be \$250 per Incarcerated
Patients referred for non-emergent specialty appointments are seen within 4 weeks of the referral.	95%	Person below threshold while accredited.

		\$375 per Incarcerated Person below threshold.
		Effective January 2028 \$750 per Incarcerated Person below threshold.
		\$1,125 per Incarcerated Person below threshold.
		Effective January 2029 \$1,500 per Incarcerated Person below threshold.
		If facility is deemed accredited by NCCHC amount assessed will be \$375 per Incarcerated Person below
Patients referred for urgent consultation (not needing immediate care) will be seen in 2 weeks.	95%	threshold while accredited.

\$125 pe	j.
Person be	
threshol	d.
Effective Jar	nuarv
2028 \$250	-
Incarcera	ted
Person be	
threshol	d.
Effective July	2028
\$375 pe	
Incarcera	
Person be threshol	
tillesiloi	u.
Effective Jar	nuary
2029 \$500	•
Incarcera	
Person be threshol	
tillesiloi	u.
If facility	
deeme	
accredited	
NCCHC am assessed w	
\$125 pe	
Incarcera	
Person be	
Upon return from an ER, the patient is threshold w	
placed in the observation housing until accredite seen by a provider and cleared. 95%	∌U.
Soon by a provider and diedred.	
Amoun	
Performance Indicators - Labs Thresholds Assesse	ed
Labs will be drawn within 48 hours of the order 95% Effective July	, 2027
Stat labs ordered, drawn, and results \$250 pe	
received within 4 hours 95% Incarcera	

		Person below threshold.
		Effective January
		2028 \$500 per
		Incarcerated
		Person below
		threshold.
		Effective July 2028
		\$750 per
		Incarcerated
		Person below
		threshold.
		Effective January
		2029\$1,000 per
		Incarcerated
		Person below
		threshold.
		If facility is
		deemed
		accredited by
		NCCHC amount
		assessed will be
		\$250 per Incarcerated
		Person below
Labs and radiological studies are		threshold while
reviewed, signed off, and scanned within		accredited.
24 hours.	95%	

Performance Indicators - Insurance		Amount
Enrollment	Thresholds	Assessed
		Effective July 2027
		\$125 per
		Incarcerated
		Person below
		threshold.
		F
		Effective January
		2028 \$250 per
		Incarcerated
		Person below
		threshold.
		July 2028 \$375
		per Incarcerated
		Person below
		threshold.
		Effective January
		2029 \$500 per
		Incarcerated
		Person below
		threshold.
		If facility is
		deemed
		accredited by
		NCCHC amount
		assessed will be
		\$125 per Incarcerated
Individuals hospitalized longer than 24		Person below
hours and meeting the criteria will have		threshold while
completed an application for the MCIP		accredited.
program.	95%	3.55.54.64.
, ,		

Performance Indicators - Discharge		Amount
Planning	Thresholds	Assessed
- I idining	Till Colloido	Effective July 2027
		\$125 per
		Incarcerated
		Person below
		threshold.
		unresnoia.
		Effective lengery
		Effective January
		2028 \$250 per
		Incarcerated
		Person below
		threshold.
		Effective July 2028
		\$375 per
		Incarcerated
		Person below
		threshold.
		Effective January
		2029 \$500 per
		Incarcerated
		Person below
		threshold.
		If facility is
		deemed
		accredited by
		NCCHC amount
		assessed will be
		\$125 per
Incorporated Paragna proparihad payah		Incarcerated Person below
Incarcerated Persons prescribed psych medications at the time of their release will		threshold while
receive either a script or actual medication		accredited.
upon release	95%	acciedited.
ирон невеазе	33 /0	
		Amount
Performance Indicators - Grievances	Thresholds	Assessed
Non-emergency grievances resolved in 14		
days	95%	

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

Exhibit D of Agreement between County of Monterey and CHPMonterey, INC. RFP #10939

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