

**EXHIBIT G - PERFORMANCE MEASURES**

<b>PM1: How much did we do?</b>	
	<p>Bi-annually completed reports:</p> <p>a) Demographic Data, including but not limited to:</p> <p>i. Number of beneficiaries served, by age, gender, race/ethnicity, culture if known, or disability (e.g., hearing impaired, seeing impaired, wheel-chair bound)</p> <p>b) Service Data, including but not limited to:</p> <p>i. Type and quantity of services provided</p> <p>ii. Referrals/coordination for other services (including, but not limited to: mental health, and physical health) and referral disposition</p> <p>iii. Referrals/coordination to/with other substance use disorder providers for continued care</p> <p>v. Total number of beneficiaries who completed their treatment episode</p>
<b>PM2: How well did we do it?</b>	
2.1	Bi-annually: Customer Satisfaction Surveys (POQI): Consumer satisfaction surveys shall be administered twice annually with results submitted to the County.
2.2	<p>Quarterly: Initiation, Engagement, and Retention Rates</p> <p>A. Initiation Rates:          Number and percentage of beneficiaries who receive at least 1 service (individual, group, collateral, or case management) within 14 days of a diagnosis being established by your facility</p> <p>B. Engagement Rates:          Number and percentage of beneficiaries who receive two or more services (individual, group, collateral, or case management) within 30 days of a diagnosis being established by your facility</p> <p>C. Retention Rates:          Number and percentage of beneficiaries who stayed for a minimum of two weeks that completed their entire treatment episode</p>
<b>PM3: Is anyone better off?</b>	
3.1	Bi-annually completed reports. Outcome Data, including but not limited to:
	a. Number of beneficiaries who completed successfully that did not return for another treatment episode within 6 months