**A. Target Population**

To be eligible to receive substance abuse and mental health services funded by this subcontract, an individual must be a member of at least one of the target populations approved by the Legislature. The Subcontractor agrees that funds provided in this contract will not be used to serve persons outside the target population(s) specified in the table below:

***The populations indicated below are not applicable to provision of “information and referral” and “crisis hotline” services to both adult and children. Callers often remain anonymous and the population is therefore unable to be determined.***

|  |
| --- |
| **Adult Mental Health** |
| Adults with severe and persistent mental illness |
| Adults with serious mental illness |
| Adults with forensic involvement |
| Adults in mental health crisis |
| **Children’s Mental Health** |
| Children with serious emotional disturbances |
| Children with emotional disturbances |
| Children at risk of emotional disturbances |
| **Substance Abuse** |
| Adults at risk or with substance abuse |
| Children at risk or with substance abuse |
| **Prevention** |
| Adult Substance Abuse – client specific |
| Children’s Substance Abuse – client specific |
| Adult or Child Substance Abuse – non-client specific |

**B. Client/Participant Determination**

Determination of client eligibility is exclusively the responsibility of the Subcontractor.

**C. Performance Measures**

For more information regarding a measure, refer to the DCF Performance Outcomes Measurement Manual at the following link: <http://www.dcf.state.fl.us/programs/samh/ME/2014/IncDocs/Incorporated%20Document%2019%20-%20Performance%20Outcomes%20Measurement%20Manual.docx>

Number to be served includes persons whose services will be paid for in whole or in part by CFCHS funding or local match only. DO NOT include Medicaid funded services.

|  |  |  |  |
| --- | --- | --- | --- |
| **Target Population and Measure Description** | | | **Subcontractor Target** |
| **Adults Community Mental Health** | | | |
| **MH003** | **a.** | Average annual days worked for pay for adults with severe and persistent mental illness | N/A |
| **MH703** | **b.** | Percent of adults with serious mental illness who are competitively employed | N/A |
| **MH742** | **c.** | Percent of adults with severe and persistent mental illnesses who live in stable housing environment | N/A |
| **MH743** | **d.** | Percent of adults in forensic involvement who live in stable housing environment | N/A |
| **MH744** | **e.** | Percent of adults in mental health crisis who live in stable housing environment | N/A |
| **M0016**  **MH016** | **f.** | Number of adults with a serious and persistent mental illness in the community served | 0 |
| **M0017**  **MH017** | **g.** | Number of adults in mental health crisis served | 40 |
| **M0018**  **MH018** | **h.** | Number of adults with forensic involvement served | 0 |

**Info and Referral:**

1. 90% of callers that took a satisfaction survey will report that they were satisfied with the info and referral services provided.
2. Heart of Florida United Way Hotline Specialists will provide appropriate use of info and referral skills to at least 95% of info and referral callers. (Based on provider’s own Quality Assurance monitoring reports.)

**Crisis Line:**

1. Heart of Florida United Way Hotline Specialists will offer follow-up to 100% of at-risk callers for whom emergency intervention was not initiated.
2. Heart of Florida United Way Hotline Specialists will provide appropriate use of crisis/suicide intervention skills to at least 95% of crisis callers. (Based on provider’s own Quality Assurance monitoring reports.)