

Section 2.9 Performance Measures and Monitoring Updated – Attachment 2 to Addendum 1

The following are Performance Measures developed and utilized by DFPS to evaluate the Contractor's performance related to the Performance Measures during the life of the contract.

Outcome 1
Outcome #1: Contractor served clients for PAL Transition and Financial Support Services
Performance Period: Contractor performance for this measure is determined for one or more of the following quarterly performance periods, wholly or partially, depending on the contract start and end dates: September 1 through November 30 (Performance Period 1), December 1 through February 28/29 (Performance Period 2), March 1 through May 30 (Performance Period 3), and June 1 through August 31 (Performance Period 4).
Indicator: Total number of unique Young Adults served
Data Source: IMPACT (based on paid services , assigned to the month in which the service was provided not the payment date)
Methodology: <u>Numerator:</u> The number of unduplicated Young Adult clients who received PAL Transition and Financial Support Services during the Performance Period. <u>Denominator:</u> Not applicable. *While performance is reported quarterly, final fiscal year totals are reconciled using year-to-date (YTD) counts to ensure all referrals are matched with services delivered through the fiscal year-end cutoff. <i>Note: Withdrawal Requests and Withdrawal Reports are excluded from this measure.</i>

Outcome 2
Outcome#2: Contractor served clients for PAL Transition and Financial Support Services
Performance Period: Contractor performance for this measure is determined for one or more of the following quarterly performance periods, wholly or partially, depending on the contract start and end dates: September 1 through November 30 (Performance Period 1), December 1 through February 28/29 (Performance Period 2), March 1 through May 30 (Performance Period 3), and June 1 through August 31 (Performance Period 4).
Indicator: Total number of unique Youth served
Data Source: IMPACT (based on paid services , assigned to the month in which the service was provided not the payment date)

Methodology:Numerator:

The number of unduplicated Youth (under 18) clients who received PAL Transition and Financial Support Services during the Performance Period.

Denominator:

Not applicable.

Note: Submissions returned for the purpose of adding information not originally supplied by DFPS are excluded from this measure.