**EXHIBIT D – DELIVERABLES**

1. **Service Unit**
   1. The primary service unit is one month of the Managing Entity’s performance of the functions specified in **Exhibits C, C1 and C2** and the delivery of Behavioral Health Services detailed in **Template 11 – Managing Entity Monthly Progress Report**.
   2. In the event the Department authorizes Disaster Behavioral Health (DBH) Response services, as detailed in **Section C-1.7**,
      1. A supplemental service unit is one month of subcontracted DBH services in any county identified by the Department in **Exhibit C2**.
      2. Minimum performance for payment is one hour of actual service time documented as detailed in **Section F-8,** using **Template 24 - Disaster Behavioral Health Managing Entity Supplemental Invoice and Expenditure Report.**
2. **General Performance Specifications**

The Managing Entity shall be solely and uniquely responsible for the satisfactory performance of the tasks described in this Contract. By execution of this Contract, the Managing Entity assumes responsibility for the tasks, activities, and deliverables described herein; and warrants that it fully understands all relevant factors affecting accomplishment of the tasks, activities, and deliverables; and agrees to be fully accountable for the performance thereof whether performed by the Managing Entity or its Network Service Providers.

1. **Performance Measures for Acceptance of Deliverables**
   1. To obtain approval of deliverables and services for payment,
      1. The Managing Entity must document monthly progress toward compliance with the performance outcome targets specified in **Section E-1**, and
      2. The Managing Entity must document the Network’s monthly progress toward the annual fiscal year service output measure targets in **Section E-3**.
   2. The Managing Entity is responsible and accountable for meeting all performance outcomes measure targets. The Managing Entity shall manage and oversee the collection of data from Network Service Providers in order to assure that targets are met, as a Network.
   3. The performance measure targets shall be subject to periodic review by the Department and adjustments to the targets or the measures may be recommended as a part of **Template 4 – Managing Entity Annual Business Operations Plan**.
   4. The Managing Entity agrees that the SAMH Data System will be the source for all data used to determine compliance with performance measures. Performance of Network Service Providers shall be monitored and tracked by the Managing Entity. The Managing Entity shall provide applicable technical assistance to Network Service Providers and initiate corrective actions, as required, and will report to the Department.
2. **Performance Measurement Terms**

PAM 155-2 provides the definitions of the data elements used for various performance measures and contains policies and procedures for submitting the required data into the SAMH Data System.

1. **Performance Measurement Methodology**

The methodology and algorithms to be used in assessing the Managing Entity’s performance are outlined in **Guidance 24 – Performance Outcomes Measurement Manual**.