

SP-16-0091 – ATTACHMENT B: Performance Standards

| Service Criteria | Acceptable Performance | Damages |
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| Insurance Renewal | <ul style="list-style-type: none"> Provide proof of renewal a minimum of ten (10) business days prior to expiration. | Equal to the amount of the daily cost of the insurance coverage for each day late. |
| Insurance Coverage | <ul style="list-style-type: none"> Provide proof of coverage on a quarterly basis. | Equal to the amount of the daily cost of the insurance coverage for each day without coverage. |
| Monthly Physical Plant Report | <ul style="list-style-type: none"> Submitted on or before the 15th of the following month. | 10% of monthly maintenance cost for each day the report is late. |
| Daily Census Report | <ul style="list-style-type: none"> Submitted daily. | The cost of one (1) juvenile per day for each day that is not reported or is reported late |
| Education Daily Student Counts | <ul style="list-style-type: none"> Submitted daily. | 25% of Quarterly Education Compensation payment for each day that is not reported or is reported late. |
| Right of Juveniles Handbook | <ul style="list-style-type: none"> Juveniles receive rights handbook within 48 hours of arrival | DYS shall remove youth from facility or the cost for each juvenile in noncompliance per day. |
| Monthly Inspections of Facilities | <ul style="list-style-type: none"> Conduct regular monthly inspections of facilities on or before the 10th of each month | 25% of the monthly standard maintenance and repair costs. |
| Standard Maintenance and Repair | <ul style="list-style-type: none"> Repairs under vendor responsibility are completed within seven (7) days or an agreed upon deadline. | Equal to the cost of the repair plus 10% if repair is made by DYS. |
| Room Checks | <ul style="list-style-type: none"> All juveniles shall be visually monitored through room checks (15 minute intervals) | The cost of one (1) juvenile for each 15 minute interval of undocumented room checks. |
| Housing Maximum | <ul style="list-style-type: none"> Maintain a maximum of 25 juveniles daily per each housing unit. | Equal to the cost for each juvenile over the maximum per day. |
| Major Incidents | <ul style="list-style-type: none"> Major incident occurrences must be within the three (3) year baseline average. | 25% of the total monthly bed rate invoice for each occurrence over the average. |
| Minor Incidents | <ul style="list-style-type: none"> Minor incident occurrences must not exceed 20% margin (baselined by three year average) | 25% of the total monthly bed rate invoice for each percentage point over 20% |
| Incident Reporting | <ul style="list-style-type: none"> Reporting of incidents into RiteTrack the day of the occurrence. | The cost of one (1) juvenile per day for each occurrence that is not reported or is reported late. |
| Cleaning | <ul style="list-style-type: none"> Facilities must be cleaned daily. | 50% of the amount allocated for sanitation and hygiene. |
| Education | <ul style="list-style-type: none"> Run an educational program that meets ADE standards | 25% of the education compensation payment for non-compliance |
| Treatment Authorization | <ul style="list-style-type: none"> All juveniles have written authorization (RS-9) prior to treatment | The cost of one (1) juvenile per day, per occurrence until resolved |
| Gender Specific Programming | <ul style="list-style-type: none"> Each designated juvenile provided five (5) hours per week | The cost of one (1) juvenile per day of noncompliance exceeding 10% of the affected juvenile population. |
| Recreational Activities | <ul style="list-style-type: none"> 90% of juveniles receive indoor and outdoor planned recreation two (2) hours per day per ACA standards; | The cost of one (1) juvenile per day of noncompliance exceeding 10% of the affected population. |

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| Chemical/Substance Abuse Treatment | <ul style="list-style-type: none"> All juveniles who require chemical/substance abuse treatment, receive the weekly planned services | The cost of one (1) juvenile per day of noncompliance exceeding 10% of the affected population. |
| Sex Offender Treatment | <ul style="list-style-type: none"> All juveniles who require sex offender treatment, receive the weekly planned services | The cost of one (1) juvenile per day of noncompliance exceeding 10% of the affected population. |
| Emergency Medical Treatment | <ul style="list-style-type: none"> Provide access to emergency medical treatment per RFP. | Equal to any incurred costs for any occurrence when DYS must intervene to provide emergency services. |
| Medical Treatment | <ul style="list-style-type: none"> Access to Medical Provider per RFP. | The costs of one (1) juvenile per day for each occurrence of lack of access to medical provider until resolved. |
| Training | <ul style="list-style-type: none"> All staff must complete required training per RFP. | The costs of one (1) juvenile per day per employee for each monthly occurrence that each employee doesn't meet the requirement. |
| Staffing Levels | <ul style="list-style-type: none"> Direct care security staff to juvenile ratio (1:8 day; 1:10 night) | DYS may remove youth from facility and the cost of one (1) juvenile for each 24 hour period out of ratio. |
| Safety and Security Drills | <ul style="list-style-type: none"> Conducted once a month | 25% of the entire annual contract. |
| Timely Invoicing | <ul style="list-style-type: none"> Monthly invoices are submitted on or before the due date | 25% of the invoice total held after the fourth (4 th) billing cycle that is late within a one (1) year period. |
| Education Title I Billing | <ul style="list-style-type: none"> must meet ADE standards | Any disallowed expenditures shall be reimbursed to DYS at the amount of expenditure. |
| Juvenile Records | <ul style="list-style-type: none"> All juveniles records maintained and available for review | 25% of the quarterly total of payments for each occurrence of a file not being maintained or of a file not available for review. |