

## CONTRACTORS PERFORMANCE REPORT

### PROFESSIONAL SERVICES

<b>REPORT PERIOD START</b> 7/1 – 9/30/21	<b>CONTRACT PERIOD START</b> 1/1/18	<b>CONTRACT PERIOD END</b> 12/31/21
<b>PO NUMBER</b> 18SC111179A-CJC	<b>PO DATE</b> 1/24/18	<b>CONTRACTOR</b> RIVER EDGE BEHAVIORAL HEALTH
<b>Department</b> - Behavioral Health and Developmental Disabilities	<b>Bid Number</b> 17RFP112103A-CJC	<b>Service Commodity</b> Professional Services for Behavioral Health

Overall score - 3

#### RIVER EDGE 3rd quarter 2021 PERFORMANCE EVALUATION

##### 1. Quality of Goods/Services - 2

During the 3rd quarter of 2021, the River Edge team successfully provided routine outpatient behavioral health care via in- person services in three Fulton County locations with modified scheduling and additionally through telehealth services. Of the three locations, the Center for Health and Rehabilitation and South Fulton Service Center migrated to opening 3 days a week, while the third location, North Fulton Service Center increased to 2 days per week. There was overall improvement with specialty services during the 3rd quarter, including the Housing team meeting their Key Performance Indicators by keeping over 80% of the clients housed. The DUI team shifted to providing hybrid services of in-person and virtual. Instability on the MMC team's part has led to key programmatic services not being offered. The court provided training to 2 team members in order for Thinking for a Change to be offered as a part of group service. However, once one trained staff member left, the vacancy resulted in the team having a void in a clinician position as well as the team unable to implement Thinking for a Change. The team however has been able to maintain 2 other groups that are rendered as a part of the service package.

##### Timeliness of Performance – 4

River Edge consistently met client service initiation time standards per the contract and key performance measures. Thus far, 1,569 unique clients were served in the core outpatient behavioral health program and it is unlikely the 3,000 benchmark will be met by the end of the year. The monthly and quarterly reports were submitted timely and were mostly accurate across all programs. The organization meets deadlines as set forth in the contract and when new data requests are initiated.

##### Business Relations – 3

River Edge works to effectively maintain the collaborative relationship with Fulton County and appropriate business relations. A process has been implemented to increase the relationships established with community organizations to create a continuum of care for citizens who seek services. The Team has streamlined their referral process to decrease barriers to service for both internal and external partners. The organization is receptive to ongoing feedback from Fulton and makes the effort to incorporate recommended changes into their business practices and make improvements to their current delivery model. The team demonstrates flexibility in providing access to clients for HIV prevention education and screening as requested, however currently no referrals have been made to the CLASS Program as listed in the amended contract.

#### Customer Satisfaction – 4

Data submitted during the 3rd quarter showed an overall customer service rating for Core outpatient behavioral health programs was 98%, which significantly exceeds the 80% standard. The Housing Programs reported a customer service rating of 100%. River Edge's reports continue to demonstrate a high rate of duplicated clients in core services, which is typically an indicator of client satisfaction. It is highly recommended that customer satisfaction surveys are migrated to an electronic version to increase the opportunity for honest feedback from the clients across all programs, and to ensure opportunities for transparency.

#### 5. Contractors Key Personnel - 2

Weekly meetings between River Edge and the Fulton County BHDD's leadership team proves to assist with providing programmatic and leadership updates. The agency held a successful hiring event during the 3rd quarter within Fulton County and has made concerted efforts towards improving their recruitment and retention processes. River Edge is effective in promptly posting vacant positions for hire. The Human Resources divisions have focused their attention on attracting more potential candidates from within Fulton County and the surrounding area. The organization has been unable to staff a psychiatrist at the North Fulton Service Center and has resulted in clients accessing psychiatrist services outside of their service area and a high no show rate. There are discussions to implement a new strategy to address the overall staffing hierarchy within the Fulton County contract. The DUI team and the MMC team continue to experience issues due to staffing shortages. Due to staffing patterns, mainly the Certified Addiction Counselor (CAC), staff was unable to provide groups as requested by the courts. A request was made to DUI court on behalf of River Edge to request a staffing pattern that includes removing the CAC member from the team and adding only fully licensed and associate licensed clinicians. The team was able to hire the appropriate staff to provide the requested services. Due to the Housing Team Director's position being vacant, the overall direction and structure of the program has been affected. However, River Edge was able to promote a housing team member into the Team Lead position in order to provide oversight to the teams until a Director is hired.