

Performance Evaluation Details

ID	E7
Project	Fulton County Behavioral Health Network
Project Number	22RFP038A-CJC (F)
Supplier	Step Up on Second Street, Inc.
Supplier Project Contact	Sharon Collins (preferred language: English)
Performance Program	Professional Services
Evaluation Period	07/01/2025 to 09/30/2025
Effective Date	10/14/2025
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	10/14/2025 02:00 PM EDT
Completion Date	10/14/2025 02:00 PM EDT
Evaluation Score	88

Related Documents

There are no documents associated with this Performance Evaluation

OVERALL RATING GUIDE - PROFESSIONAL SERVICES

Evaluation Score Range

Outstanding = 90-100%

Excellent = 80-89%

Satisfactory = 70-79%

Needs Improvement = 50-69%

Unsatisfactory = -50%

PROJECT MANAGEMENT

17/20

Rating

Excellent: Project Management that exceeds in some areas. Understanding of project objectives, risks and Contract requirements was above average and required little direction from the User Department.

Comments

Step Up demonstrates a strong understanding of the contract requirements and consistently meets or exceeds deliverable expectations. The provider exhibits excellent adaptability and professionalism, effectively managing unforeseen challenges while maintaining service quality. They are proactive, collaborative, and consistently operate as a valued partner in achieving program goals. Step Up continues to be a reliable and responsive agency, contributing significantly to the success of Fulton County's initiatives.

SCHEDULE

17/20

Rating

Excellent: Delivered ahead of original completion date with some effort by Consultant to meet or exceed project milestone dates, or on original schedule with increased scope. At times, proactive approach to monitoring and forecasting of project schedule.

Comments

Step Up demonstrates a strong understanding of contract requirements and remains on track to meet the number of clients served. The provider consistently maintains a CSS above the benchmark and effectively manages unforeseen challenges. While housing retention can improve, this reflects the nature of the work. Step Up continues to be a reliable and collaborative partner.

QUALITY OF DESIGN, REPORTS AND DELIVERABLES

17/20

Rating

Excellent: Deliverables exceed requirements in some areas and remainder of items delivered are high quality.

Comments

The provider consistently submits reports on time with minimal to no errors and demonstrates strong attention to detail. They effectively track progress toward contractual goals and routinely meet or exceed key performance indicators (KPIs).

COMMUNICATIONS AND CO-OPERATION

17/20

Rating

Excellent: Co-operative and timely response to the User Department concerns.

Comments

The provider communicates effectively and collaborates well with Fulton County staff and partners. They proactively share updates, address issues, and highlight successes in a timely manner. While participation in County-led outreach events could improve, their overall engagement and transparency exceed expectations.

OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS

20/20

Rating

Outstanding: Outstanding oversight of the Contractor and ability to bring the Contractor into compliance in an expedited manner.

Comments

Overall compliance is outstanding. The provider has never required a corrective action plan and consistently makes prompt adjustments when requested. Their responsiveness and commitment to meeting contractual and regulatory standards are exemplary.

GENERAL COMMENTS

Comments

Not Specified