

Performance Evaluation

Project Details

Notification Email	Default
Additional Recipients	N/A
Include notification issuer as an additional recipient	N/A
Project Name	Fulton County Behavioral Health Network
Project Number	22RFP038A-CJC (A)
Supplier	River Edge Behavioral Health
Supplier Project Contact	River Edge Behavioral Health (preferred language: English)
Performance Program	Professional Services
Evaluation Period	07/01/2025 to 09/30/2025
Effective Date	10/14/2025

Performance Evaluation Details

ID	E8
Evaluation Score	79
Evaluation Type	Formal
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Published By	Phyllis Leverett

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

14/20

Rating

Satisfactory: Project Management. Acceptable understanding of project objectives, risks and Contract requirements with some direction required from the User Department.

Comments

The provider is delivering services in alignment with the contract and is on track to meet or exceed KPIs, including client volume targets. Invoices are submitted timely and are generally accurate, with no overspending or unjustified expenses. While the quality of work meets expectations based on reports and performance data, operational issues continue to impact client experience. These include delays in scheduling, unresolved records requests, and customer service concerns at the front desk—exacerbated by an unprofessional setup that impedes access. The provider remains responsive to the department, but the recurring operational concerns suggest a need for stronger oversight and internal corrective measures. In summary, the provider is meeting core contractual obligations, but immediate attention is needed to address service accessibility and customer-facing issues to ensure consistent quality of care.

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

Yes, the provider is on schedule to meet or exceed the established KPIs, including the targeted number of clients served. Current performance data reflects consistent progress toward meeting contractual goals.

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

Yes, the provider is meeting percentage-based KPIs that measure outcomes and impact. Reports are submitted on time and are generally free of errors, supporting accurate and reliable performance monitoring.

COMMUNICATIONS AND CO-OPERATION

17/20

Rating

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

Comments

Yes, the provider consistently responds to DBHDD requests in a timely manner. They demonstrate cooperation with End Users and actively engage in Marketing and Outreach efforts, including promptly responding to requests to participate in events.

OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS

14/20

Rating

Satisfactory: Issues of compliance with Contract documents were resolved in a timely manner to the the User Department's satisfaction.

Comments

The provider currently has no active Corrective Action Plans (CAPs) and is performing satisfactorily overall. However, ongoing challenges with front office staff and timely processing of medical record requests continue to impact operations and require focused attention for improvement.

GENERAL COMMENTS

Comments

Not Specified