

Performance Evaluation Details

ID	E3
Project	Fulton County Behavioral Health Network
Project Number	22RFP038A-CJC (C)
Supplier	The Summit Counseling Center
Supplier Project Contact	David Smith (preferred language: English)
Performance Program	Professional Services
Evaluation Period	04/01/2024 to 06/30/2024
Effective Date	09/23/2024
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	09/23/2024 04:31 PM EDT
Completion Date	09/23/2024 04:31 PM EDT
Evaluation Score	79

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

The contract management and program management staff are knowledgeable, professional and keenly aware of the importance of the contract. Objectives are clearly defined and goals are tracked via the contract's webform platform. Based upon the number of students receiving school-based therapy, the program is expected to exceed the number of students detailed in the contract.

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

Based upon the goals for this funding cycle, projected milestones indicate that the number of students enrolled for therapy will surpass the original number in the contract for this year if the trends continue. Due to the growth in the number of students, more therapists have been hired along with implementation of services with a graduate intern for a period.

QUALITY OF DESIGN, REPORTS AND DELIVERABLES

14/20

Rating

Satisfactory: Deliverables meet requirements and have an average number of issues on reports and deliverables.

Comments

Reports are typically completed and entered during appropriate times without delays. During the times there may have been delays was due to staff changes and/or additional training on the webform platform. Due to the low number of customer satisfaction surveys that are completed and submitted, it's hard to determine the level of satisfaction from the parents/caregivers of the students being served under the program.

COMMUNICATIONS AND CO-OPERATION

17/20

Rating

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

Comments

The staff at Summit Counseling are always cooperative and responsive to any questions or concerns that need to be addressed. BHDD typically will receive a response within 24 hours of receiving a request from the team. If a question or concern arises from Summit's end, they will reach out to BHDD and follow up until the issue is resolved.

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

There are no major issues with contract compliance and if any arise, they are resolved quickly. Under contract compliance, there should always be coverage of each school within the contract with a therapist or therapists. There should be a back- up plan for coverage upon staff turnover at all times.

GENERAL COMMENTS

Comments

Summit Counseling continues to provide excellent services to students under the BHDD contract to 28 schools in the Fulton County District. The contract is well monitored and issues are resolved almost immediately as they are identified.