

## Performance Evaluation Details

<b>ID</b>	E3
<b>Project</b>	Fulton County Behavioral Health Network
<b>Project Number</b>	22RFP038A-CJC (A)
<b>Supplier</b>	River Edge Behavioral Health
<b>Supplier Project Contact</b>	River Edge Behavioral Health (preferred language: English)
<b>Performance Program</b>	Professional Services
<b>Evaluation Period</b>	04/01/2024 to 06/30/2024
<b>Effective Date</b>	09/17/2024
<b>Evaluation Type</b>	Formal
<b>Interview Date</b>	Not Specified
<b>Expectations Meeting Date</b>	Not Specified
<b>Status</b>	Completed
<b>Publication Date</b>	09/17/2024 11:01 AM EDT
<b>Completion Date</b>	09/17/2024 11:01 AM EDT
<b>Evaluation Score</b>	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**

**14/20**

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

**Comments** Vendor provides services for CORE, MMC, DUI, PSH and MAI. The provider is on target to meet the client served KPI and respond well to inquires and make adjustments for the clients. For the MMC the agency struggles to meet the service provision as requested by the courts. For DUI, the provider does well with making adjustments and meets the needs of the court. for PSH, the provider delivers excellent service. For MAI, the provider has struggled to retain a therapist thus limiting their reach for service provision.

**SCHEDULE**

**14/20**

Rating **Satisfactory:** Delivered on schedule or on approved amended schedule. Monitoring and forecasting of schedule as per Contract requirements.

**Comments** CORE services are on schedule to meet their KPI for # of clients served. PSH is on track to meet KPI of clients served. MMC is not on track. DUI are on track. For MAI the vendor is off track

**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** Vendor submits, reports and org charts on time, however their reports contains a number of errors. For CORE, DUI and PSH services clients are pleased with the services overall. For MMC clients are not please with the services overall and the vendor struggles to garner consistent feedback from clients. For MAI vendors conversion rate needs improvement

**COMMUNICATIONS AND CO-OPERATION**

**17/20**

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

**Comments** As an agency the vendor is very accommodating, flexible and responds well to request. The vendor needs to be more proactive in their outreach efforts, however the vendor actively participates in events as requested by BHDD. Clients are pleased overall with services being provided. The MMC team however needs improvement in meeting the request of the courts.

**OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS**

**17/20**

Rating **Excellent:** Proactive approach to oversight of Contract compliance. Compliance issues are resolved in a timely manner to the User Department's satisfaction and exceeds expectations in some areas.

**Comments** Vendor resolves issues in a timely manner and reports incidents and risks in a timely manner and follows up to ensure they have been remedied

**GENERAL COMMENTS**

**Comments** Overall the vendor provides quality services and are a great partner.