

## Performance Evaluation Details

<b>ID</b>	E2
<b>Project</b>	Fulton County Behavioral Health Network
<b>Project Number</b>	22RFP038A-CJC (C)
<b>Supplier</b>	The Summit Counseling Center
<b>Supplier Project Contact</b>	David Smith (preferred language: English)
<b>Performance Program</b>	Professional Services
<b>Evaluation Period</b>	07/01/2023 to 09/30/2023
<b>Effective Date</b>	11/07/2023
<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>	11/07/2023 09:10 AM EST
<b>Completion Date</b>	11/07/2023 09:10 AM EST
<b>Evaluation Score</b>	82

### 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

<b>Excellent:</b> 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

Summit Counseling understands and displays quality work in execution of the contract and requires little direction from DBHDD. Schools are staffed appropriately with qualified therapists to provide services.

### SCHEDULE

14/20

Rating

<b>Satisfactory:</b> Delivered on schedule or on approved amended schedule. Monitoring and forecasting of schedule as per Contract requirements.

Comments

Summit Counseling is on schedule to meet the KPI's with the number of students being served. During this performance period, all therapists have full caseloads and the agency is looking to hire additional therapists to increase capacity. The number of Customer Satisfaction Surveys submitted needs to increase to show impact across all grade levels.

### QUALITY OF DESIGN, REPORTS AND DELIVERABLES

17/20

Rating

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

Comments

The monthly and quarterly reports have been placed into the webform without major issues in the time requested. The quarterly report was a few days late, however that was due to technical issues with the report not being saved on the webform and it was quickly resolved.

### COMMUNICATIONS AND CO-OPERATION

17/20

Rating

<b>Excellent:</b> Co-operative and timely response to the User Department concerns.

Comments

Summit Counseling responds immediately to requests from DBHDD regarding requests and or concerns. The agency is also in constant contact if or when issues arise to ensure timely resolve.

### OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS

17/20

Rating

<b>Excellent:</b> 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

Upon identification of the mislabeled or unbranded documents and phone scripts during the prior audits, requested changes and revisions were incorporated to reflect the correct network branding and logos. Other issues connected to Fulton County schools such as wi-fi and or space allotments are resolved within the schools, however DBHDD is made aware.

### GENERAL COMMENTS

Comments

*Not Specified*