

## Performance Evaluation Details

<b>ID</b>	E11
<b>Project</b>	Misdemeanor Probation Supervision Services
<b>Project Number</b>	18RFP020518A-CJC,
<b>Supplier</b>	Professional Probation Services, Inc. (PPS)
<b>Supplier Project Contact</b>	Keith Ward (preferred language: English)
<b>Performance Program</b>	Professional Services
<b>Evaluation Period</b>	07/01/2025 to 09/30/2025
<b>Effective Date</b>	10/07/2025
<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>	10/07/2025 11:25 AM EDT
<b>Completion Date</b>	10/07/2025 11:25 AM EDT
<b>Evaluation Score</b>	56

### 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

5/20

Rating

**Unsatisfactory:** Project Management that negatively affected the overall Project with little to no action to correct or mitigate. Significant project objectives, risks and/or Contract requirements were not managed or completed; multiple interventions required by the User Department to bring Consultant into compliance. Risks/Issues were not managed and/or communicated to the the User Department.

Comments

JCS has experienced some issues with staff retention. A number of probation officers have been terminated due to improper interactions with probationers to include inappropriate payments for services. Probationers have paid probation officers to provide fraudulent reports stating that court-ordered conditions have been completed during the probationary period.

### SCHEDULE

10/20

Rating

**Needs Improvement:** Schedule slippage but some effort made by Consultant to achieve timelines. Minor issues with monitoring and forecasting.

Comments

See comments above - JCS plans to replace a large contingent of probation officers who were receiving inappropriate payments for services.

### 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 customized to meet the needs of the Court; however, there are instances where they are not delivered by the imposed deadlines.

### COMMUNICATIONS AND CO-OPERATION

17/20

Rating

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

Comments

JCS has been very open with sharing details regarding their operation and the plans to improve their services.

### OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS

10/20

Rating

**Needs Improvement:** Minor issues with compliance took a long time to resolve and/or required multiple interventions to resolve the issue to the the User Department's satisfaction.

Comments

A judge has expressed concerns with the way probation revocations have been conducted recently within his courtroom. The expectations were communicated to management who plans to resolve the issue immediately. Revocation hearing expectations: The probation officer should convey their offer; the defense should convey to the defendant and then get back with the PO to see if there is a resolution considering the defendant's explanation (i.e maybe he did do the community services or can pay the fees in 10 days etc). Most of my cases come to an agreement, I will sign off on whatever is agreed and the parties can go on their way. If there is not an agreement, I will have a revocation hearing.

### GENERAL COMMENTS

Comments

*Not Specified*