

Performance Evaluation Details

ID	E8
Project	Fulton County Behavioral Health Network
Project Number	22RFP038A-CJC(B)
Supplier	CHRIS180
Supplier Project Contact	Rick Aranson (preferred language: English)
Performance Program	Professional Services
Evaluation Period	07/03/2025 to 10/02/2025
Effective Date	10/14/2025
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	10/14/2025 11:55 AM EDT
Completion Date	10/14/2025 11:55 AM EDT
Evaluation Score	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

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 generally fulfilling the services outlined in the contract, with programmatic expectations being met and service delivery aligning with the established framework. While the provider has achieved the benchmark for customer satisfaction scores, the number of completed surveys does not represent a statistically meaningful sample of the clients served, limiting the reliability of this data. Reports and invoices submitted continue to contain errors and often require revisions to ensure data reconciliation prior to final submission, which has impacted administrative efficiency. On a positive note, the provider has demonstrated a strong commitment to community engagement by proactively volunteering for outreach activities. However, the youth diversion program has encountered significant challenges, particularly related to programming structure and implementation, which require focused attention and corrective action to ensure alignment with intended outcomes.

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

Provider is on schedule to meet/exceed KPIs in regard to clients served.

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

The provider is currently submitting reports in alignment with the required schedule; however, the reports consistently contain errors that compromise data accuracy and require follow-up revisions. However, the quality of services based on customer satisfaction scores exceed benchmark.

COMMUNICATIONS AND CO-OPERATION

20/20

Rating

Outstanding: Co-operative and proactive response to User Department concerns at all times. Innovative communication approaches with the User Department's team.

Comments

The provider has been responsive to requests made by DBHDD, consistently replying within the expected timeframes. They have demonstrated a cooperative and collaborative approach when working with End Users and have maintained positive working relationships across stakeholders.

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

There are no active Corrective Action Plans (CAPs) in place for the provider at this time. The provider has maintained open and timely communication with the department regarding any issues or incidents, ensuring transparency and real-time reporting.

GENERAL COMMENTS

Comments

Not Specified