

## Performance Evaluation Details

<b>ID</b>	E8
<b>Project</b>	Fulton County Behavioral Health Network
<b>Project Number</b>	22RFP038A-CJC(E)
<b>Supplier</b>	Health Connect America
<b>Supplier Project Contact</b>	Patricia Mowry (preferred language: English)
<b>Performance Program</b>	Professional Services
<b>Evaluation Period</b>	07/03/2025 to 10/02/2025
<b>Effective Date</b>	11/06/2025
<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>	11/06/2025 05:05 PM EST
<b>Completion Date</b>	11/06/2025 05:05 PM EST
<b>Evaluation Score</b>	62

### 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

GA Hope continues to provide services as outlined in the contract; however, they are not on track to meet key performance indicators. The number of clients served remains below target, and submitted data reports have contained multiple errors requiring correction and resubmission, delaying accurate performance tracking. Invoices are submitted timely and are accurate, with no overspending or unjustified expenses identified. Fiscal management is satisfactory, and communication with the department regarding financial matters is consistent. While core services are being delivered, the quality of reporting and data accuracy need improvement. Internal review processes should be strengthened to ensure data reliability and alignment with contract deliverables. Overall, GA Hope meets contractual and fiscal requirements but requires significant improvement in performance reporting, data quality, and KPI attainment to ensure full compliance and effectiveness.

### SCHEDULE

10/20

Rating

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

Comments

GA Hope is not on schedule to meet or exceed its key performance indicators. The agency's target of serving 2,000 clients for the current reporting period will not be achieved based on current performance trends.

### QUALITY OF DESIGN, REPORTS AND DELIVERABLES

10/20

Rating

**Needs Improvement:** Above average number of issues with deliverables; re-submission of reports and/or deliverables may have been necessary.

Comments

GA Hope is not meeting the percentage-based KPIs related to program outcomes and impact. Current data indicates performance levels below required benchmarks, and progress toward these targets remains limited. While the agency is submitting reports on time, the submissions have contained multiple data errors and inconsistencies, requiring corrections and resubmission. These issues have delayed effective performance evaluation and hindered the ability to assess true program impact. However, GA Hope has demonstrated a commitment to making necessary improvements. The agency has been responsive to feedback and is taking steps to strengthen internal data review processes and enhance reporting accuracy, showing a willingness to improve overall performance and accountability.

### COMMUNICATIONS AND CO-OPERATION

14/20

Rating

**Satisfactory:** Satisfactory response to the User Department's requests and changes; Consultant involved in developing solutions and ensures prompt and appropriate action.

Comments

GA Hope responds to department requests in a timely manner and maintains good cooperation with End Users. The agency participates in marketing and outreach efforts and is responsive to invitations to engage in department-sponsored events, demonstrating a continued commitment to collaboration and community engagement.

### 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

GA Hope currently has no Corrective Action Plans (CAPs) in place. The agency communicates issues with the department in real time and demonstrates transparency in reporting and resolving concerns. As no CAPs have been required, there are no pending actions, and previous issues have been addressed appropriately and in a timely manner.

**GENERAL COMMENTS**  
**Comments**

*Not Specified*