

## CONTRACTORS PERFORMANCE REPORT

### PROFESSIONAL SERVICES

<b>REPORT PERIOD START</b> 7/1 – 9/30/21	<b>CONTRACT PERIOD START</b> 10/1/17	<b>CONTRACT PERIOD END</b> 12/31/21
<b>PO NUMBER</b> 2018-CHRIS18-CJC	<b>PO DATE</b> 10/1/17	<b>CONTRACTOR</b> CHRIS 180
<b>Department</b> - Behavioral Health and Developmental Disabilities	<b>Bid Number</b> 17RFP112103A-CJC	<b>Service Commodity</b> Professional Services for Behavioral Health

### OVERALL SCORE – 3.6

#### CHRIS 180 PERFORMANCE EVALUATION – 3rd QUARTER 2021

##### 1. Quality of Goods/Services – 4

In the 3rd Quarter of 2021, CHRIS 180 utilized a modified schedule approach to resume in person services at the 4 Fulton County Behavioral Health facilities for children, adolescents and emerging adults while continuing to offer telehealth services. Each site is open either 2 or 3 days per week. The organization remains innovative, flexible and makes accommodations to meet the client's needs. The Emerging Adult Re-Entry team continues to provide quality services. Text 4 Help on-call clinicians respond to messages within the expected timeframe of 3 minutes or less with appropriate responses. The team continues to work with LEAD to address & correct data discrepancies in the reporting portal.

##### 2. Timeliness of Performance – 3

Through the 3rd quarter, CHRIS 180 in the CORE services program was able to serve 939 unique clients and are on track to meet or exceed the goal of 1,000 clients per year. In CORE services, there were improvements made with the timely submission of monthly and quarterly required reports. Quarterly reports remain timely for School-based mental health services and additional responses to requests are always immediate. The team makes the effort to respond promptly to inquiries and requests. As LEAD works to resolve data discrepancies, the Text 4 Help clinicians remain diligent in responding to all requests from the technology team.

##### 3. Business Relations – 4

The organization is an established collaborative partner with Fulton County and BHDD. CHRIS 180 Personnel is reminded periodically about the importance of making a clear distinction about where services are being provided to clients on the behalf of Fulton County. This distinction is important because CHRIS 180 has successfully developed numerous partnerships and programs with other entities within the Fulton County community. There is an ongoing focus on improved efficacy and efficiency in

both service delivery and reporting mechanisms, the centralized intake and same day appointment process has resulted in positive outcomes. The organization is proactive in implementing strategies to recruit and retain staff when the overall turnover rate is high in the industry.

4. Customer Satisfaction – 4

The CHRIS 180 customer service rating during the 3rd quarter of 2021 is 96%. The agency shares both positive and negative feedback received from customer service surveys and notes actions taken to remedy any concerns. Customer Satisfaction surveys need to be implemented in the specialty programs. Invoices are submitted in a timely manner and are mostly accurate each month and quarter.

5. Contractors Key Personnel – 3

The organization maintains open communication related to staffing and retention challenges, as well as initiatives they are implementing in an effort to overcome the challenges. Chris 180 made significant changes to their organizational leadership hierarchy and hired a Chief Clinical Officer. The change in leadership was not apparent from a continuity of services standpoint. A new Program Manager was hired for the Clubhouse program and she has been instrumental in the recruitment of additional staff, participants and exciting programming changes. The Re-Entry team is fully staffed. The Leadership Staff participate in weekly conference call meetings and provide important programmatic updates. The Leadership Team has been excellent in presenting quarterly and comparative data during quarterly performance meetings. Vacancies remain for site supervisors and although alternative recruiting methods have been utilized, it has not resulted in obtaining qualified candidates.

Approved BY:

LaTrina Foster, LPC



Director of BHDD