

## Performance Evaluation Details

<b>ID</b>	E3
<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>	04/03/2024 to 07/02/2024
<b>Effective Date</b>	09/23/2024
<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>	09/23/2024 04:18 PM EDT
<b>Completion Date</b>	09/23/2024 04:18 PM EDT
<b>Evaluation Score</b>	54

### 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

10/20

Rating

**Needs Improvement:** Many issues with Project Management that negatively impacted scope, schedule, quality and/or budget; corrective action slow. Understanding of project objectives, risks and Contract requirements was lacking and required some intervention by the User Department. Risks/Issues were communicated late to the User Department.

Comments

There are issues with service encounters not being entered into the correct system, due to a communication glitch between the parent company and service providers. The agency also struggles with outreach efforts, which limits the ability to attract additional clients. Year-to-date, the vendor's client service numbers are significantly below target. Additionally, the vendor has difficulty obtaining surveys from consumers.

### SCHEDULE

10/20

Rating

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

Comments

The vendor is not on target and the probability of them making that target is extremely low. Vendor needs to review data monthly to keep track of KPIs that are outlined in the contract.

### 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

The vendor has an issue with data collection and submitted reports with erroneous data. Vendor needs to track their data on a consistent basis.

### 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

The vendor is not very proactive and has to be guided often by BHDD. Despite consistent support by BHDD the vendor does not have a definitive plan to increase clients.

### 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

The vendor has not been entering their data into Carelogic and the staff was unaware that they were supposed to be submitting the data to the State.

### GENERAL COMMENTS

Comments

There needs to be more communication between corporate and the team on the ground to ensure consistency, updates, and cohesive operations