

## Performance Evaluation Details

<b>ID</b>	E3
<b>Project</b>	Fulton County Behavioral Health Network
<b>Project Number</b>	22RFP038A-CJC (D)
<b>Supplier</b>	Grady Health System
<b>Supplier Project Contact</b>	David G Noble (preferred language: English)
<b>Performance Program</b>	Professional Services
<b>Evaluation Period</b>	04/01/2024 to 06/30/2024
<b>Effective Date</b>	09/17/2024
<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>	09/17/2024 11:31 AM EDT
<b>Completion Date</b>	09/17/2024 11:31 AM EDT
<b>Evaluation Score</b>	78

### 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

17/20

Rating

**Excellent:** Project Management that exceeds in some areas. Understanding of project objectives, risks and Contract requirements was above average and required little direction from the User Department.

Comments

The vendor provides services for Adult CORE (north & south) , SRU and Re-Entry. For CORE services they have excellent performance and understand the contract deliverables, ask for assistance when needed. For SRU the services are satisfactory, the vendor should hire an additional staff member to cover the workload. For Re-Entry services, which is subcontracted out to Women on the Rise, the overall service provision is excellent.

### SCHEDULE

10/20

Rating

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

Comments

For CORE services the vendor is not on track to meet the KPI for # of clients met. Vendor could benefit from a data analysis monthly to ensure they are on track to meet the numbers as outlined in the contract. For SRU, the vendor is not on track to meet their target. For Re-Entry services the vendor is on target to meet the goal of clients met.

### QUALITY OF DESIGN, REPORTS AND DELIVERABLES

17/20

Rating

**Excellent:** Deliverables exceed requirements in some areas and remainder of items delivered are high quality.

Comments

The clients are pleased with the service provided by this vendor. They meet and surpass the benchmark of 80%. Vendor makes adjustments to ensure clients are receiving services. The impact of the CORE and Re-Entry services are positive in the lives of clients. However, vendor for Re-Entry and North Fulton services, the number of CSS could improve. The vendor submits their reports on time however it does contain errors. The vendor could benefit from a thorough review of data reports prior to submission.

### COMMUNICATIONS AND CO-OPERATION

17/20

Rating

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

Comments

Vendor is very cooperative, flexible and accommodating. Vendor participates in BHDD events. Vendor could be proactive in initiating vendor provider events to showcase and highlight the FCBHN.

### 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

Vendor does well at submitting incident reports, that the issue is addressed and reconciled to disposition.

### GENERAL COMMENTS

Comments

Provider is very apt at overall contract adherence and is a great partner.