FULTON COUNTY PURCHASING & CONTRACT COMPLIANCE	**DEPARTMENT OF PURCHASFING & CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

Report Period Start	Report Period End	Contract Period Start	Contract Period End
7/1/22	9/30/22	1/1/18	12/31/22

Purchaser Order Number	Purchase Order Date
18SC111179A-CJC	1/24/18

Department –

Behavioral Health and Developmental Disabilities

Bid Number	Service Commodity –
18SC111179A-CJC	18SC111179A-CJC

Contractor -

Performance Rating

0 = Unsatisfactory	Archives contract requirements less than 50% of the time not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.
1 = Poor	Archives contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customer somewhat satisfied.
2 = Satisfactory	Archives contract requirements 80% of the time. Generally responsive, effective and/or efficient; delays are excusable and/or results in minor programs adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction.
3 = Good	Archives contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have not impact on programs/mission; key employees are highly competent and seldom require guidance; customers are highly satisfied
4 = Excellent	Archives contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal directions; customers' expectations are exceeded.

1. Quality of Goods/Services		(Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification
	0	The River Edge team consistently provides routine outpatient behavioral health care via in-person and telehealth services in three Fulton County locations and in the community based on the program area. The organization experienced difficulty during the quarter with its ability to offer individual counseling services to new clients who requested the service in the outpatient clinics due to inadequate staffing. After the intervention of the Fulton County BHDD Leadership Team the necessary adjustments were made to allocate the necessary resources in order to offer the service. Specialty services were able to provide quality services during the second quarter.
	1	
X	2	
	3	
	4	

2. Timeliness of Performance		(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/Change – On Time Completion Per Contract)
	0	River Edge has exceeded the client service initiation time standards per the contract and key performance measures. The no show rate for Psychiatric assessments decreased significantly during the 3rd qtr. Through the 3rd quarter of 2022, 1,973 unique clients were served in the core outpatient behavioral health program.
	1	
	2	
X	3	
	4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
	0	River Edge maintains a collaborative working relationship with the Fulton County BHDD Leadership Team. The River Edge team has participated in community outreach events as requested by the Department. Since the implementation of a streamlined referral process, improvements have been made to decrease barriers to service for both internal and external partners. The agency can improve by appropriately notifying the Fulton County BHDD Leadership Team of adjustments to service provision due to staffing or any other reasons.
	1	
	2	
X	3	
	4	

4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – So Substitutions)
	0	Data submitted during the 2nd quarter showed an overall customer service rating for Core outpatient behavioral health programs was 93.6% and is an increase from the 3rd quarter but exceeds the 80% benchmark. Customer service dissatisfaction comments are in the area of wait times and staff complaints. A high rate of duplicate clients receiving services is a mechanism to indicate client satisfaction. Due to the implementation of electronic anonymous customer service surveys, transparency and the ability for Clients to provide honest feedback has increased.
	1	
	2	
	3	
X	4	

5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
	0	Ongoing weekly meetings between River Edge and the Fulton County BHDD's leadership team is effective in providing programmatic and leadership updates. River Edge has the ability to promptly post and interview for vacant positions. The Human Resources division indicates there is a focus on attracting more potential candidates from within Fulton County and the surrounding area, however no specific plans are in place. During the contract, the organization has not been fully staffed based on contractual obligations and the turnover rate remains high. The organization has successfully staffed a psychiatrist at the North Fulton Service Center to eliminate the need to access psychiatrist services outside of their service area and contribute to the high no show rate. A new strategy was implemented during the 1st quarter to address the overall leadership staffing hierarchy within the Fulton County contract; however, the changes have not yielded any notable changes
	1	
X	2	
	3	
	4	

Overall Performance Rating	2.8	Date	10/15/22
Would you select/recommend this vendor again?		Yes	
Rating completed by:	Erika Williams-Walker		
Department Head Name:	LaTrina Foster		
Department Head Signature