

## Performance Evaluation Details

<b>ID</b>	E2
<b>Project</b>	Fulton County Behavioral Health Network
<b>Project Number</b>	22RFP038A-CJC(B)
<b>Supplier</b>	CHRIS180
<b>Supplier Project Contact</b>	Dr Anne Cornell (preferred language: English)
<b>Performance Program</b>	Professional Services
<b>Evaluation Period</b>	07/03/2023 to 10/02/2023
<b>Effective Date</b>	11/06/2023
<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>	11/06/2023 08:11 PM EST
<b>Completion Date</b>	11/06/2023 08:11 PM EST
<b>Evaluation Score</b>	82

### 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

<b>Satisfactory:</b> Project Management. Acceptable understanding of project objectives, risks and Contract requirements with some direction required from the User Department.

Comments

School based therapy program hired 3 managers to improve management of contractual responsibilities and continues to do well in exceeding project objectives. Agency has struggled with the disseminating pertinent contractual information to all affect agency personnel - new and old. Agency has not met scope of work around medical services with nurse and psychiatrist being onsite - important to note space availability has been a challenge. Agency has been without a full time Clinical Supervisor during this contractual period and location leadership has changed multiple time. Agency as a whole can improve on customer service survey returns and results consistently across all programs.

### SCHEDULE

17/20

Rating

<b>Excellent:</b> Delivered ahead of original completion date with some effort by Consultant to meet or exceed project milestone dates, or on original schedule with increased scope. At times, proactive approach to monitoring and forecasting of project schedule.

Comments

Ability to meet key performance indicators varies across all programs. On track for Re-Entry, School-based and Core services to meet benchmarks. Clubhouse has made a concerted effort to increase census and is close to meeting the standard.

### QUALITY OF DESIGN, REPORTS AND DELIVERABLES

17/20

Rating

<b>Excellent:</b> Deliverables exceed requirements in some areas and remainder of items delivered are high quality.

Comments

Re-Entry services is building and developing a framework for services and training will take place in fourth quarter. School based services is high quality and the long-term management of the program contributes to the successful services. CORE services are established and are working to meet and in some areas exceed expectations. The Clubhouse Program has established an effective way to improve intake process.

### COMMUNICATIONS AND CO-OPERATION

17/20

Rating

<b>Excellent:</b> Co-operative and timely response to the User Department concerns.

Comments

Overall cooperation and responsive is good as an agency. Core services in particular has struggled this quarter due to changes in leadership. Clubhouse team is particularly transparent when sharing information as well as struggles.

### OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS

17/20

Rating

<b>Excellent:</b> 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

Agency is in the 6th year overall with contractual compliance and understands Fulton County structure and programmatic needs and expectations.

### GENERAL COMMENTS

Comments

*Not Specified*