

## Performance issues with Jojo Healthcare regarding the provision of in-home services

- 1) Aides do not show up as scheduled.
- 2) Numerous cancelations regular.
- 3) Aides or the office rep at JOJO will cancel a schedule appointment and then the families will not hear back from them.
- 4) Services are interrupted with no updates or explanations to the families.
- 5) JOJO services are not consistent as authorized per HCBS program.
- 6) The aides do not work when they come or stay for ½ hour.
- 7) Aides telling families their personal problems, lack of pay received from JOJO, or they're not getting mileage reimbursement, so they have to look for another job.
- 8) Aides not receiving proper training (Jojo staff informed the Office of Aging in a meeting on 4/1/2019 regarding their performance)

### Meetings to cure problems with Jojo Healthcare

- Cure Meeting with Jojo, Office of Aging – 10/11/2018
- Meeting with P&C, Jojo, Office of Aging at P&C – 12/2/2018
- Cure meeting with Jojo & the Office of Aging- 2/5/2019
- Cure meeting with Jojo & the Office of Aging- 3/8/2019
- Cure meeting with Jojo & the Office of Aging- 4/1/2019

Due to poor performance, the Office of Aging had to reduce Jojo's service level from 107 clients to 67. Clients and caregivers had a tremendous amounts of complaints regarding services.

## Amount JoJo Healthcare has been paid to date

JoJo Home Healthcare	Invoice Amount
July	\$ 24,882.44
August	\$ 25,575.99
September	\$ 22,492.36
October	\$ 22,364.32
November	\$ 21,649.43
December	\$ 22,780.45
January	\$ 18,320.39
February	\$ 20,315.68
<b>Total</b>	<b>\$ 178,381.06</b>
<b>Average</b>	<b>\$ 22,297.63</b>

Rating Form for Contractors, Providers and LSBEs

DeKalb County Purchasing & Contracting Department

**Mission:** The purpose of this form is to document the performance of contractors, providers or LSBEs to DeKalb County and how well/poorly they are doing. This rating system can be used for evaluative purposes for the award, or recommendation for award, of future procurements.

**Frequency:** This form should be filled out with each delivery, payment advice, invoice, or other milestone in the lifecycle of any good or service for which DeKalb County pays a third party. At a minimum, the form should be filled out shortly after the start and at the conclusion of each contract. This will provide adequate communication to the P&C Department.

**Instructions:** On a scale of 1-10, with 10 being "Superior" and 1 being "Abhorrent," please rate the contractor, provider or LSBE for the evaluation reason. Please rate them ONLY for current events, not past ones. Please indicate the reason for evaluation as listed below, and then write in any "narrative" that you feel important to communicate to the P&C Department. Remember to keep your comments factual and objective.

Legal Name of Contractor/Provider/LSBE: Jojo Healthcare

Date: 11/19/2019 Your Name: Darryl Blackwell

Contract Name/Number: \_\_\_\_\_

Using Department: Human Services/Office of Aging Division

Reason for Evaluation:  Start of Contract  End of Contract  Delivery / Receipt  
 Monthly Rating  Project Milestone  Other: \_\_\_\_\_

Rating (1-10): 1

Narrative (provide only objective facts to support current rating):

We have received multiple complaints about the performance of the aides at Jojo Healthcare. The follow is a condensed version; aides come late; when they are there, they don't do any work; the aides have attitudes; aides do not show up for scheduled appointments. We have addressed this numerous times with the vendor but the feedback has not improved. The clients have been calling with complaints since July 2018.

Would you recommend this contractor/supplier/LSBE for future County contracts? Not at this time

Signature: Darryl Blackwell

Digitally signed by Darryl Blackwell  
Date: 2019.11.19 12:35:16 -05'00'

**Upon completion, please send to the P&C Department at [pcadmin-ops@dekalbcountyga.gov](mailto:pcadmin-ops@dekalbcountyga.gov).**