

Quality Assurance Surveillance Plan (QASP)

For HCHV Contract Emergency Residential Services

Project Title: HCHV-CERS:

Contract Number: TBD

Contract Description: The contractor shall furnish services to the beneficiaries for whom such care is specifically authorized by the Veterans Health Administration (VHA) for a period not to exceed 90 days. An extension will be considered after 90 days. This will require justification and approval from the Contracting Officer's Representative, subject to the availability of funds. It is understood that the type of Veterans to be cared for under this contract will require care and treatment services over and above the level of room and board. Typically, Veterans referred under the contract will carry a mental health or substance abuse diagnosis and be in need of residential treatment in order to become more stable and capable of moving into transitional or independent housing. To be eligible for placement in residential treatment, all Veterans must be homeless or at imminent risk of becoming homeless and be eligible and registered for VA services.

Contractor's Name: Metropolitan Fresh Start.pdf (hereafter referred to as the contractor)

1. PURPOSE

This Quality Assurance Surveillance Plan (QASP) provides a systematic method to evaluate performance for the stated contract. This QASP explains the following:

- What will be monitored.
- How monitoring will take place.
- Who will conduct the monitoring.
- How monitoring efforts and results will be documented.

This QASP does not detail how the contractor accomplishes the work. Rather, the QASP is created with the premise that the contractor is responsible for management and quality control actions to meet the terms of the contract. It is the Government's responsibility to be objective, fair, and consistent in evaluating performance.

This QASP is a "living document" and the Government may review and revise it on a regular basis. However, the Government shall coordinate changes with the contractor. Copies of the original QASP and revisions shall be provided to the contractor and Government officials implementing surveillance activities.

2. GOVERNMENT ROLES AND RESPONSIBILITIES

The following personnel shall oversee and coordinate surveillance activities.

a. Contracting Officer (CO) – The CO shall ensure performance of all necessary actions for effective contracting, ensure compliance with the contract terms, and shall safeguard the interests of the United States in the contractual relationship. The CO shall also assure that the contractor receives impartial, fair, and equitable treatment under this contract. The CO is ultimately responsible for the final determination of the adequacy of the contractor's performance.

Assigned CO: <Upon award, Government will enter name>

Organization or Agency: Department of Veterans Affairs, Office of Acquisition and Materiel Management

b. Contracting Officer's Representative (COR) – The COR is responsible for technical administration of the contract and shall assure proper Government surveillance of the contractor's performance. The COR shall keep a quality assurance file. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf.

Assigned COR: Stephen Bruner

c. Other Key Government Personnel – Joanne Peters, Paul Meier

3. CONTRACTOR REPRESENTATIVES

The following employees of the contractor serve as the contractor's program manager for this contract.

a. Program Manager – Kinwood DeVore

b. Other Contractor Personnel – Rod Kearney, Richard Suydam

Title: <Enter title(s) or delete these lines if not applicable>

4. PERFORMANCE STANDARDS

Performance standards define desired services. The Government performs surveillance to determine if the Contracted Program exceeds, meets or does not meet these standards. The Performance Requirements Summary Matrix is incorporated within this QASP to include performance standards and disincentives. The Government shall use these standards to determine Contracted performance and shall compare Contracted performance to the Acceptable Quality Level (AQL) defined below for each performance requirement.

| Performance Indicators | PWS Ref | Performance Measure | Acceptable Level of Quality | Method of Assessment | Incentive | Dis-incentive |
|--|-----------|---|---|--|--|---|
| Successful Permanent Housing Placement upon Program Exit | Para 1 | Permenant=Successful (If Veteran had permanent or transitional before going in then 1 pt) Transitional=Successful (>6 month) 2pts Equivalent to HCHV Contract=Successful unknown or streets=Unsuccessful | For this category, % of “Successful Discharges” will be considered compared to previous years | Entry/Exit Forms, VA notes shortly after exit, client reports, or other information sources. | If funding is available, Increased Contract beds & Referrals Positive Annual Rating | Decreased Contract bed numbers & Referrals. Negative Annual Rating |
| Acceptance of most Referrals including difficult to house Veterans and vulnerable Veterans when below # of beds listed in the Contract | Para 3 | % of COR determined appropriate referrals accepted by contractor when the program’s census is below max # of beds | 90% | Referral Forms, VA notes, Program staff report. | If funding is available, Increased Contract beds & Referrals Positive Annual Rating | Decreased Contract bed numbers & Referrals. Negative Annual Rating |
| Prompt & Accurate Communication with VA | Section 4 | Entry/Exit forms and Incident Reports provided in 1 business day | 100% | CPRS notes, Entry/Exit forms, client self-reports. | Positive comments in annual review. | Negative comments in annual review |

5. METHODS OF QA SURVEILLANCE

Various methods exist to monitor performance. The COR shall use the surveillance methods listed below in the administration of this QASP.

a. Analysis of the referral paperwork and Veterans health care record which is sent by referring parties, including interagency, and self-referrals. Analysis of the entry and exit reports sent to the COR from the Contractor. (Evaluates outcomes on a quarterly basis)

- Successful Permanent Housing Placement upon Program Exit
- Acceptance of Referrals

f. Analysis of the dates Veterans entered or exited the program compared to the dates of when the entry/exit paperwork was sent to the COR. The COR will usually look at dates written on the faxed or emailed information. (However, Analysis is only taken when a problem/deficiency is suspected)

- Prompt & Accurate Communication with VA

6. RATINGS

Metrics and methods are designed to determine if performance exceeds, meets, or does not meet a given standard and acceptable quality level. A rating scale shall be used to determine a positive, neutral, or negative outcome. The following ratings shall be used:

| | |
|------------------------|--|
| EXCEPTIONAL: | Performance significantly exceeds contract requirements to the Government's benefit. |
| SATISFACTORY: | Performance meets contractual requirements. |
| UNSATISFACTORY: | Performance does not meet contractual requirements. |

7. DOCUMENTING PERFORMANCE

a. ACCEPTABLE PERFORMANCE

The Government shall document positive performance. Any report may become a part of the supporting documentation for any contractual action.

b. UNACCEPTABLE PERFORMANCE

When unacceptable performance occurs, the COR shall inform the contractor. This will normally be in writing unless circumstances necessitate verbal communication. In any case the COR shall document the discussion and place it in the COR file.

When the COR determines formal written communication is required, the COR shall prepare a Contract Discrepancy Report (CDR), and present it to the contractor's program manager.

The contractor shall acknowledge receipt of the CDR in writing. The CDR will specify if the contractor is required to prepare a corrective action plan to document how the contractor shall correct the unacceptable performance and avoid a recurrence. The CDR will also state how long after receipt the contractor has to present this corrective action plan to the COR. The Government shall review the contractor's corrective action plan to determine acceptability.

Any CDRs may become a part of the supporting documentation for any contractual action deemed necessary by the CO.

8. FREQUENCY OF MEASUREMENT

a. Frequency of Measurement.

During contract performance, the COR will periodically analyze whether the negotiated frequency of surveillance is appropriate for the work being performed.

b. Frequency of Performance Assessment Meetings.

The COR shall meet with the contractor annually to assess performance and shall provide a written assessment.

<After award, both the contractor's Program Manager and the COR shall sign this document.>

Signature – Contractor Program Manager

Signature – Contracting Officer's Representative

Attachments:

1. Contract Performance Report
2. Contract Discrepancy Report

Attachment 1

Contract Performance Report

1. Contract Number: <insert number>
2. Prepared by: (Name of COR) <insert name>
3. Date and time of observation:
4. Observation:

<Examples of items to include in a report are:

- Method of surveillance.
- How frequently you conducted surveillance.
- Surveillance results.
- Number of observations.>

5. Performance Rating (in accordance with QASP, paragraph 6):

Signature – Contracting Officer's Representative

Date

Attachment 2

Contract Discrepancy Report (CDR)

TO: (Contractor Program Manager or onsite representative) <insert name>

FROM: (Name of COR) <insert name>

1. Contract Number: <insert number>

2. Date and time observed discrepancy:

3. Discrepancy/Problem/Issue:

<Describe in detail. Identify any attachments.>

4. Corrective action plan:

5. A written corrective action plan <is/is not> required. <If a written corrective action plan is required include the following.> The written Corrective Action Plan will be provided to the undersigned not later than <# days after receipt of this CDR.>

Signature – Contracting Officer’s Representative

Date

Received by:

Signature – Contracting Program Manager or Onsite Representative

Date

Distribution:

<Name & Title - Contracting Officer>

<The COR may initiate a CDR at any time, including whenever the number of monthly recorded defects for a performance standard exceeds the allowable number of defects; anytime unacceptable performance is determined critical in nature and requires formal corrective action; and whenever an unfavorable trend is detected in contractor performance.>