

M E M O

From: Javier Figueroa, MS, Associate Regional Director, RCS Region 4A
Sent: January 6, 2015
To: West Valley Vet Center
Subject: QUALITY SURVEILLANCE PLAN for Contract Fee for Service Providers

For: Readjustment Counseling Services

Contract Number: As assigned.

Contract Description: The contractor(s) shall perform Readjustment Counseling Services to combat veterans and their families in the requested area.

Contractor's Name: As awarded.

1. **Purpose:** the Quality Assurance Surveillance Plan (QASP) provides a systematic method to evaluate performance for the stated contract. The QASP that the COR will be using hereafter will be called, "Readjustment Counseling Service Contract Fee Quality Review Form" (reference: VHA Handbook 1500.01) This QASP explains the following:
 - a. What will be monitored.
 - b. How monitoring will take place.
 - c. Who will conduct the monitoring.
 - d. How monitoring efforts and results will be documented.

This QASP is a "living document" and the Government may review and revise it. However, the Government shall review changes with the contract provider. 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: As Assigned, Contract Specialist

Organization or Agency: Department of Veterans Affairs, SAO West, NCO 18

- Assigned COR:** West Valley – Adam McCray
LaVada Hook

- ### 3. Contractor Representatives:

a. Program Manager: Javier Figueroa, MS, Associate Regional Director

The contractor shall furnish readjustment counseling services to eligible veterans referred by Vet Center staff members. Professional staff members of VA Psychiatry, Social Work, Psychology or Nursing Services may refer eligible veterans to the Vet Center to be considered for services under this contract. Readjustment counseling, for purposes of this contract, is counseling provided by social workers, psychologists, psychiatrists, or other qualified counselors, individually or in groups, specifically directed at social, psychological, or behavioral difficulties specifically related to the post-war readjustment to civilian life. Such difficulties may interfere with a veteran's job performance, educational pursuits, family and other interpersonal relations, or overall ability to cope with daily life. Modalities of readjustment counseling include individual, group and family counseling; all of which must have as their central purpose the post-war readjustment of war zone veterans. This service does not include general mental health services, but only provides readjustment counseling for psychosocial difficulties related to post-war readjustment from military duty, for example:

- a. Exposure to combat-related war trauma.
- b. Exposure to other aspects of war zone stress.
- c. Post-traumatic stress disorder or other war-related social and psychological difficulties.
- d. Stressors unique to military duty for eligible veterans.
- e. Psychological concern over a possible service-connected condition.
- f. Substance abuse connected with military duty and/or post-war homecoming and readjustment.
- g. Difficult post-war experiences, including disrupted homecoming and unsuccessful re-entry into civilian roles.
- h. Concern over possible Agent Orange, biological or chemical agent exposure or ramifications thereof.
- i. Generalized alienation from society manifested by lack of expectable familial, educational or vocational activities.
- j. Psychosocial difficulties related to type of military discharge for other than a dishonorable discharge.

5. **Program Limitation:** The provision of medications and physical examinations are not to be considered a component of readjustment counseling, and therefore, will not be provided under this contract. Nonetheless offerors should have the capability through referral to arrange for needed physical examinations, prescription medications or other medical treatment. Veteran consumers should be advised that the VA will not reimburse through this service for physical examinations, drugs or other medical treatments. In all such cases, VA medical facilities should be the priority referral for the veteran's medical care. The contract provider should coordinate with the COTR for assistance in facilitating referrals to VA medical providers.
6. **Quality surveillance Standards:** The following are quality review standards specified in Appendix 13 of VHA Handbook 1500.01 for use by the COR when conducting quality review site visits.

A handwritten signature in blue ink, reading "Javier Figueroa Sr.", is written over a horizontal line.

Javier Figueroa Sr., MS
Associate Regional Director, Region 4A

Task	ID	Indicator	Standard	Acceptable Quality Level	Method of Surveillance	Incentive
CONTRACTOR QUALITY REVIEW	1.	Facility is adequate to meet the criteria for providing services to the veterans; plan includes private and confidential group and individual counseling areas. Area is easily accessible to the physically challenged.	Federal Standards for counseling regulations	100%	Yearly Site visit performed by COR's	Exercise of Option periods.
	2	Client appointment book, charts, and client-related information are locked in a secure location.	VA HIPPA and Privacy Regulations are adhered to	100%	Yearly Site visit performed by COR's	Exercise of Option periods.
	3	The contractor has reported and submitted for approval, any proposed changes in personnel providing services under the current contract to the contracting officer through the COTR.	Contractor follows Regulations indicated in the Statement of Work	100%	Yearly Site visit performed by COR's	Exercise of Option periods.
	4	The contractor submits monthly bills in arrears no later than 5 working days of the following month.	Contractor follows Regulations indicated in the Statement of Work	80%	Yearly Site visit performed by COR's	Exercise of Option periods.
	5	5. Initial counseling sessions are scheduled within 3 working days from the date the contractor receives the VA Form 10-5565b authorizing visits.	Contractor follows Regulations indicated in the Statement of Work	90%	Yearly Site visit performed by COR's	Exercise of Option periods.
	6	VA Form 10-5565b, Authorization for Initial Visits and if appropriate, additional blocks of visits are present.	Contractor follows Regulations indicated in the Statement of Work	100%	Yearly Site visit performed by COR's	Exercise of Option periods.

	7	The contractor submits initial assessments and counseling plans. Updated counseling plans are submitted to COTR one week prior to scheduling next block of visits.	Contractor follows Regulations indicated in the Statement of Work	100%	Yearly Site visit performed by COR's	Exercise of Option periods.
	8	Progress notes, verification forms and billing dates correspond.	Contractor follows Regulations indicated in the Statement of Work	100%	Yearly Site visit performed by COR's	Exercise of Option periods.
	9	Verification of Service forms are signed by the client and are forwarded to the COTR. Copies can be maintained in the client's file.	Contractor follows Regulations indicated in the Statement of Work	100%	Yearly Site visit performed by COR's	Exercise of Option periods.
	10	Client records are maintained in a structured format and contain assessment and counseling plans.	Contractor follows Regulations indicated in the Statement of Work	100%	Yearly Site visit performed by COR's	Exercise of Option periods.
	11	Client progress notes are present, dated, signed, and show client movement in relation to counseling goals.	Contractor follows Regulations indicated in the Statement of Work	100%	Yearly Site visit performed by COR's	Exercise of Option periods.
	12	At least 50% of the membership of the group to which an individual is referred for counseling must be Vietnam theater veterans or Post Vietnam War zone veterans.	Contractor follows Regulations indicated in the Statement of Work	50%	Yearly Site visit performed by COR's	Exercise of Option periods.
	14	Clients who cannot be counseled by the contractor are referred appropriately. Look for clients with complicated medical or psychiatric problems. Consultation is performed with the COTR and is documented in the veteran's file.	Contractor follows Regulations indicated in the Statement of Work	100%	Yearly Site visit performed by COR's	Exercise of Option periods.

	15	Clients' presenting with homicidal or suicidal potential are reviewed with the COTR immediately and is documented in the veteran's file.	Contractor follows Regulations indicated in the Statement of Work	100%	Yearly Site visit performed by COR's	Exercise of Option periods.
	16	Follow-up contact is made within 60 days after the last contact with the client and is documented in the client file.	Contractor follows Regulations indicated in the Statement of Work	80%	Yearly Site visit performed by COR's	Exercise of Option periods.
	17	The contractor immediately notifies the COTR when a significant other's veteran is no longer being seen under this program.	Contractor follows Regulations indicated in the Statement of Work	80%	Yearly Site visit performed by COR's	Exercise of Option periods.
	18	A closing summary is present for inactive clients fully documenting the degree of success or lack thereof, of counseling plan or goals and prognosis.	Contractor follows Regulations indicated in the Statement of Work	100%	Yearly Site visit performed by COR's	Exercise of Option periods.
	19	Client files are placed in inactive status after 90 days of inactivity unless there are clinical reasons to keep the file active.	Contractor follows Regulations indicated in the Statement of Work	80%	Yearly Site visit performed by COR's	Exercise of Option periods.
	20	Contractor conducts periodic assessment of the effectiveness in providing services to clients and conducts an on-going self-assessment and evaluation of their performance.	Contractor follows Regulations indicated in the Statement of Work	70%	Yearly Site visit performed by COR's	Exercise of Option periods.

CONTRACTOR PHYSICAL ENVIRONMENT	1	The contractor is located in a neighborhood that is considered "safe" and compatible with the veterans and their family readily keeping appointments.	Contractor follows Regulations indicated in the Statement of Work	100%	Yearly Site visit performed by COR's	Exercise of Option periods.
	2	Contractor exterior complies with all policies and regulations required by VA lease property.	Contractor follows Regulations indicated in the Statement of Work	100%	Yearly Site visit performed by COR's	Exercise of Option periods.
	3	Contractor exterior is clean, neat, and presentable (building paint, repair, grounds, grass, shrubs, parking lots, sidewalks, etc.).	Contractor follows Regulations indicated in the Statement of Work	100%	Yearly Site visit performed by COR's	Exercise of Option periods.
	4	Contractor interior complies with all policies and regulations required of VA lease property.	Contractor follows Regulations indicated in the Statement of Work	100%	Yearly Site visit performed by COR's	Exercise of Option periods.
	5	Contractor interior is clean and presentable (carpets, windows, window coverings, paint, wallpaper, etc.).	Contractor follows Regulations indicated in the Statement of Work	100%	Yearly Site visit performed by COR's	Exercise of Option periods.

