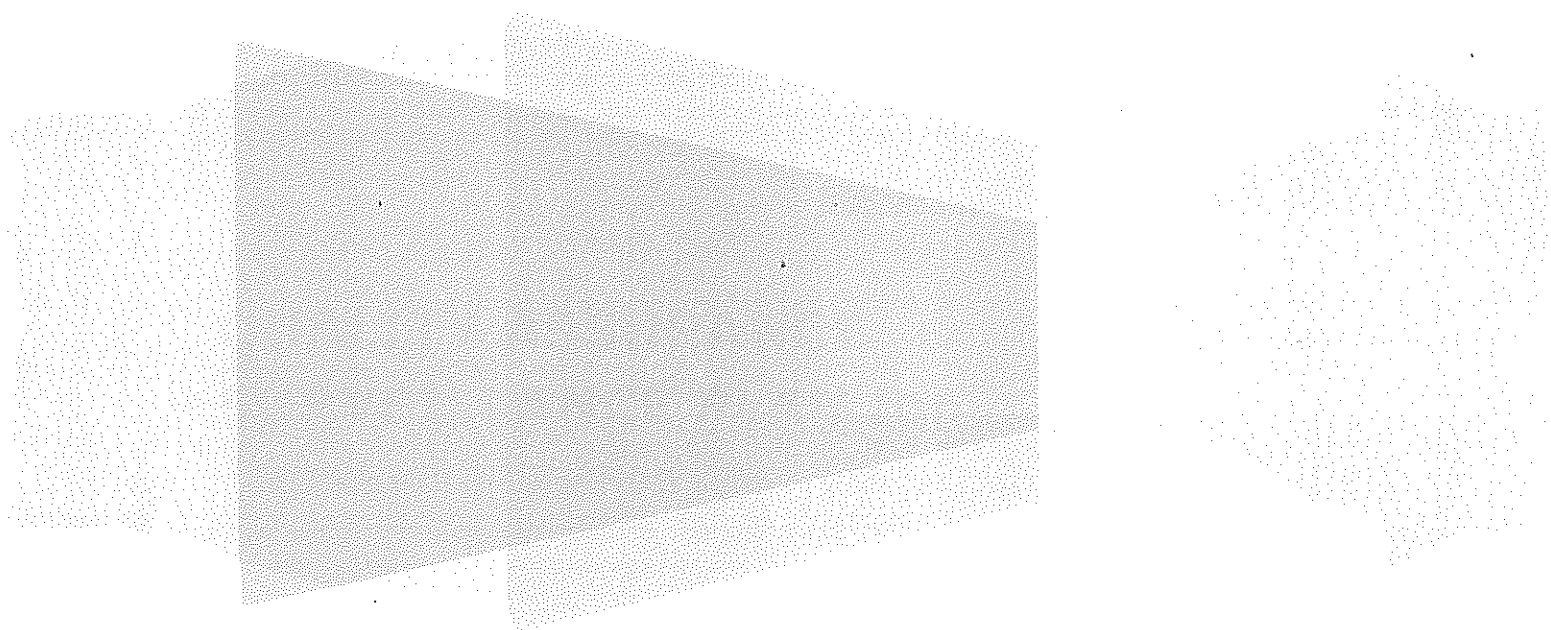


# **QUALITY ASSURANCE SURVEILLANCE PLAN for Transitional Housing**



Quality Assurance Surveillance Plan  
For  
Transitional Housing

**INTRODUCTION**

This Quality Assurance Surveillance Plan (QASP) has been developed to evaluate contractor actions while implementing this Statement of Work (SOW). It is designed to provide an effective surveillance method of monitoring contractor performance for each listed objective on the Service Delivery Summary (SDS) in this contract.

The QASP provides a systematic method to evaluate the services the contractor is required to furnish.

The QASP is based on the premise, the government desires to maintain a quality standard in providing primary care/mental health services to its patients. The resulting contract is considered the best means of achieving that objective.

**PURPOSE**

The contractor, and not the government, is responsible for management and quality control actions to meet the terms of the contract. The role of the government is Quality Assurance (QA) to ensure contract standards are achieved.

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. In this contract, the quality control program is the driver for product quality. The contractor is required to develop a comprehensive program of inspections and monitoring actions. The first major step to ensuring a "self-correcting" contract is to ensure that the quality control program, approved at the beginning of the contract, provides the measures needed to lead the contractor to success.

This QASP explains the following:

1. What shall be monitored?
2. How monitoring shall take place.
3. Who shall conduct the monitoring?
4. How monitoring efforts and results shall be documented.

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.

Once the quality control program is approved, careful application of the process and standards presented in the remainder of this document shall ensure a robust quality assurance program.

## PERFORMANCE STANDARDS

Performance standards define desired services. The government performs surveillance to determine if the contractor 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 contractor performance to Acceptable Quality Level (AQL) defined below for each performance requirement.

TASK	STANDARD	PERFORMANCE THRESHOLD/ ACCEPTABLE QUALITY LEVEL	METHOD OF SURVEILLANCE
<b>Access:</b> Transitional housing services for homeless veterans shall be provided in accordance with a plan of care and by designated housing staff. Supervision shall be provided in accordance with VA policy and regulations pertaining to Healthcare for Homeless Veterans.	The contractor shall be responsible for <u>admitting</u> veterans, assessing veterans, (including initial and ongoing assessments), coordinating supervision, evaluating the care and services provided, discharge planning.	100% during quarterly rating period.	During weekly/biweekly visits and random sampling of records, the VA will ensure facility compliance to the SOW and request that any deficiencies be corrected. Additionally, at the government's discretion, chose any time, announced or unannounced to have VA personnel inspect the contractor's facility.
<b>Dietary:</b> The dietary needs of all veterans shall be met in accordance with sound nutritional and medical standards.	At least 3 nutritious meals shall be served daily, at regular times. Food items shall be prepared, served, and stored under sanitary conditions. Sanitary procedures shall be established and maintained for washing dishes, cleaning equipment and work areas, and for proper wasted disposal.	90% during quarterly rating period.	The government will conduct annual inspections of the contract's facility. The government may, at its discretion, choose any time, announced or unannounced, to have VA personnel inspect the contractor's facility.
<b>Facility:</b> Clean and sanitary housing shall be provided to all veterans.	Structured group activities, as appropriate, e.g., group therapy, social skills training, Alcoholics Anonymous, Narcotics Anonymous, vocational counseling, physical activity, living and self-care. Veterans shall be provided with opportunities to participate in spiritual worship, counseling, treatment, social skill	90% during quarterly rating period.	During weekly/biweekly visits and random sampling of records, the VA will ensure facility compliance to the SOW and request that any deficiencies be corrected. Additionally, at the government's discretion, chose any time, announced or unannounced to have VA personnel inspect the contractor's facility.

	<p>enhancement and knowledge of the process of illness and recovery.</p> <p>The contractor shall not receive reimbursement for services provided which have not been previously approved by the contracting officer.</p>		
<p><b>Records &amp; Reports:</b> An individual client record will be maintained on each veteran admitted under this agreement; which will include, in addition to reasons for referral, documentation of veterans' progress within the program. This should also include sign-in sheets, whenever possible.</p>	<p>Specific items to be delivered by VA contractor including any records/reports and manuals to be provided to VA:</p> <p>(1) All essential identifying data relevant to the resident and his/her family including a socio-cultural assessment.</p> <p>(2) Data relating to the resident's admission.</p> <p>(3) Copies of any medical prescriptions issued by VA physicians, including any orders for medications to be taken, if any.</p> <p>(4) Reports of periodic staffing by treatment team.</p> <p>(5) Discharge summaries on each resident who leaves the program, to include reason for leaving, the resident's future plans and follow-up locator information.</p> <p>(6) Individual case records will be maintained in confidence, as required by title 42, U. S. C., Part II - "Confidentiality of Alcohol and Drug Abuse Patient Records".</p> <p>(7) Records will be accessible to the evaluation study required by congress.</p>	<p>90% during quarterly rating period.</p>	<p>During weekly/biweekly visits and random sampling of records, the VA will ensure facility compliance to the SOW and request that any deficiencies be corrected. Additionally, at the government's discretion, chose any time, announced or unannounced to have VA personnel inspect the contractor's facility.</p>

	<p>(8) Periodic reports will be provided to the VA, e.g., Fiscal Accountability, as required.</p> <p>(9) Monthly list of veterans discharge, with date of discharge, shall be submitted to the VA. The VA is to be notified of discharges within 24 hours of discharge, either telephonically or fax the information to (562) 826-5969.</p> <p>Discharge summaries are to be provided to the BVAMC HCHV Liaison within 5 days of discharge from the program.</p> <p>(10) Customer Satisfaction questionnaire on a monthly basis delivered to the Contracting Officer Technical Representative (COTR).</p>		
<b><u>Staffing:</u></b>	<p>At a minimum, there must be a full-time administrative staff member or his/her staff designee on duty at the premises or residing at the house and available for emergencies 24 hours/day, 7 days/week.</p> <p>Program will be staffed with the appropriate number of licensed professionals to provide for and meet standards.</p>	100% during quarterly rating period.	During weekly/biweekly visits and random sampling of records, the VA will ensure facility compliance to the SOW and request that any deficiencies be corrected. Additionally, at the government's discretion, chose any time, announced or unannounced to have VA personnel inspect the contractor's facility.
<b><u>Transportation:</u></b>	<p>At a minimum, the program must be located on a public bus/transit route.</p> <p>Veterans/residents must have access to transportation to all appointments, work assignments and</p>	100%	VA staff will ensure that veterans do not miss appointments due to lack of transportation.

	activities associated with the Veteran's/resident recovery.		

**Surveillance:** The government's QA person and the COTR shall use the surveillance methods listed below in the administration of this QASP.

- a. Direct Observation - Direct observation shall be performed periodically or through 100% surveillance. All performance standards.
- b. Periodic Inspection - Evaluate outcomes on a periodic basis. Inspections may be scheduled daily, weekly, monthly, quarterly, annually or unscheduled, as required. All performance standards.
- c. Progress or status meetings - All performance standards.
- d. Complaints - Complaints from agency personnel shall be passed to the contractor's quality control inspector (QCI) for correction. All performance standards.

**Standard:** Customer complaints shall not exceed the thresholds cited above for each performance objective. The government's QA personnel shall notify the Contracting Officer (CO) for appropriate action in accordance with FAR 52.212.4, Contract Terms and Conditions - Commercial Items (May 1997) or the appropriate inspection of services clause, if any of the above service area exceed the customer complain thresholds.

### **DOCUMENTING PERFORMANCE**

- a. Acceptable Performance - The government shall document performance. Any report may become a part of the supporting documentation for any contractual action.
- b. Unacceptable performance - When unacceptable performance occurs, the COTR shall inform the contractor. This shall normally be in writing unless circumstances necessitate verbal communication. In any case, the COTR shall document the discussion and place it in the COTR file.

When the COTR determines formal written communication is required, the COTR shall prepare a Contract Discrepancy Report (CDR) and present it to the contracting officer. In turn, the CO shall present the CDR to the contractor's contracting personnel.

The contractor shall acknowledge receipt of the CDR in writing. The CDR shall 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 shall also state how long, after receipt, the contractor has to present this

corrective action plan to the COTR. 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.

**Surveillance:** The government evaluator shall evaluate the services required by each deliver/task order to ensure complete compliance.

**Procedures:** The government evaluator shall inspect to ensure contractor compliance with the appropriate section of the SOW periodically. The evaluator shall record results of inspection, noting the date & time of inspection. If inspection indicates unacceptable performance, the government evaluator shall notify the CO and/or QCI of the deficiencies and have QCI correct those deficiencies. Contractor shall be given notification to correct the deficiencies within a reasonable amount of time, on a case-by-case basis. The CO shall have the final authority on the amount of time the contractor has to correct the deficiency. The evaluator shall not issue a receiving report accepting the services for the month in question until all deficiencies have been corrected.

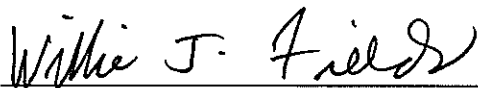
**Frequency of Measurement:** During contract performance, the COTR shall periodically analyze whether the negotiated frequency of surveillance is appropriate for the work being performed.

a. Frequency of Performance Assessment Meetings.

The COTR shall meet with the contractor quarterly to assess performance and shall provide a written assessment.

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Signature, Contractor Program Manager



Signature, Contracting Officer's Technical Representative

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Signature, Contracting Officer