

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

The contractor will be evaluated in accordance with the following:

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 through contract modification. 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: Tracy Worrell

Organization or Agency: Department of Veterans Affairs, Network Contracting Office (NCO) 21

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: Jennifer Duran, LCSW

Organization or Agency: VA Sierra Nevada Health Care System

3. CONTRACTOR REPRESENTATIVES

The following employee(s) of the contractor serve as the contractor's program manager(s) for this contract.

Primary:

Alternate:

4. PERFORMANCE STANDARDS

The contractor is responsible for performance of ALL terms and conditions of the contract. CORs will provide contract progress reports quarterly to the CO reflecting performance on this plan and all other aspects of the resultant

contract. The performance standards outlined in this QASP shall be used to determine the level of contractor performance in the elements defined.

Performance standards define desired services. The Government performs surveillance to determine the level of Contractor performance to these standards.

The Performance Requirements are listed below in Section 6. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the standard and assign a rating. At the end of the performance period, these ratings will be used, in part to establish the past performance of the contractor on the contract.

5. INCENTIVES/DEDUCTS

Favorable contractor performance evaluation which may result in renewed contract.

Unfavorable contractor performance evaluation which may result in non-renewal of the contract.

6. 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. DIRECT OBSERVATION. 100% surveillance:

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)

- Total Number of Veterans Served
- Discharge Outcomes (e.g. # or % of veterans discharged to more stable housing, increased income/ benefits, occupancy,etc.)

b. PERIODIC INSPECTION. Inspections scheduled and reported annually per COR delegation or as needed.

c. VALIDATED USER/CUSTOMER COMPLAINTS. Complaints from veterans served, and agency personnel shall be passed to the Contractor's quality control inspector (QCI) for correction.

d. RANDOM SAMPLING.

e. Verification and/or documentation provided by Contractor. The contractor shall be expected to utilize nightly sign-in bed logs for the purpose of verifying a Veteran's attendance in the program on a daily basis. These logs are to be submitted to the VA Liaison monthly, along with invoices reflecting total bed nights for a given month and the corresponding amount that the Contractor is owed, to ensure accuracy in billing practices. All excused and unexcused absences will be clearly documented on the monthly attendance log including reason for any excused absence (e.g. medical needs). No payment will be made without the nightly sign-in bed logs and invoice having first been approved by the identified VA Liaison or designee.

PERFORMANCE STANDARDS

Performance Indicators	PWS Ref	Standard	Acceptable Level of Quality	Method of Assessment
Occupancy	Sec 3	Occupancy of contracted beds is expected to be maintained at a minimum rate of a 70% over the course of any given quarter, with a preferred rate of 90% or higher	95% during quarterly rating period	Sign in and sign out sheets Review of NEPEC data The Government may, at its discretion, choose any time, announced or unannounced, to have VA personnel inspect the Contracted Program's records.
Outreach: Contractor shall be expected to engage in community outreach efforts for the purpose of identifying homeless veterans who may be eligible and in need of this offender re-entry program.	Sec 3	1. 70% bed occupancy during the quarterly rating period, with a preferred rate of 90% or higher.	90% during quarterly rating period	Sign in and sign out sheets will be reviewed monthly, and overall census will be reviewed quarterly

Performance Indicators	PWS Ref	Standard	Acceptable Level of Quality	Method of Assessment
Care Planning: The program will engage the veteran in a collaborative assessment of needs, including barriers to stable housing, and create an initial written care plan.	Sec 3	1. Assessments will be completed within the first 72 hours after admission.	90% during quarterly rating period	Review of case notes and client file
Recovery: The Contractor is expected to support the Veteran in gaining and applying knowledge of the recovery process, and to provide individual and group sessions focusing specifically on the treatment of mental health and substance use disorders, as well as providing other supports as needed to facilitate progress in the individual's overall recovery effort.	Sec 3	1. 100% of veterans served should attend group psychosocial assessments.	100% during quarterly rating period	Review of case notes and client file
Medication Management: Medications and narcotics shall be properly stored, controlled, issued and recorded in compliance with physician orders. Contractor shall submit their plan to ensure safe and effective management of medications within the facility as an element of their proposal in response to this solicitation.	Sec 3	1. 100% of veterans served will have proper storage and monitoring of medications (if applicable.) 2. Medication management plan will be available for review.	100% during quarterly rating period 100% of plans addresses storage, control, and issuance of medications	Review of medication log Review of plan
Case Management: Individual case management and/or professional counseling efforts are expected to flow from the initial written care plan. At a minimum, Veterans are expected to engage in individual case management/counseling meetings three or more times per month. Case management and/or counseling is expected to be	Sec 3	1. Veterans who remain in the program 72 hours will have an intake and written Care Plan. Care Plan must be completed within 5 days of admission. 2. Veterans will engage in individual case management	1. 100% during quarterly rating period 2. 75% during quarterly rating period	Documentation in Care Plan Care Plan reviews Interview with veterans The Government may, at its discretion, choose any time,

Performance Indicators	PWS Ref	Standard	Acceptable Level of Quality	Method of Assessment
substantive work focusing on the needs identified during the initial assessment and care planning process. Progress notes documenting case management/counseling activities shall demonstrate, at a minimum, consistent focus on housing stabilization, increased income and financial planning, and engagement in physical and mental health care services as indicated.		meeting 3 x per month; all Care Plans are documented in the client file.		announced or unannounced, to have VA personnel inspect the Contracted Program's records.

Performance Indicators	PWS Ref	Standard	Acceptable Level of Quality	Method of Assessment
<p>Financial Planning: Structured activities shall be provided to support Veterans in developing a short and long term plan to understand and effectively deal with their current financial situation and how to possibly improve it.</p> <p>All Veterans shall be referred to apply for any and all financial resources for which they may be eligible, including (but not limited to): VA Benefits (Service Connected Compensation/NSC Pension), Social Security/SSI. etc.</p>	Sec 3	1. 100% of veterans shall have financial planning discussion within 30 days of admission into the program.	1. 100% during quarterly rating period	Review of case notes and client file
<p>Group Activities: Structured group activities shall be available to Veterans admitted to the program. At a minimum, Veterans shall plan to attend two or more such activities per week. Examples of appropriate group activities include: group therapy (Cognitive Behavioral, Motivational Interviewing), relapse prevention, life skills training, social skills training, Alcoholics Anonymous, Narcotics Anonymous, vocational counseling, and permanent housing search groups.</p>	Sec 3	1. Veterans will participate in group activities 2 x per month. To be led by Contractor.	1. 75% during quarterly rating period	<p>Documentation in Care Plan</p> <p>Care Plan reviews</p> <p>Interviews with Veterans</p> <p>The Government may, at its discretion, choose any time, announced or unannounced, to have VA personnel inspect the Contracted Program's records.</p>
<p>Permanent Housing Search: Specific assistance shall be provided in identifying and developing potential housing resources for successful housing placement at discharge.</p>	Sec 3		45% during quarterly rating period	<p>Entry/Exit Forms</p> <p>VA notes shortly after exit</p> <p>Client reports, or other information sources</p>

Performance Indicators	PWS Ref	Standard	Acceptable Level of Quality	Method of Assessment
				The Government may, at its discretion, choose any time, announced or unannounced, to have VA personnel inspect the Contracted Program's records.
Discharge Planning: Securing permanent housing shall be the discharge goal for every Veteran. The program is expected to assist with the formulation of an initial discharge plan within five days of admission. The plan will clearly identify objectives and tasks, including dates for completion of each, and will be updated on an ongoing basis throughout the episode of care to accurately reflect progress.	Sec C	1. 100% of Veterans who remain in the program 72 hours will have an intake and written Care Plan. Care Plan must be completed within 5 days of admission. Care Plan shall include plan for discharge. 2. 75% of Veterans will engage in individual case management meeting 3 x per month; all Care Plans are documented in the client file.	1. 90% during quarterly rating period	Documentation in Care Plan Care Plan reviews Interview with veterans The Government may, at its discretion, choose any time, announced or unannounced, to have VA personnel inspect the Contracted Program's records.

Performance Indicators	PWS Ref	Standard	Acceptable Level of Quality	Method of Assessment
<p>VA Coordination: Contractor will collaborate with the VA program staff by conducting a meeting 2-4 times per month. These meetings will be held to coordinate services for clients enrolled in the program outreach needs, and program development. In addition to working collaboratively with VA clinical staff, the Contractor will submit accurate billing to VA Payment Center by the 10th of each month.</p> <p><i>Procedure for daily accountability:</i> Veterans to sign in daily during their stay. Sign in/out sheets to be verified by Contractor, signed and returned to VA staff for billing verification.</p> <p><i>Procedure for intakes:</i> No admissions will be approved without consent of VA Liaison who will determine eligibility of Veteran prior to admission.</p> <ul style="list-style-type: none"> - ROI to be signed and eligibility determined by VA staff prior to admission - Admission information to be provided to VA staff within 24 business hours of admission. Confirmation email and paperwork to be faxed <p><i>Procedure for discharges:</i> VA staff to be notified of discharge within 24 business hours. Confirmation email followed by discharge paperwork.</p> <p><i>Unexcused Absence:</i></p>	Sec D	<p>1. VA staff will document meetings with contract program staff and keep any notes in administrative file</p> <p>2. Contracted Program will submit accurate billing to the VA Payment Center by the 10th of each month for the previous month.</p> <p>3. Veterans admitted have prior approval by VA Staff</p> <p>4. Veterans will have signed ROI in case management files</p> <p>5. Veterans sign in daily to receive payment that day</p> <p>6. Veterans who are discharged will be reported to the VA within 24 business hours of discharge</p> <p>7. Veterans discharges will have HOMES discharge paperwork completed within 48 business hours of discharge</p> <p>8. Critical incidents related to assault, suicidality and death will be reported within 24 business hours</p>	<p>90% during quarterly rating period</p> <p>3. 95% during quarterly rating period</p> <p>4. 100% during quarterly rating period</p> <p>5. 100% o during quarterly rating period</p> <p>6. 85% during quarterly rating period</p> <p>7. 100% during quarterly rating period</p> <p>8. 100% of all critical incidents related to assault, suicidality and death will be reported within 24 business hours</p> <p>9. 90% during quarterly rating period</p>	<p>COR records</p> <p>Review of SOW compliance</p> <p>NEPEC data</p> <p>Review of incident reports</p> <p>Review of documentation</p> <p>Invoices</p> <p>Sign in/out logs</p> <p>Interviews with veterans</p> <p>The Government may, at its discretion, choose any time, announced or unannounced, to have VA personnel inspect the Contracted Program's records.</p>

Performance Indicators	PWS Ref	Standard	Acceptable Level of Quality	Method of Assessment
<p>Veterans MUST be discharged after 24 hours if they have not received prior approval to leave program for that time frame. Contractor will inform VA staff of any unexcused absence within 24 hours.</p> <p><i>Excused Absences:</i> Veterans may be granted an excused absence on a case by case basis. Payment will only be made for the first 24 hours of an excused absence. Excused absences are defined as hospitalization, incarceration, visit to family, work related issue pre-approved. Any excused absence after 24 business hours will not be billed to the VA. Unexcused absences are not paid for by the VA.</p> <p><i>Incident Reporting:</i> Program staff to report to VA staff incidents within 24 business hours.</p>		<p>9. All other critical incidents are to be reported to VA staff within 24 business hours</p> <p>INCIDENT DEFINED AS:</p> <ul style="list-style-type: none"> - Falls, Slips or Trips (including on ice or snow) - Assault (to Veteran or Staff) - Elderly/Dependent Adult Abuse or Neglect - Sexual Assault - Fire (Veteran Involved) - Medical Emergency (911 Calls) - Hospitalization - Suicide or Suicide Attempt - Homicide - Death - Infectious Control (Bed Bugs, TB, etc.) - Active Substance Abuse - Observation/ Possession of Weapons - If Medications are Lost, Stolen or Mis-Used. 		
<p>Transportation: The Contractor shall support the Veterans with finding solutions for their local transportation needs (e.g. to scheduled meetings, appointments, etc.)</p>	Sec 3	<p>1. 100% of Veterans will have appropriate transportation options discussed with them within 30 days of intake</p>	90% during quarterly rating period	Review of case notes and client file

7. RATINGS

Metrics and methods are designed to determine rating for a given standard and acceptable quality level. The following ratings shall be used:

EXCEPTIONAL:	<p>Performance meets contractual requirements and exceeds many to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the contractor were highly effective.</p> <p><i>Note: To justify an Exceptional rating, you should identify <u>multiple</u> significant events in each category and state how it was a benefit to the GOVERNMENT. However a singular event could be of such magnitude that it alone constitutes an Exceptional rating. Also there should have been NO significant weaknesses identified.</i></p>
VERY GOOD:	<p>Performance meets contractual requirements and exceeds some to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with some minor problems for which corrective actions taken by the contractor were effective.</p> <p><i>Note: To justify a Very Good rating, you should identify a significant event in each category and state how it was a benefit to the GOVERNMENT. Also there should have been NO significant weaknesses identified.</i></p>
SATISFACTORY:	<p>Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the contractor appear or were satisfactory.</p> <p><i>Note: To justify a Satisfactory rating, there should have been only minor problems, or major problems the contractor recovered from without impact to the contract. Also there should have been NO significant weaknesses identified.</i></p>
MARGINAL:	<p>Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being assessed reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented.</p> <p><i>Note: To justify Marginal performance, you should identify a significant event in each category that the contractor had trouble overcoming and state how it impacted the GOVERNMENT. A Marginal rating should be supported by referencing the management tool that notified the contractor of the contractual deficiency (e.g., Management, Quality, Safety or Environmental Deficiency Report or letter).</i></p>
UNSATISFACTORY:	<p>Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element being assessed contains serious problem(s) for which the contractor's corrective actions appear or were ineffective.</p> <p><i>Note: To justify an Unsatisfactory rating, you should identify multiple significant events in each category that the contractor had trouble overcoming and state how it impacted the GOVERNMENT. However, a singular problem could be of such serious magnitude that it alone constitutes an unsatisfactory rating. An Unsatisfactory rating should be supported by referencing the management tools used to notify the contractor of the contractual deficiencies (e.g. Management, Quality, Safety or Environmental Deficiency Reports, or letters).</i></p>

8. DOCUMENTING PERFORMANCE

- a. The Government shall document positive and/or negative performance. Any report may become a part of the supporting documentation for any contractual action and preparing annual past performance using CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR).
- b. If contractor performance does not meet the Acceptable Quality level, the CO shall inform the contractor. This will normally be in writing unless circumstances necessitate verbal communication. In any case the CO shall document the discussion and place it in the contract file. When the COR and the CO determines formal written communication is required, the COR shall prepare a Contract Discrepancy Report (CDR), and present it to CO. The CO will in turn review and will present to the contractor's program manager for corrective action.

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 CO. The Government shall review the contractor's corrective action plan to determine acceptability. The CO shall also assure that the contractor receives impartial, fair, and equitable treatment. The CO is ultimately responsible for the final determination of the adequacy of the contractor's performance and the acceptability of the Contractor's corrective action plan.

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

9. FREQUENCY OF MEASUREMENT

During the contract performance, the Contract Liaison shall periodically analyze whether the negotiated frequency of surveillance is appropriate for the work being performed. Performance Assessment Meetings will be conducted quarterly. The Government may, at its discretion, chose any time, announced or unannounced, to have VA personnel inspect the contractor's files.

The Contract Liaison shall meet with the Contractor quarterly to assess performance and shall provide a written assessment to be reviewed by the COR.

10. COR AND CONTRACTOR ACKNOWLEDGEMENT OF QASP

SIGNED:

COR NAME/TITLE

DATE

SIGNED:

CONTRACTOR NAME/TITLE

DATE