

# Quality Assurance Surveillance Plan

**Contractor's name:** TBD

**For:** Health Care for Homeless Veterans

**Station:** Columbia VAMC

## 1. PURPOSE

- a. This Quality Assurance Surveillance Plan (QASP) provides a systematic method to evaluate performance for the stated contract. This QASP explains the following:
  - i. What will be monitored?
  - ii. How monitoring will take place?
  - iii. Who will conduct the monitoring?
  - iv. How monitoring efforts and results will be documented?
- b. 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.
- c. 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.

Contracting Officer: Peggy Becker  
Administrative Contract Specialist: Ralph Crum  
Organization or Agency: Network Contracting Office 15  
Email: [Peggy.Becker@VA.GOV](mailto:Peggy.Becker@VA.GOV)  
Phone: 913-946-1960  
Email: [Ralph.Crum@VA.GOV](mailto:Ralph.Crum@VA.GOV)  
Phone: (913) 946-1111
- 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: Katie Wilkins  
Organization/Agency: Columbia VAMC  
Email: [Katherine.Wilkins@va.gov](mailto:Katherine.Wilkins@va.gov)  
Phone: (573) 814-6244

### 3. CONTRACTOR REPRESENTATIVES

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

- a. Program Manager –
- b. Other Contractor Personnel - TBD

### 4. PERFORMANCE STANDARDS

- a. Performance standards define desired services. The Government performs surveillance to determine if the contractor exceeds, meets, or does not meet these standards.
- b. The Performance Work Statement includes performance standards. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

<b>ID</b>	<b>Location in PWS</b>	<b>Indicator</b>	<b>Standard</b>	<b>Acceptable Quality Level</b>	<b>Method of Surveillance</b>	<b>Incentive</b>
1	4.7.	Biopsychosocial Assessment	HCHV contract shelter staff will complete a biopsychosocial assessment for each client within 2 weeks of program admission.	90% of veterans in HCHV contract	Review of written documentation	Favorable Past Performance Evaluation
2	10.9.6.	Individualized Care Plan (ICP)	HCHV contract shelter staff will complete an Individualized Care Plan (or treatment plan) for each client within 2 weeks of program admission.	90% of veterans in HCHV contract	Review of written documentation	Favorable Past Performance Evaluation

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3	10.9.6.	Monthly Individualized Care Plan (ICP) reviews	HCHV contract shelter staff will update or review the Individualized Care Plan (or treatment plan) every 30 days (monthly).	90% of veterans in HCHV contract	Review of written documentation	Favorable Past Performance Evaluation
4	8.3.	HMIS Enrollment	HCHV contract shelter staff will enroll each veteran in the Homeless Management Information System (HMIS) at the time of program admission.	100% of veterans in HCHV contract	Review of written documentation	Favorable Past Performance Evaluation
5	3.1.	Release of Information	HCHV contract shelter staff will complete Release of Information signatures with each veteran at program admission.	100% of veterans in HCHV contract	Review of written documentation	Favorable Past Performance Evaluation
6	4.7.4.	Weekly case management	HCHV contract shelter staff will complete weekly case management with each veteran and provide documentation in the client's chart.	90% of veterans in HCHV contract	Review of written documentation	Favorable Past Performance Evaluation

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7	4.7.4.	Clinical documentation format	Clinical documentation (assessment, treatment plan, case management notes, etc. will be written in SOAP or similar format.	90% of veterans in HCHV contract	Review of written documentation	Favorable Past Performance Evaluation
8	9.3.7.	Weekly staffing	HCHV contract shelter staff will complete a weekly staffing for each veteran with the VA HCHV staff and will document meeting notes in the client's chart.	90% of veterans in HCHV contract	Review of written documentation	Favorable Past Performance Evaluation
10	10.9.6.	HCHV 1: Percent Exits to Permanent Housing	Percentage of Veterans discharged from Health Care for Homeless Veterans Contracted Residential Services (HCHV CRS) and Low Demand Safe Haven (LDSH) programs to permanent housing (PH).	45% or higher	Review of VACO's monthly Score Card and Operations Plan.	Favorable Past Performance Evaluation

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11	10.9.6.	HCHV 2: Percent Negative Exits	Percentage of Veterans who have a negative exit from Health Care for Homeless Veterans Contracted Residential Services (HCHV CRS) and Low Demand Safe Haven (LDSH) programs.	25% or lower	Review of VACO's monthly Score Card and Operations Plan.	Favorable past performanc e evaluation
12	3.7.	Discharge planning and housing placement was completed with each veteran	HCHV contract shelter staff will complete discharge planning with each veteran.	90% of veterans in HCHV contract	Review of written documentatio n  Review of VACO Performance monitor Score Card  Review of HOMES data	Favorable past performanc e evaluation
13	3.7.	Negative discharges had prior consultation with VA staff	100% of negative discharges will have VA consultation prior to discharge decision (exemption for safety i.e. threats or actual violence)	100% of veterans in HCHV contract	Review of written documentatio n  Review of VACO Performance monitor Score Card  Review of HOMES data	Favorable past performanc e evaluation

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14	3.7.	VA has an expectation that very few veterans will discharge from the HCHV contract shelter to another shelter and that it is rare that a veteran will discharge to the streets or have no housing plan in place at discharge. The expectation is that veterans are discharging into safe, affordable, independent permanent housing or a level of care that is most appropriate for their recovery.	10% or less of veterans will discharge to the streets or discharge without a housing plan in place.	10% or less	<p>Review of written documentation</p> <p>Review of VACO Performance monitor Score Card</p> <p>Review of HOMES data</p>	Favorable past performance evaluation

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15	9.	Timeliness of HCHV billing submission	<p>Contractor will submit accurate billing to HCHV Program Coordinator or Contracting Officers Representative (COR) by the 5th of each month for approval.</p> <p>Upon VA approval, HCHV Contract Facility staff will submit billing to the Austin, TX Payment Center by the 7th of each month.</p>	90% of monthly billing will be submitted by the 5th of the month	<p>Review of COR file for invoices</p> <p>Review of bills submitted and paid in IPPS</p>	Favorable past performance evaluation

16	10.9.6.	Critical Incidents	<p>HCHV contract shelter staff will report all Critical Incidents to VA HCHV staff within 24 hours and send a written report within 48 hours.</p> <p>Critical Incidents include but are not limited to:</p> <p>Death  Fire  Drug/police raid  Suicide/suicide attempt  911 call (police/fire dept./paramedics/other )  Drug overdose  Severe medical illness/ emergency  Severe psychiatric illness/emergency  Sexual assault  Act of violence by Veteran against other(s)  Abusive behavior by Veteran against staff  Act of violence by other(s) against Veteran  Abusive behavior by staff against Veteran  Accident  Medication problems or adverse drug reactions  Or other untoward events</p>	90% of Critical Incidents are reported w/in 24 hours	<p>Review of incident reports</p> <p>Review of written documentation</p>	Favorable past performance evaluation
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## 5. INCENTIVES

The Government shall use Favorable Past Performance reports to the Contractor's Performance as incentives. Incentives shall be based on exceeding, meeting, or not meeting performance standards.

## 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. VALIDATED USER/CUSTOMER COMPLAINTS.
- b. 100% INSPECTION. (Evaluates all outcomes.)
- c. RANDOM INSPECTION (Random sample of documents for review)

## 7. 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:

- a. Exceeds Standard
- b. Meets Standard
- c. Failed to meet Standard

**8. DOCUMENTING PERFORMANCE:** The Government shall document positive and/or negative performance. Any report may become a part of the supporting documentation for any contractual action to include the annual past performance using CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR).

**EXCEPTIONAL:** 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.

**Note:** To justify an *Exceptional* rating, you should identify multiple 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.

**VERY GOOD:** 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.

**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.

**SATISFACTORY:** 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.

***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.*

**MARGINAL:** 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.

***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).*

**UNSATISFACTORY:** 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.

***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).*

## **9. 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. Reports will be completed on a quarterly basis and a copy will be provided to the contractor.
- b. Frequency of Performance Assessment Meetings: The COR shall meet with the contractor quarterly to assess performance and shall provide a written assessment.

Signatures:

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Contractor Program Manager

Signatures:

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Katie Wilkins

Health Care for Homeless Veterans Program Coordinator/COR