

**QUALITY ASSURANCE SURVEILLANCE PLAN
FOR
Housing Specialist/Landlord Liaison (HS/LL) Support:
Housing Placement and Retention Services**

INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) has been developed to evaluate Contractor actions while implementing this Performance Work Statement (PWS). It is designed to provide an effective surveillance method of monitoring Contractor performance under this contract.

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

This QASP is based on the premise that the Government desires to maintain quality services. 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 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:

- What shall be monitored.
- How monitoring shall take place.
- Who shall conduct the monitoring.
- 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 and shall compare Contractor performance to the Acceptable Quality Level (AQL) defined below for each performance requirement.

Item	Task	Indicator	Standard	Acceptable Quality Level	Method of Surveillance
1	Contractor Housing Leads Development/Landlord Engagement Duties	Build robust portfolio of landlords willing to rent units to HUD-VASH participants.	Increase number of landlords by 20%	95%	Housing resource database
		Develop and manage a housing resource database that lists all Landlords actively participating in HUD-VASH.	Increase number of available rental units by 20%	95%	Periodic inspection of database to ensure all relevant information on Landlords is entered.
		Provide education to Landlords on PHA/HUD procedures and regulations, landlord/tenant rights, and issues associated with formerly homeless tenants.	Education materials/training curriculum should be developed with input from HUD-VASH staff, PHA staff, and others, as needed. Contractor will develop a comprehensive training plan to ensure that each new participating landlord will be trained either by 1-on-1 review of training materials with HS/LL or participation in formal group training, with	95%	Review of training materials. Signed document indicating Landlord has reviewed materials and/or participated in training.

			additional training available as needed.		
2	Contractor Participation in moving HUD-VASH Participants into Housing Duties	Provide useable housing leads to HUD-VASH staff for Veterans.	Housing leads must address stated client preferences and access needs.	95%	Input from HUD-VASH staff, particularly VA housing specialists.
		Be present at initial apartment site meetings between Landlord, Veteran, and HUD-VASH staff.	Contractor staff should act as a problem-solver/negotiator focusing on needs of landlord.	95%	Observations from HUD-VASH staff and record review.
		Assist Landlords in reviewing/completing paperwork and forms.	Will include prospective standardized rental applications, Requests for Tenancy Approval (RFTAs) and other PHA/HUD-VASH paperwork.	95%	Observations from HUD-VASH staff, landlord feedback.
		Use contract funding to incentivize landlord participation and promote quicker housing placement.	Provide funding to landlords for credit checks/applications fees; apartment repairs to pass PHA inspection, and damage mitigation (monies above security deposit). Veterans referred will move into housing within 60 days of the referral date.	95%	Review of receipts for funding utilized, landlord feedback and HOMES.
		Establish and manage a Landlord Hotline for landlords to call when problems occur.	Contractor maintains the hotline with 24/7 response to landlords. Document in a call log the nature and outcome of the call.	95%	Review of hotline log and observation.

3	Contractor Landlord Support/ Retention Duties	Provide mediation support to help resolve tenant/landlord disputes by working directly with landlords and HUD-VASH staff.	There will be a 20% decline in the monthly number of negatives discharges by housed HUD VASH participants.	95%	VA HOMES data. Observations by HUD-VASH staff regarding contract/landlord interactions, landlord feedback.
		Demonstrate quality customer service.	The HS/LL team members must be knowledgeable, professional, and demonstrate consistency in communication processes and points of contact.	95%	Review of satisfaction surveys, VA case management documentation, and hotline calls.
4	Patient Incidents	Contractor will immediately notify the VA of pending evictions and other negative incidents and will submit incident reports within 24 hours. Contractor will maintain a log of hotline calls.	Timeliness of Reporting	95%	Review of VA case management documentation and incident reports.

INVOICING: In addition to existing QASP requirements, the following weighted scale will be used by the facility Contract Officer Representatives (CORs) to adjust monthly invoices when the requirements listed in the SOW have not been fully met by the contractor. All other scenarios outside the ones listed below will be reviewed and approved by the facility Contracting Officer Representative (COR) and Contracting Officer on a case by case basis.

The pricing scale for the contract will be based on a combination of a standard rate for operations/ overhead costs, in addition to performance based incentives: 50% of the total monthly billing cost will represent a flat rate, while 50% will be variable based on the pricing structure based below (Note: Percentages below represent the increase based on the 50% variable rate, not the full contract amount per month).

Performance Standard	Measurement Method	Weight
Increase landlord engagement and available apartment units	<ul style="list-style-type: none"> Contractor will identify 10 landlords new to VASH each month Contractor will identify 30 new units for potential use by VASH participants each month. Contractor will provide comprehensive education to 95% new landlord partners. Contractor will attend at least 95% of initial apartment site meetings between Landlord, Veteran, and HUD-VASH staff At least 50% of housing leads provided will meet the Veterans' preferences, including geographic region and neighborhood amenities (e.g., public transportation, religious institutions, recreational opportunities) At least 65% of Veterans referred will move into housing within 60 days of the referral date 	5% 5% 10% 10% 5% 5%
Decrease in negative discharges	<ul style="list-style-type: none"> The number of housed HUD-VASH participants negatively discharged from VASH will be 40 per month or less 	10%

SURVEILLANCE: The Government quality assurance (QA) person and the COR shall use the surveillance methods listed below in the administration of this QASP.

- Direct Observation. Direct observation shall be performed periodically or through 100% surveillance. All Performance Standards
- Periodic Inspection. Evaluate outcomes on a periodic basis. Inspections may be scheduled Daily, Weekly, Monthly, Quarterly, Annually or unscheduled, as required. All Performance Standards
- 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 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 areas exceed the customer complaint 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 COR shall inform the Contractor. This shall 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 Contracting Officer (CO). 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 COR. The Government shall review the Contractor's corrective action plan to determine acceptability.

Any CDRs will 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 delivery/task order to ensure complete compliance.

PROCEDURES: The Government evaluator shall inspect to ensure Contractor compliance with the appropriate section of the Performance Work Statement (PWS) periodically. The evaluator shall record results of inspection, noting the date and time of inspection. If inspection indicates unacceptable performance, the Government evaluator shall notify the CO and/or QCI of the deficiencies within 3 business days and have QCI correct said 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 COR shall

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

The COR shall meet with the Contractor quarterly to assess performance and shall provide a written assessment.