

**Military OneSource
Quality Assurance Surveillance Plan (QASP)
Attachment 4**

INTRODUCTION

The role of the government in quality assurance is to ensure contract standards are achieved. The purpose of the QASP is to identify the methods and procedures the government will use to evaluate contractor actions while performing the requirements in the Performance Work Statement (PWS). It is designed to provide an effective surveillance method by monitoring contractor performance for each listed performance objective in the Performance Requirements Summary (PRS) section of this QASP.

The QASP provides a systematic method to evaluate the services the contractor is required to furnish. It is essential that the government directs and oversees the maintenance of a quality standard for the Military OneSource Program to ensure superior services are provided to service members and their families.

The QASP has been developed by the Office of the Deputy Assistant Secretary of Defense for Military Community and Family Policy (DASD (MC&FP)). It is designed to provide direction to personnel performing contract surveillance activities. Personnel surveying the contract terms and conditions and PWS requirements will periodically review the QASP throughout the life of the contract.

QUALITY REQUIREMENTS

Quality Control Program. The contractor, not the government, is responsible for management and quality control actions to meet the terms of the contract.

The quality control program is the driver for 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 provides the measures needed to lead the contractor to success.

SURVEILLANCE

Surveillance Schedule.

The surveillance schedule may include:

1. **Periodic Surveillance:** The government will monitor performance of certain performance requirements on a weekly, monthly, or quarterly basis. These items are indicated in the PRS below.
2. **Contractor reports:** The contractor will report statistics on all metrics listed in the PRS.

3. Unannounced inspections: The government reserves the right to conduct unannounced, unscheduled checks on any performance requirement at any time.
4. 100% Inspection: Once annually, the government may conduct a 100% review of all performance requirements.

Surveillance Methods.

1. Contractor reporting: the contractor will report on all QASP metrics monthly and on an ad-hoc basis as required by the government.
2. Government sampling: the government will have access to contractor systems and may conduct both qualitative and quantitative reviews of the data contained therein.

Customer Complaints. If the government receives a customer complaint, the following procedures will be followed:

1. Person receiving the complaint notifies the COR.
2. The COR conducts a preliminary review of the incident. If appropriate, the COR notifies the Contract Administrator and Program Manager.
3. The COR conducts an investigation to determine the validity of the complaint. If the COR determines the complaint to be valid, he/she documents the findings and notifies the customer and the contractor.
4. If the complaint is valid, the contractor is given 24 hours to correct the complaint.
5. The COR informs the customer the approximate time the complaint will be corrected and advises the customer to contact the COR directly if the complaint is not corrected.
6. The contractor returns the written customer complaint to the COR, completed with the actions taken to correct it. The government will retain this record to ensure the contractor has taken appropriate action(s) to prevent recurrence.
7. At the end of each month, all validated complaints will be counted to determine if performance is satisfactory or unsatisfactory based on the criteria in the PRS.

Unacceptable Performance: If the number of complaints/defects exceeds the performance threshold for any objective, the COR will determine the possible cause of this unacceptable performance. Government-caused complaints/defects shall not be counted against the contractor.

If the contractor's performance is judged unacceptable by the COR, the COR will request a contractor representative's signature and date of surveillance on documentation acknowledging notification. If the contractor representative refuses to sign, the COR shall annotate on the documentation the date and time of notification and name of representative and his/her refusal to acknowledge. If the contractor disputes the results of surveillance, the COR shall refer the contractor to the CO for resolution.

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Overview: This PRS identifies critical success factors for the contract. It identifies both the performance objectives for those factors and the performance threshold required for each

performance objective. The government reserves the right to monitor all services called for in the contract to determine whether or not the performance objectives and goals were met.

The absence of any contract requirement from the PRS shall not detract from its enforceability nor limit the rights or remedies of the government under any other provision of the contract.

Performance Remediation. Performance of a service will be evaluated to determine whether it meets the performance threshold. The contractor shall provide the government a written response explaining why the performance threshold was not met, how performance will be returned to acceptable levels, and how recurrence of the cause will be prevented in the future.

CALL CENTER METRICS

Performance Requirement	Standard	Surveillance
Provide responsive service to callers	Calls answered live within 20 seconds of first ring; 90%	Contractor monthly reports, government sampling
Provide responsive service to callers	Abandon rate < 3%	Contractor monthly reports, government sampling
Provide responsive service to callers	Messages taken < 3% of calls	Contractor monthly reports, government sampling
Provide responsive service to callers	Hold time during triage < 5 minutes; 95%	Contractor monthly reports, government sampling
Provide responsive service to callers	Callbacks completed within 48 hours; 95%	Contractor monthly reports, government sampling
Provide translation services to callers	Availability of services; 100%	Contractor monthly reports, government sampling
Translation of documents	1 to 20 pages within 3 business days of request; 20+ pages within 5 business days of request; 95% for both.	Contractor monthly reports, government sampling
Follow Up Attempts	100% as agreed to by caller and as clinically appropriate	Contractor monthly reports, government sampling
Service Breakdowns ¹ as a Percentage of Cases	< 2%	Contractor monthly reports, government sampling
Specialty Consultations for Wounded Warrior Referrals submitted within 1 hour of call to facilitate 96 hour plan of action	100%	Contractor monthly reports, government sampling
Specialty Consultations for Wounded Warrior Case information posted to tracking system	95% within 1 business day	Contractor monthly reports, government sampling
Specialty Consultations for Wounded Warrior Follow up rate	100%	Contractor monthly reports, government sampling

MOS EAP WEB PRESENCE

Performance Requirement	Standard	Surveillance
EAP Web presence uptime excluding scheduled maintenance	98%	Contractor monthly reports

PARTICIPANT SATISFACTION METRICS

Performance Requirement	Standard	Surveillance
% of Participants Surveyed	100% of those appropriate for survey	Contractor monthly reports, government sampling
% Overall Satisfaction	95%	Contractor monthly reports, government sampling
% Satisfied with Educational Materials (received in a timely manner, readability, utility & validity)	95%	Contractor monthly reports, government sampling
Participants Satisfaction with MOS EAP Web presence	95%	Contractor monthly reports, government sampling
Participants Satisfaction with translation/ interpretation services	92%	Contractor monthly reports, government sampling
Participants Satisfaction with Specialty Consultations for Wounded Warrior	92%	Contractor monthly reports, government sampling
Participants Satisfaction with Financial Counseling	92%	Contractor monthly reports, government sampling
Participants Satisfaction with Health & Wellness Coaching	92%	Contractor monthly reports, government sampling
Participants Satisfaction with Other Specialty Consultations	92%	Contractor monthly reports, government sampling
Participants Satisfaction with face-to-face experience in relation to Non-medical counseling	92%	Contractor monthly reports, government sampling
Participants Satisfaction with telephonic experience in relation to Non-medical counseling	92%	Contractor monthly reports, government sampling
Participants Satisfaction with web-based experience in relation to Non-medical	92%	Contractor monthly reports, government sampling

counseling		
Participants Satisfaction with video experience in relation to Non-medical counseling	92%	Contractor monthly reports, government sampling
Participants Satisfaction with Triage Consultant	92%	Contractor monthly reports, government sampling
Participants Satisfaction with Tax Services	92%	Contractor monthly reports, government sampling
Satisfaction with JFSAP MOS Consultant	92%	Contractor monthly reports, government sampling

TRAINING AND CREDENTIALING

Performance Requirement	Standard	Surveillance
Criminal History Background Checks	100% upon hire and every five years after employment	Contractor monthly reports, government sampling
Federal Information Systems Security (ISS) Awareness & Personally Identifiable Information (PII) Training	100% before access to government data system	Contractor monthly reports, government sampling
MOS Staff Orientation Training	100% within 15 days of hire	Contractor monthly reports, government sampling
MOS Staff refresher training	Annually	Contractor monthly reports, government sampling
Network Provider Orientation training	100% before being assigned MOS Participants	Contractor monthly reports, government sampling
Network Provider Refresher training	100% annually	Contractor monthly reports, government sampling
Network Provider signed addendums and/or contracts to perform MOS Non-medical Counseling	100% before being assigned MOS Participants	Contractor monthly reports, government sampling
Network Provider Credentials and License Verification	100% before being assigned participants and annually thereafter	Contractor monthly reports, government sampling
Health and Wellness Coach Orientation training	100% before being assigned MOS Participants	Contractor monthly reports, government sampling
Health and Wellness Refresher training	100% annually	Contractor monthly reports, government sampling
Financial Counselor Orientation Training	100% before being assigned MOS Participants	Contractor monthly reports, government sampling
Financial Counselor Refresher training	100% annually	Contractor monthly reports, government sampling

NON-MEDICAL COUNSELING

Performance Requirement	Standard	Surveillance
Non-Medical Counseling Quality ² of cases	95%	Measured through QA Reviews reported on contractor monthly reports, government sampling
Non-Medical Counseling cases scheduled for face-to-face appointment	92% within 3 business days	Measured through QA Reviews reported on contractor monthly reports, government sampling
Case information posted to CMS	100% posted within 15 days from date of service.	Measured through QA Reviews reported on contractor monthly reports, government sampling
Case information to be posted to CMS in an adverse incident ³	100% within 24 hrs from date of service or receipt of incident.	Measured through QA Reviews reported on contractor monthly reports, government sampling
Service breakdowns ¹ as a percentage of Non-Medical Counseling cases	< .5%	Contractor monthly reports, government sampling
Provider Availability	92% within 30 minutes or 15 miles of Participant	Contractor monthly reports, government sampling
Number of Cases Closed within 30 days of termination and/or no contact with Participant	90%	Measured through QA reviews and Contractor monthly reports, government sampling

HEALTH & WELLNESS COACHING

Performance Requirement	Standard	Surveillance
Quality ² of Health & Wellness Coaching	Although COA and URAC accreditation is not a requirement of this program, the minimum standards of these accrediting bodies shall be met. If not COA and URAC, the contractor's proposed and Government accepted quality standards shall be met.	Measured through QA reviews and Contractor monthly reports, government sampling
Health & Wellness cases scheduled for appointment	92% within 3 business days	Contractor monthly reports, government sampling

Health & Wellness information posted to CMS	95% within 15 days of the date of service.	Measured through QA reviews and Contractor monthly reports, government sampling
Case Information is furnished to provider of services	100% prior to scheduled appointment and or within 3 business days,	Measured through QA reviews and Contractor monthly reports, government sampling
Service Breakdowns ¹ as a percentage of cases	< .5%	Measured through QA reviews and Contractor monthly reports, government sampling

FINANCIAL COUNSELING

Performance Requirement	Standard	Surveillance
Quality ² of Financial Counseling	95%	Measured through QA reviews and Contractor monthly reports, government sampling
Financial Counseling cases scheduled for appointment	92% within 3 business days	Contractor monthly reports, government sampling
Financial Counseling Documented and Provided.	95% within 15 days of the date of service.	Measured through QA reviews and Contractor monthly reports, government sampling
Case Information is furnished to provider of services	100% prior to scheduled appointment and or within 3 business days,	Measured through QA reviews and Contractor monthly reports, government sampling
Service Breakdowns ¹ as a percentage of cases	< .5%	Measured through QA reviews and Contractor monthly reports, government sampling

JOINT FAMILY SUPPORT ASSISTANCE PROGRAM (JFSAP)

Performance Requirement	Standard	Surveillance
MOS JFSAP Consultant support provided in every state and territory	No MOS JFSAP consultant position vacant more than 60 days	Contractor monthly reports, government sampling
MOS JFSAP Consultant to provide initial plan of support for their assigned State	Within 3 months after award.	Contractor monthly reports, government sampling
MOS JFSAP Consultant to provide an updated plan of support for their assigned State	Annually	Contractor monthly reports, government sampling
MOS JFSAP Consultant was on time for scheduled on demand event support	98%	Contractor monthly reports, government sampling

MOS JFSAP Consultant completed training/orientation as required by government	100% completion prior to providing support	Contractor monthly reports, government sampling
MOS JFSAP Consultant to update reports	Weekly	Contractor monthly reports, government sampling
MOS JFSAP Consultant to complete required activity forms	100% Submitted within 24 hours of event /activity	Contractor monthly reports, government sampling
MOS JFSAP Consultant to provide catalogue of resources to Government	Monthly	Contractor monthly reports, government sampling

EDUCATIONAL AND FUFILLMENT MATERIALS

Performance Requirement	Standard	Surveillance
Educational Materials and Referrals Shipped in a timely manner	95% shipped out within 2 business days of request	Contractor monthly reports, government sampling

QUALITY CONTROL

Performance Requirement	Standard	Surveillance
Duty to Warn and Mandated Report Cases	100% supervisor audit of all duty to warn and mandated reports from any area of MOS service delivery system	Measured through QA reviews and Contractor monthly reports, government sampling
Quality ² of Documentation of Duty to Warn and Mandated Report Cases	95% pass rate on audits of all duty to warn and mandated reports from any area of MOS	Measured through QA reviews and Contractor monthly reports, government sampling
Government Notification of an Adverse Incident	100% of all incidents 24 hrs via email and phone notification to Government Program Manager and posted to CMS	Contractor monthly reports, government sampling
Triage Consultant Quality Audits	95% pass rate of 6 audits per month per consultant	Contractor monthly reports, government sampling
Specialty Consult Case Reviews	95% pass rate of 6 audits per month consultant	Contractor monthly reports, government sampling
Non-Medical Counseling Quality Case Reviews of Open and Closed Cases to include, face to face, telephonic, web, and video	95% pass rate for 10% of open and closed cases or proposed developed methodology of Contractor identifying sample size, confidence levels size of the	Contractor monthly reports, government sampling

	network and trend patterns that is acceptable to the Government.	
Health & Wellness Coaching Case Reviews Open and Closed cases	95% pass rate of 3 audits per coach per month.	Contractor monthly reports, government sampling
Financial Counseling Reviews	95% pass rate of 6 audits per month per counselor.	Contractor monthly reports, government sampling
Tax Service Quality Reviews	95% pass rate of 6 audits per month per counselor or contractor's proposed and Government accepted methodology.	Contractor monthly reports, government sampling

KEY

¹ Service Breakdowns are participant complaints and breakdowns in processes or services reported to the QA Manager

² For non-medical counseling and health and wellness coaching, the Contractor shall provide written definitions, parameters and instruments used for quality of cases that meet, at a minimum, Council on Accreditation (COA) or Utilization Review Accreditation Commission (URAC) standards.

For all other programs such as call center, specialty consultations, financial counseling and tax services, the Contractor shall provide written definitions, parameters and instruments for quality of services.

³ Adverse incidents include, but are not limited to, reported suicides, homicides, fatalities, or any other incident that could potentially cause risk to the Participant or generate negative media or other attention to the MOS Program.