

**Attachment II - Quality Assurance Surveillance Plan (QASP)
SAMHSA Disaster Technical Assistance Center (DTAC) Contract#280-08-0213**

| Task | Indicator | Standard | Acceptable Quality Level(AQL) | Surveillance Method |
|-------------|--|---|---|---|
| I | Work plan | <p>Contract work plan is effectively and efficiently managed to ensure quality control by the Contractor</p> <p>The initial meeting and all quarterly meetings shall be in person with Government Project Officer (GPO) and other designated staff in Rockville, MD.</p> <p>The Contractor notifies the GPO of any problems encountered in the performance of the work and proposes solutions in a timely way.</p> <p>Initial and annual work plans approved by GPO</p> | <p>100% completion of annual work plan</p> <p>GPO is made aware of all major challenges encountered in performing the work.</p> <p>The Contractor always consults with the GPO regarding proposed solutions to problems. Major deliveries of reports and other materials are met on time.</p> <p>100% completion starting no later 5 working days after receiving recommendations for the GPO</p> | <p>GPO and Contracting Officer (CO) annual work plan review and ongoing contact monitoring including: attendance at required in person meetings, progress reporting, subcontracting and consultant reporting; accurate invoicing, and attention to GPO and CO any problems as appropriate</p> <p>Incorporation of GPO review and comments</p> |
| II | Educational and Technical Assistance Resource Collection Information Dissemination | <p>Resource data/collection consists of biographical resources on selected disaster behavioral health topic areas, public education, disaster service response, etc. with quarterly field communication materials</p> <p>Assist with publication development and SAMHSA clearance procedures</p> <p>Develop database/record keeping system for the monitoring of resources and resource request</p> <p>Coordination with SAMHSA's Health Information Network (SHIN), and other clearinghouses</p> | <p>95 % completed by end of Year 1</p> <p>Timely quarterly submissions to the field</p> | <p>Quarterly and Ongoing GPO review and monitoring.</p> |
| III | Telephone Consultation and Technical | <p>Toll-Free technical assistance phone line is set up and maintained throughout the life of the contract</p> | <p>Toll-free phone line is set-up including staffing plan operated 12 hours per day</p> | <p>GPO review and monitoring with 60 days of approved work plan</p> |

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| | Assistance | Free consultation to State and local providers on NIMS Compliant plans, effective/evidenced-based response structures, and services | Must include provision for extended hours in times of mass disasters | Monthly updates to GPO on the nature of calls and consultations provided |
| IV | Targeted On-site Technical Assistance | <p>Identification recruitment, and use of specialized consultants</p> <p>Recommendation for persons with appropriate skill levels is included; correspondence with these members minimizes burden on them and is timely.</p> <p>List of possible specialized consultants reflects an understanding of behavioral health disaster activities associated with planning and crisis response.</p> <p>On-Site Visit Protocol to match technical assistance requests with recommended experts</p> | <p>90% of initial recommendations by Contractor for technical and other consultants are accepted. Other consultants as recommended by GPO are also accepted.</p> <p>80% of all non-federal participants have been paid within 30 days of invoice submission.</p> <p>Outstanding payments are reported to GPO on time.</p> <p>Approval of site visit protocols before any site visits are conducted.</p> | <p>GPO review and monitoring</p> <p>Review of list of 45 days unpaid list (deliverable upon request of GPO).</p> <p>Feedback from specialized consultants.</p> |
| V | Events, Meetings, and/or Workshops | <p>The Contractor consults with the GPO about the various audiences for the briefings, meetings/workshops and provides a menu of draft topics with supporting language along with graphics and proposed meeting writers.</p> <p>Talking points and graphics are delivered in both hard copy and electronic copy in PowerPoint, and are such that revisions can be made at CSAP, if the GPO so desires</p> <p>High level of presentation; Able to</p> | <p>90% of the language, pictures, and graphics assist in comprehension of the material</p> <p>Electronic files are flexible and can be edited easily by GPO after delivery</p> <p>Revisions in electronic and hard copy files including those for posters are responsive to comments and completed by deadline</p> | <p>GPO review and monitoring.</p> <p>Deliverable review</p> <p>Comments of reviewers and audience are incorporated in meeting summary reports</p> |

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| | | <p>anticipate and respond knowledgeably to questions</p> <p>Logistics and travel costs are provided for events, meetings, and/or workshops</p> | <p>All presentations including graphics are error-free and include appropriate logos. Presentation and speaker are clear and concise addressing major discussion points</p> <p>80% of all non-federal participants have been paid within 30 days of invoice submission.</p> | |
| VI | Progress Reports (Monthly and Final) | <p>Monthly reports are submitted on time; updates on work plans, budget expenditures and technical assistance data reports must be included and submitted to designated federal staff (GPO, Alternate GPO, and CO)</p> <p>Quick turn around special requests will be timely and have responded to the information requested.</p> <p>Methods implemented are those that were approved; they are accurate; the draft final report is written so that it follows an approved outline, is accurate, understandable, of high quality, and incorporates relevant literature, and data displays and comparisons that are most relevant to disaster behavioral health issues.</p> <p>Revisions reflect the comments of the GPO and other reviewers</p> <p>Final copy is submitted in hardcopy and in electronically in suitable format.</p> | <p>90% of monthly reports are submitted on time and within budget; and annual report(s) are on time and accurately reflects prior year's contract experience.</p> <p>80% of special requests will be completed within 1 to 2 days.</p> <p>Timely</p> <p>The draft is 85% accurate. Follows the approved outline 95%. Includes appropriate references to the literature. Writing is clear; no more than 25% of the report requires substantive revision. 100% of major contract activities are included;</p> <p>Final Report reflects 100% of comments received or otherwise noted in writing.</p> <p>Final Report contains no typos, and analyses are substantial and reflects</p> | <p>GPO review, comments, and monitoring.</p> <p>Feedback from reviewers</p> <p>Deliverable review</p> |

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| | | | the guidance and directions provided by the GPO | |
| VII | Prepares a transition/tur over plan (if necessary) | <p>Transition plan identifies specific realistic strategies for insuring continuity of the work with the previous work.</p> <p>Plan is finalized in timely manner.</p> | <p>Specific mechanisms for insuring continuity are accepted by the GPO. Cooperativeness is displayed</p> <p>All GPO approved activities are completed within the time specified.</p> <p>Actions needed to implement plan are completed within 90 days prior to the end of final performance period with GPO approval.</p> | |