**IFP 2021-HCS-6000**

**Measuring Service Quality Work Plan Template**

**(Must be submitted with proposals)**

***Timeline, Person Responsible, Offeror’s Response to Planned Scope of Work and Services to be populated by offeror***

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| **Scope of Work Prescribed Tasks** | **Timeline** | **Person Responsible** | **Offeror’s Response to Planned Scope of Work and Services** |
| Establish a stakeholder workgroup to assist in identifying current practices in quality programs and providing recommendations for quality indicators to develop a tool that allows self-advocates, family members, and agencies to evaluate programs, services, and settings.  |  |  |  |
| Conduct a literature review to identify evidence-based and best practices in the provision of services in diverse settings (e.g., day training program, behavioral services, residential). |  |  |  |
| Identify three settings (e.g., day training program, behavioral services, residential) and develop quality indicators for each setting that can be integrated into one tool and implement the following:1. Pilot test the instrument in each of the three settings and revise as necessary.
2. Administer in a minimum of three of the identified settings outside of the pilot (i.e., nine total administrations), assuring geographical diversity.
3. Revise the quality measures tool, if necessary, based on findings.
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