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- 15.1.1 The method for ensuring the services, deliverables, and requirements defined in the Contract are being provided at or above the level of quality per this Contract;
  - 15.1.2 The method for assuring that the professional staff rendering services under this Contract has the necessary qualifications;
  - 15.1.3 The method of identifying and preventing deficiencies in the quality of service as defined by County policy; and
  - 15.1.4 The method for providing SSA with a copy of CONTRACTOR's case reviews, a clear description of, and corrective action taken, to resolve identified problems.
- 15.2 Satisfaction Surveys
- CONTRACTOR shall provide Satisfaction Surveys to determine the level of engagement achieved with each Individual/Family, their experience with services provided, and the effectiveness of enrollment services provided as follows:
- 15.2.1 Satisfaction Survey shall be provided to Individuals/Families within the jail system or out in the community upon enrollment process.
  - 15.2.2 Completed Satisfaction Surveys shall be provided to ADMINISTRATOR on the twentieth (20<sup>th</sup>) of each month.