



Community Service Quality Assurance Performance Rating Scale

I. Overview

The priority of the City of Gaithersburg is to award grants to contractors to provide high quality services that result in positive impact in areas of need to City residents. To align with best practices, we are incorporating structured and supportive quality assurance (QA) and quality improvement (QI).

A. Evaluated Reports: Quarterly Quality Assurance Reports and Site Visit Reviews.

B. Evaluation Metrics: Performance is scored on outputs, outcomes, and narrative alignment as outlined in the signed contract, as well as submitted addresses and invoices. Reports and invoices that have to be sent back for edits can affect a contractor's QA rating.

C. Performance Ratings:

- **4:** Strong
- **3:** Satisfactory
- **2:** Unsatisfactory
- **1:** Poor/unacceptable

D. Scores

- Low scores (1 or 2) may result in detailed feedback and/or follow-up action through a Quality Improvement Plan (QIP).
- Higher scores will not require any program improvement or meetings.

II. Quality Assurance Goals and Impact

A. Highlight successes and address performance issues.

B. Quality Assurance report scores will have an impact on future application/proposal scores. Proposal scoring includes a "Past Experience with the City" category. QA data from the past five years will be used to assign organizations a score between 1 and 4.

C. Ensure transparency and consistency in grant monitoring.

III. Site Visit Quality Assurance Review

A. Conducted at least once a year to evaluate program implementation, environmental conditions, and accountability.

B. Uses the same 1-4 performance rating scale.

IV. Desk-Side Site Visit Review

A. Visits will typically be conducted prior to either Quarter 2 or 3 report submissions, to verify compliance with contract requirements, including outputs, outcomes, addresses, invoicing, financials, and if necessary, client files.

B. Uses the same 1-4 performance rating scale.

C. If a score of 2 or 1 is assigned, a follow-up visit will be scheduled within two weeks of the initial meeting and/or a Quality Improvement Plan will be implemented.

V. Quality Improvement Plan (QIP)

Designed to support underperforming organizations, the QIP includes:

A. Performance Review Meeting: Address concerns and review detailed evaluation notes.

B. Root Cause Analysis: Identify issues like staffing shortages, resource gaps, or other concerns.

C. Actionable Steps: Define measurable actions and solutions to improve performance such as staff training, goal adjustments, etc.

- D. Support Mechanisms from the City:** identification of resources or assistance the City can provide, such as technical support, connections to other successful contractors, or guidance on best practices.
- E. Timeline for Improvement:** Set milestones and a realistic timeline for progress.
- F. Follow-Up and Monitoring:** Conduct regular progress assessments based on proposed milestones and adjust the plan as necessary.