Mod 06 Attachment 4: FY 2018 Quality Assurance Surveillance Plan (SourceAmerica)				
AQL	**Unsatisfactory**	**Satisfactory**	**Good**	**Exceptional**
Employment Growth Plan	Plan is submitted after the due date established in the agreement	100% of plan is submitted on time	100% of plan is submitted at least fourteen (14) to twenty (20) business days prior to the due date established in the agreement	100% of plan is submitted at least twenty one (21) business days prior to the due date established in the agreement
Employment Growth plan and progress updates	Plan does not address 1 or more minimum elements	100% of minimum elements are adequately addressed in employment growth plan and progress updates.	In addition to addressing the minimum elements, the CNA demonstrates at least one innovative approach or incorporates additional value-added component	In addition to addressing the minimum elements, the CNA demonstrates innovative approaches and incorporates additional value-added components
Net employment growth (SDDLH)	Any loss employment growth (SDDLH)	up to 1% increase in annual net employment growth (SDDLH)	Greater than 1% and up to 3.0% increase in annual net employment growth (SDDLH)	Greater than 3.0% increase in annual net employment growth (SDDLH)
Upward Mobility & Competitive Placement	Any loss in placements and promotions (P/P)	No net loss in placements and promotions (P/P)	No net loss in placements and promotions (P/P) and one initiative supporting increased P/P	Net increase in placements and promotions (P/P) and more than one initiative supporting increased P/P
Allocation Appeals	More than 1 allocation and recommendation overturned by the Commission	No more than 1 allocation and recommendation overturned by the Commission	N/A	100% of allocation and recommendation decisions result in eligible, qualified, capable NPAs receiving AbilityOne work and no appeals are upheld by the Commission
NPAs Compliance with AbilityOne Regulatory Requirements	Less than 95% of CNA's associated NPAs are in compliance with AbilityOne regulatory requirements upon conclusion of the NPA review cycle	95% and up to 96% of CNA's associated NPAs are in compliance with AbilityOne regulatory requirements upon conclusion of the NPA review cycle	Greater than 96% and up to 99% of CNA's associated NPAs are in compliance with AbilityOne regulatory requirements upon conclusion of the NPA review cycle	More than 99% or more of CNA's associated NPAs are in compliance with AbilityOne regulatory requirements upon conclusion of the NPA review cycle
Reps and Certs Timeliness, Accuracy & Completion	Less than 96% of Reps and Certs submitted are accurate, complete, and on time	96% and up to 97% of Reps and Certs submitted are accurate, complete, and on time	Greater than 97% and up to 98% of Reps and Certs submitted are accurate, complete, and on time	More than 98% or more of Reps and Certs submitted are accurate, complete, and on time
PL Transactions, Accuracy & Completion	Less than 75% of PL transactions are complete, and accurate in accordance with the Commission manuals	75% and up to 80% of PL transactions are complete, and accurate in accordance with the Commission manuals	Greater than 80% and up to 89% of PL transactions are complete, and accurate in accordance with the Commission manuals	More than 89% or more of PL transactions are complete and accurate in accordance with the Commission manuals
Timely PL Addition Requests (Services Only)	Less than 120 days before the start of the service project period of performance and no more than 4 late submissions per year	At least 120 up to 129 days before the start of the service project period of performance and no more than 4 late submissions per year	At least 130 up to 149 days before the start of the service project period of performance and no more than 4 late submissions per year	At least 150 or more days before the start of the service project period of performance and no more than 4 late submissions per year
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AQL	**Unsatisfactory**	**Satisfactory**	**Good**	**Exceptional**

Federal Procurement Training	Less than 10% increase in NPA enrollment in Federal procurement related training courses provided by the CNA	Greater than 10% and up to 15% increase in NPA enrollment in Federal procurement related training courses provided by the CNA	Greater than 15% and up to 20% increase in NPA enrollment in Federal procurement related training courses provided by the CNA	More than 20% increase in NPA enrollment in Federal procurement related training courses provided by the CNA
NPAs Training Satisfaction	NPAs participating in CNA training courses on Federal Procurement process and negotiation techniques report a satisfaction score of less than 85%.	NPAs participating in CNA training courses on Federal Procurement process and negotiation techniques report a satisfaction score of 85% to 86%.	NPAs participating in CNA training courses on Federal Procurement process and negotiation techniques report a satisfaction score of 86% to 89%.	NPAs participating in CNA training courses on Federal Procurement process and negotiation techniques report a satisfaction score of greater than 89%.
Training PWSD	No additional training provided for PWSDs or job coaches	Up to five learning plans developed for online training focused on upward mobility of PWSDs	All elements of "Satisfactory" standard are met and at least two (2) new courses developed targeting peer mentors to offer coaching and support for upward mobility of PWSDs	All elements of "Good" standard are met and three (3) training videos on the subject of upward mobility of PWSDs created and provided to the NPAs
Strategic Communications	Fewer than 6 minimum elements in the Strategic Communications PWS section 3.4.2. are accurate, complete and on time -- or several key elements are missing, incorrect or under-represented	The 6 minimum elements in the Strategic Communications PWS section 3.4.2. are at least 85% accurate, complete and on time, and reflect an approach or results that are near publication-ready or nearly implementable	The 6 minimum elements in the Strategic Communications PWS section 3.4.2. are at least 90% accurate, complete and on time -- and reflect an approach or results that are near publication-ready or nearly implementable, and aligning the Strategic Communications solution with the AbilityOne Program's need and delivering meaningful results	The 6 minimum elements in the strategic communications PWS section 3.4.2. are at least 98% accurate, complete and on time - and reflect an approach or results that are publication-ready or implementable; demonstrate an innovative or strategic approach; taking all elements into account; and / or delivering significant results
Reports	Less than 98% of reports required by the PWS are submitted on time and accurate	98% of reports required by the PWS are submitted on time and accurate	98.1% to 99.9% of reports required by the PWS are submitted on time and accurate	100% of reports required by the PWS are submitted on time and accurate