Office of the Under Secretary of Defense for Personnel and Readiness (OUSD (P&R))
Sexual Assault Prevention and Response Office (SAPRO)
Performance Work Statement (PWS)
for the
Department of Defense (DoD) Safe Helpline

1.0   INTRODUCTION

The Sexual Assault Prevention and Response Office (SAPRO) requires contractor support services for the Department of Defense (DoD) Safe Helpline which provides assistance to Service member victims of sexual assault.

2.0   BACKGROUND

2.1   SAPRO serves as the single point of accountability and oversight for sexual assault policy, provides guidance to the DoD components, and facilitates the resolution of issues common to all Military Services and Joint Commands and is responsible for management of the DoD Safe Helpline. This Helpline was launched in February 2011 as the result of the Defense Task Force on Sexual Assault in the Military (DTF-SAMS) Recommendation 27, issued in December 2009, which endorsed the establishment of a universal hotline to facilitate victim reporting.

2.2   The DoD Safe Helpline provides support for adult Active Duty, National Guard, and Reserve Component members consistent with DoD Directive (DoDD) 6495.01 as well as Coast Guard members and Transitioning Service Members (TSM). The Helpline provides live, secure, one-on-one, confidential, anonymous, sexual assault assistance, crisis support and referral services on a 24/7/365 worldwide basis. The Helpline serves to increase victim reporting, as underreporting sexual assaults poses a serious challenge to military readiness with potential costs and consequences of sexual assault being extremely high.

3.0   SCOPE

The contractor shall provide all personnel, management, materials and equipment necessary to support and maintain the DoD Safe Helpline. The objective is to provide Helpline support services that are flexible and responsive to changing technology, legal guidance and DoD policy and Directives.

4.0   REQUIREMENTS   *The Contractor shall:*

4.1   Coordinate service support with the Government. Utilize the templates and documents listed in Appendices A - F during service performance.

4.2   Provide and Maintain Technical Operation and Support:

4.2.1   Online capability, including:

4.2.1.1   The dedicated www.safehelpline.org, .com, and .net URLs for DoD community members to access DoD Safe Helpline services;

4.2.1.2   A mobile site that allows the user to access DoD Safe Helpline online capabilities to include a referrals database search function for easier use and navigation for smart phones and tablets; and

4.2.1.3   A mobile application that allows the user to access DoD Safe Helpline online capabilities and manage the short-and long-term effects of sexual assault.

4.2.2   Telephone capability via a dedicated, toll free commercial line (877-995-5247), which can be accessed via the Defense Switched Network (DSN) Global Operator to ensure worldwide access. The telephone capability shall also be available via the Safe Helpline mobile application through Voice Over Internet Provider (VOIP)-based telephone access.

4.2.3   Texting (SMS) capability via a dedicated SMS codes for inside the continental U.S. (55-247) and outside the continental U.S. (202-470-5546) that provide automated and manual Sexual Assault Response Coordinator (SARC), responder (i.e., medical, legal, spiritual, military police), TSM, civilian sexual assault service provider, and other referral data as requested by the Government.

4.2.4   Safe HelpRoom. Maintain a secure, anonymous, online, live discussion forum for visitors to interact confidentially and anonymously under supervision. Monitor and accommodate visitor demand levels.

4.2.5   A Website, to include:

4.2.5.1   Website layout, content and site rating functionality which is updated bi-annually or as requested by the Government;

4.2.5.2   A Microsoft Word copy of all web content to reflect the current version displayed online; and

4.2.5.3   A site wide search capability.

4.2.6   Other chat capabilities that allow all supervisors who are online to chat together to ensure seamless shift transitions.

4.2.7   Safe Helpline support capabilities. Provide on-site support (3 days/week) at SAPRO to provide direct administrative and operational support to SAPRO relating to the Safe Helpline.

4.3   Provide Referrals Database, Responder Administration Website, and Contact Information:

4.3.1   The referrals database shall include SARC, responder (chaplains, legal, military police, medical), TSM, civilian sexual assault service provider, and other referral data as follows:

4.3.1.1   Responder Administration Website for Government authorized POCs from the Military Services, National Guard, and Coast Guard to input SARC and responder (chaplains, legal, military

police, medical), contact information into the Referrals Database. The website shall provide and maintain a capability for POCs to modify SARC, responder, and base information.

4.3.1.2   TSM referral database shall include referrals for the Departments of Veterans Affairs and Labor, and other resources, as needed and mutually agreed upon.

4.3.1.3   Contact information from civilian sexual assault service providers.

4.3.2   Other referral resources (e.g., Military OneSource, Defense Centers of Excellence, National Suicide Prevention Lifeline) to the Referral Database in accordance with the Referral Template

4.3.3   Deliver updated SARC, responder, TSM, civilian sexual assault service provider and other referral data.

4.4   Provide Warm Hand-off Transfer Capability:

When the resource referral is available, offer callers the option to be transferred to their nearest SARC, Military OneSource consultant, National Suicide Prevention Lifeline personnel, and/or civilian sexual assault service provider, and if possible - Veterans Affairs Benefits Coordinator and Military Sexual Trauma Coordinator, via the dedicated toll free telephone capability in accordance with the Telephone Transfer Protocol. When resource referral is not available, provide the referrals contact information for the visitor to follow up at a later time.

4.5   Provide Session Supervision Support:

4.5.1   Provide trained staff for Safe HelpRoom to moderate and provide administrative assistance, and to supervise online and telephone sessions.

4.5.2   Provide supervision for all sessions; multiple sessions at times; transfer sessions from one staff to another, if necessary; and to perform tasks to monitor the quality of service provided through the sessions.

4.5.3   Execute the Supervisor Checklist for Online/Telephone Sessions) at the end of every fifth session and the Safe HelpRoom Moderator/Administrator Sessions at the end of every fourth sessions.

4.5.4   Deliver the results of the Supervisor Checklist for Online/Telephone Sessions; Safe HelpRoom report on session visitor data and visitor demand levels, and Moderator Administrative Session Assessment.

4.6   Provide Training Support and Execution:

4.6.1   Provide and maintain annual and refresher training curriculum for online and in-person training for Safe Helpline Assistant Shift Managers (ASM) and staff, in accordance with the Safe Helpline ASM Training Overview and staff. This curriculum shall:

4.6.1.1   Contain, at a minimum, the following elements: Military Structure; Command Structure; Military Academies; Military Rank; Military Culture; Overview of Services (Army, Navy, Marine

Corps, Coast Guard, Air Force, National Guard, Reserves, Veterans); Restricted and Unrestricted Reporting Options; Military Justice System; TSM Training; Military Safety Planning; Military Policies; Evaluation Tools Overview; Telephone Crisis Intervention Practices Sessions; and Online Crisis Intervention Practice Sessions;

4.6.1.2   Be reviewed and updated as approved by the Government; and

4.6.1.3   Deliver the training curriculum to the Government.

4.6.2   Training Execution.

4.6.2.1   ASMs and Staff. Provide training designed for ASMs and for Staff that includes:

4.6.2.1.1   Online training program specifically about rape, sexual assault, supervision guidance and the online capability;

4.6.2.1.2   In-person sexual assault training;

4.6.2.1.3   In-person Safe Helpline training;

4.6.2.1.4   Direct supervision on the online capability;

4.6.2.1.5   Training on the online capability that includes ten video trainings, automated testing and scenarios; monthly in-service training, and a weekly scenario activity starting within sixty days of contractor staff hire; and

4.6.2.1.6   A current training module on the neurobiology of trauma for online or in-person training purposes.

4.6.3   Provide training for civilian sexual assault service providers on working with TSMs.

4.6.3.1   Provide and execute the Staff Training Evaluation after the twentieth session.

4.6.3.2   Provide and maintain the software platform, facilities and technology, and materials for training support and execution.

4.6.4   Deliver the results of the Staff Online/Telephone Session Assessment and Staff Training Evaluation.

4.7   Provide a Dashboard Site:

4.7.1   The dashboard shall provide support staff access to technical support, training materials, and referral information while in session.

4.7.2   Deliver a copy of the military and TSM Dashboard resources in a Microsoft document.

4.8   Provide Privacy and Mandatory Reporting Compliance:

4.8.1   Privacy Policy.

4.8.1.1   Implement, and maintain internal DoD Safe Helpline privacy policies for the online, telephone, and texting capabilities that:

4.8.1.1.1   Comply with the requirements of the Privacy Act for any identifiable information (PII) that is voluntarily disclosed without solicitation during a session, and ensure the confidentiality and anonymity of communications between staff and visitors;

4.8.1.1.2   Ensure communications between staff and visitors receiving services from DoD Safe Helpline are confidential and are not shared with the Government except in aggregate reports of non-personally identifying information; and

4.8.1.1.3   Deliver a summary of all breaches of privacy or mandatory reporting.

4.8.1.2   Online Capability to include:

4.8.1.2.1   Requiring visitors prior to accessing the DoD Safe Helpline online capability to accept the user Terms of Service in which the user must acknowledge that they have read the User Computer Safety Procedures, Privacy Policy, and User Agreement. Safe HelpRoom visitors will agree to a separate Terms of Service Ground Rules and Administrative Actions.

4.8.1.2.2   Quality Assurance testing of Online Hotline required after executing updates.

4.8.1.2.2   Third-party review of software performance and security.

4.8.1.3   Telephone and Texting Capability. The Terms of Service for the telephone and for texting capability shall be posted on the website where it shall be available for visitors to review prior to beginning an online session and when reviewing the texting service.

4.8.2   Mandatory Reporting Policy. The contractor shall provide, implement, and maintain mandatory reporting protocols in accordance with the Mandatory Reporting Policy that:

4.8.2.1   Follow applicable state regulations for mandatory reporting requirements in accordance with the applicable state requirements;

4.8.2.2   Direct staff to report all reasonable suspicion of child abuse, elder abuse, or abuse of a vulnerable or disabled person that arises during the course of an online or telephone session to the Government COR or Safe Helpline Program manager within one business day; and

4.8.2.3   Direct staff to file all mandatory state reports to the proper authorities, or per state requirements, and notify the Government prior to filing the report within one business day.

4.9.   Communication Support

The contractor shall:

4.9.1   Not speak on the Government's behalf.

4.9.2   Utilize government-approved messaging and obtain necessary Government approval prior to conducting media and other outreach activities and inquiry responses.

4.9.3   Update communications plan and continue to summarize the outreach activities to the public sector focused on the general public and civilian sexual assault service providers to be performed over the contractual year. All communications planning and products shall include promotion of the DoD Safe Helpline application and Safe HelpRoom.

4.9.4   Develop, implement, and deliver an advertising plan for online promotion that includes free and paid opportunities for online in order to educate the general public and civilian sexual assault service providers on the DoD Safe Helpline.

4.9.5   Continue to deliver and place articles on the contractor's website and in an e-newsletter bi-annually

4.9.6   Continue to display the DoD Safe Helpline banner on the contractor's homepage.

4.9.7   Continue to post links on the contractor's social media feeds.

4.9.8   Provide administrative and subject-matter-expert sexual assault prevention and response event support in the form of presentations and demonstrations.

4.9.9   Develop and deliver conference display and staff conference exhibits.

4.9.10 Develop and deliver Safe Helpline outreach materials and distribute to SARCs.

4.9.11 Develop and deliver articles for military periodicals and distribute to Military Services and National Guard annually.

4.9.12 Produce and deliver promotional Safe Helpline video.

4.8.13 Make promotional materials available on website for download by SARCs and other Service representatives.

4.10   Data Collection Support

4.10.1 Provide and maintain a secure portal accessible to authorized POCs, called the "Reportal", which depicts aggregated non-personally identifiable, information updated in real time to include the elements in the Reportal Fields.

4.10.1.1   The Reportal shall be upgraded and expanded, as needed, including adding Safe HelpRoom session visitor data and visitor demand levels.

4.10.1.2   Deliver the contents of the Reportal to include Safe Helproom visitor data and visitor demand levels.

4.10.2 For the purpose of program assessment the contractor shall provide, execute, capture and deliver the following data points and data as indicated below:

4.10.2.1   The Staff Online/Telephone Session Assessment for every session;

4.10.2.2   The results of the Staff Online/Telephone Session Assessment, Supervisor Checklist for Online/Telephone Sessions, and Staff Training Evaluation;

4.10.2.3   The results and free text user feedback from the Website Page Rating Functionality, Online User Comment Card and Telephone Interactive Voice Response;

4.10.2.4   Outside Analytics from Google as specified in the Google Analytics Template; and

4.10.2.5   The results of the website page rating functionality and free text comments.

4.11   Feedback and Complaint Support

4.11.1 Feedback. Provide and maintain a method to capture visitor feedback both anonymously and with the option to submit contact information in real time directly to Government.

4.11.2 Complaints. Provide and maintain a method to capture visitor complaints regarding Safe Helpline services and work with the Government to resolve all issues.

4.11.3 Deliver the input received from the feedback and complaint portals.

4.12   Assessment Support

4.12.1 Conduct an annual evaluation in order to ensure the Safe Helpline functions as designed.

4.12.2 Deliver the results of annual data evaluation.

4.12.3 Maintain the user comment card for the Safe HelpRoom.

4.12.4 Deliver the results of the user comment card for the Safe HelpRoom.

4.12.5 Conduct quality control of SARC and responder data contained on Responder Administrator website, TSM, civilian sexual assault service providers, and other referrals bi-annually.

4.12.6 Deliver the results of the quality control of SARC, responder, TSM, civilian sexual assault service providers, and other referrals.

4.12.7 Perform quantitative and qualitative analysis of all assessment data for on-going evaluation, annual evaluation, and program support consistent with DoD SAPRO research.

4.12.8 Deliver the results of monthly, quarterly and annual data evaluation.

4.12.9 Perform third-party QA testing to ensure that the online capability meets technical standards and functions properly and work with the Government to promptly address any findings from the QA study.

4.12.10 Deliver the results of a third-party QA study to ensure that the online capability meets technical standards and functions properly.

4.13 Project Plan

Deliver a project plan that documents the activities required to complete each deliverable in the PWS with associated tasks and subtasks necessary to execute with assigned due dates pursuant to the Project Plan Template.

4.14 Reports

4.14.1 Provide a monthly status report that includes:

4.14.1.1   Previous month's progress, address each deliverable, meetings held, and outreach conducted;

4.14.1.2   Planned work for next month, including travel and staffing schedules; and

4.14.1.3   Results of the documents listed in *Appendix A*, feedback and complaints; the user comment card for the live discussion forum; quality control of referral data; and user free text comments from the Online User Comment Card and Telephone Comment Feature.

4.14.2 Provide monthly, quarterly and annual assessments of all data, highlighting trends and including recommendations for action, as appropriate.

4.15 Attend Meetings

4.15.1 Bi-Weekly Management Meeting. Participate in bi-weekly Management Meeting throughout the contract period of performance in order to discuss progress against the PWS in a format approved by the Government.

4.15.2 Communications Strategy Meeting. Participate in initial communications strategy meeting with the Government and participate in bi-weekly meetings regarding the progress of contractor communications efforts to the public sector and civilian sexual assault service providers.

4.15.3 Participate in a Post-Award Conference. This meeting shall provide an introduction between the Contractor personnel and Government personnel who will be involved with the contract. The meeting shall provide the opportunity to discuss technical, management and security issues. The Post Award

Conference will aid both the Government and Contractor in achieving a clear and mutual understanding of all requirements, and identify and resolve any potential issues. The Contractor shall be prepared to discuss any items requiring clarification and gather information as necessary to support each deliverable. The Contractor shall provide a written summary of the Post-Award Conference.

4.16   Contractor Manpower Reporting

The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the SAPRO via a secure data collection site. The contractor is required to completely fill in all required data fields using the following web address: http://www.ecmra.mil/. Reporting inputs will be for the labor executed during the period of performance during each Government fiscal year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year, beginning with 2013. Contractors may direct questions to the help desk at help desk at: http://www.ecmra.mil.

5.0   DELIVERABLES

The contract shall provide the deliverables as outlined below:

Deliverable	PWS Sec.	Delivery Date
Post Award Conference	4.15.3	Within 5 business days after the contract award
Post Award Conference Minutes	4.15.3	Within 5 business days of Post Award Conference date
Project Plan	4.13	Within 10 business days of Post Award Conference
Monthly & Quarterly Status Reports	4.14	On 15th of each month for the previous month and on the 15th of the month for the previous quarter
Bi-Weekly Management Meeting	4.15.1	Bi-Weekly
Communications Strategy Meeting	4.15.2	Initially and Bi-Weekly
Website Page Rating Functionality Results and Comments	4.2.5	Real time in the Reportal
Referrals Database – Upload SARC, Responder Data	4.3	Real time
Referrals Database – Upload TSM Data	4.3	Within 30 days of receipt
Referrals Database - Upload civilian sexual assault service providers, Other Data	4.3	First Monday of each month

Session Supervision - Supervisor Checklist for Online/Telephone Sessions and Safe HelpRoom report on session visitor data and visitor demand levels and Moderator Administrative Session Assessment, Staff Online/Telephone Session Assessment, and Training Assessment - Staff Training Evaluation	4.5	Monthly in the MSR or as requested
Training Curriculum	4.6	Bi-annually in January and July
Staff Dashboard Content - Military and TSM	4.7	Bi-annually in January and July
Privacy and Mandatory Reporting	4.8	Monthly in the MSR or as requested
Communications Plan	4.9.3	Within 30 business days of Post Award Conference and annually
Promotional Video	4.9	Upon Creation
Exhibit Display	4.9	Upon Creation
SARC Outreach Materials	4.9	Upon Creation
Advertising Plan	4.9	Annually
Online ads	4.9	As requested
Articles	4.9	Quarterly
Reportal Data Collection - Staff Online/Telephone Session Assessment, Staff Online/Telephone Session Assessment, Supervisor Checklist for Online/Telephone. Safe HelpRoom, Sessions, and Staff Training Evaluation as well as the results and free text user feedback from the Website Page Rating Functionality, Online User Comment Card, and Telephone Interactive Voice Response, Safe HelpRoom comment card	4.10.1	Monthly in the MSR or as requested
Data Collection – Google Analytics	4.10	Monthly in the MSR or as requested

Feedback and Complaints	4.11	Individual submissions in real time; Summaries monthly in the MSR or as requested
Assessment Support - Evaluation	4.12	Annually
Safe HelpRoom	4.2.4	Monthly in the MSR or as requested
Quality Control of Administration Website Referral Data	4.11	Twice a year
Third Party Technical QA	4.11	Yearly
Contractor Manpower Reporting	4.15	No later than October 31 of each calendar year

7.0   CONTRACTOR TRAVEL

7.1   Anticipated contractor travel includes four training sessions within the continental U.S. and support during Sexual Assault Awareness Month as needed, but no more than five sessions within the continental U.S.

7.2   Contractor costs for Government authorized travel are included in this contract. All travel shall be in accordance with FAR 31.205-46 and applicable travel regulations (Joint, Federal or Standardized). Contractor payment claims shall include applicable documentation to support actual costs incurred (e.g. airfare and hotel/lodging receipts) as well as any receipts valued at or above $75.00. Failure to provide appropriate documentation may result in loss of reimbursement of travel expenses.

8.0   SECURITY

8.1   The contractor shall comply with all DoD and federal regulations regarding information assurance and privacy rules.

8.2   Work with the Government to provide input for annual reviews that impact the system certification and accreditation of the DoD Safe Helpline as required by the Government.

8.3   Provide subject matter expertise through the review of DoD Safe Helpline-related documents.

8.4   The Contractor shall report immediately to the COR discovery of any Privacy breach.

9.0   QUALITY CONTROL

The contractor shall implement and maintain a Quality Control Plan (QCP) to ensure work performed conforms to the scope of work and meets the requirements under this PWS. The QCP shall, at a minimum provide a method for performing inspections; identifying, correcting and preventing problems/defective service; addressing customer complaints, and improving the quality of services over the life of the contract.

10.0   QUALITY ASSURANCE

10.1   The Government shall evaluate the contractor's performance, provide feedback on all deliverables, and document acceptance of deliverables in writing. The Government shall continue a QCP to ensure quality service and deliverables and shall evaluate the contractor accordingly.

10.2   The Government shall use various methods of surveillance to evaluate the Contractor's performance in meeting the PWS. The Government reserves the right to perform inspections and surveillance to evaluate the contractor's compliance with the contract terms at any time. The Government shall make every effort to ensure that surveillance methods are conducted in an objective, fair, and consistent manner. The contractor shall be notified in writing of any discrepancies or customer complaints and shall be afforded the opportunity to provide comments.

10.2.1 Periodic Surveillance. When the Government observes a deficiency pursuant to the QCP or that contractual procedures in this PWS are not being followed, the Government shall document and report the deficiency to the Contracting Officer (CO).

10.2.2 Customer Complaint Surveillance. This action is instituted when the Government receives a complaint regarding contractor performance. The Government shall obtain the complaint in writing and then conduct an investigation to determine its validity. If the complaint is deemed valid, the Government shall immediately notify the CO for action. The Government shall notify both the Contract Manager and the complainant of the Government's response to their complaint.

10.3   Contract Discrepancy Report (CDR). In the event of unsatisfactory contractor performance, the Government shall issue a CDR. The CDR shall explain the circumstances and findings concerning the incomplete or unsatisfactory service. The Government shall use any completed CDR as part of an overall evaluation of Contractor performance when determining present or future contractual actions.

Appendix A, DoD Safe Helpline Templates

1. Website Page Rating Functionality
2. Referral Template
3. Supervisor Checklist for Online/Telephone Sessions
4. Staff Training Evaluation
5. Dashboard Demographics (including Transitioning Service Member data)
6. Reportal Fields (including Mobile Application downloads)
7. Staff Online/Telephone Session Assessment
8. Online User Comment Card
9. Telephone Interactive Voice Response
10. Google Analytics Template
11. Safe HelpRoom User Comment Card (pending development)
12. Safe HelpRoom Session Assessment on Visitor Data and Session Demand Levels (pending development)
13. Safe HelpRoom Moderator/Administrator Session Assessment (pending development)

Appendix B, DoD Safe Helpline Documents

1. Telephone Transfer Protocol
2. Assistant Shift Manager Training Overview
3. Staff Training Overview
4. Terms of Service
5. User Computer Safety Procedures
6. Privacy Policy
7. User Agreement
8. Mandatory Reporting Policy
9. Safe HelpRoom Terms of Service
10. Safe HelpRoom Ground Rules
11. Safe HelpRoom Administrative Actions
12. Safe HelpRoom Mandatory Reporting Policy
13. Responder Administration Website Audit

Appendix C, DoD Safe Helpline Performance Compliance Criteria			
PWS Deliverable	Performance Criteria Objective	Performance Criteria Threshold	Remedial Action (Below Criteria Threshold)
User Comment Card	Maintain an average score of 4 or above on the User Comment Card	Maintain a score of 3 or above on the User Comment Card	Propose remedial actions on all categories that fall below the criteria threshold
Telephone Comment Feature	Maintain an average score of 4 or above on the Telephone Comment Feature	Maintain a score of 3 or above on the Telephone Comment Feature	Propose remedial actions on all categories that fall below the criteria threshold
Texting - Technical Completion	Provide a response for 100% of all messages sent	Provide a response for 98% of all messages sent	Follow up on all failed responses within five (5) business days and propose a resolution
Safe HelpRoom (live discussion forum)	Maintain an average score of 4 or above on the User Comment Card	Maintain a score of 3 or above on the User Comment Card	Propose remedial actions on all categories that fall below the criteria threshold
SHL Mobile App	Maintain 100 monthly downloads	Maintain 75 monthly downloads	Propose remedial actions at less than 75 downloads
Web Rating Feature	Maintain an average score of 4 or above per page on the Website Rating Feature	Maintain an average score of 3 or above per page on the Website Rating Feature	Propose updates to the web content based on comments and ratings
Supervisor Checklist for Online Sessions	Maintain a rating of "Met Expectations" for 90% of all questions on the Supervisor Checklist	Maintain a rating of "Met Expectations" for 6 of the 7 questions on the Supervisor Checklist No deviation accepted for Question 6	Follow up with staff on all sessions that received a "Needs Improvement" within one (1) business day to provide constructive feedback

| Supervisor Checklist for Telephone Sessions | Maintain a rating of "Met Expectations" for 90% of all questions on the Supervisor Checklist | Maintain a rating of "Met Expectations" for 6 of the 7 questions on the Supervisor Checklist

No deviation accepted for Question 6 | Follow up with staff on all sessions that received a "Needs Improvement" within one (1) business day to provide constructive feedback |
|---|---|---|---|
| Staff Training Evaluation | Maintain an average score of 4 or above on Question A of the Staff Training Evaluation | Maintain an average score of 3 or above on Question A of the Staff Training Evaluation | Propose updates to the training curriculum based on the results of the Staff Training Evaluation yearly |

PWS Sec.	Tasks and Subtasks	Month				Month				Month				
		Week	Week	Week	Week	Week	Week	Week	Week	Week	Week	Week	Week	Week
Insert Requirement and/or Deliverable														
	Task													
	Subtask													
	Subtask													
	Subtask													

Appendix D, DoD Safe Helpline Project Plan

Appendix E, DoD Safe Helpline Monthly Status Report Template

The activity reported in this Monthly Status Report (MSR) reflect the work efforts performed in support of the Department of Defense (DoD) Sexual Assault Prevention and Response office (SAPRO) requirements documented in the DoD Safe Helpline Performance Work Statement (PWS).

1.0   Progress Against Requirements and/or Deliverables

[Insert PWS Section]	[Insert Requirements and/or Deliverable Description]
	Insert accomplishments against requirements or deliverables
[Insert PWS Section]	**[Insert Requirements and/or Deliverable Description]**
	Insert accomplishments against requirements or deliverables

2.0   Meetings Held

[Insert PWS Section]	[Insert Requirements and/or Deliverable Description]		
	Meetings	With Whom	Results

[Insert PWS Section]	[Insert Requirements and/or Deliverable Description]		
	Meetings	With Whom	Results

3.0   Outreach Conducted

[Insert PWS Section]	[Insert Requirements and/or Deliverable Description]		
	Event / Activity	With Whom	Results
[Insert PWS Section]	**[Insert Requirements and/or Deliverable Description]**		
	Event / Activity	With Whom	Results

4.0 Planned Work Next Month

[Insert PWS Section]	[Insert Requirements and/or Deliverable Description]
	Insert planned requirements or deliverables
[Insert PWS Section]	[Insert Requirements and/or Deliverable Description]
	Insert planned requirements or deliverables

5.0 Travel / Staffing Schedule

Staff	Date Out	Date Return	Purpose

6.0 Results of the documents listed in Appendix A

Attach as an appendix to this report.

7.0 Feedback and complaints submitted in accordance with the PWS

Attach as an appendix to this report.

8.0 Free Text Comments

Attach the results of the feedback and complaints submitted in accordance with this PWS, results of the user comment card for the live discussion forum, results of the mobile application analytics, results of the quality control of referral data, and user free text comments from the Online User Comment Card and Telephone Comment Feature as an appendix to the report.