



## Customer Service Plan Reporting Template FY 2024 - 25

As part of the FY 2024-25 County Incentives Program, Customer Service Incentive for Tier 2 counties must complete a report on the implementation of their customer service plan.

The report is due Monday, June 16, 2025.

### Template for Tier 2 Counties, Customer Service Outreach Plan Implementation

Question	County Tier 2 Answer
Who is responsible for monitoring and implementing your Customer Service Plan? Please provide name, title and contact information.	
In what ways are you engaging with applicants and members to increase participation in the survey?	
How do you ensure that negative action is not taken against applicants and members who decline to participate in the Customer Service Survey?	
How are you tracking your county's rate of survey participation?	
How is the county providing support to underserved and/or at-risk populations and communities?	
How is the county ensuring timely responses and requests for support from the customer, to avoid complaints where possible?	
Describe how the County's processes integrate or align with HCPFs centralized complaint	

process as issued in HCPF Memo Series.	
If a complaint is submitted, how is the county addressing the positive and negative feedback received?	

Describe what process improvement, training and coaching, and/or positive reinforcement methods have been used with staff to address customer feedback.	
Share any other insights about how you have implemented your Customer Service Plan.	

**How to submit your report**

Submit your completed report by Monday, June 16, 2025. Reports must be submitted to the [County Relations webform](#), Ticket Type “Incentives Program.”