

**Customer Service Plan Reporting Template**

**FY 2025-26**

As part of the FY 2025-26 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, 2026.

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

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| **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 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?  |  |

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| 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, 2026. Reports must be submitted to the County Relations webform, Ticket Type “Incentives Program.”