



Customer Service Plan Reporting Template FY 2023 - 24

As part of the FY 2023-24 County Incentives Program, Customer Service Incentive for Tier 2A and 2B, counties must complete a report on the implementation of their customer service plan.

The below template may be used for both 2A and 2B reporting.

The report is due Monday, July 8, 2024.

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

Question	County Tier 2A 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?	

Share any other insights about how you have implemented your Customer Service Plan.	
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Template for Tier 2B Counties, Customer Service Improvement Plan (CISP) Implementation

Question	County Tier 2B Answer
How is the county using data to determine customer satisfaction?	
What processes has the county implemented to integrate the Voice of the Customer?	
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?	
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.	
Describe how the County's processes integrate or align with HCPFs centralized complaint process as issued in HCPF Memo Series.	

Detail what data is collected, how the data is collected ongoing and what tracking mechanisms are in place.	
Include what steps the County takes when actionable data on customer service satisfaction is collected.	
Describe what tools the County uses, if any, to collect its data and inform its process improvements.	

How to submit your report

Submit your completed report by Monday, July 8, 2024. Reports must be submitted to the [County Relations webform](#), Ticket Type “Incentives Program.”