

**SNAP Management Evaluation (ME) Review
Corrective Action Plan (CAP)
Sample Plan**

Below is a customer service practice example of a completed corrective action plan.

Customer Service Practices

Requirement: Remove or minimize barriers to accessing SNAP and/or receiving benefits in a timely manner for individuals and families.

Description of deficiency:

The agency does not inform applicants when they call and/or stop in the office that the date of the combined application form Page 1 is received sets the date SNAP benefits begin. The agency must accept and file an application with only a name, address and signature.

County/Tribe completes 1 through 4 below.

1. Describe what caused the deficiency and how frequently it is occurring:

The agency does not meet this requirement because of insufficient training of new staff and coverage staff from other departments. Some experienced staff also do not know or do not remember this requirement.

This happens frequently when an applicant calls the agency for information about applying for SNAP.

2. Describe the tasks and/or steps developed to resolve the deficiency, the position responsible for the activity, and the targeted task completion date:

Description of task/step	Position responsible	Targeted completion date
Review requirements with all at weekly staff meeting.	Susie Supervisor	XX/XX/2015
Meet with supervisors of other departments and ask them to share the requirements with staff that provide phone and or front desk coverage.	Mary Manager	XX/XX/2015
Distribute “What to tell customers about applying for SNAP” script provided by DHS to front desk staff and all eligibility workers to use when providing information about applying for SNAP benefits.	Susie Supervisor	XX/XX/2015
Place anonymous calls to the agency inquiring about applying for food benefits.	Susie Supervisor to determine who and when.	Ongoing

Enlist people to come in and request an application for food.	Susie Supervisor to determine who and when.	Ongoing
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3. How does the agency plan to monitor if the tasks/steps taken have resolved the deficiency?

- Ensure completion of tasks/steps.
- Do annual reminders to staff about the requirements.
- Conduct ongoing monitoring through observation and anonymous calls/visits.

4. Describe the agency's expected outcomes at each listed interval:

3 Months	6 Months	9 Months	12 Months
Meetings with staff are complete. 100%	N/A	N/A	N/A
Meetings with other departments are complete. 100%	N/A	N/A	N/A
Script sheet is being used by everyone covering the front desk. 100%	Monitoring shows compliance. Agency is giving correct information. 100%	Monitoring shows compliance. Agency is giving correct information. 100%	100%
	Anonymous calls confirm compliance. 100%		Anonymous calls confirm compliance. 100%
		Anonymous visit confirms compliance. 100%	