

How to Write an Acceptable Corrective Action Plan

This document is provided to assist you in writing an acceptable corrective action plan if findings are identified during your SFSP DPI Review.

If areas of non-compliance (findings) are identified during your SFSP DPI on-site review, you will be asked to submit a corrective action plan for each finding. A corrective action plan is a step-by-step plan that outlines the actions your program will take to ensure that all findings of non-compliance are permanently corrected. **Who** is going to do **what**, **how** and **when**. Anyone reading your corrective action plans should easily be able to determine what steps needed to be taken each year to ensure compliance with SFSP requirements specific to that area of the program. **NOTE:** The Corrective Action Required information asks for the who, what, how and why.

Example of an Unacceptable Corrective Action Plan

Finding

Monitoring of all sites was not completed within the first four weeks of operation.

Corrective Action Required

Respond providing a monitoring plan that will ensure that all site reviews will be conducted by the sponsor in the future within the required timeframe, the person(s) responsible and the oversight to be provided to ensure compliance with this Program requirement.

Corrective Action Plan

Next year, we will make sure that all monitoring will be completed within the first four weeks of operation. Forms were submitted to DPI.

What's Missing?

A description of the **HOW** and **WHEN** the monitoring plan will be created and maintained

AND

WHO has the responsibility for creating, maintaining and overseeing the plan.

Example of an Acceptable Corrective Action Plan

Finding

Monitoring of all sites was not completed within the first four weeks of operation.

Corrective Action Required

Respond providing a monitoring plan that will ensure that all site reviews will be conducted by the sponsor in the future within the required timeframe, the person(s) responsible and the oversight to be provided to ensure compliance with this Program requirement. Revise the Site Monitoring Policy and Procedure approved within the SFSP Application, if needed.

Corrective Action Plan

In mid-May of each year, the Director of Program Operations, will tentatively schedule all required monitoring reviews for each site in the shared Outlook Calendar. Due dates (end of four weeks of operation) will also be noted on the calendar should the review need to be rescheduled from the initial date that it was scheduled. Monitors will communicate with the Director of Program Operations when scheduled dates cannot be met and when the rescheduled monitoring review will be completed. All monitoring forms will be submitted to the Director of Program Operations within 3 days after completion. The Director of Program Operations is responsible for ensuring that monitoring is being completed within the required timeframe and forms are complete and accurate. The Director of Program Operations will be responsible for completing the monitoring assessment section of each form and will ensure that follow-up, if needed, is conducted in a timely manner.



Example of an Unacceptable Corrective Action Plan

Finding

The Sponsor has not conducted training sessions for all Sponsor and Site personnel prior to the start of operation, as required. Specifically, the persons assisting food service staff by taking the point of service meal counts, did not receive training on how to record the meals served.

Corrective Action Required

Respond indicating the steps that will be taken to ensure all Sponsors and Site personnel are trained prior to the start of operation in the future. Indicate the person(s) responsible and the oversight to be provided to ensure compliance with this Program requirement.

Corrective Action Plan

The staff helping to take the meal counts have been trained.

What's Missing?

A description of the **HOW, WHEN** and **WHO** will plan, carry-out, and document training to ensure all staff are trained in the future.

Example of an Acceptable Corrective Action Plan

Finding

The Sponsor has not conducted training sessions for all Sponsor and Site personnel prior to the start of operation, as required. Specifically, the persons assisting food service staff by taking the point of service meal counts, did not receive training on how to record the meals served.

Corrective Action Required

Respond indicating the steps that will be taken to ensure all Sponsors and Site personnel are trained prior to the start of operation in the future. Indicate the person(s) responsible and the oversight to be provided to ensure compliance with this Program requirement.

Corrective Action Plan

The Food Service Director will create the training plan, annually in March, when the SFSP Application is completed. The plan will identify all persons with SFSP duties at the Administrative and Operational level, how each will receive training, when the training will occur, and how it will be documented. The Agency will use a combination of the DPI E-learning, group and one-on-one training. Staff completing the DPI E-learning will forward the training certificate to the Food Service Director. Group and one-on-one training will be provided by the Food Service Director, documented on the DPI training documentation forms, and kept on file within the Food Service Director's office for the required 3 years, plus the current year.

A well written Corrective Action Plan can become your Agency's Permanent Action Plan for ensuring Program Requirements are met.

Consider: Who requires training (sponsor and site level)?

When and **how** will the operational training be completed? (E-learning, 1:1 or group)?

Who will do the training?

How will this be documented?

Who is responsible for tracking and maintain the documentation?

Where will the documentation be kept (i.e., electronic file, hard copy, etc.)?