

**ATTACHMENT 8 – WORK PLAN
SUMMARY**

PROJECT NAME: Commodity Supplemental Food Program

CONTRACTOR SFS PAYEE NAME: _____

CONTRACT PERIOD: From: 10/01/14

To: 09/30/19

Provide an overview of the project including goals, tasks, desired outcomes, requested caseload and justification, and performance measures:

The goal of the Commodity Supplemental Food Program (CSFP) is to improve the nutrition and health status of eligible seniors in New York State. This is accomplished through the provision of nutritious foods, nutrition/health education and linkages with other health and human service programs. The CSFP provides supplemental foods, nutrition education and referral to health and human services to the target population.

The contractor will provide CSFP services in accordance with New York State CSFP policy to participants based on the New York State Department of Health assigned caseload target per contract reimbursement requirements. Service to less than the assigned caseload target may result in reassignment of caseload and associated funding in the current contract year and/or in the subsequent contract year(s).

The contractor will perform all duties outlined as well as provide all reports required in Attachment 8 – Work Plan.

The contractor will identify performance measures that will be used to measure achievement of each objective.

The contractor will comply with all requirements prescribed by 7CFR Part 247 (CSFP Regulations), New York State CSFP requirements, policies and procedures as described in the New York State CSFP Manual and on-going policy and procedure changes incorporated through New York State CSFP memorandum.

Contract Number #: _____

**ATTACHMENT 8 – WORK PLAN
DETAIL**

| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|-------------|--|--|----------------------|
| 1:Personnel | | a. Establish and promptly fill all budgeted CSFP positions with credentialed staff as required by Federal regulations and State guidelines. Keep the State informed of all key CSFP personnel changes. | i. |
| | | | ii. |
| | | | iii. |
| | | b. Ensure that a full-time nutritionist is on staff at each agency. | i. |
| | | | ii. |
| | | | iii. |
| | | c. On a monthly basis, complete and submit a Staff Vacancy Report to the State. Evidence of recruiting efforts through advertising, publishing and postings must be submitted with report to justify extended vacancies. | i. |
| | | | ii. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|-------------------------|--|--|----------------------|
| 1:Personnel (continued) | | d. Maintain current job descriptions, specific to CSFP responsibilities, and update annually. | i. |
| | | | ii. |
| | | | iii. |
| | | e. Meet all CSFP staff training requirements and document training attendance. Provide basic CSFP training to new staff within the first three (3) months of employment. | i. |
| | | | ii. |
| | | | iii. |
| | | f. Provide in-service training, at least once a year, with documentation of attendance. | i. |
| | | | ii. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|-------------------------|--|---|----------------------|
| 1:Personnel (continued) | | g. Maintain personnel files to include documentation of credentials, license or certification where required by the job description and/or tasks and activities, and resumes for all staff, as well as performance evaluations and documentation of staff attendance at any training. | i. |
| | | h. Provide means for regular communications to staff on all revisions of CSFP policies and procedures. | i. |
| | | i. Substantiate and document all personnel issues and transactions, including time and attendance and time distribution records that document work hours of employees who work part-time for CSFP and part-time with another program of the sponsoring agency. | i. |

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|-------------------------|--|--|----------------------|
| 1:Personnel (continued) | | j. Hire sufficient staff to accommodate all program areas, including data entry of participant information into the CSFP automated system. | i. |
| | | k. Hire staff that can provide culturally/linguistically competent service that facilitates communication with participants. | i. |
| | | | ii. |
| | | | iii. |
| | | l. Ensure that CSFP staff attends all training sessions conducted by the State, when required. | i. |
| | | | ii. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|------------------------|--|---|----------------------|
| 2:Scheduling and Space | | a. Provide an adequate number of sites that are appropriately located to serve targeted population. | i. |
| | | b. Ensure a reasonable degree of privacy for confidential purposes during staff/participant interactions. | i. |
| | | c. Maintain CSFP Program and warehouse space in a safe, clean, and healthy environment. | i. |
| | | | ii. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|-------------------------------------|--|---|----------------------|
| 2: Scheduling and Space (continued) | | d. Provide program space that is accessible to people with disabilities. | i. |
| | | | ii. |
| | | | iii. |
| | | e. Ensure that the site is clearly identified with signs posted that include the name of the local agency and the hours of operation. | i. |
| | | | ii. |
| | | | iii. |
| | | f. Assume responsibility for preparing any new site in accordance with a site modification plan approved by the State. All site moves, site closures, and expansions must be pre-approved by the State. | i. |
| | | | ii. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|-------------------------------------|--|--|----------------------|
| 2: Scheduling and Space (continued) | | g. Ensure that the CSFP permanent site(s) has sufficient space for the following: | i. |
| | | 1. An office area for staff to certify participants, including enough room for computer equipment and privacy while assessing participant information. | ii. |
| | | 2. An area to warehouse a 2 week supply of at least 50 commodities, usually stacked on pallets. | iii. |
| | | 3. A distribution area to assemble food packages. | |
| | | 4. An area for nutrition education and counseling, which may be conducted in a group setting or done individually. | |
| | | 5. An area for food demonstrations. 6. A waiting area for participants. | |
| | | h. Ensure that the CSFP sites are located in an area that is convenient for participant access (i.e. close to public transportation, parking). | i. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|---|--|--|----------------------|
| 2: Scheduling and Space (continued) Mobile Sites | | i. Ensure that CSFP mobile sites provide the following: 1. Safe and expedient delivery of commodities (using a truck or a van) to participants at Senior Housing Centers, churches, recreation centers or other approved sites where CSFP participants may gather. 2. Provide services to adults aged 60 and older residing or participating in programs at senior housing centers and senior citizens centers (such as nutrition education services). 3. Written agreements established with Senior Housing Centers or other entities to allow the delivery and distribution of CSFP commodities to participants free of charge. 4. Sufficient staff and space to certify participants and assemble food packages. 5. Ability to certify or re-certify participants at mobile sites without the use of the CSFP automated system (paper certifications) which will later be entered on to the automated system. 6. Obtain approval and written consent from the State to move or operate a new site or provide services via a mobile van. | i. |
| | | | ii. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|--|--|---|----------------------|
| 2: Scheduling and Space (continued) Hours | | j. Establish procedures that will ensure that participants have some food choices from available stock and are served with a waiting time of less than 1 hour for all services including certification, nutrition education, food pick up and any waiting period. | i. |
| | | k. At a minimum, ensure program hours for participant services are Monday through Friday during normal business hours, including lunch time hours. | i. |
| | | l. Maximize participant access to CSFP services by offering one or more of the following: 1. Early morning appointments at least one morning per week; or 2. Evening appointments – up until 7:00 p.m. at least one night per week; or 3. Three hours of services at least one Saturday per month. | i. |
| | | | ii. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|---|--|---|----------------------|
| 2: Scheduling and Space (continued) 0 Hours | | m. Obtain prior written approval from the State before implementing an alternative hour schedule. | i. |
| | | | ii. |
| | | | iii. |
| | | | i. |
| | | | ii. |
| | | | iii. |
| | | | i. |
| | | | ii. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|--|--|---|----------------------|
| 3: Certification and Food Package Issuance | | a. Ensure that all CSFP participants are income, categorically, and residentially eligible. Maintain supportive documentation, and verify and document all certification requirements. | i. |
| | | | ii. |
| | | | iii. |
| | | b. Provide for the use of “proxies” in accordance with CSFP policies, including the limitation of the number of participants that may be served by the same proxy to five participants per proxy. | i. |
| | | | ii. |
| | | | iii. |
| | | c. Issue CSFP identification cards in accordance with program requirements. | i. |
| | | | ii. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|--|--|--|----------------------|
| 3: Certification and Food Package Issuance (continued) | | d. Provide all program applicants/participants with notification of certification/re-certification time frames and requirements. | i. |
| | | | ii. |
| | | | iii. |
| | | e. Provide culturally sensitive program materials in languages appropriate for the target population. | i. |
| | | | ii. |
| | | | iii. |
| | | f. Ensure that no applicant or participant incurs any costs when applying for program benefits. | i. |
| | | | ii. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|---|--|--|----------------------|
| 3: Certification and Food Package Issuance (continued) | | g. Screen for dual participation to ensure that participants are not participating in any other CSFP agencies. | i. |
| | | | ii. |
| | | | iii. |
| | | h. Use the income eligibility guidelines provided annually by the State. | i. |
| | | | ii. |
| | | | iii. |
| | | i. Comply with CSFP policies and procedures when issuing food packages. | i. |
| | | | ii. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|---|--|---|----------------------|
| 3: Certification and Food Package Issuance (continued) | | j. Ensure the issuance of all authorized foods within food package categories up to maximum quantities allowed by USDA. | i. |
| | | | ii. |
| | | | iii. |
| | | | i. |
| | | ii. | |
| | | iii. | |
| | | | i. |
| | | ii. | |
| | | iii. | |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|---|--|---|----------------------|
| 4:Senior Farmers Market Nutrition Program | | a. Participate in the Senior Farmers’ Market Nutrition Program (SFMNP) if an authorized market exists within the planning area(s) served by the agency. | i. |
| | | | ii. |
| | | | iii. |
| | | b. Develop and implement a procedure to prevent duplicate/multiple issuance of FMNP check booklets to a CSFP participant. | i. |
| | | | ii. |
| | | | iii. |
| | | c. Provide nutrition education regarding the benefits of fresh fruits and vegetables. | i. |
| | | | ii. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|---|--|---|----------------------|
| 4: Senior Farmers Market Nutrition Program (continued). | | d. Instruct participants on the proper use of SFMNP checks. | i. |
| | | | ii. |
| | | | iii. |
| | | e. Comply with State directives to provide necessary check booklet security measures including procedures for receipt, inventory, and storage in accordance with the CSFP Manual. | i. |
| | | | ii. |
| | | | iii. |
| | | f. Where available, coordinate nutrition education and outreach efforts with State and Cornell Cooperative Extension staff for SFMNP initiatives. | i. |
| | | | ii. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|------------------------|--|--|----------------------|
| 5: Commodity Inventory | | a. Protect CSFP foods from damages, loss, theft, and extreme temperatures. | i. |
| | | | ii. |
| | | | iii. |
| | | b. Maintain accurate inventory records for commodities from receipt to issuance using the CSFP automated system as well as maintaining paper receipts. | i. |
| | | | ii. |
| | | | iii. |
| | | c. Physically count CSFP foods monthly. | i. |
| | | | ii. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|------------------------------------|--|---|----------------------|
| 5: Commodity Inventory (continued) | | d. Maintain adequate supplies and varieties of commodities at distribution sites and mobile sites. | i. |
| | | | ii. |
| | | | iii. |
| | | e. Schedule appropriate food deliveries to sites and ensure food orders are received at the Central Office by Wednesday morning of each week. | i. |
| | | | ii. |
| | | | iii. |
| | | f. Submit required inventory reports of program operations. | i. |
| | | | ii. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|------------------------|--|--|----------------------|
| 6: Records and Reports | | a. In addition to retaining records for current year, retain records of food delivery, equipment purchases, certification, nutrition education, financial operations, and fair hearings for six (6) years after closeout of the fiscal year to which they pertain. | i. |
| | | | ii. |
| | | | iii. |
| | | b. Establish and maintain current inventory of all CSFP equipment. | i. |
| | | | ii. |
| | | | iii. |
| | | c. Develop and submit monthly fiscal reports and expense vouchers. | i. |
| | | | ii. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|------------------------------------|--|---|----------------------|
| 6: Records and Reports (continued) | | d. Review and respond to standard CSFP reports as required by CSFP policies and procedures. | i. |
| | | | ii. |
| | | | iii. |
| | | e. Complete and submit all reports in a timely manner as required by Federal Regulation and State guidelines. | i. |
| | | | ii. |
| | | | iii. |
| | | f. Respond to Management Evaluations with corrective action plans within the specified timeframe. Promptly implement corrective action plans for any deficiencies identified. | i. |
| | | | ii. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|------------------------------------|--|--|----------------------|
| 6: Records and Reports (continued) | | g. Maintain a current New York State CSFP Program Manual, which is accessible to CSFP staff. | i. |
| | | | ii. |
| | | | iii. |
| | | h. Establish and implement a system to ensure confidentiality of participant records. | i. |
| | | | ii. |
| | | | iii. |
| | | i. Maintain a staff training log for all staff indicating: agenda, dates and attendees. | i. |
| | | | ii. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|------------------------|--|---|----------------------|
| 7: Caseload Management | | a. Develop and implement an outreach and retention methodology to achieve the assigned caseload target. | i. |
| | | | ii. |
| | | | iii. |
| | | b. Monitor participant caseload and program operations to accommodate caseload growth or change as appropriate. | i. |
| | | | ii. |
| | | | iii. |
| | | c. Establish a waiting list for eligible participants only when directed to do so by the State. Participants placed on the waiting list must be referred to other food assistance programs. | i. |
| | | | ii. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|------------------------------------|--|---|----------------------|
| 8: Nutrition Services and Outreach | | a. Develop and submit an annual Nutrition Education Plan for State approval that includes needs assessments, goals, objectives, action plans, and an evaluation component within a specified timeframe. | i. |
| | | | ii. |
| | | | iii. |
| | | b. Ensure that nutrition education materials are appropriate for CSFP participants. Evaluate staff (including temporary staff) providing nutrition education/counseling annually. Annual staff evaluation includes observation of a nutrition presentation and documentation of this observation using the CSFP Nutrition Presentation Observation Form. | i. |
| | | | ii. |
| | | | iii. |
| | | c. Submit a monthly report on the activities performed in carrying out the Nutrition Education Plan. | i. |
| | | | ii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|---|--|---|----------------------|
| 8: Nutrition Services and Outreach (continued) | | d. Refer participants to other appropriate health, social, and education services. | i. |
| | | | ii. |
| | | | iii. |
| | | e. Provide nutrition education targeted to identified participants’ needs, and level of nutrition knowledge, understanding, culture, and psychosocial situation during individual sessions. | i. |
| | | | ii. |
| | | | iii. |
| | | f. Incorporate obesity prevention and healthy lifestyle promotion strategies and other New York State Department of Health initiatives into nutrition education. | i. |
| | | | ii. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|---|--|---|----------------------|
| 8: Nutrition Services and Outreach (continued) | | g. Collaborate with staff from the Just Say Yes To Fruits and Vegetables Program, including at least one JSY food demonstration annually. | i. |
| | | | ii. |
| | | | iii. |
| | | h. Provide participants with information on nutritional value and use of CSFP foods in appropriate language. | i. |
| | | | ii. |
| | | | iii. |
| | | i. Conduct food demonstrations several times each month to educate participants on the use of CSFP commodities. | i. |
| | | | ii. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|---|--|--|----------------------|
| 8: Nutrition Services and Outreach (continued) | | j. Develop, submit, and implement an annual outreach plan that includes needs assessments, goals, objectives, action plans, and an evaluation component. | i. |
| | | | ii. |
| | | | iii. |
| | | k. Designate a local outreach coordinator in accordance with program needs. | i. |
| | | | ii. |
| | | | iii. |
| | | l. Target outreach activities to identify and serve the elderly, rural residents, employed-eligibles, homeless, immigrants and Native Americans. | i. |
| | | | ii. |
| | | | iii. |

**ATTACHMENT 8 – WORK PLAN
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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|---|--|---|----------------------|
| 8: Nutrition Services and Outreach (continued) | | m. Refer applicants that are not eligible for CSFP benefits to their local Emergency Food Program. | i. |
| | | n. Provide written information to all participants on Medicaid, SNAP (the Food Stamp Program), Temporary Assistance to Needy Families, Supplemental Security Income Benefits, and Medicare. | i. |
| | | | ii. |
| | | | iii. |
| | | o. Develop and implement a plan to coordinate operations locally with special services such as the Expanded Food and Nutrition Education Program, Drug Abuse Education, Alcohol and Drug Abuse Counseling and Treatment, Temporary Assistance to Needy Families (TANF), and the Food Stamp Program. | i. |
| | | | ii. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|-----------------------------|--|---|----------------------|
| 9: Financial Accountability | | a. Develop and submit an annual CSFP budget proposal in the format required by the NYS CSFP by the established deadline. The budget will include all CSFP administrative costs and will include clear and complete written justification for all requested items. | i. |
| | | | ii. |
| | | | iii. |
| | | b. Provide expenditure reports as required. | i. |
| | | | ii. |
| | | | iii. |
| | | c. Establish and maintain a financial management system that ensures complete accountability for all CSFP funds. | i. |
| | | | ii. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|---|--|--|----------------------|
| 9: Financial Accountability (continued) | | d. Develop and implement approved cost allocation methodologies that ensures accurate accounting for any costs shared by CSFP and other agency programs. Personal Service must be supported by time distribution records adequate to trace employee effort to each cost objective or funding source. | i. |
| | | | ii. |
| | | | iii. |
| | | e. Submit budget change requests with a full justification in accordance with established time frames. | i. |
| | | f. Submit accurate monthly vouchers and statements of expenditures in accordance with established time frames and maintain supporting documentation that substantiates expenses claimed. | i. |
| | | | ii. |
| | | | iii. |

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DETAIL**

| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|---|--|--|----------------------|
| 9: Financial Accountability (continued) | | g. Submit updated equipment inventory to the State annually. | i. |
| | | | ii. |
| | | | iii. |
| | | | i. |
| | | | ii. |
| | | | iii. |
| | | | i. |
| | | | ii. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|---|--|--|----------------------|
| 10: Participant Rights and Responsibilities | | a. Ensure that all CSFP participants are treated in a respectful and courteous manner. | i. |
| | | | ii. |
| | | | iii. |
| | | b. Ensure that program information and nutrition education are provided in appropriate languages. | i. |
| | | | ii. |
| | | | iii. |
| | | c. Review participants' rights and responsibilities in an appropriate language with each applicant at certification. | i. |
| | | | ii. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|---|--|---|----------------------|
| 10: Participant Rights and Responsibilities (continued) | | d. Ensure that the standard non-discrimination statement is included on all locally produced forms and informational materials. | i. |
| | | | ii. |
| | | | iii. |
| | | e. Display the “and Justice for All” posters at all sites. | i. |
| | | | ii. |
| | | | iii. |
| | | f. Ensure that customer complaints are received and resolved promptly, courteously and respectfully and in accordance with CSFP requirements. | i. |
| | | | ii. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|---|--|---|----------------------|
| 10: Participant Rights and Responsibilities (continued) | | g. Advise participants of their rights to a fair hearing and follow proper fair hearing procedures. | i. |
| | | | ii. |
| | | | iii. |
| | | | i. |
| | | ii. | |
| | | iii. | |
| | | | i. |
| | | ii. | |
| | | iii. | |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|---------------------------|--|--|----------------------|
| 11: CSFP Automated System | | a. Utilize the New York State CSFP Automated System software, hardware, and communication devices to track services to participants and food inventories. | i. |
| | | b. Ensure that no software or hardware is added, modified, or removed from any State issued automated data processing equipment without notification to and written consent from the State. | i. |
| | | | ii. |
| | | | iii. |
| | | c. Assume responsibility for damage or theft of State issued equipment and maintain insurance for all equipment issued as part of CSFP. Reimbursement or recoupment for loss, damage, or replacement of any CSFP-related equipment will be sought through a mechanism at the State's discretion. | i. |
| | | | ii. |
| | | | iii. |

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| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|---------------------------------------|--|--|----------------------|
| 11: CSFP Automated System (continued) | | d. Ensure the participation of CSFP staff in all CSFP automation training at designated location(s) so that staff are proficient in the CSFP automated system. | i. |
| | | | ii. |
| | | | iii. |
| | | e. Develop and maintain an emergency response plan to be implemented when necessary to ensure that participants will receive benefits. | i. |
| | | | ii. |
| | | | iii. |
| | | f. Establish and maintain an inventory of CSFP automation equipment. | i. |
| | | | ii. |
| | | | iii. |

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DETAIL**

| OBJECTIVE | BUDGET CATEGORY/ DELIVERABLE (if applicable) | TASKS | PERFORMANCE MEASURES |
|---------------------------------------|--|---|----------------------|
| 11: CSFP Automated System (continued) | | g. Maintain a POTS (plain old telephone service) line at the CSFP site. | i. |
| | | | ii. |
| | | | iii. |
| | | | i. |
| | | | ii. |
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