Corrective Action Response Guide

Administrative Review



Guide to Completing Corrective Action Responses

Step 1 Step 2 Step 3 Step 4 Identify what will Indicate the plan Explain how the Include to correct the SFA will ensure be done to supporting correct the issue issue SFA-wide future complaince documentation SA will request The SFA will To ensure future The SFA corrected specific (explain). compliance, the SFA the issue by _ documentation to will _____ (explain). (explain). include. Key words: try and use these words to help you fill in the blanks Developing Create Develop or Discussing implement Develop procedures/policies Fixing **Implement Updating** Monitor Train Train Review

Corrective Action Response Examples

Example 1: The SFA does not have a procedure for receiving and processing complaints alleging discrimination within the FNS School Meals Program.

- ✓ **Step 1**: The SFA corrected the issue by developing a complaint procedure.
- ✓ **Step 2**: The SFA will implement the procedure in all schools.
- ✓ **Step 3**: To ensure future compliance, the SFA will <u>review</u> the procedure at least once annually to ensure compliance with current requirements.
- ✓ **Step 4:** Submit a copy of the SFA's complaint procedure.

Example 2: All lunch meals observed on the day of review counted for reimbursement did not contain all of the required meal components. The cashier did not understand offer vs. serve and ten students were counted as having a reimbursable lunch meal but had only selected two components.

- ✓ Step 1: The SFA corrected the issue by discussing offer vs. serve requirements with school staff.
- ✓ Step 2: The SFA will train all district cashiers on offer vs. serve requirements at the next staff meeting.
- ✓ **Step 3**: To ensure future compliance the SFA will <u>train</u> all cashiers on offer vs. service requirements annually and compliance will be monitored during on-site visits.
- ✓ Step 4: Submit documentation that includes the training date, topics covered and who attended.