

<p>Outcome Cluster A will ensure that all family income will be accurately documented, summed and entered into the computer</p>	<p>So that: families can pay the most appropriate copayment for the services they are receiving.</p>
<p>Explanation of Data: Quarterly Data (78/89, 87.6%):</p> <p>According to the data provided from the October-November 2014 on-site QR Review, Cluster A had 11 instances where cost participation was inaccurately documented. There were various reasons noted when these files were pulled by the Council Coordinators for review.</p> <ul style="list-style-type: none"> • In three files, the paystubs that were collected were not consecutive. It should be noted that in one file, this was documented that mom had gotten a new job and had a week where she did not receive any pay when transitioning to the new employer. • In two files, the family was only able to provide two paystubs. In one of these files, the income had changed from intake to IFSP. At intake, family had provided 3 paystubs for dad, but he was no longer employed at the IFSP. Mom had gone to work, but only had two stubs at that time. • In one file, the intake coordinator photographed three stubs, but the QR team noted that the dates were not clearly visible on the photograph. • In one file, two paystubs had the same date. • In four files, the QR team noted that the income was incorrectly calculated. One of these was due to using the net pay rather than the gross, and three were due to mathematical errors. It should be noted, that one of these was rechecked by the management team and appears to have been calculated correctly. In another, the reviewer counted it as an incorrect calculation with a \$2 error. 	<p>Strategies(Who is responsible/timeline/evaluation):</p>

<p>1. We hypothesize that Coordinators are not always collecting income documentation that most accurately represents family annual gross income within the parameters established by the State.</p>	<p>1. If we hypothesize that the service coordinators are not consistently collecting income documentation that most accurately represents family annual gross income within the parameters established by the State, then improved training and monitoring of methods used to document income at both initial and annual IFSPs will lead to more accurate and consistent documentation of income at Initial and Annual IFSPs.</p> <p>New Strategy</p> <ul style="list-style-type: none">• At the November monthly staff meeting, service coordinators received training that the most appropriate form of cost participation documentation is three consecutive paystubs. If this is unavailable or the family states the paystubs do not accurately reflect gross income, then service coordinators must clearly document why the alternate form of documentation was used. Beginning on February 1, Service Coordinators are required to bring their case notes to monthly supervision visits, which will serve as a reminder to follow up on any incomplete documentation, such as inconsecutive paystubs, families that have just started a new job, etc. <p>Timeline/Evaluation: February-June, 2015. Coordinators and Coordinator supervisors are currently pulling files for meetings done from October-December, 2014 for internal file reviews. The next internal file review will be in the Spring for meetings done from Jan-March, 2015. The data from the Spring pull will be compared to the Oct-Dec data to see if income is being documented with more accuracy.</p>
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<p>2. We hypothesize that mathematical errors are leading in inaccurate calculation of annual gross income.</p>	<p>2. If we hypothesize that mathematical errors are causing Service coordinators to inaccurately calculate cost participation , then training on consistent and accurate determination of copayments should lead to less mathematical errors when determining annual gross income.</p> <p>New Strategies:</p> <ul style="list-style-type: none"> • In November a cost participation worksheet was added to all Initial and Annual IFSP packets. This worksheet breaks down the process of figuring out accurate gross income line by line, with sections to explain any deviance in the traditional guidelines of cost participation documentation. A deductions section is included, so all factors used to calculate income are clearly visible on each sheet. This allows the Coordinators, Coordinator Supervisors and data entry clerk a clear summary to check the accuracy of the math used to calculate copayments and a visual to determine any repetitive mistakes being made. It also ensures that there is consistency in how each member of the First Steps team is calculating income. • At the February team meeting, Coordinator Supervisors will conduct a cost participation training, which will give Coordinators hands on practice in income calculation in various situations and with the new worksheet. <p>Timeline/Evaluation: February-June, 2015. Coordinators and Coordinator supervisors are currently pulling files for meetings done from October-December, 2014 for internal file reviews. The next internal file review will be in the Spring for meetings done from Jan-March, 2015. The data from the Spring pull will be compared to the Oct-Dec data to see if income is being documented with more accuracy.</p>
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List barriers to accomplishing strategies and how to address them:

Families often have difficulty providing three consecutive paystubs or awards letters. While service coordinators request the most appropriate forms of cost participation documentation, they also must work within the parameters of what they can accept for documentation while also working in the best interests of ensuring the child receives the appropriate services needed to reach maximum developmental growth. Service Coordinators can offer alternate options to families who have difficulty providing income documentation, such as requesting an income printout at their local Work One office. Mathematical errors are always a possibility, and while we do our best to accurately calculate income, some errors are to be expected. Using the income calculation worksheet and rechecking math on a calculator will be beneficial to reduce the likelihood of errors.

Resources needed:

State Clarification IIDC Training Mentoring Other: _____

Explain:

When families are unable to provide income documentation within the parameters established by the State, should the Coordinators have them sign a full fee form for services, or should they use the documentation provided by the family and document the reason that there is a deviation from

Stakeholder Collaboration:

Management team met November 13th, 2014 and January 22 2015. Management team reviewed the cost participation worksheet in November, prior to including it in the initial and Annual packets. In January we discussed the issues associated with having families receive services when they have signed full fee. Intake coordinators, service coordinators, and data entry clerks have provided ongoing positive feedback on the usefulness of the cost participation worksheet since they have started using it in November. Council Coordinators met with a member of the QR team and a State Consultant on January 21, 2015 to review draft QIPS. State Consultant will follow up on full fee guidelines. QR team member suggested Work One as an option for income documentation.