**Outcome:** Cluster A will ensure that all family income will be taken from the documentation, summed and entered into the computer correctly

**So that:** families can pay the most accurate amount for the services they are receiving.

**Explanation of Data:**
Quarterly Data (67/70) 95.7%

- Service coordinators are making errors due to a lack of sufficient training.
- One of the errors was due to the service coordinator not following up with family to collect third paystub after annual was written.
- One of the errors was due to the intake coordinator not writing adjusted income on co-pay form and leaving it at $0
- One of the errors was due to the service coordinator using the gross adjusted income

**Strategies (Who is responsible/timeline/evaluation):**

If we hypothesize that service coordinators are making errors due to a lack of sufficient training, then an increased emphasis on cost participation procedures during trainings should lead to fewer errors. The Service Coordinator Supervisor will:

- Discuss cost participation procedures and common mistakes coordinators are making at monthly team meetings
- Provide a handout for all coordinators that describe brief descriptions of various cost participation procedures. They would then have this for reference.
- Double check the coordinators math for errors. When service coordinators turn in 3rd quarter paperwork with income documentation, the SC Supervisor will double check the math.
- Review files during monthly team meetings so the coordinators can practice calculations and catch possible errors. Three files from each coordinator are reviewed. When an error is found, it will be discussed and reviewed with the coordinator.

**Timeline:** We will start using a portion of our monthly team meetings to discuss cost participation procedures and practice, starting April 8th and continuing at every monthly team meeting.

**Evaluation:** Coordinators will have fewer errors due to the added training and supervisor double checking cost participation calculations and documentation. This will be documented during our monthly cost participation QA.

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List barriers to accomplishing strategies and how to address them:
We only have team meetings monthly and there is usually a lot of information to cover and designating cost participation as a standard monthly topic may be too much. However, the team agrees this is definitely a topic that the coordinators need more training on. Additional time will be reserved during the team meeting for QA review of cost participation.

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<th>Resources needed:</th>
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<td>✗ State Clarification</td>
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**Explain:**
State clarification on a uniform way to calculate income using the most common forms of documentation

**Stakeholder Collaboration:**
3/25/14-Met with the coordinators whose files contained the errors and reviewed them with them.
3/26/14-During our all staff meeting different cost participation policies were reviewed.