**Outcome:** We will document income correctly 100% of the time

**So that:** families of eligible children are charged the most accurate amount for services.

**Explanation of Data: Quarterly Data:** (42/46) 91.3%

We did not meet the target for this indicator.
1 (initial): overtime was not counted on the pay stub.
3 (annual): did not use line 22 of the 1040, overtime was not included, income was listed but there was no documentation.

Three of the four errors dealt with cost participation issues that are less common, while one error was simply due to oversight. We hypothesize that service coordinators need additional training and monitoring due to the complexity of the requirements.

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

If service coordinators are in need of additional training related to cost participation, then the Service Coordination Supervisor will hold a meeting with all of the service coordinators before the end of June 2014. The purpose of this meeting will be to discuss how cost participation has been handled in the past (e.g., how was it monitored (QA) and how often? What training was done and how often?) and to share expectations for the future. Some aspect of cost participation will be addressed in this training and plans for future discussions will be shared.

The Service Coordination Supervisor will put a plan in place for monitoring cost participation for the service coordinators in this cluster. This plan will be shared with service coordinators and implemented by the end of June 2014.

*The initial plans for Clusters CEH will look very similar because we do not have enough information to individualize them. Next quarter and continuing in the future, these plans should reflect each cluster’s unique elements (e.g., system, geography).*

**List barriers to accomplishing strategies and how to address them:**

It is difficult to train on all aspects of cost participation due to the complexity of the process. Service coordinators will be trained to ask their supervisor if they encounter a situation that is unusual or difficult.

**Resources needed:**

- [ ] State Clarification  
- [ ] IIDC  
- [ ] Training  
- [ ] Mentoring  
- [ ] Other: ____________________________
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**Stakeholder Collaboration:** None this quarter due to the transition. However, next quarter, the goal should be to include in this section conversations with stakeholders about the 2nd quarter QIP.