**Outcome:**
Family income will be collected, documented, calculated and entered correctly at the SPOE

**So that:**
Families are accurately being billed for services received through First Steps.

**Explanation of Data:**
Quarterly Data 88.9% (40/45)

- One of the five errors identified during the review was due to the coordinator using the wrong amount for deduction from the pay stub.
- Four of the five errors identified were due to math calculation errors on the Coordinators behalf.

We hypothesize Coordinators need additional training on Income calculations.

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

Cluster D continuously works on income documentation with both Intake and Ongoing Service Coordinators.

SPOE Director invited the facilitator of cost participation training SC103 to March 19th team meeting to assist with income and insurance documentation. As of March 19th, Coordinators were advised to implement the income worksheet with their packets.

The following steps will be taken to ensure minimal to no errors occur during the cost participation process:
- Ongoing Cost Participation training with the staff using examples.
- Implement the income worksheet from Cluster J so coordinators are able to document their calculations.
- Devote staff meeting time to review current files and to discuss the Cost Participation procedures.
- SPOE Director will collaborate with other SPOE Directors on common cost participation errors.

**Timeline:**
A minimum of one team meeting will be devoted to discuss cost participation and CP procedures per quarter effective April 1st and continue every quarter.

**Evaluation:**
Intake and Ongoing Service Coordinators will decrease the amount of errors due to worksheet assistance and ongoing training.
**List barriers to accomplishing strategies and how to address them:**
Limited time at staff meetings with Coordinators. Cluster will address this by focusing on one Cost Participation issue at a time.

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<th>Resources needed:</th>
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<td>☒ State Clarification</td>
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**Explain:**
It may be useful to have one document that has common cost participation errors, FAQs and tips for all Clusters to provide to coordinators as a guide. The document would allow for consistency throughout the state.

**Stakeholder Collaboration:**
Met with coordinators and staff at March 19ths team meeting and discussed implementation of the income worksheet, common cost participation errors and strategies that coordinators use.