**Outcome:**
Family income will be collected at the intake meeting from the state/cluster approved documentation, calculated, and entered in to the SPOE computer

<table>
<thead>
<tr>
<th>So that:</th>
<th>all families in Cluster J will have correct and accurate cost share amounts for any and all EI services received as outlined in child/family IFSP.</th>
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</thead>
</table>

**Explanation of Data:**

**Quarterly Data (49/61/80.3, %):**
7 of the 12 errors identified were due to incorrect SC calculation of the income including math errors or calculations being based on reported income rather than documented income.
5 of the 12 errors identified were due to correct documentation not being in EI record.

**Quarterly Data (57/61/93.4, %):**
2 of the 4 errors identified were due to SC using 2x month calculation rather than the bi-weekly calculation causing deductions to be inflated.
1 of the 4 errors identified was SC rounding amounts.
1 of the 4 errors identified was due to using flex spending amount which are not state approved deductions.

SC’s continue to be challenged with the rules of cost participation system and how to handle family situations outside the norm.
SC’s struggle with the calculation methodology and math rules.
SC’s are challenged with what constitute “correct/approved documentation”.

| Strategies (Who is responsible/timeline/evaluation): |
|---|---|
| If we hypothesize that SC’s made errors due to lack of understanding of correct math rules or computation methods, then an increased emphasis providing supporting tools and training should lead to fewer errors. |
| - Develop an income worksheet to be used to document computation completed for each family. This “show your work” guide will identify staff struggling with basic computation skills or rules. |
| - Institute a cluster policy to follow the state mandate that income data entered in SPOE computer will follow the “math rule” of rounding. This will be used for all data entry. |
| - Devote staff meeting time to review of state cost participation rules and procedures. Highlight common trends (bi-weekly vs. monthly) |
| - Provide a review of cost participation training (SC103) at a staff meeting for all staff regardless of years of service. |

**Timeline:** Income worksheet will be required in all initial and annual IFSP packets submitted to the SPOE beginning April 1, 2014
Math Rule for rounding will be used for all data entry effective April 1, 2014
SC 103 will be requested for staff meeting scheduled May 8, 2014

**Evaluation:** SC staff will reduce errors in math computation due to use of income worksheet.
### List barriers to accomplishing strategies and how to address them:


### Resources needed:

- [ ] State Clarification
- [ ] IIDC
- [ ] Training
- [ ] Mentoring
- [ ] Other: ____________________________

### Explain:


### Stakeholder Collaboration:

- Discussion with SC’s on how they currently calculate income while in home
- Discussion with SPOE data entry on any trends related to income documentation seen in past quarter