<table>
<thead>
<tr>
<th>Outcome: We will document insurance correctly 100% of the time</th>
<th>So that: families of eligible children can utilize their insurance for services and are charged the most accurate amount.</th>
</tr>
</thead>
</table>

**Strategy update from last quarter:**

Cluster has begun reviewing files for accuracy prior to data entry. Collection of income is reviewed at every Staff Meeting, which is done monthly, and Team Meeting, which is done weekly.

**Explanation of Data: Quarterly Data:** (59/59) 100%

We have met the target for this indicator.

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

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

It is difficult to train on all aspects of insurance 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: ______________________________

**Explain:**

**Stakeholder Collaboration:**

LPCC meetings are done quarterly and Staff meetings are done weekly to reflect and collaborate to make collection of income an easier part of the process.