

Kids Central, Inc. System of Care Policy & Procedure

Series: Master Trust Accounts
Policy Name: Quality of Improvement
Policy Number: 1214
Origination Date: 07/01/10 **Revision Date:**
Authority: 402 F.S., 737 F.S., 39 F.S., 415 F.S., 65C-17 F.A.C.

Policy

Kids Central, Inc. will train and support staff and contracted CMAs by implementing Master Trust Training. This will enhance the knowledge and skills of staff, prepare personnel to assume duties, and to promote awareness of Social Security Benefits.

Procedure

Quality Improvement procedures will be communicated to the CMAs via trainings, presentations thru Supervisory Round Table, Director Meetings, etc...

Kid's Central staff and contracted CMAs will receive training on the following topics:

- a. SSI and SSA overview
- b. Definition of Conserved Funds and Dedicated Funds
- c. Proper use of benefits
- d. Operating Procedures
- e. Proper documentation
- f. Maintenance and security of case records
- g. Definitions and Acronyms
- h. Frequently asked questions

The Director of Accounting and Revenue Maximization will meet with the Revenue Maximization Supervisor, Master Trust Representative, and Master Trust Account Clerk on a regular basis to ensure the quality of improvement of Master Trust. During the meetings updates, brainstorming and problem solving will occur on the client's benefits to ensure Kid's Central is in compliance with State and Federal regulations.

Approved By:

Cynthia A. Schuler, Chief Executive Officer

Date