
Litmos Assessment

Participant Rights Packet Quiz

MCWhat does the agency need to keep a copy of in the Participant Rights Packet?

- The front page of the packet.
- No need to keep a copy of anything in the PRP, it's just to be given to the client.
- The entire packet.

MCCan the Participant Rights Packet be completed over the phone?

- Yes, but it must be read in its entirety.
- No, they must complete the packet in person.

MCIf the client is missing identifying information at intake, is it appropriate to make referrals at this time for obtaining these documents?

- No, this can wait until an opening comes available in a housing program.
- Yes, so they will be better prepared when an opening becomes available.

MCWhat does "keep in contact" mean?

- Participant provides CES with alternate contacts in case their phone is low on minutes and then wait for the provider to call them.
- Participants must keep in contact with CES system and/or referral agency no less than once every 120 days.
- Referral agencies/CES must have contact with the participant no less than once every 60 days.

MCWhat steps do you take if a participant hands you a CES Grievance form at your agency?

- Turn it in to your supervisor, allow your agency to address/resolve the issue.
- Turn it in to your Regional Lead and they will arrange for a mediation meeting to take place.
- Place it in your files in case it is needed at a later time.

MCIs the Prioritization List a waiting list?

- Yes
- No

MCWhen is the Participant Rights Packet completed?

- After the Prescreen Tool, BoS CoC Release of Information and HMIS Release of Information are completed.
- After the Prescreen Tool is completed.
- When the Intake and VI-SPDAT are completed, give it to them before they leave.

MCWhat forms are included in the Participant Rights Packet?

- Grievance Policy and a Brochure.
- What to Expect: Your Rights and Responsibilities, Grievance Policy and a Brochure.
- What to Expect: Your Rights and Responsibilities and Grievance Policy.

MC Is there a difference between an agency's grievance policy and the CES grievance policy?

- Yes, they are 2 separate grievance procedures and must be handled separately.
- No, your agency is responsible for addressing any grievances that are reported to them.

MC On the What to Expect: Your Rights and Responsibilities page, what phone number do you record on the form?

- The Regional Lead's phone number.
- Their Case Worker's phone number.
- Your agency's phone number.

Key: **MC** = Multiple Choice, **KW** = Keyword, **FT** = Free Text, **IP** = Info Page