

Attachment C
Consumer Service Record
Review Format

Name of Reviewer: _____

Date of Review: _____

Reviewers complete this form for each CSR reviewed to determine compliance with Standard 3.

Name of Consumer: _____

The CIL maintains the following information for each Consumer Service Record:

Check Yes or No

1. Educational status and employment status data on consumer intakes/profiles are updated annually.

_____ Yes _____ No

2. There is a document describing rights and responsibilities as a consumer of the CIL.

_____ Yes _____ No

- A. Document is signed by the consumer.

_____ Yes _____ No

- B. Document is dated.

_____ Yes _____ No

3. The document describing rights and responsibilities as a consumer of the CIL describes the right to confidentiality.

_____ Yes _____ No

4. The document describing rights and responsibilities as a

consumer of the CIL outlines the internal appeals process to resolve complaints with the CIL.

_____ Yes _____ No

5. The document describing rights and responsibilities as a consumer of the CIL provides notification to the consumer of the availability of ACCES-VR to consider consumer complaints about services.

_____ Yes _____ No

A. ACCES-VR Contact office/person is identified.

_____ Yes _____ No

B. ACCES-VR consumer complaint phone number is provided.

_____ Yes _____ No

C. ACCES-VR address is provided.

_____ Yes _____ No

6. The CSR identifies specific services received.

_____ Yes _____ No

7. The CSR identifies dates of service contact.

_____ Yes _____ No

8. The CSR includes relevant referral information when appropriate, provided by the CIL on behalf of consumers.

_____ Yes _____ No

9. If a release of information is present in the CSR, then it contains appropriate and legal information.

_____ Yes _____ No

General Comments: