

KNOW YOUR RIGHTS BROCHURE

PURPOSE:

The Know Your Rights brochure is a simple explanation of consumer rights and the Service Delivery Grievance Process.

NUMBER OF COPIES AND DISTRIBUTION:

This brochure is to be given to consumers in order that they may understand their rights with regard to our agency as well as the Service Delivery Grievance Process. Consumers are to be given the Know Your Rights Brochure (CS-132), in person during their first contact with a family when providing Family-Centered Services, Family-Centered Out-of-Home Services, Intensive In-Home Services, Family Reunion Services, Independent Living Services, or Adoption and Guardianship Services. This brochure is also to be given upon request during the course of an assessment or investigation. **Additionally, this brochure should be placed in the receiving lobby of all county and area offices.**

Memorandum History: CS02-24