

Answer Key for G&A Pre/Post Test
for Direct Care Staff Training

- 1) e. a&b
- 2) b. Second opinion, Grievance, or Appeal (at the local or state level)
- 3) b. a way for a consumer to say when they are not happy with some part of their service/supports.
- 4) d. a consumer/guardian's request to review a decision that has been made about their services/service request.
- 5) a. Consumers, Guardians, and parents of a minor
- 6) c. The local Customer Services Department
- 7) e. All of the above
- 8) a. 30 days
- 9) b. 90 days
- 10) e. b, c, & d
- 11) b. The Fair Hearings Officer
- 12) f. All of the above