



## ***Case Manager Orientation Quiz***

Please download and complete this quiz in order to receive your credentials.

Please refer to the Case Manager Orientation Powerpoint presentation as well as the Preference Sheet and Guest Checklist, which can all be found on the Flourish website.

Credentials will be emailed to you upon successful completion of this quiz. Please watch your spam filter. Please also add [\\*@Flourish.furniturebank.net](mailto:*@Flourish.furniturebank.net) to your address book to prevent emails from going to spam.

***Email this quiz to ClientServices@Flourishfurniturebank.org***

Case Manager Name:

Agency Name:

Case Manager Phone:

***You will need to be able to receive calls and texts on this number and have voicemail.***

Case Manager Email:

Supervisor Name:

Supervisor Email:

Supervisor Phone:

1. What email address should be used for all communications from case managers?
2. How far in advance must an appointment be cancelled if your client will no longer be able to use the appointment? Why?
3. Do you cancel an appointment on your end or contact Flourish to cancel the appointment?
4. Where can you find instructions on creating/cancelling appointments whenever you need them?
5. Should you download the Preference Sheet and the Guest Checklist to your computer? Why or why not?
6. How far in advance should you email the Preference Sheet and Guest Checklist to Flourish?
7. When should you, as the case manager, attend an appointment with your client?
8. Can your client bring a guest to shop with them at the appointment?

9. Lack of reliable or adequate transportation is the number one reason for cancellation of appointments at Flourish. What is adequate transportation for your client and what are some things you can do to help them secure adequate transportation?

10. Flourish currently only provides in-person appointments. What can do if your client cannot attend the shopping appointment in person?

11. Where do you check for a list of your scheduled appointments and dates/times of appointments?

12. Is your client able to pay for their appointment at Flourish?

13. Should your client fill out the Preference Sheet and Checklist on their own?

14. Are you allowed to share login credentials with other case managers?

I would like to schedule a tour at Flourish on the following date:

\_\_\_ I understand that taking a tour and understanding both the process my client will follow and how Flourish prepares for each appointment will help me to best serve my clients.