



DEPARTMENT OF HOMELESS SERVICES AND HOUSING RISK MANAGEMENT AND PARTICIPANT EXPERIENCE (RMPE) TEAM CONSENTS COMPLIANCE QUALITY ASSURANCE (QA) GLOSSARY

The purpose of this glossary is to serve as a tool for contracted service providers to understand, identify, and correct common errors to ensure consents compliance.

Missing: This error occurs when the Universal Consent and/or Notice of Privacy Practices is not uploaded in CHAMP.

ACTION Complete the consent form(s) in its entirety with the participant and upload in CHAMP under the Consents workflow.

Initials Missing: This error occurs when the two (2) initials for full consent are not indicated on the appropriate lines as required.

ACTION Instruct the participant to initial the release of Substance Use Disorder (SUD) and Mental Health (MH) options on the corresponding lines and upload in CHAMP under the Consents workflow.

CHAMP ID (CID) Missing: This error occurs when the CID is not listed on the Universal Consent form.

ACTION List the participant's assigned CID on page 1 of the consent form and upload in CHAMP under the Consents workflow.

Date of Birth (DOB) Missing: This error occurs when the participant's date of birth is not listed on page 1 of the Universal Consent form.

ACTION List the participant's date of birth on page 1 of the consent form and upload in CHAMP under the Consents workflow.

Boxes not Checked: This error occurs when both options for full consent are not checked as required.

ACTION Check both boxes for SUD and MH and upload in CHAMP under the Consents workflow.

Old Consent: This error occurs when the Universal Consent prior to April 2023 has been uploaded in CHAMP.

ACTION Use the latest version of the consent form for the participant to attest and upload in CHAMP under the Consents workflow.

Multiple Errors: This error occurs when multiple errors, such as missing CID, DOB, Initials, and/or Boxes not Checked appear on the consent form.

ACTION Review the form in its entirety and correct all errors with the Participant and upload in CHAMP under the Consents workflow.

Re-upload Required: This error occurs when consent form(s) are illegible, blank, or incorrectly formatted, e.g., jpeg.

ACTION Upload the Universal Consent and/or Notice of Privacy Practices in PDF format in CHAMP under the Consents workflow.



- Pre-fill participant information: 1) Name, 2) CID, and 3) DOB on page 1 of the Universal Consent form prior to intake with the participant.
- Review the consent form following intake and prior to uploading in CHAMP to ensure the form is filled out accurately.
- If the participant does not have an assigned CID during intake, make note of this and return to form when one has been assigned to the participant.
- Do not upload consent forms with any missing or inaccurate information.
- On a monthly basis, review caseload to ensure all assigned participants have valid consents in CHAMP.
- Effective 7/1/25, the Notice of Privacy Practices upload should only be the Acknowledgement of Receipt (signature) page.