

2017 Program Review and Certification Standards
A. Organizational Structure, Management, and Personnel

New requirements are in red text and do not apply for the 2017 PR&C review. These requirements will be applicable in 2018.

Minor adjustments and clarifications and changes to Tiers are in green text. These changes are applicable for the 2017 PR&C review.

Blue text describes how the revised 2017 standards correlate with the 2016 standards.

Combined previous A, B, and C standards into new A standards and removed 8 standards

Standard A1	Guideline A1	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
<p>The governing board will include at least one homeless or formerly homeless individual.</p> <p>Formerly standard A3.</p>	<p><input type="checkbox"/> The Board includes at least one homeless or formerly homeless individual.</p>	<p><input type="checkbox"/> <u>File Review</u>: CSB staff reviewed the Board roster and recent minutes to ensure a homeless or formerly homeless person attends board meetings.</p> <p><input type="checkbox"/> <u>File Review</u>: CSB has up-to-date documentation of a homeless or formerly homeless person on the board.</p>	<p><input type="checkbox"/> Compliant</p> <p><input type="checkbox"/> Compliant with conditions</p> <p><input type="checkbox"/> Non-compliant</p> <p><input type="checkbox"/> N/A</p>		1	All programs except Prevention only programs
<p>Discussion and Basis for Conclusion</p>						

Agency:

Date of Review:

2017 Program Review and Certification Standards
A. Organizational Structure, Management, and Personnel

Standard A2	Guideline A2	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
<p>The agency has a policy that prohibits conflict of interest and nepotism for staff and volunteers.</p> <p>Formerly standard C6.</p>	<input type="checkbox"/> The agency has a policy that indicates the prohibition of conflicts of interest and nepotism.	<input type="checkbox"/> <u>Policy Review</u> : CSB reviewed the agency's conflict of interest policy. <input type="checkbox"/> File Review: CSB reviewed conflict of interest forms signed by staff and trustees annually.	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		1	All programs
<p>Discussion and Basis for Conclusion</p>						

Standard A3	Guideline A3	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
<p>The agency has a written policy that prohibits requiring, mandating, or improperly influencing religious participation as a prerequisite to receiving agency services.</p>	<input type="checkbox"/> The agency has a policy in place and a process for communicating the policy and educating staff and clients about the policy. <input type="checkbox"/> If a client objects to the religious character of an agency that provides services, the agency	<input type="checkbox"/> <u>Policy Review</u> : CSB reviewed the policy and confirmed that there is a process for communicating to and educating staff and clients about the religious activities policy.	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant		2	All programs

Agency:
 Date of Review:

2017 Program Review and Certification Standards
A. Organizational Structure, Management, and Personnel

Formerly standards B1 and B2.	must take reasonable efforts to refer the client to an alternative provider.	<input type="checkbox"/> <u>Discussion:</u> The agency described efforts to refer clients to alternate providers when clients object to the religious character of the agency.	<input type="checkbox"/> N/A			
Discussion and Basis for Conclusion						

Standard A4	Guideline A4	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency does not discriminate on the basis of race, religion, color, national origin, ancestry, sex, sexual orientation, gender identity, age, disability or other handicap, marital or familial status, military status, status with regards to public assistance, or any other class of	<input type="checkbox"/> Policies are communicated and staff, trustees, volunteers, and clients are educated about nondiscrimination policies and procedures. <input type="checkbox"/> Policies are posted in areas where all staff, trustees, volunteers, and clients have access to them. <input type="checkbox"/> If the agency has multiple work sites, then the policy should be	<input type="checkbox"/> <u>Policy Review:</u> CSB reviewed the policy and confirmed that a process is in place for communicating to and educating staff, trustees, volunteers, and clients about nondiscrimination requirements, including Equal	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		2	All programs

Agency:
Date of Review:

2017 Program Review and Certification Standards
A. Organizational Structure, Management, and Personnel

<p>persons protected by applicable law. The agency has a written nondiscrimination policy applicable to staff, trustees, volunteers, and clients and there is evidence that it is being implemented. The agency operates in compliance with all applicable Equal Employment Opportunities and Affirmative Action requirements.</p> <p>Formerly standard B2.</p>	<p>posted at each site where staff, trustees, volunteers, and clients congregate.</p> <ul style="list-style-type: none"> <input type="checkbox"/> All individuals, including transgender individuals and other individuals who do not identify with the sex they were assigned at birth, must be given access to programs, benefits, services, and accommodations in accordance with their gender identity without being subjected to intrusive questioning or being asked to provide documentation. Agencies must post HUD's Notice on Equal Access regardless of Sexual Orientation, Gender Identity, or Marital Status. 	<p>Employment Opportunities and Affirmative Action requirements.</p> <ul style="list-style-type: none"> <input type="checkbox"/> <u>Policy Review:</u> CSB confirmed that policies were posted in areas where all staff, trustees, volunteers, and clients have access to them at each site. <input type="checkbox"/> <u>Other:</u> CSB confirmed posting of HUD's Notice on Equal Access regardless of Sexual Orientation, Gender Identity, or Marital Status. 				
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Agency:
Date of Review:

2017 Program Review and Certification Standards
A. Organizational Structure, Management, and Personnel

Standard A5	Guideline A5	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
<p>The agency has a Drug-Free Workplace Policy that is applicable to all staff and volunteers and which is posted in an area where all employees have access to it.</p> <p>Formerly standard B4.</p>	<input type="checkbox"/> The agency has a process for communicating the policy and ensuring that all employees are educated regarding the policy. <input type="checkbox"/> The policy is posted in an area widely accessible to employees. <input type="checkbox"/> If the agency has multiple work sites, then the policy should be posted at each site where employees congregate.	<input type="checkbox"/> <u>Policy Review</u> : CSB reviewed the policy and ensured that there is a process for communicating to and educating staff about the Drug-Free Workplace Policy. <input type="checkbox"/> <u>File Review</u> : Signed copies of the Drug-Free Workplace acknowledgement are on file.	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		2	All programs
<p>Discussion and Basis for Conclusion</p>						

Standard A6	Guideline A6	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
<p>The agency has a policy regarding firearms and other weapons, as it relates to employees, clients, and volunteers.</p>	<input type="checkbox"/> If the agency prohibits concealed weapons and other weapons from the premises, appropriate signs are displayed and are available for	<input type="checkbox"/> <u>Policy Review</u> : CSB reviewed the policy and confirmed that there is a process in place for	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions		2	All programs

Agency:
 Date of Review:

2017 Program Review and Certification Standards
A. Organizational Structure, Management, and Personnel

<p>The policy also addresses the agency's stance on the concealed carry law and whether weapons, including firearms, are permissible on the premises.</p> <p>Formerly standard B6.</p>	<p>inspection, and clients are informed of this policy upon admission.</p>	<p>communicating the policy and educating staff.</p> <p><input type="checkbox"/> Other: CSB staff verified that a weapons policy is posted and in full view of entrants to the building.</p>	<p><input type="checkbox"/> Non-compliant</p> <p><input type="checkbox"/> N/A</p>			
<p>Discussion and Basis for Conclusion</p>						

Standard A7	Guideline A7	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
<p>The agency has a written disaster recovery and crisis communication plan that is updated annually and distributed to all employees.</p> <p>Formerly standard B7.</p>	<p><input type="checkbox"/> The agency can produce a copy of the recovery and communication plan for review.</p> <p><input type="checkbox"/> The plan should include, at a minimum, a definition of a disaster and/or crisis event; descriptions of actions taken following a disaster/crisis event; detailed contact lists of key personnel and external</p>	<p><input type="checkbox"/> <u>Policy Review:</u> CSB reviewed policy.</p> <p><input type="checkbox"/> Discussion: The agency confirmed that the plan includes the elements cited in the guideline.</p>	<p><input type="checkbox"/> Compliant</p> <p><input type="checkbox"/> Compliant with conditions</p> <p><input type="checkbox"/> Non-compliant</p> <p><input type="checkbox"/> N/A</p>		2	All programs

Agency:
Date of Review:

2017 Program Review and Certification Standards
A. Organizational Structure, Management, and Personnel

	stakeholders; individual staff responsibilities; data back-up procedures; and methodologies used to communicate, update, and distribute the plan.					
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Discussion and Basis for Conclusion

Standard A8	Guideline A8	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Agency must be a registered 501(c)3 and maintain a Columbus Foundation Power Philanthropy Portrait. Formerly standard A1.	<input type="checkbox"/> Up-to-date 501(c)3 documents are kept on file at the agency <input type="checkbox"/> Agency has a Power Philanthropy Portrait updated annually	Self-certification	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		3	All programs except Access Ohio

Standard A9	Guideline A9	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The governing board will be informed about the needs of homeless	<input type="checkbox"/> Board minutes or other documentation reflect recent opportunities for board	Self-certification	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant		3	All programs

Agency:
Date of Review:

2017 Program Review and Certification Standards
A. Organizational Structure, Management, and Personnel

persons at least annually. Formerly part of standard A3.	members to gather information about the homeless population. <input type="checkbox"/> Examples include presentation of results from focus groups, arranging a resident panel discussion, or participating in the annual Board2Board dialogue.		with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A			
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Standard A10	Guideline A10	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency has a policy that prohibits sexual harassment which is applicable to staff, trustees, volunteers, vendors, and clients. Formerly standard B3.	<input type="checkbox"/> The agency has a process for communicating to and educating staff, trustees, volunteers, vendors, and clients about the sexual harassment policy.	Self-certification	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		3	All programs

Standard A11	Guideline A11	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Staff receive training in the following areas: (1) Emergency evacuation procedures; (2) Universal Precautions;	<input type="checkbox"/> The agency has a policy for ensuring that each new employee receives initial training within the first 12 months of employment or probationary/orientation	Self-certification	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions		3	All programs

Agency:

Date of Review:

2017 Program Review and Certification Standards
A. Organizational Structure, Management, and Personnel

<p>(3) CPR and First Aid; (4) Non-violent crisis intervention; (5) Ethical client practices; (6) Cultural competency and diversity; (7) Recognition and reporting of child and elder abuse; (8) Agency operating procedures; (9) Relevant community resources and social service programs; (10) Customer service techniques; (11) Evidence-based practices relevant to project type. The agency has a process for keeping licensure, certification, and all applicable training of staff up to date.</p> <p>Formerly standards C3 and C4.</p>	<p>period (whichever comes first) and that employees maintain certification where applicable.</p> <ul style="list-style-type: none"> <input type="checkbox"/> If the training is not certified by an external body (e.g., First Aid), employees should receive said training at least once every two years. <input type="checkbox"/> The agency has a tracking system that identifies when each employee needs to receive training again and documentation of licensure for positions that require licensed or credentialed staff. 		<ul style="list-style-type: none"> <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A 			
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Agency:
Date of Review:

2017 Program Review and Certification Standards
A. Organizational Structure, Management, and Personnel

Standard A12	Guideline A12	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
<p>The agency has an organizational chart and written personnel policies detailing employee responsibilities, rights, roles, benefits, job description, attendance requirements, grievance procedures, hiring and termination procedures, annual employee review protocol, hours of operation, confidentiality and the agency's compensation and benefits plan. Employees receive these policies upon employment and updates to these policies are provided upon revision.</p> <p>Formerly standard C1.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> The agency has a written personnel policy and procedure manual that addresses all the points listed, as well as a process for disseminating them to employees. <input type="checkbox"/> The manual is available for review and regularly updated. <input type="checkbox"/> Agency has an organizational chart. 	<p>Self-certification</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A 		<p>3</p>	<p>All programs</p>

Agency:
Date of Review:

2017 Program Review and Certification Standards
A. Organizational Structure, Management, and Personnel

Standard A13	Guideline A13	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Staff attends applicable system and partner meetings, trainings, and capacity building activities. Formerly standard C7.	<input type="checkbox"/> Staff can describe attendance at meetings convened by CSB. <input type="checkbox"/> Examples of meetings include Adult/Family System Operations Workgroup and/or Overflow Workgroup, Permanent Supportive Housing Roundtable, Stable Families Operations Workgroup, coordinated planning activities, and focus groups.	Self-certification	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		3	All programs

Standard A14	Guideline A14	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
All staff and volunteers are identifiable to clients and visitors. Formerly standard C10.	<input type="checkbox"/> Easy identification can be achieved by staff nametags, shirts, or uniforms.	Self-certification	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		3	All programs

* CSB staff signature for Tier 1 (annually) and Tier 2 (every 4 years)

* Agency staff signature for Tier 2 (when not reviewed by CSB) and Tier 3 (annually)

CSB reviews Tier 2 standards every 4 years. For years when CSB does not review Tier 2 standards, agency staff certifies compliance with both Tier 2 and Tier 3 standards in the 'Certifying Official' column.

Agency:

Date of Review: