

**Program Review and Certification Standards  
C. Personnel**

Standard C1	Guideline C1	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>	<ul style="list-style-type: none"> <li><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.</li> <li><input type="checkbox"/> The manual is available for review and regularly updated.</li> <li><input type="checkbox"/> Agency has an organizational chart.</li> </ul>	<p>Self-certification</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Compliant</li> <li><input type="checkbox"/> Compliant with conditions</li> <li><input type="checkbox"/> Non-compliant</li> <li><input type="checkbox"/> N/A</li> </ul>		<p align="center">3</p>	<p>All programs</p>
<p><b>Discussion and Basis for Conclusion</b></p> <p>Agency signed in separate packet.</p>						

Agency:  
Date of Review:

**Program Review and Certification Standards**  
**C. Personnel**

Standard C2	Guideline C2	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency has an employee and volunteer code of conduct that is distributed to all new employees and volunteers.	<input type="checkbox"/> In addition to having a written code of conduct, the agency has a process for ensuring that each employee and volunteer receives the code of conduct.  <input type="checkbox"/> The agency has a process for disseminating updates to the code of conduct to its employees and volunteers.	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

**Discussion and Basis for Conclusion**

**This standard changed from Voluntary to Tier 3.**  
Agency signed in separate packet.

Standard C3	Guideline C3	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Program staff receive training in the following areas: (1) Emergency evacuation procedures (single structure shelter and/or housing); (2) Universal Precautions; (3) CPR and First Aid	<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 period (whichever comes first) and that employees maintain certification where applicable.  <input type="checkbox"/> If the training is not certified by an external body (e.g. First Aid),	<input type="checkbox"/> CSB reviewed the staff training policy and ensured new employees received initial training within the first 12 months of employment and that	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		1	All programs

Agency:  
Date of Review:

## Program Review and Certification Standards

### C. Personnel

<p>Procedures;                  (4) Non-violent crisis intervention techniques;                  (5) Ethical client practices;                  (6) Cultural competency and diversity, and;                  (7) Recognition and reporting of child and elder abuse.                  The agency has a process for keeping licensure, certification, and all applicable training of staff up to date.</p>	<p>employees should receive said training (at least) once every two years.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> The agency has a tracking system that identifies when each employee needs to receive training again, along with maintenance of documentation of licensure for positions that require licensed or credentialed staff.</li> <li><input type="checkbox"/> Licensure documentation is available for review.</li> </ul>	<p>employees maintained certifications, where applicable.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> CSB confirmed that training occurs at least bi-annually.</li> <li><input type="checkbox"/> CSB reviewed the agency's training tracking system that identifies when each employee needs to receive training and the maintenance of documentation of licensure for positions that require licensed or credentialed staff.</li> <li><input type="checkbox"/> CSB reviewed licensure documentation, where applicable.</li> </ul>				
---	---	--	--	--	--	--

Agency:

Date of Review:

**Program Review and Certification Standards  
C. Personnel**

**Discussion and Basis for Conclusion**

Standard C4	Guideline C4	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Program staff receive training in the following areas: (1) Agency operating procedures; (2) Relevant community resources and social service programs, and; (3) Customer service techniques.	<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 period whichever comes first and that employees maintain certification where applicable.  <input type="checkbox"/> 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.	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

**Discussion and Basis for Conclusion**

Agency signed in separate packet.

Agency:  
Date of Review:

**Program Review and Certification Standards  
C. Personnel**

Standard C5	Guideline C5	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency encourages and supports appropriate planning for staff professional development.	<input type="checkbox"/> The agency has a policy that states its practices regarding staff participation in professional development activities, as well as whether or not funds are available for employees' professional development.	Voluntary self-certification	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		Vol	All programs
<b>Discussion and Basis for Conclusion</b>						
Agency signed in separate packet.						

Standard C6	Guideline C6	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency has a policy that prohibits conflict of interest and nepotism for staff and volunteers.	<input type="checkbox"/> The agency has a policy that indicates the prohibition of conflicts of interest and nepotism.	CSB reviewed the agency's conflict of interest policy.	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		1	All programs

Agency:  
Date of Review:

**Program Review and Certification Standards  
C. Personnel**

**Discussion and Basis for Conclusion**

Standard C7	Guideline C7	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Program staff: attends applicable system (Adult/Family System Operations Workgroup and/or Overflow Workgroup, Permanent Supportive Housing Roundtable, Stable Families Operations Workgroup) and key partner meetings (Columbus Coalition for the Homeless); trainings and capacity building activities convened by CSB to share information; receives capacity building assistance and/or assure coordinated planning,	<input type="checkbox"/> Program staff can describe attendance at meetings convened by CSB. Examples of program staff include program managers/supervisors, case managers, resource specialists, intake specialists, outreach specialists, and mobile support staff.	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

Agency:

Date of Review:

**Program Review and Certification Standards  
C. Personnel**

implementation and delivery of services and housing; facilitates focus groups open to stakeholders.						
<b>Discussion and Basis for Conclusion</b>						
Agency signed in separate packet.						

Standard C8	Guideline C8	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
There is an adequate number of paid and/or volunteer program staff and security staff in relation to the number of clients served. The required client/staff ratio is set by agreement of the provider agency and the CSB and includes both on-site and on-call staff. Evidence that the set standard is achieved is documented in the weekly staff schedule. The agency has a staff	<input type="checkbox"/> The program has a daily schedule that shows the number of staff scheduled for each shift. The schedule must demonstrate that the staff-client ratio on each shift (including on-call) matches the Client-Staff Ratio section of the Program Description that is attached to the CSB contract. <input type="checkbox"/> The staff knows the average number of clients expected to be on-site during each shift. <input type="checkbox"/> Management staff can describe weekend and/or seasonal changes in staff coverage, as applicable. <input type="checkbox"/> Management staff can describe	<input type="checkbox"/> Agency staff explained staff coverage plan and on-call policy. <input type="checkbox"/> Agency discussed precautions it takes to ensure at least one staff member is available at all times.	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		1	All programs

Agency:  
Date of Review:

## Program Review and Certification Standards

### C. Personnel

<p>coverage plan that accounts for weekend and seasonal changes in staff coverage, as well as plans for staff back-up and on-call coverage, as described in the Partnership Agreement.</p>	<p>the back-up staff coverage plan for key direct service and operations staff, including plan for back-up staff coverage during extended staff absences or vacancies.</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Clients and residents are informed of how to get in touch with staff in the event of an emergency. Information is posted in units or distributed to clients upon move-in or when contact information changes. Examples of key staff: resource specialists, case managers, direct service supervisor, and program director.</li><li><input type="checkbox"/> The staff coverage plan is consistent with application materials submitted to CSB.</li></ul>					
<p><b>Discussion and Basis for Conclusion</b></p>						

Agency:

Date of Review:



## Program Review and Certification Standards

### C. Personnel

Standard C9	Guideline C9	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency ensures that program staffing patterns allow for an authorized CSP user to be on-site during all hours of potential client intake.	<input type="checkbox"/> The agency ensures that program staffing patterns allow for an authorized CSP user to be present on-site during all hours of potential client intake, including nights, weekends, and overnight shifts.	<input type="checkbox"/> Agency explained efforts to ensure the presence of an authorized CSP user at all times.	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		1	All programs
<b>Discussion and Basis for Conclusion</b>						

Standard C10	Guideline C10	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
All staff and volunteers are identifiable to clients and visitors.	<input type="checkbox"/> Agency has a discernible method for ensuring staff and volunteers are readily and easily identifiable. This 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		3	All programs

Agency:

Date of Review:

**Program Review and Certification Standards  
C. Personnel**

			☐ N/A			
<b>Discussion and Basis for Conclusion</b>						
Agency signed in separate packet.						

- \* CSB staff initials for Tier 1 and Tier 2
- \* Agency staff signature for Tier 3 and Voluntary

\_\_\_\_\_

CSB certifying official signature

\_\_\_\_\_

Date

\_\_\_\_\_

CSB certifying official legibly printed name

Agency:  
Date of Review: