

Program Review and Certification Standards

E. Program Operations

Standard E1	Guideline E1	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The program adheres to a Housing First Model, working to efficaciously place homeless clients in housing. Quick re-housing should be the central priority of all programs.	<input type="checkbox"/> The agency should have policy statement available for review. <input type="checkbox"/> Review of case files should clearly demonstrate efforts to obtain housing in an expeditious manner. Case files should demonstrate compliance to the Housing First approach. <input type="checkbox"/> Case managers should be able to demonstrate comprehension with the Housing First approach.	<input type="checkbox"/> CSB staff discussed with agency staff and reviewed case plans and policy statements to determine if housing is the top priority for clients.	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		1	All programs
Discussion and Basis for Conclusion						

Standard E2	Guideline E2	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Homeless status is certified and documented at program entry and upon lease signing for all programs. Homeless	<input type="checkbox"/> Client files contain homeless certification documentation as required by HUD and approved and standardized by CSB. Documentation confirming homeless status	<input type="checkbox"/> CSB staff reviewed agency client files.	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions		1	All programs except Prevention

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<p>status documentation is maintained in accordance with federal recordkeeping requirements.</p>	<p>may be a Columbus Service Point (HMIS) printout or an approved homeless outreach provider Verification of Street Homelessness Form.</p> <p><input type="checkbox"/> For housing purposes the Homeless status is determined by a single episode of homelessness of 7 or more consecutive days in shelter, on the street, or on the land, immediately prior to program admission. For those individuals being released directly from hospital, jail/prison, or another institution for stays less than 90 days, documentation of homelessness for 7 or more consecutive days, immediately prior to entry into institution, is required. Written documentation of institution entry and exit dates through hospital exit paperwork is required. Stays in institutions of fewer than 90 days do not constitute a break in homelessness and count toward total time</p>		<p><input type="checkbox"/> Non-compliant</p> <p><input type="checkbox"/> N/A</p>			
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	<p>homeless.</p> <ul style="list-style-type: none"> <input type="checkbox"/> All permanent housing programs homelessness documentation meets the order of priority in accordance with HUD 24CFR578.103. <input type="checkbox"/> Lack of third-party documentation cannot prevent clients from receiving street outreach or victim services. 					
Discussion and Basis for Conclusion						

Standard E3	Guideline E3	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Duration or Episodes of Homelessness are certified and documented in accordance with the December 2015 Final Rule on Defining Chronically Homeless.	<input type="checkbox"/> For chronic homeless documentation, agencies must provide evidence that the household lives in a place not meant for human habitation, an emergency shelter, or an institutional care facility if the individual has been living in the care facility for fewer than 90 days	<input type="checkbox"/> CSB reviewed agency client files.	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		1	PSH, USHS

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	<p>and had been living in a place not meant for human habitation, an emergency shelter immediately before entering the institutional care facility.</p> <p><input type="checkbox"/> Agencies must provide evidence that the household was living as described above continuously for at least 12 months or on at least 4 separate occasions in the last 3 years, where the combined occasions total at least 12 months and each break in homelessness included at least 7 consecutive nights.</p> <p><input type="checkbox"/> For Rebuilding Lives documentation, agencies must provide evidence that the Rebuilding Lives eligibility criteria are met, per the USHS Narrative Manual and Policies and Procedures.</p> <p><input type="checkbox"/> For Verification of Street Homelessness, a single documented encounter with an approved outreach</p>					
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	provider, on a single day within one month is sufficient to consider a household as homeless for the entire month.					
Discussion and Basis for Conclusion <p style="color: red;">This is a new standard.</p>						

Standard E4	Guideline E4	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The head of household must have a qualifying disability, certified by a professional licensed by the State of Ohio.	<input type="checkbox"/> CSB Certification of Disability is required for each Permanent Supportive Housing household. <input type="checkbox"/> The certification of disability must be issued not more than one 180 days prior to the household's entry into the program. <input type="checkbox"/> The certification of disability must be signed by a professional licensed by the State of Ohio. <input type="checkbox"/> If the CSB Certification of Disability is not available, a	<input type="checkbox"/> CSB staff reviewed agency client files.	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		1	PSH, USHS

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	<p>written Social Security Administration verification or copies of a disability check are acceptable.</p> <p><input type="checkbox"/> Disability is defined as one or more of the following:</p> <p>(1) Substance use disorder;</p> <p>(2) Serious mental illness;</p> <p>(3) Developmental disability;</p> <p>(4) Post-traumatic stress disorder;</p> <p>(5) Cognitive impairments resulting from brain injury; or</p> <p>(6) Chronic physical illness or disability.</p>					
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Discussion and Basis for Conclusion

This is a new standard.

Standard E5	Guideline E5	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Clients receiving Permanent Supportive Housing and Rapid Re-Housing supportive services should be assessed annually by the program, within 30	<p><input type="checkbox"/> Agency staff can describe how the program staff assess and stay abreast of the service needs of the clients currently being served.</p> <p><input type="checkbox"/> Agency staff can give</p>	<p><input type="checkbox"/> CSB reviewed client files to ensure annual assessment of service needs.</p> <p><input type="checkbox"/> CSB discussed policy with agency and</p>	<p><input type="checkbox"/> Compliant</p> <p><input type="checkbox"/> Compliant with conditions</p> <p><input type="checkbox"/> Non-</p>		1	PSH, RRH

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<p>days of their anniversary date, to ensure that service needs are being accurately and sufficiently met. Annual assessments are available for review and used to determine program direction and updates. Program policies should include the annual assessment requirement.</p>	<p>examples of how programming has been modified based on new information gathered through annual assessments.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Annual assessments are included in client files and include some form of client feedback. <input type="checkbox"/> Annual assessments are available for review upon request. <input type="checkbox"/> If applicable, a copy of the recertification completed by CMHA is included in the client file. <input type="checkbox"/> Policy is available for review. 	<p>confirmed that a tracking system is in place to ensure timely assessments.</p>	<p>compliant</p> <p><input type="checkbox"/> N/A</p>			
<p>Discussion and Basis for Conclusion</p> <p>HUD requires annual service assessments to be completed within 30 days of an individual's anniversary date.</p>						

Standard E6	Guideline E6	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The program effectively collaborates	<input type="checkbox"/> Agency staff can describe or document how consumer	<input type="checkbox"/> CSB staff discussed with agency staff and	<input type="checkbox"/> Compliant		2	All programs

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<p>with the system of homeless providers and other community organizations as well as other service providers.</p>	<p>information is shared with other service providers in a systematic and collaborative manner, given appropriate client consent, to help meet the needs of program clients.</p> <p><input type="checkbox"/> Programs collaborate with the emergency shelter system by:</p> <ul style="list-style-type: none"> > Sharing program openings and waiting list protocols; > Routinely educating shelter staff on referral processes; > Routinely participating in housing committee meetings and housing fairs for shelter clients; > Accepting referrals from more than one shelter; > Routinely participating in adult and family system planning meetings, and; > Routinely collaborating with community outreach programs (as applicable). 	<p>confirmed collaboration activities.</p>	<p><input type="checkbox"/> Compliant with conditions</p> <p><input type="checkbox"/> Non-compliant</p> <p><input type="checkbox"/> N/A</p>			
<p>Discussion and Basis for Conclusion</p>						

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Standard E7	Guideline E7	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Each program must have a policies and procedures manual that includes all operating policies and procedures for review. The program has written client eligibility criteria consistent with CSB funding requirements appropriate for the target population. The admissions policy, including re-entry policies and procedures, is posted. The program may not deny admission unless there are specific documented restrictions applicable to the project due to financing or sound safety and/or programmatic issues involved.	<input type="checkbox"/> The agency has a written resident admissions policy/residential selection plan with clearly delineated criteria not intended to unfairly discriminate against clients. <input type="checkbox"/> For PSH programs, the Tenant Selection Plan must show prioritization of chronically homeless individuals, as defined by HUD and outlined in HUD Notice CPD-16-11. <input type="checkbox"/> When applicable to the program type, the agency must adhere to fair housing laws, rental housing laws, and regulations. <input type="checkbox"/> For shelters, the agency has a written shelter client admissions policy with clearly delineated admission criteria. Eligible clients are those with	<input type="checkbox"/> CSB reviewed the program admissions policy to examine how agency determines client eligibility. <input type="checkbox"/> For PSH, CSB reviewed the Tenant Selection Plan to ensure that USHS is referenced as the prioritization mechanism.	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		1	All programs

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	<p>no alternative, safe housing for the night and whose only alternative is to stay in a place not fit for human habitation or outdoors. Shelters may not deny admission solely due to the lack of client identification.</p> <p><input type="checkbox"/> Rules regarding when clients can leave and return to the shelter cannot discriminate against clients and must be reasonable, not causing undue restrictions on shelter access.</p> <p><input type="checkbox"/> There is evidence of the usage of the system-wide standardized service restriction form and inclusion in client files, as applicable.</p> <p><input type="checkbox"/> Staff can explain admission criteria and how it is disseminated to potential applicants for housing.</p> <p><input type="checkbox"/> The admissions policy includes the basis for which an applicant would be considered ineligible for</p>					
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	admission. The criteria are included in promotional materials and distributed with applications.					
Discussion and Basis for Conclusion						
Standard E8	Guideline E8	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Programs should have expedited admission processes and policies, to the greatest extent possible, including providing assistance with obtaining necessary documentation. Program applicants may not be required to participate in more than two interviews and can be admitted within a few days (if eligible and an opening is available) upon completion of the rental subsidy enrollment process.	<input type="checkbox"/> Staff can provide examples of expediting the admission process for applicants coming from a variety of circumstances and staff can provide examples of systematic aiding of applicants in obtaining necessary documentation or waiving documentation requirements until after admission. <input type="checkbox"/> The program does not have a waiting list and can explain the treatment of the prioritization pool via USHS . <input type="checkbox"/> The program works to minimize denials for reasons	<input type="checkbox"/> Agency staff explained any streamlining of its admissions process and provided examples for review in client files. <input type="checkbox"/> CSB staff reviewed the admission policy.	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		1	PSH, USHS

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	unrelated to program eligibility criteria (e.g. missed appointments). <input type="checkbox"/> Policy is available for review.					
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Discussion and Basis for Conclusion

Standard E9	Guideline E9	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency has a cultural competency plan that includes access to translation services for persons with limited English proficiency.	<input type="checkbox"/> The agency can provide the cultural competency plan for review. <input type="checkbox"/> Client files demonstrate the provision of translation services where necessary.	<input type="checkbox"/> CSB reviewed the cultural competency plan and client file(s) that illustrate translation services.	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		2	All programs

Discussion and Basis for Conclusion

Standard E10	Guideline E10	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
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<p>If the program serves families, a family served may include, but is not limited to, regardless of marital status, actual or perceived sexual orientation, or gender identity, any group of persons presenting for assistance together with or without children and irrespective of age, relationship, or whether or not a member of the household has a disability. A child who is temporarily away from the home because of placement in foster care is considered a member of the family. This definition includes a family with or without children, an elderly family, a near-elderly family, a disabled family, a displaced family, the remaining member of a tenant family, 2-parent and 1-parent families, including those with</p>	<p><input type="checkbox"/> The agency can provide evidence that all families are given the same access to services regardless of the adult's marital status. This can include a policy statement regarding family definition (to be included in client eligibility criteria).</p> <p><input type="checkbox"/> For family shelters, the agency can demonstrate that the family served consisted of one or more dependent children in the legal custody of one or more adults (not to exceed three) who, prior to losing housing, were living together and working cooperatively to care for the children.</p>	<p><input type="checkbox"/> CSB reviewed agency client files.</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>		<p>2</p>	<p>All programs</p>
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same-sex partners, families with intergenerational and/or extended family members, unmarried couples with children, families that contain adults who are not the biological parents of the children, and other family configurations.						
Discussion and Basis for Conclusion This standard contains the revised “family” definition.						

Standard E11	Guideline E11	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
All intake providers practice diversion and referral to prevention upon receiving requests for shelter, which includes an assessment of immediate housing needs. All diversion efforts include a referral to prevention assistance. When appropriate,	<input type="checkbox"/> Agency staff can demonstrate how they screen each applicant requesting shelter to assess his/her immediate housing needs, available resources and alternate housing options so as to divert entry into shelter as appropriate. <input type="checkbox"/> Policy is available for	<input type="checkbox"/> Agency explained the referral process and provided examples of clients diverted from shelter.	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		1	CPOA / Homeless Hotline

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assessment tools ensure that diversion from shelter will not result in the applicant staying in a housing option that is either unsafe or unfit for human habitation. Program policies include diversion requirements.	review.					
Discussion and Basis for Conclusion						

Standard E12	Guideline E12	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
A supervisor provides monthly (at least) case supervision for staff providing individualized services. A supervisor is available to provide case consultation during normal business hours and on an emergency basis during evenings and	<input type="checkbox"/> Staff can describe the case consultation process, frequency and availability of supervisory support. <input type="checkbox"/> There is evidence that supervisors provide at least monthly case review and are available for case consultation. <input type="checkbox"/> There is evidence that the	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

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weekends. The supervisor is qualified by training, education, and/or experience to provide case supervision.	<p>supervisor has education, training and/or experience to provide case supervision.</p> <p><input type="checkbox"/> The policy includes the agency's real-time practice around how all direct line staff access supervisory crisis consultation for high-risk/high profile situations.</p>					
Discussion and Basis for Conclusion Agency signed in separate packet.						

Standard E13	Guideline E13	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The program has written intake and client record keeping policies and procedures and files that include intake interviews and records of services provided.	<p><input type="checkbox"/> The agency has a written record keeping procedure that is available for review.</p> <p><input type="checkbox"/> The agency can produce actual files that contain intake forms, signed CSP printouts (where applicable), case notes, and other records of service provision.</p> <p><input type="checkbox"/> The agency can produce the client list and describe how it is maintained and updated.</p>	<p><input type="checkbox"/> CSB ensured that CSP printouts are signed by the client at each date of entry during client file review.</p> <p><input type="checkbox"/> CSB reviewed the written record keeping procedure.</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

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	<input type="checkbox"/> Policy is available for review.					
Discussion and Basis for Conclusion						

Standard E14	Guideline E14	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The program has a policy or procedure for appropriate and successful referrals to other programs in cases where the program was not able to accommodate a client.	<input type="checkbox"/> Program staff is familiar with the referral process and appropriate referrals are available for review in the client file when applicable. <input type="checkbox"/> Policy is available for review.	<input type="checkbox"/> CSB staff discussed with agency staff and reviewed policy.	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		1	All programs
Discussion and Basis for Conclusion						

Standard E15	Guideline E15	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Client evaluation and	<input type="checkbox"/> Agency staff can describe the	<input type="checkbox"/> Agency described	<input type="checkbox"/> Compliant			

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<p>feedback are collected, analyzed, available, and used, and there is evidence that clients are involved in decision-making processes, including planning for services. Clients are encouraged to complete exit surveys. The program has a policy to ensure client feedback.</p>	<p>methods used for collecting client feedback, how client feedback is analyzed and used to determine programming changes, and how clients are involved in decision making and service planning.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Documentation, including meeting notes, copies of surveys and other evaluation tools, is available for review. <input type="checkbox"/> Staff can give examples of how client feedback has been used in recent months. A list of dates and types of client participation from the past 12 months is available for review. <input type="checkbox"/> At a minimum, agencies should solicit informal client feedback quarterly. Agencies will conduct formal client satisfaction surveys annually and at exit. The annual survey should contain questions regarding the following topics: <ul style="list-style-type: none"> > Voluntary participation in religious activities, if any; > Access to housing options; > Access to employment 	<p>methods through which client feedback is collected and used to make decisions about service provision and program planning.</p> <ul style="list-style-type: none"> <input type="checkbox"/> CSB reviewed documentation, including meeting notes, copies of surveys and/or other evaluation tools. 	<ul style="list-style-type: none"> <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A 		1	All programs
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	assistance; > Courteous treatment (treated with dignity and respect); > Access to any other personal development activities; > Any major obstacles to obtaining housing/goals. <input type="checkbox"/> Policy is available for review.					
Discussion and Basis for Conclusion						

Standard E16	Guideline E16	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency keeps daily logs documenting shift activities, special client instructions, and accounts of unusual or special situations. There is evidence that agency staff reviews the logs.	<input type="checkbox"/> If applicable, the program has a daily log that contains initials or other evidence that staff reviews the log. <input type="checkbox"/> Agency staff can produce the log for review. Daily updates are clearly discernible.	<input type="checkbox"/> CSB reviewed a copy of the log.	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		2	All programs
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Standard E17	Guideline E17	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
At least one program staff person is on duty at all times with verifiable training in emergency first aid, emergency evacuation, and CPR procedures.	<input type="checkbox"/> Management staff can identify the number of program staff members trained in First Aid, CPR and emergency evacuation that are scheduled for each shift. <input type="checkbox"/> Training logs and certificates of completion are available for review, as well as recent shift schedules.	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 with on-site staffing

Discussion and Basis for Conclusion

Agency signed in separate packet.

Standard E18	Guideline E18	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The shelter will provide sufficient food to clients to meet daily nutritional needs. All programs have plans with clients for adequate	<input type="checkbox"/> The agency has a plan for providing food for clients and making meal arrangements to provide adequate food for three meals a day. <input type="checkbox"/> The shelter has a plan for	Self-certification	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-		3	Shelters, PSH, RRH/Navigator, Navigator

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<p>food provision.</p>	<p>accommodating clients with medical or cultural food restrictions and staff can give examples.</p> <p><input type="checkbox"/> At sites where clients prepare their own food, clients must have access to a kitchen and a pantry. Food and other necessary supplies are provided on an as needed basis.</p> <p><input type="checkbox"/> At sites where food is prepared for or delivered to clients, the staff is knowledgeable in nutrition and sanitary food safety handling and safe food storage practices.</p> <p><input type="checkbox"/> If food is prepared for clients, protocol is in place to train staff in safe food practices. There are provisions to ensure food practices are safe.</p> <p><input type="checkbox"/> The shelter can produce a food service license if required.</p>		<p>compliant</p> <p><input type="checkbox"/> N/A</p>			
<p>Discussion and Basis for Conclusion</p>						

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The standard has been revised to include PSH, RRH/Navigator, and Navigator programs.

Agency signed in separate packet.

Standard E19	Guideline E19	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Staff providing individualized services maintain an active caseload that is manageable based on the intensity and frequency of services provided and that ensures adequate time for individualized service monitoring and assistance.	<input type="checkbox"/> There is evidence that client caseloads are manageable and allow for individualized services. <input type="checkbox"/> Program management staff regularly monitors implementation of the procedure.	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.						

Standard E20	Guideline E20	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency has policies and procedures in place reasonably designed to identify sex offenders who are subject to	<input type="checkbox"/> Shelter has a written policy and procedure regarding admission of sex offenders. The policy must not violate the terms of the Good Neighbor Agreement.	Voluntary self-certification	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions		Vol	Shelters

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<p>community notification requirements at intake. The agency board has adopted a policy regarding whether or not the shelter will serve these sex offenders, and the policy is in accordance with the terms of the Good Neighbor Agreement. If the shelter provides services to these offenders then an LISW, CCDCIII, or LPCC must provide these services. If the shelter does not serve these sex offenders, then the policy has a protocol for removing the resident that includes a safety plan for the neighborhood and other residents.</p>	<p><input type="checkbox"/> If the shelter serves registered sex offenders subject to community notification, then there is evidence that services are provided by licensed staff as identified in the standard, such as case notes and documentation of licensure.</p> <p><input type="checkbox"/> If the shelter does not serve sex offenders subject to community notification, then the policy contains a procedure for diversion and/or discharge, and referral to other services.</p>		<p><input type="checkbox"/> Non-compliant</p> <p><input type="checkbox"/> N/A</p>			
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Standard E21	Guideline E21	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The program has a written policy regarding client use of controlled substances and clients are verbally informed of the policy.	<input type="checkbox"/> The program has a written policy that describes what clients are expected to do with prescription medication (turn it in to staff, etc.). <input type="checkbox"/> Clients are informed of this policy at intake and may obtain a copy of this policy upon request.	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
Discussion and Basis for Conclusion Agency signed in separate packet.						

Standard E22	Guideline E22	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The Agency has a performance and quality improvement plan that guides agency monitoring of program performance, client satisfaction, and achievement of positive client outcomes.	<input type="checkbox"/> The agency has a performance and quality improvement plan and monitoring reports available for review. <input type="checkbox"/> The plan includes program performance targets and quality objectives and how program performance, positive client outcomes, client satisfaction and program quality is monitored.	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

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	<input type="checkbox"/> The monitoring process includes performance and quality indicator reports that are produced and reviewed at least quarterly by program and agency management staff. <input type="checkbox"/> Monitoring and evaluation result in confirmation that services meet the needs of clients and/or are used to inform changes to better meet client needs.					
Discussion and Basis for Conclusion Agency signed in separate packet.						

Standard E23	Guideline E23	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Programs are annually evaluated to measure effectiveness in meeting the changing needs of the population served.	<input type="checkbox"/> Agency program or administrative staff can describe annual program evaluations and what evaluation method is used. <input type="checkbox"/> While on-going program evaluation is encouraged, the purpose of this standard is to ensure that programs periodically engage in a broad	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

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	<p>assessment of how well it is meeting the needs of clients from a service design perspective.</p> <p><input type="checkbox"/> The evaluation results in confirmation that services meet the needs of clients or in changes being made to better meet the changing needs of homeless persons.</p> <p><input type="checkbox"/> Written reports, evaluation instruments and other relevant documentation are available for review.</p>					
<p>Discussion and Basis for Conclusion</p> <p>Agency signed in separate packet.</p>						

Standard E24	Guideline E24	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
All Rapid Rehousing / Navigator programs must have an executed MOA with the family shelters and CSB regarding system capacity management by the first quarter of the fiscal year. All	<input type="checkbox"/> The signed MOA is available for review.	Self-certification	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		3	Shelters, CPOA/Homelless Hotline, Stable Families, RRH / Navigator, Navigator

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shelters and Stable Families programs must have an executed MOA with the CPOA/Homeless Hotline and CSB regarding system capacity management by the end of the first quarter of the fiscal year. The Navigator program must have an executed MOA with the single adult shelters and CSB regarding service management by the first quarter of the fiscal year.						
Discussion and Basis for Conclusion Agency signed in separate packet.						

Standard E25	Guideline E25	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
If the program holds funds or possessions on behalf of clients, the program has a written policy describing how and when the funds or possessions will be	<input type="checkbox"/> If the program holds funds or possessions on behalf of clients it has a written recordkeeping system for tracking receipt and return of funds or possessions held on behalf of clients.	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

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promptly returned upon the client's request. The program has records of accountability for any money management / payee programs for clients' funds or possessions turned over to the program for safekeeping.	<input type="checkbox"/> There is an easily accessible process for getting funds/possessions back from program staff.					
Discussion and Basis for Conclusion Agency signed in separate packet.						

Standard E26	Guideline E26	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency affirmatively furthers fair housing and has a written affirmative marketing strategy to market the program and its benefits to those least likely to apply without regard to race, color, national origin, sex, religion, familial status, and disability, as required by 24 CFR Part 578.93(c).	<input type="checkbox"/> A marketing strategy may include materials that describe agency programs, advertising, direct outreach to potential clients, collaboration with organizations that serve potential clients, and efforts to raise funds for and awareness of Agency programs. <input type="checkbox"/> The agency must maintain records of actions taken to affirmatively market programs and records that assess the results of the marketing	<input type="checkbox"/> CSB reviewed the strategy, marketing materials, and records of actions taken to affirmatively market the program.	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		1	PSH, USHS, TH

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	strategy. <input type="checkbox"/> The agency must notify CSB if agency staff encounters a condition or action that impedes fair housing choice for current or prospective clients. The agency and CSB will work together to give clients information on their rights and available remedies.					
Discussion and Basis for Conclusion <div style="color: red;">This is a new standard.</div>						

* 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: