

**Program Review and Certification Standards**  
**F. Client Rights**

Standard F1	Guideline F1	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
<p>The agency has a written document outlining clients' rights which is posted in a visible and accessible location, read and otherwise made known to clients upon admission, with accommodation for literacy and language barriers. All clients receive a copy of the clients' rights document upon intake which includes instructions for grievances and appeals and identifies the agency clients' rights officer, if applicable. Rights include, but are not limited to, items such as:</p> <ul style="list-style-type: none"> <li>&gt; Clients have the right to be treated with dignity and respect;</li> <li>&gt; Clients have the right to physical privacy;</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> A written clients' rights document is available for review. The document contains, at a minimum, the rights listed in the Standard.</li> <li><input type="checkbox"/> Program staff can discuss how the agency ensures that clients' rights are not violated and the procedure for dealing with violations or alleged violations of clients' rights.</li> <li><input type="checkbox"/> The agency has a process for reading and making known clients' responsibilities and code of conduct.</li> <li><input type="checkbox"/> The agency has a process for distributing and making known program rules, regulations and termination policies.</li> <li><input type="checkbox"/> The code of conduct contains written guidelines of unacceptable participant behaviors that would lead to termination of services or program ineligibility. The consequences of rules</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Standards E7 (client eligibility criteria) and E9 (cultural competency plan) covers portions of this standard.</li> <li><input type="checkbox"/> CSB <u>reviewed the written clients' rights document, visually</u> confirmed posting of clients' rights document in an area accessible to clients, reviewed client files for client rights documentation, and discussed policy with agency staff.</li> <li><input type="checkbox"/> "Intellectual" or "data" privacy is covered in greater detail in the M standards.</li> </ul>	<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>		1	All programs

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<ul style="list-style-type: none"> <li>&gt; Clients have the right to be treated with cultural sensitivity;</li> <li>&gt; Clients have the right to self-determination in identifying and setting goals;</li> <li>&gt; Clients are clearly informed, in understandable language, about the purpose of the services being delivered, including clients who are not literate and/or are limited-English proficient;</li> <li>&gt; Clients have the right to confidentiality and information about when confidential information will be disclosed, to whom and for what purpose, as well as the right to deny disclosure;</li> <li>&gt; Clients have the right to reasonable access to records concerning their involvement in the program;</li>   <li>&gt; Clients have the</li> </ul>	<p>violations are clearly stated and consistently enforced.</p>					
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right to have an advocate present during appeals and grievance processes; > Clients have the right to choose their own housing or to reject substandard housing.						
<b>Discussion and Basis for Conclusion</b>						

Standard F2	Guideline F2	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Clients who need services for domestic violence prevention and/or treatment have the right to confidentiality and service provision at a private, undisclosed location.	<input type="checkbox"/> Agency staff has a documented procedure for referring clients to domestic violence services, when requested.  <input type="checkbox"/> The clients rights document specifies that the location of any project providing domestic violence services will not be made public, except with written authorization of the person(s) responsible for the operation of the domestic violence project.	<input type="checkbox"/> CSB reviewed agency policy for referring clients to domestic violence services.	<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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	<ul style="list-style-type: none"> <li><input type="checkbox"/> Agency has a relationship with the local domestic violence shelter, including an established referral process for participants in need of the resource. The local domestic violence shelter determines the appropriate service intervention.</li> <li><input type="checkbox"/> Agency program staff assists individuals to access the identified resource, when applicable.</li> <li><input type="checkbox"/> The agency maintains the confidentiality of client information in accordance with Standard F1.</li> </ul>					
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**Discussion and Basis for Conclusion**

Standard F3	Guideline F3	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Children and youth have access to public education and receive assistance exercising their rights as	<ul style="list-style-type: none"> <li><input type="checkbox"/> Program staff can describe measures taken to ensure that clients' rights are not violated in relation to public education, including identification of and</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> CSB reviewed policy and client files.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Compliant</li> <li><input type="checkbox"/> Compliant with conditions</li> </ul>		2	All programs serving children

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<p>protected by the McKinney-Vento Homeless Assistance Act of 1987, as amended, Title VII, Subtitle B; 42 U.S.C. 11431. Heads of households are advised of their rights as they relate to the public education system.</p>	<p>contact with the local Homeless Education Liaison serving the program's client population.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> There is a process for advising heads of households of their rights as they relate to the public education system. This information is posted in an area where clients have access to it.</li> <li><input type="checkbox"/> Client files provide examples of clients working with the Homeless Education Liaison or other applicable staff members to place children in public school, early childhood programs such as Head Start, Part C services in accordance with the Individuals with Disabilities Education Act, and/or other programs authorized under Subtitle B of Title VII of the McKinney-Vento Homeless Assistance Act of 1987.</li> <li><input type="checkbox"/> If a family with children is entering permanent housing, the agency makes efforts to house the family as close as possible to its school of origin so as not to disrupt children's</li> </ul>		<ul style="list-style-type: none"> <li><input type="checkbox"/> Non-compliant</li> <li><input type="checkbox"/> N/A</li> </ul>			
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education.					
<b>Discussion and Basis for Conclusion</b>					

Standard F4	Guideline F4	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Agencies cannot deny service delivery because a client is unable to pay for the service.	<input type="checkbox"/> If the program charges a program fee or rent, clients with zero income are not barred from receiving services for their inability to pay.  <input type="checkbox"/> Files contain evidence of clients with zero income upon entry.	<input type="checkbox"/> CSB reviewed client files for evidence of zero-income clients.	<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>						
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Standard F5	Guideline F5	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Agencies have a grievance policy for addressing alleged violations of clients'	<input type="checkbox"/> The grievance policy is available for review and gives adequate detail regarding the steps of the grievance process.	<input type="checkbox"/> CSB reviewed the written grievance policy and reviewed client	<input type="checkbox"/> Compliant  <input type="checkbox"/> Compliant with		1	All programs

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<p>rights and a process for reading and making known the grievance procedure. The agency will make reasonable efforts to ensure that all clients understand the grievance policy regardless of the clients' language. There is evidence that the governing board (or its agent) collects, evaluates, and analyzes all grievances so that trends and patterns can be identified and corrections made. The agency gives clients a copy of the grievance form upon entry into the program. Any person against whom a complaint is made will not address the grievance. The agency gives clients a written response to their grievance within a reasonable time</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> The policy states whether the agency has a clients' rights officer, that clients can expect a written response to their grievances, the timeframe for providing a response, and the timeframe for the client to respond to the decision.</li> <li><input type="checkbox"/> The policy delineates the process clients can follow if they are dissatisfied with the response to the grievance.</li> <li><input type="checkbox"/> Program staff can describe how information about grievance procedure is disseminated to clients and how it is communicated to limited English proficient clients.</li> <li><input type="checkbox"/> The agency has a clearly delineated process for analyzing grievances, identifying trends and making corrections if patterns are detected.</li> <li><input type="checkbox"/> The agency has a clear process for ensuring that the governing board (or its agent) is periodically informed of grievances. If the governing board designates an</li> </ul>	<p>files for examples of grievance procedures.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> CSB discussed in conjunction with Standards F6 and F7.</li> <li><input type="checkbox"/> CSB reviewed the summary of grievance reports.</li> </ul>	<p>conditions</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Non-compliant</li> <li><input type="checkbox"/> N/A</li> </ul>			
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<p>frame and gives clients a reasonable time to respond to the decision.</p>	<p>agent, program staff can identify the designee.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Agency staff can give examples of trends they have identified and corrected through the grievance process.</li> <li><input type="checkbox"/> Summaries of grievance reports or analyses are available for review.</li> <li><input type="checkbox"/> There is evidence that clients are involved in monitoring summary information and trends related to grievances as part of the agency quality assurance/improvement practices.</li> <li><input type="checkbox"/> Program and/or administrative staff can describe the review process.</li> </ul>					
<p><b>Discussion and Basis for Conclusion</b></p>						

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Standard F6	Guideline F6	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
<p>The appeals procedure allows clients to appeal, at a minimum, the following decisions:            (1) Admissions (denial);            (2) Terminations;            (3) Service restrictions and bans.</p> <p>The agency has an appeals policy and follows appropriate due process when handling appeals and evicting clients, as well as when deciding to restrict clients from services. The program minimizes denials for reasons unrelated to program eligibility criteria. Any person involved in the original decision being appealed will not address the appeal. Service restrictions and client appeals are reviewed at least quarterly by</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> The appeal/due process policy is available for review.</li> <li><input type="checkbox"/> Clients are involved in monitoring grievance and appeals procedures. Staff can describe how clients monitor the grievance and appeal procedures and summary information.</li> <li><input type="checkbox"/> When a service restriction or ban is in effect, the client is informed of the reason, conditions for lifting the restriction, and right to appeal, including who to contact regarding an appeal and information about the appeal process.</li> <li><input type="checkbox"/> Agency staff can describe how the program implements due process.</li> <li><input type="checkbox"/> Agency staff informs clients of their right to have an advocate present during appeals.</li> <li><input type="checkbox"/> If a client is denied admission into the program, agency staff</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Agency staff explained the appeals process and provided examples of the process in action.</li> <li><input type="checkbox"/> CSB discussed in conjunction with Standards F5 &amp; F7.</li> <li><input type="checkbox"/> CSB reviewed the summary of appeal reports.</li> </ul>	<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>		1	All programs

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<p>administrators or through a quality assurance process. Due process is followed. For shelter programs, clients discharged for rule infractions are permitted to appeal the decision prior to eviction from the shelter, unless the client is a safety risk. For PSH, terminations from the program must be consistent with applicable Ohio Landlord-Tenant law. Clients receive a written notice containing a clear statement of the reasons for termination.</p>	<p>clearly communicates the reason for the denial to the client.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Program staff can describe how any service restriction or ban is compliant with system-wide policies and procedures for service restrictions and bans (service restriction requirements are not applicable for CoC-funded programs).</li> <li><input type="checkbox"/> Agency staff can demonstrate how appeals are handled for each type of decision listed above.</li> <li><input type="checkbox"/> Summaries of appeal reports or analyses are available for review.</li> <li><input type="checkbox"/> For shelter programs, the agency can demonstrate that the agency gives clients the opportunity to appeal discharge decisions prior to being asked to leave the shelter. If a client is a safety risk (to self, other residents, staff/volunteers, or property), this right is waived.</li> <li><input type="checkbox"/> There is evidence that clients</li> </ul>					
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	<p>are involved in monitoring summary information and trends related to grievances as part of the agency quality assurance/improvement practices. Program and/or administrative staff can describe the quarterly review process.</p>					
<b>Discussion and Basis for Conclusion</b>						

Standard F7	Guideline F7	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
<p>The agency has a proactive termination policy and practice of providing written plans for at-risk clients that include strategies for intervention, prevention, or housing retention that help clients avoid losing their housing. The agency follows administrative and legal due process when terminating clients</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> The agency can provide evidence documenting the provision of written plans and the termination policy for review.</li> <li><input type="checkbox"/> The agency has an appeals policy and follows appropriate due process when handling appeals and evicting clients, as well as when deciding to restrict clients from services.</li> <li><input type="checkbox"/> The program observes the following elements of</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> CSB reviewed termination policies and procedures.</li> <li><input type="checkbox"/> CSB reviewed terminated client files, if necessary).</li> <li><input type="checkbox"/> CSB discussed in conjunction with Standards F4 &amp; F5.</li> </ul>	<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>		1	PSH, TH, RRH/ Navigator

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<p>according to CSB HEARTH Operating Policies and Procedures, administrative due process standards, or the Ohio Revised Code.</p>	<p>administrative and legal due process when terminating clients:</p> <ul style="list-style-type: none"> <li>&gt; A pre-termination hearing;</li> <li>&gt; An appeal/hearing before someone other than and not subordinate to the original decision maker, in which the client is given the opportunity to present written or oral objections to the termination decision;</li> <li>&gt; Opportunity for the client to see and obtain evidence relied upon to make the decision to terminate and any other documents in the client's file prior to the hearing, including a written notice to the client containing a clear statement of the reasons for termination;</li> <li>&gt; Opportunity for the client to confront witnesses who have provided evidence used to terminate, especially if the witness is employed by the provider;</li> <li>&gt; Opportunity for the client to bring a representative of their choice to the hearing.</li> <li>&gt; A prompt written final administrative decision prior to termination.</li> </ul>					
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	<input type="checkbox"/> The program can give examples of clients who have successfully and unsuccessfully appealed termination.  <input type="checkbox"/> Terminations from the program follow eviction procedures consistent with the Ohio Revised Code.					
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**Discussion and Basis for Conclusion**

Standard F8	Guideline F8	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The shelter or transitional housing program has a written, posted policy for consent or non-consent to searches and clients are verbally informed of the policy.	<input type="checkbox"/> The program has a written search policy that is posted so that clients have access to it.  <input type="checkbox"/> Informing clients of this policy is a routine part of intake.	Voluntary self-certification	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions  <input type="checkbox"/> Non-compliant  <input type="checkbox"/> N/A		Vol	Shelters, TH

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Standard F9	Guideline F9	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency distributes unbiased legal rights brochures to clients that cover topics such as landlord-tenant law, consumer protection, and other relevant topics.	<input type="checkbox"/> The agency can provide the brochures given to 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

**Discussion and Basis for Conclusion**

Agency signed in separate packet.

Standard F10	Guideline F10	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
During the admissions process, applicants have the same due process rights as tenants.	<input type="checkbox"/> The program gives program applicants a copy of the clients' rights document, information about appeals, and admission decision with application materials.	<input type="checkbox"/> CSB discussed with agency staff how they ensure program applicants received a copy of the clients' rights document, information about appeals, and admission decision with application	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		2	All programs where tenants sign leases

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		materials.				
<b>Discussion and Basis for Conclusion</b>						

<b>Standard F11</b>	<b>Guideline F11</b>	<b>Monitoring Method</b>	<b>Conclusion</b>	<b>Certifying Official*</b>	<b>Tier</b>	<b>Program Type</b>
Clients participate in a residents' council. Clients are informed about the project tenant council that meets at least quarterly.	<input type="checkbox"/> Program staff assists with convening a residents' council or regular meeting of tenants of a particular project (single structure or scattered sites).  <input type="checkbox"/> Agency staff encourages tenants to participate in the council, which can address a variety of topics, including facility concerns, program concerns, and other relevant topics.  <input type="checkbox"/> The agency keeps notes from each council meeting and the notes are 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	All programs where tenants sign leases

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Standard F12	Guideline F12	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
<p>Clients are involved in aspects of program maintenance and provision of supportive services when applicable.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> To the maximum extent practicable, clients and other individuals and families experiencing homelessness are involved, through employment, provision of volunteer services, or otherwise, in constructing, rehabilitating, maintaining, and operating facilities for the program and in providing supportive services for the program.</li> <li><input type="checkbox"/> The agency can provide examples.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> CSB discussed with agency staff how clients are involved in aspects of program maintenance and provision of supportive services and gave specific examples.</li> <li><input type="checkbox"/> Program provides volunteer opportunities to clients.</li> <li><input type="checkbox"/> Program has a work-equity option.</li> </ul>	<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>		2	All programs
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Standard F13	Guideline F13	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Clients are informed of CSB's Citizens Advisory Council (CAC) and encouraged to participate. Agencies work to ensure at least one resident per program participates in monthly CAC meetings.	<input type="checkbox"/> Program staff informs clients upon entry into the program that they are eligible to participate in the CAC and gives them information regarding involvement. <input type="checkbox"/> The agency posts information regarding the CAC in the facility of single structure supportive housing buildings and shelters. <input type="checkbox"/> Agency staff periodically remind tenants about the CAC at group meetings and/or individually and encourage participation. <input type="checkbox"/> Agency staff assists clients with transportation to CAC meetings.	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**

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Standard F14	Guideline F14	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency has a written plan and process for reporting child and elder abuse.	<input type="checkbox"/> The agency has a written plan and reporting procedure. <input type="checkbox"/> There is a plan for disseminating the plan and ensuring that agency staff is trained in the	Self-certification	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions		3	All programs

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	procedure. <input type="checkbox"/> Supervisory staff can describe how they ensure the plan is implemented and effective.		<input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A			
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**Discussion and Basis for Conclusion**  
 Agency signed in separate packet.

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

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CSB certifying official signature

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Date

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CSB certifying official legibly printed name

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