

**Program Review and Certification Standards**  
**I. Community Relations and Good Neighbor Agreements**

Standard I1	Guideline I1	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
<p>The Agency has worked with neighborhood stakeholders in a good faith effort to develop a partnership with neighbors, neighborhood organizations and agencies, neighborhood businesses, and other groups. The agency (or program) has initiated Good Neighbor Agreement (GNA) discussions and executed a written agreement or every reasonable effort has been made to execute a written agreement. Housing complexes with 10 or fewer PSH or Transitional Housing units in one location are not required to have a GNA.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> The agency has a GNA for each separate <b>single site</b> housing complex site funded by CSB (<b>sponsor based or project based</b>) or Transitional Housing units.</li> <li><input type="checkbox"/> GNAs are reviewed with neighbors and neighborhood representatives and updated at least every three years.</li> <li><input type="checkbox"/> Neighbors include both owners and tenants for business, residences, and institutions. Neighborhood representatives include the Area Commission, the neighborhood association, and any other prominent groups that are active in the area.</li> <li><input type="checkbox"/> If the program is unable to negotiate a signed GNA, letters, meeting minutes and other correspondence is available to show that the agency made a good faith effort to work with the neighborhood and obtain a</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> The agency described its relationship with neighbors.</li> <li><input type="checkbox"/> CSB reviewed the GNA on file at CSB prior to site visit. The GNA must be not older than three years.</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	<p>PSH (<b>single site sponsor based and project based</b>), TH, Shelters</p>

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	signed GNA. The agency documented the reasons neighbors and neighborhood organizations refused to sign a GNA.					
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**Discussion and Basis for Conclusion**  
The standard has been revised to include Transitional Housing programs and applies to only single site sponsor based or project based programs.

Standard I2	Guideline I2	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The Agency establishes, monitors, and complies with neighborhood safety, security, codes of conduct, and property management standards.	<input type="checkbox"/> Program and administrative staff are aware of the neighborhood expectations regarding code of conduct, property management, etc. If applicable, these Standards are incorporated into the GNA.  <input type="checkbox"/> Agency staff can explain how they ensure that the facility and residents uphold neighborhood standards. One example is participation in the neighborhood block watch.	<input type="checkbox"/> CSB staff discussed with agency staff how the program and administrative staff are aware of the neighborhood expectations regarding code of conduct, property management, etc.  <input type="checkbox"/> Agency staff discussed how they ensure that the facility and residents uphold neighborhood	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		2	PSH, TH, Shelters

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

Standard I3	Guideline I3	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Board and/or agency staff participates in appropriate neighborhood associations.	<input type="checkbox"/> The agency has a list of neighborhood associations in which its board and/or staff members participate.  <input type="checkbox"/> The agency can identify by name and title the representatives who serve as the contact person for each group.  <input type="checkbox"/> Written notes from meetings 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	PSH, TH, Shelters

**Discussion and Basis for Conclusion**  
 The standard has been revised to include Transitional Housing programs.  
 Agency signed in separate packet.

Standard I4	Guideline I4	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The Agency has identified current, appropriate	<input type="checkbox"/> Agency staff can provide a list of all neighborhood stakeholders located within the	Self-certification	<input type="checkbox"/> Compliant  <input type="checkbox"/> Compliant		3	PSH, TH, Shelters

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stakeholders pertinent to the area, including residential, commercial, industrial, or institutional stakeholders.	vicinity of each of its sites. These should include adjacent property owners and tenants; neighborhood and civic organizations; and others who reside or work in the neighborhood.		with conditions  <input type="checkbox"/> Non-compliant  <input type="checkbox"/> N/A			
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**Discussion and Basis for Conclusion**  
The standard has been revised to include Transitional Housing programs.

Agency signed in separate packet.

Standard I5	Guideline I5	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The Agency promotes communication, respect, and trust among neighbors, clients, and staff of facilities and apartments. The Agency has a process for communicating with community representatives.	<input type="checkbox"/> The agency has a process for initiating communication with neighbors. Staff can describe the process, including action steps taken to implement the process.  <input type="checkbox"/> The agency has a written communication plan that has been adopted by the Board or administration. The plan is available for review and staff can describe how it is implemented.  <input type="checkbox"/> The agency has a procedure for ensuring communication with community	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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	representatives and can produce letters, meeting minutes, and other written materials for review.					
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**Discussion and Basis for Conclusion**  
 Agency signed in separate packet.

Standard I6	Guideline I6	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The Agency provides opportunities for neighbors to be involved in planning, decision-making, monitoring, evaluating, and re-negotiating agreements.	<input type="checkbox"/> The program has an advisory board that includes representatives of residential and neighborhood groups (such as, the Area Commission and the neighborhood association). The advisory board meets at least annually.  <input type="checkbox"/> Dates of meetings are kept on record along with minutes from meetings, letters, memos, and other correspondence from the program to the advisory board.  <input type="checkbox"/> The agency conducts neighbor surveys at least annually and gives CSB a report within 60 days of survey issuance.	Voluntary self-certification	<input type="checkbox"/> Compliant  <input type="checkbox"/> Compliant with conditions  <input type="checkbox"/> Non-compliant  <input type="checkbox"/> N/A		Vol	PSH, TH, Shelters

**Discussion and Basis for Conclusion**  
 The standard has been revised to include Transitional Housing programs.

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Agency signed in separate packet.						
Standard I7	Guideline I7	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The Agency's board monitors the Agency's compliance with the GNA at least annually.	<input type="checkbox"/> Board minutes reflect when the Board reviewed the program's GNA and if the program achieved compliance with the terms of the GNA.	Voluntary self-certification	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		Vol	PSH, TH, Shelters
<b>Discussion and Basis for Conclusion</b>  The standard has been revised to include Transitional Housing programs. 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

\_\_\_\_\_  
Date

\_\_\_\_\_  
CSB certifying official legibly printed name

Agency:

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