

**Program Review and Certification Standards
K. DCA Standards**

Standard K2	Guideline K2	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
At least 95% of DCA applications filed by the agency are accurate and complete.	<input type="checkbox"/> DCA client files demonstrate that the file is complete and accurate with respect to verification of head of household's identity; documentation with respect to housing choice; documentation of other resources leveraged; client eligibility documentation; client needs documentation; client demographics documentation; and services provided documentation.	<input type="checkbox"/> CSB monitored DCA files for accuracy and completeness.	<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 K3	Guideline K3	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Staff are trained and able to submit applications for	<input type="checkbox"/> Agency staff can describe how clients are made aware of DCA assistance.	<input type="checkbox"/> Agency staff described how clients are made	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant		1	All programs, except Tier 2

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financial assistance through the CSB DCA program.	<input type="checkbox"/> There is evidence that agency staff routinely submit complete applications to CSB. <input type="checkbox"/> Applications are submitted on a regular basis on target with the program's POP.	aware of DCA assistance. <input type="checkbox"/> CSB reviewed files and confirmed with agency case manager and agency DCA program manager that applications are submitted on a regular basis on target with the program's POP.	with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		shelters and CPoA/Homeless Hotline
Discussion and Basis for Conclusion					

Standard K4	Guideline K4	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
DCA provided with ESG funding is documented in accordance with 24 CFR 576.	<input type="checkbox"/> DCA client files demonstrate compliance with current, applicable ESG regulations, as detailed in the CSB HEARTH Operating Policies and Procedures found in the Providers Section of www.csb.org, including all necessary documentation,	<input type="checkbox"/> CSB reviewed client files and discussed HEARTH / ESG regulations with staff.	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant		1	RRH/ Navigator

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	<p>proper understanding of the distinction between rental assistance and other types of services, and any necessary income re-assessments.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Files should contain, at a minimum, the following CSB-approved standardized documentation upon application for assistance: check request, justification sheet, client signature form, signed lease, rental assistance agreement, Franklin County Auditor's website printout, W-9 or property management agreement, income calculation sheet, household budget, staff certification of eligibility, ServicePoint shelter stay printout, funding assistance determination form, and a legible copy of client's identification. <input type="checkbox"/> After 90 days from receiving assistance, files should contain, in addition to the preceding documentation, CSB-approved standardized self-declaration of income and verification of income forms. 		<input type="checkbox"/> N/A			
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	<ul style="list-style-type: none"> <input type="checkbox"/> Agency staff should keep files for clients denied DCA requests, including a CSB-approved standardized funding / assistance application denial form. <input type="checkbox"/> Agency staff should include a standardized client file checklist to ensure proper documentation. 					
<p>Discussion and Basis for Conclusion</p>						

Standard K5	Guideline K5	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
<p>The agency will only make payable and disburse checks to a verified vendor (e.g., landlord, utility company) providing services.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> The agency ensures that checks are only made payable to a verified vendor (e.g., landlord, utility company) that is providing services. <input type="checkbox"/> Staff can confirm that under no circumstance are checks made payable or released to clients. <input type="checkbox"/> Only authorized employees of the agency are permitted to pick 	<ul style="list-style-type: none"> <input type="checkbox"/> CSB discussed the check disbursement process with both case manager and in-house DCA program manager. <input type="checkbox"/> CSB reviewed the financial assistance disbursement 	<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 		1	All programs

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	up checks issued by CSB. The agency must provide CSB with a list of employees authorized to pick up checks and such employees must be able and willing to provide picture identification, if requested, before receiving checks.	process, if applicable.				
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Discussion and Basis for Conclusion

This is a new standard.

* 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:
Review Date: