

2020 Program Review and Certification Standards
A. Organizational Structure, Management, and Personnel

New requirements are in red text and do not apply for the 2020 PR&C review. These requirements will be applicable in 2021.

Minor adjustments and clarifications and changes to Tiers are in green text. These changes are applicable for the 2020 PR&C review.

Bold are requirements that now apply for the 2020 PR&C review.

Standard A1	Guideline A1	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The governing board will include at least one homeless or formerly homeless individual.	<input type="checkbox"/> The Board includes at least one homeless or formerly homeless individual. The individual is identified by submitting to CSB the signed Participation of Homeless Individuals form.	<input type="checkbox"/> <u>File Review</u> : CSB staff reviewed the Board roster and recent minutes to ensure a homeless or formerly homeless person has attended board meetings within the review timeframe.	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		1	All programs except Prevention only programs
Discussion and Basis for Conclusion						

Standard A2	Guideline A2	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency has a conflict of interest policy that includes prohibiting conflict of interest and nepotism for staff and volunteers.	<input type="checkbox"/> The agency has a policy that indicates proper conduct and the prohibition of conflicts of interest and nepotism. <input type="checkbox"/> The policy states that a conflict would arise when the	<input type="checkbox"/> <u>Policy Review</u> : CSB reviewed the agency's conflict of interest policy. <input type="checkbox"/> <u>Policy Review</u> : CSB reviewed the	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions		1	All programs

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	<p>employee, officer, or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of the parties indicated herein, has a financial or other interest in the firm selected for an award.</p> <p><input type="checkbox"/> The policy prohibits officers, employees, and agents of the recipient soliciting, accepting gratuities, favors, or anything of monetary value from contractors, or parties to sub-agreements.</p> <p><input type="checkbox"/> The policy includes disciplinary actions to be applied for violations of such standards by officers, employees, or agents of the recipient.</p>	<p>agency's governance policy related to conflict of interest including the frequency by which the policy needs to be resigned.</p> <p><input type="checkbox"/> <u>File Review</u>: CSB reviewed conflict of interest forms signed by staff and trustees.</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 A3	Guideline A3	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
<p>The agency has a written policy that prohibits requiring, mandating, or improperly influencing religious participation as a prerequisite to receiving agency services.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> The agency has a policy in place and a process for communicating the policy and educating staff and clients about the policy. <input type="checkbox"/> If a client objects to the religious character of an agency that provides services, the agency must take reasonable efforts to refer the client to an alternative agency. 	<ul style="list-style-type: none"> <input type="checkbox"/> <u>Policy Review:</u> CSB reviewed the policy and confirmed that there is a process for communicating to and educating staff and clients about the religious activities policy. <input type="checkbox"/> <u>Discussion:</u> The agency described efforts to refer clients to alternate agencies when clients object to the religious character of the agency. 	<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 		2	All programs
<p>Discussion and Basis for Conclusion</p>						

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Standard A4	Guideline A4	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
<p>The agency does not discriminate on the basis of race, religion, color, national origin, ancestry, sex, sexual orientation, gender identity, age, disability or other handicap, marital or familial status, military status, status with regards to public assistance, or any other class of persons protected by applicable law. The agency has a written nondiscrimination policy applicable to staff, trustees, volunteers, and clients and there is evidence that it is being implemented. The agency operates in compliance with all applicable Equal Employment Opportunities and Affirmative Action requirements.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Policies are communicated and staff, trustees, volunteers, and clients are educated about nondiscrimination policies and procedures. <input type="checkbox"/> Policies are posted in areas where all staff, trustees, volunteers, and clients have access to them. <input type="checkbox"/> If the agency has multiple work sites, then the policy should be posted at each site where staff, trustees, volunteers, and clients congregate. <input type="checkbox"/> All individuals, including transgender individuals and other individuals who do not identify with the sex they were assigned at birth, must be given access to programs, benefits, services, and accommodations in accordance with their gender identity without being subjected to intrusive 	<ul style="list-style-type: none"> <input type="checkbox"/> <u>Policy Review:</u> CSB reviewed the policy and confirmed that a process is in place for communicating to and educating staff, trustees, volunteers, and clients about nondiscrimination requirements, including Equal Employment Opportunities and Affirmative Action requirements. <input type="checkbox"/> <u>Other:</u> CSB confirmed that policies were posted in areas where all staff, trustees, volunteers, and clients have access to them at each site. 	<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 		2	All programs

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	<p>questioning or being asked to provide documentation. Agencies must post HUD's Notice on Equal Access Regardless of Sexual Orientation, Gender Identity, or Marital Status for HUD's Community Planning and Development Programs.</p>	<p><input type="checkbox"/> <u>Other:</u> CSB confirmed posting of HUD's Notice on Equal Access Regardless of Sexual Orientation, Gender Identity, or Marital Status for HUD's Community Planning and Development Programs.</p>				
<p>Discussion and Basis for Conclusion</p>						

Standard A5	Guideline A5	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
<p>The agency has a Drug-Free Workplace Policy that is applicable to all staff and volunteers and which is posted in an area where all employees have access to it.</p>	<p><input type="checkbox"/> The agency has a process for communicating the policy and ensuring that all employees are educated regarding the policy.</p> <p><input type="checkbox"/> The policy is posted in an area widely accessible to employees.</p> <p><input type="checkbox"/> If the agency has multiple work sites, then the policy</p>	<p><input type="checkbox"/> <u>Policy Review:</u> CSB reviewed the policy and ensured that there is a process for communicating to and educating staff about the Drug-Free Workplace Policy.</p> <p><input type="checkbox"/> <u>File Review:</u> Signed copies of the Drug-</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>		2	All programs

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	should be posted at each site where employees congregate.	Free Workplace acknowledgement are on file.				
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Discussion and Basis for Conclusion

Standard A6	Guideline A6	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency has a policy regarding firearms and other weapons, as it relates to employees, clients, and volunteers. The policy also addresses the agency's stance on the concealed carry law and whether weapons, including firearms, are permissible on the premises.	<input type="checkbox"/> If the agency prohibits concealed weapons and other weapons from the premises, appropriate signs are displayed and are available for inspection, and clients are informed of this policy upon admission.	<input type="checkbox"/> <u>Policy Review</u> : CSB reviewed the policy and confirmed that there is a process in place for communicating the policy and educating staff. <input type="checkbox"/> <u>Other</u> : CSB staff verified that a weapons policy is posted and in full view of entrants to the building.	<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 A7	Guideline A7	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
<p>The agency has a written disaster recovery and crisis communication plan that is updated annually and distributed to all employees.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> The agency can produce a copy of the recovery and communication plan for review. <input type="checkbox"/> The plan should include, at a minimum, a definition of a disaster and/or crisis event; descriptions of actions taken following a disaster/crisis event; detailed contact lists of key personnel and external stakeholders; individual staff responsibilities; data back-up procedures; and methodologies used to communicate, update, and distribute the plan. 	<ul style="list-style-type: none"> <input type="checkbox"/> <u>Policy Review:</u> CSB reviewed policy. <input type="checkbox"/> <u>Discussion:</u> The agency confirmed that the plan includes the elements cited in the guideline. 	<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 		2	All programs
<p>Discussion and Basis for Conclusion</p>						

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Standard A8	Guideline A8	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Agency must be a registered 501(c)3 or 501(c)4.	<input type="checkbox"/> Up-to-date 501(c)3 or 501(c)4 documents are kept on file at the agency	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

Standard A9	Guideline A9	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The governing board will be informed about the needs of homeless persons at least annually.	<input type="checkbox"/> Board minutes or other documentation reflect recent opportunities for board members to gather information about the homeless population. <input type="checkbox"/> Examples include presentation of results from focus groups, arranging a resident panel discussion, or participating in the annual Board2Board dialogue.	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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Standard A10	Guideline A10	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency has a policy that prohibits sexual harassment which is applicable to staff, trustees, volunteers, vendors, and clients.	<input type="checkbox"/> The agency has a process for communicating to and educating staff, trustees, volunteers, vendors, and clients about the sexual harassment policy.	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

Standard A11	Guideline A11	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Staff receive training in the following areas: (1) Emergency evacuation procedures; (2) Universal Precautions; (3) CPR and First Aid; (4) Non-violent crisis intervention; (5) Ethical client practices; (6) Cultural competency and diversity, including training specific to any	<input type="checkbox"/> The agency has a policy for ensuring that each new employee receives initial training within the first 6 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), employees should receive said training at least once every two years.	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>target population(s) served; (7) Recognition and reporting of child and elder abuse; (8) Agency operating procedures; (9) Relevant community resources and social service programs; (10) Customer service techniques; (11) Evidence-based practices relevant to project type (12) Evidence-based practices relevant to population(s) served by the project. (13) Homeless Crisis Response System Overview</p>	<ul style="list-style-type: none"> <input type="checkbox"/> The agency has a tracking system that identifies when each employee needs to receive training again and documentation of licensure for positions that require licensed or credentialed staff. <input type="checkbox"/> If serving youth, staff must be trained in Positive Youth Development. 				
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Standard A12	Guideline A12	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
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.	<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 upon employment and where there are policy revisions. <input type="checkbox"/> The manual is available for review and regularly updated. <input type="checkbox"/> Agency has an organizational chart.	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

Standard A13	Guideline A13	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Staff attends applicable system and partner meetings, trainings, and capacity building activities.	<input type="checkbox"/> Staff can describe attendance at meetings convened by CSB. <input type="checkbox"/> Examples of meetings include Adult System Operations Workgroup, Family System Operations Workgroup, Permanent Supportive Housing	Self-certification	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant		3	All programs

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	Roundtable, Veteran System Operation Workgroup , YHDP partner meetings , coordinated planning activities, and focus groups.		<input type="checkbox"/> N/A			
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Standard A14	Guideline A14	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
All staff and volunteers are identifiable to clients and visitors.	<input type="checkbox"/> Easy identification 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 <input type="checkbox"/> N/A		3	All programs

CSB reviews Tier 1 standards annually and 2 standards every 4 years. For years when CSB does not review Tier 2 standards, agency staff certifies compliance with both Tier 2 and Tier 3 standards in the 'Certifying Official' column.

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