

**2020 Program Review and Certification Standards
K. DCA Standards**

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 K1	Guideline K1	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
At least 95% of DCA applications filed by the agency are accurate and complete. <i>*2020 monitored, not reviewed for compliance</i>	<input type="checkbox"/> DCA client files demonstrate that the file is complete and accurate and do not require follow-up with the case manager.	<input type="checkbox"/> <u>File Review</u> : CSB monitored DCA files (no onsite review).	<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						

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Standard K2	Guideline K2	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
<p>DCA funding is properly documented. For ESG programs it is documented in accordance with 24 CFR 576. For CoC programs it is documented in accordance with 24 CFR 578.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> If applicable, DCA client files demonstrate compliance with current, applicable ESG or CoC regulations, as detailed in the Homeless Crisis Response System (HCRS) Policies and Procedures (P&Ps) *, including all necessary documentation (including proof of income <35% AMI) and any necessary income re-assessments. <input type="checkbox"/> DCA applications must contain all required documentation listed on the DCA application checklists for each program type. <input type="checkbox"/> CSB should keep files for clients denied DCA requests. <input type="checkbox"/> For ESG- or CoC-funded programs, DCA funds may only be spent on behalf of program participants where there is a legal lease that includes the participant's name on the document. 	<ul style="list-style-type: none"> <input type="checkbox"/> <u>File Review</u>: CSB reviewed DCA client files at CSB or partner agency site. <input type="checkbox"/> <u>Discussion</u>: CSB discussed HCRS P&Ps* and the ESG / CoC regulations with CSB staff. <input type="checkbox"/> <u>File Review</u>: For the Job2Housing program, CSB reviewed complete DCA application documentation. 	<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	DCA
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Standard K3	Guideline K3	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
<p>The agency will only make payable and/or disburse checks to a verified vendor (e.g., landlord, utility company) providing services.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Staff can confirm that under no circumstance are checks made payable or released to clients. <input type="checkbox"/> The agency should retain W9s for landlords and documentation from utility providers. <input type="checkbox"/> Only authorized employees of the agency are permitted to pick 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. <input type="checkbox"/> Shelters and RRH programs verified with the landlord that client moved into the unit within 7 days of exit from shelter. If a client has not taken possession of a unit within 7 days of exiting shelter, notify CSB. 	<ul style="list-style-type: none"> <input type="checkbox"/> File Review: For the Job2Housing program, CSB reviewed complete DCA application documentation. <input type="checkbox"/> Discussion: CSB discussed the check disbursement process with agency staff, including documentation of W9's if applicable. <input type="checkbox"/> Discussion: CSB discussed the agency's process for verifying with the landlord that the client moved into a DCA-assisted unit. 	<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	<p>All programs that issue checks to landlord and/or utility companies on behalf of clients; except CMHA</p>
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Standard K4	Guideline K4	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Agency has a quality assurance process to minimize the possibility of incomplete, inaccurate, and fraudulent applications.	<input type="checkbox"/> Agency staff can provide agency policies and procedures regarding DCA application processing. <input type="checkbox"/> Agency staff can describe the quality assurance process.	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

*Homeless Crisis Response System (HCRS) Policies & Procedures - <https://www.csb.org/providers/csb-hearth>

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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