

2019 Program Review and Certification Standards G. Services Planning

New requirements are in red text and do not apply for the 2019 PR&C review. These requirements will be applicable in 2020.

Minor adjustments and clarifications and changes to Tiers are in green text. These changes are applicable for the 2019 PR&C review.

Bold are requirements that now apply for the 2019 PR&C review.

Standard G1	Guideline G1	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Agency staff develops individualized housing stabilization plans (IHSPs) with clients based on the initial client assessment within 5 business days of program entry. IHSPs are signed by program staff and the client and should include the following: (1) Specific goals and actions to address housing barriers (tenant screening and/or housing retention barriers), and other critical service needs; (2) Client, program staff, or community agency responsibility for each step; (3) Timeframes for	<input type="checkbox"/> IHSPs clearly document client housing goals and the actions necessary to address housing barriers and other critical service needs. <input type="checkbox"/> IHSPs include actions to access services/supports in the community that clients need and desire. <input type="checkbox"/> Agency staff can describe the process for developing IHSPs based on a housing barriers and service needs assessment completed with clients, as well as how clients are actively engaged in creating their IHSP. <input type="checkbox"/> Agency staff can describe the process for engaging clients in creating achievable, time-bound IHSPs upon program entry, including with clients who have experienced multiple shelter stays,	<input type="checkbox"/> <u>File Review</u> : CSB reviewed client files. <input type="checkbox"/> <u>Discussion</u> : CSB discussed with agency staff.	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		1	All programs except Maryhaven Safety program, CPoA, Diversion, and Single Adult Overflow

Agency:

Date of Review:

**2019 Program Review and Certification Standards
G. Services Planning**

<p>completion of each step; (4) Services and supports to be provided and by whom; (5) Desired permanent housing and critical service need outcome(s).</p> <p>Agency staff assesses clients on an ongoing basis during their enrollment in the program. Agency staff updates IHSPs with the client as needed, but not less than once annually, taking into account progress, goal obtainment, and changing needs.</p> <p>Agency staff updates IHSPs with clients at program exit that, at minimum, includes relevant ongoing housing stabilization goals.</p>	<p>long-term homelessness, and/or disabilities.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Agency staff can describe how services are delivered in an individualized manner, beginning with an initial housing barrier and service needs assessment used to develop an initial IHSP. <input type="checkbox"/> Housing barrier assessment and IHSP development should be a top priority when clients enter shelter. There is evidence that clients receive an initial IHSP within 5 business days of entry or per timeframes established for the program and approved by CSB. <input type="checkbox"/> PSH clients should have an IHSP that addresses ongoing or likely housing retention barriers. IHSPs are updated at least annually, but preferably quarterly and may address goals and actions toward more independent housing (i.e., successful move-on from PSH). <input type="checkbox"/> Agency staff use IHSP planning tools and there is evidence that IHSPs address housing barriers and related income and critical 					
--	---	--	--	--	--	--

Agency:
Date of Review:

**2019 Program Review and Certification Standards
G. Services Planning**

	<p>service needs.</p> <ul style="list-style-type: none"> <input type="checkbox"/> IHSPs are signed by program staff and clients. A copy of the signed IHSP is available for review in each client file. <input type="checkbox"/> Agency staff updates IHSPs with clients as circumstances or needs change. <input type="checkbox"/> Program management staff regularly monitors implementation of assessment and IHSP procedures. 					
Discussion and Basis for Conclusion						

Standard G2	Guideline G2	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Client files include up-to-date case notes that record client and service provider contacts and client progress toward obtaining and, where applicable, maintaining permanent housing.	<ul style="list-style-type: none"> <input type="checkbox"/> Case notes are concise, factual, relevant, and legible. Case notes include details of client progress toward IHSP goals and delineate client outcomes, including housing stabilization once clients move into housing. <input type="checkbox"/> All shelter, outreach, and TH advocates provide a weekly note in each client file stating progress 	<ul style="list-style-type: none"> <input type="checkbox"/> <u>File Review</u>: CSB reviewed client files. 	<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 except CPOA / Homeless Hotline

Agency:
Date of Review:

**2019 Program Review and Certification Standards
G. Services Planning**

	<p>towards housing goals.</p> <ul style="list-style-type: none"> <li data-bbox="430 256 951 651">❑ Single adult shelter staff provides 1-2 sentences documented in a case note/activity log regarding staff interactions with residents in individual shelter charts for every 7 calendar days an individual is in shelter. One can be the “Shelter Welcome” form or a note around assisting the client in coordinating a meeting with his/her RRH case manager. <li data-bbox="430 695 951 867">❑ Diversion, Prevention, and RRH case notes should show progress toward obtaining and, where applicable, maintaining permanent housing. <li data-bbox="430 911 951 1230">❑ PSH should document engagement attempts quarterly at a minimum with a goal of monthly engagement attempts. The regularity and intensity is dependent on client needs, barriers, and preferences to ensure clients retain housing and receive needed services. 					
<p>Discussion and Basis for Conclusion</p>						

Agency:
Date of Review:

**2019 Program Review and Certification Standards
G. Services Planning**

Standard G3	Guideline G3	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
<p>The program screens and makes referrals to appropriate supportive service and mainstream benefits providers relevant to addressing client housing barriers and/or critical service needs. At least one member within the agency is certified by the Ohio Benefits Bank (OBB) or SOAR to help clients determine eligibility and complete benefit applications.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> The agency makes referrals to places that provide assistance with public assistance and benefits (such as Ohio Works First, Healthy Start, WIC, Public Child Care, Head Start, food stamps, Medicaid, Medicare, SSI, SSDI, etc.). <input type="checkbox"/> Other services include, but are not limited to: legal services; mediation services; employment search and retention; education and training; behavioral and physical health care services and treatment programs; transportation services; material assistance programs; adult/children’s protective services; and basic financial planning. <input type="checkbox"/> The agency makes referrals to places that provide targeted services to represented sub-populations including, but not limited to: Youth (under 25), LGBTQ+, New Americans, Pregnant Women, Persons of 	<ul style="list-style-type: none"> <input type="checkbox"/> <u>Discussion:</u> CSB ensured that the agency is registered with OBB or has SOAR-certified staff. <input type="checkbox"/> <u>Discussion:</u> Agency staff explained the process regarding service referrals. 	<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

Agency:
Date of Review:

**2019 Program Review and Certification Standards
G. Services Planning**

	<p>Color, Survivors of Human Trafficking, Former Foster Youth (under age 22), Veterans, and Restored Citizens.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Agency staff is trained to use OBB or SOAR resources and can describe how staff links clients to services. <input type="checkbox"/> Agency staff can produce documentation of registration as an OBB site or SOAR certification and documentation that clients routinely use these services. 					
<p>Discussion and Basis for Conclusion</p>						

Standard G4	Guideline G4	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
<p>All programs use the applicable screening and prioritization tools at time of entry into the program in compliance with Homeless Crisis Response System (HCRS)* P&P's.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Agency staff can describe the process used to engage clients upon entry, including completion of the applicable screening and prioritization form no later than 5 business days from entry. <input type="checkbox"/> If the client has a break in shelter stays > 7 days, a new Welcome Screening is 	<ul style="list-style-type: none"> <input type="checkbox"/> <u>File Review:</u> CSB reviewed client files. <ul style="list-style-type: none"> - Single & Family Shelter- Welcome Screening - Outreach- Common Screening - PSH/TH- vulnerability 	<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 		<p align="center">1</p>	<p>Shelters, Outreach, RRH, PSH /USHS, TH</p>

Agency:
Date of Review:

**2019 Program Review and Certification Standards
G. Services Planning**

	<p>completed.</p> <ul style="list-style-type: none"> <input type="checkbox"/> A copy of the Vulnerability Assessment is available in each PSH client file as part of the housing prioritization process managed through USHS. 	<p>assessment</p> <ul style="list-style-type: none"> - RRH singles/families- Welcome Screening and related prioritization determination <input type="checkbox"/> Discussion: Agency staff explained methods used to engage clients in a timely manner. <input type="checkbox"/> File Review: PSH Monitored through USHS. CSB will review any of the selected PSH files that pre-date the agency's participation in USHS. 				
Discussion and Basis for Conclusion						

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

CSB reviews Tier 1 standards annually and Tier 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.

Agency:
Date of Review: