



# Community Shelter Board (CSB)

## Internal Control Questionnaire (ICQ) Submission Instructions

### Submittable Application Guidance for Partner Agencies

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## Purpose

The Internal Control Questionnaire (ICQ) is a key component of CSB's risk-informed monitoring process. It helps assess financial controls, operational structure, and compliance with federal and local requirements. Complete, accurate, and thoughtful responses support efficient monitoring and reduce the need for follow-up requests.

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## Accessing the ICQ Application

Partner Agencies must complete and submit the ICQ through Submittable using the link below:

👉 ICQ Application Link:

<https://csb.submittable.com/projects/edit/2fb2cb24-91a6-4354-b87e-e97ef320ef5c>

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## General Submission Instructions

### 1. Complete All Required Fields

- All required questions must be completed before submission.
- Required fields are clearly marked within the application.
- Ensure all responses are final before submitting.

### 2. Provide Clear and Concise Responses

- Responses should be **direct, accurate, and easy to understand**.
- Avoid unnecessary detail or narrative.

- Follow any word limits provided in the application (e.g., 50–500 words depending on the question)

**Expectation:**

Strong responses clearly describe **who performs the function, what the process is, and how it is documented.**

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## Document Upload Requirements

### 3. Upload Supporting Documentation

Several questions require document uploads. These may include, but are not limited to:

- Organizational chart with staff names and titles
- Chart of accounts
- Independent audit documentation
- Additional financial or procedural documentation

**File Upload Guidelines:**

- Multiple file formats are accepted (e.g., .pdf, .docx, .xlsx, .png)
  - Upload limits apply (typically up to 5 files per question)
  - Ensure documents are **complete, legible, and clearly labeled**
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## Content Expectations by Section

The ICQ is organized into several sections assessing internal controls, including:

### Organizational Structure

- Staffing levels, turnover, and leadership vacancies
- Organizational chart (required upload)

### Financial Systems & Accounting

- Accounting software and chart of accounts
- Staff roles and qualifications

### Revenue & Receipts

- Segregation of duties
- Accuracy and timeliness of revenue recording

## Purchasing & Payments

- Approval processes
- Vendor setup and invoice procedures
- Payment authorization and documentation

## Cash & Bank Controls

- Bank account management
- Reconciliation processes and timelines

## Payroll & Timekeeping

- Payroll systems and processes
- Time distribution across funding sources

## Audit & Oversight

- Independent audit information
- OIG audit history (if applicable)
- Required audit documentation upload

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## Quality Standards

To support a smooth review process:

- Ensure **consistency** between narrative responses and uploaded documentation
- Clearly demonstrate **segregation of duties and internal controls**
- Provide **specific titles or roles**, not general terms (e.g., “Finance Director,” not “staff”)
- Avoid vague responses such as “handled internally” without explanation

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## Saving and Submitting

- You may **save your progress as a draft** and return later
- Draft submissions may be visible to CSB administrators

- Once complete, select “**Submit Form**” to finalize your ICQ
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## Need Assistance?

If you experience any issues accessing or completing the application, please contact:

[tmercer@csb.org](mailto:tmercer@csb.org)

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## Final Reminder

The ICQ is a critical part of CSB’s monitoring framework. Taking the time to provide **clear, complete, and well-supported responses** will:

- Reduce follow-up requests
- Support accurate risk assessment
- Streamline the monitoring process for your agency

CSB appreciates your time, attention to detail, and continued partnership.