



## Community Shelter Board (CSB)

### Program Review & Certification (PR&C)

#### Required Client Record Documentation Guide

##### Purpose

This document provides Partner Agencies with clear guidance on required client record documentation to support compliance with the CSB Monitoring Handbook, FY26 Monitoring Guide, and HUD regulations. The goal is to ensure complete, accurate, and review-ready client files that meet CSB's ≥95% compliance standard, while recognizing certain elements require 100% accuracy.

##### General Documentation Expectations

All client records must be complete, legible, and current. Documentation must align with HMIS (Clarity), clearly demonstrate eligibility and service delivery, and include required forms and verifications. Missing or inconsistent documentation may result in monitoring findings.

##### Core Client Record Components (All Program Types)

At minimum, all client files should include:

- **Eligibility Documentation**
  - Homelessness or risk of homelessness verification
  - Income documentation (if applicable)
  - Disability verification (PSH, where required)
- **Assessment & Prioritization**
  - HAST or Coordinated Entry assessment (if applicable)
  - Severity of Service Needs Assessment
  - Program-specific intake documentation
- **Individualized Housing/Service Planning**
  - Documented service plan (e.g., IHSP or equivalent)
  - Evidence of ongoing updates and progress
- **Case Management Documentation**
  - Regular case notes (at least quarterly; preferably monthly)
  - Documentation of service delivery and referrals
- **Client Rights & Protections**
  - Client Acknowledgement of Data Collection
  - VAWA Notice (if applicable)
  - Additional required disclosures

##### Program-Specific Requirements

- Outreach & Emergency Shelter: HAST, service needs, engagement documentation.

- Homelessness Prevention: risk documentation, habitability, lead-based paint.
- TH/RRH: income certification, rent reasonableness, lease, inspections.
- PSH: disability verification, rent calculations, HQS inspection.

### **Housing & Financial Assistance Documentation**

When financial assistance is provided, files must include:

- Lease Agreements
- Rent Calculations
- Rent Reasonableness
- Inspection Documentation
- Payment Eligibility Support

### **HMIS Requirements**

- All required data elements must be complete, accurate, and timely.
- HMIS data must match file documentation at or above the 95% threshold.

### **Supporting Resources**

CSB HEARTH & Compliance: <https://www.csb.org/providers/csb-hearth/>

Housing Materials: <https://www.csb.org/providers/housing-materials/>

Shelter Materials: <https://www.csb.org/providers/shelter-materials/>

HMIS Resources: <https://www.csb.org/providers/hmis/>

### **Monitoring Alignment**

This guide aligns with CSB's risk-informed monitoring approach, including desk monitoring, on-site monitoring, and client file sampling. Documentation listed may be reviewed during PR&C monitoring.

### **Final Notes**

This guide reflects minimum expectations. Additional documentation may be required based on program type or funding source. Agencies are encouraged to maintain internal quality control processes.