

**2023 Program Review and Certification Standards  
A. Organizational Structure, Management, and Personnel**

**New requirements are in red text and do not apply for the 2023 PR&C review. These requirements will be applicable in 2024.**

**Minor adjustments and clarifications and changes to Tiers are in green text. These changes are applicable for the 2023 PR&C review.**

**Bold are requirements that now apply for the 2023 PR&C review.**

Standard A1	Guideline A1	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
<p>The governing board includes at least one homeless or formerly homeless individual.</p> <p><b>The individual on the board with relevant, lived homeless experience must review the agency's program plan annually.</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> The individual is identified by submitting to CSB the signed Participation of Homeless Individuals form.</li> <li><input type="checkbox"/> The individual actively participates in board meetings, as documented by recent board minutes.</li> <li><input type="checkbox"/> <b>The individual's review of the program must be documented either via email, a letter, or meeting minutes.</b></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <u>File Review:</u> CSB reviewed the board roster and recent minutes to ensure the individual attended board meetings within the review timeframe.</li> <li><input type="checkbox"/> <b>File Review: CSB reviewed the document that recorded the individual's thoughts and comments on the agency's programs.</b></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Compliant</li> <li><input type="checkbox"/> Compliant with conditions</li> <li><input type="checkbox"/> Non-compliant</li> <li><input type="checkbox"/> N/A</li> </ul>		1	All programs except Prevention only programs
<p><b>Discussion and Basis for Conclusion</b></p>						

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Standard A2	Guideline A2	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
<p>The agency has a conflict of interest policy that includes prohibiting conflict of interest and nepotism for staff and volunteers.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> The agency has a policy that indicates proper conduct and the prohibition of conflicts of interest and nepotism.</li> <li><input type="checkbox"/> The policy states that a conflict would arise when the 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 <b>subrecipient or contractor</b> selected for an award. <b>In such cases the policy states that the conflict must be disclosed and the person must recuse themselves from any decision making in relationship with the specific subrecipient or contractor.</b></li> <li><input type="checkbox"/> The policy prohibits officers, employees, and agents of the recipient soliciting, accepting gratuities, favors, or anything</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <u>Policy Review</u>: CSB reviewed the agency's conflict of interest policy.</li> <li><input type="checkbox"/> <u>Policy Review</u>: CSB reviewed the agency's governance policy related to conflict of interest including the frequency by which the policy needs to be resigned.</li> <li><input type="checkbox"/> <u>File Review</u>: CSB reviewed conflict of interest forms signed by staff and trustees.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Compliant</li> <li><input type="checkbox"/> Compliant with conditions</li> <li><input type="checkbox"/> Non-compliant</li> <li><input type="checkbox"/> N/A</li> </ul>		1	All programs

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	<p>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><b>Discussion and Basis for Conclusion</b></p>						

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Standard A3	Guideline A3	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency has a written policy that prohibits requiring, mandating, or improperly influencing religious participation as a prerequisite to receiving agency services.	<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.	<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.	<input type="checkbox"/> Compliant  <input type="checkbox"/> Compliant with conditions  <input type="checkbox"/> Non-compliant  <input type="checkbox"/> N/A		2	All programs

**Discussion and Basis for Conclusion**

Standard A4	Guideline A4	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency does not discriminate on the basis of race, religion, color, national origin, ancestry, sex, sexual orientation, gender identity, age, disability	<input type="checkbox"/> Policies are communicated and staff, trustees, volunteers, and clients are educated about nondiscrimination policies and procedures.	<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,	<input type="checkbox"/> Compliant  <input type="checkbox"/> Compliant with conditions		2	All programs

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<p>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. Agencies are prohibited from denying admission or terminating assistance based on a client being a victim or survivor of domestic violence, dating violence, sexual assault, or stalking. 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"> <li><input type="checkbox"/> Policies are posted in areas where all staff, trustees, volunteers, and clients have access to them.</li> <li><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.</li> <li><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 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</li> </ul>	<p>volunteers, and clients about nondiscrimination requirements, including Equal Employment Opportunities and Affirmative Action requirements.</p> <ul style="list-style-type: none"> <li><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.</li> <li><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.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Non-compliant</li> <li><input type="checkbox"/> N/A</li> </ul>			
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	Planning and Development Programs.					
<b>Discussion and Basis for Conclusion</b>						

Standard A5	Guideline A5	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency has a Drug-Free Workplace Policy applicable to all staff and volunteers and posted in an area where everyone has access to it.	<input type="checkbox"/> The agency has a process for communicating the policy and ensuring that all employees and volunteers are educated on the policy.  <input type="checkbox"/> The policy is posted in an area widely accessible to everyone.  <input type="checkbox"/> If the agency has multiple work sites, the policy is posted at each site.	<input type="checkbox"/> <u>Policy Review:</u> CSB reviewed the policy and ensured there is a process for communicating to and educating staff about the Drug-Free Workplace Policy.  <input type="checkbox"/> <u>Other:</u> CSB confirmed that policies were posted in areas where all staff and volunteers have access to them at each site.	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		2	All programs

<b>Discussion and Basis for Conclusion</b>						
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Standard A6	Guideline A6	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency has a policy regarding firearms and	<input type="checkbox"/> If the agency prohibits concealed weapons and	<input type="checkbox"/> <u>Policy Review:</u> CSB reviewed the policy	<input type="checkbox"/> Compliant		2	All programs

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<p>other weapons, as it relates to employees, clients, and volunteers. The policy addresses the agency’s stance on the concealed carry law and whether weapons, including firearms, are permissible on the premises.</p>	<p>other weapons from the premises, appropriate signs are displayed and clients are informed of the policy upon admission.</p>	<p>and confirmed that there is a process in place for communicating the policy.</p> <p><input type="checkbox"/> <u>Other:</u> CSB staff verified that a weapons policy is posted and in full view of entrants to the building(s).</p>	<p><input type="checkbox"/> Compliant with conditions</p> <p><input type="checkbox"/> Non-compliant</p> <p><input type="checkbox"/> N/A</p>			
<p><b>Discussion and Basis for Conclusion</b></p>						

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 <b>reviewed, and updated</b> if necessary, annually and distributed to appropriate employees.</p>	<p><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 update and distribute the plan.</p>	<p><input type="checkbox"/> <u>Policy Review:</u> CSB reviewed the plan.</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
<p><b>Discussion and Basis for Conclusion</b></p>						

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Standard A8	Guideline A8	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The 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	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 is 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, <b>inviting the Community Shelter Board CEO or a member of the Citizen’s Advisory Council or Youth Action Board to speak at a meeting, or governing</b>	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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	board members participating in the annual Board2Board dialogue.					
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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 and educating staff, trustees, volunteers, vendors, and clients on the 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	<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	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>training specific to any target population(s) served;</p> <p>(7) Recognition and reporting of child and elder abuse;</p> <p>(8) Agency operating procedures;</p> <p>(9) Relevant community resources and social service programs;<b>(CSB provides)</b></p> <p>(10) Customer service techniques;</p> <p>(11) Evidence-based practices relevant to project type <b>(optional and as needed)</b></p> <p>(12) Evidence-based practices relevant to population(s) served by the project. <b>(optional and as needed)</b></p> <p>(13) Homeless Crisis Response System Overview <b>(CSB will provide)</b></p> <p><b>(14) DV Trauma-Informed Care training (Mandatory within first six months for Homeless</b></p>	<p>receive training at least once every two years.</p> <ul style="list-style-type: none"> <li><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.</li> <li><input type="checkbox"/> If serving youth, staff must be trained in Positive Youth Development.</li> </ul>					
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Hotline staff and DV RRH staff) (15) Trauma-Informed Care (CSB provides)						
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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 and a process for disseminating it to employees upon employment and when 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,	<input type="checkbox"/> Staff can describe attendance at meetings convened by CSB.	Self-certification	<input type="checkbox"/> Compliant		3	All programs

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trainings, and capacity building activities.	<input type="checkbox"/> Examples of meetings include Adult System Operations Workgroup, Family System Operations Workgroup, Permanent Supportive Housing Roundtable, Veteran System Operation Workgroup, YHDP partner meetings, Prevention Operations Workgroup, HMIS Administrators Group, coordinated planning activities, and focus groups.		<input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <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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