

## 2024 Program Review and Certification Standards

### I. Community Relations and Good Neighbor Agreements

**New requirements are in red text and do not apply for the 2024 PR&C review. These requirements will be applicable in 2025.**

**Minor adjustments and clarifications and changes to Tiers are in green text. These changes are applicable for the 2024 PR&C review.**

**Bold are requirements that now apply for the 2024 PR&C review.**

Standard I1	Guideline I1	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency works with stakeholders in a good faith effort to develop a partnership with neighbors, neighborhood organizations and agencies, neighborhood businesses, and other groups. The agency or program has initiated Good Neighbor Agreement (GNA) discussions and executed a written agreement, or every reasonable effort has been made to execute a written agreement.	<ul style="list-style-type: none"> <li><input type="checkbox"/> The agency has a GNA for each single site PSH or TH complex or shelter.</li> <li><input type="checkbox"/> GNAs are encouraged but not required for scattered sites PSH or TH programs with multiple units in one neighborhood. If there are neighborhood concerns or issues, however, CSB will ask that the program engage in good neighbor work.</li> <li><input type="checkbox"/> GNAs are reviewed with neighbors and neighborhood representatives and updated at least every three years.</li> <li><input type="checkbox"/> Neighbors include owners and tenants for business, residences and institutions. Neighborhood representatives include the Area Commission, the neighborhood association,</li> </ul>	Self-certification	<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>		3	PSH (single site), TH (single site), Shelters, projects with neighborhood issues

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	<p>and any other prominent groups active in the area.</p> <p><input type="checkbox"/> If the program is unable to negotiate a signed GNA, letters, meeting minutes and other correspondence shows good faith efforts to work with the neighborhood and obtain a signed GNA. The agency documented the reasons neighbors refused to sign a GNA.</p>					
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Standard I2	Guideline I2	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The Agency establishes, monitors, and complies with neighborhood safety, security, codes of conduct, and property management standards.	<p><input type="checkbox"/> Staff are aware of neighborhood expectations regarding code of conduct and property management. If applicable, these Standards are incorporated into the GNA.</p> <p><input type="checkbox"/> Staff and residents uphold neighborhood standards (e.g., participation in neighborhood block watch)</p>	Self-certification	<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>		3	PSH, TH, Shelters

Standard I3	Guideline I3	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Board members and/or agency staff	<input type="checkbox"/> The agency has a list of neighborhood associations in	Self-certification	<input type="checkbox"/> Compliant		3	

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participates in appropriate neighborhood associations.	<p>which its board and/or staff participate. Written meeting notes are available.</p> <p><input type="checkbox"/> The agency can identify by name and title the contact persons for each group.</p>		<p><input type="checkbox"/> Compliant with conditions</p> <p><input type="checkbox"/> Non-compliant</p> <p><input type="checkbox"/> N/A</p>			PSH, TH, Shelters, projects with neighborhood issues
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Standard I4	Guideline I4	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency has identified current, appropriate stakeholders pertinent to the area, including residential, commercial, industrial, or institutional stakeholders.	<input type="checkbox"/> Staff can provide a list of neighborhood stakeholders, including adjacent property owners and tenants; neighborhood and civic organizations; and others who reside or work in the neighborhood.	Self-certification	<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>		3	PSH (single site), TH (single site), Shelters, projects with neighborhood issues

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.