

2023 Program Review and Certification Standards K. DCA Standards

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 K1	Guideline K1	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
<p>At least 95% of DCA applications filed by the agency are accurate and complete.</p> <p><i>*2023 monitored, not reviewed for compliance</i></p>	<ul style="list-style-type: none"> <input type="checkbox"/> DCA client files are complete and accurate and do not require follow-up with the case manager. <input type="checkbox"/> Agency staff submitting DCA applications have been certified in the DCA process by CSB staff. <input type="checkbox"/> Agency staff attend trainings and review DCA resources as needed to ensure accurate applications and financial assistance without delay or penalty. 	<ul style="list-style-type: none"> <input type="checkbox"/> Other: Review of DCA quarterly reports. <input type="checkbox"/> Other: Review of DCA application submitters versus the list of approved DCA staff. 	<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
Discussion and Basis for Conclusion						

Standard K2	Guideline K2	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
DCA funding is properly documented. For ESG-funded programs it is	<ul style="list-style-type: none"> <input type="checkbox"/> If applicable, DCA files demonstrate compliance with ESG or CoC regulations, as 	<ul style="list-style-type: none"> <input type="checkbox"/> File Review: CSB reviewed DCA client files. 	<ul style="list-style-type: none"> <input type="checkbox"/> Compliant 		1	DCA

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documented in accordance with 24 CFR 576. For CoC-funded programs it is documented in accordance with 24 CFR 578.	detailed in the Homeless Crisis Response System (HCRS) Policies and Procedures (P&Ps) *, including income documentation and any necessary income re-assessments and identification documentation for provision of financial assistance.		<input type="checkbox"/> Compliant with conditions <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A		
	<input type="checkbox"/> DCA applications contain all documentation listed on the DCA application checklists for each program type.				
	<input type="checkbox"/> CSB keeps files for clients denied DCA.				

Discussion and Basis for Conclusion

Standard K3	Guideline K3	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency will only make payable and/or disburse checks to a verified vendor (e.g., landlord, utility company) providing services.	<input type="checkbox"/> Staff can confirm that under no circumstance are checks made payable or released to clients. <input type="checkbox"/> The agency retains W9s for landlords and documentation from utility providers.	<input type="checkbox"/> <u>Discussion:</u> CSB discussed the check disbursement process with agency staff.	<input type="checkbox"/> Compliant <input type="checkbox"/> Compliant with conditions		1	All programs that issue checks to landlord and/or utility companies

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	<ul style="list-style-type: none"> <input type="checkbox"/> Only authorized agency staff are permitted to pick up checks issued by CSB. The agency must provide CSB with a list of authorized staff. These staff must be able and willing to provide picture identification, if requested, before receiving checks. <input type="checkbox"/> DCA checks made out to the partner agency instead of the landlord should be rare exceptions, to ensure that expenses are compliant prior to payment. <input type="checkbox"/> Shelters and RRH programs verify with the landlord that a client moved into the unit within 7 days of exit from shelter or notify CSB if a client does not take possession of a unit within 7 days of exiting shelter. 	<ul style="list-style-type: none"> <input type="checkbox"/> <u>Discussion:</u> CSB discussed agency process for verifying with the landlord that the client moved into a DCA-assisted unit. <input type="checkbox"/> <u>File Review:</u> Verified via HMIS or case note that client moved in. 	<ul style="list-style-type: none"> <input type="checkbox"/> Non-compliant <input type="checkbox"/> N/A 			on behalf of clients
Discussion and Basis for Conclusion						

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Standard K4	Guideline K4	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency has a quality assurance process to minimize incomplete, inaccurate, and fraudulent DCA applications.	<input type="checkbox"/> Staff can provide policies and procedures on DCA application processing. <input type="checkbox"/> Staff can describe the quality assurance process.	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

*Homeless Crisis Response System ([HCRS](#)) Policies & Procedures

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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