2024 Program Review and Certification Standards
K. DCA Standards

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 K1	Guideline K1	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
At least 95% of DCA applications filed by the agency are accurate and complete.	☐ DCA client files are complete and accurate and do not require follow-up with the case manager. If not, training is required for the program supervisor. ☐ Agency staff submitting DCA applications have been certified in the DCA process by CSB staff. ☐ Agency staff attend trainings and review DCA resources as needed to ensure accurate applications and financial assistance without delay or penalty.	☐ Other: Review of DCA quarterly reports. ☐ Other: Review of DCA application submitters versus the list of approved DCA staff.	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ 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 documented in accordance with 24 CFR 576. For CoC-funded programs it is documented in accordance with 24 CFR 578.	☐ If applicable, DCA files demonstrate compliance with ESG or CoC regulations, as 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. ☐ DCA applications contain all documentation listed on the DCA application checklists for each program type. ☐ CSB keeps files for clients denied DCA.	☐ File Review: CSB reviewed DCA client files.	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		1	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.,	☐ Staff can confirm that under no circumstance are checks made payable or released to clients.	☐ Discussion: CSB discussed the check disbursement	☐ Compliant		1	All programs that issue checks to

landlord, utility company) providing services.	☐ The agency retains W9s for landlords and documentation from utility providers. ☐ 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. ☐ 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. ☐ 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.	process with agency staff. ☐ Discussion: CSB discussed agency process for verifying with the landlord that the client moved into a DCA-assisted unit. ☐ File Review: Verified via HMIS or case note that client moved in.	☐ Compliant with conditions ☐ Non-compliant ☐ N/A		landlord and/or utility companies on behalf of clients

Discussion and Basis for Conclusion

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.	☐ Staff can provide policies and procedures on DCA application processing. ☐ Staff can describe the quality assurance process.	Self-certification	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ 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.