2024 Program Review and Certification Standards
Self-Certification Standards

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.	☐ The agency has a policy in place and a process for communicating the policy and educating staff and clients about the policy. ☐ 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.	☐ Policy Review: CSB reviewed the policy and confirmed that there is a process for communicating to and educating staff and clients about the religious activities policy. ☐ Discussion: The agency described efforts to refer clients to alternate agencies when clients object to the religious character of the agency.	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		2	All programs

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 or other handicap, marital or familial	☐ Policies are communicated and staff, trustees, volunteers, and clients are educated about nondiscrimination policies and procedures. ☐ Policies are posted in areas where all staff, trustees,	☐ Policy Review: CSB reviewed the policy and confirmed that a process is in place for communicating to and educating staff, trustees, volunteers, and clients about	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant		2	All programs

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.	volunteers, and clients have access to them. ☐ If the agency has multiple work sites, then the policy should be posted at each site where staff, trustees, volunteers, and clients congregate. ☐ 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 Planning and Development Programs.	nondiscrimination requirements, including Equal Employment Opportunities and Affirmative Action requirements. ☐ Other: CSB confirmed that policies were posted in areas where all staff, trustees, volunteers, and clients have access to them at each site. ☐ Other: 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.	☐ N/A			

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.	☐ The agency has a process for communicating the policy and ensuring that all employees and volunteers are educated on the policy. ☐ The policy is posted in an area widely accessible to everyone. ☐ If the agency has multiple work sites, the policy is posted at each site.	☐ Policy Review: CSB reviewed the policy and ensured there is a process for communicating to and educating staff about the Drug-Free Workplace Policy. ☐ Other: CSB confirmed that policies were posted in areas where all staff and volunteers have access to them at each site.	Compliant Compliant with conditions ☐ Non-compliant N/A		2	All programs

Standard A6	Guideline A6	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency has a policy regarding firearms and other weapons, as it relates to employees, clients, and volunteers. The policy addresses the agency's stance on the concealed carry law	☐ If the agency prohibits concealed weapons and other weapons from the premises, appropriate signs are displayed and clients are informed of the policy upon admission.	☐ Policy Review: CSB reviewed the policy and confirmed that there is a process in place for communicating the policy.	Compliant Compliant with conditions Non-compliant		2	All programs

and whether weapons, including firearms, are permissible on the premises.		☐ Other: CSB staff verified that a weapons policy is posted and in full view of entrants to the building(s).	☐ N/A

Standard A7	Guideline A7	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency has a written disaster recovery and crisis communication plan that is reviewed, and updated if necessary, annually and distributed to appropriate employees.	☐ 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.	☐ Policy Review: CSB reviewed the plan.	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		2	All programs

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.	☐ Up-to-date 501(c)3 or 501(c)4 documents are kept on file	Self-certification	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ 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.	☐ Board minutes or other documentation reflect recent opportunities for board members to gather information about the homeless population. ☐ Examples include presentation of results from focus groups, arranging a resident panel discussion, 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 board members participating in the annual Board2Board dialogue.	Self-certification	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		3	All programs

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.	☐ The agency has a process for communicating and educating staff, trustees, volunteers, vendors, and clients on the policy.	Self-certification	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ 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 training specific to any target population(s) served;	☐ 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. ☐ If the training is not certified by an external body (e.g., first aid), employees should receive training at least once every two years. ☐ The agency has a tracking system that identifies when	Self-certification	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		3	All programs

(7) Recognition and reporting of child and elder abuse; (8) Agency operating procedures; (9) Relevant community resources and social service programs;(CSB provides) (10) Customer service techniques; (11) Evidence-based practices relevant to project type (optional and as needed) (12) Evidence-based practices relevant to population(s) served by the project. (optional and as needed) (13) Homeless Crisis Response System Overview (CSB will provide) (14) DV Trauma-Informed Care training (Mandatory within first six months for Homeless Hotline staff and DV RRH staff) (15) Trauma-Informed Care (CSB provides)	each employee needs to receive training again and documentation of licensure for positions that require licensed or credentialed staff. ☐ If serving youth, staff must be trained in Positive Youth Development.				

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.	☐ 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. ☐ The manual is available for review and regularly updated. ☐ Agency has an organizational chart.	Self-certification	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		3	All programs

Standard A13	Guideline A13	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Staff attends applicable system and partner meetings, trainings, and capacity building activities.	☐ Staff attends meetings convened by CSB. ☐ Examples of meetings include Adult System Operations Workgroup, Family System Operations Workgroup, Permanent Supportive Housing Roundtable, Veteran System Operation Workgroup, YHDP partner meetings, Prevention	Self-certification	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		3	All programs

	Operations Workgroup, HMIS Administrators Group, coordinated planning activities, and focus groups.					

Standard A14	Guideline A14	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
All staff and volunteers are identifiable to clients and visitors.	☐ Easy identification can be achieved by staff nametags, shirts, or uniforms.	Self-certification	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ 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.

Standard D9	Guideline D9	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
For federally-funded programs, the agency identifies, through a physical inventory, equipment purchased with federal funds at least every 2 years. All tangible property and assets are identified in accordance with 2 CFR Part 200. For non-federally funded programs, the agency identifies, through a physical inventory, equipment purchased with CSB funding with an acquisition cost of $5,000 or more at least every 2 years.	☐ In accordance with 2 CFR Part 200, for equipment purchases with federal funds: (1) Equipment records will be maintained accurately. (2) Equipment owned by the Federal Government will be identified to indicate Federal ownership. (3) A physical inventory of equipment will be taken and the results reconciled with the equipment records at least once every 2 years. Any differences between quantities determined by the physical inspection and those shown in the accounting records will be investigated to determine the causes of the difference. ☐ (4) The agency will, in connection with the inventory, verify the existence, current utilization, and continued need for the equipment. ☐ Alternatively, the agency could have a policy stating that equipment is not being purchased with federal funds.	☐ <u>Policy Review</u>: CSB reviewed policies on physical inventories and reconciliations for federally purchased and non-federally purchased equipment with an acquisition cost of $5,000 or more. ☐ <u>File review</u>: CSB reviewed documentation to ensure a physical inventory of equipment had occurred within the past 2 years. ☐ <u>Other</u>: CSB reviewed the inventory records and examples of identified equipment.	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		2	All programs

Standard D10	Guideline D10	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency has a finance/accounting policies and procedures manual. The agency has written procurement policies.	☐ The agency has a written, up-to-date policy and procedure manual for finance and accounting. ☐ The agency's procurement policies adhere to the following: (1) Standards covering conflicts of interest in the selection, award and administration of grants, contracts, or vendor selections and recusal from decision-making if such conflict exists; (2) No real or apparent conflicts of interest for employees, officers or agents in relationships with subrecipients or contractors; (3) Avoid unnecessary or duplicative purchases; (4) Promote use of shared services for common or shared goods and services; (5) Allow for full and open competition, including prohibiting geographic preferences; (6) Ensure prequalified lists of vendors are current; (7) Methods of procurement are described and limits of each are noted (micro purchase, small purchase,	☐ <u>Policy Review</u>: CSB reviewed the Internal Control Questionnaire, financial/accounting policies and procedures manual, and procurement policies. ☐ <u>Discussion</u>: Staff discussed recent updates.	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		2	All programs

	sealed bids, competitive proposals); (8) Maintain documentation of procurements.					

Discussion and Basis for Conclusion

Standard D11	Guideline D11	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Letterhead, website, or other publicity materials about programs that receive funding from CSB recognize funding sources. Any information given to the public regarding the program prominently identifies CSB and its funders as the funding sources, as outlined in the CSB Requirements for Public Materials for partner agencies.	☐ Letterhead, website, or other publicity materials related to the program have the appropriate recognition of funding (funder logos or a written statement). ☐ HUD does not require recognition of funding in publicity materials.	☐ <u>Other</u>: CSB reviewed letterhead, website, and/or applicable materials about CSB-funded programs and CSB funders for logos or written statements.	Compliant Compliant with conditions ☐ Non-compliant ☐ N/A		2	All programs

Discussion and Basis for Conclusion

Standard D12	Guideline D12	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency's chart of accounts includes a	☐ The agency can provide a chart of accounts for each grant/ program.	☐ <u>File Review</u>: CSB reviewed the chart(s) of accounts.	☐ Compliant		2	All programs

complete listing of the account numbers used.			☐ Compliant with conditions ☐ Non-compliant ☐ N/A			

Standard D13	Guideline D13	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type

The agency has the following insurance provisions, notices, and certificates and upon request will furnish certificates evidencing the existence of the following:
  (1) Worker's Compensation Certificate;
  (2) Employment Practices Liability (EPL);
  (3) Employer's Liability;
  (4) Comprehensive General Liability (CGL);
  (5) Directors' and Officers' Liability (D&O);
  (6) Fidelity and Crime Insurance;
  (7) Umbrella Insurance over all primary coverage;
  (8) Property Insurance;
	☐ All labor related documents must be posted in areas where all employees can see them and have access to them.
	
	☐ All insurances have current policies in force.
		☐ Other: CSB confirmed posting of wage/hour notice.
		
		☐ Other: CSB reviewed various insurances to ensure they were current and in force.
			☐ Compliant
			
			☐ Compliant with conditions
			
			☐ Non-compliant
			
			☐ N/A
					2	All programs

(9) Wage and Hour Notice.						

Standard D14	Guideline D14	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Managers review financial reports, budgeted and actual costs, and supporting documentation in a timely manner. Budgets are modified as needed following CSB guidance.	☐ There is evidence that managers review financial reports, budget to actual comparisons, and documentation. ☐ The agency modifies it's grant budgets as needed.	☐ <u>Discussion or Policy Review</u>: The agency described or provided in writing procedures for management review. ☐ <u>File Review</u>: CSB reviewed when budgets were modified throughout the fiscal year.	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		2	All programs

Standard D15	Guideline D15	Monitoing Method	Conclusion	Certifying Official*	Tier	Program Type
The agency does not do business with the enemy, as defined in 2 CFR 200.215. The agency does not contract with or procure services from telecommunications and video surveillance vendors listed in 2 CFR 200.216.	☐ The agency ensures it does not do business with the enemy or purchase goods or services from telecommunications and video surveillance vendors that are prohibited.	Self-certification	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ 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.

Standard E12	Guideline E12	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
There is an adequate number of program staff in relation to the number of clients served. The required client/staff ratio is set by agreement of the partner and CSB, including on-site and on-call staff, and is documented in the weekly staff schedule. The agency has a staff coverage plan for weekend and seasonal changes and plans for staff back-up and on-call coverage, as described in the Partnership Agreement.	☐ The program has a daily schedule that shows the number of staff scheduled for each shift. ☐ The staff schedule and staff-to-client ratio is appropriate to meet client needs and achieve established outcomes. Staffing is consistent with the Partnership Agreement(s) and/or the applicable range of staff-to-client ratio by program and facility type. ☐ Staff knows the average number of clients expected to be on-site during each shift. ☐ Management can describe weekend and/or seasonal changes in staff coverage, as applicable. ☐ Management can describe the back-up staff coverage plan for direct service and operations, including coverage during extended staff absences or vacancies.	☐ Discussion: Agency staff explained staff coverage plan and on-call policy and its appropriateness to meet client needs and program outcomes. ☐ Discussion: Agency staff discussed precautions it takes to ensure at least one staff member is available at all times.	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		2	All programs

	☐ Clients know how to contact staff in an emergency. Information is posted in units or distributed to clients upon move-in and when contact information changes.					

Standard E13	Guideline E13	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
All households have the same access to services regardless of marital status or relationship.	☐ Compliance with this standard can include a policy statement on the definition of family included in the agency's client eligibility criteria. ☐ For family shelters, a family includes one or more dependent children in the legal custody of one or more adults (not to exceed three) who, prior to losing housing, were living together and working cooperatively to care for the children. ☐ For RRH, a family includes, but is not limited to, any group of persons presenting for assistance together with or without children, regardless of marital status or relationship,	☐ Policy Review: CSB reviewed policy statement or eligibility criteria regarding the definition of family.	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		2	All family programs

	actual or perceived sexual orientation, or gender identity, and irrespective of age, relationship, or whether or not a member of the household has a disability.					
	☐ The definition of family for PSH projects is the same as for RRH, except that a member of the household must have a disability.					
	☐ For families that do not have physical custody of their child(ren), service providers should consider the child(ren)'s status when exploring housing options.					

Standard E14	Guideline E14	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Shelters provide sufficient food to clients to meet daily nutritional needs. Programs have plans with clients for adequate food provision. If food is prepared for clients,	☐ The agency has a plan for providing food for clients and making meal arrangements to provide adequate food for three meals a day or facilitating access to food. This can include helping clients connect with food pantries	☐ Discussion: Agency staff explained how clients are provided with sufficient food for the program they are involved	Compliant Compliant with conditions Non-compliant		2	Shelters, PSH, RRH, TH

protocol is in place to train staff in safe food practices. There are provisions to ensure food practices are safe. Programs can produce a food service license if required.	and/or the Mid-Ohio Food Collective as well as accessing SNAP benefits. ☐ Shelter have a plan for accommodating clients with medical or cultural food restrictions and staff can give examples. ☐ At sites where clients prepare their own food, clients must have access to a kitchen and a pantry. Food and other necessary supplies are provided as needed. ☐ At sites where food is prepared for or delivered to clients, the staff is knowledgeable in nutrition and sanitary food safety handling and safe food storage practices.	in, whether it is food provided on site (kitchen, pantry, etc.) and/or clients are provided appropriate food referrals.	☐ N/A		

Standard E15	Guideline E15	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
At least one staff person with verifiable training in emergency first aid, emergency evacuation, and CPR is on duty at all times.	☐ Staff members trained in first aid, CPR, and emergency evacuation are scheduled for each shift. ☐ Training logs, certificates of completion, and recent shift scheduled are available.	Self-certification	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		3	All programs where on-site services are provided

Standard E16	Guideline E16	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Access to programs must be provided in accordance with the coordinated access policies and procedures in the HCRS P&Ps. Coordinated access policies and procedures adhere to the federal requirements in HUD Notice CPD-17-01 Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System.	☐ Written policies and procedures describe the standardized assessment process and any variations for different populations. ☐ Written policies include procedures regarding data collection and privacy. ☐ The CPOA covers all of Columbus and Franklin County; is easily accessed; is well-advertised; includes a comprehensive and standardized assessment tool; provides an initial, comprehensive assessment for housing and services; and includes a specific policy	Self-certification	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		3	All programs

	regarding those fleeing or attempting to flee domestic violence, dating violence, sexual assault, or stalking. Access points are accessible to persons with disabilities and limited English proficiency. ☐ The CPOA offers the same assessment approach at all access points, but may include variations to meet the specific needs of adults without children, adults accompanied by children, unaccompanied youth, pregnant/parenting youth, households fleeing domestic violence, persons at risk of homelessness, and veterans, if these variations would facilitate access and improve the quality of information gathered through the assessment. ☐ Assessments include culturally and linguistically competent questions for all persons that reduce barriers to housing and services for special populations. ☐ The coordinated entry process prioritizes households for housing and services. CPOA				

	and shelters have a uniform and coordinated referral process for all beds, units, and services.					

Standard E17	Guideline E17	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
If the program holds funds (payee services) or possessions on behalf of clients, the written policy describes how and when the funds or possessions will be promptly returned upon the client's request.	☐ The program has a written recordkeeping system for tracking receipt and return of funds or possessions held on behalf of clients. ☐ The program has records of accountability for any money management / payee programs for clients' funds or possessions turned over to the program for safekeeping. ☐ There is an easily accessible process for getting funds/possessions back from program staff.	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.

Standard F6	Guideline F6	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Children and youth have access to public education and receive assistance exercising their rights as protected by the McKinney-Vento Homeless Assistance Act of 1987, as amended, Title VII, Subtitle B; 42 U.S.C. 11431. Heads of households are advised of their rights as they relate to the public education system.	☐ Staff can describe measures to ensure that clients' rights are not violated in relation to public education, including identification of and contact with the local Homeless Education Liaison serving the program's client population. ☐ There is a process for advising clients of their rights as they relate to the public education system. ☐ Examples of agencies working with the Homeless Education Liaison or other applicable staff to place children in public school, early childhood programs such as Head Start, Part C services in accordance with the Individuals with Disabilities Education Act, and/or other programs authorized under Subtitle B of Title VII of the McKinney-Vento Homeless Assistance Act of 1987 can be provided. ☐ If a family with children is entering permanent housing, the agency makes efforts to	☐ Policy Review: CSB reviewed agency policy. ☐ Discussion: CSB discussed with agency staff.	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		2	All programs serving children and/or youth (0-24)

	house the family as close as possible to its school of origin so as not to disrupt children's education.					

Standard F7	Guideline F7	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
During the admissions process, applicants have the same due process rights as tenants.	☐ The program gives program applicants a copy of the clients' rights document, information about appeals, and admission decision with application materials.	☐ <u>Discussion</u>: CSB discussed with agency staff how they ensured program applicants received relevant information.	Compliant Compliant with conditions Non-compliant N/A		2	PSH, TH, RRH

Standard F8	Guideline F8	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Clients are given the opportunity to be involved in program maintenance and provision of supportive services when applicable.	☐ To the maximum extent practicable, clients and others experiencing homelessness are involved, through employment, provision of volunteer services, or otherwise, in constructing, rehabilitating, maintaining, and operating facilities for the program and in providing supportive services.	☐ <u>Discussion</u>: CSB discussed with agency staff how clients are involved in program maintenance and provision of supportive services.	Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		2	All programs

	☐ Expectations for clients during program participation are clear and emphasize contributions to the living environment and services.	☐ Discussion: CSB discussed client volunteer and work equity opportunities with agency staff.				
	☐ Examples include work equity programs and client opportunities to participate in chores and facility maintenance.					

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Standard F9	Guideline F9	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency distributes unbiased legal rights brochures to clients that cover topics such as landlord-tenant law, consumer protection, and other relevant topics.	☐ The agency can provide the brochures given to clients.	☐ Other: CSB reviewed legal rights brochures provided to clients.	Compliant ☐ Compliant with conditions Non-compliant ☐ N/A		2	All programs

Standard F10	Guideline F10	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Clients are informed about and participate in a residents' council that meets at least quarterly.	☐ Staff assists with convening a residents' council or regular meeting of tenants for a particular project (single site or scattered sites). ☐ Staff encourages tenants to participate in the council, which can address a variety of topics, including facility and program concerns. ☐ Staff keeps notes from council meetings that are available for review.	Self-certification	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		3	All programs where tenants sign leases

Standard F11	Guideline F11	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Clients are informed of CSB's Citizens Advisory Council (CAC) and the Youth Action Board (YAB, for youth aged 18-24) and encouraged to participate. Agencies work to ensure at least one resident per program participates in monthly CAC and YAB meetings, as applicable.	☐ Staff informs clients upon entry into the program that they are eligible to participate in the CAC and YAB, as applicable, and provides information regarding involvement. ☐ The agency posts information on the CAC and YAB in single site supportive housing buildings and shelters.	Self-certification	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		3	All programs

	☐ Staff periodically remind tenants about the CAC and YAB and encourage participation. ☐ Staff assists clients with transportation to CAC and YAB meetings.					

Standard F12	Guideline F12	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency has a written policy, procedure and process for reporting child and elder abuse.	☐ The agency has a written policy and procedure for reporting abuse. ☐ The agency disseminates the policy and procedure to all staff and ensures that agency staff is trained in the procedure. ☐ Staff can describe how they ensure the policy and procedure is implemented and effective.	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 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.

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.	☐ The agency has a GNA for each single site PSH or TH complex or shelter. ☐ 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. ☐ GNAs are reviewed with neighbors and neighborhood representatives and updated at least every three years. ☐ Neighbors include owners and tenants for business, residences and institutions. Neighborhood representatives include the Area Commission, the neighborhood association,	Self-certification	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		3	PSH (single site), TH (single site), Shelters, projects with neighborhood issues

	and any other prominent groups active in the area. ☐ 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.					

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.	☐ Staff are aware of neighborhood expectations regarding code of conduct and property management. If applicable, these Standards are incorporated into the GNA. ☐ Staff and residents uphold neighborhood standards (e.g., participation in neighborhood block watch)	Self-certification	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		3	PSH, TH, Shelters

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

participates in appropriate neighborhood associations.	which its board and/or staff participate. Written meeting notes are available. ☐ The agency can identify by name and title the contact persons for each group.		☐ Compliant with conditions ☐ Non-compliant ☐ N/A			PSH, TH, Shelters, projects with neighborhood issues

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.	☐ 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	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		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.

Standard J5	Guideline J5	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
There is reasonable access to a public or private telephone for use by clients and phones are readily accessible for 911 / emergency calls.	☐ Phones in good working order are available for client use.	☐ Other: CSB inspected phones for client use.	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		2	Single-site PSH, TH, Shelters, and any location where on-site services are provided

Standard J6	Guideline J6	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
A bed, crib, or cot with clean and appropriate linens and bedding is provided for each client except in extenuating overflow situations.	☐ Bed, cribs, or cots and clean linen are available and there is a process for ensuring linens are regularly laundered.	☐ Other: CSB inspected linens and laundry capabilities. ☐ <u>Other</u>: CSB inspected sleeping facilities. ☐ <u>Other</u>: For ESG-funded shelters, CSB completed a habitability inspection. No later than 10/1/24 NSPIRE inspection standards will replace all other inspection requirements.	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		2	Shelters

Standard J7	Guideline J7	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Restrooms have an adequate number of showers and toilets for the clients housed in the facility. Restrooms and showers affirm the client's identity. There is warm and cold running water. Facilities are clean and in good working order, and each client has access to sanitary facilities that are in proper operating condition, private, and adequate for personal cleanliness and disposal of human waste. The water is free from contamination.	☐ The facility has clean restrooms that are in good working order. Restrooms can be dormitory style or individual, depending on the type of housing or shelter. ☐ Where possible, restrooms include a single stall option and are labeled as all-gender with a simple sign. Where and when accommodations need to be made for individual clients, they are client-informed and consider best practices. ☐ Local building codes provide definition of adequacy. ☐ Bathroom cleaning schedule and guidelines are posted and/or available when requested.	☐ Other: CSB reviewed maintenance records, inspections, and any grievances regarding the facility. ☐ Other: For ESG-funded shelters, CSB completed a habitability inspection. No later than 10/1/24 NSPIRE inspection standards will replace all other inspection requirements.	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		2	Single-site PSH, TH, Shelters, and any location where on-site services are provided.

Standard J8	Guideline J8	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type

Facilities providing services to children ensure:
  > There are childproof electrical outlets;
  > Precautions are taken to prevent children from falling out windows;
  > Doors open from inside without a key;
  > Precautions are taken to protect children from burns;
  > Precautions are taken to protect children from injury from fans; and
  > There is an area for children to nap without disturbance.
	☐ The facility has taken measures to childproof electrical outlets and windows.
	
	☐ Children are not able to lock themselves in any rooms.
	
	☐ The facility restricts access to areas or equipment that could be harmful to children.
	
	☐ The facility must permit 24-hour access to the family's unit so that children may nap without disturbance.
		☐ <u>Discussion</u>: Agency confirmed that it permits 24-hour access to the family's unit so that children may nap without disturbance.
		
		☐ <u>Other</u>: CSB inspected congregate facilities for child safety and privacy measures.
		
		☐ <u>Other</u>: For ESG-funded shelters, CSB completed a habitability inspection. **No later than 10/1/24 NSPIRE inspection standards will replace all other inspection requirements.**
			☐ Compliant
			
			☐ Compliant with conditions
			
			☐ Non-compliant
			
			☐ N/A
					2	All programs serving children where on-site services are provided

Standard J9	Guideline J9	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
In congregate facilities, there are secure designated spaces for storing a client's personal belongings. Agencies must provide reasonable access to clients. In non-congregate facilities, clients, have 24-hour access to their belongings or the space where their belongings are stored.	☐ The facility provides lockers or storage trunks or makes other accommodations for clients to store belongings. ☐ Clients have access to belongings as needed. Access to clients' belongings and storage space should not be denied in non-congregate facilities where there is little danger of theft because personal belongings are not stored in a congregate space. ☐ Staff track all reported incidents of lost or stolen property and can demonstrate appropriate and necessary corrective action(s) taken to ensure secure storage of and access to personal belongings.	☐ <u>Discussion</u>: Staff described the process by which clients have access to their belongings and corrective action for lost/stolen property. ☐ <u>Other</u>: Staff showed CSB the secure space for clients' personal belongings. ☐ <u>Other</u>: For ESG-funded shelters, CSB completed a habitability inspection. No later than 10/1/24 NSPIRE inspection standards will replace all other inspection requirements.	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		2	Single-site TH, Shelters

Standard J10	Guideline J10	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
There is a place for clients who work third shift to sleep during the day when they are not at work.	☐ Agencies must provide a dark, quiet place that is suitable for sleeping and free from disturbance from other shelter residents to clients who work third shift.	☐ Other: If there are clients in the facility who work third shift, CSB inspected their sleeping space, if possible without disturbing sleeping clients.	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		2	Shelters

Standard J11	Guideline J11	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
There is a fire and disaster safety plan. In congregate shelters or single structures, there are records of an annual fire inspection, a posted evacuation plan in symbols that all residents can understand, a fire detection system, regular fire drills, and adequate fire extinguishers.	☐ The agency has a fire safety plan available for review. ☐ The agency has written evidence that it receives a fire inspection each year and can produce the most current inspection report. ☐ Evacuation routes are posted and easily understood. There is a second means of exiting the building in the event of an emergency.	☐ Policy Review: CSB reviewed the fire safety policy. ☐ File Review: CSB reviewed the annual fire inspection. ☐ Other: CSB saw evidence that safety plans and evacuation routes are posted. ☐ Other: CSB reviewed documentation of employee fire safety training.	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		2	Single-site PSH, TH, Shelters, and any location where on-site services are provided

	☐ The program has documentation that employees are trained in fire safety procedures. ☐ Congregate shelters and single structure buildings have a fire detection system and fire extinguishers and independent units have working smoke detectors. ☐ In scattered site units, there are working smoke detectors on each occupied level of the unit and posted evacuation plans. In multiple units with common entrances, there is record of an annual fire inspection. ☐ Units are equipped with a working carbon monoxide detector.	☐ <u>Other</u>: For ESG-funded shelters, CSB completed a habitability inspection. No later than 10/1/24 NSPIRE inspection standards will replace all other inspection requirements.				

Standard J12	Guideline J12	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
In site-based programs with desk staff, staff is responsible for monitoring the facility entrance and is aware of clients attempting to access the building.	☐ There is a mechanism, such as security cameras, to allow staff to see who requests access to the building.	☐ <u>Other</u>: CSB confirmed security measures at building access points. ☐ <u>Other</u>: For ESG-funded shelters, CSB completed a habitability inspection. **No later than 10/1/24 NSPIRE inspection standards will replace all other inspection requirements.**	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		2	Single-site PSH, TH, Shelters, and any location where on-site services are provided

Standard J13	Guideline J13	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency ensures that information technology is accessible to persons with disabilities, as required by Section 508 of the Rehabilitation Act.	☐ Section 508 requires that persons with disabilities can use information and data to the same extent as those without disabilities. ☐ Information technology includes, but is not limited to, computers, fax machines, copiers, and telephones.	☐ <u>Discussion</u>: CSB discussed the requirement and how the agency complies with agency staff.	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		2	All programs

Standard J14	Guideline J14	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency and any housing units comply with all applicable building, housing, zoning, environmental, fire, health, safety, and life safety codes, Americans with Disabilities Act policies, Section 504 of the Rehabilitation Act, and fair housing laws. Site-based programs with clients have Building and Occupancy Permits posted.	☐ The agency has occupancy permits available for review. ☐ The agency can document that use of buildings is consistent with zoning. ☐ The agency can show proof that building(s) passed the fire safety inspection. ☐ The agency confirms there are plans for accommodating persons with disabilities. Examples include providing qualified sign language interpreters and materials in formats such as Braille, audio, or large type. ☐ The agency communicates with CSB any pending litigation or investigation for civil rights or fair housing complaints.	☐ Self-certification	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		3	PSH, TH, RRH, Shelters, and any location where on-site services are provided

	☐ The agency confirms that all programs comply with the new construction, reasonable accommodation, and rehabilitation requirements of Section 504 of the Rehabilitation Act.					

Standard J15	Guideline J15	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Shelter and TH clients may use the shelter or TH facility as a legal residence for the purpose of voter registration.	☐ Staff encourages clients to register to vote and provides information to clients on voting rights. This information can be disseminated as part of the intake process. ☐ Voter registration forms are available on-site.	☐ Self-certification	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		3	TH, Shelters

Standard J16	Guideline J16	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency implements Universal Precautions Procedures as required by Occupational Safety and Health Administration (OSHA), is in compliance with applicable standards, and has written plans	☐ Facilities show compliance with OSHA standards. ☐ The agency has letters, certifications, or other written evidence that it has consulted with the appropriate certifying	☐ Self-certification	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant		3	Site-based PSH, TH, and Shelters

for identification, treatment, and control of medical and health conditions. The agency consults with the Columbus Health Department or other appropriate entities on sanitation, infectious diseases, hazardous material storage and use, and food handling.	agencies regarding the referenced topics. ☐ Appropriate agencies include the Ohio Department of Health, Franklin County Department of Health, Columbus Health Department, OSHA, and the Mid-Ohio Food Collective. ☐ The agency has written policies and procedures for detecting, controlling, and reporting infectious diseases according to Ohio Department of Health, Franklin County Public Health, and Columbus Public Health infectious disease reporting requirements located at https://idrsinfo.org/. ☐ The agency reports infectious diseases to public health officials and CSB (via a major/unusual incident report) when detected by the end of the next business day. The policy and procedure includes or references procedures		☐ N/A			

	concerning universal precautions. ☐ The agency documents reports provided to public health officials and CSB when reportable infectious diseases are detected. ☐ Cleaning supplies and other toxic chemicals are kept in areas not accessible to residents without staff assistance. The facility has spill kits or other appropriate protocol for handling toxic substances, such as drain opener, oven cleaner, or bleach.					

Standard J17	Guideline J17	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Food preparation areas must contain suitable space and equipment to store, prepare, and serve food in a safe and sanitary manner. If the program provides storage for a food pantry, there is evidence that the Mid-Ohio Food Collective has determined that	☐ Letters, reports, or other documentation from an appropriate review and certifying body are available for review. ☐ If the facility is not required to have a food license, the appropriate agency is consulted at least biannually.	☐ Self-certification ☐ For ESG-funded shelters, CSB completed a habitability inspection. No later than 10/1/24 NSPIRE inspection standards will replace all other inspection requirements.	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		3	PSH, TH, RRH, Shelters that provide on-site meals or food pantries

| adequate provisions have been made for sanitary handling and safe storage of foods. | ☐ Agencies that provide supportive housing for persons with disabilities must provide meals or meal preparation facilities for clients.

☐ Kitchen cleaning schedule and guidelines are posted and/or available when requested. | | | | | |

Standard J18	Guideline J18	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Exits, steps, and walkways are clear of debris, ice, snow, and other hazards. There is a process in place to maintain clear walkways. Steps have treads or similar accommodation to prevent slipping.	☐ All steps and stairways have handles and treads. All walkways are kept in safe conditions regardless of the season. The facility has a plan for ensuring that debris is regularly removed from walkways. ☐ Scattered Site programs use landlords who ensure walkways are kept in safe conditions. ☐ The program advocates for clients regarding these issues, as needed.	☐ Self-certification ☐ For ESG-funded shelters, CSB completed a habitability inspection. **No later than 10/1/24 NSPIRE inspection standards will replace all other inspection requirements.**	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		3	PSH, TH, RRH, Shelters, and any location where on-site services are provided

Standard J19	Guideline J19	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Staff has keys to all locks in the facility. In independent units, clients are responsible for locking their unit, but staff maintains the ability to access the units at all times.	☐ Residents are not able to lock staff out of the unit, nor are staff able to lock residents in. ☐ Staff has a plan and procedure that does not violate landlord-tenant law for entering units, as appropriate, in case of emergency.	Self-certification	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		3	Site-based PSH, TH, Shelters

Standard J20	Guideline J20	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency has done radon testing and made any necessary changes in buildings where clients have access to the basement.	☐ Written evidence of testing results and remediation activities, such as reports or other correspondence, is available for review.	Self-certification	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		3	Site-based PSH, TH, Shelters

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.

Standard M17	Guideline M17	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency has a written plan to dispose of or remove identifiers from PPI stored on agency computers and data storage devices that is not in current use seven years after the PPI was created or last changed (unless a statutory, regulatory, contractual, or other requirement mandates longer retention).	☐ To dispose of or remove identifiers or other HMIS data from data storage medium, the agency reformats the storage medium more than once before reusing or disposing of the medium. ☐ A written policy is available for review. ☐ Agencies using cloud-based storage services need to have a policy from the service provider showing compliance with data protection and proper disposal of physical media.	☐ Policy Review: CSB reviewed the written policy.	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		2	All programs

Standard M18	Guideline M18	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency provides reasonable accommodations for persons with disabilities throughout the data collection process.	☐ Reasonable accommodations include, but are not limited to, providing qualified sign language interpreters or readers or providing materials in accessible formats such as Braille,	☐ Policy Review: CSB reviewed the policy. ☐ Discussion: CSB discussed compliance with agency staff.	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant		2	All programs

				N/A			
	audio or large type, as needed by the individual with a disability. ☐ The agency will provide required information in languages other than English that are common in the community if speakers of these languages are found in significant numbers and come into frequent contact with the agency. ☐ The agency can provide a policy for CSB review.						

Standard M19	Guideline M19	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency uses appropriate methods to monitor security systems.	☐ The agency limits access to information provided by HMIS to its own employees specifically for verifying eligibility for service, entering data for services provided, tracking client services, monitoring data quality, and evaluating programs.	☐ Policy Review: CSB reviewed the policy.	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		2	All programs

☐ The agency has a written policy regarding access to the HMIS database that is available for review. The policy prohibits employees from using HMIS data in an unethical or unprofessional manner.	

Discussion and Basis for Conclusion

Standard M20	Guideline M20	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency encrypts all HMIS data that is electronically transmitted over the Internet, publicly accessible networks, or phone lines to current industry standards.	☐ Unencrypted data may be transmitted over secure direct connections between two systems. A secure direct connection is one that can only be accessed by users who have been authenticated on at least one of the systems involved and does not utilize any tertiary systems to transmit the data. A secure network would have secure direct connections.	☐ Discussion: CSB discussed with agency staff how the agency secures electronically transmitted data.	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		2	All programs

	☐ Encryption and data transmission policy is available for review. ☐ Staff can describe compliance.				

Standard M21	Guideline M21	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency applies system security provisions to all the systems where PPI is stored, including but not limited to, the agency's networks, desktops, laptops, mini-computers, mainframes, and servers.	☐ The agency's IT specialist can confirm that these system security provisions are in place. ☐ All agency owned workstations, including laptops for remote staff, must have up-to-date antivirus software.	☐ Other: CSB reviewed annual, written confirmation from IT specialist.	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		2	All programs

Standard M22	Guideline M22	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency secures HMIS and stored HMIS data with a user authentication system consisting of a user name and a password.	☐ Written policy is available for review. ☐ IT specialist can confirm compliance.	Self-certification	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		3	All programs

Standard M23	Guideline M23	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency protects HMIS from malicious intrusions behind a secure firewall.	☐ Each individual workstation has its own firewall or there is a firewall between each workstation and any system, including the Internet and other computer networks located outside of the agency. ☐ The agency has a policy for review. ☐ IT specialist can confirm compliance.	Self-certification	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		3	All programs

Standard M24	Guideline M24	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
If an agency uses public forums for data collection or reporting, at a minimum, HMIS must be secured to allow only connections from previously approved computers and systems.	☐ The HMIS system provides automatic compliance with this standard.	Automatic compliance determined by CSB	✓ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		3	All programs

Standard M25	Guideline M25	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
If the agency copies HMIS data on a regular basis to another medium (e.g., external hard drive) it stores the medium in a secure location where the required privacy and security standards also apply.	☐ Agency backup information is securely stored. ☐ IT specialist can confirm compliance.	Self-certification	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		3	All programs

Standard M26	Guideline M26	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
If the agency stores data in a central server or mainframe, it stores the central server or mainframe in a secure	☐ IT specialist can demonstrate compliance.	Self-certification	☐ Compliant ☐ Compliant with conditions		3	All programs

| | | | Non-compliant | | | |
| | | | N/A | | | |

Standard M27	Guideline M27	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Surge suppressors must be used to protect systems used for collecting and storing all of the HMIS data.	☐ IT specialist can confirm compliance.	Self-certification	☐ Compliant ☐ Compliant with conditions ☐ Non-compliant N/A		3	All programs

Standard M28	Guideline M28	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
Agencies that have systems that have access to any HMIS data maintain a user access log and logs are checked regularly.	☐ The HMIS system provides automatic compliance with this standard.	Automatic compliance determined by CSB	✓ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		3	All programs

Standard M29	Guideline M29	Monitoring Method	Conclusion	Certifying Official*	Tier	Program Type
The agency applies application security provisions to the software during data entry, storage, review and any other processing function.	☐ The HMIS system provides automatic compliance with this standard.	Automatic compliance determined by CSB	✓ Compliant ☐ Compliant with conditions ☐ Non-compliant ☐ N/A		3	All programs

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.