

Minimum Expectations for Recommended Common Standards

**** DRAFT FOR DISCUSSION ONLY ****

Iowa Council on Homelessness

January 2014

Standards will be developed for Outreach Programs, Emergency Shelters, Transitional Housing, and Permanent Housing (to include Permanent Supportive Housing, Rapid Rehousing, Homelessness Prevention, and Housing First)

Performance Standards

- Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act Outcomes
- Continuum of Care Program Outcomes
- Others to be identified

Service Standards

- Scope of service components/composition
- Eligibility criteria (if beyond HUD guidelines)
- Prioritization of assistance
- Appeal process for denial, removal, or termination of services
- Discharge
- Coordination between service providers
- Determining client shares of cost related to long-term housing that
- Determining type, amount, and duration of assistance
- Service hours of availability
- Landlord agreements (for ESG)
- Review client rights at intake and keep a copy (acknowledged by signature) in client file

Operating Standards

- Governance
 - Articles of Incorporation and By-Laws
 - EIN
 - DUNS number
 - Board policy and structure
- Personnel
 - Staffing ratios
 - Background checks
- HR postings – federal and other mandatory postings

- Workers compensation
- Employee training requirements, self-care and safety
- Conflict of interest policy
- Confidentiality and informed consent policy and procedure
- Notice of use of ServicePoint
- Compliance with grant requirements and funder policy
- Enroll in sam.gov
- Administration
- Insurance coverage – liability and Directors and Officers coverage
- Facility requirements
 - Inspections and certifications
 - Safety codes
 - Accessibility
 - Fire/disaster drills
- Financial practices
 - Grant management
 - Tracking match and leveraged funds
 - Audit
 - Budget
 - Annual 990 report
 - Biennial Report to Secretary of State
- Other policies
 - Financial document retention
 - Whistleblower
 - Client files and records confidentiality, retention, and destruction
 - Drug-free workplace
 - Equal opportunity
 - Client rights posting in public areas of the agencies