

Homelessness Standards Development Worksheet

“Standard” is an element of a homelessness program’s performance, service, or operations that is necessary for a quality program and meets, at minimum, funder requirements. Examples provided for illustration purposes only:

- The length of time people are homeless is reduced. (performance)
- Each program has written eligibility criteria. (service)
- The agency has an approved policy on privacy and confidentiality. (operations)

Key:

Prevention - Homelessness Prevention	PSH - Permanent Supportive Housing	DV** - Domestic Violence
Outreach - Outreach Programs	RR - Rapid Rehousing	** - Check box only if an exception to standard and explain in comments
ES - Emergency Shelters	HR - Housing First	
TH - Transitional Housing		

Standard	Outreach	ES	TH	PSH	RR	Prevention	HF	DV **	Notes/Comments
Operations An organization providing services to those experiencing or at risk of homelessness should...									
have articles of incorporation and by-laws.	X	X	X	X	X	X	X		
have current documentation of Board of Directors structure and activity.	X	X	X	X	X	X	X		
have an employee identification number (EIN).	X	X	X	X	X	X	X		
have records of filing the Biennial Report to the Iowa Secretary of State.	?	X	X	X	X	?	X		Question re. if churches need to do this as well
have a Data Universal Numbering									Should this be a

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System (DUNS) number, <u>if required</u> .									standard since it is a requirement for grant funding?
<p>have written financial policies and procedures. This includes the following:</p> <ul style="list-style-type: none"> demonstrate compliance with grant requirements, <u>if applicable</u> track matched and leveraged funds, <u>if applicable</u> have written procedures in place for document retention based on best practices for that particular document 	X	X	X	X	X	X	X	<p>Need clarification on 3rd bullet point—does it belong in this section?</p> <p><u>This would be tax, audit, and financial documents</u></p> <p>Add “if applicable” to first 2 bullet points</p>	
have a budget approved by the Board of Directors.	X	X	X	X	X	X	X		
complete annual federal and state tax reporting (e.g. IRS 990 form).	X	X	X	X	X	X	X		
have an audit or an independent review of financial statements by a CPA.	X	X	X	X	X	X	X		
<p>have a written employee manual or personnel policy and procedure manual. The manual should include, at minimum:</p> <ul style="list-style-type: none"> A conflict of interest policy that applies to Board of Directors, staff, and volunteers. A written policy for confidentiality 	X	X	X	X	X	X	X	<p>Take “client” off list since this is for employees—put that part under services section</p> <p><u>This is the policy stating that a</u></p>	

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and informed consent that is signed by each Board member, staff, volunteer, and client.									<u>client will sign</u> Separate note- make sure to use same terms re. clients throughout form
comply with current human resources postings including federal, state, and other mandatory postings, including but not limited to: <ul style="list-style-type: none"> • Equal opportunity employer • Nondiscrimination 	X	X	X	X	X	X	X		
have a written policy promoting a drug-free workplace for all staff and volunteers. <ul style="list-style-type: none"> • The policy should include steps taken in circumstances when an individual is under suspicion of being under the influence during work hours 	X	X	X	X	X	X	X		
provide required and/or necessary insurance coverage. This includes but is not limited to: <ul style="list-style-type: none"> • Carry insurance coverage commensurate with the services provided by the organization • Comply with Workers' Compensation Insurance requirements 	X	X	X	X	X	X	X		Required vs. necessary? Who is going to determine necessary coverage? Question re. 3 rd bullet point-it is really applicable? What about

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<ul style="list-style-type: none"> Directors and Officers coverage Umbrella liability coverage 									“umbrella liability”- need to be careful on examples we use
have written policy and procedure for client file <u>information</u> and record confidentiality, retention, and destruction.	X	X	X	X	X	X	X		Change “file” to “information”,
have a written policy for use and handling of the information from background checks conducted on employees and volunteers.	X	X	X	X	X	X	X		
complete background checks including criminal history, abuse, and sex offender registry for: <ul style="list-style-type: none"> All employees Volunteers who provide direct services 	X	X	X	X	X	X	X		Clarify “abuse” and what that entails
have written, determined minimum staffing requirements that are appropriate for the type of program and ensure a safe environment. <ul style="list-style-type: none"> At a minimum, one qualified person should be on staff during hours of operation (e.g. emergency shelter). 	X	X	X	X	X	X	X		Add wording “staff available”
provide training, at minimum, for all staff and volunteers in the following topics: <ul style="list-style-type: none"> Safety 	X	X	X	X	X	X	X	X	DV programs-no MRT Break down into required trainings

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<ul style="list-style-type: none"> • Self-care • Mandatory Reporting • Ethics • Healthy boundaries • Confidentiality • De-escalation • Mental Health First Aid (includes suicide) • Trauma Informed Care • Substance Abuse • First Aid (Includes blood-borne pathogens) • CPR • AED training, if applicable • Required OSHA trainings 									<p>(safety, ethics, confidentiality, etc) and recommended trainings (MHFA, SA, etc)</p> <p>Maybe broaden topics and have trainings as suggestions</p>
<p>provide safety training for employees, volunteers and program participants that includes, at minimum:</p> <ul style="list-style-type: none"> • Having current emergency preparedness plan • Conducting periodic, scheduled trainings for staff • Conducting regular drills • Maintaining written, documented, posted evacuation routes 		X	X	X	X?		X		Go with safety training above?

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have a Code of Ethics for staff and volunteers. <ul style="list-style-type: none"> Think about code of conduct, which are a list of behaviors. Probably either a Code of Ethics or a Code of Conduct is needed, not both. Code of Ethics takes a broader approach. 	X	X	X	X	X	X	X		
implement a reading level standard for materials provided to clients.	X	X	X	X	X	X	X		
have a written and signed confidentiality and informed consent policy for Board members, staff, volunteers, and clients.	X	X	X	X	X	X	X		
use ServicePoint or a similar reporting system, such as a central intake system.	X	X	X	X	X	X	X		Take out "central intake system"
notify clients in writing that their information will be aggregated and used for reporting purposes. <ul style="list-style-type: none"> Notice of the use of ServicePoint should be posted. 	X	X	X	X	X	X	X	X	DV-ALICE system-same notification requirement? Do we need to have bullet point attached since it is a requirement of ServicePoint?
document and demonstrate compliance with grant requirements and funder policies.	X	X	X	X	X	X	X		
comply with requirements of the	X	X	X	X	X	X	x		

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Americans with Disabilities Act.									
comply with federal, state, and local rules and regulations regarding building codes, inspections, and certifications.	X	X	X	X	X	X	X		
have a written whistleblower policy.	X	X	X	X	X	X	X		
have written notices of client rights available, be explained, and signed by the client. Client rights include but are not limited to: <ul style="list-style-type: none"> Grievance procedure Right to informed consent Dignity and respect Review of services Termination policy Discharge 	X	X	X	X	X	X	X		
have client files that contain, at minimum, emergency contact information, release of information, and signed acknowledgement of policies. Other information in a client file may include, but is not limited to: <ul style="list-style-type: none"> ServicePoint forms Medical or dietary special needs Allergies 		X	X	X	X		X		Suggested to remove standard altogether-already covered on pg 4 discussing keeping clients info

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Services An organization providing services to those experiencing or at risk of homelessness should...									
recognize diversity of culture, language, and reading level ability, and have a plan to meet individual needs should it be necessary. e.g. Disability —ask if there are accommodations they need	X	X	X	X	X	X	X		Take out “reading level” and add disability above—change wording a little bit
have regular, published and consistent hours of operation and/or a reliable point of contact.	X	X	X	X	X	X	X		
clearly identify the services provided and the populations served.	X	X	X	X	X	X	X		
have written and publicly-available eligibility criteria for each program offered that ensure safety, do not discriminate, and comply with grant requirements. <ul style="list-style-type: none"> Eligibility is not restricted by color, creed, familial status, gender identity and sexual orientation, disability, national origin, race, religion, and sex. 	X	X	X	X	X	X	X		Any other protected classes we want to add? CVFF uses “age, affectional preference, color, disability, political affiliation, marital status, race, national origin, religion, sexual orientation and gender identity, sex, status, or those tested HIV

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									positive”
have a written policy regarding identifying the type, amount, and duration of assistance, which is shared with clients.	X	X	X	X	X	X	X		
have written and publicly-available policy describing how assistance is prioritized within each program.	X	X	X	X	X	X	X		
have a written policy that clearly explains the appeal process for denial, removal, or termination of services.	X	X	X	X	X	X	X		Combine with standard below into 1 standard
make each client aware of the appeal, denial, removal, and termination of services process in advance of providing services.									
have a written protocol on client discharge from program.	?	X	X	X	X	?	X		Need to clarify what “discharge” means
participate in the coordinated assessment intake approved by their local Continuum of Care.	X	X	X	X	X	X	X		Change to “coordinated intake”
work formally and informally with other community resources, agencies, and networks to appropriately coordinate services and/or refer a client.	X	X	X	X	X	X	X		
determine client shares of cost related to long-term housing									Suggested to remove standard

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ensure landlord agreements area consistent with requirements of funding sources. (for ESG) e.g. Standardized agreement; educating clients; managing									Suggested to remove standard
Performance									
Length of time people are homeless									
Returns to homelessness									
Fewer people become homeless									
Fewer homeless people									
Access and availability of services									
Income growth (jobs)									

