

## TLCHB STANDARDS – Homeless Programs - SELF-DECLARATION

**Agency** \_\_\_\_\_

*Determine and mark the appropriate rating box. If the standard is noted as not applicable, please explain why in the Comments section. If the standard is noted as not meeting expectation please use Comment section to note why your agency isn't meeting an expectation and/or process and time line when standard will be met and/or what training or resources your agency needs to better meet the expectation. You can also use the Comments section to share what techniques your agency uses to meet an expectation exceptionally well. Use additional paper or write on the back if more room is needed for comments. This information will assist TLCHB determine what resources are needed.*

### ADMINISTRATIVE

	<b>Standard</b>	<b>Rating</b>	<b>Comments</b>
<b>A 1</b>	The agency shall be operated by a non-profit organization, recognized under federal and state regulations and guidelines.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>A 2</b>	The organization or agency's Board of Directors shall consist of voluntary (unpaid) members, with the possible exception of the CEO or Director and reimbursement to Board members of reasonable Board related travel costs.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>A 3</b>	The Executive Director of the organization or agency is not the Chairman of the Board of Directors.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>A4</b>	There is a written policy identifying and forbidding conflicts of interest between agency staff and Board members.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>A5</b>	The Board shall include client representation.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>A6</b>	The agency's Board of Directors shall meet at least on a quarterly basis (4 times annually) and minutes of all meetings shall be kept.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	

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<b>A7</b>	The Board is responsible for the selection and annual performance review of the agency’s CEO or Director.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>A8</b>	The organization adheres to a written policy that ensures continuity, change in board membership and diversity of board members.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>A9</b>	Each new board member receives orientation designed to orient the members to the goals, objectives, and activities of the agency.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>A10</b>	The Board ensures community cooperation through promoting and monitoring agency collaborations, i.e. membership in Toledo Area Alliance to End Homelessness (TAEH).	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	

**FINANCIAL**

<b>F1</b>	There shall be an accounting system, which is maintained in accordance with Generally Accepted Accounting Principles (GAAP).	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>F2</b>	The agency has sufficient cash to meet current obligations and has developed contingency plans to cover unexpected shortfalls in revenues and for redistribution of services if unexpected funding cutbacks should occur.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>F3</b>	The agency has an established finance and /or audit committee	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	

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<b>F4</b>	The agency shall have written internal fiscal control procedures, which are reviewed and approved by the Board of Directors.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>F5</b>	Financial reports comparing budgeted versus actual balances for the agency should be provided to its Board at least quarterly.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>F6</b>	The agency shall receive an annual independent audit and/or independent compilation of financial activities which include a balance sheet and operating statement setting forth the financial condition of the agency.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	

**PERSONNEL**

<b>P1</b>	The agency shall have an organization chart of all staff (paid and volunteer) working in the agency. There shall be written position descriptions for each position type, which includes job responsibilities and qualifications. This information may be included in a Personnel Policies Manual.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>P2</b>	The agency shall have written policies for the selection of paid personnel in conformance with Equal Employment Opportunity (EEO) guidelines. The organization practices equal opportunity employment and does not discriminate on the basis of gender, religion, race, color, national origin, disability, veterans status, ethnicity, or sexual orientation.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>P3</b>	The Agency shall require and receive appropriate health screenings for, and criminal checks on all staff, especially as it relates to services to children.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	<b>P3</b>

<b>P4</b>	The Agency has a Personnel Policies Manual that is approved by the Board of Directors and is reviewed at least every three years. The manual addresses: <ul style="list-style-type: none"> <li>a. annual performance evaluations for all staff, including the Executive Director</li> <li>b. compensation and benefits plans</li> <li>c. grievance procedures for staff and volunteers</li> <li>d. conflict of interest and nepotism policy</li> </ul>	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>P5</b>	All direct service and monitor staff are trained in first aid procedures.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>P6</b>	If volunteers are used for ongoing activities, the agency must have a current volunteer training orientation policy and process.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>P7</b>	If volunteers are used, the agency must have a formal process for orientation and training for the task to be performed.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>P8</b>	The staff supports client's choice and self determination in pursuing services, treatment options, etc.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	

**HEALTH**

<b>H1</b>	The agency has written plans for identification, treatment and control of medical and health conditions (contagious diseases, body infestations) which implement Universal Precaution Procedures as required by OSHA standards. There is evidence that TB protocol is used.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
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**SAFETY**

<b>S1</b>	The agency shall comply with all applicable local fire, environmental, health and safety standards and regulations	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>S2</b>	The agency will have a fire safety plan which includes at least the following: a) posted evacuation plan; b) fire drills, conducted at least quarterly; c) fire detection systems which conform to local building and fire codes; d) adequate fire exits; e) adequate emergency lighting.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>S3</b>	Facilities should have a written procedure that assures the safety and security of residents and staff and their possessions.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>S4</b>	Entrances and exits are kept clear of debris, ice, snow and other hazards.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>S5</b>	Hallways, stairwells and exits are well lit and there are back-up batteries for exit lights.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>S6</b>	There are exit signs with arrows clearly visible.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>S7</b>	First aid kits contain sufficient supplies to handle multiple occurrences and are kept in a well known accessible place.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	

<b>S8</b>	Phones and emergency numbers are readily accessible for any emergency call.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
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**OPERATIONS**

<b>O1</b>	The agency has written policies for intake procedures and posted criteria for providing services to people.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>O2</b>	The hours of operation are clearly posted.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>O3</b>	There is a clearly defined policy about the possession of weapons on site.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>O4</b>	The agency has clearly defined policies on the use and possession of alcohol and controlled substances including prescription medication.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>O5</b>	The agency has clear written grievance procedures that provide opportunity for redress of actions of inactions deemed adverse by the client.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>O6</b>	The agency provides all residents with, and posts in a conspicuous location, a copy of the house rules and regulations, and a copy of the disciplinary and grievance procedures. Consequences of rules violations are clearly stated and consistently enforced.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	

<b>O7</b>	There is evidence that grievances are collected and evaluated so that trends and patterns can be noted and corrections made.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>O8</b>	The agency maintains a daily census, listing residents, employees and volunteers.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	

**SERVICES PROVIDED**

<b>SP1</b>	Agency residents have the right to receive stated services without regard to race, religion, gender, age, national origin, ancestry, color, sexual orientation, disability or familial status, except where age and gender of the people served are determined by the agency's mission.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>SP2</b>	Services for basic human needs cannot be denied if a agency resident is unable to pay.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>SP3</b>	The agency shall not require clients to participate in religious services or other forms of religious expression except, when such participation is determined within the agency's mission and clearly communicated and understood by the client, and when appropriate referral is assured if client chooses not to participate in said religious activity.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>SP4</b>	Private offices or rooms are available to staff for interviews, counseling sessions, examinations and treatment.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	

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<b>SP5</b>	The agency provides or makes referrals to appropriate support services such as: a) Case management b) Assistance with employment opportunities c) Education and training d) Medical and mental health services e) Alcohol and drug treatment programs f) Assistance to secure long-term housing g) Material assistance programs h) Adult/children protective services	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
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**COMMUNITY INVOLVEMENT**

<b>C1</b>	The agency demonstrates community cooperation through active participation in local collaborations, i.e. membership in Toledo Area Alliance to End Homelessness (TAAEH).	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>C2</b>	The agency is an active and compliant participant of the Toledo Lucas County Homeless Management Information System.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	
<b>C3</b>	The agency has and fulfills a signed Statement of Intent with the Toledo Lucas County Homelessness Board to address and enact the Community Alliances and Strategies Efforts to End Homelessness.	<input type="checkbox"/> <b>Meets expectation</b> <input type="checkbox"/> <b>Does not meet expectation</b> <input type="checkbox"/> <b>Not applicable</b>	

\_\_\_\_\_  
 Agency Executive Director (*please print*)

\_\_\_\_\_  
 SIGNATURE: Agency Executive Director

\_\_\_\_\_  
 DATE

\_\_\_\_\_  
 TLCHB Director (*please print*)

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 SIGNATURE: TLCHB Director

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 DATE