

**TOLEDO LUCAS COUNTY HOMELESS BOARD STANDARDS COMPILATION
ADOPTED EMERGENCY SHELTER REVISIONS**

I. ADMINISTRATION

A. Board of Directors

1. The shelter shall be operated by a nonprofit organization, recognized under section 501(c)(3) of the Internal Revenue Code.
2. The agency 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.
3. The Executive Director of the agency is not the Chairman of the Board of Directors.
4. There is a written policy identifying and forbidding conflicts of interest between agency staff and Board members.
5. The shelter must include on the board of directors or other policy-making entities one or more members who are either homeless or formerly homeless.
6. The shelter's Board of Directors shall meet at least on a quarterly basis and set overall policy for the shelter. Minutes of the meetings shall be maintained for at least five years. Board minutes must include a listing of those Board members who are in attendance and those Board members who are in not in attendance.
7. The Board is responsible for the selection and annual performance review of the agency's CEO or Director.
8. The organization adheres to a written policy that ensures continuity, change in board membership and diversity of board members.
9. Each new board member receives orientation designed to orient the members to the goals, objectives, and activities of the agency.
10. The Board ensures that the organization collaborates with other organizations by ensuring that the organization provides referral resources to clients.

B. Fiscal Management

1. There shall be an accounting system, which is maintained in accordance with Generally Accepted Accounting Principles (GAAP) and which uses fund accounting methods.
2. 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.
3. The agency shall have an established finance and/or audit committee.
4. The agency shall have written internal fiscal control procedures, which are reviewed and approved by the Board of Directors.
5. Financial reports comparing budgeted versus actual balances for the agency should be provided to the Board at least quarterly.
6. The agency shall receive an annual independent audit and/or independent compilation of financial activities of which includes a balance sheet and operating statement setting forth the financial condition of the agency.
7. The shelter shall have a record of accountability for clients' funds or valuables if the shelter is holding either or both.
8. The shelter shall institute and implement an adequate procurement policy covering small, medium and large purchases and means of price comparisons to assure

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purchase at the most reasonable costs and shall make known to women and minority contractors their capability to be vendors.

9. The shelter shall maintain a system of accountability for time worked through use of timesheets, activity reports, etc. signed by both the employee and the appropriate supervisor. The shelter executive director's timesheet should be signed by a board member if there is no other paid staff to which the shelter executive director reports.
10. A shelter which receives \$300,000 or more of federal funds shall receive an annual independent audit or audit review and submit to Office of Housing and Community Partnerships (OHCP), annually, either a letter of "no findings" or a copy of the audit, in conformity with the OHCP financial management rules and regulations handbook.

C. Staff: Paid and Volunteers

1. The organization shall have a chart of all staff working in the agency, updated upon any changes. 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.
2. 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, military status, ethnicity, or sexual orientation.
3. The agency shall require and receive appropriate health screenings and criminal background checks on all staff, especially as it relates to services to children.
4. 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:
 - a. Annual performance evaluations for all staff, including the Executive Director;
 - b. Compensation and benefits plans;
 - c. Grievance procedures for staff and volunteers; and
 - d. Conflict of interest and nepotism policy; and
5. All relevant direct service staff shall receive additional training annually in at least the following:
 - a. Non-violent crisis intervention techniques;
 - b. Referral procedures to relevant community resources; and
 - c. First aid procedures;
 - d. Emergency evacuation procedures; and
 - e. Agency operating procedures.

The shelter shall assure that at least one staff person on duty is trained in emergency first aid procedures. For the safety of the residents, the shelter shall have adequate, trained, on-site staff coverage during all hours the shelter is open to residents, unless individual secured units are provided.

6. If volunteers are used for ongoing activities, the agency must have a current volunteer training orientation policy and process.

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7. If volunteers are used, the agency must have a formal process for orientation and training for the task to be performed.
8. The staff supports client's choice and self-determination in pursuing services, treatment options, etc.
9. The shelter shall encourage the involvement of clients in the decision-making processes of the shelter.

II. FACILITIES

A. Health & Environment

1. The shelter facility 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. The shelter facility shall have a written policy regarding the control of infectious diseases, such as HIV, tuberculosis, etc.
2. The shelter shall designate and utilize private space to meet with clients for interviews, counseling sessions, examinations and treatment.

B. Safety

1. The shelter facility shall comply with all applicable local fire, environmental, health and safety standards and regulations.
2. The shelter facility will have a fire safety plan which includes at least the following:
 - a. posted evacuation plan;
 - b. fire drills, conducted at least monthly;
 - c. fire detection systems which conform to local building and fire codes;
 - d. adequate fire exits; and
 - e. adequate emergency lighting.
3. Agency should have a written procedure that assures the safety and security of residents and staff and their possessions.
4. Entrances and exits are kept clear of debris, ice, snow and other hazards.
5. Hallways, stairwells and exits are well lit and there are back-up batteries for exit lights.
6. There are exit signs with arrows clearly visible.
7. The shelter shall have available standard first aid kit to handle multiple occurrences that are kept in a well-known accessible place in case of a medical emergency.
8. Phones and emergency numbers are readily accessible for any emergency call. All staff on duty shall have access to a telephone. Emergency telephone numbers shall be posted conspicuously near the telephone.
9. The shelter shall have adequate provision of the following services:
 - a. pest control services;
 - b. removal of garbage; and
 - c. proper ventilation and heating/cooling systems
10. The shelter shall be clean and in good repair.
11. The shelter shall have reasonable access to transportation services.

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12. The shelter shall provide a bed or crib for each guest except in extenuating "overflow" conditions or unless the shelter has an ODSA exemption based on size and/or type of shelter. The shelter shall make provision for clean linens for each client. There shall be procedures to provide for the sanitizing of all linens and sleeping surfaces.
13. The shelter shall provide sufficient showers/baths, washbasins and toilets that are in proper operating condition for personal hygiene. These should be adequate for the number of people served. Clean towels, soap and toilet tissue shall be available to each client.
14. The shelter shall provide adequate natural or artificial illumination to permit normal indoor activities and to support the health and safety of occupants. Sufficient electrical sources shall be provided to permit the use of essential electrical appliances while assuring safety from fire.
15. The shelter shall have a procedure for making referrals to appropriate medical providers.
16. The shelter shall have a written policy regarding the possession and use of controlled substances as well as prescription and over the counter medication.
17. The shelter must be accessible to and usable by persons with disabilities in compliance with Americans with Disabilities Act, Fair Housing Act, and Section 504 of the Rehabilitation Act of 1973. Individuals with disabilities must have access within the shelter to all programs and activities available in the shelter.
18. The shelter shall provide a locked place for the storage of medications.

C. FOOD SERVICE

1. Shelters shall provide, or arrange for food services to clients on-site.
2. Shelters providing food service shall make adequate provisions for the sanitary storage and preparation of foods.
3. Shelters providing food for infants, young children and pregnant mothers shall make provisions to meet their nutritional needs.

III. OPERATIONS

A. Shelter Facility Operation Procedures

1. The agency has written policies for admission procedures and posted criteria for providing services to people in both English and Spanish. The shelter shall have a policy manual, which includes the shelter's purpose, population served, program description, non-discrimination policy, and confidentiality statement and shelter regulations, rules and procedures.

The shelter shall have written policies for admission of clients and criteria for admitting people to the shelter. The shelter's intake policy should be available in English and Spanish for the clients to review.

2. The hours of operation are clearly posted in English and Spanish.

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3. Information regarding access to United Way 2-1-1 and domestic violence crisis services and contact information are clearly posted in English and Spanish.
4. There is a clearly defined policy about the possession of weapons on site.
5. The shelter shall post and read, or otherwise make known in English and Spanish, the rights and responsibilities of shelter clients that shall include a grievance procedure for addressing potential violations of their rights.
6. The agency provides all residents with, or posts in a conspicuous location, a copy of the house rules and regulations, and a copy of the disciplinary and grievance procedures in English and Spanish. Consequences of rules violations are clearly stated and consistently enforced.
7. There is evidence that grievances are collected and evaluated so that trends and patterns can be noted and corrections made.
8. The shelter shall maintain a daily census, which includes, at least, the name and sex of each person residing in the shelter.
9. The shelter shall report child abuse and endangerment as required by law.
10. The shelter shall only require clients to perform duties directly related to daily living activities within the shelter.
11. The shelter shall provide access to a public or private telephone for use by shelter clients to make and receive calls.
12. The shelter shall maintain records to document services provided to each client.
13. The shelter shall provide accommodations for shelter clients to store personal belongings.
14. The shelter shall provide a safe, secure environment and have policies to regulate access.
15. The shelter shall allow current clients to use the shelter as a legal residence for the purpose of voter registration and the receipt of public benefits.
16. The shelter shall maintain a daily log to record at a minimum all unusual or significant incidents.
17. The shelter shall have written policies for consensual and non-consensual searches of residents' possessions.
18. The shelter shall have a written termination policy in which program participant's assistance is terminated only in the most severe cases and consistent with the TLCHB policies.

B. Services provided

1. Shelter recognizes and upholds a client's right to receive services, including shelter and/or housing without regard to race, religion, gender, age, national origin, ancestry, color, sexual orientation, military status, disability or familial status, except, where age and gender of the people served are determined within the agency's mission.

Shelters serving families with children shall also not discriminate on the basis of the sex or age of the children or the size of the family. Provision shall be made in such cases to maintain the family as an intact unit.

2. Services for basic human needs cannot be denied due to a client's inability to pay.

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3. The shelter shall not require clients to participate in religious services or other forms of religious expression.
4. The shelter may provide appropriate support services consistent with the TLCHB policies, such as:
 - a. Unduplicated case management;
 - b. Assistance with documentation collection;
 - c. Assistance with employment opportunities;
 - d. Life skill training;
 - e. Education services
 - f. Child care; and
 - g. Transportation

The shelter will make referrals to other agencies for appropriate support services consistent with TLCHB policies, such as:

- a. Health and mental health services;
 - b. Alcohol and drug treatment programs;
 - c. Assistance to secure long-term housing;
 - d. Material assistance programs;
 - e. Adult/children protective services;
 - f. Assistance with employment opportunities, life skill training, educational services, child care, transportation or other support service not provided by the shelter but identified within individualized housing stabilization plan; and
 - g. Other mainstream resources.
5. In addition to sleeping arrangements, food and unduplicated case management, the shelter shall provide the following basic needs:
 - a. humane care which preserves Individual dignity;
 - b. a clean environment;
 - c. reasonable security; and
 - d. referrals to other agencies.
 6. The shelter shall have secure storage space for confidential documents relating to clients and personnel.
 7. The shelter shall develop and implement procedures to ensure the confidentiality of records pertaining to any individuals provided family violence prevention or treatment services.
 8. The shelter shall provide for an evaluation of the effectiveness of the program services offered, at least annually.
 9. Agencies that receive funding under the Homeless Assistance Grant Program are required to participate in their Continuum of Care's Homeless Management Information System (HMIS).
 10. The shelter shall have laundry facilities or service available on-site to clients.