

TOLEDO LUCAS COUNTY HOMELESS BOARD STANDARDS COMPILATION

The term agency includes any shelter, facility or program providing homeless services, shelter and/or housing for the homeless and if applicable the larger organization of which the agency is under.

I. ADMINISTRATION

A. Board of Directors

1. The agency shall be a, or operated by a non-profit organization, recognized under federal and state regulations and guidelines.
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 Board shall include consumer representation.
6. The agency's Board of Directors shall meet at least once a quarter and minutes of all meetings shall be kept.
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 to ensure referral services can be provided to clients.

B. Fiscal Management

1. There shall be an accounting system, which is maintained in accordance with Generally Accepted Accounting Principles (GAAP).
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.

C. Staff: Paid and Volunteers

1. The organization shall have a chart of all staff (paid & 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.
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, veterans status, ethnicity, or sexual orientation.
3. The agency shall require and receive appropriate health screenings for, and criminal 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
 - d. conflict of interest and nepotism policy
5. All direct service and monitor staff are trained in first aid procedures.
6. If volunteers are used for ongoing activities, the agency must have a current volunteer training orientation policy and process.
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.

II. FACILITIES

A. Health & Environment

1. The 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.

B. Safety

1. The facility shall comply with all applicable local fire, environmental, health and safety standards and regulations
2. 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.
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. First aid kits contain sufficient supplies to handle multiple occurrences and are kept in a well-known accessible place.
8. Phones and emergency numbers are readily accessible for any emergency call.

III. OPERATIONS

A. Intake Procedures

1. The agency has written policies for intake procedures and posted criteria for providing services to people.
2. The hours of operation are clearly posted.
3. There is a clearly defined policy about the possession of weapons on site.
4. The agency has clearly defined policies on the use and possession of alcohol and controlled substances including prescription medication.
5. The agency has clear written grievance procedures that provide opportunity for redress of actions or inactions deemed adverse by client
6. 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.
7. There is evidence that grievances are collected and evaluated so that trends and patterns can be noted and corrections made.
8. The agency maintains a daily census, listing residents, employees and volunteers.

B. Services provided

1. Agency 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, disability or familial status, except, where age and gender of the people served are determined within the agency's mission.
2. Services for basic human needs cannot be denied if a client is unable to pay.
3. 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 participate.
4. Private offices or rooms are available to staff for interviews, counseling sessions, examinations and treatment.
5. 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

IV. COMMUNITY INVOLVEMENT

- A.** The agency demonstrates community cooperation through active participation in local collaborations, i.e. membership in Toledo Area Alliance to End Homelessness (TAAEH)
- B.** The agency is an active and compliant participant of the Toledo Lucas County Homeless Management Information System
- C.** 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.

STANDARD MODELS USED IN COMPILATION include:

1. New Mexico Coalition to End Homelessness, “Quality Standards for Emergency Shelters”
2. Coalition on Homelessness and Housing in Ohio, “Ohio Basic Standards for Emergency Homeless Shelters”
3. Greater Virginia Peninsula Continuum of Care Council, “Homelessness Programs – Minimum Standards”