

Ohio Basic Shelter Standards, Local Policies and Organization Practices

Ohio Basic Shelter Standards	Cleveland/Cuyahoga County Continuum of Care Policies	CoC Provider Policies (insert name)	
A. Administration			
1	The shelter shall be operated by a nonprofit organization, recognized under the section 501© (3) of the Internal Revenue Code.	This is a requirement for all Continuum of Care (CoC) grantees recommended for and receiving HUD, ODSA or County HHS Levy funding. Applicants must provide documentation.	
2	The shelter shall not require clients to participate in religious services or other forms of religious expression.	Organizations receiving public funds must adhere to this standard as described in the HEARTH Act.	
3	The shelter shall not discriminate on the basis of race, religion, color, sex, national origin, disability, age, or ancestry. 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.	CoC providers must adhere to this standard per the language in the HEARTH Act.	
4	The shelter's Board of Directors shall consist of voluntary (unpaid) members, with the possible exception of the agency's CEO or Director.	The CoC requires documentation that the standard is being met.	
5	The shelter must include on the board of directors or some other policy-making entity, one or more members who are either homeless or formerly homeless.	Required by Cleveland Ordinance; also a preference stated in the HEARTH Act.	

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A. Administration Cont'd		
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 three years.	HUD requires records to be retained for 5 years.
7	The shelter shall have secure storage space for confidential documents relating to clients and personnel.	CoC requirement; in addition, HMIS standard. Compliance verified by OHS staff through on site audit.
8	The shelter shall develop and implement procedures to ensure the confidentiality of records pertaining to any individuals provided family violence prevention or treatment services.	Monitored by OHS annually.
9	The shelter shall have a policy manual, which includes the shelter's purpose, population served, regulations, rules and procedures.	Required for CoC providers.
10	The shelter shall provide for an evaluation of the effectiveness of the services offered, at least annually.	Consumer satisfaction surveys collected annually for HUD-funded programs. Outcomes factored into overall agency "score".

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B. Personnel			
1	The shelter shall have a table of organization of all paid staff working in the shelter. There shall be written position descriptions for each position type that includes job responsibilities and qualifications.	Requirement of CoC funding review process.	
2	The shelter shall have written policies for the selection of all paid personnel in conformance with the EEO guidelines.	Verified through annual CoC provider review process.	
3	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.	Verified through annual CoC provider review process.	
4	All shelter staff shall receive training in at least the following: a. Emergency evacuation procedures; and b. Agency operating procedures	CoC requirement; in addition, one staff person on each shift must be trained in basic first aid, CPR and handling emergency medical situations.	
5	All relevant direct service staff shall receive additional training in at least the following: a. Non-violent crisis intervention techniques; b. Referral procedures to relevant community resources; c. First aid procedures	CoC requirement; verified annually.	

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C. Facility			
1	The shelter shall comply with applicable local fire, environmental, health, and safety standards and regulations.	CoC requirement verified annually through site visit monitoring.	
2	The shelter shall be clean and in good repair.	CoC requirement verified annually through site visit monitoring.	
3	The shelter shall have reasonable access to transportation services.	CoC requirement; in addition, each CoC provider must post policies on transportation assistance based on resource availability.	
4	The shelter shall provide a bed or crib for each guest except in extenuating "overflow" conditions or unless the shelter has an ODOD 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.	CoC requirement.	
5	The shelter shall provide sufficient showers/baths, wash basins 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.	CoC requirement; in addition, CoC providers must provide clients with hygiene items needed for personal care.	
6	The shelter shall have private space to meet with clients.	CoC requirement.	

C. Facility Cont'd

7	The shelter shall have laundry facilities available to clients or a system available for the services.	CoC requirement.	
8	The shelter shall 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; and e. Adequate emergency lighting.	CoC requirement.	
9	The shelter shall have adequate provision of the following services: a. Pest control services; b. Removal of garbage; c. Proper ventilation and heating/cooling systems; d. Means to ensure that entrances, exits, steps and walkways are kept clear of garbage and other debris, ice, snow and other hazards.	CoC requirement.	
10	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.	CoC requirement.	

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D. 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	CoC requirement evaluated annually.
2	The shelter shall have a record of accountability for clients' funds or valuables the shelter is holding.	CoC requirement evaluated annually.
3	A shelter which receives \$300,000 or more of federal funds shall receive an annual independent audit or audit review and submit to OHCP, annually, either a letter of "no findings" or a copy of the audit, in conformity with the OHCP financial rules and regulations handbook.	CoC requirement to have agency audit included in funding applications. Agencies receiving more than \$500,000 of federal funds are subject to A-133 Audit review requirements.
4	The shelter shall have internal fiscal control procedures, which are reviewed and approved by the Board of Directors.	CoC requirement.
5	The shelter shall institute and implement an adequate procurement policy in compliance with 24 CFR Part 84, U.S. Department of Housing and Urban Development uniform administrative requirements, covering small, medium and large purchases and means of price comparisons to assure purchases at the most responsible costs and shall make known to women and minority contractors their capability to be vendors.	CoC verifies compliance with federal non-profit management guidelines.
6	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 executive director's timesheet should be signed by a board member.	CoC verifies through reimbursement process and audit reviews.

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E. Food Service			
1	Shelters providing food service shall make adequate provisions for the sanitary storage and preparation of food.	CoC requirement.	
2	Shelters providing food for infants, young children and pregnant mothers shall make provisions to meet their nutritional needs.	CoC requirement; in addition, CoC providers must have written policies related to serving healthy, balanced meals and must have access to consult with a dietician regarding serving clients with special dietary needs.	
3	Shelters shall provide or arrange for food services to clients or make known the available services nearby.	Consistent with CoC practices.	

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F. Health			
1	The shelter shall have available at all times first aid equipment and supplies in case of a medical emergency.	CoC requirement.	
2	All staff on duty shall have access to a telephone. Emergency telephone numbers shall be posted conspicuously near the telephone.	CoC requirement.	
3	The shelter shall assure that at least one staff person on duty is trained in emergency first aid procedures.	CoC requirement.	
4	The shelter shall have a procedure for making referrals to appropriate medical providers.	CoC requirement.	
5	The shelter shall have a written policy regarding the possession and use of controlled substances as well as prescription and over the counter medication.	CoC requirement.	
6	The shelter shall have a written policy regarding the control of infectious diseases, such as HIV, tuberculosis, etc.	CoC Requirement; in addition, each provider must have the ability for consultation with a medical provider or group regarding infectious disease questions and assistance with proper notification with illness outbreaks.	
7	The shelter shall provide a locked place for the storage of medications	CoC requirement.	

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G. Operations		
1	In addition to sleeping arrangements and food, the shelter shall provide the following basic needs: a. Humane care which preserves individual dignity; b. Clean environment; c. Reasonable security; d. Referral to the Ohio Department of Job and Family Services; e. Referrals to other agencies.	CoC requirement.
2	The shelter shall have written policies for intake of clients and criteria for admitting persons to the shelter. The shelter's intake policy should be available for the clients to review.	Coordinated Assessment provides intake and assessment for all individuals and families seeking shelter.
3	The shelter shall maintain an attendance list which includes, at least, the name and sex of each person residing in the shelter.	CoC requirement.
4	The shelter shall post and read, or otherwise make known, the rules, regulations and procedures of the shelter.	CoC requirement.
5	The shelter shall post and read, or otherwise make known, the rights and responsibilities of shelter clients that shall include a grievance procedure for addressing potential violations of their rights.	CoC requirement.
6	The shelter shall report child abuse and endangerment as required by law.	CoC requirement.
7	The shelter shall only require clients to perform duties directly related to daily living activities within the shelter.	Consistent

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G. Operations Cont'd			
9	The shelter shall maintain records to document services provided to each client.	CoC HMIS requirement; records must also be kept for clients who do not agree to participate in HMIS.	
10	The shelter shall provide accommodations for shelter clients to store personal belongings.	CoC requirement.	
11	The shelter shall provide a safe, secure environment and have policies to regulate access.	Each CoC provider must have a written entrance, exit and visitation policy as part of its safety plan. The policy should indicate how check in/entrance to and exit from the facility occurs for residents, staff, partners, volunteers, and other guests.	
12	The shelter shall have a policy regarding the control of weapons.	CoC requirement.	
13	The shelter shall encourage the involvement of clients in the decision-making process of the shelter. This can be accomplished in a variety of ways, including having resident advisory councils to provide input into the operations of the shelter, or having homeless or formerly homeless people on the board, or having homeless or formerly homeless people trained and hired as staff.	CoC requirement.	
14	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.	CoC requirement.	
15	The shelter shall maintain a daily log to record at a minimum all unusual or significant incidents.	CoC requirement.	
16	The shelter shall have written policies for consensual and non-consensual searches.	CoC requirement.	

Additional CoC Adopted Standards		CoC Provider Policies
1	Shelters cannot require, upon admission, that residents have IDs, be entered into HMIS or provide Social Security numbers.	
2	Each shelter must adhere to the CoC's involuntary discharge policy and have a procedure to collaborate/coordinate with another shelter(s) when involuntary discharges are necessary. At the time of an involuntary discharge, the participant must be provided with 1) a written explanation of the reason(s) for the discharge and 2) written information on how to file a grievance.	
3	A housing plan must be developed as quickly as possible with the resident upon entry and no later than after 2 weeks of continuous occupancy.	
4	Shelters must have written policies on collecting, distributing and storing mail for residents and former residents.	
5	Each shelter must have the ability for consultation with a medical provider or group regarding infectious disease questions and assistance with proper notification with illness outbreaks.	
6	Shelters must have written policies related to serving healthy, balanced meals, and shelters must have access to consult with a dietician regarding serving clients with special dietary needs.	

	Additional CoC Adopted Standards	CoC Provider Policies
7	One staff person on each shift must be trained in basic first aid, CPR and handling emergency medical situations.	
8	Shelters must provide or link participants to drug and alcohol services, mental health services, life skills and job training, as needed.	
9	Participants must be provided with hygiene items needed for personal care.	
10	Each shelter must have a written policy regarding residents' access to telephones.	
11	Each shelter must have a written entrance, exit and visitation policy as part of its safety plan. The policy should indicate how check in/entrance to and exit from the shelter occurs for residents, staff, partners, volunteers, and other guests.	
12	School-aged children are required by law to be enrolled in and attend school. Each shelter will ensure that parents are aware of the legal requirement and will work with parents and community resources, as needed, to promote daily school attendance. In addition, each shelter will assist in connecting children with appropriate services within the community.	