

# A Way Home for Tulsa Services Standards: General Section

## Baseline Fidelity Self-Assessment

This tool is intended to be a quick reference guide to the General section of the AWH4T Services Standards and can be a starting point for programs looking to complete a basic fidelity self-assessment. A self-assessment is a suggested first step in identifying program strengths, challenges, and resource needs as they relate to implementing the Services Standards and a baseline for measuring progress as the Lead Agency undertakes the Fidelity Evaluation Process in the future.

The tool indicates where a subsection requires a policy or procedure, staff training, or notice to clients and the included self-assessment questions cover general themes from each subsection of the Standards. Answering yes to all questions within a subsection does not guarantee that a program meets all requirements that make up the particular standard. It is recommended that programs consult the Services Standards to find the comprehensive requirements, including details related to any required policies, procedures, training, and notice to clients.

## 1. General

Standards Section	Standards Clause	Standard Clause Requirements			BASELINE Self-Assessment Questions (Yes to all questions does not guarantee the standard is met)	Project Status Estimate (Select checkbox to put X in it)	Proposed/Requested Resources, Technical Assistance, and/or Training
		Policy/ Procedure	Training	Notice to Clients			
1.3	STAFF	X			1. Is the staff/client ratio appropriate based on the unique needs of the population(s) served, the physical configuration of the program (per building/site), and the number of clients served? <input type="checkbox"/> Exceeds standard <input type="checkbox"/> Meets standard <input type="checkbox"/> Striving to meet standard <input type="checkbox"/> Opting out		
1.3.1	Staff Training		X		1. Does the program ensure that staff receive regular, high-quality training, including staff participation in CoC training? <input type="checkbox"/> Exceeds standard <input type="checkbox"/> Meets standard <input type="checkbox"/> Striving to meet standard <input type="checkbox"/> Opting out		
1.4	ADMISSION PROCEDURES, ELIGIBILITY, AND DOCUMENTATION	X		X	1. Are the program's eligibility criteria that are fair and objective? 2. Does the process include accessible notice of reasons for non-acceptance? 3. Is eligibility information made available and accessible to clients at intake? <input type="checkbox"/> Exceeds standard <input type="checkbox"/> Meets standard <input type="checkbox"/> Striving to meet standard <input type="checkbox"/> Opting out		

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1.4.1	Housing First	X			<ol style="list-style-type: none"> <li>Does the program accept applicants regardless of their sobriety or use of substances, completion of treatment, mental health status, or participation in services?</li> <li>Does the program accept applicants regardless of poor credit or financial history, employment status, poor or lack of rental history, criminal convictions unrelated to tenancy (except as mandated by funding requirements), or behaviors that indicate a lack of housing readiness?</li> <li>Are rejections of potential clients for safety or health reasons rare, considered on a case by case basis, and limited to cases where the applicant has posed a direct threat to the health or safety of the program's staff or clients in the past?</li> </ol>	<input type="checkbox"/> Exceeds standard <input type="checkbox"/> Meets standard <input type="checkbox"/> Striving to meet standard <input type="checkbox"/> Opting out	
1.5	PROTOCOLS, POLICIES, AND PROCEDURES	X		X	<ol style="list-style-type: none"> <li>Are program guidelines appropriate for the program model, target population, and services provided?</li> <li>Do the program guidelines clearly inform clients of the obligations upon which their continued participation in the program depends and the sanctions for non-compliance and are they available and accessible to clients?</li> <li>Are program guidelines applied to all clients (unless a client has asked for a reasonable accommodation due to their disability) and are clients permitted to exercise their rights without fear of reprisal?</li> </ol>	<input type="checkbox"/> Exceeds standard <input type="checkbox"/> Meets standard <input type="checkbox"/> Striving to meet standard <input type="checkbox"/> Opting out	

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1.5.1	Protection of Client Choice	X	X		<ol style="list-style-type: none"> <li>Are supportive services highly tenant-driven without predetermined goals and do they emphasize engagement and problem solving over therapeutic goals and service plans?</li> <li>Do case managers and service coordinators actively employ evidence-based, trauma-informed practices for client engagement, including, but not limited to, motivational interviewing and client-centered counseling?</li> <li>Are services informed by a harm-reduction philosophy that recognizes drug and alcohol use and addiction as a part of tenants lives, where tenants are engaged in nonjudgmental communication regarding drug and alcohol use, and where tenants are offered education regarding how to avoid risky behaviors and engage in safer practices, as well as connected to evidence-based treatment if the tenant so chooses?</li> </ol>	<input type="checkbox"/> Exceeds standard <input type="checkbox"/> Meets standard <input type="checkbox"/> Striving to meet standard <input type="checkbox"/> Opting out	
1.6	PROCEDURES TO PROTECT CLIENT RIGHTS						
1.6.1	Basic Rights	X			<ol style="list-style-type: none"> <li>Is the environment safe and healthy and are clients treated with respect and dignity as individuals?</li> <li>Do clients with disabilities receive reasonable accommodations as needed under the Fair Housing Act and Titles II and III of the Americans with Disabilities Act?</li> <li>Does the program make efforts to maximize client choice in housing and services, including type and location of housing when possible?</li> </ol>	<input type="checkbox"/> Exceeds standard <input type="checkbox"/> Meets standard <input type="checkbox"/> Striving to meet standard <input type="checkbox"/> Opting out	

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1.6.2	Opportunities for Clients in Program Administration	X			<ol style="list-style-type: none"> <li>Does the program provide meaningful opportunities for clients to give input and be involved in program design and policies?</li> <li>Do clients have ongoing opportunities to share opinions and make suggestions?</li> <li>Does the agency have policies outlining how client feedback will be utilized and heard, how it will reach high-level staff and be considered when designing and implementing programs?</li> </ol>	<input type="checkbox"/> Exceeds standard <input type="checkbox"/> Meets standard <input type="checkbox"/> Striving to meet standard <input type="checkbox"/> Opting out	
1.6.3	Protection Against Discrimination	X	X		<ol style="list-style-type: none"> <li>Does the program ensure equal access to all eligible households regardless of any protected characteristic, including race, color, national origin, religion, sex, age, familial status, ancestry, marital status, sexual orientation, gender identity, or disability?</li> <li>Is participation in religious worship or instruction optional (as opposed to a condition) or program participation?</li> <li>Do clients with disabilities receive reasonable accommodations to allow program participation, including modifications to allow service animals and assistance animals?</li> </ol>	<input type="checkbox"/> Exceeds standard <input type="checkbox"/> Meets standard <input type="checkbox"/> Striving to meet standard <input type="checkbox"/> Opting out	
1.6.4	Best Practices in Serving Transgender and Gender Non-Conforming Persons	X		X	<ol style="list-style-type: none"> <li>Do program staff refer to clients by clients' preferred names and pronouns at all times, starting with intake and ending with discharge?</li> <li>Are transgender and gender non-conforming persons allowed to stay in a sex-segregated program and access sex-segregated facilities that correlate with the gender with which they identify?</li> <li>Does the program take proactive steps to create an accepting environment?</li> </ol>	<input type="checkbox"/> Exceeds standard <input type="checkbox"/> Meets standard <input type="checkbox"/> Striving to meet standard <input type="checkbox"/> Opting out	

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1.6.5	Protection of Privacy				1. Are clients entitled to enjoy the maximum amount of privacy under the circumstances? 2. Do clients have the right to have private written and verbal communications, including the right to meet with legal representatives and legal counsel? 3. Are clients entitled to receive and send mail or any other correspondence without interception or interference, where mail service is available?	<input type="checkbox"/> Exceeds standard <input type="checkbox"/> Meets standard <input type="checkbox"/> Striving to meet standard <input type="checkbox"/> Opting out	
1.6.6	Protection Against Unreasonable Searches and Seizures	X		X	1. If searches are conducted on a programmatic or routine basis, does the program have a sufficiently compelling policy reason to conduct such searches, and is the search the least intrusive means to accomplish the goal? 2. Are clients permitted to refuse to consent to a routine search and elect to exit the program? 3. If targeted searches are conducted, are they conducted only to the extent required in order to find a weapon, illegal material, drugs or alcohol?	<input type="checkbox"/> Exceeds standard <input type="checkbox"/> Meets standard <input type="checkbox"/> Striving to meet standard <input type="checkbox"/> Opting out <input type="checkbox"/> N/A	
1.6.7	Confidentiality	X			1. Does the program respect clients' right to confidential treatment of personal, social, financial, and medical records? 2. In the absence of a subpoena or other legal requirement, does the program and program staff abstain from providing information about clients to law enforcement or other outside entities without written consent of the client? 3. Does the program avoid using a client's identifiable photographs, videotapes, audio-taped interviews, artwork, or creative writing for public relations purposes without the informed consent of that client?	<input type="checkbox"/> Exceeds standard <input type="checkbox"/> Meets standard <input type="checkbox"/> Striving to meet standard <input type="checkbox"/> Opting out	

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1.6.8	Grievance Procedures	X		X	1. Does the grievance process focus on preventing the escalation of conflicts, resolving conflicts, and improving program environments for clients and staff? 2. Does the program strive to maximize the use of informal avenues for resolving disputes whenever possible? 3. Do the program's grievance procedures allow clients the opportunity to be represented by a third-party advocate in the grievance process and to present their cases before a neutral decision-maker?	<input type="checkbox"/> Exceeds standard <input type="checkbox"/> Meets standard <input type="checkbox"/> Striving to meet standard <input type="checkbox"/> Opting out	
1.6.9	Client Termination	X		X	1. Do case managers inform a client when their behaviors may lead to termination from the program and develop a written agreement with the client to resolve the issues that may result in program termination? 2. In such cases, does the case manager's supervisor facilitate a meeting with the client and case manager to review the remediation plan outlined in the written agreement, explain the consequences of continued non-compliance with program and/or occupancy agreements, with the ultimate consequence for housed clients being termination of rental assistance for violations of program requirements and/or eviction from the premises by the landlord for occupancy agreement violations? 3. In cases where termination from RRH or PSH is pursued, does the program work with the All Doors Open Coordination Center to transfer the client to another program (if appropriate and if doing so is not likely to put the client, household members, program staff, or tenants at risk of harm)?	<input type="checkbox"/> Exceeds standard <input type="checkbox"/> Meets standard <input type="checkbox"/> Striving to meet standard <input type="checkbox"/> Opting out	

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1.6.10	Eviction Proceedings by a Landlord				1. In cases where a landlord initiates eviction proceedings against a program client, does the case manager assist the program client to find another unit, with the assistance of All Doors Open?	<input type="checkbox"/> Exceeds standard <input type="checkbox"/> Meets standard <input type="checkbox"/> Striving to meet standard <input type="checkbox"/> Opting out <input type="checkbox"/> N/A	
1.6.11	Client Appeal to the Program			X	1. Does the program provide a written letter to a client being terminated informing the client of the termination decision along with the reasons for termination, and the date of termination from the program that will result in ending the rental subsidy and/or eviction from the unit if the landlord is a sponsor agency? 2. Does the letter must provide 30-day notice for termination and include a description of the appeal process, including the deadline date for the appeal, the person to be contacted to schedule an appeal hearing, and an appeal form to be completed by the program if applicable? 3. If a client's appeal to the program results in the termination being upheld, does the client have the right to appeal to the CoC?	<input type="checkbox"/> Exceeds standard <input type="checkbox"/> Meets standard <input type="checkbox"/> Striving to meet standard <input type="checkbox"/> Opting out	

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1.7	FAMILY POLICIES						
1.7.1	Education			X	1. If assisting families with children or unaccompanied youth, does the program take the educational needs of children into account when placing households in housing and, to the maximum extent practicable, place them as close as possible to their school of origin so as not to disrupt the children's education? 2. If assisting families with children or unaccompanied youth, does the program inform them of their educational rights, including providing written materials, help with enrollment, and linkage to McKinney Vento Liaisons as part of intake procedures? 3. If assisting families with children or unaccompanied youth, does the program designate staff that will be responsible for ensuring that children and youth in their programs are in school and are connected to appropriate services in the community, including early childhood programs as available?	<input type="checkbox"/> Exceeds standard <input type="checkbox"/> Meets standard <input type="checkbox"/> Striving to meet standard <input type="checkbox"/> Opting out <input type="checkbox"/> N/A	
1.7.2	Admission and Separation				1. Are families admitted regardless of the age or gender of a family member under 18 or the gender or marital status of a parent or parents?	<input type="checkbox"/> Exceeds standard <input type="checkbox"/> Meets standard <input type="checkbox"/> Striving to meet standard <input type="checkbox"/> Opting out <input type="checkbox"/> N/A	
1.8	SAFEGUARDS FOR DOMESTIC VIOLENCE SURVIVORS				1. Are all efforts made to protect the privacy and safety of survivors of domestic violence, dating violence, sexual assault, stalking, and human trafficking?	<input type="checkbox"/> Exceeds standard <input type="checkbox"/> Meets standard <input type="checkbox"/> Striving to meet standard <input type="checkbox"/> Opting out	



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1.8.1	Privacy and Safety				1. Does the program avoid denying or terminating assistance or evicting a client solely because they are a domestic violence survivor or due to acts of violence perpetrated against them?	<input type="checkbox"/> Exceeds standard <input type="checkbox"/> Meets standard <input type="checkbox"/> Striving to meet standard <input type="checkbox"/> Opting out	
1.9	FOOD SERVICES				1. If the program provides meals, are they are well-balanced and nutritious? 2. If the program provides meals, are all health codes are observed in the preparation and storage of food? 3. If the program provides meals, does the program make a reasonable effort to meet all clients’ cultural needs as well as medically appropriate dietary needs as prescribed by appropriate medical or dental personnel?	<input type="checkbox"/> Exceeds standard <input type="checkbox"/> Meets standard <input type="checkbox"/> Striving to meet standard <input type="checkbox"/> Opting out <input type="checkbox"/> N/A	
1.10	TRANSPORTATION SERVICES	X			1. If the program provides transportation services, are all vehicles (personal and agency) used for transportation fully and adequately insured, operated only by licensed drivers, and do they have up-to-date registration? 2. If the program provides transportation services, do mass transport vehicles receive, at a minimum, an annual safety inspection by qualified individuals? 3. If the program provides transportation services, does the program ensure that transportation is provided for those requiring wheelchair accessibility?	<input type="checkbox"/> Exceeds standard <input type="checkbox"/> Meets standard <input type="checkbox"/> Striving to meet standard <input type="checkbox"/> Opting out <input type="checkbox"/> N/A	

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1.11	EMERGENCY PROCEDURES						
1.11.1	Standards for Program Facilities	X	X	X	1. Does the program have written protocols to guide staff response to crises including, but not limited to, physical injury, client suicide attempts, overdoses, and domestic or other violence? 2. Does the program have first aid equipment and supplies for medical emergencies available at all times, and are these supplies checked regularly to ensure they are up to date? 3. Does the program use universal precaution practices to prevent transmission of under the presumption that blood and body fluids from any source are to be considered potentially infectious?	<input type="checkbox"/> Exceeds standard <input type="checkbox"/> Meets standard <input type="checkbox"/> Striving to meet standard <input type="checkbox"/> Opting out <input type="checkbox"/> N/A	
1.11.2	Disaster Preparedness and Response		X		1. Does the agency participate in community-wide disaster preparedness efforts, including training and drills? 2. Does the agency comply with the City of Tulsa/Tulsa County Emergency Operations Plan?	<input type="checkbox"/> Exceeds standard <input type="checkbox"/> Meets standard <input type="checkbox"/> Striving to meet standard <input type="checkbox"/> Opting out	