

This document outlines the policy and procedure requirements for DWS-OHS contracts. General agency policies and procedures are required for **all** contracted DWS-OHS agencies. Please include these items in your personnel, programmatic, and fiscal policies and procedures to the extent practicable. This could result in the items listed below being included in multiple areas.

General Agency Policies and Procedures

According to DWS Terms and Conditions and DWS-OHS requirements, agencies must adhere to the following policies and procedures:

- Drug-free workplace policies and procedures.**
- Background check policies and procedures, as specified in Attachment E.** This includes the type of background check required, the individuals who need to undergo the background check, the frequency of background checks for relevant parties, immediate notification if an employee's or volunteer's record reveals a criminal history, and the criteria used to determine a passed or failed background check. Agencies must provide proof of compliance with applicable laws, regulations, or requirements.
- Employee non-discrimination and equal opportunity policies and procedures.**
- Employee and client grievance policies and procedures.**
- Policies and procedures for protecting client confidential information and ensuring privacy.**
- Employee/volunteer Code of Conduct**, as outlined in Attachment F.
- File retention and record administration policies and procedures**, including those related to client files.
- Financial policies and procedures** as stated in DWS Terms and Conditions (pg. 8) and 2 CFR 200
 - Policies and procedures regarding segregation of duties over disbursements.
 - Financial and grants management procedures.
 - Personnel documentation standards (per 2 CFR 200.430).
 - Financial reporting policies and procedures.
- Client intake policies and procedures**, including a client file checklist.
- Policies and procedures for service delivery** such as the amount and duration of assistance, client eligibility determination, types of services offered, etc.

General Agency Policies and Procedures *Continued*

- Case management policies and procedures** aligned with DWS-OHS Case Management Standards see Attachment D.

Emergency Solution Grant (ESG) Policies and Procedures

In addition to the general agency policies and procedures (see page 1), agencies that have received ESG funding should have the following policies and procedures. Any additional policies and procedures can be found in [24 CFR 576.400 \(e\)](#). Please refer to DWS-OHS ESG policies and procedures.

- Fair housing policies and procedures.**
- Conflict of interest policies and procedures.**
- Policies and procedures for coordinating with other homeless service providers.**
- Policies and procedures for determining client/household eligibility.** Refer to the following:
- For all project types, general eligibility determination [24 CFR 576.401](#).
 - Definitions of "homeless" and "at risk of homelessness" as defined in [24 CFR 576.2](#).
 - Street Outreach (SO) projects as defined in [24 CFR 576.101](#).
 - Emergency Shelter (ES) projects as defined in [24 CFR 576.102](#).
 - Homeless Prevention (HP) projects as defined in [24 CFR 576.103](#).
 - Rapid Re-housing (RRH) projects as defined in [24 CFR 576.104](#).
- Policies and procedures for assessing clients/households.**
- Policies and procedures for prioritizing clients** (applicable to HP and RRH project types).
- Policies and procedures for service delivery** such as the amount and duration of assistance, client eligibility determination, types of services offered, etc.
- Policies and procedures for terminating services.**
- Policies and procedures for engaging and including persons with lived experience.**
- Street outreach specific policies and procedures**, including strategies for targeting and providing essential services.

ESG Policies and Procedures *Continued*

- Housing relocation and stabilization specific policies and procedures** (applicable to HP and RRH project types), including inspection requirements and screening for lead-based paint, etc.
- Short and medium-term rental assistance specific policies and procedures** (applicable to HP and RRH project types), including factors like rent reasonableness, fair market rents, and determination of rent or utility payment percentages or amounts.

TANF Policies and Procedures

In addition to the general agency policies and procedures (refer to page 1), agencies that have received TANF funds must adhere to the following policies and procedures. For further information regarding TANF, please consult <https://jobs.utah.gov/services/tevs/newstafftanftevstraining.pdf>.

- Policies and procedures for determining and verifying eligibility.**
- Policies and procedures for releasing and disclosing information.**
- Policies and procedures for documenting client files.**

Suggested Policies and Procedures

The following policies and procedures are optional according to DWS-OHS or TANF funding requirements. However, DWS-OHS strongly encourages agencies to consider implementing the following policies and procedures:

- Policies and procedures for engaging and including persons with lived experience.**
- Policies and procedures for terminating services.**

Helpful Links

Agency Forms-<https://bit.ly/423d230>

Agency Guides-<https://bit.ly/3Lv6zbW>

OHS Standards and Policies and Procedures- <https://bit.ly/3LvhsKG>