

# CSH Dimensions of Quality Supportive Housing

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The Source for  
Housing Solutions



# CSH's Dimensions of Quality Supportive Housing

- **CSH has a 20-year history of promoting the development of supportive housing at the highest levels of quality**
- **1<sup>st</sup> edition created in 2009**
- **2<sup>nd</sup> edition:**
  - Designed to be used by projects that create units through leasing as well as through building
  - Enhanced content on integrating tenants and projects into the community
  - Increased focus on the role of the project in the larger system and the community

# What is Supportive Housing?

## Supportive Housing

Supportive housing combines affordable housing with supportive services that help people who face the most complex challenges to live with stability, autonomy, and dignity. Supportive housing is not affordable housing with resident services. It is a specific intervention for people who, but for the availability of services, do not succeed in housing and who, but for housing, do not succeed in services.

The housing in supportive housing is affordable, permanent, and independent. The services are intensive, flexible, tenant-driven, voluntary, and housing-based. The services in supportive housing are tenancy supports that help people access and remain in housing. Supportive housing is also a platform from which health care services can be delivered and received.

### SUPPORTIVE HOUSING

Affordable  
Permanent  
Independent  
Housing

Flexible  
Voluntary  
Tenant-driven  
Housing-based Services

# Defining Supportive Housing

Targets households with barriers

Provides unit with lease

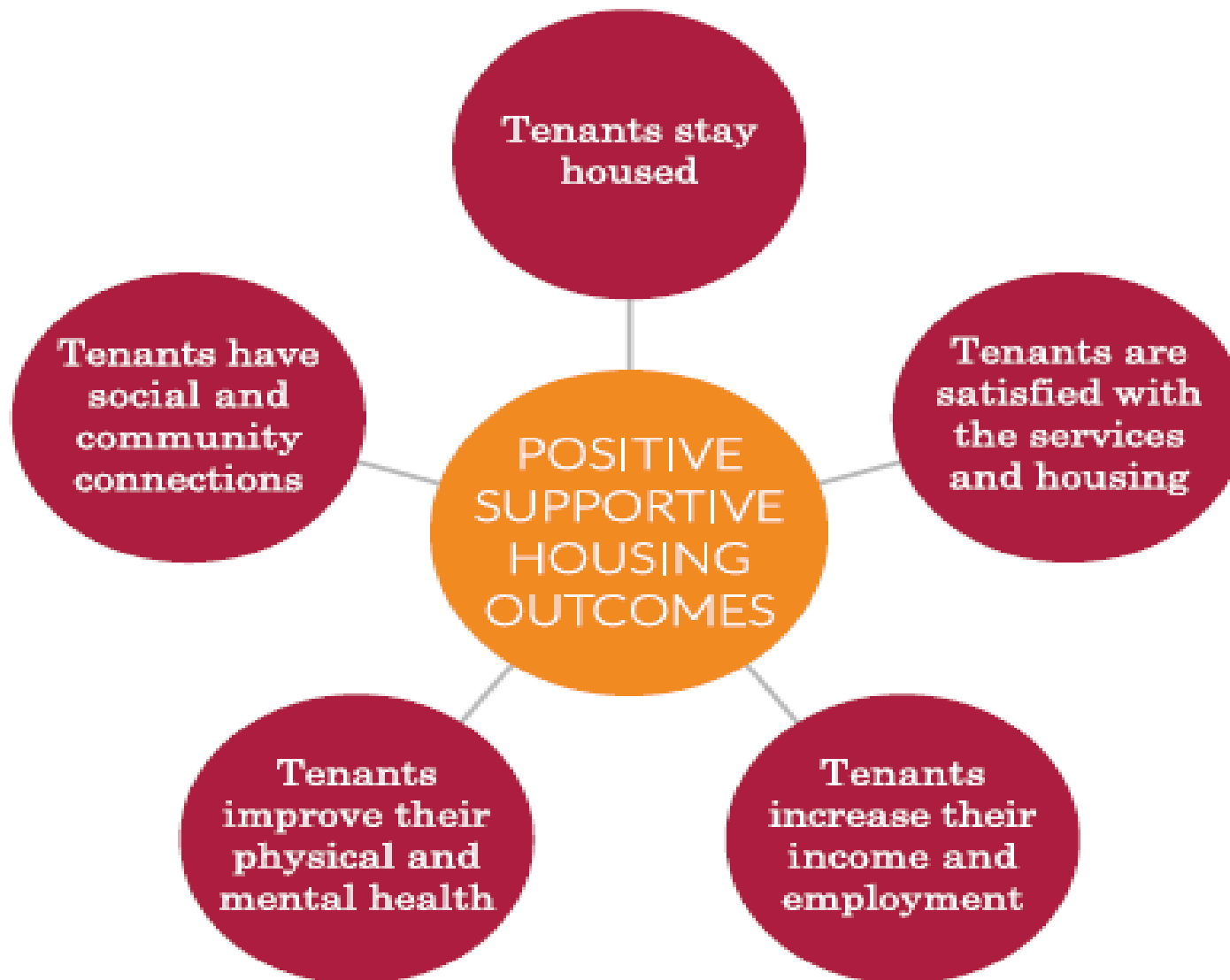
Is affordable

Engages tenants in flexible, voluntary services

Coordinates among key partners

Supports connecting with community

# Core Outcomes for Tenants in SH



# Dimensions of Quality of Supportive Housing

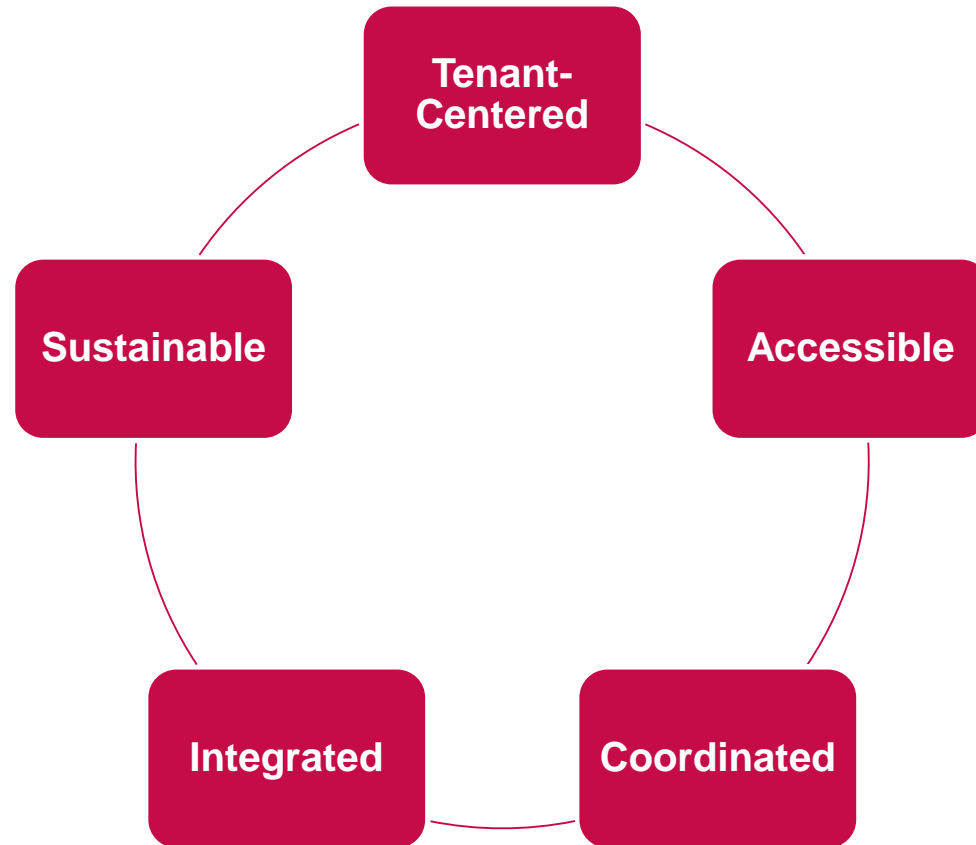
**The Dimensions of Quality Supportive Housing organizes information in two ways:**

- **Component**
- **Dimension of Quality**

# Supportive Housing Project Components



# Dimensions of Quality





# Matrix: Components v. Dimensions

		PROJECT COMPONENTS			
		● Project Design and Administration	■ Property and Housing Management	◆ Supportive Services	▲ Community
DIMENSIONS OF QUALITY	Tenant-Centered	Tenants play an active role in planning the supportive housing project, and all partners share a common commitment to helping tenants thrive.	Staff educates tenants on their rights and responsibilities as leaseholders, actively soliciting tenant feedback.	Services are voluntary, customized and comprehensive, reflecting the needs of all household members.	Tenants have meaningful opportunities for leadership through avenues such as tenant associations and board positions.
	Accessible	The housing is affordable, in a location that meets tenants' needs and accommodates persons with special needs.	Tenants move into housing quickly, and the process accommodates their varying backgrounds and cultural needs.	Staff actively works to ensure that tenants are aware of available services, which are at convenient hours and locations.	The housing application and screening process is part of a larger community strategy to coordinate access to housing.
	Coordinated	Roles, responsibilities and communication strategies are clearly established among the supportive housing partners, codified in written agreements and revisited regularly.	Staff works closely with service providers and landlords to ensure tenants sustain stable housing.	The primary service provider has established connections to mainstream and community-based resources.	Tenants who have high service needs or who are high utilizers of existing systems are given priority for available units.
	Integrated	The supportive housing project meets or exceeds community standards, and the partners actively engage in community dialogue.	All tenants are offered a choice of housing unit and have a lease identical to tenants not in supportive housing.	Staff supports tenants in developing and strengthening connections to their community.	There is an overall strategy promoting the ability of tenants to choose from a variety of housing models and neighborhoods.
	Sustainable	The supportive housing project has funding that is adequate for its ongoing operations and allows it to target its intended tenants.	While respecting tenant rights and privacy, staff regularly checks to ensure that the unit remains in good condition and receives any needed maintenance.	The supportive housing project has funding that is sufficient to provide services to tenants on an ongoing basis and flexible enough to address changing tenant needs.	Goals outlined in community planning efforts, such as 10-year plans to end homelessness and coordinated plans, are furthered as a result of this supportive housing.

# Property and Housing Management

## *Tenant-Centered*

- **Tenant education**
- **Encouraging tenant feedback**
- **Clear communication processes**

# Property and Housing Management

## *Accessible*

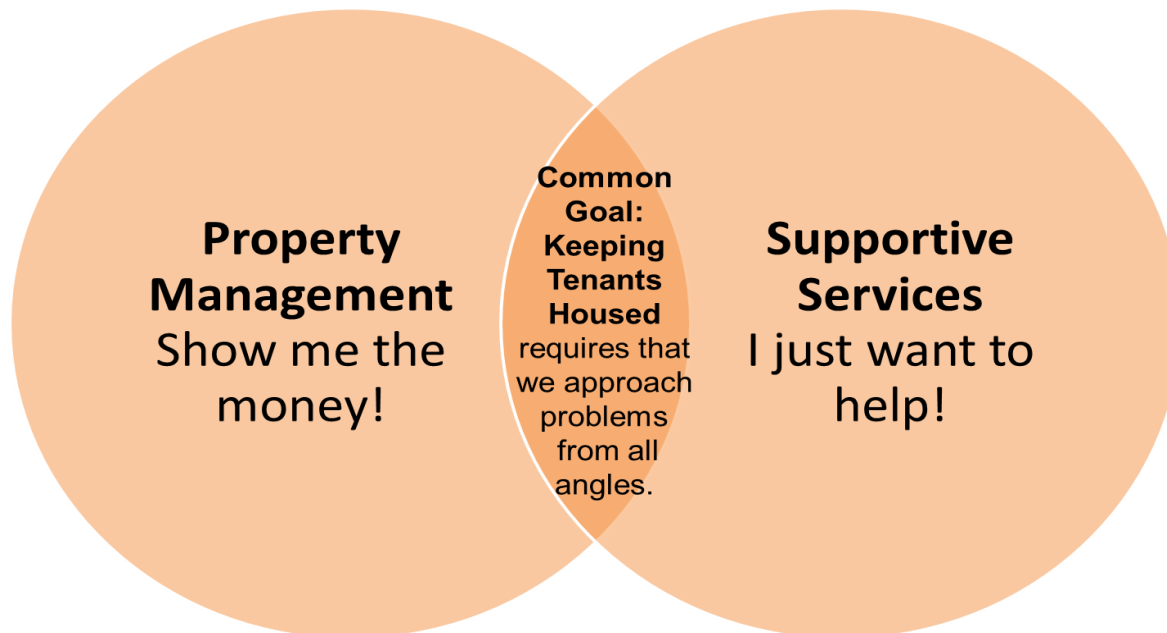
- **Housing first**
- **Simple and streamlined application process**
- **Landlord relationships that facilitate housing entrance**
- **Cultural competency**



# Property and Housing Management

## *Coordinated*

- **Working closely with landlords**
- **Coordinating property/housing management and supportive services**



# Property and Housing Management

## *Integrated*

- **Housing unit choice**
- **Leases with all the rights and responsibilities of tenancy**



# Property and Housing Management

## *Sustainable*

- **Regular checks on units and proactive maintenance**



# Supportive Services

## *Tenant-Centered*

- **Easy access to a comprehensive array of supportive services**
- **Engaging tenants in voluntary services**



# Supportive Services

## *Accessible*

- **Outreach and in-reach efforts**
- **Awareness and convenience of services**





# Supportive Services

## *Coordinated*

- **Connections to mainstream and community-based resources**



# Supportive Services

## *Integrated*

- **Developing and strengthening community connections**



# Supportive Services

## *Sustainable*

- **Ongoing services funding**
- **Ongoing partnerships with other services providers**



# Resources

## Resources:

- <http://www.csh.org/quality>
- <http://www.csh.org/resources/supportive-housing-olmstead-creating-opportunities-for-people-with-disabilities/>

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