Ensuring Quality in Supportive Housing: Quality in times of Quantity

Proposition HHH Citizens’ Oversight Committee
March 15, 2019
Agenda & Overview

- About CSH
- Goals & Outcomes of Quality Supportive Housing
- CSH’s Dimensions of Quality
- Q&A
What We Do

CSH is a touchstone for new ideas and best practices, a collaborative and pragmatic community partner, and an influential advocate for supportive housing.

Lines of Business

- Training & Education
- Policy Reform
- Consulting & Assistance
- Lending

Powerful capital funds, specialty loan products and development expertise

Research-backed tools, trainings and knowledge sharing

Custom community planning and cutting-edge innovations

Systems reform, policy collaboration and advocacy
Quality practices result in positive outcomes

- Tenants stay housed
- Tenants have social and community connections
- Tenants are satisfied with services and housing
- Tenants improve their physical and mental health
- Tenants increase their income and employment
Dimensions of Quality and Project Components results in key indicators

Learn more at: www.csh.org/quality
Tenant-Centered

- Tenant input in planning and project design

Accessible

- Voluntary, customized, comprehensive & flexible services

Coordinated

- Tenants have meaningful leadership opportunities

Integrated

- Staff educate tenants on rights and responsibilities, seek tenant feedback

Sustainable
- Housing is affordable & accommodating to special needs
- Housed quickly in culturally competent way
- Services are promoted, convenient & accessible
- Housing application & screening is part of community strategy
Tenant-Centered

- Coordination with property management, landlords and community service providers

Accessible

- Clearly established roles, with formal written agreements

Coordinated

- Established formal connections to mainstream and community-based resources

Integrated

- Prioritization of tenants with high service needs at community level

Sustainable
• Meets community standards, engages community dialogue

• Tenants have choice of unit, with full rights as standard lease

• Tenants develop & strengthen community connections with staff support

• Community strategy promotes choice from multiple housing models and neighborhoods
• Project funding is adequate for ongoing operations

• Service funding is sustainable & flexible to meet changing needs

• Unit is regularly checked and it remains in good condition and receives needed maintenance

• Community planning efforts are furthered by this supportive housing program
Quality practices result in positive outcomes

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Questions?

Thank you!