

USING THE CSH DIMENSIONS OF QUALITY SUPPORTIVE HOUSING

CSH designed the Dimensions of Quality Supportive Housing for a wide variety of stakeholders including developers, landlords, service providers, funders, tenant leaders, housing managers, property managers, government officials and health care organizations. The DOQ apply to all models of supportive housing projects in locations ranging from rural to suburban to urban. This document organizes information in two primary ways:

- **Component**—The four primary elements of a supportive housing project:
 - **Project Design and Administration**—The process of planning and leading the supportive housing project, including key decisions about physical structure, team members and funding
 - **Property and Housing Management**—The ongoing operation of supportive housing and connection to private market landlords
 - ◆ **Supportive Services**—The package of support services available to help tenants use stable housing as a platform for individual health, recovery and personal growth
 - ▲ **Community**—The relationship to and role of housing in the larger context in which it operates
- **Dimension of Quality**—All successful supportive housing projects are:
 - **Tenant-Centered**—Every aspect of housing focuses on meeting tenants’ needs
 - **Accessible**—Tenants of all backgrounds and abilities enter housing quickly and easily
 - **Coordinated**—All supportive housing partners work to achieve shared goals
 - **Integrated**—Housing provides tenants with choices and community connections
 - **Sustainable**—Housing operates successfully for the long term

The matrix on the following page summarizes the relationship of the components of a successful supportive housing project to the CSH Dimensions of Quality Supportive Housing. This matrix also serves as a high-level overview of quality supportive housing. The subsequent pages provide a detailed description of each Dimension of Quality as well as core outcomes for tenants that organizations operating high-quality supportive housing have observed. To access resources created to support organizations that are planning and operating quality supportive housing, please visit csh.org/quality.

CSH DIMENSIONS OF QUALITY SUPPORTIVE HOUSING SUMMARY MATRIX

This matrix summarizes each component and dimension of a quality supportive housing project. Please continue to the subsequent pages for additional details. Visit csh.org/quality for available resources on planning for or operating quality supportive housing.

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 consolidated plans, are furthered as a result of this supportive housing.