

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

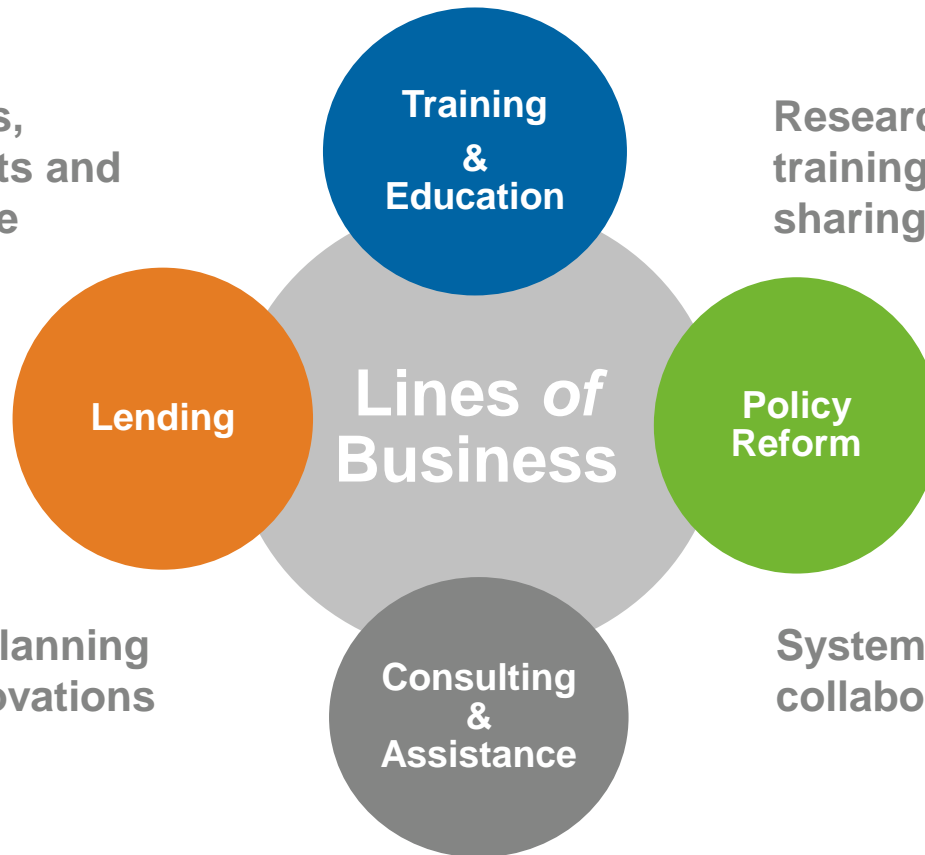
CSH's Dimensions of Quality

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.

Powerful capital funds,
specialty loan products and
development expertise

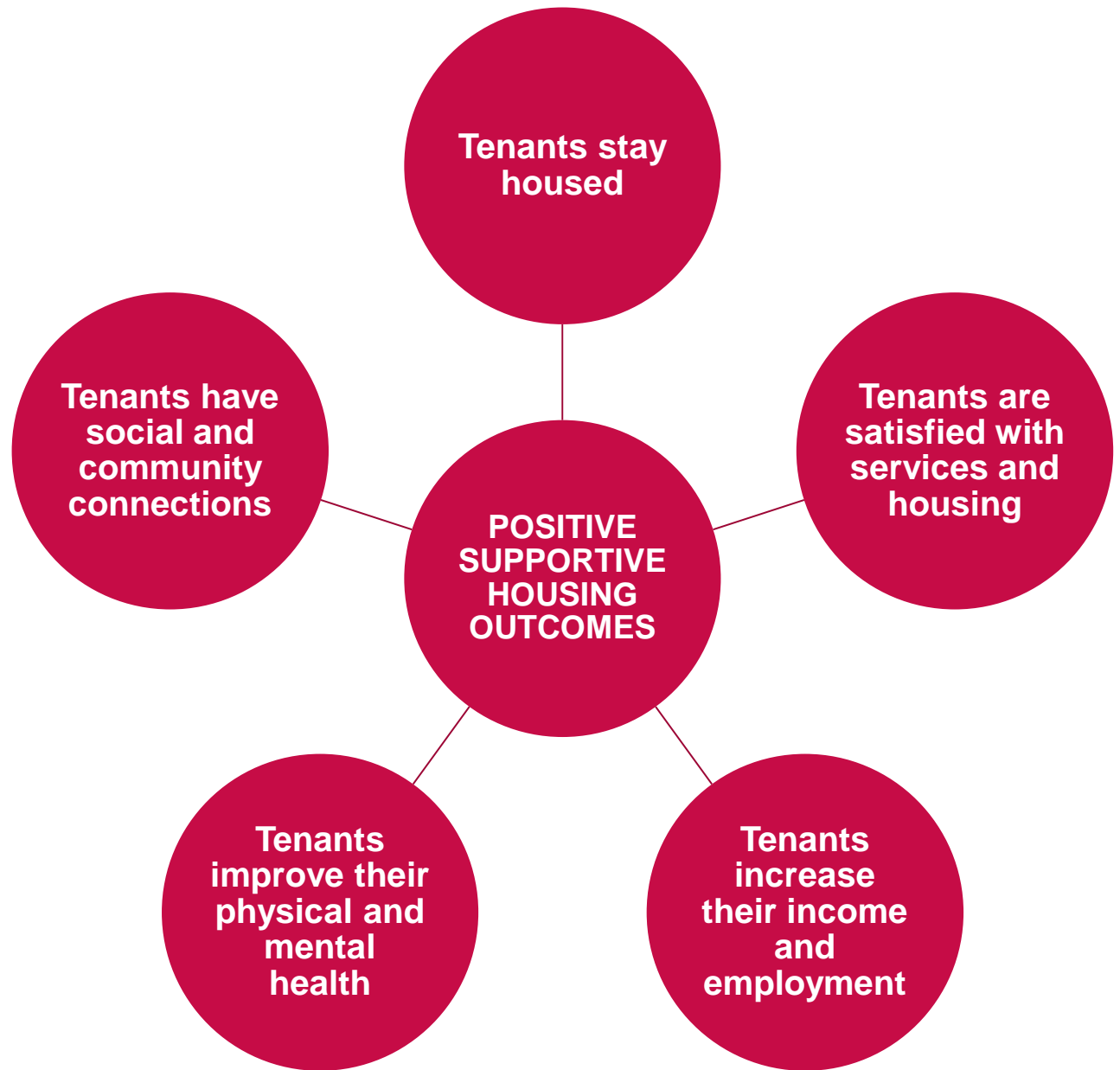


Research-backed tools,
trainings and knowledge
sharing

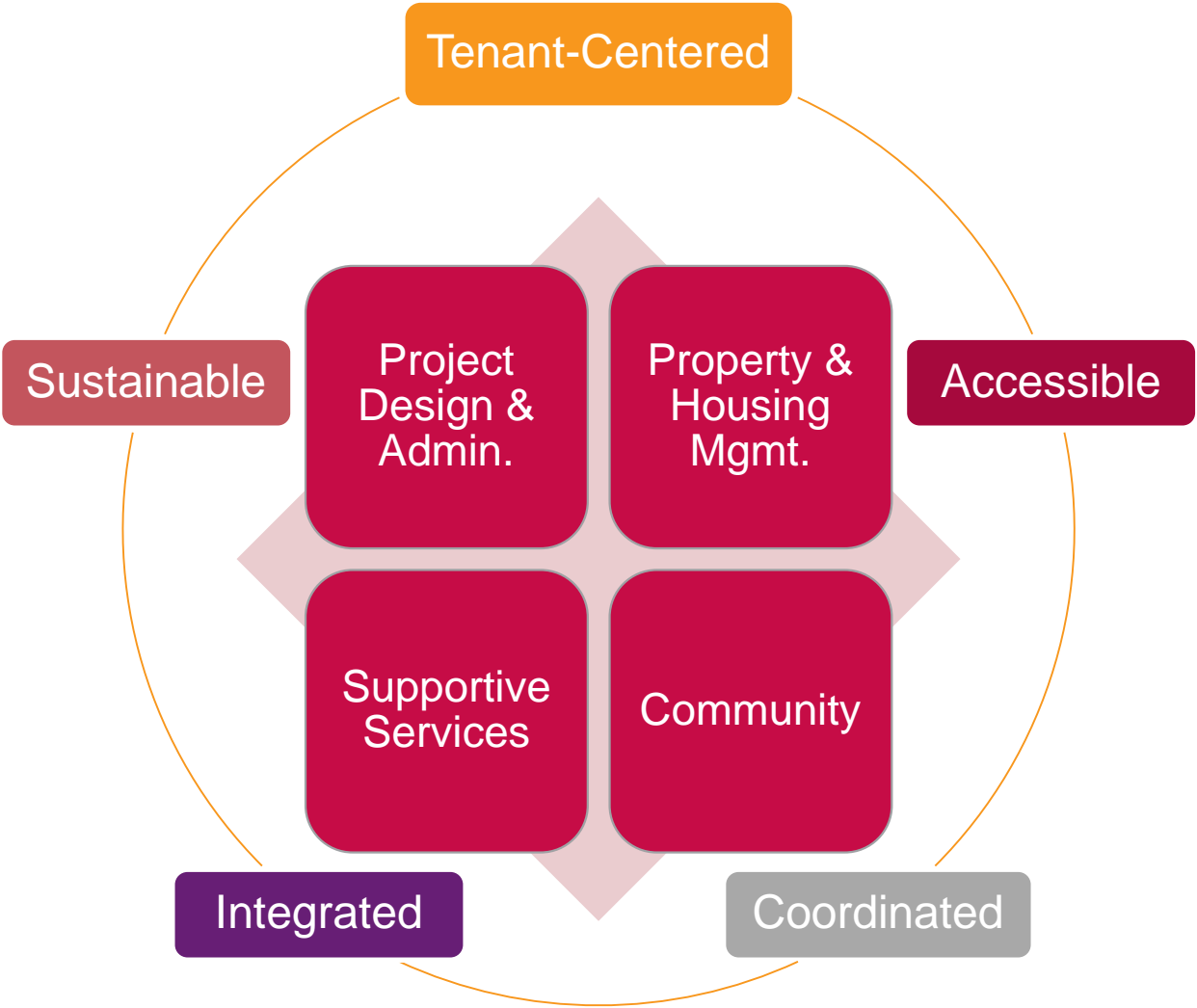
Custom community planning
and cutting-edge innovations

Systems reform, policy
collaboration and advocacy

Quality practices result in positive outcomes



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

Tenant-Centered

- **Housing is affordable & accommodating to special needs**

Accessible

- **Housed quickly in culturally competent way**

Coordinated

- **Services are promoted, convenient & accessible**

Integrated

- **Housing application & screening is part of community strategy**

Sustainable

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

Sustainable

- **Prioritization of tenants with high service needs at community level**

Tenant-Centered

- **Meets community standards, engages community dialogue**

Accessible

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

Coordinated

- Tenants develop & strengthen community connections with staff support

Integrated

- **Community strategy promotes choice from multiple housing models and neighborhoods**

Sustainable

Tenant-Centered

- **Project funding is adequate for ongoing operations**

Accessible

- Service funding is sustainable & flexible to meet changing needs

Coordinated

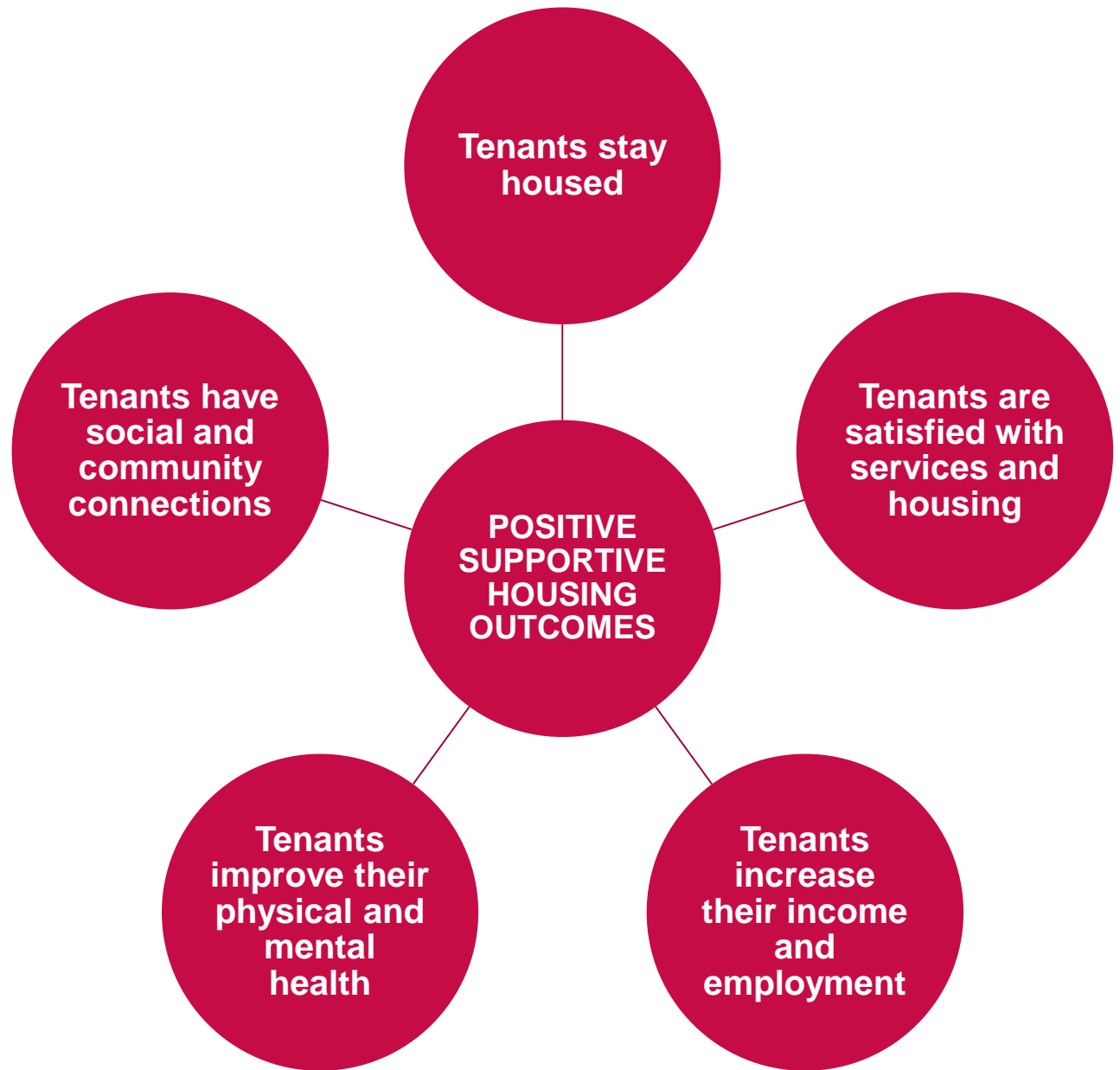
- **Unit is regularly checked and it remains in good condition and receives needed maintenance**

Integrated

Sustainable

- **Community planning efforts are furthered by this supportive housing program**

Quality practices result in positive outcomes



Questions?



Thank you!

