

CSH Dimensions of Quality in Supportive Housing

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The Source for
Housing Solutions



Our Mission

Advancing housing solutions that:



**Improve lives of
vulnerable
people**

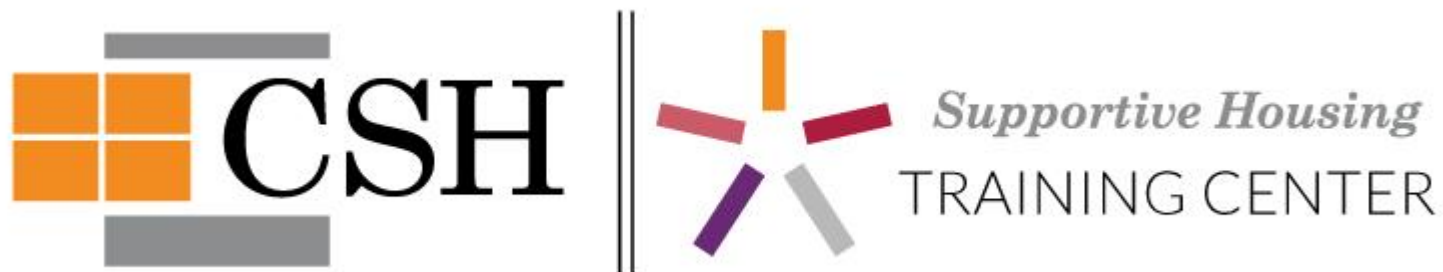


**Maximize public
resources**



**Build strong,
healthy
communities**

Supportive Housing Training Center



Agenda

Introduction
to Supportive
Housing &
DoQ

Review of
Components
and Dimensions

Self-
assessment

Group
Discussion

Introducing the Dimensions of Quality

- **1st edition created in 2009**
- **2nd edition:**
 - Designed to be used by projects that create units using existing rental housing as well as through building
 - Enhanced content on integrating tenants and projects into the community
 - Added content to focus on the role of the project in the larger system and the community
- **Certification coming in 2016**
 - In final stages of testing
 - Will provide educational materials and trainings once launched

DoQ Elements



Online Toolkit

Revised
Trainings

Certification

Defining Supportive Housing



**Permanent, affordable,
independent, tenant centered,
flexible, voluntary**

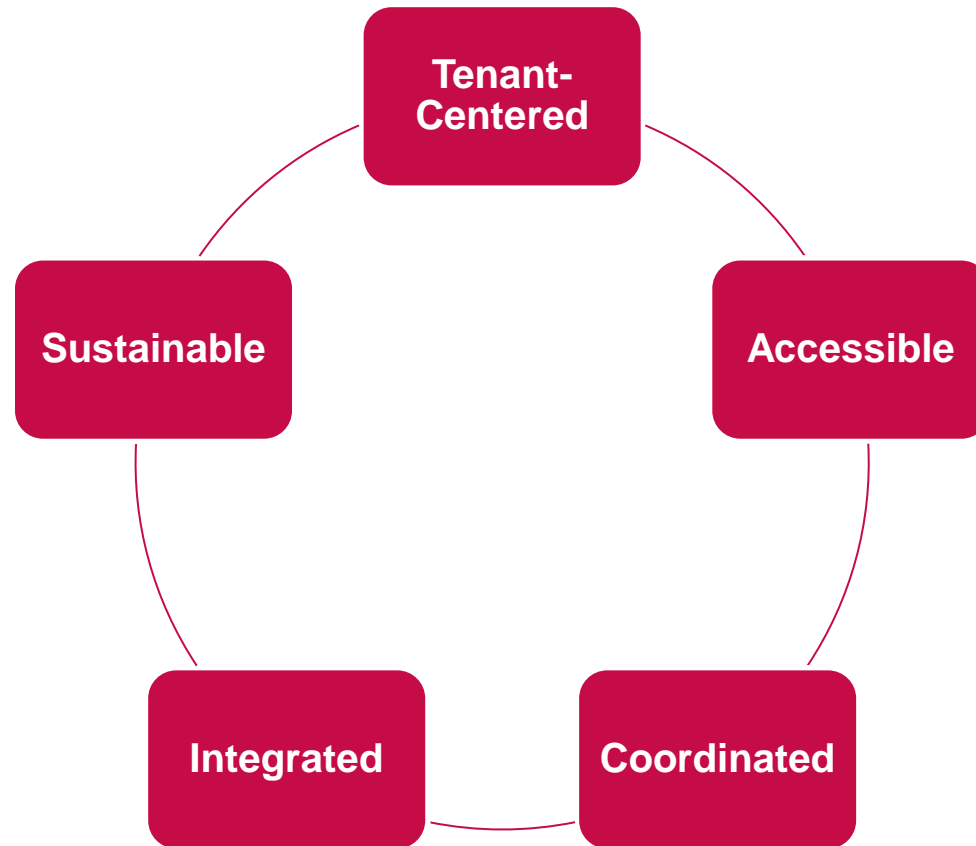
Core Outcomes for Tenants in SH



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 dialogues.	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.

Project Design and Administration

Tenant-Centered

- Tenant-driven planning
- Partners commit to supportive housing goals
- Privacy and living space

Accessible

- Affordable
- Location, location, location
- Getting from here to there
- Accessible and accommodating

Coordinated

- Clearly defined roles and responsibilities
- Regular communication
- Continuous quality improvement

Integrated

- Attractive housing and units that fits
- Community dialogue

Sustainable

- Show me the money...and keep showing me
- Being green may not be easy, but it is efficient



What do tenants need?



How do we find out?



Property and Housing Management

Tenant-Centered

- Tenant education
- Encouraging tenant feedback
- Clear communication processes

Accessible

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

Coordinated

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

Integrated

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

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

Accessible

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

Coordinated

- Connections to mainstream and community-based resources

Integrated

- Developing and strengthening community connections

Sustainable

- Ongoing services funding
- Ongoing partnerships with other services providers



Community

Tenant-Centered

- Tenants have meaningful opportunities for leadership

Accessible

- Coordinated access to housing

Coordinated

- Prioritizing frequent or high users of systems
- Partnering for positive discharges from institutions



Integrated

- Increasing tenant choice with regard to housing model and location

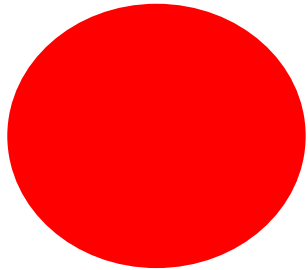
Sustainable

- Consistent with and supports community plans
- Tracking and sharing data

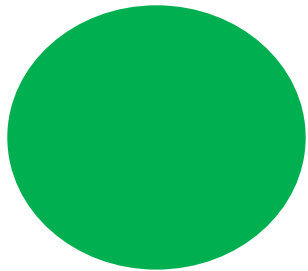


Where are we?

Place your dots on the DofQ Matrix.
Choose wisely...you only get two!



This one will be tough!



We got this!

We got this!



**KEEP
CALM
WE
GOT
THIS**

- **Where are we succeeding?**
- **How?**
- **Why?**

Small group discussion

Pick a group, you will have 20 minutes to answer the following questions:

- 1) What are the key **challenges** in implementing this dimension?
- 2) What are potential **solutions**?

Pick a spokesperson and be ready to report out to the group!

Get the guidebook and toolkit



csh.org/quality
csh.org/training

Thank you!

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