

# CSH Dimensions of Quality Supportive Housing and Self-Assessment

About the [Online Quality Self-Assessment](#)

2019 Michigan Campaign on Ending Homelessness Summit

Blue Water Convention Center – Port Huron, MI



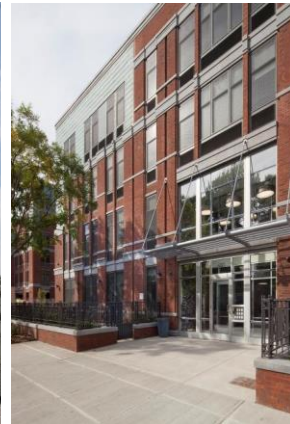
## Advancing Housing Solutions That



Improve lives of vulnerable people



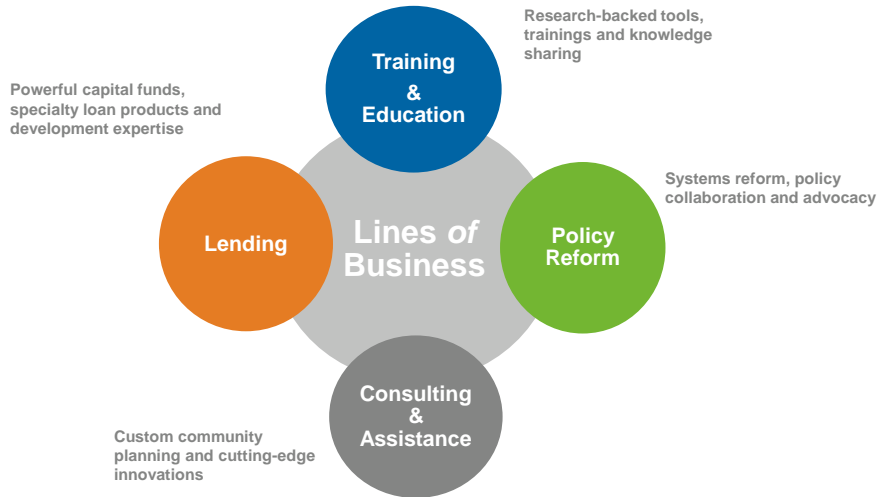
Maximize public resources



Build strong, healthy communities

## 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.*



## Dimensions of Quality: An Overview

### Tenant Centered

- *Every aspect of housing focuses on meeting tenant 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*

## Where to begin



Dimensions of Quality Supportive Housing Guidebook

Page 5 summary matrix

Learn more at:  
[www.csh.org/quality](http://www.csh.org/quality)

| PROJECT COMPONENTS     |  |  |   |  |
|------------------------|--|--|---|--|
|                        | Project Design and Administration  | Property and Housing Management  | Supportive Services   | Community  |
| <b>Tenant-Centered</b> | Tenants play an active role in planning the supportive housing project, and all partners share a common commitment to helping tenants thrive.                    | Staff address tenants on their rights and responsibilities as leaseholders, actively soliciting tenant feedback.   | Services are designed, customized, and continuously improving the needs of all household members.                         | Tenants have meaningful opportunities for leadership through various roles as formal representatives and board members.  |
| <b>Accessible</b>      | The housing is affordable to a broader than average tenant pool, and administrative processes meet special needs.  | Tenants move into housing, quickly, and the process accommodates their varying backgrounds and cultural needs.   | Staff actively works to ensure that no one gets caught in a cycle of evictions, which are an important focus and outcome. | The housing organization and planning process is part of a larger community strategy to maximize access to housing.  |
| <b>Coordinated</b>     | Risks, responsibilities and responsibilities are clearly established among the supportive housing partners, with all formal agreements and contracts explicitly. | Staff works closely with service providers and landlords to ensure tenants receive needed housing.   | The primary service providers have established connections to maintenance and community-based resources.                  | Tenants who have special needs or who are high risk of evictions receive extra support for stability.  |
| <b>Integrated</b>      | The supportive housing project meets or exceeds standards, and the partners actively engage in continuous improvement.   | All sectors are offered a choice of housing unit and lease terms, designed to meet their needs.  | Staff supports tenants in developing and strengthening connections to their community.                                    | There is an overall strategy promoting the ability of tenants to become leaders in their community.  |
| <b>Sustainable</b>     | The supportive housing project has a plan to address the needs of the community and to improve any needed services.  | While supporting tenant self-reliance and lease terms, the project also provides an opportunity for tenants to improve their skills and receive any needed services. | The supportive housing project has a plan to address the needs of the community and to improve any needed services.       | Goals related to community planning efforts, such as increasing tenant and community involvement and participation in decision-making, are met as a result of this supportive housing. |

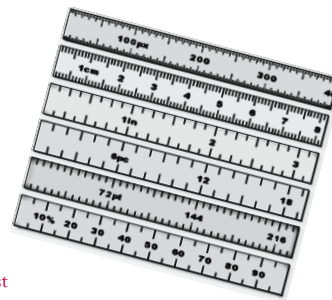


# Quality practices result in positive outcomes



## Measuring Quality Supportive Housing

### How do we compare supportive housing fidelity assessments and quality measures?

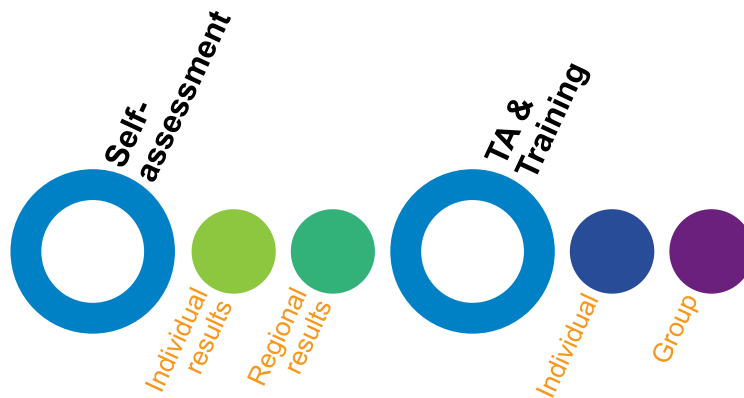


## CSH Quality Tools

- CSH Quality Endorsement
- CSH Quality Self-Assessment
- CSH Quality Certification



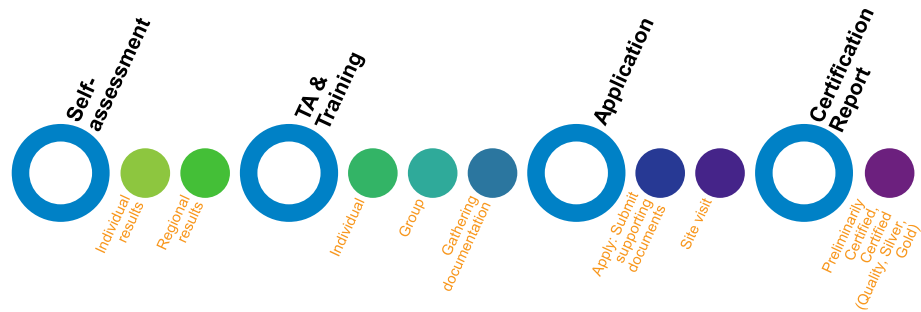
## Popular Uses for the Quality Self-Assessment



#1: Gauge technical assistance needs & create program work plan for quality improvement



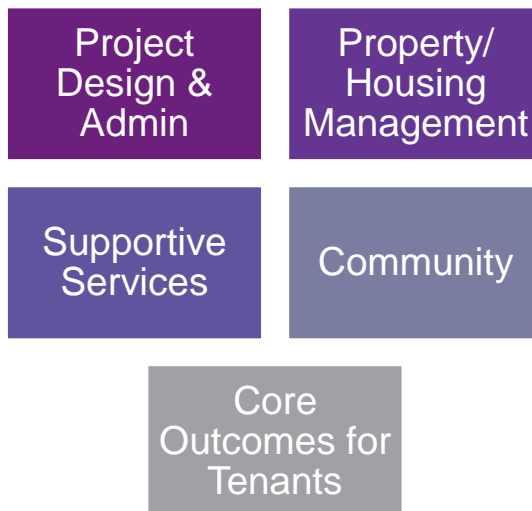
# Popular Uses for the Quality Self-Assessment

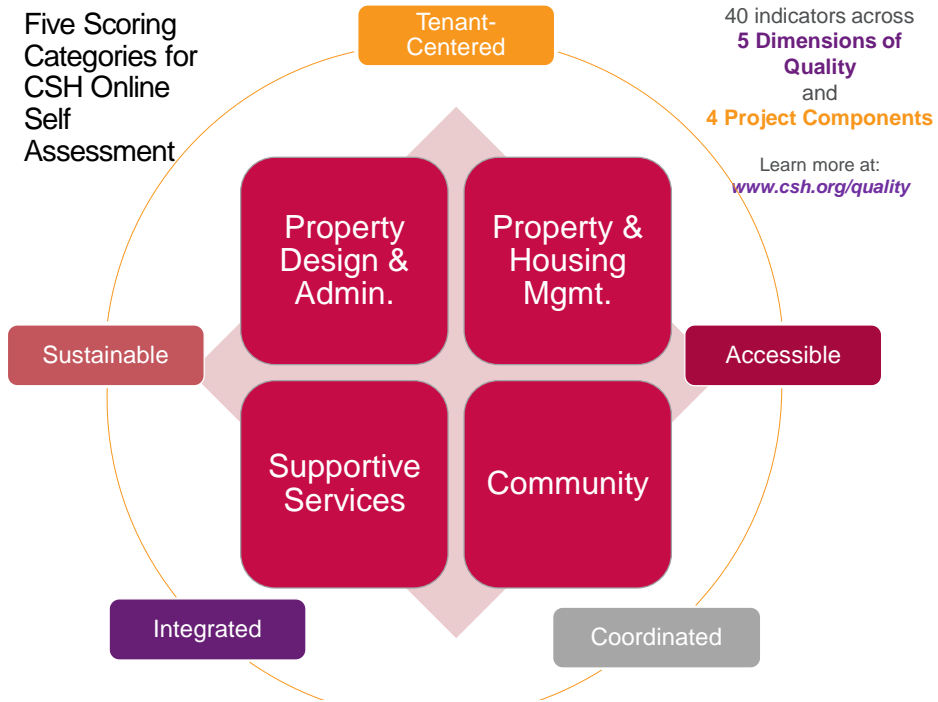


**#2: Gauge readiness for Quality Certification application & gather supporting documentation and tenant outcomes**



The Self-assessment is a self-report online tool that guides programs through the standards in **ALL FIVE** categories





## Tenant-Centered



Tenant input in planning and project design



Staff educate tenants on rights and responsibilities, seek tenant feedback



Voluntary, customized, comprehensive & flexible services



Tenants have meaningful leadership opportunities



## Accessible



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



## Coordinated



Contract

Clearly established roles, with formal written agreements



Coordination with property management, landlords and community service providers



Established formal connections to mainstream and community-based resources



Prioritization of tenants with high service needs at community level





# Integrated



Meets community standards, engages community dialogue



Choice in 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



# Sustainable



Project funding is adequate for ongoing operations



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



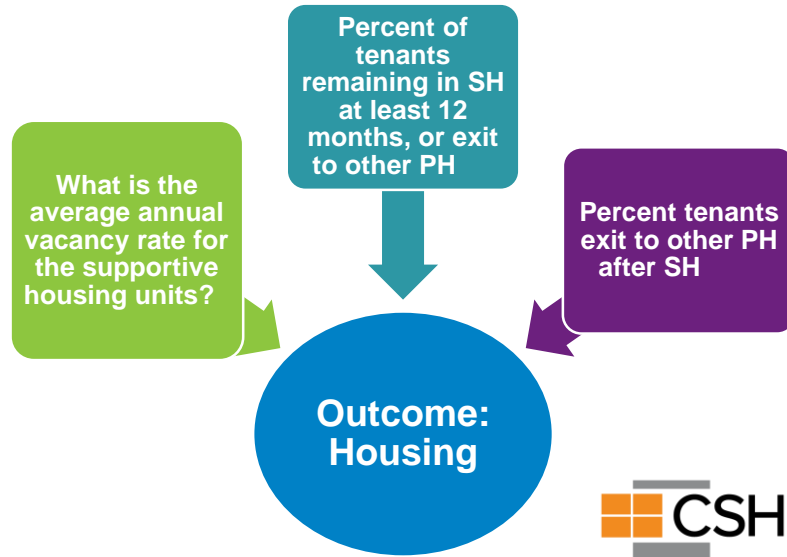
Service funding is sustainable & flexible to meet changing needs



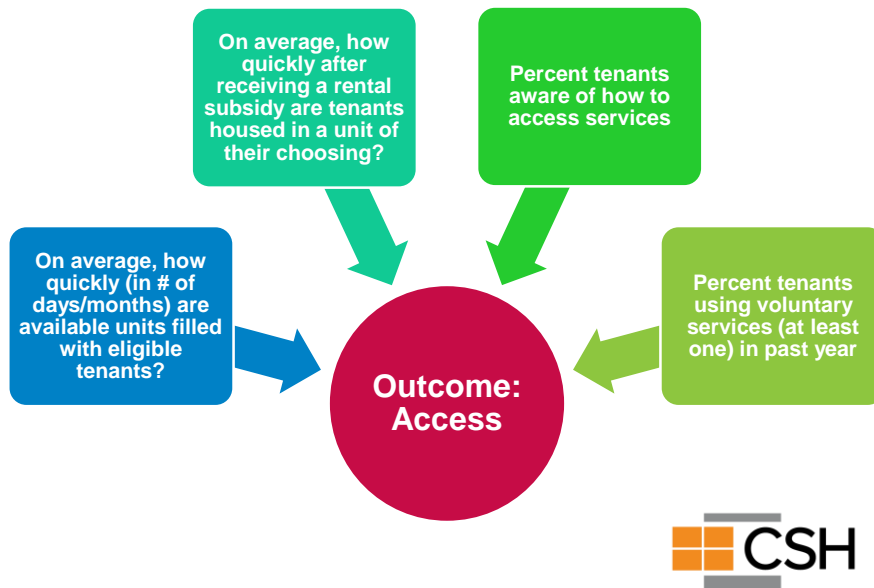
Community planning efforts are furthered by this supportive housing program



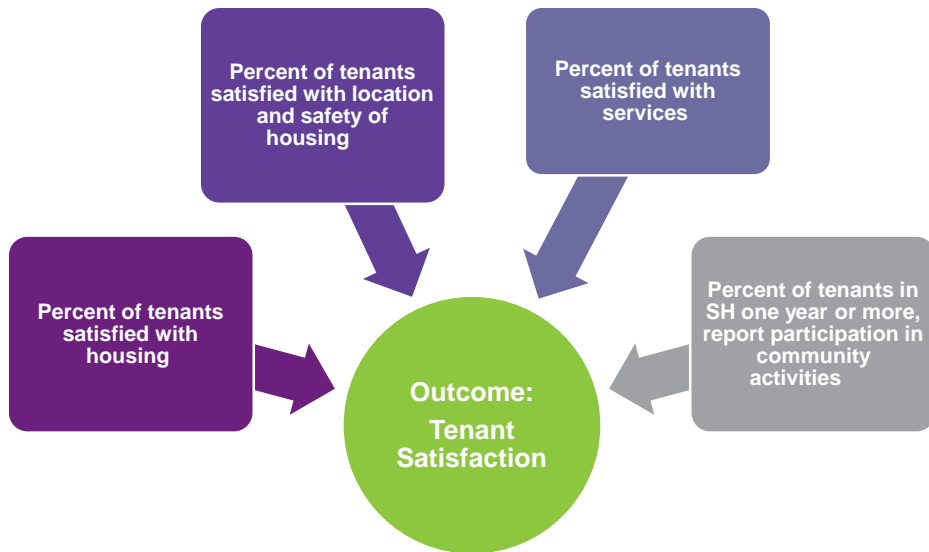
## Outcomes – Housing



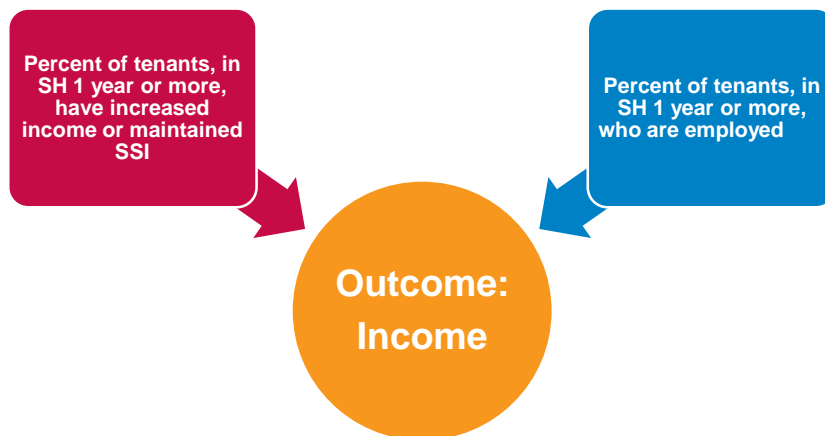
## Outcome – Access



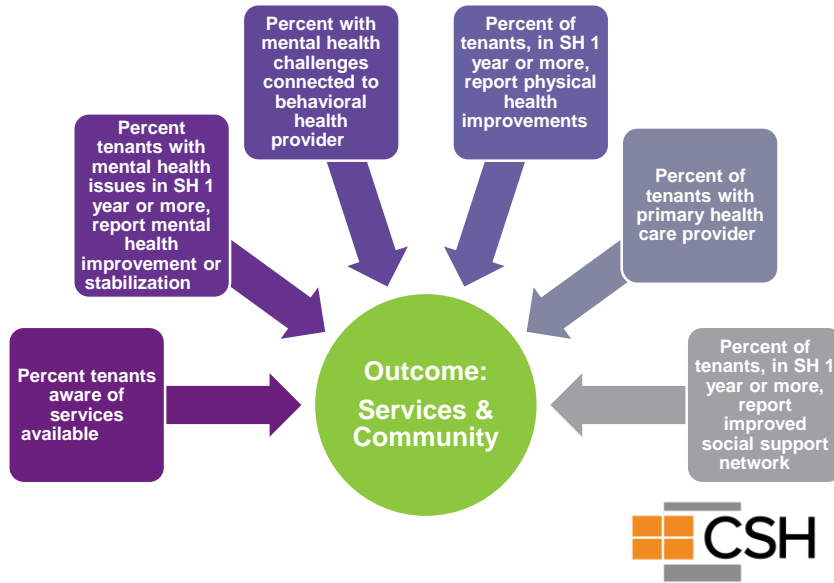
## Outcomes – Tenant Satisfaction



## Outcomes - Income



# Outcomes – Services & Community



**CSH**  
**Tenant**  
**Survey:**  
[English](#)  
[Spanish](#)

CSH  
 Quality Improvement Research Tenant Satisfaction Survey

Agency Name: \_\_\_\_\_ Project Name: \_\_\_\_\_

Dear Tenant,

Thank you for taking this survey. Please tell us what it is like living in your apartment. Thank you for your honest answers. There is a comment section at the end. Please feel free to comment on any of the questions.

Please do not put your name on this form. Your answers are anonymous and will not be shared with anyone.

1. How long have you lived in your apartment? (Check one)

Less than 1 month       1 to 6 months  
 7-12 months       13 to 18 months (1 1/2 years)  
 More than 1 1/2 years

2. Which services do you use? (Check any that apply)

Employment       Substance Abuse  
 Medical       Mental Health  
 Education       Case Management  
 HIV Prevention Education  
 Peer Support Worker or Direct Support Professional  
 Other: \_\_\_\_\_

Please check Yes, No, or Not Sure for each question. (Check one box)

|   | Yes                      | No                       | Not Sure                 |
|---|--------------------------|--------------------------|--------------------------|
| 3. Do you like your apartment?  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Does your apartment meet your needs?   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Do you like the available services?  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Do the services meet your needs?   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Do you join community activities? This might be things like faith based groups, a gym, or park district program. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Do you have better social supports and connections now than when you first moved in?                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Do you like the location of your apartment?  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Do you feel safe in your apartment?   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Did you have an orientation for your apartment or building when you first moved in?                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |



## The Self Assessment: What to Expect

The self-assessment will take 90 minutes for project based, 60 minutes for scattered site

Rate your project or agency to the best of your knowledge

Your agency will receive a summary of your score in each Dimension of Quality Supportive Housing and a corresponding resource list of available training and TA

Some questions are just for project based supportive housing.  
If scattered site, skip where indicated

## The Online Quality SH Self-Assessment – [linked here](#)

The screenshot shows a web browser window displaying the CSH website. The URL in the address bar is <https://www.csh.org/quality-supportive-housing-self-assessment/>. The page features a navigation menu with links for "Supportive Housing 101", "Solutions", "Resources", and "About Us". A large banner image shows a group of people in a meeting, with the text "Quality Supportive Housing Self-Assessment" overlaid. Below the banner, there is a section titled "About the Quality Supportive Housing Self-Assessment Tool" which includes a welcome message and instructions on how to use the tool. The Windows taskbar at the bottom shows the time as 1:39 PM on 10/8/2018.

Quality Self Assessment: Process

1. View the kickoff Webinar
2. Determine who will complete the assessment
3. Determine if you want one self-assessment for your agency
  - Large organizations may want to break up by region
  - Scattered site vs project based
4. Agencies receive summary report
5. CSH summarize trends across respondents
6. Data to guide future TA offerings



PDF Version of the Online Self-Assessment



**CSH Dimensions of Quality Supportive Housing Self-Assessment**

**About the Quality Supportive Housing Self-Assessment Tool**

We are excited that your agency is pursuing quality supportive housing! This self-assessment was created for providers of supportive housing (both scattered-site and site-based projects) to evaluate their performance, partnerships and agency practices according to the industry standards of Quality Supportive Housing. This assessment is available both online and as paper format.

Within one week of submitting the self-assessment to [cshtool.cshinc.org](http://cshtool.cshinc.org), your agency will receive an emailed summary of your score in each of the Dimensions of Quality Supportive Housing and a corresponding resource list of training and technical assistance to support your agency in areas where your scores indicated room for improvement.

If you operate only scattered-site, please use the scoring tool on page 36. If you have questions when completing the self-assessment, please email [cshtool@cshtool.org](mailto:cshtool@cshtool.org).

**Demographic Questions**

Name of Organization: Click here to enter text.

Primary Contact Name (Name of primary person completing self-assessment): Click here to enter text.

Primary Contact Email address: Click here to enter text.

Agency mailing address:

**Directions for Completing the Self-Assessment**

In this assessment you will rate your project or agency to the best of your knowledge for each of the following indicators within the Dimensions of Quality Supportive Housing. This self-assessment contains 128 questions and should take about 90 minutes to complete. Based on your scores, this self-assessment will help CSH to create a tailored technical assistance resource guide and TA work report.

Some of the assessment questions are specific to site-based supportive housing buildings (site-based model). Site-based project questions will be noted as "SB" while scattered-site questions will be noted as "SS". These questions can be skipped if they do not apply to your agency. If you are only operating in a scattered-site context, please use the Scattered Site Scoring Tool on page 36.

After completing the self-assessment, email a scanned copy of your assessment to [cshtool@cshtool.org](mailto:cshtool@cshtool.org). Within one week of submitting your self-assessment your agency will receive an emailed summary of your score in each of the Dimensions of Quality Supportive Housing and a corresponding resource list of available training and technical assistance to support your agency in areas where your scores indicated room for improvement.

**Example of how to find your agency score**

Each question is located under the farthest left column entitled Score. If you see the orange circle below for this example. After reading the question, read through the answer options in the column directly to the right (circled in purple below). When you have identified the answer that best fits your agency, look at the corresponding score above the answer options (circled in red). Write down this score in the assessment at the back of this packet (page 35 for site-based or 36 for scattered site).

| QUESTION   | ANSWER OPTIONS  | SCORE   |   |   |   |
|--|---|---|---|---|---|
| <p><b>Indicator 1: Tenant-Driven Planning</b></p> <p><b>Score is SB/SS:</b> At least one individual who represents the target tenant population meets regularly with the supportive housing project planning team.</p> | <p><b>Dimension 1: Tenant-Centered</b></p> <p>Tenants are part of the team creating the supportive housing project, providing meaningful and ongoing input during the project's planning phase.</p> <table border="1"> <tr> <td> <p>Agency representatives meet with the supportive housing project team at least quarterly.</p> </td> <td> <p>Tenant representatives meet with the supportive housing project team at least quarterly.</p> </td> <td> <p>Agency representatives do not meet with the supportive housing project team.</p> </td> </tr> </table> | <p>Agency representatives meet with the supportive housing project team at least quarterly.</p> | <p>Tenant representatives meet with the supportive housing project team at least quarterly.</p> | <p>Agency representatives do not meet with the supportive housing project team.</p> | 1 |
| <p>Agency representatives meet with the supportive housing project team at least quarterly.</p>  | <p>Tenant representatives meet with the supportive housing project team at least quarterly.</p>   | <p>Agency representatives do not meet with the supportive housing project team.</p>             |   |   |   |



# Resource Guide & TA Tool

**Resource Guide:**

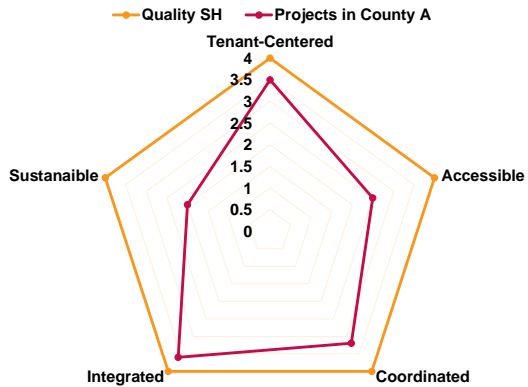
40 Indicators across the 5 Dimensions

Each indicator is paired with existing resources in the DOQ Toolkit, Online Training Center and other CSH publications to support capacity building in areas that need improvement at the agency level. This resource guide is included with the summary email sent to the agency taking the self-assessment.

**TA Work Plan & Tools:**

After providers complete the self-assessment, CSH will pull regional data on the self-assessment results in order to tailor trainings and technical assistance to areas where multiple providers are needing improvement.

**Self-Assessment Results**



## Results Report



# Individualized Results Report

**Results Report for Sample Agency**

Name of Organization: Sample Agency  
 Primary Contact Name: Fred Laid  
 Primary Contact Email Address: [fred.laid@sampleagency.com](mailto:fred.laid@sampleagency.com)  
 Organization Street Address: Sample Street  
 Organization City: Real City  
 Organization State: IL  
 Organization Zip Code: 60181

| Dimensions of Quality (DOQ) | Sample Agency Results | DOQ Standards | High Quality  |
|-----------------------------|-----------------------|---------------|---------------|
| Supervisory Housing         | 3.5                   | 4             | 3.8 and above |
| Integrated                  | 3.2                   | 4             | 3.8 and above |
| Coordinated                 | 3.2                   | 4             | 3.8 and above |
| Accessible                  | 3.8                   | 4             | 3.8 and above |
| Sustainable                 | 3.6                   | 4             | 3.8 and above |
| Tenant-Centered             | 3.8                   | 4             | 3.8 and above |

**Quality Supportive Housing Self-Assessment Results:**

Results by Dimension

| Indicator Name  | Sample Agency Results | High Quality |
|---|-----------------------|--------------|
| Dimension: Tenant-Centered                              | 3.8                   | 3.8          |
| Tenant Centered Planning                                | 3.8                   | 3.8          |
| Commitment to Supportive Housing Goals                  | 3.8                   | 3.8          |
| Privacy & Living Space                                  | 3.8                   | 3.8          |
| Tenant Education  | 3.8                   | 3.8          |
| Tenant Feedback for Property and Housing Management     | 3.8                   | 3.8          |
| Tenant Communication in Property and Housing Management | 3.8                   | 3.8          |
| Dimension: Accessible                                   | 3.8                   | 3.8          |
| Affordability   | 3.8                   | 3.8          |
| Location  | 3.8                   | 3.8          |
| Transportation  | 3.8                   | 3.8          |
| Physical Accessibility                                  | 3.8                   | 3.8          |
| Housing   | 3.8                   | 3.8          |
| Landlord Relations                                      | 3.8                   | 3.8          |
| Application Process                                     | 3.8                   | 3.8          |
| Cultural Competency                                     | 3.8                   | 3.8          |
| Housing Outreach  | 3.8                   | 3.8          |
| Availability of Services                                | 3.8                   | 3.8          |
| Coordinated Access                                      | 3.8                   | 3.8          |
| Dimension: Coordinated                                  | 3.2                   | 3.2          |
| Roles and Responsibilities                              | 3.2                   | 3.2          |
| Communication   | 3.2                   | 3.2          |
| Continuous Quality Improvement                          | 3.2                   | 3.2          |
| Building and Maintaining Landlord Relationships         | 3.2                   | 3.2          |
| Housing Management and Supportive Services              | 3.2                   | 3.2          |
| Human Resources and Community Based Services            | 3.2                   | 3.2          |
| Targeting Limits  | 3.2                   | 3.2          |
| Strategic Planning                                      | 3.2                   | 3.2          |
| Dimension: Integrated                                   | 3.6                   | 3.6          |
| Assurance   | 3.2                   | 3.2          |

Results by Indicator

**Indicator 3: Tenant Centered Planning**

Indicator 3: Commitment to Supportive Housing Goals

Indicator 3: Privacy & Living Space

Indicator 4: Tenant Education

Indicator 5: Tenant Feedback for Property and Housing Management

Indicator 6: Tenant Communication in Property and Housing Management

**Resource Links**

- Self-Tenants - Involve Tenants in Planning
- Self-Shared Project Goals
- Self-Coordinate Resident Feedback
- Self-Service ADA/DF
- Self-Guidedbook - Tenant Centered
- Self-Inspection and Administration
- Self-Checklist of Housing Quality Standards
- Self-Tenants Assessment Checklist
- Self-Private Standards
- Self-Tenants and Tenant Education
- Self-Service Orientation About Policy
- Self-Home-to-Work-to-School
- Self-Tenant Feedback
- Self-Tenant Satisfaction
- Self-Communication and Coordination
- Self-Policies and Procedures Manuals for Property/Operations Management in Supportive Housing
- Self-Home-to-Work-to-School
- Self-Access and Tenant Education
- Self-Residential Services
- Self-Shared Book Services/Paratransit Worksheet
- Self-Service Planning Tools
- Self-Service Services Plan
- Self-Service Planning in Affordable Housing on Successive Housing



## Results Report: Individual Project/Program



**Quality Supportive Housing Self-Assessment Results Report for Sample Agency**

**Quality Supportive Housing Self-Assessment Results:**

**Results Report by Indicator**

| Indicator Name  | Sample Agency Results | High Quality |
|---|-----------------------|--------------|
| Dimension: Tenant-Centered                              | 3.8                   | 3.8          |
| Commitment to Supportive Housing Goals                  | 3.8                   | 3.8          |
| Privacy & Living Space                                  | 3.8                   | 3.8          |
| Tenant Education  | 3.8                   | 3.8          |
| Tenant Feedback for Property and Housing Management     | 3.8                   | 3.8          |
| Tenant Communication in Property and Housing Management | 3.8                   | 3.8          |
| Dimension: Accessible                                   | 3.8                   | 3.8          |
| Affordability   | 3.8                   | 3.8          |
| Location  | 3.8                   | 3.8          |
| Transportation  | 3.8                   | 3.8          |
| Physical Accessibility                                  | 3.8                   | 3.8          |
| Housing   | 3.8                   | 3.8          |
| Landlord Relations                                      | 3.8                   | 3.8          |
| Application Process                                     | 3.8                   | 3.8          |
| Cultural Competency                                     | 3.8                   | 3.8          |
| Housing Outreach  | 3.8                   | 3.8          |
| Availability of Services                                | 3.8                   | 3.8          |
| Coordinated Access                                      | 3.8                   | 3.8          |
| Dimension: Coordinated                                  | 3.2                   | 3.2          |
| Roles and Responsibilities                              | 3.2                   | 3.2          |
| Communication   | 3.2                   | 3.2          |
| Continuous Quality Improvement                          | 3.2                   | 3.2          |
| Building and Maintaining Landlord Relationships         | 3.2                   | 3.2          |
| Housing Management and Supportive Services              | 3.2                   | 3.2          |
| Human Resources and Community Based Services            | 3.2                   | 3.2          |
| Targeting Limits  | 3.2                   | 3.2          |
| Strategic Planning                                      | 3.2                   | 3.2          |
| Dimension: Integrated                                   | 3.6                   | 3.6          |
| Assurance   | 3.2                   | 3.2          |
| Community Building                                      | 3.2                   | 3.2          |
| Financial Case  | 3.2                   | 3.2          |
| Leases and Tenant Rights                                | 3.2                   | 3.2          |
| Operational Competency                                  | 3.2                   | 3.2          |
| Tenant Choice   | 3.2                   | 3.2          |
| Capital Funding   | 3.2                   | 3.2          |
| Housing Quality   | 3.2                   | 3.2          |
| Housing Quality   | 3.2                   | 3.2          |
| Efficiency  | 3.2                   | 3.2          |
| Housing Management                                      | 3.2                   | 3.2          |
| Housing Management                                      | 3.2                   | 3.2          |
| Community Planning                                      | 3.2                   | 3.2          |
| Housing and Energy                                      | 3.2                   | 3.2          |

**Resource List by Indicator**

- Self-Tenants - Involve Tenants in Planning
- Self-Shared Project Goals
- Self-Coordinate Resident Feedback
- Self-Service ADA/DF
- Self-Guidedbook - Tenant Centered
- Self-Inspection and Administration
- Self-Checklist of Housing Quality Standards
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- Self-Residential Services
- Self-Shared Book Services/Paratransit Worksheet
- Self-Service Planning Tools
- Self-Service Services Plan
- Self-Service Planning in Affordable Housing on Successive Housing

**TA Work Plan**

**Links to Quality Toolkit**



Up close and personal



## Quality Self Assessment: Tips

- Using the online form is recommended
  - <https://www.csh.org/quality-supportive-housing-self-assessment/>
- You will need to complete assessment in one sitting.
- Use the PDF to have different staff complete different sections or preview questions

# Next Steps

More information at:  
[www.csh.org/quality](http://www.csh.org/quality)



## Questions?



**Email us at:**

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Lindsey Bishop Gilmore

[Lindsey.bishopgilmore@csh.org](mailto:Lindsey.bishopgilmore@csh.org)