DEMONSTRATING QUALITY SUPPORTIVE HOUSING: QUALITY ASSESSMENT TOOLS

November 1, 2018
Who We Are

Regina Cannon, CSH Southeast Region

Leah Rhea, CSH Eastern Region
Improving Lives
Who’s in the Room

- Service Providers
- Developers
- Healthcare
- CoCs
- Housing Providers
- PHAs
- Government
- Others

[CSH Logo]
What is Supportive Housing?

Supportive housing combines affordable housing with services that help people who face the most complex challenges to live with stability, autonomy and dignity.
What is Supportive Housing?

Permanent, affordable, independent, tenant centered, flexible, voluntary
### Quality Assurance
- Internal & external
- Threshold for minimum quality standards
- Ex: 80% housing retention as minimum quality standard

### External Quality Assessment
- External reviewer
- Includes improvement measures
- Can include TA and a quality improvement plan
- 80% standard, measured at 79% and plan to improve to 85%

### Continuous Quality Improvement
- Internal
- Regular monitoring and planning for continued improvement
- 80% standard, measured at 85%, new goal set for 87% FY 19.
Ways to Measure Quality

CQI: CSH DOQ
self-assessment, work planning

EQA: 3rd Party
Supportive Housing Quality Initiative

QA: CSH Quality Certification

ALL: Monitor adherence to quality standards

SOME: Also plan for improving outcomes
Quality Supportive Housing Standards

Dimensions of Supportive Housing

Learn more at:
www.csh.org/quality

Dimensions of Quality
Supportive Housing Guidebook
Quality Supportive Housing is

Tenant-Centered

Property Design & Admin.

Property & Housing Mgmt.

Supportive Services

Community

Sustainable

Accessible

Integrated

Coordinated

5 Dimensions of Quality and 4 Project Components

Learn more at:
www.csh.org/quality
Dimensions of Quality

Quality Supportive Services are:

- Tenant-Centered
- Sustainable
- Accessible
- Integrated
- Coordinated
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

- 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
Quality Supportive Housing

Project Components

- Project Design & Admin
- Supportive Services
- Property/Housing Management
- Community
Group Activity
Dimensions of Quality Supportive Housing

- **Tenant-Centric**
  - Tenants play an active role in governing the supportive housing project, and all partners share a common commitment to helping tenants thrive.

- **Accessible**
  - The housing is affordable, in a location that meets tenants’ needs and accommodates persons with special needs.

- **Coordinated**
  - Roles, responsibilities, and communication among partners are clearly established, and the supportive housing partners monitor and report in written agreements and service plans.

- **Integrated**
  - The project operates within a broader community of service providers, and it has a broad vision of tenants’ needs.

- **Sustainable**
  - The project has sufficient funding that is adequate for its operating expenses and allows it to target its intended tenants.

Learn about a particular dimension.

Learn how the dimensions apply to a particular component (like supportive services).
Quality At a Glance (activity)

Using the Dimensions of Quality Supportive Housing matrix handout, complete a quick self-assessment of your agency and partners for each of the 20 boxes across the dimensions and project components.

Scoring guide:
1 = We don’t do this at all
2 = We do this some of the time
3 = We do this consistently, but do NOT have policies, procedures and staff training on it
4 = We do this consistently AND have accompanying policies, procedures and training to ensure consistency.

Reflection: Are there particular rows or columns that are areas of strength for your agency? Where can you grow?
How do you currently know if your program is successful?
Outcomes

---

Outcome: Housing

- What is the average annual vacancy rate for the supportive housing units?
- Percent of tenants remaining in SH at least 12 months, or exit to other PH
- Percent tenants exit to other PH after SH

---

CSH
Outcome: Housing

What is the average annual vacancy rate for the supportive housing units?

Percent of tenants remaining in SH at least 12 months, or exit to other PH

Percent tenants exit to other PH after SH
Outcome: Access

On average, how quickly (in # of days/months) are available units filled with eligible tenants?

Percent tenants aware of how to access services

On average, how quickly after receiving a rental subsidy are tenants housed in a unit of their choosing?

Percent tenants using voluntary services (at least one) in past year
Outcome: Tenant Satisfaction

- Percent of tenants satisfied with housing
- Percent of tenants satisfied with location and safety of housing
- Percent of tenants in SH one year or more, report participation in community activities
Outcome: Income

- Percent of tenants, in SH 1 year or more, have increased income or maintained SSI
- Percent of tenants, in SH 1 year or more, who are employed
Outcome: Services & Community

- Percent tenants aware of services available
- Percent with mental health challenges connected to behavioral health provider
- Percent of tenants, in SH 1 year or more, report mental health improvement or stabilization
- Percent of tenants with primary health care provider
- Percent of tenants, in SH 1 year or more, report physical health improvements
- Percent of tenants, in SH 1 year or more, report improved social support network
Example:
Quality Supportive Housing Initiative

Connecticut’s Supportive Housing Quality Initiative (SHQI)
The Four Components

- Quality Reviews
- Technical Assistance
- Statewide Supportive Housing Training Catalog
- Provider Learning Collaborative
The Seven Domains in Quality Reviews

Domain 1: Facilitated Access to Housing and Services

Domain 2: Tenant Involvement

Domain 3: Housing Quality & Safety

Domain 4: Client-Centered Services and Tenant Engagement

Domain 5: Services that Promote Recovery, Wellness and Community Integration

Domain 6: Focus on Housing Stability

Domain 7: Building Internal Quality Assurance Practices, Key Staffing and Coordination

© All rights reserved. No utilization or reproduction of this material is allowed without the written permission of CSH.
The CSH Quality Supportive Housing Suite of Tools
Dimensions of Quality (DOQ) Suite of Tools

- DOQ Guidebook & Toolkit
- Commitment to Quality (C2Q)
- Quality Certification
- Results Reports & Portfolio Report
- Quality Endorsement
- Online Self-Assessment
## Ensuring Quality from Day One of Planning

<table>
<thead>
<tr>
<th>Phase</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing Finance RFP &amp; Application</td>
<td>Commitment to Quality (C2Q) checklist</td>
</tr>
<tr>
<td>Pre-Development</td>
<td>Quality Endorsement (QE) &amp; TA</td>
</tr>
<tr>
<td>Operating Year 1</td>
<td>Online Self-Assessment, Results Reports &amp; TA, Quality Toolkit</td>
</tr>
<tr>
<td>Year 2</td>
<td>Quality Certification (QC)</td>
</tr>
<tr>
<td>Year 5</td>
<td>Re-Certification every 3 years</td>
</tr>
</tbody>
</table>
## Commitment to Quality Checklist (C2Q)

<table>
<thead>
<tr>
<th>Physical Accessibility</th>
<th><strong>Yes</strong></th>
<th><strong>No</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>There will be a system in place to ensure that any needed accommodations are requested and completed prior to tenant move-in.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Roles and Responsibilities</td>
<td><strong>Yes</strong></td>
<td><strong>No</strong></td>
</tr>
<tr>
<td>There are written descriptions of each supportive housing partner's role, including, at a minimum, the project sponsor, housing and/or property manager and supportive services provider. These descriptions detail the responsibilities of each partner.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communication</td>
<td><strong>Yes</strong></td>
<td><strong>No</strong></td>
</tr>
<tr>
<td>Written descriptions will be reviewed and revised annually by all partners.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appearance</td>
<td><strong>Yes</strong></td>
<td><strong>No</strong></td>
</tr>
<tr>
<td>There are regular forums for all partners to discuss the status of the project, their roles and the coordination of their efforts.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>There are established procedures for communication between scheduled meetings.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capital Funding</td>
<td><strong>Yes</strong></td>
<td><strong>No</strong></td>
</tr>
<tr>
<td>The project will meet or exceed HUD's Quality Standards and comply with local housing standards.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operating Funding</td>
<td><strong>Yes</strong></td>
<td><strong>No</strong></td>
</tr>
<tr>
<td>The operating budget includes long-term operating subsidies or a rental reserve sufficient to meet operational costs for the supportive housing units while maintaining affordable tenant rents.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tenant Education</td>
<td><strong>Yes</strong></td>
<td><strong>No</strong></td>
</tr>
<tr>
<td>The Property Management plan will require the management company to provide residents an orientation introducing them to the housing unit, neighborhood, and the responsibilities as leaseholders as part of the move-in process.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tenant Feedback</td>
<td><strong>Yes</strong></td>
<td><strong>No</strong></td>
</tr>
<tr>
<td>The Services Plan will include services that provide opportunities for tenants to build their skills after initial move-in including workshops/services offered regularly, either in-house or through outside linkage.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Property Management or Services Plan will indicate that a tenant survey will be administered on an annual basis.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The CSH Quality Endorsement (QE)

- C2Q Checklist & Supporting Documentation
- Documentation & Planning Review
- Quality Endorsement Letter
About the Quality Supportive Housing Self-Assessment Tool

Welcome to the Quality Supportive Housing Self-Assessment. This online 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.

After completing the self-assessment your agency will receive an emailed summary of your score in each of the Dimension of Quality Supportive Housing and a corresponding resource list of available training and technical assistance to support your agency to
PDF Version of the Online Self-Assessment

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 Quality Supportive Housing. This assessment is available both online and in paper format.

Within one week of submitting the self-assessment to certificition@cshti.org your agency will receive an email summary of your score in each of the Dimensions of Quality Supportive Housing and a score indication room for improvement.

If you have any questions when completing the self-assessment, please email certificition@cshti.org

Demographic Questions

Name of Organization: Click here to enter text.
Primary Contact Name (Name of 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 program 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 30 minutes to complete. Based on your scores, this self-assessment will help CSH to create a tailored technical assistance resource guide and TA needs report.

Some of the assessment questions are specific to site-based supportive housing buildings (site-based projects), these questions are only applicable to agencies that house apartments using a scattered-site 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 56.

After completing the self-assessment, email the scored copy of your assessment to certificition@cshti.org. Within one week of submitting your self-assessment your agency will receive an email summary of your available resources and technical assistance to support your agency in areas where your score indicated room for improvement.

Example of how to find your agency score

Each question is located under the farthest left column entitled Score # (see the orange circle below for this example). After reading the question, read through the answer options in the columns 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 worksheet at the back of this packet (page 56 for site-based or 58 for scattered-site).

Indicator 1. Tenant-Driven Planning

Score is 28%

- At least one individual who represents the target tenant population meets regularly with the supportive housing project planning team.

- Tenant representatives meet with the supportive housing project team at least monthly.

- Tenant representatives do not meet with the supportive housing project team.

- Tenant representatives do not meet with the supportive housing project team.
• Official Certification Report
  • Your certification status
  • Your performance by section
    • Where you exceeded standards
    • Where you did not meet standards
• Preliminarily Certified projects can resubmit documentation for one year to pass certification

• Certification Agreement
  • CSH Quality Supportive Housing Certification Seal for marketing & funding
  • Your agency highlighted on CSH website, presentations and publications
Portfolio Results Report

<table>
<thead>
<tr>
<th>Agency</th>
<th>Project Name</th>
<th>Dimension</th>
<th>Tenant-Centered</th>
<th>Accessible</th>
<th>Coordinated</th>
<th>Integrated</th>
<th>Sustainable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency 1</td>
<td>Project A</td>
<td>2.8</td>
<td>1.7</td>
<td>3.1</td>
<td>3.2</td>
<td>3.1</td>
<td>3.3</td>
</tr>
<tr>
<td>Agency 2</td>
<td>Project B</td>
<td>2.4</td>
<td>1.8</td>
<td>2.9</td>
<td>3.0</td>
<td>3.2</td>
<td>3.5</td>
</tr>
<tr>
<td>Agency 3</td>
<td>Project C</td>
<td>2.2</td>
<td>1.5</td>
<td>2.6</td>
<td>2.7</td>
<td>2.8</td>
<td>3.0</td>
</tr>
</tbody>
</table>

Average: Tenant-Centered: 2.8, Accessible: 2.2, Coordinated: 2.6, Integrated: 2.9, Sustainable: 3.1

Result Summary

- Tenant-Centered: 3.4
- Accessible: 3.4
- Coordinated: 3.5
- Integrated: 3.6
- Sustainable: 3.2

Highest Possible Score: 4

Quality Threshold: 3.5

35 Programs in City/Sample County

- Quality Threshold: 3.5
- Highest Possible Score: 4
1. Where are we strong on Quality as a team?

2. Which tools can we use to expand our impact?

3. What are our next steps for ensuring Quality in our Geography?
Group Brainstorm:

What other tools would be helpful for your team to ensure Quality Supportive Housing in the region?
Next Steps

• More information:
  • www.csh.org/quality
  • www.csh.org/certification

• Email: certification@csh.org

• Ready to take the self-assessment?
  • Go to csh.org and search for “quality self-assessment”
Resources

Dimensions of Quality Guidebook
https://www.csh.org/supportive-housing-101/quality/

Quality Supportive Housing Online Self-Assessment
https://www.csh.org/quality-supportive-housing-self-assessment/

CT Supportive Housing Quality Initiative
https://www.csh.org/about-csh/in-the-field/ct/ctquality/
Questions?
Contact us

Regina Cannon
regina.cannon@csh.org

Leah Rhea
leah.rhea@csh.org
THANK YOU!

stay connected
csh.org