

Standards of Quality

Learner Guide: Heartland Housed March 2024

Recap from February

Essentials in Supportive Housing?

1. Housing First

Everyone is housing ready! Having a place to live is the foundation of achieving goals in life. Assess and remove barriers to accessing housing. Adhere to criteria of the funder ONLY!

2. Harm Reduction

Literal and judgment free practice. Within a trusted relationship, assess where harm can be reduced in risky behaviors. We are not the deciders of others' decision making AND we can support a healthier outcome of current risky practice.

3. Trauma-Informed Care

Recognizes that most of the people we serve have experienced harm in their lives. Our goal is to reduce harm, not re-traumatize, and support people increasing their resilience and working through trauma.

The Essentials of Supportive Housing are embedded throughout our work. The goal is to move the philosophical concepts to practical approach in service delivery as well as policy and infrastructure creation.

Standards of Quality

The CSH Quality Supportive Housing Standards strives to build the capacity of supportive and affordable housing to create and operate high-quality, effective, and sustainable units. The Standards of Quality matrix is designed as an assessment to align with supportive housing best practices starting with development through engaging with the community post lease up.

The Standards of Quality are made up of 40 indicators (subtopics) that span across FIVE Standards and FOUR project components. Harm Reduction Principles

- Understands that most people change gradually and experience ups and down
- Emphasizes self-determination, is person-centered, and encourages honesty
- Non-judgmental, non-coercive provision of services and resources

FIVE STANDARDS

The five Standards are:

1. **Tenant Centered:** Every aspect of housing focuses on meeting tenant needs.
2. **Accessible:** Tenants of all backgrounds and abilities enter housing quickly and easily.
3. **Coordinated:** All supportive housing partners work to achieve shared goals.
4. **Integrated:** Housing provides tenants with choices and community connections.
5. **Sustainable:** Housing operated successfully for the long term.

FOUR PROJECT COMPONENTS

- A. **Project Design and Administration:** The process of planning and leading the supportive housing project, including key decisions about physical structure, team members and funding
- B. **Property and Housing Management:** The ongoing operation of supportive housing and connection to private market landlords
- C. **Supportive Services:** The package for individual health, recovery, and personal growth
- D. **Community:** The relationship to and role of housing in the larger context in which it operates

RESOURCES

This section provides online resources from the CSH Standards of Quality website and other related online entities related to the discussion from our in-person training related to the Standards of Quality.

- [Quality Supportive Housing \(csh.org\)](https://www.csh.org)
- [Supportive Housing Quality Toolkit - CSH](#)
- [Quality Supportive Housing Self-Evaluation Assessment \(brilliantassessments.com\)](https://www.brilliantassessments.com)
- [Coordinated Entry - HUD Exchange](#)
- [Racial Equity - HUD Exchange](#)
- [Racial-Equity-Toolkit-Downloadable.pdf \(housingconsortium.org\)](https://www.housingconsortium.org)
- [Racial Equity & Coordinated Entry: Where Can Disparities Happen in the Process? \(youtube.com\)](https://www.youtube.com)
- [Coordinated Entry - HUD Exchange](#)
- [UFAS \(1984\) \(access-board.gov\)](https://www.access-board.gov) Uniform Federal Accessibility Standards

STANDARDS OF QUALITY

Learner Guide: Heartland Housed January 2024

- [Fair Housing Act Design Manual \(hud.gov\)](https://www.hud.gov)
- [Accessibility Requirements for Buildings | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](https://www.hud.gov)
- [Illinois Accessibility Code](https://www.illinois.gov)
- [Laws and Rules \(illinois.gov\)](https://www.illinois.gov)