

CSH Pre-Development Quality Endorsement Overview

October 22, 2024





About **CSH**

CSH collaborates to advance solutions that use housing as a platform for services to improve the lives of the most vulnerable people, maximize public resources and build healthy communities.



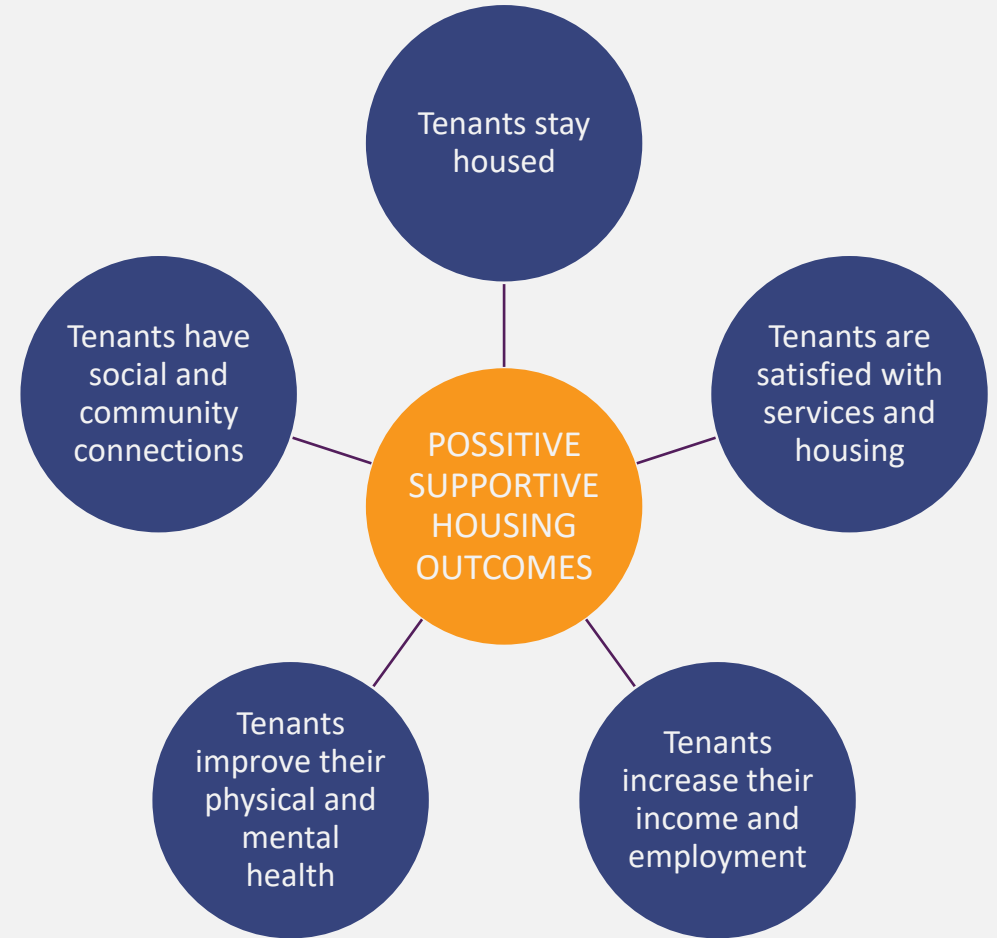
[csh.org](https://www.csh.org)

AGENDA

- 1. CSH Quality Standards Overview**
- 2. Endorsement Process and Logistics**
- 3. Questions**

CSH Quality Standards

- Goal is to build the capacity of industry to create and operate high-quality, effective and sustainable units
- Focuses in achieving tenant outcomes
- Visit www.csh.org/quality for more information



CSH Quality Standards

40 indicators across
5 Standards of Quality and
4 Project Components



CSH Standards of Quality Checklist

- Available on our website
- Shares all the indicators in a printable, checklist format
- Serves as the basis for our endorsement



Supportive Housing Planning Quality Checklist

This checklist is intended for Supportive Housing projects in the pre-development or planning phase to help set up project for success. In completing the Quality Checklist, the signatory affirms that the project has been explained to each partner named in the funding application and that they understand and commit to the Quality Standards marked Yes.

Indicator	Commitment to Quality	Verifiable Quality Measures in Pre-Development and Program Planning
Tenant Centered		
Tenant-Driven Planning	<input type="checkbox"/> Yes <input type="checkbox"/> No	During the project planning process, individuals representing the priority target population have been involved, either through at least one individual meeting with the supportive housing project team and/or at least one focus group with members of the targeted tenancy. Documentation:
	<input type="checkbox"/> Yes <input type="checkbox"/> No	There are multiple documented plans of how tenant feedback is, and will continue to be incorporated into the supportive housing project. Documentation:
Commitment to Supportive Housing Goals	<input type="checkbox"/> Yes <input type="checkbox"/> No	There are written goals and/or targeted tenant outcomes for the supportive housing project. Documentation:
	<input type="checkbox"/> Yes <input type="checkbox"/> No	The project will have a reliable method for collecting and reviewing data on the targeted tenant outcomes (such as housing retention, income, changes in health outcomes, employment, social connectedness). Documentation:

TENANT CENTERED



Planning and Administration

Tenants play an active role in planning the supportive housing project

Property and Housing Management

Staff educates tenants on their rights and responsibilities as leaseholders; incorporate into decision-making

Supportive Services

Services are voluntary and comprehensive

Community Planning and Engagement

Tenants have opportunities for leadership through tenant associations, board positions, etc.

ACCESSIBLE



Planning and Administration

Housing is affordable, located in a neighborhood that meets needs, accommodating to special needs

Property and Housing Management

Tenants move in quickly and the application process an equitable and culturally humble manner

Supportive Services

Staff work to ensure tenants are aware of available services, delivered in accessible locations

Community Planning and Engagement

Housing application and screening process is part of a larger community strategy to coordinate access to housing

COORDINATED



Planning and Administration

Roles and responsibilities are clearly established among partners

Property and Housing Management

Property management works closely with service providers to sustain stable housing

Supportive Services

Primary service provider has connections to other community-based resources

Community Planning and Engagement

Prioritization of tenants with high service needs as the community level

INTEGRATED



Planning and Administration

Project meets or exceeds community standards and builds and sustains meaningful partnerships

Property and Housing Management

All tenants are offered a choice of housing unit and have a lease identical to tenants not in supportive housing

Supportive Services

Staff support tenants in developing or strengthening their community connections

Community Planning and Engagement

Overall strategy promoting the ability of tenants to choose from a variety of housing models and neighborhoods

SUSTAINABLE



Planning and Administration

Project has adequate funding for ongoing operations

Property and Housing Management

Ensure that units and building remain in good condition

Supportive Services

Service funding is sufficient for ongoing services and is flexible to address changing needs

Community Planning and Engagement

Goals outlined in community planning efforts are furthered as a result of this project

Quality Supportive Housing Endorsement



The CSH Quality Endorsement verifies all planning & procedural documents

1. SH sponsor completes the Quality Checklist Application & includes Supporting Documentation and application fee

2. CSH reviews Documentation & Planning, follows up with questions as needed.

3. Quality Endorsement Letter from CSH is sent to project team for use in funding applications.



Supportive Housing Planning Quality Checklist

- Application process is completed online (can access through our website)
- PDF of Quality Checklist is available to review checklist items prior to submitting (csh.org/quality)
- Must score a 75% or higher (67 out of 89)
- You can submit up to 5 SMART goals for no or partial responses



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	<input type="checkbox"/> Yes <input type="checkbox"/> No	There are multiple documented plans of how tenant feedback is, and will continue to be incorporated into the supportive housing project. Documentation:
Commitment to Supportive Housing Goals	<input type="checkbox"/> Yes <input type="checkbox"/> No	There are written goals and/or targeted tenant outcomes for the supportive housing project. Documentation:
	<input type="checkbox"/> Yes <input type="checkbox"/> No	The project will have a reliable method for collecting and reviewing data on the targeted tenant outcomes (such as housing retention, income, changes in health outcomes, employment, social connectedness). Documentation:
	<input type="checkbox"/> Yes <input type="checkbox"/> No	There are written goals and/or targeted tenant outcomes that affirm the agency's commitment to anti-racism/anti-oppression and to effective implementation of equitable practices Documentation:
Unit Design and Features	<input type="checkbox"/> Yes <input type="checkbox"/> No	Each unit will have its own private bathroom and kitchen. Kitchens will include basic cooking appliances such as refrigerator, stovetop, and microwave. Documentation:
	<input type="checkbox"/> Yes <input type="checkbox"/> No	Units will have adequate living space and appliances for essential daily activities, such as cooking, eating, sleeping, and any other activities related to their personal goals and hobbies.
	<input type="checkbox"/> Yes <input type="checkbox"/> No	There are plans to include common/shared indoor and outdoor spaces or access to spaces (on or off-site), such as community rooms, and gardens that can accommodate a variety of activities and gatherings. Documentation:
	<input type="checkbox"/> Yes	Based on the household composition of the planned priority population, there

Getting Started

☰ Welcome 0%

Unanswered Save Progress ✓

Instructions

About Supportive Housing Quality Endorsement

What is the CSH Quality Review and Quality Endorsement?

The CSH Quality Supportive Housing Quality Endorsement application and review offers developers and supportiv

- the ability to have planning documents uploaded into one place;
- the opportunity to work on the application with multiple users (collaborators) from across their project teams;
- an online tool for coming back to again and again as you plan your next project;
- access to printable pdf versions of your completed Commitment to Quality Checklist and supporting documentation all in one document; and
- the confidence that your supporting documents will be reviewed for their comprehensive commitment to quality supportive housing standards.

CSH can provide letters of Quality Endorsement for projects in pre-development and development planning stages, as well as for new scattered site programs, *that demonstrate that they have considered and incorporated all of the Quality Supportive Housing Standards into their planning process.*

Can I apply for more than one project in the same application?

- No, in order to apply for CSH Quality Endorsement, you must select ONE project or program for which you would like to apply for review.
- After identifying that project or program, please complete the Commitment to Quality Checklist and upload your supporting documentation.

About the process

Throughout the application you will be asked a series of questions related to quality planning steps, written documents, and processes that need your consideration.

You will be asked to upload supporting documentation for the Quality Endorsement Review that demonstrate your attention and commitment to each question. You can upload up to 3 documents/attachments per section, so we recommend consolidating documents, whenever possible. If a document (e.g. program manual) supports multiple indicators, you can upload it once and upload the Supporting Documentation Index Template (Download template here: [Supporting Doc Index](#)) to indicate the sections or page numbers that correspond with the Quality SH Standards and Indicators.

You may need the following documents ready for uploading:

Welcome page contains instructions for completing the assessment and the Endorsement Process.

Getting Started

☰ Welcome 0% Unanswered Save Progress

Contact and Project Information

Your Name

Are you completing this as a Applicant or Reviewer (CSH staff only)?

Assessor (CSH Reviewer)

Applicant

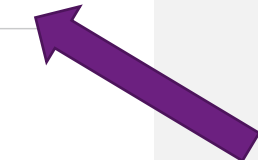
Email

Organization

Check Applicant role



Team lead should complete the contact information



Note: To collaborate with other team members, team lead can share the link emailed to them. Anyone with that link can complete the Application, results and communication will go to email entered on this page.

Completing Each Section

1. Tenant-Driven Planning

	Yes	Partly	No
a. During the project planning process, individuals representing the project's priority population have been involved (e.g., focus groups, participation in planning meetings, etc.)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
b. There are multiple documented plans of how tenant feedback is and will continue to be incorporated into the supportive housing project.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Enter SMART goal(s) if documentation for Tenant Driven Planning is not yet complete (i.e. you answered no to the above). Up to 5 SMART goals will be accepted for Quality Endorsement.

If yes to any of the above, upload supporting documentation for Tenant Driven Planning.

Select Files

Upload supporting documents

1) If you select "Partly" or "No" to any question

2) Then enter a SMART goal (max. 5 per application)

Completing Each Section

☰ Welcome 0% Unanswered Save Progress ✓

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Supporting Documentation Index



Quality Supportive Housing Readiness Checklist Supporting Documentation Index Template

Instructions: Use this document to index the page numbers or section from your program manual, policy and procedures, or any other document that can support multiple indicators.

Program: _____

Document: _____

Indicator	Section or Page #s	Notes
Tenant Centered		
Tenant-Driven Planning		
Commitment to Supportive Housing Goals		
Unit Design and Features		
Tenant Education		
Tenant Feedback		
Services Design		
Accessible		
Affordability		
Location		
Trauma-Informed Design		
Physical Accessibility		
Housing First		
Application Process		
Availability of Services		
Anti-Racism and Cultural Humility		
Coordinated		
Roles and Responsibilities		

Navigating Through Your Application

The screenshot shows a top navigation bar with a hamburger menu icon, the text 'Coordinated', a purple progress bar at 50%, a 'Unanswered' button, and a 'Save Progress' button with a checkmark icon. Below the bar is a section titled '1. Roles and Responsibilities' with a table containing columns for 'Yes' and 'Partly'. A text entry 'A. There are written descriptions of each supportive housing partner's role, including, at minimum, the project' is visible. At the bottom, there are '< Previous' and 'Next >' buttons. Two blue callout boxes with purple arrows provide instructions: one points to the 'Save Progress' button, and the other points to the navigation buttons.

≡ Coordinated 50% Unanswered Save Progress ✓

1. Roles and Responsibilities

	Yes	Partly
A. There are written descriptions of each supportive housing partner's role, including, at minimum, the project		

Select **Next** or **Previous** to navigate between sections

Click **Save Progress** to save responses at any time

< Previous Next >

Note: Response are automatically saved by any of the above

Navigating Through Your Application



Accessible

33%

Unanswered

Save Progress

Welcome

Tenant Centered

Accessible

Coordinated

Integrated

Sustainable

Yes

Partly

No

no or partly responses above. [Up to 5 SMART goals will be accepted for Quality Endorsement.](#)

documentation for Affordability is not yet complete

Open **Section Menu** by clicking the menu bar to skip to any section

Select **Unanswered** to review missing responses across all sections

Note: You must scroll to top of screen to see full Section Menu

Unanswered Index

[Go Back](#)

Review list of missing responses across all sections

Unanswered Questions

Section	Sub Section	Question	
Tenant Centered	1. Tenant-Driven Planning	a. During the project planning process, individuals representing the project's priority population have been involved (e.g., focus groups, participation in planning meetings, etc.)	View
Tenant Centered	1. Tenant-Driven Planning	b. There are multiple documented plans of how tenant feedback is and will continue to be incorporated into the supportive housing project.	View
Tenant Centered	2. Commitment to Supportive Housing Goals	There are written goals and/or targeted tenant outcome	View

Click **View** to be taken directly to the unanswered question

Submitting Your Application

≡ Sustainable 83% Unanswered Save Progress

The housing utilizes durable materials chosen to reduce future maintenance costs.*

The housing is designed with consideration of environmental factors (flood, hurricane, other natural disasters) and appropriate construction is planned to ensure the units are secure and sustainable in areas where unpredictable weather can present hazards.*

If yes to any of the above, upload supporting documents

Select Files

Only CSH Reviewer can select Complete.

Click **Finish** to submit your completed application

< Previous Complete > Finish >

Note: You cannot edit responses after it is marked **Complete**.



Congratulations on completing your Endorsement Application!

- No cost for projects seeking endorsement for IHDA PSH round, \$1,500 for all other projects
- A CSH reviewer will contact you if you if they have any questions.
- You should receive a response within 30 days.
- **Please submit by January 7, 2025 for a response prior to the IHDA PSH deadline.**
- Email brett.penner@csh.org with any questions