



Creating and Operating Supportive Housing CSH Resource Guide

Not a Solo Act: Creating Successful Partnerships to Develop and Operate Supportive Housing

Supportive housing brings together three very different disciplines: housing development, property management, and supportive services. To be successful supportive housing requires effective collaboration. *Not a Solo Act* is a how-to workbook for successful collaborations and a prevention guide for predictable crises.

http://www.csh.org/wp-content/uploads/2012/03/NotSoloAct_final_312.pdf

Toolkit for Developing and Operating Supportive Housing

The purpose of CSH's *Toolkit for Developing and Operating Supportive Housing* is to provide organizations with access to tools, informational materials, and sample documents that can help them address key challenges in the planning, development, and on-going operation of permanent supportive housing projects.

http://www.csh.org/wp-content/uploads/2011/12/Tool_DevelopingOperating-Toolkik.pdf

Supportive Housing Financing Guide

CSH's *Supportive Housing Financing Guide* was created especially for housing developers, service providers, and supportive housing advocates. The information provided in this Guide focuses on federal funding streams.

http://www.csh.org/wp-content/uploads/2011/12/Toolkit_Supportive-Housing-Financing-Guide1.pdf

The Seven Dimensions of Quality for Supportive Housing: Definitions and Indicators

The Seven Dimensions of Quality for Supportive Housing are intended to provide a common framework for the supportive housing industry and to allow developers, property managers, service providers, and funders to assess the quality of supportive housing units and to make sound investments in quality supportive housing. This document contains Definitions, Key Indicators of Quality, and Additional Indicators of Quality for each Dimension; discussion of the applicability of the Dimensions to scattered-site, master-leased, or tenant-based supportive housing units; and a description of staff development topics that support the achievement of quality for each Dimension.

www.csh.org/dimensionsofquality

The Seven Dimensions of Quality for Supportive Housing: Quality Assessment Tools

These Quality Assessment Tools allow organizations to assess alignment with CSH's Seven Dimensions of Quality for Supportive Housing. Key Indicators of Quality (including Questions to Consider) and Additional Indicators of Quality are presented in a "workbook" format with plenty of space for notes, to allow organizations to implement an organized assessment - of either existing supportive housing units or plans for new units. Guidance regarding the materials that organizations should review while completing such an assessment is also provided, and the Tools utilize a simple rating scale for all Indicators to allow organizations to identify areas where quality improvement may or may not be needed. The Quality

Assessment Tools may be used individually to assess one or more Dimensions of Quality, or used in combination in order to create a comprehensive assessment.

http://www.csh.org/wp-content/uploads/2011/12/Tool_DoQAssessments.pdf

The Seven Dimensions of Quality for Supportive Housing: Additional Materials and Resources

Organizations are encouraged to consult this document for links to publications, training materials, and other tools and resources that can help foster the quality of supportive housing. Also included in this resource is a Supportive Housing Quality Improvement Action Plan Form, in both printable and electronic (fillable) formats. This tool can be used to create concrete plans for addressing quality-related issues identified during the Quality Assessment process.

http://www.csh.org/wp-content/uploads/2011/12/Report_DoQAdditionalMaterial.pdf

Coordination of Property Management and Supportive Services in Permanent Supportive Housing: Self Assessment Tool

CSH created this *Coordination of Property Management and Supportive Services Self Assessment Tool* to allow the management and staff of supportive housing to take a deeper look at the level of coordination between their property management and supportive services functions, and to detail how this relationship impacts tenants as well as staff. This assessment process may offer new insight into the collaboration between property management and supportive services staff. Recognizing that property management and supportive services have different and sometimes overlapping roles in supportive housing, this Tool aims to provide practical guidance on how staff can collaborate and coordinate their efforts more effectively.

http://www.csh.org/wp-content/uploads/2011/12/Tool_CoordinationAssessment.pdf

Supportive Housing Property Management Operations Manual

Although it has been widely acknowledged that managing supportive housing is different than managing affordable and/or market rate housing, there have been few tools to guide this work. With the assistance and participation of numerous individuals and organizations, CSH created this “first of its kind” manual, and is pleased to present it for use. As a manual based on the practices and the laws of California, we encourage supportive housing sponsors in other States to confer with legal counsel when using this manual.

http://www.csh.org/wp-content/uploads/2011/12/Tool_PropertyMgmtManual1.pdf

Between the Lines: A Question and Answer Guide on Legal Issues in Supportive Housing, National Edition

With support from the U.S. Department of Housing and Urban Development, CSH published the first *Between the Lines* in 2001. Supportive housing developers, service providers, property managers, and government staff have since frequently referenced the guide for clarification on general legal principles related to developing, leasing, and operating supportive housing. This guide includes an explanation of federal and some state laws governing supportive housing in a question and answer format, as well as a glossary of terms, specific legal definitions and Department of Justice memos that further clarify reasonable accommodation and modification. *Between the Lines* offers information about the laws and regulations that govern supportive housing, and attempts to provide assistance in furthering the CSH goal of creating stable housing for homeless individuals and families. However, the guide is not intended to solve specific legal situations that would require counsel, to provide legal advice, or to substitute for

the assistance of an attorney. Readers should consult legal counsel and local government representatives for answers to and advice on specific legal concerns.

http://www.csh.org/wp-content/uploads/2011/12/Tool_BTL_National1.pdf

Between the Lines: A Question and Answer Guide on Legal Issues in Supportive Housing, California Edition

With support from the U.S. Department of Housing and Urban Development, CSH published the first *Between the Lines* in 2001. This CSH guide offers some basic information about the laws that pertain to developing, leasing, and operating supportive housing and sets out ways to identify and think through issues so as to make better use of professional counsel. The guide also offers reasonable approaches to resolve common dilemmas. *Between the Lines* offers information about the laws and regulations that govern supportive housing, and attempts to provide assistance in furthering the CSH goal of creating stable housing for homeless individuals and families. However, the guide is not intended to solve specific legal situations that would require counsel, to provide legal advice, or to substitute for the assistance of an attorney. Readers should consult legal counsel and local government representatives for answers to and advice on specific legal concerns. The California Edition includes an Appendix with guidance on developing, leasing, and operating supportive housing under the Mental Health Services Act.

http://www.csh.org/wp-content/uploads/2011/12/Tool_BTL_CA1.pdf

Small Towns Toolkit

The Small Towns Toolkit is a guide to creating supportive housing in suburban and small towns. This toolkit is designed to provide easily accessible resources to local citizens, housing groups and service organizations in small towns to be used in creating supportive housing outside of major urban areas.

http://www.csh.org/wp-content/uploads/2011/12/Tool_Small-Towns-Toolkit1.pdf