



Supportive Housing Policies and Procedures Manuals

Every supportive housing program should have documented policies and procedures that are clearly written and comprehensible to all program staff. Having clear policies and procedures in place helps provide support to staff, helps supportive housing projects run smoothly, and helps ensure consistent and predictable responses to important events. A Policies and Procedures Manual represents an important guide to: who does what; when or how often it is done; how it is done (in writing, in a meeting, etc.); what resources are available (staff on call, logbooks); and what forms to use. At a minimum, the Manual should outline the performance of critical functions, such as emergency on-call systems, fire safety procedures, and responses to crises. Policies and procedures should also be periodically reviewed and revised throughout the operating of the housing.

Many programs have three different manuals:

- A Welcome/Orientation Guide (for tenants);
- A Personnel Policies and Procedures Manual (for staff); and
- A Building Operating/Program Policies and Procedures Manual (for staff).

What to Include in a Supportive Housing Policy and Procedures Manual:

The Manual should address the following essential elements:

Introduction

- Introduction
- Agency Overview and Mission
- Program Description and Goals

Organizational Chart

- Organizational Chart
- Job Descriptions

Admission and Discharge Policies

- Tenant Selection Processes
- Eviction Processes

Building Management Policies

- Rent Collection
- Room Inspections
- Repairs and Maintenance

Note: This document is included within the *Housing Operations* section of CSH's *Toolkit for Developing and Operating Supportive Housing*, which is available at www.csh.org/toolkit2. This document has been adapted from CSH's *Supportive Housing Property Management Operations Manual*, which is available at www.csh.org/publications.

- ❑ Lease Violations
- ❑ Health and Safety Violations
- ❑ Front Desk Responsibilities
- ❑ Building Security and Visitor Policies

Social Service Policies

- ❑ Program Policies (i.e., medication management, budgeting assistance, representative payee, referrals etc.)
- ❑ Service Documentation Policy
- ❑ Confidentiality Policy
- ❑ Fraternalization Policy
- ❑ Miscellaneous Operations: (i.e., car policy, petty cash etc.)

Emergency Policies and Procedures

- ❑ Psychiatric/Medical
- ❑ Accidents and Death
- ❑ On-Call Phone Numbers, Emergency Contacts and Resources

Fire Safety Policy

- ❑ Fire Prevention and Inspection Policy

Grievance Policies

- ❑ Informal Tenant Grievance Policy
- ❑ Formal Tenant Grievance Policy
- ❑ Dispute Resolution Services

Child Abuse and Neglect Reporting

- ❑ Criteria for Identifying Incident of Abuse or Neglect
- ❑ Child Abuse and Neglect Reporting

Incident Review Policies

- ❑ Investigating an Incident
- ❑ Writing and Filing Incident Reports

Medical Policies

- ❑ Medication Storage
- ❑ Medication Monitoring

Note: CSH's *Toolkit for Developing and Operating Supportive Housing* includes additional documents that can help guide the creation of policies and procedures for supportive housing projects. See the *Housing Operations* section of the *Toolkit* at www.csh.org/toolkit2operations.