



Commitment to Quality Checklist

This checklist is intended for projects in the pre-development phase of Supportive Housing project planning and design. In completing the Commitment to 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 |
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| 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. |
| | <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. |
| 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. |
| | <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). |
| Privacy & Living Space (Necessary Amenities) | <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. |
| | <input type="checkbox"/> Yes <input type="checkbox"/> No | Tenants will have access to common space either on or off-site for tenant-initiated events such as potlucks or game nights. |
| | <input type="checkbox"/> Yes <input type="checkbox"/> No | Based on the household composition of the planned priority population, there will be an adequate number of bedrooms per unit. |
| | <input type="checkbox"/> Yes <input type="checkbox"/> No | Sharing of bedrooms by non-related, single, adult tenants will not be required. |
| Tenant Education | <input type="checkbox"/> Yes <input type="checkbox"/> No | The Property Management plan will require the management company to provide residents an orientation introducing them to their apartment and neighborhood, and their rights and responsibilities as leaseholders as part of the move-in process. |
| | <input type="checkbox"/> Yes <input type="checkbox"/> No | The Services Plan will include an adequate level of on-site tenancy supports (caseloads of 1:10-1:25) and opportunities for tenants to build their skills through on-site workshops/ or outside linkages. |
| Tenant Feedback | <input type="checkbox"/> Yes <input type="checkbox"/> No | The Property Management and/or Services Plan will indicate that a tenant satisfaction survey will be administered on an annual basis. There will be a written description of the system for reviewing survey results and responding to tenant feedback. |
| | <input type="checkbox"/> Yes <input type="checkbox"/> No | The Property Management or Services Plan indicates that there will be a tenant council, focus group or another tenant-led group that meets regularly with the supportive housing project partners. There will be a written description of the system for reviewing and responding to tenant feedback. |



Commitment to Quality Checklist – continued

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| Services Design | <input type="checkbox"/> Yes <input type="checkbox"/> No | The services plan demonstrates that participation in services is voluntary, meaning that tenants can choose whether to participate and select the services they prefer. |
| Accessible | | |
| Affordability | <input type="checkbox"/> Yes <input type="checkbox"/> No | Tenants pay 30% or less of their income for housing costs |
| Location | <input type="checkbox"/> Yes <input type="checkbox"/> No | Tenants can easily access a wide array of amenities on their own (public transportation, grocery stores, community centers, health clinics, etc.) that reflect local community standards. |
| | <input type="checkbox"/> Yes <input type="checkbox"/> No | In locations where this is not feasible, the project will have a plan to assist tenants in accessing needed resources. |
| Physical Accessibility | <input type="checkbox"/> Yes <input type="checkbox"/> No | There will be a system in place to ensure that any needed accommodations are requested and completed prior to tenant move-in. |
| Housing First | <input type="checkbox"/> Yes <input type="checkbox"/> No | The Tenant Selection Plan and all written policy and procedures will state that the eligibility criteria for the supportive housing meet the minimum that the funder(s) or landlord requires (without additional criteria imposed). (I.e. The project minimizes barriers to entry to ensure that its targets tenants can quickly and easily access the supportive housing.) |
| | <input type="checkbox"/> Yes <input type="checkbox"/> No | The Tenant Selection Plan and all written policy and procedures will not require sobriety as an eligibility requirement to enter the supportive housing. |
| | <input type="checkbox"/> Yes <input type="checkbox"/> No | The Tenant Selection Plan and all written policy and procedures will not require medication compliance as an eligibility requirement to enter the supportive housing. |
| | <input type="checkbox"/> Yes <input type="checkbox"/> No | The Tenant Selection Plan and all written policy and procedures will not require participants to participate in services as an eligibility requirement to enter the supportive housing. |
| | <input type="checkbox"/> Yes <input type="checkbox"/> No | The Tenant Selection Plan and all written policy and procedures will not require a minimum income as an eligibility requirement to enter the supportive housing. |
| Application Process | <input type="checkbox"/> Yes <input type="checkbox"/> No | There are (existing, or plans for) outreach protocols and designated staff assigned to find households after receiving referrals. |
| | <input type="checkbox"/> Yes <input type="checkbox"/> No | The housing application and screening processes will be fully accessible to persons with disabilities. |
| | <input type="checkbox"/> Yes <input type="checkbox"/> No | Appropriate, reasonable accommodations and necessary supports will be provided, as needed, during the application and screening processes. |
| | <input type="checkbox"/> Yes <input type="checkbox"/> No | The housing application will be separate from any service needs assessment and will not request detailed clinical information. |
| | <input type="checkbox"/> Yes <input type="checkbox"/> No | There will be a timely and clearly stated process for the approval or denial of housing applications and appeals. |
| | <input type="checkbox"/> Yes <input type="checkbox"/> No | There will be an established system for staff to communicate with tenants and referral sources during the application process and to track and retain documentation. |



Commitment to Quality Checklist – continued

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| | <input type="checkbox"/> Yes <input type="checkbox"/> No | The supportive housing application and intake processes will ONLY include the minimum number of questions needed to determine tenant eligibility, such as those required by funders. |
| Availability of Services | <input type="checkbox"/> Yes <input type="checkbox"/> No | The services plan outlines responsibility of services staff to ensure that tenants are aware of available services, can modify their services at any time, and that service hours and locations are convenient (including outside of normal business hours and in crisis situations). |
| Coordinated | | |
| Roles and Responsibilities | <input type="checkbox"/> Yes <input type="checkbox"/> No | There are written descriptions of each supportive housing partner's role, including, at minimum, the project sponsor, housing and/or property manager and supportive services provider. These descriptions detail the responsibilities of each partner. |
| | <input type="checkbox"/> Yes <input type="checkbox"/> No | Written descriptions will be reviewed and revised annually by all partners. |
| Communication | <input type="checkbox"/> Yes <input type="checkbox"/> No | There are forums for all partners to discuss the status of the project, their roles and the coordination of their efforts on a regular basis. |
| | <input type="checkbox"/> Yes <input type="checkbox"/> No | There are established procedures for communication between scheduled meetings. |
| Coordinating Property/ Housing Management & Supportive Services | <input type="checkbox"/> Yes <input type="checkbox"/> No | Both the service provider AND property management group (if project based) or housing management office (if scattered site) are committed to developing an eviction prevention plan and a rent repayment plan template. (This commitment can be included in MOUs outlining roles or demonstrated in meeting minutes) |
| Connections with Mainstream and Community-Based Service Providers | <input type="checkbox"/> Yes <input type="checkbox"/> No | Supportive Housing Service Plan and/or the MOU with the service provider includes serving as a coordinator with other mainstream service providers. (The primary service provider facilitates tenants' connections to resources and supportive services in the community, particularly behavioral healthcare, primary healthcare, substance use treatment and support, and employment.) |
| Targeting Units | <input type="checkbox"/> Yes <input type="checkbox"/> No | The supportive housing partners prioritize persons who are vulnerable or who are high utilizers of other systems (e.g. hospital, jail, shelter) for all or a portion of available units. |
| Integrated | | |
| Appearance | <input type="checkbox"/> Yes <input type="checkbox"/> No | The scale, appearance, design, maintenance and quality of the building(s) will be consistent with the neighborhood and reflect local community standards. |
| | <input type="checkbox"/> Yes <input type="checkbox"/> No | The project will meet or exceed HUD's Quality Standards and comply with local housing standards. |
| Community Dialogue | <input type="checkbox"/> Yes <input type="checkbox"/> No | The supportive housing project partners have identified a lead partner who will be active in ongoing community dialogue and activities (including participating in community improvement activities, soliciting neighborhood input on design, development and operating plans, identifying neighborhood needs or |



Commitment to Quality Checklist – continued

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| | | preferences for the design, receiving and responding to community concerns, and providing regular updates on the development process). |
| Housing Unit Choice | <input type="checkbox"/> Yes <input type="checkbox"/> No | Supportive housing partners have a clear understanding of and written description of which partner will work with tenants to: <ol style="list-style-type: none"> 1) Develop an understanding of their needs and wants from a housing unit and 2) Search for and select a housing unit that meets their needs, including any accessibility needs and reasonable accommodations requests. |
| Leases and Tenant Rights | <input type="checkbox"/> Yes <input type="checkbox"/> No | All supportive housing tenants will be provided with leases or subleases identical to non-supportive housing tenants — without service participation requirements or limits on length of stay (as long as lease terms are met). Ideally, the initial term of a lease or sublease is at least one year. |
| | <input type="checkbox"/> Yes <input type="checkbox"/> No | The project has procedures in place to ensure that tenants are provided with a copy of their lease and have a clear understanding of their rights and responsibilities as tenants. |
| Community Connections | <input type="checkbox"/> Yes <input type="checkbox"/> No | The primary service provider is committed to working with tenants to 1) identify community opportunities, resources and relationships to support community connection, and to 2) ensure that tenants have the support and access to resources needed to pursue these connections. |
| Sustainable* | | |
| Capital Funding | <input type="checkbox"/> Yes <input type="checkbox"/> No | The project sponsor is committed to long-term affordability, (i.e. tenants pay no more than 30% of their rent). |
| Operating Funding | <input type="checkbox"/> Yes <input type="checkbox"/> No | The operating budget includes long-term operating subsidies or a rent reserve sufficient to meet operational costs for the supportive housing units while maintaining affordable tenant rents. |
| | <input type="checkbox"/> Yes <input type="checkbox"/> No | The operating budget will include a recurring contribution to a replacement reserve to repair/replace major systems that is consistent with state housing finance agency or other funder standards. |
| Housing Maintenance | <input type="checkbox"/> Yes <input type="checkbox"/> No | Property management staff has a comprehensive, written plan and schedule for inspections, pest control, routine maintenance and replacement activities designed to sustain the quality of the physical environment. |

*Note: If using the checklist to prepare for Quality Certification, plan to also demonstrate sustainable services funding, sustainable data collection, and sustainability in the project’s alignment with broader community goals.

I hereby certify that the information indicated above is true and accurate. I understand that in affirming our Commitment to Quality Supportive Housing this project and its supporting documentation may be subject to review for verification of the commitment to quality standards.

Signature: _____

Title: _____

Printed Name: _____

Date: _____