

## **Planning a Supportive Housing Project**

## **Step 3: Setting Project Goals**

As you plan your supportive housing project, it is important to have a clear idea of the desired project outcomes. Supportive housing positively impacts a variety of stakeholders, but at its core, focuses on improving the lives of tenants. Although it is important to understand and measure the quality of individual aspects of supportive housing, such measures are meaningless if they do not produce positive results for tenants. There are many outcomes that an organization may wish to track, but the five outlined here are the core outcomes that all successful supportive housing should observe. This document can assist your organization and its project partners in setting target measures for these core outcomes, in order to evaluate performance and make changes.

 Tenants Stay Housed: Supportive housing is designed to break a cycle of housing instability for tenants and ensure they remain in permanent housing.

% of tenants stay in permanent housing for at least (period of time). This includes tenants who exit supportive housing to enter other permanent housing.

- 2. Tenants Improve Their Physical and Mental Health: Supportive housing and associated services help tenants to access needed physical and mental health care and improve their health status.
- % of tenants receive any needed medical care, including preventive care within of making the request.
- % of tenants receive any needed mental health care within (number of hours/days) of making the request.
- <u>% of tenants with mental health challenges report progress toward recovery since entering supportive housing.</u>
- % of tenants strongly agree: "Staff helped me obtain information I needed so that I could take charge of managing my illness."
  - 3. Tenants Increase Their income and Employment: Tenants increase their income in supportive housing by obtaining benefits and/or employment. In cases in which tenants are already employed or receiving all benefits for which they are eligible, they maintain their income.
- % of tenants who have been in supportive housing for one year or more have increased their income.
- % of tenants who enter supportive housing with income and/or employment have maintained it.



% of tenants who express a desire to work are employed within (period of time).

- 4. Tenants Are Satisfied With the Services and Housing: Tenant satisfaction is an important outcome that ultimately affects the quality of life for tenants and the ability of supportive housing projects to help tenants achieve housing stability.
- % of tenants report that they are satisfied with their housing.
- % of tenants report that they are satisfied with the services available to them.
- 5. Tenants Have Social and Community Connections: Supportive housing helps tenants to develop connections to their community and build social support networks.

% of tenants are active community members who choose to participate in organizations such as faith communities and peer associations, and/or in activities such as volunteering, voting, community gardens or block parties.

% of tenants report that they have a strong social support network.

