

A photograph of a multi-story building under construction, with a large tower crane extending across the top of the frame against a clear blue sky.

# THE CSH OPERATIONS CLINIC

**PARTNER WITH US TO STRENGTHEN  
SUPPORTIVE HOUSING PROPERTIES**

## INTRODUCING THE CSH OPERATIONS CLINIC

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For more than 30 years, supportive housing has transformed lives. The CSH Operations Clinic helps ensure properties continue to thrive by strengthening day-to-day operations and long-term sustainability.

This hands-on, three-day problem-solving clinic provides a comprehensive assessment, tailored training, peer learning, and a customized action plan delivered by CSH's expert Technical Assistance team. The Clinic helps owners and operators improve performance, stabilize operations, and better support tenants.

*"The Operations Clinic created a meaningful space for questions and clarity. The way CSH broke down the material helped our team see how asset management, services, property management, and compliance fit together. We left with a clear sense of how to move forward and how to put the assessment tool into practice."*

— Leslie Brown, Asset Management Manager, Father Joe's Villages

# HOW THE CLINIC WORKS

Each Operations Clinic includes:

- **A pre-clinic assessment** to identify strengths and challenges
- **Targeted training and coaching** customized to each team
- **Peer learning** with other supportive housing practitioners
- **A clear action plan** with next steps to strengthen operations

Teams gain practical strategies to improve fiscal health, strengthen coordination between departments, and enhance resident stability and success.

## WHAT THE CLINIC PROVIDES

The Clinic helps organizations:



**Diagnose challenges** across fiscal operations, property management, asset management, and services



**Identify solutions** to improve vacancy rates, turnover time, capital needs, and service coordination



**Enhance operations**, staff coordination, and shared understanding



**Implement a roadmap** for long-term property and portfolio sustainability



## WHY FUND AN OPERATIONS CLINIC?

The clinic empowers organizational leaders and frontline staff to identify concrete, actionable solutions to preserve their supportive housing properties. It helps local and state agencies, funders, syndicators, investors, and owners preserve supportive housing by improving operational performance and long-term financial sustainability. CSH can tailor an Operations Clinic to meet the needs of your supportive housing portfolio.

## GET STARTED

Learn more about bringing the CSH Operations Clinic to your community:  
[consulting@csh.org](mailto:consulting@csh.org)