

Measuring Success



Key Results for Tenants in Supportive Housing

This guide outlines **five essential outcomes every successful supportive housing program should target**, drawn from the larger CSH Quality Supportive Housing Standards. The Quality Standards provides a roadmap for creating and operating supportive housing that will best achieve meaningful results. CSH encourages organizations to know their baseline performance regarding these outcomes and set ambitious goals to drive ongoing progress.



Implementing and Sustaining the Standards

Many partners must come together to build high-quality supportive housing. For trainings and resources on planning or operating quality supportive housing, visit **csh.org/training**. To start a conversation about technical assistance and consulting to implement these standards, **reach out to consulting@csh.org**.



How to Measure Results

Supportive housing improves tenants' lives. To ensure effectiveness, it is vital to establish clear goals and track outcomes consistently over time. Below are examples of results your supportive housing program should track and work to improve.

Key Results	What to Measure	Examples of How to Use the Information
Staying Housed	☐ How long do tenants stay in supportive housing ? ☐ How many tenants move into permanent housing after leaving the program ?	Look at how long tenants are staying and where they go when they leave. If tenants are leaving quickly or are not moving to stable housing, explore the causes and make a plan to improve. Use past data to set goals and compare trends over time.
Increase in Jobs and Income	☐ How many tenants have jobs ? ☐ Are tenants increasing income, enrolling in or keeping benefits ?	Track job and income changes over time. Use data to determine if all eligible tenants are enrolled in and maintain their benefits. If fewer tenants are working or incomes are not rising, talk with tenants and staff to understand why and improve support for employment or benefits access.
Social and Community	☐ Are tenants involved in groups or events ? ☐ Do tenants feel more socially connected ?	Use surveys or conversations to learn if tenants feel part of the community. If not, facilitate the creation of tenant-led strategies to improve social and community connections and strengthen social support networks.
Overall Wellness	☐ Are tenants using support services ? ☐ Do tenants have access to health care including behavioral health and a primary healthcare provider ? ☐ Do tenants report improvements in mental and physical health ?	Look for trends in how often tenants use services and how they feel about their health. Track referral data for community-based primary care and behavioral health providers and follow up with tenants to measure whether these providers meet their needs. Use surveys or conversations to learn if tenants feel their health has improved.
Tenant Satisfaction	☐ How do tenants feel about their housing, safety, neighborhood, and services ?	Ask tenants regularly for feedback. Use their ideas to improve housing, make services more useful, and build trust. Share results with staff and tenants.

Set Local Goals

Each community should collaborate to define what success looks like and how to measure it. Include in this cooperative process stakeholders such as tenant leaders, service providers, program staff, local agencies, and community partners. Specific measures may vary but can include data from the Homeless Management Information System (HMIS), Longitudinal Systems Analysis (LSA), Housing Inventory Count (HIC), Point in Time (PIT), and the Annual Performance Report (APR). It is also important to involve tenant input through surveys and conversations. The process for setting goals and measuring progress should be shaped by the community and shared openly and regularly with all involved.