

Dimension of Quality through the Sustainability Lens

June 2022



CSH: WHAT WE DO

CSH is a touchstone for new ideas and best practices, a collaborative and pragmatic community partner, and an influential advocate for supportive housing



TRAINING AND
EDUCATION



LENDING



POLICY REFORM



CONSULTING &
TECHNICAL
ASSISTANCE



Today's Presenters

Introductions

- Say hello in the chat
 - Name
 - Pronouns
 - Organization
 - Where are you viewing from





Refresher

Dimensions of Quality

- 4 Project Components

- ✓ Property & Design Administration
- ✓ Property & Housing Management
- ✓ Supportive Services
- ✓ Community

- 5 Dimensions of Quality

- ✓ Tenant Centered
- ✓ Accessible
- ✓ Coordinated
- ✓ Integrated
- ✓ **Sustainable**



PROJECT COMPONENTS

● Project Design and Administration

■ Property and Housing Management

◆ Supportive Services

▲ Community

DIMENSIONS OF QUALITY

Tenant-Centered	Tenants play an active role in planning the supportive housing project, and all partners share a common commitment to helping tenants thrive.	Staff educates tenants on their rights and responsibilities as leaseholders, actively soliciting tenant feedback.	Services are voluntary, customized and comprehensive, reflecting the needs of all household members.	Tenants have meaningful opportunities for leadership through avenues such as tenant associations and board positions.
Accessible	The housing is affordable, in a location that meets tenants' needs and accommodates persons with special needs.	Tenants move into housing quickly, and the process accommodates their varying backgrounds and cultural needs.	Staff actively works to ensure that tenants are aware of available services, which are at convenient hours and locations.	The housing application and screening process is part of a larger community strategy to coordinate access to housing.
Coordinated	Roles, responsibilities and communication strategies are clearly established among the supportive housing partners, codified in written agreements and revisited regularly.	Staff works closely with service providers and landlords to ensure tenants sustain stable housing.	The primary service provider has established connections to mainstream and community-based resources.	Tenants who have high service needs or who are high utilizers of existing systems are given priority for available units.
Integrated	The supportive housing project meets or exceeds community standards, and the partners actively engage in community dialogue.	All tenants are offered a choice of housing unit and have a lease identical to tenants not in supportive housing.	Staff supports tenants in developing and strengthening connections to their community.	There is an overall strategy promoting the ability of tenants to choose from a variety of housing models and neighborhoods.
Sustainable	The supportive housing project has funding that is adequate for its ongoing operations and allows it to target its intended tenants.	While respecting tenant rights and privacy, staff regularly checks to ensure that the unit remains in good condition and receives any needed maintenance.	The supportive housing project has funding that is sufficient to provide services to tenants on an ongoing basis and flexible enough to address changing tenant needs.	Goals outlined in community planning efforts, such as 10-year plans to end homelessness and consolidated plans, are furthered as a result of this supportive housing.

Zoom in on Sustainability

Sustainable

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Zoom in on Sustainability



Fiscal Longevity

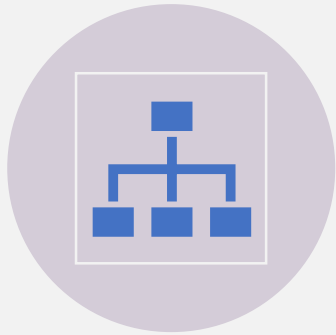


Infrastructure

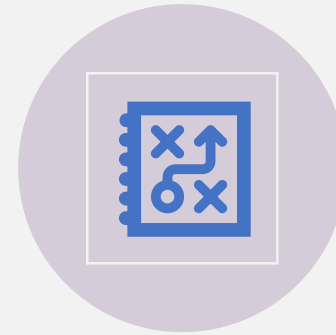


Strategic Planning

Strategic Planning



How many have seen, read, or been presented the strategic plan at your organization?



Who has participated in the strategic plan?



Would you be interested in participating?

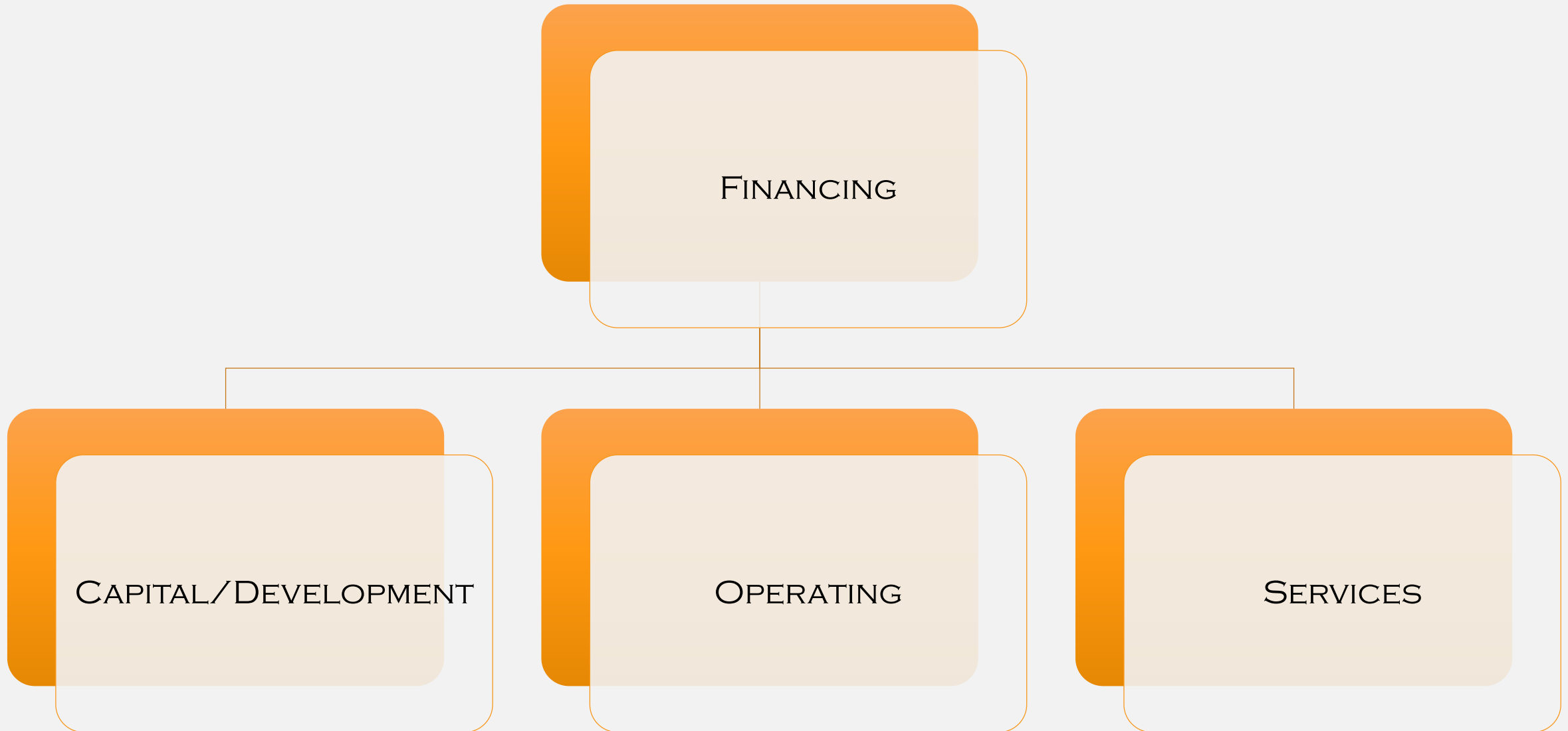


What benefits would you bring to participating?

Project Component

1. Project & Design Administration

Finances in Supportive Housing



Funding Streams in Operations

Rent paid by Residents

Housing Opportunities for
Persons with AIDS
(HOPWA)

Veterans Administration
Supportive Housing
(VASH)

Housing Choice Voucher

- Project Based Voucher
- Family Unification Program (FUP)
- Foster Youth Initiative (FYI) vouchers
- Emergency Housing Vouchers

HOME Tenant Based
Rental Assistance (TBRA)

State/Local rental
subsidy programs (like
Flexible Housing Pool)

HUD 811

American Rescue Plan
Resources

Continuum of Care

HUD/Continuum of Care

- United States Department of Housing and Urban Development (HUD)
 - Primary federal funding stream of efforts in homelessness
 - Homelessness Assistance Programs
 - Direct dissemination to the organization providing the resource (housing/services)
- Continuum of Care Program
 - Type of HUD Program
 - CoC Program= Supportive Housing Program + Shelter Plus Care Program + Section 8 Moderate Rehabilitation SRP Program
- HUD Mandates in CoC program operations and utilization

Continuum of Care

- The CoC Program is designed to assist individuals (including unaccompanied youth) and families experiencing homelessness and to provide the services needed to help such individuals move into transitional and permanent housing, with the goal of long-term stability.
- More broadly, the program is designed to promote community-wide planning and strategic use of resources to address homelessness; improve coordination and integration with mainstream resources and other programs targeted to people experiencing homelessness; improve data collection and performance measurement; and allow each community to tailor its program to the particular strengths and challenges within that community.

Continuum of Care

- Collaborative Applicant submits one consolidated application on behalf of the CoC
- 5 programs
 1. Permanent Housing
 2. Transitional Housing
 3. Supportive Services Only
 4. Homelessness Prevention
 5. Homeless Management Information System (HMIS) Operations

Fiscal Longevity



Performance Requirements



Reporting Requirements



Renewal Requirements



The Great Resignation

- Last year, 47.8 million workers quit their jobs, an average of nearly 4 million each month, meaning 2021 holds the highest average on record, topping the 2019 average of 3.5 million.
- The average salary for a case manager in Illinois is \$37,000 per year.

Project Component

2. Property & Housing Management

Continuation...

Leases

- Re-certification
- Renewal
- New unit needs
- Building Tenancy Skills



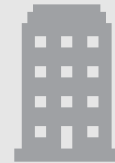
Building/Units

- Assessing Units/Building Walk-Thru
- Maintaining Relationships with Landlords
- Recruiting new Landlords
- Being a resource for Landlords

Infrastructure



How often are you reviewing the lease with Residents?



How often are you viewing the unit/assessing the building?



How do new staff know to perform these task?

Project Component

3. Supportive Services

Continuation...

Continued review
of services offered

Service Plans/Goals
Services in Groups
Surviving vs Thriving Services

Increased
Supports

Service Nuances needed
Building New Partners
Learning from Residents

Capacity Building
for Service Staff

Staff Trainings
Continued Education Units (CEUs)
Funding for Staff Development

Project Component

4. Community

Global View for Organization

Advocacy within SHPA

- Increased funding for ALL THINGS Supportive Housing/Ending Homelessness

Presence in
Community Initiatives

Participation in
Continuum of Care
activities



Reflection

ANY TAKEAWAYS?

NEXT STEPS FOR YOU? FOR YOUR ORGANIZATION?

WAYS SHPA CAN SUPPORT YOU?



QUESTIONS



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THANK YOU

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