Measuring Success: A focus on Supportive Housing

Jen Trepinski, Director Loan Originations

NCSHA Conference, October 22, 2019

jennifer.trepinski@csh.org @jentrep
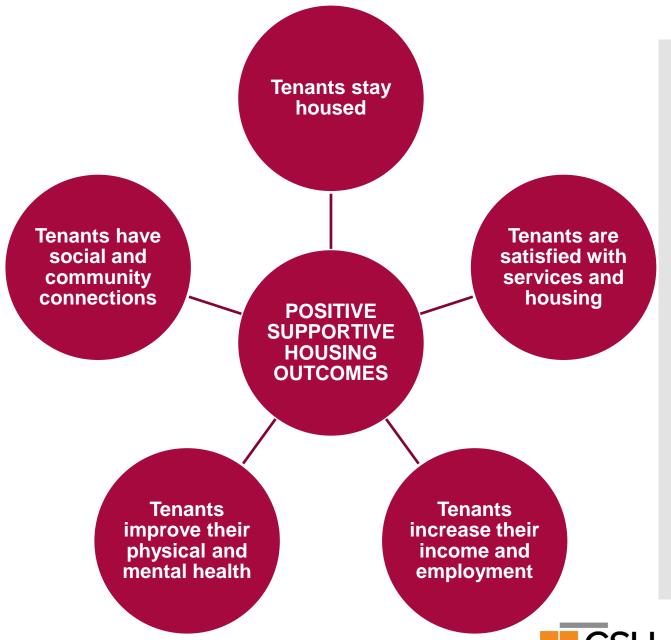
CSH

What I'll cover today

- **Dimensions of Quality** in supportive housing
- Ensuring **quality in housing finance**
- Quality Suite of **Tools**

CSH

What Quality Supportive Housing Means for Tenants

- Tenants stay housed
- Tenants are satisfied with services and housing
- Tenants increase their income and employment
- Tenants improve their physical and mental health
- Tenants have social and community connections

POSITIVE SUPPORTIVE HOUSING OUTCOMES

CSH

Where to begin

Learn more at:
www.csh.org/quality

Page 5 summary matrix

Dimensions of Quality Supportive Housing Guidebook

Dimensions of Quality: An Overview

Tenant Centered
- *Every aspect of housing focuses on meeting tenant needs*

Accessible
- *Tenants of all backgrounds and abilities enter housing quickly and easily*

Coordinated
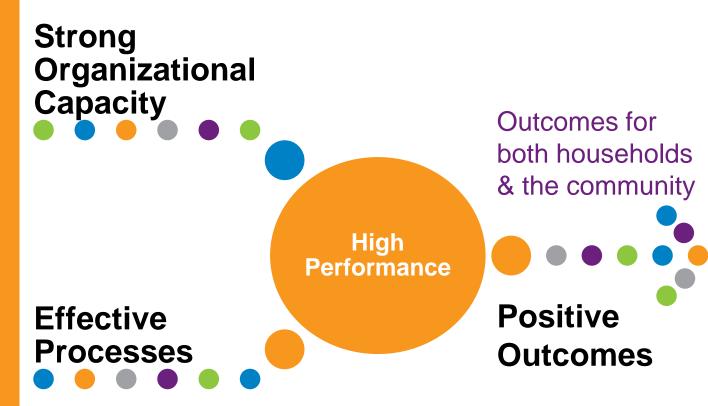- *All supportive housing partners work to achieve shared goals*

Integrated
- *Housing provides tenants with choices and community connections*

Sustainable
- *Housing operates successfully for the long term*

CSH

Evidence-Base & Assumptions

Strong Organizational Capacity

Effective Processes

High Performance

Outcomes for both households & the community

Positive Outcomes

CSH

Quality practices result in positive outcomes

Tenants stay housed

Tenants are satisfied with services and housing

POSITIVE SUPPORTIVE HOUSING OUTCOMES

Tenants have social and community connections

Tenants improve their physical and mental health

Tenants increase their income and employment

CSH

Ensuring Quality in Housing Finance

QAP Financing Priorities

Category	Threshold Requirement	Credit Set-Aside	Scoring Incentive
Serve Low Income Populations	100%	31%	87%
Serve Extremely Low Income Populations	7%	7%	81%
Serve Vulnerable Individuals/Families	31%	44%	85%
Project Based Rental Assistance & Public Housing	9%	6%	46%
Service Enrichments	31%	4%	65%
Public Housing Waiting List Preference	11%	2%	50%
Extended Low-Income Use	22%		41%
Geographic Designation		15%	20%
Integrated Design	11%		50%
Exceeds Fair Housing Regulations	4%		

9

Increasing Quality in Supportive Housing through Policy

1 Integrate dimensions of quality into Qualified Allocation Plans

2 Ensure that RFPs for housing finance opportunity include quality requirements

3 Advocate that funding / legislative action on supportive housing requires dimensions of quality

4 Adopt dimensions of quality throughout pipeline planning, development, and sustainability

Dimensions of Quality in Pipeline Planning, Development, & Sustainability

1

Understand the Need

- Develop a Housing Taskforce that is responsible for identifying solutions, aligning resources throughout the state, and promoting best practices

- Bring together core state agencies, such as Housing, Health and Human Services, Child Welfare, Corrections, Economic Development, Education, and Finance with stakeholder and people with lived experience

- Acknowledge and address the history of racism in housing policy and address implicit biases in budgetary, programmatic, and policy decisions.

- Link administrative and program level data to conduct a thorough needs assessment

Dimensions of Quality in Pipeline Planning, Development, & Sustainability

2

Prioritize Supportive Housing Allocations

- Designate units/allocations specifically for supportive housing within low-income developments

- Ensure accessible service enrichments and request a social service plan that outlines the intended services, description of source funding, length of funding, and evidence of sustainable funding beyond the current timeline.

CSH

Dimensions of Quality in Pipeline Planning, Development, & Sustainability

Funding	Capital	Operating	Service
SAMSHA			X
Medicaid			X
Ryan White			X
LIHTC	X		Limited
HOME	X		
CoC	X	X	X
CDBG	X		X
HOPWA		X	X
Hospitals/Philanthropy	X	X	X
CDFI Loans	X		
National Housing Trust Fund	X	X	
Public Housing Authority	X	X	
Social Impact Bonds			X
Tax Reserves	X		X
Housing Bonds	X		X
OZ Funds	X		
State LIHTC	X		
Housing Vouchers		X	
State Agencies		X	X

3

<u>Layer Housing & Service Funding Sources</u>

- Coordinate resources for capital, operating, and services

- Look to federal, state, local, and private dollars

- Streamline resources across state agencies – PHAs, child welfare, corrections, etc

- Streamline financial resources – housing bonds, tax revenues, social impact bonds, Opportunity Zone Funds,

Dimensions of Quality in Pipeline Planning, Development, & Sustainability

4 **Use Data to Track Progress and Outcomes**

- Project the number of supportive housing units expected to be developed and report annually on how many units were actualized

- Set clear expected outcomes and review data annually to understand progress

- Identify key performance indicators and track outcomes based on the goals set forth and agreed upon by partners and stakeholder

The CSH Quality Supportive Housing Suite of Tools

Cheryl Winter, Associate Director, Consulting
CSH
certification@csh.org

QUALITY

CSH

Dimensions of Quality (DOQ) Suite of Tools

DOQ Guidebook & Toolkit

Commitment to Quality (C2Q)

Quality Certification (QC)

QUALITY

Quality Endorsement (QE)

Quality Supportive Housing Institutes

Quality Self-Assessment (QSA)

Ensuring Quality from Day One of Planning

QUALITY

Quality in Planning
- Commitment to Quality (C2Q) checklist
- Quality Endorsement (QE)
- Supportive Housing Institute

Quality in Action
- Quality Self-Assessment, Results Reports & TA, Quality Toolkit
- Quality Certification (QC)
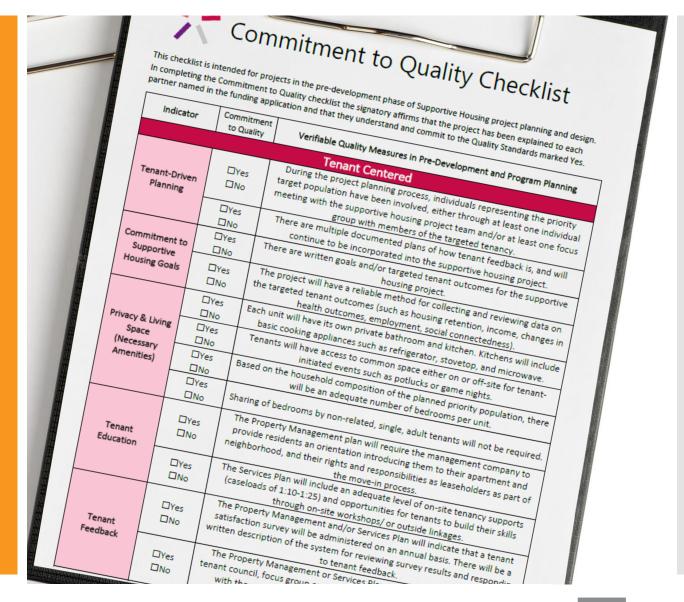
Quality Sustained
- Built into systems, financing and evaluation system requirements
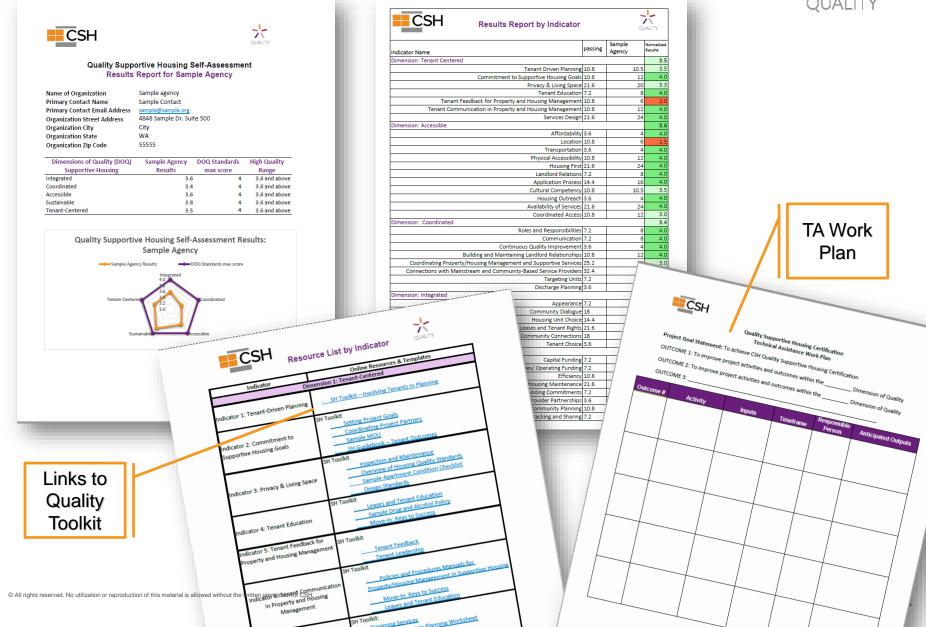- Annual SH Institutes
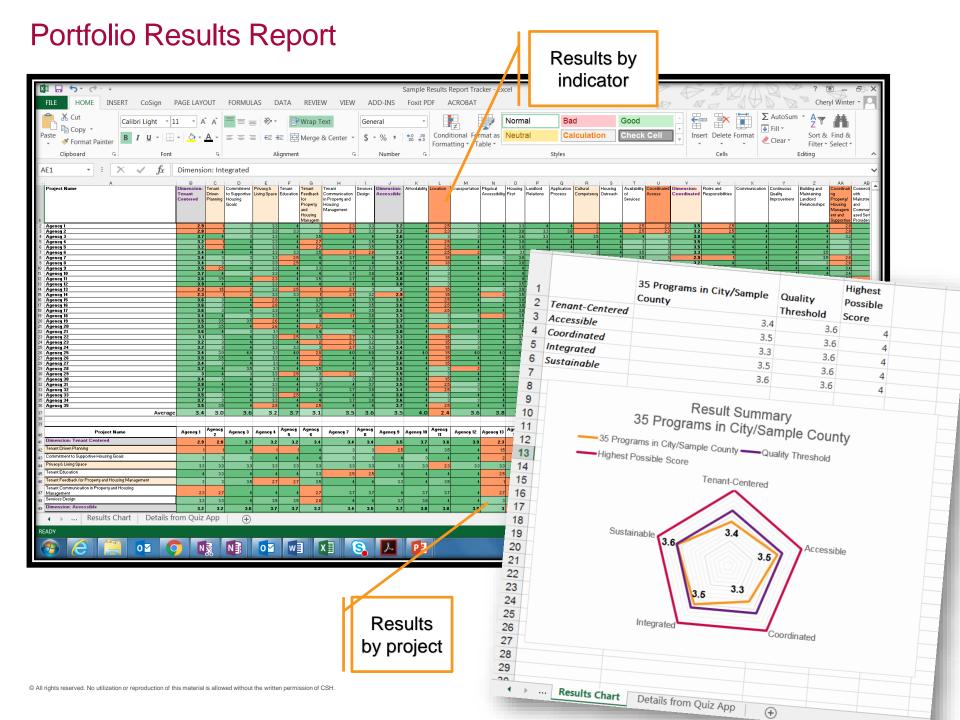- Re-Certification every 3 years

Commitment to Quality Checklist

Results Report: Individual Project/Program

TA Work Plan

Links to Quality Toolkit

Portfolio Results Report

Results by indicator

Results by project

CSH Supportive Housing Institutes

Quality Certification offers a third party seal of approval for projects that meet CSH's national standards for Quality Supportive Housing

We certify supportive housing projects that are:

- **Tenant Centered**
  - *Every aspect of housing focuses on meeting tenant needs*

- **Accessible**
  - *Tenants of all backgrounds and abilities enter housing quickly and easily*

- **Coordinated**
  - *All supportive housing partners work to achieve shared goals*

- **Integrated**
  - *Housing provides tenants with choices and community connections*

- **Sustainable**
  - *Housing operates successfully for the long term*

Quality Certification
certification@csh.org

Benefits of Certification

- **Third party seal of approval**
- **Recognition by funders**
- **In-depth quality analysis**
- **CSH Quality Certification logo**
- **Highlighted by CSH**
- **Certified for 3 years**

CSH