



CSH Predevelopment Quality Endorsement

Quality Supportive Housing provides a foundation for housing stability, employment, mental and physical health, and school attendance. Supportive housing also helps build strong, healthy communities by improving the safety of neighborhoods, beautifying city blocks with new or rehabilitated properties, and increasing or stabilizing property values over time.

The CSH Quality Endorsement for supportive housing is presented to project sponsors planning to develop supportive housing who demonstrate a commitment to the Dimensions of Quality Standards across all project components.

In order to receive Predevelopment Quality Endorsement CSH staff provide a third-party review of supporting documentation for supportive housing projects in predevelopment to determine if they meet national Quality Standards. Documentation reviewed for Quality Endorsement includes mission statement, board roster, neighborhood amenities, community management plan, project vision, site plans & architectural drawings, partner roles, development & operating proformas, property management plan, tenant selection plan, services plan, memoranda of understanding, written agreements, and other critical planning documents. A full list of CSH Quality Endorsement indicators reviewed can be found in Attachment A.

The document submission and review process is completed using an online interactive process and is accompanied by technical assistance calls to support Quality Endorsement applicants through the process. The Quality Endorsement review costs \$1,500 per site based project.

To learn more about Quality Endorsement, contact certification@csh.org or your local CSH office.

Attachment A: List of Indicators Identified in Supporting Documentation



Development Name Status: MEETS CSH QUALITY STANDARDS FOR ENDORSEMENT	
Indicator	Indicator Requirements
Tenant-Driven Planning	During the project planning process, at least one individual representing the target tenant population meets, has met, or the project plans to meet regularly with the supportive housing project team.
	During the project planning process, there has been or there are plans for at least one focus group with members of the targeted tenancy.
	There are multiple documented plans of how tenant feedback is, and will continue to be incorporated into the supportive housing project.
Commitment to Supportive Housing Goals	There are written goals and/or targeted tenant outcomes for the supportive housing project.
	The project will have a reliable method for collecting and reviewing data on the targeted tenant outcomes.
Necessary Amenities	Each unit will have its own private bathroom and kitchen. Kitchens will include basic cooking appliances such as refrigerator, stove, microwave, etc.
	Tenants will have access to common space either on or off-site for tenant-initiated events such as potlucks or game nights.
	Based on the household composition of the planned target population, there will be an adequate number of bedrooms.
	Sharing of bedrooms by non-related, single, adult tenants will not be required.
	The housing unit will provide adequate living space for essential daily activities, such as cooking, eating, sleeping and studying.
Location	Tenants can easily access a wide array of amenities on their own (grocery stores, community centers, health clinics, etc.).
	In locations where this is not feasible, the project will have a plan to assist tenants in accessing needed resources. Applicants will leave blank if not applicable.
Physical Accessibility	There will be a system in place to ensure that any needed accommodations are requested and completed prior to tenant move-in.
Roles and Responsibilities	There are written descriptions of each supportive housing partner's role, including, at minimum, the project sponsor, housing and/or property manager and supportive services provider. These descriptions detail the responsibilities of each partner.

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	Written descriptions will be reviewed and revised annually by all partners.
Communication	There are regular forums for all partners to discuss the status of the project, their roles and the coordination of their efforts.
	There are established procedures for communication between scheduled meetings.
Appearance	The scale, appearance, design, maintenance and quality of the building(s) will be consistent with the neighborhood and reflect local community standards.
Capital Funding	The project will have a commitment, either through funding restrictions or through the presence of a mission-focused owner, to keep the units affordable. Note that affordability is defined as having tenants pay no more than 30% of their rent, for most communities. In some communities where the cost of living is high, affordability may be defined as 50%. CSH staff must obtain local guidance/recommendations in order to give credit for 50%.
Operating Funding	The operating budget includes long-term operating subsidies or a rent reserve sufficient to meet operational costs for the supportive housing units while maintaining affordable tenant rents.
	The operating budget will include a recurring replacement reserve to repair/replace major systems that is consistent with state housing finance agency or other funder standards.
Tenant Education	The Property Management plan will require the management company to provide residents an orientation introducing them to the housing unit, neighborhood, and their rights and responsibilities as leaseholders as part of the move-in process.
	The Services Plan will include services that provide opportunities for tenants to build their skills after initial move-in including workshops/sessions offered regularly either in-house or through outside linkages.
Tenant Feedback	The Property Management or Services Plan will indicate that a tenant satisfaction survey will be administered on an annual basis.
	The Property Management or Services Plan will indicate that there will be at least one focus group conducted with tenants on an annual basis.
	The Property Management or Services Plan indicates that there will be a tenant council or another tenant-led group that meets regularly with the supportive housing project partners.
	Information gathered from the tenant-led group will be shared with the board of directors.

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Housing First	The Tenant Selection Plan and all written policy and procedures will state that the eligibility criteria for the supportive housing meet the minimum that the funder(s) or landlord requires (without additional criteria imposed).
	The Tenant Selection Plan and all written policy and procedures will not require sobriety as an eligibility requirement to enter the supportive housing.
	The Tenant Selection Plan and all written policy and procedures will not require medication compliance as an eligibility requirement to enter the supportive housing.
	The Tenant Selection Plan and all written policy and procedures will not require participants to participate in services as an eligibility requirement to enter the supportive housing.
	The Tenant Selection Plan and all written policy and procedures will not require a minimum income as an eligibility requirement to enter the supportive housing.
Application Process	There are (existing, or plans for) outreach protocols and designated staff assigned to find households after receiving referrals.
	The housing application and screening processes will be fully accessible to persons with disabilities.
	Appropriate, reasonable accommodations and necessary supports will be provided, as needed, during the application and screening processes.
	The housing application will be separate from any service needs assessment and will not request detailed clinical information.
	There will be a timely and clearly stated process for the approval or denial of housing applications and appeals
	There will be an established system for staff to communicate with tenants during the application process and to track and retain documentation.
	The supportive housing application and intake processes will ONLY include the minimum number of questions needed to determine tenant eligibility, such as those required by funders.