



## Commitment to Quality- A Tool for Supportive Housing Funders

### Overview

Funders of supportive housing need assurances that the projects they finance will operate at a high-level of quality in order to successfully meet tenant and community outcome goals. The Commitment to Quality (CtQ) is a CSH three-page checklist that funders of supportive housing include in their financing applications to ensure that the projects they fund are committed to the [Dimensions of Quality Supportive Housing](#). This tool is intended for projects in the pre-development phase of planning and design and can be used by pre-development, capital, operating, and services funders. When completing the Commitment to Quality, a project sponsor affirms that each project partner named in the application understands and commits to implementing the project in way that is consistent with all Quality standards marked Yes.

### Dimensions of Quality Supportive Housing

The CSH Dimensions of Quality include the following:

**Dimension #1 Administration, Management, and Coordination:** All involved organizations follow standard and required administrative and management practices, and coordinate their activities in order to ensure the best outcomes for tenants.

**Dimension #2 Physical Environment:** The design, construction, appearance, physical integrity, and maintenance of the housing units provide an environment that is attractive, sustainable, functional, appropriate for the surrounding community, and conducive to tenants' stability.

**Dimension #3 Access to Housing and Services:** Initial and continued access to the housing opportunities and supportive services is not restricted by unnecessary criteria, rules, services requirements, or other barriers.

**Dimension #4 Supportive Services Design and Delivery:** The design and delivery of supportive services facilitate access to a comprehensive array of services, are tenant-focused, effectively address tenants' needs, and foster tenants' housing stability and independence.

**Dimension #5 Property Management and Asset Management:** Property management activities support the mission and goals of the housing and foster tenants' housing stability and independence, and appropriate asset management strategies sustain the physical and financial viability of the housing asset.

**Dimension #6 Tenant Rights, Input, and Leadership:** Tenant rights are protected within consistently-enforced policies and procedures. Tenants are provided with meaningful input and leadership opportunities, and staff - tenant relationships are characterized by respect and trust.

**Dimension #7 Data, Documentation, and Evaluation:** All involved organizations reliably capture accurate and meaningful data regarding the effectiveness, efficiency, and outcomes of their activities, and use this data to facilitate, and improve, the performance of those activities on an ongoing basis.