Defining the Seven Dimensions of Quality for Supportive Housing

The Corporation for Supportive Housing (CSH) developed The Seven Dimensions of Quality for Supportive Housing through dialogue with supportive housing tenants, providers, funders, and other stakeholders – and through involvement in successful supportive housing projects around the country. The Seven Dimensions of Quality are intended to provide a common framework for the supportive housing industry and to allow developers, property managers, service providers, and funders to assess the quality of supportive housing units and to make sound investments in high-quality supportive housing.

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.

For more information, please see information regarding quality-related CSH publications on the other side, visit www.csh.org/DimensionsofQuality, or e-mail quality@csh.org.
CSH has created the following three publications – all available at www.csh.org/DimensionsofQuality - to assist organizations to understand and implement the Seven Dimensions of Quality for Supportive Housing.

The Seven Dimensions of Quality for Supportive Housing: Definitions and Indicators
In addition to providing descriptions of the defining elements of supportive housing units, recognizing the range of housing settings, models, and approaches to service delivery, this document contains Definitions, Key Indicators of Quality, and Additional Indicators of Quality for each of the Seven Dimensions of Quality for Supportive Housing. This document also contains substantial discussion of the applicability of the Dimensions to scattered-site, master-leased or tenant-based supportive housing units, and identifies staff development topics that can help to support the achievement of quality for each Dimension.

The Seven Dimensions of Quality for Supportive Housing: Quality Assessment Tools
These Quality Assessment Tools are designed to allow organizations to assess alignment with CSH’s Seven Dimensions of Quality for Supportive Housing. The Tools review the Dimensions and Indicators of Quality in a “workbook” format with plenty of space for notes, to allow organizations to implement an organized assessment - of either existing supportive housing units or plans for new units. The Tools utilize a simple rating scale for all Indicators to allow organizations to identify areas where quality improvement may be needed. The Tools also provide guidance regarding the materials that organizations should review while completing these assessments. The Tools can be used individually to assess alignment with specific Dimensions, or can be used in combination to create a comprehensive assessment.

The Seven Dimensions of Quality for Supportive Housing: Additional Materials and Resources
Organizations are encouraged to consult this document for links to publications, training materials, and other tools and resources that can help foster the quality of supportive housing. Also included in this resource is a Supportive Housing Quality Improvement Action Plan Form, in both printable and electronic (fill-able) formats. This tool can be used to create concrete plans for addressing quality-related issues identified during the Quality Assessment process.