



Pre-Development Checklist

CSH Quality Supportive Housing Standards
October 2025

CSH Quality Supportive Housing Standards

Supportive housing combines affordable housing with supportive services to help people who face the most complex challenges live with stability, autonomy, and dignity. CSH created these standards to guide a wide range of groups—including tenant leaders, housing developers, landlords, service providers, funders, property managers, government officials, and health care organizations—to work together to build and operate high-quality supportive housing.

The Quality Standards apply to all types of projects, whether site-based or scattered-site, and in rural, suburban, or urban areas. How the standards are put into practice may vary due to the diversity of supportive housing models.

Standards for high-quality supportive housing



Tenant-Centered

Housing and services focus on tenants' needs and are designed and delivered in collaboration with them.



Accessible

Tenants of all backgrounds and abilities can enter housing quickly and maintain stability over time.



Coordinated

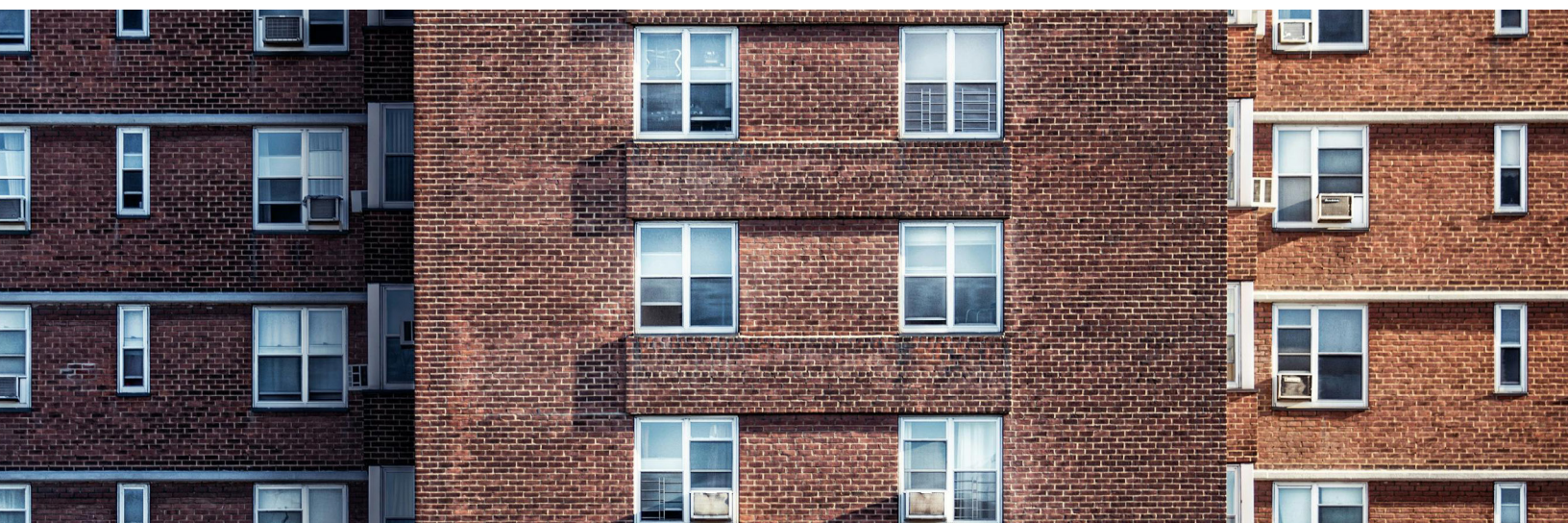
Supportive housing partners work together to achieve shared goals.



Sustainable

The housing and services are designed and maintained to ensure long-term consistency and quality.

This checklist is intended for supportive housing projects in the pre-development or planning phase to help set up the project for success.



PRE-DEVELOPMENT

Management & Administration Standards

**Tenant-Centered**

- ☐ The supportive housing project has a written plan of how tenant feedback is and will continue to be incorporated, including how it is reviewed and responded to.
- ☐ Clear written goals and/or targeted tenant outcomes are established for the supportive housing project.
- ☐ A reliable method is created to collect and review data on targeted tenant outcomes such as housing retention, income, changes in health outcomes, employment, and social connectedness.
- ☐ Program plans include an annual tenant satisfaction survey.
- ☐ Program plans include a tenant council, focus group, or another tenant-led group that meets regularly with the supportive housing project partners.

**Accessible**

- ☐ Tenants pay no more than 30% of their household income toward rent and utilities.
- ☐ Written policies and procedures will not include a minimum income as an eligibility requirement to enter the supportive housing program.
- ☐ The Tenant Selection Plan and all written policies and procedures will state that eligibility is limited to funder or landlord requirements and will minimize barriers to entry (e.g., criminal or eviction history).
- ☐ The Tenant Selection Plan and all written policies and procedures will not require sobriety or medication compliance as eligibility requirements.
- ☐ Establish a system for staff to communicate with tenants and referral sources during the outreach and application process.
- ☐ All processes and services will be delivered in a trauma-informed manner that is responsive to the needs of each individual tenant.
- ☐ Written materials will be made available in multiple languages as needed.
- ☐ Multilingual staff, interpretation and translation services, and translated written materials will be available to tenants as needed.

**Coordinated**

- ☐ Each supportive housing partner will have a written description detailing its role and responsibilities.
- ☐ Regular forums will be held for all partners to discuss project status, clarify roles, and coordinate efforts.
- ☐ Establish procedures to communicate between scheduled meetings.
- ☐ Partners involved in ongoing operations will schedule regular times to communicate and engage in ongoing quality improvement activities and processes related to housing and services.

**Sustainable**

- ☐ The project sponsor is committed to long-term affordability (i.e., ensuring tenants pay no more than 30% of their income).
- ☐ There is a clear commitment to keep the property affordable for a significant period of time, typically at least 30 years.
- ☐ The operating budget includes sufficient long-term income (e.g., long-term subsidies or rental reserves) to meet operational costs for the supportive housing units while keeping rents affordable.
- ☐ The operating budget will include a recurring contribution to a replacement reserve for major repairs or system replacements consistent with the state housing finance agency or other funder standards.

Landlord & Property Management Standards



Tenant-Centered

☐ The Property Management Plan will require the management provider to give new residents an orientation during move-in that introduces them to their apartment and neighborhood, as well as their rights and responsibilities as leaseholders.



Accessible

☐ Establish a system to ensure reasonable accommodations are requested and completed before tenants move in.

☐ The housing application will be separate from any service needs assessment; it will not request detailed clinical information.

☐ Application materials will be written in plain language and staff will assist tenants in understanding them when necessary.

☐ All supportive housing tenants will be given leases or subleases identical to those of non-supportive housing tenants.



Coordinated

☐ The project will have both eviction prevention and rent repayment plans that outline how these will be implemented in coordination with services and property management



Sustainable

☐ Property management will create and follow a written plan and schedule to maintain the quality of the physical environment (e.g., inspections, pest control, routine maintenance, replacements).

☐ The housing will incorporate green design practices when possible, such as energy-efficient and water-conserving fixtures and products to help reduce utility and operating costs.

☐ The housing will use durable materials to minimize future maintenance costs.



PRE-DEVELOPMENT

Supportive Services Standards



Tenant-Centered

- ☐ The Services Plan will include adequate on-site tenancy supports (caseloads of 1:10–1:25, depending on the population and service model) and will offer tenants opportunities to build skills through on-site workshops and/or community resources.
- ☐ The Services Plan will make clear that tenants must be informed that participation in services is voluntary—tenants can choose whether or not to participate and can select the services they prefer.
- ☐ The Services Plan will explain how staff will support participants in accessing robust health resources including recovery support services that address emotional, cultural, and spiritual wellbeing, based on tenant preferences.



Accessible

- ☐ Services will be conveniently located, easy to access, and offered at flexible times that suit tenants' schedule or needs.



Coordinated

- ☐ The primary service provider will establish a plan to quickly connect tenants with the public benefits they need.



Sustainable

- ☐ Funding source(s) will be made as flexible as possible—or coordinated—to allow the specific services to adapt to tenants' needs, both daily and over the life of the program.
- ☐ Budgets will identify any potential funding gaps needed to fully implement the service plan and recommend potential sources to fill those gaps.
- ☐ Either program funding will be committed/contracted for multiple years, or the service budget will identify a funding reserve or source sufficient to meet service costs to maintain the Services Plan.
- ☐ Funding will ensure all staff, including case managers, receive living wages; it will also take cost-of-living adjustments into account.



Community Planning & Engagement Standards



Tenant-Centered

- ☐ Individuals from the priority target population will be involved during project planning, either through at least one meeting with the supportive housing project team and/or will participate in at least one focus group.



Accessible

- ☐ The project will provide tenants with easy access to a wide array of amenities on their own (e.g., public transportation, grocery stores, community centers, health clinics) that reflect local community standards.
- ☐ In areas where this is not possible, the project will provide a plan to help tenants reach the resources they need.



Coordinated

- ☐ The program plans will describe how staff will help tenants develop and strengthen connections to community resources, activities, peers, and family.



Sustainable

- ☐ The housing will be designed and built to withstand local environmental risks (e.g., floods, hurricanes, other natural disasters), ensuring the units are secure and can endure extreme weather conditions in the area.

