



CSH created [Quality Supportive Housing 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.

This [checklist](#) is intended for support projects in the pre-development or planning phase to help set up the project for success.

The checklist breaks down four core components of supportive housing – Management and Administration, Landlord and Property Management, Supportive Services, and Community Planning and Engagement.

Instructions to complete the Checklist:

- The developer/owner, service provider, and property management should complete the Checklist together and sign verifying that they actively participated and commitment to quality SH.
- For each Standard, check one of the following:
 - Yes - we are doing this,
 - No - we are not doing this
 - Partial - we have started and/or are in discussion
 - Unknown – we are not sure
- If yes, list where this is documented (i.e. project narrative, service plan, MOUs, community engagement plans, etc.). **Projects do not have to submit documents.**

For more information and/or questions, contact the CSH Michigan Team at MI@csh.org. The CSH MI staff can provide individualized Technical Assistance (TA) to SH Projects. Thanks to CSH's generous funders, TA is available at no cost to Michigan Projects.

Management & Administration Standards

Tenant Centered Indicators	Standard Met (yes, no, partial, unknown)	Documentation (not required)
There are documented plans of how tenant feedback is, and will continue to be, incorporated into the supportive housing project, including a written description of the system for reviewing and responding to tenant feedback.		
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.		



The program plans indicate that a tenant satisfaction survey will be administered on an annual basis.		
The program plans indicate that there will be a tenant council, focus group or another tenant-led group that meets regularly with the supportive housing project partners.		
Accessible Indicators	Standard Met (yes, no, partial, unknown)	Documentation (not required)
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).		
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 Indicators	Standard Met (yes, no, partial, unknown)	Documentation (not required)
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 Indicators	Standard Met (yes, no, partial, unknown)	Documentation (not required)
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 keeping 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 and Property Management Standards

Tenant Centered Indicator	Standard Met (yes, no, partial, unknown)	Documentation (not required)
The Property Management Plan requires resident orientation at move-in.		
Accessible Indicators	Standard Met (yes, no, partial, unknown)	Documentation (not required)
There is a system to ensure reasonable accommodations prior to move-in.		
Housing application is separate from service needs assessment.		
Application materials are written in plain language and staff assist when needed.		
Supportive housing tenants receive standard leases identical to non-supportive tenants.		



Coordinated Indicators	Standard Met (yes, no, partial, unknown)	Documentation (not required)
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 Indicators	Standard Met (yes, no, partial, unknown)	Documentation (not required)
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		

Supportive Service Standards

Tenant Centered Indicators	Standard Met (yes, no, partial, unknown)	Documentation (not required)
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 Indicators	Standard Met (yes, no, partial, unknown)	Documentation (not required)
Services are conveniently located, low-barrier, and flexible.		

Coordinated Indicators	Standard Met (yes, no, partial, unknown)	Documentation (not required)
The primary service provider will establish a plan to quickly connect tenants with the public benefits they need.		
Sustainable Indicators	Standard Met (yes, no, partial, unknown)	Documentation (not required)
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

Sustainable Indicators	Standard Met (yes, no, partial, unknown)	Documentation (not required)
Individuals from the target population were involved during planning.		
Accessible Indicators	Standard Met (yes, no, partial, unknown)	Documentation (not required)
Tenants have access to community amenities or assistance accessing them.		
Coordinated Indicators	Standard Met (yes, no, partial, unknown)	Documentation (not required)
Staff support tenant connections to community resources and relationships.		



**CSH Quality Supportive Housing Standards
Pre-Development Checklist**
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Sustainable Indicators	Standard Met (yes, no, partial, unknown)	Documentation (not required)
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.		

This checklist has been completed and reviewed by the developer/owner, service provider, and property management. Please sign below.

Developer/Owner Signature

Service Provider Signature

Property Management Signature