



## Questions to Ask of a Prospective Service Provider

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### **The Organization's Mission's and Goals**

- What do you think the goals of this program should be?
- What populations are you interested in serving and why (e.g., singles, families, people with special needs)?
- What are the reasons you want/need to partner with another organization?

### **The Organization's Values and Philosophies**

- Does your agency have an approach to services in supportive housing?
- What motivates your agency to be involved in this project?

### **The Organization's Experience with Previous Projects**

- How much experience does your organization have with projects of this type?
- What experience do you have working with a partner?

### **The Organization's Expectations of Tenant Behavior**

- What kinds of behavior from tenants will be unacceptable to you (e.g., alcohol use, drug use, poor personal hygiene and noise disturbances)?
- What will you expect from tenants and what should they expect from you?
- How have you and/or how do you plan to involve tenants in activities?
- What are your expectations regarding house rules (e.g., guests, disruptive behavior)?
- What should the eviction criteria be?

### **The Organization's Management Style/Organizational Culture**

- Describe your staff (staff patterns, expertise, hours, and supervisory hierarchy).
- What decisions do you think should be made jointly between property management and social service teams?
- How does your agency handle conflicts in working relationships?
- How do you propose to handle tenant information sharing between your agency and staff from other agencies, including your partner?

### **The Organization's Vision of Collaboration**

- What kinds of issues do you think your partner agency should be responsible for? (house rules enforcement, evictions, staff hiring, etc.)

Source: [Developing A Supportive Housing Program, Center for Urban Community Services/Corporation for Supportive Housing HUD Curriculum](#)