



## **The Seven Dimensions of Quality for Supportive Housing: A Training Institute**

**What?** The 7Q Institute is focused on helping supportive housing practitioners to assure the quality of operations on a day to day basis, and to strengthen their practices to ensure the quality of the supportive housing over time.

The 7Q was created through communication with supportive housing tenants, providers, funders, and other stakeholders – and through involvement in successful supportive housing projects around the country. CSH has identified the following Seven Dimensions of Quality that can serve as a common framework among developers, property managers, service providers, and funders for assessing – and investing in – the quality of supportive housing units:

- **Dimension 1:** Administration, Management and Coordination
- **Dimension 2:** Physical Environment
- **Dimension 3:** Access to Housing and Services
- **Dimension 4:** Supportive Services Design and Delivery
- **Dimension 5:** Property and Asset Management
- **Dimension 6:** Tenant Rights, Input and Leadership
- **Dimension 7:** Data, Documentation, and Evaluation

**Why?** Funders recognize the difficulty of operating and maintaining high-quality permanent supportive housing projects and the importance of on-going quality assurance, financial viability, staff turnover, working effectively with tenants with diverse needs, and achieving the outcomes expected by funders are just a few of the challenges faced by supportive housing providers.

**How?** The 7Q Institute will be a series of interactive sessions, comprised of a variety of learning experiences, including: group exercises, site visits, guest speakers, classroom sessions, and peer networking. Institute Teams will identify how their activities and the quality of their supportive housing can be improved and to craft practical solutions to challenges they have identified as important.

**Who?** The 7Q Institute is for teams of owners and providers of supportive housing – including services providers, and property managers - who wish to improve their capacity to: manage supportive housing efficiently and effectively; improve teamwork among partners; troubleshoot existing challenges and identify practical ways to improve their supportive housing.

**When?** CSH will host the 7Q Institute in Columbus and anticipates the first sessions to be held in the fall 2010. Please keep checking our web site for up to date information on applications, eligibility requirements, and scheduling. In the interim, Ted Jones, Senior Program Manager, is available to answer questions. He can be reached at either [ted.jones@csh.org](mailto:ted.jones@csh.org) or 614.228.6263 extension 225.

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