

# Operating Guidelines

The operating guidelines will be an accompaniment to the Supportive Housing Standards to provide more context, suggestions, and identify promising practices. While the content in this document may not be strictly enforceable or easy to monitor or measure, the components included are integral to successful and intentional supportive housing projects.

*We are interested in knowing what in the Supportive Housing Standards needs elaboration or additional supportive material to implement, and should therefore be included in the Operating Guidelines.*

Suggested Content to Include:

**I.) Overarching Principles**

- a. Suggestions for participant choice, providing accessibility for applicants and tenants through multiple lenses
- b. Further defining trauma-informed, trauma-responsive, trauma-specific
- c. Provide additional suggestions related to incorporating anti-racist practices, operating through an equity lens

**II.) Entity Qualifications**

- a. Suggested roles of front desk, service provider, property management related to provision of supportive housing.
  - i. Ie: “Front desk staff will be available beyond normal business hours and help to maintain a clean, safe, secure, supportive environment. Their roles may include administrative support, service coordination, and safety response.”

**III.) Application/Tenancy/Transition**

- a. What opportunities for community participation might look like
- b. Outcome goals – what to track, suggestions for analysis
- c. Tenant feedback – how to collect, incorporate into service provision