

**RENTAL HOUSING DEVELOPMENT SUMMARY FORM**

County Mental Health Department: Tri-City Mental Health Authority

Name of Development: Holt Avenue Apartments

Site Address: 1445 E. Holt Avenue

City: Pomona State: California Zip: 91766

Development Sponsor: Clifford Beers Housing Inc.

Development Developer: Clifford Beers Housing Inc.

Primary Service Provider: Tri-City Mental Health Authority

New Construction                       Acquisition/Rehabilitation of an existing structure  
X

Type of Building:    X    Apartment Building                       Single Family Home  
                                   
                                  Condominium     Other

Total Development		MHSA Funds	
Total Number of Units:	50	Total Number of MHSA Units:	25
Total Cost of Development:	\$20,815,645	Amount of MHSA Funds Requested:	\$2,368,925
		Capital:	\$2,368,925
		Capitalized Operating Subsidies:	\$0

Other Rental Subsidy Sources (if applicable): LA Count Dept. Health Services Est. \$12,600,000 15 years

Target Population (please check all that apply):

X Adults                                      x Transition-Age Youth                                      x Older Adults

**County Contact**

Name and Title: Jesse Duff

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**Item D.2 Development Description**

The development description should provide a narrative (approximately two Pages) that includes:

1. Name and location of the proposed housing development
2. Service Goals of the development
3. Characteristics of tenants to be served
4. Type of housing to be provided
5. How the buildings in which housing and services will be provided will meet the housing and service needs of the MHSA tenants (location, building type, layout features, etc.
6. Name of the primary service provider, property manager, and other development partners; and
7. Summary of the development Financing.

NOTE: This will need to be updated to describe each identified rental housing projects funding allocation when you are developing multiple rental housing projects:

**RESPONSE:**

Holt Family Apartments which will consist of 50 affordable rental units is a new construction project to be located at 1445 E. Holt Avenue, in the City of Pomona. Clifford Beers Housing (CBH) is the developer/owner of the project and Tri-City Mental Health Authority (TCMHA) will serve as the primary service provider. Of the 50 units, 25 will be reserved for a special needs population. These special needs units will consist of 11 one-bedroom apartments units, 11 two-bedroom apartments, and 3 three-bedroom apartments units. Of these 25 special needs units, 15 will be set-aside for the exclusive use of MHSA eligible TCMHA clients. The remaining 10 special needs units will be reserved for tenants who meet MHSA eligibility requirements, TCMHA residency requirement of six continuous months, and are also clients of the Los Angeles County department of Health Services (DHS). For a quick reference to services, providers and location, please see [Attachment C](#).

TCMHA operates on the premise that integrated supportive services combined with permanent supportive housing is the most effective way to reduce homelessness, promote wellness, build resilience and support recovery among people who are homeless living with disabilities including mental illness. This permanent supportive housing program will combine on and off site services that include but are not limited to, intensive case management and services coordination, benefits advocacy, mental health and substance abuse services, physical health services, as well as occupational and employment services.

The Target populations for the 25 special needs units is MHSA eligible Adults, older adults, TAY and families with at least one member meeting MHSA eligibility. The Target population for the 10 MHSA/DHS units will be MHSA eligible DHS clients that are enrolled in their Housing for Health program. MHSA stipulates that those eligible for MHSA funded permanent supportive housing must be homeless, at risk of homelessness, and have been diagnosed with a serious mental illness. Generally households eligible for residency must have income limited to 30%-50% of area median income (AMI) with rents restricted to 30% or less of household income.

The Holt Family Apartment will feature ample outdoor space, as well as a playground, half basketball court, community kitchen, community room, computer lab and a laundry room. In addition, the project will have separate offices for the property management company (John Stewart Company) as well as the Resident Services Coordinator, and various supportive services personnel. The project will offer a central laundry facility. Property management which will be located on-site will be quick to respond to any tenant concerns or crises. CBH and its design team intend to develop the Holt Family Apartments with sustainable systems and energy efficient appliances, so that the project will be LEED certified once complete.

Most services for the TCMHA and TCMHA/DHS eligible tenants will be provided within the client apartment or in the community building or offices. Services may also be provided at nearby TCMHA clinical or Wellness Center facilities, or by off-site service provider partners. TCMHA will be the primary service provider for TCMHA tenants. Supportive services for the joint TCMHA/ DHS tenants will be provided jointly by TCMHA and DHS. Services will include but not be limited to the following:

- Individual, family and group therapy
- Psychiatric services and medication support
- Physical health promotion and prevention services
- Referrals for substance abuse treatment, primary and specialty medical and dental care
- Career development workshops consisting of educational planning, financial aid workshops, interviewing skills, basic computer skills, resume writing, job placement resources.
- Workshops and resources to help with financial literacy, money management skills, building good credit and opening/managing bank accounts.
- Other life skills training
- Programs to assist in developing health social relationships
- Trained staff available 24/7
- Crisis intervention services
- Referrals to other supportive services including social services and benefits programs

Clifford Beers Housing (CBH) will serve as managing General Partner and developer. CBH has developed and financed over 219 units of affordable housing units at a cost of approximately \$61,157,583. Projects include infill developments, historical rehabilitations, and special needs housing. CBH currently has 30 units under construction with an estimated value of \$15 Million.

The Holt Family Apartment Project will be financed with a combination of 9% tax credit equity, a long term residual receipts loan From TCMHA's MHSA housing loan account administered by CalHFA, deferred developer fees, operating subsidies from DHS for the 10 Joint TCMHA/DHS units, and other capital and/or operating funds that may become available.

**RENTAL HOUSING APPLICATION (Revised 8/4/14)**

**Item D.3 Consistency with the Three-Year Program and Expenditures Plan**

Describe how the proposed housing development is consistent with the sponsoring county mental health departments approved Three-Year Program and Expenditures Plan. Provide specific information regarding how the development meets the priorities and goals identified in the Three-Year Program and Expenditures Plan.

**Response:**

The Holt Family Apartment project is consistent with the Mental Health Services Act (MHSA) Community Services and Supports Plan (CSS) in its objectives, planning, design, social services and its targeted population. The project will focus on providing supportive housing which is permanent housing coupled with services. Services are designed and implemented to be: accessible, community-based, client centered, culturally competent and encompass a team-based, interdisciplinary approach. The services will provide an enriched living experience for tenants to improve and maintain physical and mental health, gain increased independence, reduce homelessness, and live in a safe and secure housing environment.

The project provides a customized mix of services provided by TCHMA and other local area non-profits. The project targets adults, older adults, TAY and families who have severe emotional disturbance or mental illness and are homeless/at risk of homelessness. This project will directly address identified and desired outcomes including, but not limited to: decreased days of homelessness and or in emergency shelters/transitional housing, increased number of days in permanent housing, increased access to benefits and mental health and substance abuse treatment, increased physical health stability, and increase to educational and vocational opportunities.

## RENTAL HOUSING APPLICATION (Revised 7/31/14)

### Item D.4 Description of Target Population to be served

Describe The MHSA Rental Housing program targeted population to be served in the development. Include a description of the following:

1. Age Group, i.e., adults, older adults, children, transition-aged youth;
2. The Anticipated income level of the MHSA tenants; and;
3. A description of the anticipated special needs of the targeted population to be served, e.g., physical disabilities, chronic illness, substance abuse, prior housing status.

### Response:

The Holt Family Apartments will target 25 of its 50 apartment units to MHSA eligible adults, older adults, TAY, and families. Eligible families must have at least one member who meets MHSA eligibility requirement. If the eligible family member is a child, that child must have been diagnosed with a serious emotional disturbance or a severe and persistent mental illness. In order to be eligible for these 25 units, applicants will have to be homeless or at risk of homelessness (see item d.5: Tenant eligibility certification for definitions). The 25 MHSA units will consist of 11 one-bedroom apartments, 11 two bedroom apartments, and 3 three-bedroom apartment units. Of these 25 units, 10 will serve individuals that are both eligible for MHSA services and are clients of the Los Angeles County Department of Health Services Housing for Health program.

Household Income cannot exceed 50% of AMI and rents cannot exceed 30% of income

## RENTAL HOUSING APPLICATION (Revised 8/7/14)

### Item D.5 Tenant Eligibility Certification

The County mental health department is responsible for certifying the eligibility of individuals, applying for tenancy in an MHSA unit, for compliance with the target population criteria. Submit a narrative description of the following:

1. How an individual applies to the county to become certified as eligible for an MHSA unit;
2. How certification of eligibility will be documented, provided to the individual applicant and maintained by the county; and
3. How certification of eligibility will be provided to the property manager/development.

### Response:

TCHMA will certify that an applicant for an MHSA reserved unit within the Holt Family apartments, or at least one member of an applicant's family is a TCMHA or other Los Angeles County Department of Mental Health provider client with a single-fixed Point of Responsibility (SFPR) Coordinator.

All potential tenants must meet MHSA eligibility requirements, i.e. persons with serious mental illness (and their families who are homeless or at risk of homelessness. Tri-City has defined the MHSA Target population for the purposes of the MHSA housing program, as individuals who meet the following criteria:

1. Adults or older adults with serious mental illness as defined by Welfare and Institutions Code Section 5600.3(b)
2. Children and youth with severe emotional disorders as defined in Welfare and Institutions Code Section 5600.3(a)

In addition to meeting either (1) or (2) above, the individual shall be one of the following:

- (a) Homeless, meaning living on the streets or lacking a fixed regular night-time residence. This includes living in a shelter, motel or other temporary living situation in which the individual has no tenant rights.
- (b) At risk of being homeless due to one of the following situations (i) Transition age youth exiting the child welfare or juvenile justice systems. (ii) Discharge from crisis and transitional residential; a hospital, including acute psychiatric hospitals; psychiatric health facilities; skilled nursing facilities with a certified special treatment program for the mentally disordered; and mental health rehabilitation centers. (iii) Release from city or county jails. (iv) Temporarily placed in a residential care facility upon discharge from (ii) or (iii) above. (v) Certification by the county mental health director as an individual who has been assessed by and is receiving services from the county mental health department and who has been deemed to be at imminent risk of being homeless.

TCMHA will require a complete application with all required supporting documentation. TCMHA will determine the eligibility of individuals applying for tenancy in an MHSA unit (in compliance with the target population criteria); by verification of mental health and homelessness or at risk of homelessness status from the potential tenant's Single fixed Point of Responsibility (SFPR) written documentation. TCMHA will ensure confidentiality and adequate protection of health information (PHI) form, authorizing TCMHA to communicate with SFPR.

All information will be maintained and updated by TCMHA's Housing Division. Certifications and application forms will be provided to the property management staff, along with a copy of the signed authorization form. In some circumstances, further information would need to be disclosed only for the reasonable accommodation process and will be confirmed by the potential tenant in a signed authorization to release the information.



## RENTAL HOUSING APPLICATION (Revised 8/4/14)

### Item D.6 Tenant Selection Plan

Provide a tenant selection plan, specific to the proposed development that describes the following:

1. How prospective tenants will be referred to and selected for MHSA units in the development;
2. The tenant application process;
3. The procedure for maintaining a wait list;
4. The process for screening and evaluating the eligibility for occupancy in the development;
5. The criteria that will be used to determine a prospective MHSA tenant's eligibility for occupancy in the development;
6. The appeals process for individuals who are denied tenancy in an MHSA unit; and,
7. The reasonable accommodations policies and protocols.

**NOTE:** The Department's approval of the MHSA Housing application does not insure that the Tenant Certification/Referral process is compliant with state and federal fair housing laws.

### Response:

Tenant selection will be consistent with the Mental Health Services Act (MHSA) Community Services and Supports Plan (CSS) guidelines. Tenants for MHSA funded permanent supportive housing units will be referred by Tri-City Mental Health Authority (TCMHA) staff or other Los Angeles County Department of Mental Health (LADMH) contracted service providers who serve those who live in the TCMHA catchment areas of Claremont, La Verne or Pomona. This project will directly address the desired outcomes of the MHSA-CSS Plan, including but not limited to: decreased days of homelessness and in emergency shelters/transitional housing; increased number of days of permanent housing; increased access to benefits, mental health and substance abuse treatment; increased physical health stability; and increased access to vocational and educational opportunities for the identified population of homeless/at risk of homeless persons with a diagnosed mental illness. The 25 MHSA restricted units will be available to households with incomes that do not exceed 50% of AMI

All eligible applicants will need to assure TCMHA staff that, with assurance from the applicants case manager/Single Point of Fixed Responsibility (SFPR) the applicant will: 1) be capable of living under the terms of their lease; and 2) be able to pay rent on time. TCMHA staff will certify that the applicant is or has a family member who is TCMHA or LADMH-contracted service provider client with an SFPR.

Referrals will be taken from TCMHA/DHS or other local area LADMH- Contracted service providers after the applicants have been certified as MHSA eligible with a SFPR. All available reserved units in the Holt Family Apartments will be marketed through advertisement in local newspapers, which will describe the purposes of the property and eligibility requirements. All units will be marketed to TCMHA programs, as well as to the Los Angeles County Department of Health Services (DHS) and to Los Angeles County Department of Mental Health (LADMH)-contracted MHSA service providers who serve the tri-City area. Referrals will also be encouraged from local community based service organizations, homeless service providers within the tri-city area. Communication with these organizations will occur on a regular basis about the availability of units.

The project's affirmative fair housing marketing will be critical and will be in compliance with HUD (24) CFR part 200.620 (a)-(c). Marketing will invite applicants to apply to the waiting list. The initial application will describe the units and the varied targeting requirements of the project. Applicants will mark those criteria that apply to their situation. Qualified applicants will be added to the waiting list based on this initial self-screening. TCMHA staff will request current contact from applicants. Those applicants without a current address will be asked to name a third party that can be notified of a vacancy on their behalf. The TCMHA staff will offer to sit beside the applicant to help them fill out the form. Referring agencies/organizations will be trained so that all applicants can complete the application with a person they trust. A waiting list of up to 30 applicants will be created. The waiting list will be reopened when the list falls to below 15 applicants.

A waiting list of eligible tenants will be maintained at all times by TCMHA. Because an applicant's status will likely change over time, TCMHA staff will use e-mail, phone call, and postal service to actively work the waiting list by notifying applicants regularly of their position, communicating regularly with both applicants and their third party contacts as to continued eligibility and an interest in housing, and to inform applicants and referring agencies/organizations of impending vacancies. Vacancy notifications will be sent to applicants in order of the waiting list and applicants will be given two weeks to respond to the invitation for a housing unit.

Applicants shall be removed from the waiting list if Any of the following are true: 1) an applicant asks to be removed; 2) an applicant fails three times to respond to requests for information or confirmation of ongoing interest; 3) TCMHA housing staff or referring agency/organization, after reasonable effort, can no longer locate the applicant.

Once the applicant has been identified as the first person or household on the waiting list to meet the targeting restrictions of the unit, a full application will be taken. This application will be processed in a supportive and open process. The task of TCMHA staff is to judge the applicants ability to: 1) pay rent on time; 2) to live under the terms of the lease. TCMHA staff will do this by doing a credit check; performing a criminal background check to screen for prior criminal and or violent behavior , reviewing information on the application form, checking with former landlords, meeting with the applicant and any support service staff the applicant may wish to bring for support. If there are concerns about the applicant's ability to comply with 1 or 2 above, there will be a conversation about reasonable accommodations on the part of the project or support from the applicant's service provider(s). TCHMA's housing staff will with work with TCHMA's supportive services staff as required to ensure timely processing of the application review.

TCMHA's housing staff will, after reviewing the application and checking references, in writing: 1) notify the applicant that they have been accepted; or 2) notify the applicant has been accepted under certain conditions (e.g. money management training by the supportive service agency/organization); or 3) notify the applicant that their application has not been accepted for the stated reasons. In the third case, the applicant will be offered the opportunity to discuss the letter with property management and/or appeal the decision.

Applications will be processed by TCMHA housing staff who will contact the Applicant and/or supportive service staff working with the applicant, and with the applicant's permission the referring service provider to schedule an interview. The interview will take place in the vacant unit, and include, TCMHA housing staff; a representative of the contract property management company; the applicant and any supportive service staff the applicant may wish to attend.

All applicants will be screened for the following:

- Verification that all applicants are at or below between 30% and 50% of AMI by using the Housing Authority County of Los Angeles (HALCOLA) or equivalent document;
- Verification of Homelessness or at risk of Homelessness as defined by MHSA guidelines;
- Verification that the applicant is a TCMHA client
- Verification that applicant meets the following criteria;
  - a. Submits a timely and substantially completed application (TCMHA staff will work closely with the applicant and support services provider to facilitate this);
  - b. Ordinal position on the waiting list;
  - c. Income restrictions;
  - d. Ability to pay rent each month; sufficient income to pay rent and basic living expenses;
  - e. Passes credit and criminal background checks;
  - f. Demonstrates ability to get along with neighbors; and refrain from interfering with the quiet enjoyment of the housing by others in the community.
  - g. Verification that the applicant meets the requirements of the DHS Housing for Health programs, if the applicant is applying for one of the MHSA/DHS subsidized units.

Applicants judged by TCMHA housing staff to be unable to meet the above standards will be notified in writing for the cause of their denial of tenancy. Given the characteristics of potential tenants for the project, TCMHA staff will remain open to negotiating with the prospective tenant and support services staff to determine reasonable accommodations. Applicants eligible for the project units will be reviewed on a case-by-case basis, and TCMHA staff will work closely with support service staff to determine what reasonable accommodation, if any, can be made.

If a tenant of the project believes that TCMHA staff or its contract property manager has acted so that their right or tenancy status has been adversely affected, or if they believe that TCMHA staff or contract property manager has failed to comply with terms of the tenant's lease agreement, they are entitled to a hearing. A tenant may request a hearing if they have a complaint about another tenant concerning their health and safety or other's health and safety or if the complaint in reference to the other tenants maintenance and management of the project. If a prospective tenant applied for a project housing unit and was rejected, they also have a right to a hearing. If requested by the applicant, support services staff may be present at the hearing.

All denied applicants will have the right to appeal any housing decisions made by TCMHA staff. Perspective tenants or their Case Manager may request a copy of the Beneficiary Grievance Appeal Form (See attached) from property management staff or supportive services staff. The RSC or Tennant's Case Manager may work in conjunction with the prospective tenant, if needed, to assist in the appeal process. The appeal must be received by housing management no later than fourteen (14) days after the rejection letter is received. Within three (3) working days of receipt of the appeal, the appeal will be forwarded to the Housing Division Manager, or other designee, will address the matter with 72 hours of receiving the appeal, including gathering any facts needed to make a determination. The Housing Division Manager and/or designee will provide the rejected applicant a written response as to the reasons for denial.

Reasonable accommodations will be made to meet the needs of the disabled applicants, including applicants with both physical and/or mental disabilities. TCMHA will ensure that management will apply the same screening criteria to all applicants. However, management is obligated to offer qualified applicants with disabilities additional consideration in the application of rules, practices, or services and structural alterations if said accommodation will enable an otherwise eligible applicant or tenant with a disability an equal opportunity to access and enjoy the housing program.

Management is not, however, required to make a reasonable accommodation or physical modification if the accommodation or modification will result in an undue financial burden to the property or if it requires management to alter or change a basic component of the housing program. If applicant has a physical or mental disability, and as a result of this disability there are reasonable accommodations that should be considered in their application, TCMHA Housing Division staff will attach a note to the application that describes the reasonable accommodation(s) requested and why they should be considered. In addition, the RSC will be assigned to help applicants with the application process. Services offered by the RSC include:

- Explaining and filling out the application form;
- Obtaining supportive documents needed to complete an application
- Attending the property management interview with an applicant
- Help with the appeal process; and
- Help with a reasonable accommodation

## RENTAL HOUSING APPLICATION (Revised 8/4/14)

### Item D.7 Supportive Services Plan

**NOTE: A tenant's participation in supportive services may not be a condition of occupancy in MHSA units.**

Describe the Developments approach to providing supportive services to MHSA tenants. The following information should be provided:

1. A description of the anticipated need of the MHSA tenants;
2. The supportive service provider's initial and ongoing process for assessing the supportive service needs of the MHSA tenants;
3. A description of each service to be made available to the MHSA tenants, to include where and how the service will be delivered, the frequency of the service delivery and identification of the service provider. A description of the available services and supports should include but not be limited to:
  - a. Mental health services
  - b. Physical health services (including prevention programs)
  - c. Employment/vocational services
  - d. Educational opportunities and linkages
  - e. Substance abuse services
  - f. Budget and financial training
  - g. Assistance in obtaining and maintaining benefits/entitlements
  - h. Linkage to community- based services and resources
4. Indicate whether or not there will be an onsite service coordinator, and include the ratio of onsite staff to MHSA tenants. If there is no onsite service coordination, provide a description of service coordination for the development;
5. A description of how services will support wellness, recovery, and resiliency. It is anticipated that the supportive services plan for the development will include the services that are facilitated by peers and/or consumers. If this is not part of your service delivery approach, please provide an explanation;
6. A description of how the MHSA tenants will be engaged in supportive services and community life. Include strategies and specific methods for engaging tenants in supportive services and the frequency of contact between supportive services staff and MHSA tenants. This description should also include the identification of staff (the responsible services provider) and specific strategies for working with MHSA tenants to maintain housing stability and plans for handling crisis intervention;
7. If the development is housing for homeless youth, provide a description of services to be provided to meet the unique needs of the population including engagement strategies and peer involvement. In addition, provide a description of how transition-aged youth will be assisted in transitioning to other permanent housing once they reach 25 years of age;
8. Supportive services must be culturally and linguistically competent. Describe how services will meet this requirement including, when necessary, how services will be provided to MHSA tenants who do not speak English, and how communication between the property manager and the non-English speaking MHSA tenants will be facilitated;

9. Describe the process to ensure effective communication between the service provider and the property manager regarding the status of MHSA tenants in the development and any other issues regarding the development, including but not limited to regularly scheduled meetings and the identification of a single point of contact for communication and coordination of supportive services; and,
10. Describe the plan for developing “house rules” and provide a copy of any house rules that may be in place at initial rent-up; (please label and attach as “House Rules”).

**Response:**

The Special needs residents of the Holt Family Apartments (“the Project”) will need a variety of services, such as money management, educational/vocational assistance and employment referrals, medical and dental care referrals, substance abuse treatment, social and recreational services, and mental health treatment. The Tri-City Mental Health Authority (TCMHA), the lead services provider, operates on the premise that integrated supportive services combined with permanent affordable housing is the most effective way to reduce homelessness, promote wellness, build resilience and support recovery among people who are homeless and living with disabilities including mental illness. This permanent supportive housing program will combine on- and off-site services that include but are not limited to intensive case management and services coordination, benefits advocacy, mental health services, linkage and referral to primary and specialty medical care and substance abuse treatment, as well as educational and occupational and employment services. 10 of the 25 special needs units will be occupied by persons who are both MHSA and DHS “Homes for Health program” eligible. With respect to these 10 units non- mental health supportive services will be provided jointly and cooperatively by TCMHA and DHS.

Supportive services to be provided include but are not limited to the following:

- Individual, family and group therapy;
- Psychiatric services and medication support;
- Physical health promotion and prevention services;
- Referrals for substance abuse treatment, primary and specialty medical and dental care;
- Career development workshops consisting of educational planning, financial aid-workshops, interviewing skills, basic computer skills, resume writing, job placement resources;
- Workshops and resources to help with financial literacy, money management skills, building good credit, and opening/managing bank accounts;
- Programs to develop healthy social relationships;
- Other life skills training;
- Crisis intervention services;
- Referrals to other supportive services, including social services and benefit programs and
- Peer to peer counseling programs

In addition to onsite services, special needs residents of the project will be able to access psychiatric support and support groups, workshops, and trainings off-site at TCMHA outpatient clinics and the TCMHA outpatient clinics and wellness center. The special needs tenants who elect to enroll in the TCMHA Full Service Partnership program will have team of staff including a therapist, a rehabilitation specialist/case manager, a psychiatrist and licensed psychiatric technician who will provide a minimum of twice weekly contacts. Tenants will receive individual /family therapy, rehabilitation skills development, and psychiatric services/medication support as needed. TCMHA Wellness Center staff will also provide TCMHA-unit tenants with regular groups and workshops on-site in the project’s community room.

In addition to providing TCMHA-unit tenants with the formal and informal supportive services listed above, TCMHA will employ a housing team, including a full-time on-site Resident Services Coordinator to work with tenants generally and the special needs residents specifically to promote housing success and stability. This housing team will be responsible to orient the tenants to the apartment's services, conduct comprehensive needs assessments of all new tenants within the first week of occupancy, provide each tenant education/training on how to be a successful tenant, oversee and assist with a tenant support group, help tenants access desired services, conduct at least twice monthly contact with tenants in their units to insure units are being maintained up to lease standards, respond to tenant grievances, be liaison between tenants and property management, and will also interface with community partners and other TCMHA staff to assist tenants and their families with personal growth and goal setting. At least two of the three members of the housing team will be bilingual/bicultural in Spanish. If there is a need for translation in a language that we do not have staff available, we will access the AT&T Language Line Services to help facilitate communication. We will continue to provide staff training for all staff in providing culturally competent supportive services in order to appropriately meet the needs of all clients.

A member of TCMHA's housing team will meet with all new TCMHA –unit tenants within one week of their move-in to conduct a comprehensive needs assessment which will include what services they have received in the past, what their goals are, and what services they will need to achieve those goals. This will all be coordinated with the tenant's single point of responsibility (SFPR) to ensure that the most accurate information is obtained. The assessment will measure educational accomplishments and needs, employment skills and needs, as well as medical, mental health and independent living skills needs. When necessary, referrals will be made to other providers to help assess the tenant's need in any of the areas listed. Of course, all referrals, the gathering of information, and the development of assessment will be voluntary, tenant- driven, not a condition of tenancy, and designed to meet the individual's/family's needs and goals. A member of the housing team will continue to work with the tenant on an ongoing basis in order to ensure that the established services are successful or changed/modified to those that would be more helpful. This housing team member will coordinate and facilitate regular meetings with the supportive services staff, property management and other community partners to monitor the tenant's progress in receiving/assessing services and achieving their goals.

The services described above critical to TCMHA tenant's ability to maintain housing, better manage symptoms of their illness, and become more independent and self-sufficient. These services will help them address transitional issues as they establish themselves in a new place, connect with mental health and other services in the area that will give them a comfort level that they can access needed services when necessary, and help them either establish a plan for success in education or employment or continue with the plan they have. In addition to ensuring the availability of these supportive services to the tenants, facilitating the development of a positive supportive community is one of the primary duties of the housing team. The program will include a tenant support group that will meet weekly in the project's community center and will assist the tenants in working through challenging experiences they are having, provide support for each other in achieving their goals and provide avenues for making positive changes to the program. Other topics will be determined by the needs/desires of the group.

In conjunction with the TCMHA Wellness Center, the housing program support services will include a wide range of on-site on-going peer support/consumer run groups and workshop opportunities. These groups and workshop activities will be focused on promoting wellness, resiliency and recovery. The schedule of groups and workshops will vary throughout the year to best meet the needs and interests of the TCMHA-unit tenants. Workshop participation will be open to interested non TCMHA tenants. The tenants will be actively engaged in determining what workshops are offered and strongly encouraged to participate in their implementation. The aim is to develop a healthy supportive community within the project, foster a sense of ownership, and develop leadership among the tenants. By participating in the design and delivery of the workshops and services, and through working closely with peers and consumers who

themselves are successfully navigating a life of recovery and wellness, tenants are able to work together, develop self-confidence and draw on their own strengths and capacities.

Engaging the TCHMA-unit tenants in the program's supportive services and community life begins even before the first day of occupancy. Prior to their arrival, prospective tenants will be mailed, delivered, or pick up information about the housing project and the sense of community that has been developed there. At move-in, each new tenant/family will be met by a member of the housing team to welcome them and briefly inform them of the program and some of the services available; an appointment within the next week will be made to have a more detailed discussion about the program and services available and to conduct the initial comprehensive needs assessment. During that assessment appointment, the housing team member will clearly and in more detail explain what services are available that apply to that particular tenant and find out which ones the tenant is most interested in. Following the assessment, the housing team member will arrange for the tenant to participate in the time-limited training on the expectations of good tenancy and the development of skills and knowledge to assist tenants in being able to maintain stable housing. A housing team member will also meet at least twice per month with tenants in their units to insure that the unit is functioning properly and being maintained in accordance with the lease agreement.

All TCMHA-unit tenants will have an SFPR and therefore will have a supportive services provider to respond to their mental health needs, challenges and crises 24/7. The project will have a resident property manager at each site. All tenants will also be given the following contacts information: 911 services for dangerous and life threatening needs; access to local hospital emergency rooms; afterhours access to TCMHA.

From the first day of occupancy, the housing team and Resident Services Coordinator will have communication at least once per week and on an "as needed" basis with property management, and at least every other week and on an "as needed" basis with the designated service provider partners, which includes TCMHA mental health services and Wellness Center staff. Once it is determined that all partners are working well together, communication will be reduced to less frequency, but maintained on a regular basis.

The TCMHA Resident Services Coordinator will be the point person to coordinate the communication between the SFPR, the service providers, the project development partners, and the property management company. The Resident Services Coordinator also the main contact for each tenant in helping resolve any issues that arise where a tenant feels they are not being treated fairly, are not receiving the services expected or in the manner expected, do not understand what is happening, or have a concern they feel is not being adequately/promptly addressed. If the housing team or its members are the concern, the tenant may contact the TCMHA MHSA Manager.

Every effort will be made to facilitate the achievement of consensus among property management, service providers, and the project sponsors on decisions affecting tenants. The property management team and TCMHA housing team will meet regularly to discuss tenant/building issues. Concerns between tenants and the service provider/property management/project sponsors can also be raised and addressed in the tenant support group meetings. These efforts will help the early identification of problems/issues and rapid resolution. Most decisions will be reached and disagreements resolved through this process and by adhering to the terms of the MOU between the project sponsor and the property manager, and service providers. All TCMHA and DHS clients will be advised of their rights under the Patients Rights and Grievance Process through the SFPR.

On-going efforts will be made to ensure that communication between all service providers, the project sponsor, and the property management team remains open and positive in helping tenants understand all program guidelines, feel respected and cared for, and capable of fulfilling their individualized assessment goals. Release of Protected Health Information Forms will be presented to each client for signature in order to allow for sharing of necessary information between service provider, project sponsor, and property management staff. When urgent tenant issues arise, service



provider staff and property management will either set up a telephone conference or meet promptly to discuss the issue and develop a solution with the tenant. The property manager will provide each new tenant a copy of the "house rules" upon moving into their unit. All tenants will be provided updates to the "house rules" as they occur

### Supportive Services Chart

List all the services to be provided to MHSA tenants in the MHSA Rental Housing Development, including any in-kind services essential to the success of your Supportive Services Plan. Add additional lines to the Supportive Services Chart as needed.

Supportive Service		Target Population	Service Provider(s)	Service Location
List each service separately (e.g., case management, mental health services, substance abuse services, etc.)		Name the target population(s) that will be receiving the supportive service listed.	List the name of the proposed service provider.	Indicate where the service is to be provided - onsite or offsite. For offsite services, indicate the means by which residents will access the service.
1	Mental Health Services	Adults, older Adults, families and TAY	TCMHA and service provider partners who provide services to tri-city area	Provide onsite and offsite accessible via public transportation via p
2	Vocational and employment services	Adults, TAY and families	TCHMA Wellness Center	Provided onsite and accessible via public transportation
3	Life Skills Training	Adults, older adults, TAY and families	TCHMA	Provided onsite or offsite locations accessible via public transportation
4	Social/Recreational Activities	Adults, older adults, TAY and families	TCHMA Wellness Center	Provided onsite or offsite locations accessible via public transportation
5	Case Management	Adults, older adults, TAY and families	TCMHA	Provided onsite or offsite locations accessible via public transportation
6	Access to basic Services	Adults, older adults, TAY and families	TCMHA Navigators Program	Provided onsite or offsite locations accessible via public transportation
7				
8				
9				
10				

<b>Primary Service Provider:</b>	Tri-City Mental Health Authority
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(Indicate the primary service provider, i.e., entity responsible for providing services to the tenants of the MHSA Housing Program units, and for overall implementation of the Supportive Services Plan, including coordination between multiple service providers where applicable.)

## RENTAL HOUSING APPLICATION

### Item D.9 Design Considerations for Meeting the Needs of the MHSA Tenants

Describe the following:

1. Physical space, including common areas, outdoor areas, landscaping, physical access to the property, security;
2. Supportive services space (if any), including any quiet area on site for tenants to meet service staff;
3. How the units will be designed to provide appropriate accommodations for physically disabled MHSA tenants, if appropriate.

**NOTE:** This will need to be updated to describe each identified shared housing project's funding allocation when you are developing multiple shared housing projects.

#### **Response:**

The project is being designed to have the look and feel of a market rate apartment complex in order for the tenants to feel that they are living independently. Other design considerations and features will provide for any tenant that may be physically disabled, as well as providing the required number of ADA accessible units. On-site laundry facilities are provided in the project. The project's community rooms will provide for offices that will accommodate one-on-one or small group meetings. A larger meeting or multi-purpose room will be provided. The community rooms will also include a computer room and offices of the property manager as well as the Resident Services Coordinator. The project will include ample outdoor space, as well as a playground, half basketball court, and exterior walkways. In addition the project will include a community kitchen and laundry room.

The MHSA reserved units will include: 11 one-bedroom Apartments of approximately 650 Square feet; 11 two-bedroom units of approximately 850 square feet of space and 3 three-bedroom units with approximately 1,000 square feet of living space. There is no difference in design between the MHSA and non-MHSA units. MHSA units will be dispersed throughout the Holt Family Apartments. Each unit will have a full kitchen with refrigeration, stove, oven, dishwasher, sink and storage cabinets with an adjacent dining area. All units will have a single bathroom with a tub/shower combination, sink with storage, and a toilet. The bedrooms are of adequate size with at least one window. Each bedroom will have a closet. All units are accessed from the exterior of the buildings.