

**RENTAL HOUSING DEVELOPMENT SUMMARY FORM**

County Mental Health Department: Tri-City Mental Health Authority

Name of Development: Holt/Garey Apartments

Site Address: 1018 N. Garey Avenue and 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:	73	Total Number of MHSA Units:	38
Total Cost of Development:	\$19,900,000	Amount of MHSA Funds Requested:	\$3,600,000
		Capital:	\$3,600,000
		Capitalized Operating Subsidies:	\$0

Other Rental Subsidy Sources (if applicable): \_\_\_\_\_

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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Agency or Department Email: jduff@tricitymhs.org

**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.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 MHSAs 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 shared housing projects funding allocation when you are developing multiple shared housing projects:

#### RESPONSE:

Holt/Garey Avenue Apartments will be a scattered site new construction project of 73-unit low income rental units with 23 units to be located at 1018 N. Garey Avenue and 50 units to be located at 1445 E. Holt Avenue, both in the City of Pomona. The Tri-City Mental Health Authority (TCMHA) portion of the project will include 38 units consisting of 22 studio units, 11 one-bedroom apartments and 5 two-bedroom apartment units. These units will be set-aside for the exclusive use of MHSAs eligible TCMHA clients. 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 TCMHA units in the project are MHSAs eligible Adults, older adults, TAY and families with at least one member meeting MHSAs eligibility. MHSAs stipulates that those eligible for MHSAs 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 entire Holt/Garey project will consist of 22 studio units, 12 one-bedroom apartments, 17 two-bedroom apartments, and 22 three-bedroom units. Each site will include a community room with office and meeting facilities. The development will be a combination of one; two and three story structures with lots of usable open space in the common courtyard and side yards. The combination of units is intended to create a normalized living community. Both sites will have separate offices for the property management company (John Stewart) as well as the Resident services manager and supportive services personnel. Both sites 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. Most services for the TCMHA eligible tenants will be provided within the client apartment or in the community building. 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. 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
- 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 have 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/Garey Avenue 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, a land donation by TCMHA; deferred developer fees; and other capital and/or operating funds that may become available.

## RENTAL HOUSING APPLICATION

### **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 proposed TCHMA/Clifford Beers Housing Inc. (CBHI) Holt/Garey 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 supportive housing coupled with services, which are described in subsequent sections. 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

### 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 target population of the TCHMA reserved units within the West Holt housing project will be MHSA eligible adults, older adults, TAY and families with at least one MHSA eligible member. The total project will consist of 62 apartment units of which 21 will be funded by TCHMA MHSA housing funds. Of the 21 TCHMA/MHSA reserved units 16 will be two-bedroom apartments and 5 two-bedroom apartments. 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. Eligible tenants must have household income at no more than between 30% and 50% of the area median income (AMI). This population will have a variety of special needs that may include money management, educational/vocational assistance and employment referrals, physical health needs, medical and dental care referrals, substance abuse treatment, and social and recreational services, in addition to mental health treatment.

## RENTAL HOUSING APPLICATION

### 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, as a county Mental Health department will certify that the applicant or at least one member of the family is a TCMHA client which meets MHSA housing eligibility requirements.

## RENTAL HOUSING APPLICATION

### 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 thirty-eight units in this project will be restricted by MHSA regulations. All TCMHA restricted units in the project will be available to MHSA eligible household with incomes that do not exceed between 30% and 50% of AMI with rents limited to 30% of adjusted gross income.

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 or other local area LADMH- Contracted service providers after the applicants have been certified as MHSA eligible with a SFPR.

All available units in the Holt/Garey Apartment Project 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 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.

Current contact information will be requested. People without a current address will be asked to name a third party where they may be notified of a vacancy. 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 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.

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.

## RENTAL HOUSING APPLICATION

### 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 Tri-City Mental Health Authority (TCMHA) project will dedicate up to 22 Studio units; 11 one- bedroom apartments and up to 5 two- bedroom units of permanent supportive housing to adults, older adults, TAY and families where at least one family member has a diagnosed mental illness. The targeted population for this project will have a variety of special needs that may include money management, educational/vocational assistance and employment referrals, physical health needs, medical and dental care referrals, substance abuse treatment, and social and recreational services, in addition to mental health treatment.

TCMHA 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.

TCMHA will be the primary supportive service provider for the MHSA tenants residing in this project. TCMHA has provided supportive services to the target population for over 50 years. Tenants Residing in the MHSA funded units will all meet MHSA eligibility requirements and reside within the Tri-City area which includes the Cities of Pomona, Claremont and La Verne. 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
- Trained staff are available 24/7
- Crisis intervention services
- Referrals to other supportive services, including social services and benefit programs
- Peer to peer counseling programs

There will be a community room at each site where the TCMHA-unit tenants will be able to receive and or access available supportive services and programs. Off-site TCMHA supportive services including psychiatric support and some support groups/workshops/trainings will be available at TCMHA outpatient clinics and the TCMHA wellness Center. TCMHA-unit tenants who are enrolled 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 building.

In addition to providing TCMHA-unit tenants with the formal and informal supportive services listed above, TCMHA will employ a housing team to work on-site with these tenants 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 the 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 mentioned above are 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, recovery and resiliency. 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 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.

A member of the TCMHA housing program team 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 housing program team is 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 it 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 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.

## 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 include universal design features for any tenant that may be physically disabled, as well as 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 units available to MHA units will include: 22 studio Apartments of approximately 400 Square feet; 11 one-bedroom units each containing approximately 650 square feet of space and 5 two-bedroom units with approximately 850 square feet of living space. There is no difference in design between the MHSA and non-MHSA units. MHSA units will incorporate the entire Garey site but will be dispersed throughout the Holt Avenue site. 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.