

**Supportive Services Plan
Instructions**

1. Enter required information into the box marked “ Response.”

Item 1 Supportive Services Plan

NOTE: A tenant's participation in supportive services may not be a condition of occupancy in MHSA funded units. Los Angeles County Department of Mental Health (DMH) must approve the supportive services plan prior to submitting the universal application to CalHFA. Any changes to the approved supportive services plan requires written approved by DMH.

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

1. A description of the anticipated needs of the MHSA tenants according to the specific age group;
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 describe how the proposed service will address the unique needs of each targeted age group, and identification of the service provider of each age group. 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 Use Services
 - f) Budget and Financial Training
 - g) Assistance in Obtaining and Maintaining Benefits/Entitlements
 - h) Linkage to Community-Based Services and Resources
4. Provide a detailed description of your anticipated staffing pattern including the specific duties of each staff, the ratio of onsite staff to MHSA tenants and the how the source of funding. If there is no onsite service coordination, explain why there is no onsite service coordinator. Provide a description of how service coordination for the development will be accomplished;
5. A description of how services will support wellness, recovery and resiliency including peer facilitated groups or self-help programs. It is anticipated that the supportive services plan for the development will include services that are facilitated by peers and/or consumers. Please provide an explanation, if this is not part of your service delivery approach;
6. A description of how the MHSA tenants will be engaged in supportive services and community life, and the frequency of required contact between supportive services staff and MHSA tenants. Include strategies and specific methods for engaging tenants in supportive services, assisting tenants in developing a sense of community, and re-integrating back into the larger community. This description should also include the identification of staff (the responsible service provider) and specific strategies for working with MHSA tenants to maintain housing stability/retention and plans for handling crisis intervention;
7. If the development is targeting housing for homeless youth, describe how the proposed services (outlined in #3) will address the unique needs of this population including engagement strategies and peer involvement models.
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. Specify the process and procedures to address admission, eviction, conflict resolution issues including the appeals process and how the property management company will work collaboratively with the tenant, mental health provider, and onsite supportive services;

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10. Describe the process and procedures to ensure effective communication among the current mental health provider, the onsite service provider and/or the property manager regarding the status of MHSA tenants in the development and any concerns raised by the aforementioned parties including but not limited to frequency of scheduled meetings among the key partners and the identification of a single point of contact for communication and coordination of supportive services; and,
11. Describe the plan for developing "house rules" and **provide a copy of any rules** that may be in place at initial rent-up; (**Please label and attach as "House Rules"**).

Response:

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Item 2 Supportive Services Chart (Attachment A)

Submit the Supportive Services Chart (**Attachment A**). The Chart must list all services that will be provided to MHSA tenants, including any in-kind services essential to the success of the Supportive Services Plan.