

# **NoHo Senior Villas, L.P. MHSA Housing Program Application For the NoHo Senior Villas**

## **Section D: MHSA Housing Program Supportive Housing and Services Information**

### **4.2.5: MHSA Housing Program Supportive Housing and Services Information**

#### **D.1 Consistency with Three-Year Program and Expenditure Plan**

The proposed **NoHo Senior Villas** is consistent with the Mental Health Services Act (MHSA) Community Services and Supports Plan because as described in the various sections below, it will focus on providing services that are “accessible, community-based, client-centered, culturally competent and encompass an interdisciplinary approach.” In addition, the Plan identifies a priority need of the homeless senior population to “create more and better access to housing” through the development of “permanent supportive housing units with rental subsidy,” which is the exact focus of the proposed subsidized units in the project. Through the application of permanent, subsidized housing with supportive services for this population, this project will directly address identified and desired outcomes of the 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 target population of homeless seniors with mental illness.

## **D.2 Description of Target Population to be Served**

The target population for NoHo Senior Villas is MHSA eligible homeless seniors 55 years of age and older as defined by the MHSA program definitions.

The project will dedicate 25 of its 48 units to supportive housing for seniors that meet the MHSA definition of homeless, and have been diagnosed with a severe and persistent mental illness. Of these 25 units reserved for MHSA eligible seniors, 18 will be reserved for MHSA eligible seniors who qualify as chronically homeless. Chronically homeless is defined as having been continuously homeless for a year or more during the past three years or having experienced four or more episodes of sustained homelessness during the past three years, as defined by the State of California Governor's Homeless Initiative Notice of Funding Availability.

The 18 units reserved for chronically homeless MHSA eligible seniors will be set aside for households who earn incomes of 25% AMI or below and the seven units reserved for homeless MHSA eligible seniors will be set aside for households who earn incomes of 35% AMI or below.

The homeless, mentally ill seniors will have a variety of special needs that may include money management education, employment training and referrals, mental health services, medical care, substance abuse treatment and social and recreational services.

### **D.3 Tenant Selection Plan**

#### **Background Information:**

NoHo Senior Villas is a 49-unit, 5-story, new construction, senior apartment complex located in North Hollywood. A total of 25 units will be set aside for MHSA eligible seniors, 23 units will be general affordable, and 1 unit will be reserved as a manager's unit. Of the 25 units for MHSA eligible seniors, 18 will be reserved for seniors who are chronically homeless.

**Tenant Selection consistent with MHSA Three-Year Program and Expenditure Plan:** the MHSA Plan identifies a priority need of the homeless population to “create more and better access to housing” through the development of “permanent supportive housing units with rental subsidy,” which is the exact focus of the proposed subsidized units in the project. Through the application of permanent, subsidized housing with supportive services for this population, this project will directly address identified and desired outcomes of the 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 target population of homeless persons with mental illness.

#### 1) **Tenant Selection Criteria:**

The 25 MHSA Supportive Housing units will be restricted by MHSA regulations. Households that qualify for the 25 homeless and mentally ill senior units will have to be homeless and be MHSA eligible. Of these 25 units, 18 will be reserved for seniors who are MHSA eligible and meet the definition of chronically homeless. Chronically homeless is defined as having been continuously homeless for a year or more during the past three years or having experienced four or more episodes of sustained homelessness during the past three years, as defined by the State of California Governor's Homeless Initiative Notice of Funding Availability. Because of the size of the units, households will have no more than two people. The 18 units reserved for chronically homeless MHSA eligible seniors will be available to households who earn incomes of 25% AMI or below and the seven units reserved for homeless MHSA eligible seniors will be available to households who earn incomes of 35% AMI or below.

#### 2) **Other Eligibility Criteria:**

An applicant will need to assure the property management firm that, with assistance from the applicant's Single Point of Fixed Responsibility (SFPR), the applicant will: (1) be capable of living under the terms of the lease; (2) be able to pay rent on time. Additionally, The Los Angeles County Department of Mental Health (LACDMH) will certify that the applicant is a LACDMH client with a SFPR.

#### 3) **Marketing/Outreach:**

**Lease-Up:** All units will be marketed using procedures as specified in HUD (24) CFR part 200.620 (a)-(c). The marketing at lease up will include advertisements in local Spanish and English language newspapers. The advertisements will describe the purposes of the property, eligible family size, eligible age limits, and eligible income levels. The MHSA units will be marketed to MHSA's programs run by LACDMH. San Fernando Valley Community Mental Health Center, an MHSA-contracted service provider that specializes in older adult services, will be the primary mental health service provider for the project. MHSA units will also be marketed through local Service Planning Area meetings, homeless coalitions and local programs that serve homeless individuals and seniors, such as Women's Care Cottage and the East Valley Multi-Purpose Senior Center, and Northeast Valley Health Corporation. Care will be taken to communicate with community agencies prior to the initial rent-up period, and then on a regular basis thereafter about the availability of units, paying

particular attention to notify agencies and organizations that focus their activities on homeless seniors.

Waitlist Procedure: The waiting list will be reviewed as each vacancy approaches to make sure that there are sufficient income-, homeless-, and age-eligible applicants at the time. If not, notices will go to the appropriate referring agencies. A waiting list of eligible prospective tenants will be maintained at all times. As a unit becomes available, the next person on the list will be contacted. If that person cannot be reached by CBH or their case manager within two weeks, they will be moved to the bottom of the list and the next person will be contacted.

4) Referral Sources:

CBH and PATH will follow and comply with the MHSA Housing Program Tenant Referral and Certification Process as defined by LACDMH. In addition, the sponsor will outreach and accept referrals from local homeless and senior programs such as Northeast Valley Health Corporation, Women's Care Cottage, and East Valley Multi-Purpose Senior Center. Referrals will also come from our homeless services partners such as PATH, Gateways Mental Health Centers, JWCH Institute, and CLARE Foundation.

(5) Application Process:

- a. 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 income, family size, and disability criteria that apply in their case. 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 (friend, case manager, clergy, etc.) where they may be notified of a vacancy. The on-site property manager will offer to sit beside the applicant to help fill out the form. Referring agencies will be trained so that applicants can complete the task with people that they trust. Applications received before the initial rent up will be included in a lottery to be held to determine ordinal position on the initial waiting list of 100 applicants. Thereafter, qualified applicants will be added to the list based on the date of the delivery of their initial application. (Applications that arrive simultaneously--as in the same day's mail--will be randomly selected for date and time order). Applications will be submitted to the site manager at NoHo Senior Villas. The waiting list will be closed after 100 names and reopened when the list gets below 50 names or when the list no longer has eligible candidates for any one of the target populations.
- b. Property management staff will use e-mail, phone calls, and the postal service to actively work the waiting list, regularly notifying applicants of their position, communicating regularly with both applicants and third party contacts, to inform applicants and referring agencies of impending vacancies. Because an applicant's situation will likely change over time, all applicants will be notified of a vacancy regardless of position on the waiting list, or assumptions about a waiting list applicant's disability or income. The vacancy notification will list the unit's restrictions and state that the unit will go to the earliest waiting list applicant that meets the qualifications. Interested parties will be given two weeks to respond to the invitation. The notice will also state that, should no one on the waiting list qualify for that particular unit, property management will recruit applicants from among referring agencies and the general population. The waiting list (with names omitted) shall be made available to prospective tenants upon request. Applicants will 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 interest, or (3) the property management company, after reasonable effort, can no longer locate the applicant.

- c. Once an applicant has been identified as the first person 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 property management is to judge the applicant's ability to (a) pay rent on time; and (b) live peaceably with neighbors. Property management will do this by doing a credit and criminal background check, reviewing information on the application form, checking with former landlords and meeting with the applicant and any support service staff the applicant may wish to bring for support. If property management has concerns about an applicant's ability to conform to (a) or (b), above, there will be a conversation about possible accommodations on the part of the project or compensating support from the applicant's service providers. If an applicant requests reasonable accommodations in order to help him or her negotiate the rental process, he or she will receive them.
- d. The property management company will, after reviewing the application and checking references, in writing: (1) notify the applicant that they have been accepted; or (2) notify the tenant that their application has not been accepted for the stated reasons. In the second case, the applicant will be offered the opportunity to discuss the letter with property management and/or appeal the decision to the sponsor's asset manager.

(6) Tenant Screening:

All applicants will be screened for:

- a. Household size no greater than two individuals.
- b. Timely and substantially completed applications. (Property management will work closely with applicants and support services to facilitate this.)
- c. Ordinal position on a waiting list.
- d. Income restrictions as per regulations.
- e. Ability to pay rent each month as determined by property management review of credit information, third-party income verifications, and conversations with support service providers. In addition, a signed affidavit and/or a tax return may be requested from applicant.
- f. A credit and criminal background check will be run on each applicant prior to processing the application. Persons with a violent felony conviction that is still on parole will not be considered for residency. Bad credit must be explained. Persons must satisfactorily prove income sufficient to pay the rent and have enough for basic expenses.
- g. Ability to get along with his/her neighbors and refrain from interfering with the right of quiet enjoyment of others in the community.

In addition to meeting the above requirements, MHSA supportive housing tenants must also meet the below criteria:

- h. Verification that income is at or below 35% of AMI by using the Housing Authority, City of Los Angeles (HACOLA) or equivalent document as provided/required by LACDMH.
- i. Verification of homelessness as defined by HUD. Using forms provided HACOLA or equivalent document as provided/required by DMH.
- j. Verification that the applicant is a LACDMH client with a SFPR and is MHSA eligible.

n addition to meeting the above requirements, MHSA supportive housing tenants who wish to live in the units reserved for chronically homeless seniors must also meet the below criteria:

- k. Verification that income is at or below 25% of AML.
- l. Verification of chronic homelessness as defined by the State of California Governor's Homeless Initiative Notice of Funding Availability.
- m. Verification of disability diagnosis: a written, signed, and dated verification of a mental disability by qualified licensed clinical personnel, SSI eligibility documentation or other acceptable documentation.

Applications will be processed by the property management staff who will contact the applicant (directly or through the third party contact) 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 a property management representative, the applicant, and any supportive persons the applicant may wish to attend the meeting, including case management representation).

(7) Fair Housing and Reasonable Accommodation:

Applicants judged by property management to be unable to meet the above standards will be notified in writing of the cause of the denial. If an applicant requests reasonable accommodations in order to help him or her negotiate the rental process, he or she will receive them. . Applicants eligible for the MHSA units will be reviewed on a case-by-case basis, and management will work closely with supportive services staff to determine reasonable accommodations for MHSA housing applicants. Examples of reasonable accommodation can include, but may not be limited to, credit history requirements. Should a tenant be denied for tenancy, their denial letter will include an attachment outlining the appeals process and the support service agencies and arbitrators that may assist the applicant in an appeal.

(8) Appeals Process:

If a tenant at NoHo Senior Villas believes that management has acted so that their rights or status are adversely affected, or if they believe that management has not complied with the terms of the residential lease it entered into with them, then they are entitled to a hearing in accordance with the project's grievance and appeal procedure.

A tenant may request a hearing if they have a complaint about another tenant concerning their health and safety or others' health and safety or if the complaint in reference to the other tenant involves the maintenance and management of the project.

If a tenant applied for a unit and was rejected, they also have the right to request a hearing. At the request of the tenant/applicant, supportive services staff may be present at the hearing. The full appeal policy will be included in the management plan.

## D.4 Supportive Services

### Overview

The NoHo Senior Villas project responds to the unique needs of homeless, mentally ill adults and older adults age 55 and older in North Hollywood and the San Fernando Valley by connecting tenants to the full range of support services they need to gain increased independence, improve their physical and mental health and remain stably housed. These services include: intensive case management, a safe and secure housing environment, linkages to health and dental care, mental health care, life skills workshops, substance abuse treatment, self help groups, and more. Services will be designed around the anticipated needs of tenants, and will be continually developed to reflect the changing needs of the tenant population.

The MHSA eligible tenant will be offered services especially in the areas of mental health, substance abuse, health care, legal advocacy and proactive outreach and engagement. Intensive mental health services will be provided by the San Fernando Valley Community Mental Health Center (SFVCMHC) and will include case management, medication support, psychiatric services, crisis intervention, individual therapy, rehabilitation and therapeutic groups, and substance abuse treatment.

This 49 unit senior building, which will receive funding for 25 MHSA units, will be comprised of 48 one-bedroom units and a single two-bedroom manager's unit. The proposed building design features a wealth of community space including a landscaped roof deck and a large community room on the ground floor which opens to landscaped courtyard. The design also includes a management and leasing office, a flex / counseling space for examinations, and multiple case management offices. The building will be served by a single elevator and designated smoking area(s) will be established to accommodate tenants who smoke. The building will have a no-pet policy unless for the purpose of a reasonable accommodation.

The ground floor will serve as the primary service space where the case management, residential service coordinator, and property management offices will be located. A large community room will be located in the same area of the ground floor and will host activities, workshops, and classes. There will also be a flex office that partner agencies can use to assess and serve our residents. During move-in all new residents will be given an orientation to the building and will be shown where the service space and case management offices are located. They will also be shown where the mail boxes, bike racks, and laundry facilities are located.

All new tenants will receive an orientation on safety and emergency procedures. During the orientation, property management and the services staff will review all safety and emergency procedures and distribute all pertinent safety information and emergency contracts.

### DESCRIPTION OF SERVICES

- *Identify the primary service provider and discuss their specific experience providing supportive services to the target population.*

The target population at NoHo Senior Villas will be Homeless and Chronically Homeless seniors 55 years of age and older. PATH (People Assisting the Homeless) will be the lead service provider working with the target population. PATH was founded in 1984 with the mission "to break the cycle of homelessness by empowering people with the tools for self-sufficiency." Our programs connect homeless individuals and families from throughout Los Angeles County with an extensive continuum of housing (emergency, transitional, permanent), street outreach, job services, case management, and support services.

PATH has 25 years of experience providing supportive services to a diversity of homeless individuals, including homeless mentally ill seniors, and chronically homeless individuals. PATH operates residential programs out of three sites, all of which provide on-site and/or direct access to a full range of supportive services: the PATH Regional Homeless Center (RHC) in central Los Angeles (transitional housing), the PATH Westside Center in west Los Angeles (transitional housing), and the PATH Hollywood Center (interim housing). Last fiscal year, PATH provided supportive housing services to 878 homeless men, women, and children through our housing programs. Additionally, PATH provided supportive services to more than 4,000 homeless individuals, enabling them to move towards greater independence.

PATH has been providing services to homeless individuals and families, including homeless and chronically homeless adults 55 and older with persistent mental illness, since we were founded 25 years ago. Our PATH Hollywood Center (open since 2005) provides interim housing and linkages to supportive services specifically geared to serving the chronically homeless, including those with persistent mental illness, and regularly services individuals aged 55 and older. Our transitional housing programs (130 beds) are also open to homeless and chronically homeless adults 55 and older with persistent mental illness. From 2003 to 2007, we served an estimated 195 individuals aged 55 and older, with approximately 35% of our clients struggling with mental illness. PATH felt that the best way to address mental illness was to partner with accomplished agencies who specialized in mental health care and service. To address our clients and seniors 55 years and older who struggle with mental illness, PATH has partnered with Gateways Hospitals and has opened up a facility at the PATH Mall. We have also referred clients to outside agencies such as Pacific Clinics and Portals.

PATH is partnering with PATH Ventures to provide supportive services to homeless seniors, including those struggling with mental illness, at the Bonnie Brae Villas, a supportive housing project located in Los Angeles.

- ***Describe the proposed services including age-appropriate services for specific age groups. Identify when and how the supportive services will be available to the MHSA tenants.***

The target population is homeless and chronically homeless mentally ill adults and older adults ages 55 and older, a group with a higher proportion of medical and mental health problems than non-homeless persons of the same age. This is also a group likely to have numerous barriers to employment, including difficulty learning new skills due to a lack of education and chronic unemployment. They are also more likely to face challenges maintaining housing due to several factors including: difficulty in keeping their units clean, failure to pay rent, and possessing dementia and other forms of mental illness that compromise their ability to live independently.

Service providers and developers cited the following as the most important services needed for formerly homeless older adults: case management, mental health services, social activities, meals/food, medical care, and transportation. Thus, there is a critical need for intensive case management and service coordination to ensure that homeless mentally ill seniors gain the comprehensive range of support needed for them to find long-term housing and self-sufficiency.

PATH will provide the following services to MHSA tenants: case management and service coordination; community building, social, and recreational activities, including a tenant council; outreach and engagement of tenants; assistance with independent living skills including money management; linkages to educational services; linkages to community resources, health care, dental care, substance abuse treatment; and mental health services; and self help groups/peer services. PATH will establish MOUs with service partners and monitor compliance with MOUs. PATH staff will also act as primary liaison between property management, offsite service providers, and tenants, including mediating between tenants and property management. PATH also operates the PATHMall, a multi-service center located just

one block from the Beverly and Vermont Metro Red Line Station (less than ¼ of a mile). PATH will work to find transportation arrangements to get seniors from the Beverly and Vermont Metro station to the PATH Mall. This can be done through taxi ride or a van riding program. Although the majority of services will be provided onsite, the tenants will have the option to access the PATH Mall if they choose. PATH will provide clients with Metro bus and train tokens for transportation and partners with Traveler's Aid, an organization that provides transportation assistance. PATH also intends to explore programs like "City Ride" operated by the LADOT. The service coordinator will help tenants find bus and subway routes to their desired destinations. The service coordinator will also have copies of the maps and schedules for the bus and subway lines located in close proximity to NoHo Senior Villas.

At the PATHMall, tenants will have access to a full-service employment and training center, a personal care salon, legal clinics which are operated at the PATHMall, benefits advocacy, substance abuse counseling, mental health care, and health care. Services are voluntary and will be delivered both on-site and in the community. Services will be designed based on the anticipated needs of tenants, and will be continually evaluated and adapted to reflect the changing needs of the tenants.

**Case Management:** The onsite Case Manager will provide one-on-one case management for special needs tenants who wish to develop a personalized plan for greater independence and self-determination (ISP). The Case Manager will proactively outreach to tenants to encourage them to participate in case management with the frequency that is appropriate for the individual. Case Management staff will provide in-depth training and on-going support in the areas of independent living skills (health, hygiene, household cleanliness, nutrition, cooking/food planning, good neighbor practices), money management (budgeting, saving, paying bills on time, etc), and residential stability (help meeting lease obligations, including on-time rent payments). An Eviction Prevention Program will be implemented wherein the warning signs of lease violations and nonpayment of rent are identified and interventions are made by the Case Manager and property management staff to educate the tenant and create a plan for getting back into compliance with this plan.

For tenants with a single fixed point of responsibility (SFPR), the Case Manager will coordinate closely with the referring mental health provider to coordinate services to assist the tenant in reaching his/her goals and to prevent service duplication and tenant confusion. A log will be developed and maintained identifying each tenant, the referring mental health service provider and the assigned clinician with contact information. The case manager, with the consent of the tenant, will obtain copies of the tenant's coordinated care plan at the time of admission and maintain current copies as they are updated from the mental health service provider.

**Residential Service Coordinator:** Located on-site, the Service Coordinator, hired by PATH, will be proactively engaged with the tenants in activities and services beginning at the time of application. Applicants will be advised by the Service Coordinator of the services available on-site through marketing materials, workshops, and flyers. Tenants will receive "welcome packets" from the residential coordinator that provide information on local amenities, public transportation information, on-site activities and other "tips". The Service Coordinator will be responsible for publishing a monthly calendar that will be posted in public areas advertising on-site and off-site community activities and services. Throughout their residency at NoHo Senior Villas, the Service Coordinator will make regular attempts to encourage tenants to participate in services by knocking on doors, engaging in conversation in the common spaces, and cross-marketing of opportunities at all on-site events and activities.

**Mental Health Services:** The mental health service delivery strategy of San Fernando Valley Community Mental Health Center, Inc. (SFVCMHC) is comprised of MHSA programs that offer intensive mental health services to adults and older adults and include individual therapy and

rehabilitation services, case management, medication support, psychiatric services, crisis intervention, therapeutic groups, and substance abuse counseling.

SFVCMHC's MHA older adult staff will assess clients for housing program eligibility and provide continued support to help them maintain housing. The Full Service Partnership (FSP) and Field Capable Clinical Services (FCCS) staff is all field based and will meet with the clients at NoHo Senior Villas. When necessary, staff will help with transportation to SFVCMHC offices so that clients can see their psychiatrist. A client's mental health case manager will help him/her to use public transportation, link him/her to other transportation services such as Access Para transit and Cityride, assist him/her with taxi vouchers or bus passes, or personally transport the client to psychiatrists' appointments.

The program also provides Licensed Vocational Nurses (LVN) and a Licensed Psychiatric Technician (LPT) to assist clients with maintaining medication stability, healthy living, and increased access to medical care. The Substance Abuse Specialist is available to support clients in reducing harmful behaviors related to substance abuse and in maintaining sobriety. Drug testing is used as a therapeutic tool when needed. Additionally, the substance abuse specialist may accompany a client to a community based support group or conduct an onsite relapse prevention group. All treatment staff members make at least one monthly visit to their client's residence to assess living conditions and safety, which are then addressed with the client.

FCCS and FSP staff is available Monday through Friday, 8:30 AM to 5:00 PM. In case of a crisis that occurs after normal business hours, SFVCMHC maintains an After Hours on-call Response System. FSP clients have access to the FSP program staff through the on-call system 24 hours a day, 7 days a week. Clients are triaged through a phone call and if necessary staff will come out to the housing project after hours to institute a 5150 to hospitalize suicidal, homicidal, or gravely disabled clients. Designated clinical staff members are also authorized to assess and write for a 5150 onsite if required. FCCS clients have access to the SFVCMHC's on-call system as well. If they need to be hospitalized, the on-call clinician will work with the client to get him/her hospitalized.

**On-site activities:** On-site activities facilitated by peers/tenants, staff, and volunteers will include movie and game nights, reading groups, spiritual groups, arts and crafts, cooking classes, nutrition counseling, AA/NA meetings, anger management/non-violent conflict resolution classes, a monthly Tenant Advisory Board meetings, legal assistance, nutrition classes, and community volunteer opportunities such as getting involved in neighborhood councils, arts and craft groups, and recreation activities at North Hollywood Senior Citizen Center. Tenants will also have the opportunity to provide input on the types of activities they want. They can provide feedback at the Tenant Advisory Board meetings, during their case management sessions, and by submitting a written comment in the comment box.

**Linkages to mainstream resources and other community resources:** The Case Manager and Service Coordinator will work with other partner agencies to help tenants access mainstream resources such as government entitlement programs, social security, SSI/Disability, Medi-Cal, Medicare, food assistance, mental health services through the Los Angeles County Department of Mental Health (DMH), health care, substance abuse recovery, education and employment, low income utility assistance, and local government programs.

**Additional services to be provided by partners:** Northeast Valley Health Corporation (NEVHC) will offer health care services through their community clinics, located throughout the San Fernando Valley. NEVHC staff will provide health education, screenings and assessments, behavioral health, dental care, case management, care coordination, direct health treatment and referrals for specialized care. The CLARE Foundation will provide on-site outreach and assessment of tenants, individual and group counseling sessions as well as AA, NA and other self help group meetings. If a tenant requires more

intensive individual treatment or placement, CLARE Foundation staff will conduct an intake at one of CLARE's inpatient residential treatment programs. Tasteful Adventures will offer workshops in health, nutrition, cooking, and modification of recipes to the tenants at NoHo Senior Villas.

Additional volunteers and service providers will be recruited to provide other services identified as important by tenants or service providers including consumer rights & credit counseling, arts and crafts, field trips, cooking classes and nutrition counseling, AA/NA meetings, anger management/non-violent conflict resolution classes, after school tutoring, youth services, etc.

The Service Coordinator will take a proactive approach to engage tenants in activities and services beginning at the time of application. Applicants will be advised of the services available on-site through marketing materials and flyers. Tenants will receive "welcome packets" that provide information on local amenities, public transportation information, on-site activities and other "tips". A monthly calendar will be posted in public areas advertising on-site and off-site community activities and services. Throughout their residency at NoHo Senior Villas, regular attempts will be made to encourage tenants to participate in services by knocking on doors, engaging in conversation in the common spaces, and cross-marketing of opportunities at all on-site events and activities.

- ***Describe how you will assess the supportive housing needs of each tenant.***

When tenants first move into the NoHo Senior Villas, they will be given the opportunity to meet with the Case Manager, who will perform an initial assessment of the individual's service needs. Through this process, the Case Manager will work with tenants to identify priority needs, such as medical care, mental health care, stable income, education/vocational training, independent living skills, and other support services. This will be carried out in concert with the tenants' SFPR so that service duplication is avoided. At this time, the Case Manager will create a tenant file for the tenant, which will include information about their referring mental health provider and assigned Case Manager. The Case Manager will also, with the tenant's consent, obtain copies of the tenants' mental health coordinated care plans, which will be stored in the tenant file and updated as needed. In order to protect tenant confidentiality, tenant files will be kept onsite in a locked, secured location that only PATH case management can access.

Once the initial assessment is completed, the Case Manager will work with the tenant to develop an Individual Services Plan (ISP). Based on the initial barriers and needs identified, the ISP will include goals as identified by the tenant and may include securing employment, accessing education or training opportunities, accessing health care, addressing substance abuse issues, and goals for personal growth. As part of the ISP, the Case Manager will work with the Service Coordinator to provide tenants with access to on-site and off-site resources, including residential activities, life skills workshops, self-help groups, and a full range of supportive services.

- ***Specify how the supportive services plan promotes wellness, recovery and resiliency.***

PATH's mission is "to break the cycle of homelessness by empowering homeless seniors with the tools for self-sufficiency." The empowerment approach assesses not only the needs of individuals, but also their assets and strengths. Through peer facilitated or self help groups, and other leadership development activities such as Tenant Advisory Board participation and community service, formerly homeless and mentally ill tenants will discover and/or strengthen their own skills and abilities which help them to take responsibility for their own recovery, wellness, and resiliency. They will have the opportunity to shape the activities and services that take place at NoHo Senior Villas. They will also have the opportunity to integrate into the community and get involve in local groups like the Mid-Town NoHo Neighborhood Council which meets monthly to discuss and review issues and events going on in the North Hollywood community. The neighborhood council also organizes additional community meetings and organized

multiple events annually. They will have access to great community resources in the theatre, arts, and cultural programs located in the NoHo Arts Districts. Through these activities in the building and throughout the community, they will build the social skills and confidence which will contribute to their growth and wellbeing.

Through linkages to holistic healthcare services, including healthcare, mental health care, and substance abuse treatment, our tenants will achieve improved wellness and recovery. PATH services focus on the whole person and their physical, emotional, mental, and social needs. PATH Case Management will work to assist tenants to take control and organize their personal affairs. For example, PATH will work with tenants on taking their medication in the appropriate doses, consistently and on time. Additionally, case management can help clients budget their personal finances and offer a savings planning program.

The on-site supportive services team will provide the services directly or in collaboration with the other social services partners to connect tenants with the full range of mental health care, substance abuse treatment, health care, and other support services they need. PATH emphasizes community building activities, including social/recreational activities, to foster optimism and hope, combat isolation, and to encourage each individual to develop their own support network among neighbors, community members, friends, and family. In these ways, tenants can become thriving members of the community.

- *Describe your supportive service staffing pattern, including specific duties of each staff and the client to staff ratio.*

Services will be provided on site. Case Management and Service Coordination will be provided at a ratio of approximately 10 tenants: 1 staff person. The specific onsite staffing pattern will include the following staff:

#### **PATH**

- Case Manager (1 FTE): Will provide one-on-one client assessments, assistance in developing an Individual Needs and Services Plan, and on-going case management.
- Service Coordinator (1 FTE): Will assist clients in accessing the various offsite supportive services that they need and will coordinate with the tenants SFPR.
- Personal Care Cosmetologist (0.1 FTE): Will provide tenants with personal care services to assist tenants in maintaining proper hygiene.
- Volunteer Coordinator (0.1 FTE): Will work with volunteers to arrange special workshops and classes for tenants, as well as linking volunteers with direct service staff in areas where volunteer support is beneficial.

#### **San Fernando Valley Community Mental Health Center**

- Case Manager (0.5 FTE): Will provide mental health case management services.

#### **Claire Foundation**

- Substance Abuse Counseling (0.2 FTE): Will provide substance abuse counseling services.

#### **Tasteful Adventures**

- Nutrition & Cooking Classes (0.05 FTE): Will provide nutrition and cooking classes to interested tenants.

#### **Northeast Valley Health Corporation**

- Community Health Services: (0.2 FTE): Will provide tenants with primary and preventive healthcare.

PATH as the lead service provider will coordinate services through both their case manager and residential coordinator with all other service providers. MOUs between PATH and each of the service providers will establish the roles of each partner, including the times and days partners will be on-site at NoHo Senior Villas, the services that will be provided, and the systems of coordination between PATH and the partner.

- ***Describe the frequency of contacts (both formal and informal) between supportive services staff and MHSA tenants.***

All new tenants will meet with the Case Manager upon move-in for a new tenant orientation, and will be encouraged to complete a basic survey to identify the types of services in which they would like to participate. The Case Manager will then meet with each tenant with the frequency that is appropriate for the individual, which may range from multiple times per week to one or two times per month, to provide in-depth training in the areas of independent living skills (health, hygiene, household cleanliness, etc.), money management (budgeting, savings, paying bills on time, etc.), and residential stability (help meeting lease obligations, how to be a good neighbor, housing rights, etc.). All services and case management sessions are voluntary to the tenant and in no way jeopardize their housing if they decide not to participate.

Case Management and the property management company will meet weekly, providing a regular means of communication and ensuring that we are able to address concerns raised by the tenant in a timely manner. When tenants have a concern, PATH will give them the option to fill out a brief and confidential report or explanation of the problem which only PATH case management will have access to. Tenants will also have the option to meet with case management in person to discuss their issues before addressing property management, should the issue concern the manager. We will address all concerns of our tenants quickly and allow them to include their SFPR. Meetings involving the project sponsor will be arranged when the service provider or property management company deems the project sponsor's involvement necessary to address concerns raised by the tenant or any of the key partners. The purpose of the weekly meetings will be to discuss the progress of the service program and acting as a liaison between the tenant, the Property Manager, and the mental health provider to ensure that the tenant receives the services they need.

The Case Manager and Service Coordinator will also make contact with tenants informally on a regular basis, stopping to chat with tenants in the hallways, dropping in on life skills workshops, and being available to tenants to provide assistance as needed.

- ***Describe where both on- and off-site services will be delivered. Identify community linkages and how they will be accessed.***

Case Management and Service Coordination services will be provided in tenant's units or in the staff's office located on the ground floor of the building. Group activities, such as life skills classes, recreational activities, AA/NA meetings, etc., will be held in the community room located on the ground floor of the building next to the staff offices.

Off-site services will be offered at our partner service providers' locations, including:

- **PATHMall:** Located in the Regional Homeless Center at 340 North Madison Avenue, Los Angeles, California, 90004.
- **Northeast Valley Health Corporation:** health clinics located throughout the San Fernando Valley at 7107 Remmet Ave, Canoga Park, CA. 91303

When an off-site referral is provided, PATH will provide tenants with a referral form and bus tokens and directions to arrive at the community partner's offices. Case Management staff will contact the partner service provider to let them know the tenant is coming in, via phone call, and will follow-up with the tenant on the appointment.

PATH is committed to making referrals to and partnering with the DMH's Full Service Partnership Programs (FSPs) serving the target population in the area surrounding NoHo Senior Villas. The broad array of fully funded wrap around mental health services offered by FSPs is a critical and cost-efficient piece of the supportive service puzzle. The Case Manager will meet with the FSPs before lease-up to work towards an effective partnership when the building opens and will encourage them to refer their clients to the building for housing.

- ***Explain your approach to providing supportive services to the MHSA Housing Program target population while addressing the specific needs and issues associated with the target population and protecting tenant privacy.***

A report entitled "Strategic Housing Plan for Older Homeless Adults" by Shelter Partnership found that older homeless adults are more likely than other groups to face challenges in maintaining housing due to several factors including: difficulty in keeping their units clean, failure to pay rent, and possessing dementia and other forms of mental illness that compromise their ability to live independently. Service providers and developers cited the following as the most important services needed for formerly homeless older adults: case management, mental health services, social activities, meals/food, medical care, and transportation. This report highlights the critical need for intensive case management and service coordination to ensure that homeless and low-income seniors gain the comprehensive range of support needed for them to find long-term housing and self-sufficiency.

PATH will provide a full range of on-site and off-site services designed to create a broad "service safety net" for homeless adults and older adults. NoHo Senior Villas will target its recruiting efforts to identify adults and older adults (55 years +) who are homeless, and have severe and persistent mental illness (including chronic substance abuse). Through strategic outreach and marketing, efforts will be made to identify MHSA eligible tenants who are not currently being served, are institutionalized or at risk of being institutionalized and/or are receiving hospital or emergency room services. By incorporating the successful elements of on-site Case Management and Service Coordination staff, on-site partnering agencies, and a direct linkage to the PATHMall multi-service center, NoHo Senior Villas tenants can access the resources needed to maximize residential stability, live independently, and grow in an interactive, vibrant community.

PATH is committed to providing high quality care that is responsive to and respectful of the needs and cultural backgrounds of the diverse homeless population. The same level of commitment will be applied to ensure that NoHo Senior Villas tenants will receive culturally and linguistically appropriate services that address their immediate and on-going needs. Staff members will be recruited who can effectively relate to, and are representative of, the individuals who will reside at the residence and its surrounding community. The hiring of bilingual/Spanish staff members will be a priority, and when clients with other language needs arise, a telephone language line and additional bilingual staff and resources will be used for assistance. In addition, we have a network of agencies that provide assistance to our hearing-impaired clients. The staff will possess experience in working with homeless individuals, low-income seniors, those with mental illness and/or substance abuse problems, and/or other highly vulnerable populations, which will enable the staff to more effectively identify tenants' needs and offer assistance.

Staff members will also receive training on providing services that are sensitive to issues of race, gender, sexual orientation, and varying levels of physical and mental disabilities. Staff will also receive on-going

training on a variety of topics that pertain to improving and enhancing their ability to communicate with tenants, including interpersonal communication, assisting individuals with dual diagnosis, and cultural sensitivity. Services will be designed around the anticipated needs of tenants and will be continually developed to reflect the changing needs of the tenant population.

PATH has a shared commitment to maintaining the privacy of protected client information. PATH will require all of its program staff, and subcontractors, to acknowledge, in writing, an understanding of, and agreement to fully comply with, all such confidentiality provisions. All of our current and future programming is in compliance with HIPAA standards. All files, documents, and information about our tenants will be stored in a locked filing cabinet inside a case manager's office or storage room. All rooms where file cabinets are placed will be locked after hours and during work hours when a PATH staff member is not present.

### **SELF-DETERMINATION AND INDEPENDENCE**

- *Specify how the supportive services plan will assist tenants in working towards self-determination and independence.*

Case Management staff will provide in-depth training and on-going support in the areas of independent living skills/self-determination (health, hygiene, household cleanliness, nutrition, cooking/food planning, good neighbor practices), money management (budgeting, saving, paying bills on time, etc), and housing retention (help meeting lease obligations, including on-time rent payments).

Through community building and leadership development activities, including peer facilitated or self help groups, Tenant Advisory Board(s), and social/recreational activities, tenants learn and improve their social skills, life skills, self esteem, and therefore their self-determination and independence. The Tenant Advisory Board will be the main forum to involve tenants in the programming of the services and operations of the building. They will have the opportunity to express any concerns and issues with any service or facility related issue. They will also have the option to express any concerns and/or issues in their case management sessions or in a suggestion box. This approach will empower the tenants to have a voice in the operations and service programs at NoHo Senior Villas.

PATH staff will facilitate introductions between tenants and the local neighborhood councils, neighborhood watches, police advisory boards, park advisory boards, community centers, recreation centers, and community-based organizations and encourage tenants to seek out community organizations and activities that interest them.

On-site service providers will help tenants access mainstream resources such as government entitlement programs, social security, SSI/Disability, Medi-Cal, Medicare, food assistance, veterans' services, mental health care, health care, substance abuse recovery, education and employment, low income utility assistance, local government programs, etc. The Case Manager will also help tenants access services, coordinate and monitor care in cooperation with mainstream providers, and assist with necessary applications, documentation, and advocacy. The Case Manager will also provide referrals and coordinate appointments for off-site services for special needs such as HIV/AIDS services, intensive mental health and medical care, vocational services and education/training programs.

Additional volunteers and service providers will be recruited to provide other services identified as important by tenants or service providers including consumer rights & credit counseling, arts and crafts, field trips, cooking classes and nutrition counseling, AA/NA meetings, anger management/non-violent conflict resolution classes, etc.

**Peer Facilitated or Self Help Programs:** The PATH Case Manager and Service Coordinator will work with tenants to develop and facilitate their own peer services and self help groups based on the needs and skills of the tenants. These may include AA/NA meetings; groups focusing on specific issues including mental illness, homelessness, families, independent living, etc; cooking classes; spiritual groups; and more. The tenant council will be a peer-led group. In addition, Clare Foundation will assist in the development and facilitation of peer facilitated or self help groups focusing on substance abuse issues. PATH staff will recruit outside experts, if necessary, to help tenants design and implement additional peer facilitated or self help groups.

- *Discuss the specific community services/linkages that will be available to the tenants to assist them in achieving independence (e.g. employment, budgeting, financial training, educational and employment opportunities, and maintaining benefits).*

PATH will provide/link tenants to the following community services to assist them in achieving independence:

**Life skills training:** Case Management staff, partner service providers, and volunteers, will provide in-depth training and on-going support in the areas of independent living skills (health, hygiene, household cleanliness, nutrition, cooking/food planning, good neighbor practices), money management (budgeting, saving, paying bills on time, etc), and residential stability (help meeting lease obligations, including on-time rent payments).

**Linkages to mainstream resources and other community resources:** The Case Manager and Service Coordinator will work with other partner agencies to help tenants access mainstream resources such as government entitlement programs, social security, SSI/Disability, Medi-Cal, Medicare, food assistance, mental health care, health care (Northeast Valley Health Corporation), substance abuse recovery (CLARE Foundation), education and employment (PATHFinders Job Center, Chrysalis), low income utility assistance, local government programs, etc.

**Additional services to be provided by partners:** NEVHC will offer health care services through their community clinics, located throughout the San Fernando Valley. NEVHC staff will provide health education, screenings and assessments, behavioral health, dental care, case management, care coordination, direct health treatment and referrals for specialized care. The CLARE Foundation, will provide on-site outreach and assessment of tenants, individual and group counseling sessions as well as AA, NA and other self help group meetings. If a tenant requires more intensive individual treatment or placement, CLARE Foundation staff will conduct an intake at one of CLARE's inpatient residential treatment programs. Tasteful Adventures will offer workshops in health, nutrition, cooking, and modification of recipes to the tenants at NoHo Senior Villas.

Additional volunteers and service providers will be recruited to provide other services identified as important by tenants or service providers including consumer rights & credit counseling, arts and crafts, field trips, cooking classes and nutrition counseling, AA/NA meetings, anger management/non-violent conflict resolution classes, etc.

- *Describe any peer facilitated groups or self help programs that will be included in your plan. Please provide an explanation if these groups or programs will not be part of your plan.*

A Tenant Advisory Board will be established and participation will be open and voluntary to all tenants of NoHo Senior Villas. The Tenant Advisory Board will meet monthly and these will be mandatory meetings for property management and service coordination staff. The Tenant Advisory Board will provide input on house rules, management policies, building improvements, on-site supportive services,

recreational and community-building activities, etc. Property management and service coordination staff will assist in the planning and facilitation of these meetings and will proactively seek input from the Board on matters affecting the tenants. NoHo Senior Villas tenants will also be connected with local AA/NA meetings as needed.

The Tenant Advisory Board will operate according to the tenants of the NoHo Senior Villas. The tenants will have the ability to design their own mission statement and bylaws and to organize the Tenant Advisory Board to meet the needs of their community. The Tenant Advisory Board will consist of five board members: the president, vice president, treasurer, secretary, and representative. Board members will be nominated by a resident or themselves, voted in by a majority of the tenants, serve a term of one year, and have the option to run for re-election.

## **HOUSING STABILITY**

- *Identify specific services and efforts that you will employ to promote housing stability and retention.*

The Housing Retention Program is designed for the tenants at the NoHo Senior Villas to ensure that they receive the help they need to retain their housing. The program is developed around PATH case management working with tenants, as part of the development of the ISP and ongoing service provision, to help them understand their rights and responsibilities and provide assistance in abiding by the lease and paying rent and other bills on time. The program also focuses on early crisis identification, crisis prevention, and/ or crisis intervention.

Tenants will be introduced to the Housing Retention Program during their initial case management session, during which time they will also develop an ISP. The Housing Retention Program is a part of regular case management, as tenants are taught important life skills needed to retain permanent housing. The Housing Retention Program also involves training of all staff on the warning signs of a tenant crisis so that wrap-around services can be provided to help the tenant overcome their crisis situation and remain housed. If a tenant is deemed to be in crisis/at-risk of losing housing, a Housing Retention Plan will be developed with the tenant to help address the issues the tenant is facing so that the tenant retains housing.

The Housing Retention Program builds on the groundwork laid in case management meetings and life skills workshops during which tenants learn to budget and pay bills on time, be good neighbors, abide by the lease agreement and house rules, resolve conflicts, and live independently. Moreover, the Case Manager, through regular case management, casual observation and interaction, and coordination with property management staff, is able to identify the warning signs of tenant crises and intervene to prevent or resolve a crisis. When warning signs of lease violations or nonpayment of rent have been identified early, the Eviction Prevention Program will be implemented in conjunction with the property management, on-site service staff, the SFPR and tenant. The Case Manager will work in close coordination with property management staff and the SFPR to intervene to prevent eviction by identifying needs and providing an infusion of supportive services

The Case Management staff will receive training upon hire and refresher trainings throughout the year on the established Housing Retention Program policies and protocols. When a tenant crisis arises, the Case Manager will follow established Housing Retention Program policies and protocols. Policies include: documenting crisis warning signs in case notes, submitting written reports noting potential crises to supervisors, coordinating an infusion of wrap-around intervention and support services (e.g., mental health, medical, etc), developing a written Housing Retention Plan, and following-up to ensure the tenant receives the services s/he needs to retain housing.

- *Explain how the services provided will assist tenants to remain in their housing.*

The full range of supportive services provided to NoHo Senior Villas tenants will assist them to remain in their housing by equipping them with the skills and tools to manage their finances, maintain healthy interactions with their landlords and neighbors, and maintain healthy living practices. Each tenant will sign a lease and will have all of the rights and responsibilities of tenants living in the city of Los Angeles, including abiding by the rules of the lease and payment of rent. The PATH Case Manager and Service Coordinator will work with tenants, as part of the development of the Individual Service Plan (ISP) and ongoing service provision, to help tenants understand their rights and responsibilities and provide assistance in abiding by the lease and paying rent and other bills on time. Tenants will be introduced to the Housing Retention Program during their initial case management session. The Housing Retention Program will be part of their regular case management, as tenants are taught important life skills needed to retain permanent housing. As mentioned earlier, The Housing Retention Program also offers preventative measures to help the tenants avoid any crisis that jeopardize their housing.

An Eviction Prevention Program will be implemented wherein the warning signs of lease violations and nonpayment of rent are identified early. The Case Manager will work in close coordination with property management staff to intervene to prevent eviction by identifying needs and providing an infusion of supportive services, rent payment plans, etc. Through PATH case management, tenants will improve their money management skills, including budgeting, saving, and paying bills on time. Experts will be recruited to provide credit counseling and consumer rights training. Tenants will have the opportunity to improve their home-making skills, including hygiene, household cleanliness, nutrition, cooking/food planning, good neighbor practices, which will help them successfully live in their housing and retain their housing. If tenants are hospitalized or incarcerated, units will be held for them for up to 90 days. PATH will also work closely with the tenants' DMH case manager to identify resources that can help retain their housing if hospitalized or incarcerated. Although all services will be provided on a voluntary basis, staff will actively reach out to tenants on a weekly basis in order to engage them in the services program.

In the event a tenant becomes a danger to himself/herself, and/or others, the resident manager will contact the PATH Case Manager or the PATH Crisis Management team leader immediately by phone. Intervention can begin by phone until the Crisis Team arrives at the facility. Tenants will either be stabilized at the facility or admitted to inpatient care if the intervention is in the best interest of the client. In the event that the PATH Crisis Management team cannot be reached, the resident manager will contact DMH's emergency access line and/or utilize the tenant's assigned SFPR's emergency procedures or call 911 if necessary.

If the event is determined to be one of imminent danger, the Resident Services Coordinator or property management staff will immediately dial 911, give details of event and seek immediate assistance.

### **ENGAGING TENANTS IN SUPPORTIVE SERVICES AND COMMUNITY LIFE**

- *Explain the strategies you will employ to do the following:*
  - *engage tenants in supportive services*
  - *assist tenants in developing a sense of community within the housing project*
  - *assist tenants in re-integrating back into the larger community*

Though services are voluntary, PATH staff will take a proactive approach to engaging tenants in services beginning at the time of application. Tenants will receive welcome packets that provide information on local amenities, public transportation, on-site activities, and other 'tips' to help them thrive in their new

housing. A monthly calendar will be posted in public areas advertising community activities and services. Tenants will be invited to participate in the tenant advisory board, volunteer activities, and all services available on and off site. Throughout their residency, regular attempts will be made to encourage tenants to participate in services through case management, casual conversations, and cross-marketing of opportunities at all services and activities.

The Case Manager will work with local agencies, faith groups, and volunteers to develop an array of recreational and educational group activities to foster community within the NoHo Senior Villas, as well as to engage tenants to participate in supportive services and the local community at large. On-site activities will include: movie nights, reading groups, holiday celebrations, and art activities.

Additionally, all tenants will be encouraged to join the Tenant Advisory Board. During the initial operation of the property there won't be an established Tenant Advisory Board, but the tenants will be responsible in forming one with the help and guidance of the PATH Case Manager and Residential Coordinator. The tenant advisory board will meet monthly to discuss issues of relevance to tenants, including services that are needed and activities that are enjoyed. The Tenant Advisory Board will help build community at NoHo Senior Villas as the tenants collaborate on a regular basis.

Case Management staff will encourage tenants to become involved in community groups, such as neighborhood councils, civic groups (Rotary, Lyons, Kiwanis), and/or faith groups to help tenants to build a support system and become integrated into the larger community.

The service coordination services to be provided to tenants at NoHo Senior Villas are designed to connect tenants with the full range of mental health care, substance abuse treatment, health care, and other support services they need to move towards greater recovery and overall wellness and become thriving members of the community.

## **COMMUNICATION**

- ***Describe the policies and procedures that will be in place to assure prompt communication among the service provider, project sponsor and the property management company to address concerns raised by the tenant or any of these key partners.***

Every effort will be made to facilitate the achievement of consensus among John Stewart, PATH, PATH Ventures, and Clifford Beers Housing on decisions affecting tenants. The property management team, John Stewart and PATH will meet weekly to discuss tenant/building issues. Concerns between tenants and staff can also be raised and addressed in tenant advisory board meetings. These efforts will help in the early identification of problems/issues and rapid resolution. PATH will also have their own grievance procedure that the residents can utilize. Tenants will also be able to leave messages in a comment box and express any concerns during their case management meetings.

Most decisions will be reached and disagreements resolved through this process and by adhering to the terms of the MOU between the Clifford Beers Housing, PATH Ventures, John Stewart, and PATH. When parties cannot reach agreement on a course of action about tenant selection or eviction, Clifford Beers and PATH Ventures will make the final determination. For matters relating to service delivery, PATH will make the final determination. If agreement on matters cannot be reached, a mediator will be hired to assist in resolving the conflict.

All DMH clients will be advised of their rights under the DMH Patients Rights Grievance Process through their case managers.

- *Specify the policies and procedures to address admission, eviction, and conflict resolution issues including the appeals process and how the property management company will work collaboratively with the tenant, project sponsor, and/or service provider.*

The Property Management and the lead service provider will use the following criteria to screen for eligible tenants for the 25 supportive housing units at the NoHo Senior Villas: tenants must be an adult or older adult 55 years of age or older with a household income of 35% AMI or less; at least one household member must be diagnosed with severe mental illness or serious emotional disturbance and be homeless. The following criteria will be used to screen for eligible tenants for the 18 units reserved for chronically homeless seniors: tenants must be an adult or older adult 55 years of age or older with a household income of 25% AMI or less; at least one household member must be diagnosed with severe mental illness or serious emotional disturbance and be chronically homeless. Chronically homeless is defined as having been continuously homeless for a year or more during the past three years or having experienced four or more episodes of sustained homelessness during the past three years, as defined by the State of California Governor's Homeless Initiative Notice of Funding Availability. PATH will collaborate with DMH to screen all applicants applying for the MHSA units, verify applicants' homeless and chronically homeless status, and complete the MHSA tenant certification process.

Property Management applies the same screening criteria to all applicants and follows applicable fair housing laws and requirements and promotes equal opportunities for safe and affordable housing to all persons, regardless of race, color, gender, sexual orientation, religion, national origin, marital status, age, disability, HIV/AIDS status or place of residence. The project is obligated to offer qualified applicants with disabilities additional consideration in the application of rules and practices, or services and structural alterations, if it will enable an otherwise eligible applicant or tenant with a disability an equal opportunity to access the housing program. After receiving third-party verification of disability property management will make all efforts to supply the accommodation. Reasonable accommodation for persons with disabilities will be provided at all stages of the application, interview, selection and residency process, and will include adjustments to rules, policies, practices and procedures as needed on a case-by-case basis.

While occasional evictions are inevitable in supportive housing, they represent a waste of valuable, scarce resources. We recognize that for tenants, eviction can mean long-term homelessness, and for the property owner, evictions can mean expensive, contentious, and time-consuming court proceedings. Before beginning legal action, managers and staff will consider whether there are satisfactory alternatives.

An Eviction Prevention Program will be implemented wherein the warning signs of lease violations are identified early and interventions are made by the Case Manager and property management staff to educate the tenant and create a plan for getting back into compliance with the lease. This plan will include the identification of supportive service needs (mental health counseling, health care, money management, conflict resolution) and services will be made available to the tenant within 48 hours. Property management staff will be flexible in negotiating the terms of a "work out" plan with regards to late rent payments or other lease violations. When an agreement is reached, the case manager will meet with the tenant weekly to ensure that the tenant is abiding by the terms of the agreement. If the tenant is unable to comply with the work out plan for reasons related to their disability, additional reasonable accommodations will be made such as soundproofing a unit if the tenant is noisy, or having a tenant enter into a rehab program for substance and/or alcohol abuse. In addition, the Case Manager will work closely with the tenant's SFPR in order to identify any program that will help the tenant overcome his/her barrier. For rental payment issues, the Case Manager will help the tenant apply for DMH's eviction prevention and rental assistance programs.

During the eviction process, all evictions will be characterized by consistency, fairness, flexibility and accuracy. Grounds for eviction include: (1) nonpayment of rent; (2) causing serious physical harm to self, staff or others; (3) pursuing a criminal activity on the premises. Before the eviction process is underway, all other options will be explored before the eviction is executed. The eviction process is initiated by documenting the reason/s for eviction and a report is submitted by the property manager to the Director of Property Management and a copy is sent to the SFPR. If a tenant has a pattern of problem behavior and has already been clearly warned in writing, then a formal tenant conference should be arranged. The property manager should keep the meeting minutes of the conference. Any agreements that the tenant makes should be put in writing, read back to the tenant, and signed by all present at the meeting. Copies should be given to all present.

If a resolution is not reached during this time, the property manager will give copies of all case related documentation to the attorney. The attorney will prepare a notice and the property manager will serve the tenant with a Three Day Notice. After the Three Day Notice has been issued, a mandatory settlement conference will be set with the attorney at which time the tenant can appeal the eviction. The tenant may request that their own attorney and/or service provider be present. At the mandatory settlement conference, a settlement can be reached to: (1) move the tenant out; (2) tenant agrees to a stipulated agreement; (3) tenant agrees to pay back rent by signing a “pay and stay” agreement. If a settlement is not reached, the case will be set for a trial. All applicable local, state, and federal laws will be followed in the execution of the eviction process. Furthermore, the Case Management staff will work with the tenant and the SFPR to secure alternative living arrangements that are more suitable to the tenant’s needs.

There is a well developed appeals process for evictions in which tenants are advised and supported in their response by an employee-advocate. If an applicant or tenant wishes to appeal a denial of housing or an eviction they may make a request either by calling or writing the property manager and making a request to appeal. The appeal will be scheduled within 5 working days of receiving the request. The PATH Case Manager will be notified to attend the meeting held by the property manager and the applicant or tenant may also have an advocate such as the SFPR present at the appeal. Any decisions that are made at this appeal meeting may be again appealed in writing to the Director of Property Management, who will consult with the property manager and PATH program manager and respond within 10 working days.

- ***Specify the frequency of scheduled contacts/meetings among the key partners, the purpose and objectives of these meetings, and who should participate.***

The PATH Service Coordinator and Case Manager will schedule and facilitate bi-monthly meetings among all collaborative partners. These meetings will be mandatory for executive management from each collaborating agency that has an MOU with PATH to provide specific services at the NoHo Senior Villas. For the first 6 months, these meetings will be held more frequently as all partners confront the unique issues associated with this project. The purpose of these meetings will be to discuss general issues (not specific tenant issues) that arise related to service provision and coordination. The objectives will be to: share information about the property, supportive services, relevant regulations and requirements; provide training; share and learn from successes and challenges; identify service program shortfalls and new resources; and address other issues that arise. The PATH Service Coordinator and Case Manager will be in frequent contact with the tenant’s SFPR, and other service partners such as the Northeast Valley Health Corporation and Claire Foundation. This will assure that the PATH Case Manager and Service Coordinator will be well informed on the availability of the services, program updates, challenges, and offer feedback on the services.

- *Describe how service coordination will be accomplished with one and/or more service providers.*

Service Coordination will be overseen by PATH (People Assisting the Homeless). Through Case Management and Service Coordination staff, PATH will provide tenants with individualized assessments and service plans detailing the services to be accessed to help the tenant remain stably housed and achieve increased wellness and independence. PATH will coordinate with our on-site service providers (CLARE Foundation, Tasteful Adventures, Northeast Valley Health Corporation), as well as a range of off-site service providers (public benefits providers, legal aid, employment services, mental health providers, etc.) to ensure our tenants receive the full range of services they need. PATH will maintain MOUs with each of the on-site service providers that detail each provider's role in serving our tenants. When referrals are made off-site, PATH staff will contact staff at the partner provider to verify their capacity to serve our client, and will follow-up with the provider to ensure that the tenant received the needed services.

### **BUDGET**

Please See Attached.

### D.5 Supportive Service Chart

List all services to be provided to tenants of the MHSA Housing Program units, including any in-kind services essential to the success of your Supportive Services Plan. Feel free to add additional lines to the Supportive Services Chart table 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.		Indicate where the service is to be provided – on-site or off-site. For off-site services, indicate the means by which residents will access the service.
Case Management	Homeless, mentally ill	PATH	On-site
Service Coordination	Homeless, mentally ill	PATH	On-site
Money Management	Homeless, mentally ill	PATH	On-site
Life Skills Training	Homeless, mentally ill	PATH	On-site
Benefits Advocacy	Homeless, mentally ill	PATH	On-site
Health Care	Homeless, mentally ill	Northeast Valley Healthcare Corporation	Off-site
Substance Abuse Treatment	Homeless, mentally ill	CLARE Foundation	On-site
Cooking Classes	Homeless, mentally ill	Tasteful Adventures	On-site
Mental Health Services	Homeless, mentally ill	SFVCMHC	On-site

**Primary Service Provider: PATH (People Assisting The Homeless)**

(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.)