

PARKER APARTMENTS

A Community of Friends - 2009

D MSA Housing Program Supportive Housing and Services Information

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

Parker Apartments is consistent with the Los Angeles County's Mental Health Services Act (MHSA) Community Services and Supports (CSS) Plan as it pertains to objectives, planning, design, social services and targeted populations. Los Angeles County Department of Mental Health (LACDMH) recognizes and prioritizes the need to provide services to individuals who have Severe and Persistent Mental Illness, (SPMI) who are homeless. Parker Apartments will provide permanent, supportive housing that fosters independence and self reliance, but still allows access to additional supportive services that are appropriate to the needs of both homeless and chronically homeless individuals. Parker Apartments will also have supportive services which will be provided through on site service coordination and linkage. LAMP Community, as the lead service provider, has strong relationships and can provide referrals to partner service providers including Mental Health Advocacy services, Chrysalis, Good Samaritan Hospital and LA Tradetech. LAMP also offers an extensive range of supportive services which will be available to tenants on-site and at off-site locations. These providers will continue to provide primary mental health care services and other supportive services to tenants during the enrollment process and throughout their tenancy in the building. Mental health services provided by these providers will continue to be provided off-site at their respective facilities. These services shall include mental health assessment, therapy, rehabilitation, and collateral services; case management; crisis assessment and intervention; and medication support services. When appropriate, mental health providers will provide specified mental health services to tenants on-site at Parker Apartments. The services provided through the proposed supportive services plan will provide an enriched living experience for tenants to improve and maintain physical and mental health, gain increased independence, and live in a safe and secure housing environment. The activities of daily living such as securing food, protection from the elements, social relationships, employment and even adherence to mental health treatment goals, are significantly more difficult to manage without stable housing. Permanent housing is the optimum environment for stability.

D.2 Description of Target Population to be Served

Parker Apartments will be home to 14 special needs tenants, all of whom will be designated as MHSA households, for homeless individuals with diagnosed severe and persistent mental illness, per a licensed professional in accordance with Los Angeles County Department of Mental Health standards. The target population is adults 18 years of age and older, with no maximum age limit. Tenant incomes will not exceed thirty percent (30%) of Los Angeles Area Median Income (AMI).

The targeted population will require intensive 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 LACDMH through its network of Directly Operated and contracted providers who will serve as the Single Fixed Point of Responsibility (SFPR) for tenants. These services will include case management, medication support, psychiatric services, crisis intervention, individual therapy, rehabilitation and therapeutic groups, and substance abuse services or referrals to treatment, if appropriate.

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D.3 Tenant Selection Plan

How prospective tenants will be referred to and selected for your MHSa Housing Program housing development, including the tenancy application process, wait list procedure, and process for screening and evaluating tenants for participation.

Note: To assure equal access and equal opportunity to all, no one will be denied the opportunity to apply at Parker Apartments. However, successful applicants must meet program eligibility guidelines. LAMP, as the designated service provider for Parker Apartments, will review all applications and forward eligible applicants to the resident manager for income eligibility verification and certification.

D.3.1. Threshold Eligibility Criteria

The information provided below is a summary of the rental application process for Parker Apartments.

D.3.1.1 Program Eligibility Requirements: Occupancy shall be restricted in accordance with all program requirements.

D.3.1.2 Occupancy standards:

a) Units will be occupied in accordance with the following standards:

<u>UNIT SIZE</u>	<u>MINIMUM # of persons</u>	<u>MAXIMUM # of persons</u>
0 Bedroom	1	1

- b) Parker Apartments consists of fourteen (14) studio apartments for single adult occupancy only.
- c) The applicant must be eighteen (18) years of age or older. Each applicant must sign the appropriate consent forms and comply with the verification process.
- d) Applicants must be able to maintain the housing unit in accordance with local health standards and Housing Authority standards, with or without assistance.
- e) All applicants must have a valid Social Security Number and legal photo ID. If an applicant does not have these items, the applicants case manager or SFPR will help them obtain the necessary documentation.
- f) Since the housing units' square footage only allows for single adult occupancy, applicants that require a live-in personal care attendant do not qualify.

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- g) The assigned unit must be the tenant's primary place of residence.
- h) Total household income cannot exceed thirty percent (30%) of area median income.
- i) To meet with program requirements, tenants will not pay more than thirty percent (30%) of their adjusted income as rent. The actual rent amount will be determined by the Housing Authority of the City of Los Angeles.

D.3.1.3 Affordable Units:

<u>Proposed Affordability Restrictions</u>					
<u>Unit Type</u>	<u>% AMI</u>	<u># of Units</u>	<u>Max Rent</u>	<u>Utilities</u>	<u>Net Rent</u>
<u>Studio</u>	<u>30%</u>	<u>14</u>	<u>\$ 416</u>	<u>\$ 33</u>	<u>\$ 383</u>

*Approximate rental rates based upon 2009 current income limits published by U.S. Department of Housing and Urban Development and current housing authority utility allowances. Rental rates subject to change.

All applicants must meet certain underwriting guidelines detailed below. This project is subject to the requirements of several funding sources including the Mental Health Services Act Housing Program that have made it feasible. The above information reflects these requirements to the best of management's knowledge at this time but is subject to change if required for compliance with law, regulations or policy changes.

D.3.2 Other Eligibility Criteria

Other factors in determining the applicant's eligibility may include the applicant's demonstrated ability to pay his/her rent each month; the ability to care for his/her apartment, and the ability to get along with his/her neighbors and refrain from interfering with the right of quiet enjoyment of others in the community.

Landlord references will be obtained and may cover a five year history. Landlord references will help determine rental history including but not limited to non-payment of rent, repeated disruptive behavior, and chronic late rent payments. A determination will be made regarding whether or not the applicant has demonstrated a record of conduct which could constitute a material violation of Parker Apartments' Occupancy Agreement provisions or applicable tenancy law. If such a record of violations is documented,

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that will be considered grounds for a determination of ineligibility. Evictions three years or older *are not* grounds to reject an application. One eviction and unlawful detainer within the last three years may be grounds to reject an application, however Residential Service Coordinator or Case Managers or an SFPR will be allowed to request a reasonable accommodation based on tenant's disability. Further, an appeals process is available, as articulated in section D.3.7.

If landlord references are not available, applicants will be asked to provide as much information as possible regarding where they have been living for the past three years. On a case by case basis, if sufficient landlord references are not available staff may make reasonable accommodations to secure written references of social workers or others involved with the applicant in a professional capacity. Based upon these references, staff will decide if the applicant has demonstrated an ability and willingness to live peacefully with neighbors and refrain from behavior that jeopardizes the safety, security and peaceful enjoyment of the community. The level of support an applicant has, and the appropriateness of an applicant's needs with the services offered will be considered.

D.3.3 Marketing/Outreach

Parker Apartments will accommodate all applicants and tenants who have limited English proficiency. At minimum this means all advertising materials will be printed in both English and Spanish. LAMP and BMI staff will be trained to offer to pay for an interpreter in the applicant's or tenant's native language.

With respect to the treatment of applicants, the Barker Management Inc. (BMI) agent (Management Agent) will not discriminate against any individual because of race, color, creed, national or ethnic origin or ancestry, religion, sex, sexual preference, gender identity, age, disability, handicap, military status, source of income, marital status or presence of children in a household, acquired immune deficiency syndrome (AIDS) or AIDS-related conditions (ARC), or any other arbitrary basis. No criteria will be applied or information considered pertaining to attributes or behavior that may be imputed by some to a particular group or category. All criteria shall be applied equitably and all information considered on an applicant shall be related solely to the attributes and behavior of individual members of the household as they may affect residency as it pertains to the household's ability to adhere to the terms of the lease, likelihood of disturbing the peaceful enjoyment of other tenants, and ability to care for or provide care for the unit, with or without assistance.

Special marketing and outreach considerations will be given to special needs populations. Parker Apartments, L.P. has partnered with LAMP, who will be the designated supportive service provider for Parker Apartments. LAMP will be responsible for outreaching to community agencies serving special needs populations (see **Exhibit A**). As early as possible, but no later than six months before construction completion, comprehensive application materials will be made available to these agencies. LAMP will coordinate with staff at these agencies who will be working with consumers to apply for housing. LAMP will provide information about all aspects of the application process in order to eliminate as many obstacles to applying as possible. This will enable consumers of these agencies to anticipate and positively address

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issues such as obtaining identifications, birth certificates, landlord references, credit reports, criminal background reports and other applicable supportive documentation needed to complete the application process.

For persons with limited English proficiency, staff will be trained to offer to pay for an interpreter in the subject's primary language. All advertising and marketing materials will be printed in Spanish and English.

Notice may be given to these agencies and organizations by way of flyers, e-mails, telephone calls, and in-person visits. If specific agencies or organizations request information be given to consumers in the context of meetings, these requests will be honored, as staffing and resources allow.

In addition, during the formal lease up period LAMP will provide support to individual applicants as requested by any applicant.

Advertising and outreach efforts will occur in accordance with the property's Regulatory Agreement and Affirmative Marketing Plan. Advertising for this development will include the use of Equal Housing Opportunity logos to affirmatively market the units. Material to be used in affirmative marketing will include the following.

- A Fair Housing poster to be displayed in the place where interviews take place
- An Equal Housing Opportunity logo to be displayed on the development's sign
- An Equal Housing Opportunity logo to be displayed on the Marketing Brochure, flyers and other marketing materials. Marketing will be provided through the designated service provider, LAMP.
- Flyers and banners will be displayed at the property and at nearby community centers and social services organizations.

D.3.4 Referral Sources

To assure equal access and equal opportunity to all, no one will be denied the opportunity to apply at Parker Apartments. However successful applicant must meet program eligibility guidelines. LAMP as the designated service provider for Parker Apartments will review all applications and forward eligible applicants to the property manager for income eligibility verification and certification. Many of the potential tenants of Parker Apartments are expected to be referred from LAMP, the Los Angeles County Department of Mental Health, Salvation Army, House of Ruth, Beacon House, Portals, JWCH Institute and Downtown Women's Center.

LAMP's staff will meet with social service agencies and groups to increase referrals and facilitate the application process. LAMP employs three Residential Service Coordinators or Case Managers who will meet with social service agencies and groups to increase referrals and facilitate the application process.

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Additionally, LAMP has committed a staffing position to ensure compliance with HUD programmatic policies and funding grant requirements.

D.3.5 Application Process and the Waitlist

D.3.5.1 Referrals: All interested applicants will be referred to LAMP for program eligibility verification as defined in Section D.3.1 above. LAMP will then facilitate the completion of the MHSA Housing Program – Tenant Certification Application, and forward it to the MHSA Housing Policy & Development Unit for processing. This form will ensure that interested applicants are MHSA eligible and DMH clients as defined by LACDMH. LAMP will then refer all eligible applicants to the resident manager, BMI, for income verification. Upon receipt of applicant information from LAMP, BMI will complete the eligibility verification and fully apprise the Residential Service Coordinator or Case Manager of developments throughout the process. If an applicant is not certified, they will be referred to the DMH system navigator to obtain services.

All applicants will be initially interviewed by a representative of BMI, the Management Agent. It will be the responsibility of the Management Agent to inform the applicant in writing of approval. Upon approval of an application, the applicant, their Residential Service Coordinator or Case Manager and/or SFPR will also be notified. The Management Agent is also responsible for informing in writing applicants who are rejected. Applicants will also be informed of their option to appeal a rejection, and to request a reasonable accommodation.

D.3.5.2 Financial Verification Process:

- a) Upon initial occupancy, the tenant's income cannot exceed thirty (30%) of the area median income as published annually by the U. S. Department of Housing and Urban Development.
- b) In accordance with HUD occupancy guidelines set forth in the HUD Handbook 4350.3, all income and all assets, including bank accounts, will be verified in writing by the third-party source indicated on income certification form, including but not limited to:
 - Employment, Self Employment
 - Savings and checking
 - Pension
 - Disability
 - Asset verification, property, home, stocks, bonds, annuities, IRA, etc.
 - Government assistance, A.F.D.C., food stamps, etc.

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- Social Security
- Child Support/Alimony
- Non-Tuition Financial Aid.

c) A credit reference will be required covering the last five years. Any outstanding collections which exceed \$1,000.00 (medical expenses are exempt from this standard) are basis for denial of applicant. However, applicants can request reasonable accommodations before being denied. Foreclosure and bankruptcies are also basis for denial. Applicant will be considered for residency if s/he can prove that s/he moved as a result of a divorce and that the spouse was responsible for all debt. Applicants will also be informed of their option to appeal a rejection, and to request a reasonable accommodation. Given the characteristics of potential tenants for the MHSA units, management will remain open to negotiating with tenant and supportive services staff in regards to offering reasonable accommodation, before being denied for tenancy, due to their disability.

D.3.5.3 Waiting List and Offer for an Apartment

Tenants will be qualified under all applicable regulatory agreements by BMI. Tenants will be qualified under the Mental Health Services Act by LACDMH. Applications will be stamped, dated as they are received and then sorted for eligibility status. All qualification processing is subject to review and approval by A Community of Friends (ACOF).

Applicants will be offered only one apartment. If the offered apartment is declined, it is considered to be a withdrawal of the application by the applicant. Mitigating circumstances may be taken into account, such as an emergency situation or hospitalization. In such a case, if an applicant cannot accept an apartment during the initial lease-up of the building, the applicant's name will be placed on the waitlist in chronological order, based on the date of his/her application.

BMI's on-site staff will maintain one waiting list for the entire project. LACDMH will also maintain a referral list from which it will refer applicants once they have been certified. Applicants will be placed in the order of their application date and time. Those that are not selected as tenants will remain on the waiting list, and shall receive a letter informing them of their status with an estimate of when the next unit of the size and income designation they seek, based on previous turnover histories for similar housing projects, may be available.

In the event that the volume of applications received exceeds the number of available apartments and more than one applicant qualifies for the unit, the applicants will be offered the unit on a first completed application, for served basis. The other will go on top of the list until the next unit is available.

When the next 30-day notice is received by management, the management agent will notify the applicant at the top of the waiting list, as well as their referring SFPR or Residential Service Coordinator or Case

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Manager. If that applicant turns down the unit, the management agent will then proceed to the next person on the waiting list.

If an applicant on the waiting list rejects the first available unit, it is considered to be a withdrawal of the application by the applicant. However, efforts will be made to provide reasonable accommodation.

D.3.6 Tenant Screening

The screening process is conducted jointly by the designated service provider, LAMP, and the property management company, BMI and DMH. LAMP works with DMH and verifies program eligibility, i.e. that applicants meet the disability and homelessness criteria. At the request of the applicant, LAMP will also assist with reasonable accommodation requests and/or accompany the applicant to the interviews with BMI.

LAMP will obtain third party verification of disability and homeless status for all applicants. The applicant's Residential Service Coordinator or Case Manager or SFPR will verify the applicant's homeless status based on their personal knowledge of where the applicant currently resides, whether it be on the streets, in emergency housing, or in a transitional housing program. The applicant's health provider must verify the disability status for his/her client. This provider must be a licensed professional under current HUD requirements. Once this paperwork is received by LAMP personnel, it is reviewed and if necessary sent to the Compliance Manager for further review.

All applications and pertinent records are kept on-site at the leasing office. A separate file for active and inactive applications is maintained on-site according to date, time, and order received.

BMI will assign on-site leasing staff to the project. The leasing staff will be responsible for processing initial eligibility and income forms, applications and other records relevant to this function. Adequate staffing shall be provided to ensure timely processing of applications.

In accordance with HUD occupancy guidelines set forth in the HUD Handbook 4350.3, all income will be verified in writing on appropriate project income verifications forms. If assets are less than \$5,000, tenants will certify their assets by completing an Asset Certification Form. If assets are greater than \$5,000, all assets including bank accounts will be verified by the income source. All applicants will be required to sign a Child Support Affidavit.

D.3.7 Rejected Applications

Applications may be rejected for any of the following reasons.

- a) Blatant disrespect, disruptive, or anti-social behavior toward management, the property, or other tenants exhibited by an applicant or family member any time prior to move-in (or demonstrable history of such behavior)

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- b) A negative landlord or other reference, encompassing failure to comply with the lease, poor payment history, poor housekeeping habits, or eviction for cause
- c) A negative credit report
- d) Rent exceeding thirty percent (30%) of monthly income without a demonstrated ability to pay
- e) Falsification of any information on the application
- f) Household size that does not conform to the stated minimum and maximum sizes
- g) Income exceeding the percent of area median based upon income limits established at the property
- h) A history of poor housekeeping that indicates an inability to maintain the unit according to health and safety standards or present a dangers the tenant or the apartment community (reported by prior landlord reference)
- i) Personal History:
 - i. A history of violent or abusive behavior (physical or verbal), in which anyone in the applicant's household was determined to be the offender
 - ii. A lack of references from social workers or others involved with the applicant in a professional capacity if such references are required
 - iii. Other good cause, including, but not limited to, failure to meet any of the tenant selection criteria in this document

All rejected applicants will have the right to appeal the decision. The appeal must be received by the managing agent no later than fourteen (14) days after the rejection letter is received. Within three working days of receipt of an appeal, the appeal will be forwarded to the Director of Compliance or the Regional Manager of Barker Management, Inc and to ACOF's Director of Asset Management..

Applicants will also be informed of their option to appeal a rejection, and to request a reasonable accommodation. In addition, with the approval of the applicant, the referring Residential Service Coordinator or Case Manager will be given an opportunity to appeal any application denial based on information obtained from criminal record and landlord checks. However, all applicants will have to demonstrate that they meet program requirements.

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D.3.7.1 Eviction and Appeals:

Eviction: Absences over 30 days without prior notification to property management will be treated as an abandonment of a unit. Absences over 90 days will result in a termination of the subsidy and a termination of the subject tenancy. Notices to perform or quit will be issued for all lease violations. However, unless instructed otherwise by a tenant, residential services and the tenant's case manager will receive a copy of said notices. This gives residential services the opportunity to intervene on their client's /our tenant's behalf to prevent eviction and preserve tenancy. In addition, bi-weekly site staff meetings allow both residential services and property management to discuss and strategize about non-private (as determined by the tenant's case manager, services staff, management staff, and in compliance with HIPAA laws) behavioral concerns that might spill out into the community. Site staff, both residential services and property management can initiate an eviction, however all legal actions against tenants must be reviewed and pre-approved by the owner.

Appeals: At the request of an applicant or tenant, a reasonable accommodation request will be considered. In addition, with the approval of the applicant, the referring case manager will be given an opportunity to appeal any application denial based on information obtained from criminal record checks. However, all applicants will have to demonstrate that they meet program requirement.

D.3.8. Fair Housing

D.3.8.1 Reasonable Accommodations: Reasonable accommodations will be made to meet the needs of disabled applicants, including applicants with both physical and/or mental disabilities.

Management will apply the same screening criteria to all applicants. However, management is obligated to offer qualified applicants with disabilities additional consideration in the application of rules, practices, or services and structural alterations if said accommodation will enable an otherwise eligible applicant or tenant with a disability an equal opportunity to access and enjoy the housing program. Management is not, however, required to make a reasonable accommodation or physical modification if the accommodation or modification will result in an undue financial burden to the property or if it requires management to alter or change a basic component of the housing program.

If applicant has a physical or mental disability, and as a result of this disability there are reasonable accommodations that should be considered in his/her application, s/he will be asked to attach a note to his/her application describing the reasonable accommodation(s) s/he is requesting and why this should be considered in his/her application. The applicant may be asked to fill out a Reasonable Accommodation Request form upon receipt of his/her application and further information may be required from a certified medical provider, SFPR, and/or case manager to verify need for reasonable accommodations.

If as a result of a disability an applicant needs changes in the way the management agent communicates with them, the applicant should contact BMI or visit the leasing office and inform them of the change requested. This

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can include requests for notices and applications in large print, for those with a visual impairment, or to have applications sent to those with mobility impairments. In addition, BMI can be reached by TTY line for those with a hearing impairment by calling the California Relay Service at (888) 877-5379.

In addition, an applicant may request that the Case Manager and/or SFPR help with the application process. Services offered by the Resident Case Manager in this capacity include:

- explaining and filling out the application form;
- obtaining supportive documents need to complete your application;
- attending the property management interview with you;
- help with the appeal process;
- and help with a reasonable accommodation.

BMI will conduct targeted marketing to special needs populations, as described above. In conducting targeted marketing, BMI will follow all applicable fair housing and non-discrimination legislation and regulations.

All units are American with Disability Act (ADA) adaptable, as defined by the California Building Code. These units are designed with specific features for persons with mobility impairments, as well as hearing impairments and sight related impairments. Preference will be given to applicants who require a unit with the specific design features offered in accessible units in the development. All reasonable efforts will be made to rent accessible units to applicants who require or who could benefit from such units. Outreach will be conducted with agencies whose consumers require or could benefit from such units.

In the case of an accessible unit, when no qualified household has applied that requires the design features offered, then the unit will be offered to the next qualified household. This applicant will be required to complete a Lease Addendum form, whereby they agree to transfer to a non-accessible unit within the development should a tenant or applicant require an accessible unit.

The addendum states: "Tenant acknowledges that the unit now occupied by the tenant was specifically designed and adapted for occupancy for persons living with mobility, visual and hearing impairments needing accessible units. Tenant further acknowledges that the tenant does not need an accessible unit and that management retains the right to allocate accessible units to those who have the greatest needs for units. Tenant agrees that should another existing tenant, or applicant, need an accessible unit that the tenant, will upon thirty (30) days written notice from management, move to a different dwelling unit of comparable size and rent. Failure to accept or move to the offered unit shall be deemed material non-compliance with this Occupancy Agreement and be cause for termination of the Agreement."

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If after occupying the accessible unit, the physical condition of a member of the household changes and a household member would then benefit from continued occupancy in the accessible unit, the household would not be required to move.

D.3.8.2 Fair Housing: As the property management firm, BMI will comply with all State and Federal Fair Housing Laws. As such, BMI does not discriminate against any individual or family because of race, color, creed, national or ethnic origin or ancestry, religion, sex, sexual preference, gender identity, age, disability, handicap, military status, source of income, marital status or familial status children in a household, acquired immune deficiency syndrome (AIDS) or AIDS-related conditions (ARC), or any other arbitrary basis. Management will apply the same screening criteria to all applicants. However, management is obligated to offer qualified applicants with disabilities additional consideration in the application of rules, practices, or services and structural alterations if said accommodation will enable an otherwise eligible applicant or tenant with a disability an equal opportunity to access and enjoy the housing program. Management is not, however, required to make a reasonable accommodation or physical modification if the accommodation or modification will result in an undue financial burden to the property or if it requires management to alter or change a basic component of the housing program.

D.3.8.3 Policy on Privacy: The privacy of applicants will be guarded as conferred by the Federal Privacy Act of 1974. This in no way limits the management's ability to collect such information as may need to determine eligibility, compute rent, or determine an applicant's suitability for tenancy.

D.3.8.4 Pet Policy: Tenants may not keep any type of pet on the premises, with the exception of those persons with disabilities requiring service animals, or as otherwise required by law.

D.3.8 Consistency with County CSS Plan and MHSA Housing Program

Parker Apartments is consistent with the Los Angeles County Community Services and Supports by designating its units specifically to one (1) of the four (4) intended target populations. That is, Parker Apartments will target homeless adults with serious mental illness. In addition, Parker Apartments is consistent with the MHSA Housing Program by providing permanent supportive housing to tenants with serious mental illnesses who are homeless or at-risk of homelessness. Moreover, consistent with both plans to house low-income households in order to further assist in sustaining long-term permanent housing, Parker Apartments limits monthly rent to no more than thirty percent (30%) of area median income.

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D.3.9 Copy of the County Mental Health Department's Tenant Referral and Certification Process This will be provided by Los Angeles County Department of Mental Health.

D.4.1 Overview

Parker Apartments responds to the unique needs of chronically homeless, mentally ill homeless individuals in the Westlake neighborhood of Los Angeles by providing intensive case management, proactive outreach and engagement, and connecting tenants to the full range of support services they need to gain increased independence and remain stably housed, including: a safe and secure housing environment, mental health care, substance abuse services, linkages to health and dental care, medication support, psychiatric services, crisis intervention, individual therapy, rehabilitation and therapeutic groups, legal advocacy, job and educational services, and life skills workshops. Integrated services will be provided on an ongoing, flexible basis in concert with tenants' needs and priorities, individually and in group settings.

The 14 MHSa designated units will each house individuals and/or heads of households with diagnosed severe and persistent mental illness, per a licensed professional in accordance with LACDMH standards. Their incomes will not exceed 30 percent (30%) of Los Angeles Area Median Income. Intensive mental health services for the tenants of Parker Apartments will be provided by the Los Angeles County Department of Mental Health through its contracted Mental Health Service Provider LAMP or through the tenant's Single Fixed Point of Responsibility (SFPR), if LAMP does not have such authorization for a particular tenant. Intensive mental health services will include case management, medication support, psychiatric services, crisis intervention, individual therapy, rehabilitation and therapeutic groups, and substance abuse treatment.

D.4.2 Description of Services

D.4.2.1 Primary Service Provider & Experience Providing Supportive Services to the Target Population

Since its 1985 opening as a small, daytime drop-in center, LAMP Community has grown to become one of the nation's leaders in the provision of permanent supportive housing. LAMP has seven Los Angeles-area sites encompassing nearly 300 private apartment units, two semi-private communal residences housing 80 men and women, an art studio, medical facilities, and a wide array of on-site services. LAMP's 90-person staff assists over 1,200 individuals per year, all of whom were homeless (at entry) and have been diagnosed with a severe mental illness, and 90% of whom have co-occurring disorders such as chemical dependency and chronic medical conditions.

D.4.2.2 Description of proposed services including age appropriate services, and when and how supportive services will be available to the MHSa tenants

LAMP employs an integrative and individualized approach to providing services. When tenants first move into Parker Apartments, they will be invited to participate in a new tenant orientation with a .5 full time

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employee (FTE) Residential Service Coordinator or Case Manager. At this orientation, tenants will learn about the services and amenities offered at Parker. Tenants will be notified that all services are voluntary and will be given the opportunity to develop a Residential Service Plan-Initial Needs Assessment, with the assistance of the Residential Services Coordinator, of each household's service needs. Through the process the Residential Service Coordinator or Case Manager will assist tenants in identifying their individual priority needs such as medical care, mental health care, stable income, education/vocational training, independent living skills, and other supportive services. With tenant consent, the Residential Service Coordinator or Case Manager will also obtain copies of the tenant's mental health coordinated case plans which will be stored in the tenant file and updated as needed. The Residential Service Coordinator or Case Manager will meet regularly with each tenant to assess service options and progress using the Resident Service Plans.

ACOF's service delivery model is based on having tenants referred to our permanent housing by their existing mental health provider, providing on-site Residential Service Coordinator or Case Managers but having tenants continue to see their mental health provider off-site. The function of the Residential Service Coordinator or Case Manager is to develop Resident Service Plans (RSPs), coordinate and conduct independent living classes on-site, respond to emergencies by facilitating 24-hour access to tenants mental health and medical service providers, provide needed referrals for tenants to off-site resources, and finally to evaluate service outcomes. In addition, the Residential Service Coordinator or Case Manager will assist tenants in such daily activities as shopping, budgeting and maintaining appropriate relationships with other tenants, scheduling clinical appointments for mental health and physical health, scheduling and meeting appointments to obtain benefits, and receiving occupational testing and assessment. However, all services will be *voluntary*.

D.4.2.3 Describe how you will assess the supportive housing needs of the tenants

The Residential Service Coordinator or Case Manager's mission is to provide attention, support, and accountability to engage each tenant in addressing his/her challenges, remaining housed, and becoming more stable and independent. The Residential Service Coordinator or Case Manager will conduct an assessment that measures the degree of skills that are present in several areas. This includes cooking, cleaning, laundry, budgeting, shopping, use of transportation, mental health needs, self-management of symptoms, substance use issues, primary medical care needs, educational and employment goals, and planning leisure activities. Also, other needs for therapy are assessed, including resolving presenting psychosocial issues and increasing independence. In addition, the Residential Service Coordinator or Case Manager will assess the benefit status of tenants, identifying other benefits that are available that may enhance the tenant's current quality of life. Once the assessment is completed, the Residential Service Coordinator or Case Manager reviews the findings with the tenant and Supervisor, and short term goals are developed to increase daily functioning and independence.

LAMP will use service utilization forms to track tenant service "consumption" patterns. Service systems to be included in the utilization forms include physical health, mental health, substance use, legal, education,

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employment, on-site social/recreational, counseling, and case management. The tracking data will include frequency and timing of service use for the six months prior. The data will be collected from service providers, and recorded, compiled and analyzed by LAMP staff in order to monitor tenant progress toward their RSP goals, results of service referrals, participation in on-site group activities, and to identify/address any challenges. Service utilization data of the tenants will be mapped against desired outcomes to determine progress and make mid-course changes in services as needed. Service utilization data will be shared (while respecting tenants' anonymity and confidentiality) with appropriate external researchers in connection with ongoing efforts to measure the cost-effectiveness of supportive housing.

Each year, ACOF and LAMP staff will survey tenants. The survey is intended to gather individual tenant data regarding self-reported experiences and perspectives about their housing and the supportive services program. Staff will cross-reference surveys with case management notes and service utilization data in order to assess the quality and effectiveness of supportive services. Based on survey results, LAMP's program supervisor and representatives from the tenant population of Parker Apartments will make adjustments and improvements to program design and delivery. Participation will be voluntary, but staff will work to encourage representation that reflects the diversity of the community.

Since 1988, ACOF has been providing service-enriched, affordable housing for homeless persons with chronic mental illness. This model has been effective in serving the needs of our more than 800 formerly homeless and mentally ill individuals and families. Through these experiences, combined with periodic tenant surveys, monthly community tenant meetings at all of our buildings, and questionnaires requesting feedback about programs and property amenities, ACOF has been able to consistently design effective services and sites with good track records. Additionally, ACOF has historically had a tenant on the Board of Directors to ensure tenant input into policy, procedure and program decision making.

D.4.2.4 Specify how the supportive services plan promotes wellness, recovery and resiliency

As participation in supportive services is voluntary, tenants who choose to participate will work with their assigned Resident Services Coordinator on a weekly basis to ensure that they are working towards the individualized goals in their supportive services plan. The supportive services plan will include at least one, but generally two to three goals working towards self-determination and independence. The service plan will be used as a roadmap to help the tenant know what they are working on, the steps necessary to reach the goal and how the Resident Services Coordinator is supporting the tenant in reaching their stated goals.

Substance abuse services will be available on-site to assist tenants struggling with addiction. Residential Service Coordinator or Case Managers will refer tenants in cases of ongoing substance abuse that could lead to behaviors that would threaten their housing stability, to a rehabilitation program with an intensive treatment environment, to address relapse or detoxification. In such instances, the Residential Service Coordinator or Case Manager will provide the necessary support and work with the tenant to ensure continuity of care. Service staff will also develop policies and rent payment plans, and representative

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payees to assist tenants who are away from the building temporarily due to hospitalization, incarceration or treatment in an off-site facility, consistent with MHSA Housing Program Guidelines.

D.4.2.5 Describe your supportive service staffing pattern, including specific duties of each staff and the client to staff ratio. Add specific titles and ratios.

In order to ensure that tenants are contacted with appropriate frequency, LAMP's service delivery model is based on having one on-site Residential Service Coordinator or Case Manager per every 30 single tenant units. LAMP's services staffing will include 0.5 full-time Residential Service Coordinator or Case Manager working on-site, and one part-time Supervisor working at LAMP's office, all of which will be LAMP employees.

LAMP will recruit and supervise 0.5 full-time on-site Residential Service Coordinator or Case Manager whose primary singular responsibility is to help tenants remain stabilized and housed, and to manage service-related emergencies. The Residential Service Coordinator or Case Manager will have a professional Bachelor's-level degree in areas related to social work, psychology or a similar field, experience working with homeless, mentally ill, and/or substance abusing individuals, and extensive demonstrated knowledge about social service and housing resources in Downtown Los Angeles, South Los Angeles and the Pico Union area.

The Residential Service Coordinator or Case Manager meets regularly with each tenant to plan service options and progress per the Resident Service Plans (RSPs), which are developed by and with the tenant, with the assistance of the Residential Service Coordinator or Case Manager, and are designed around the specific needs of the individual. However, all services will be *voluntary*. The services supervisor will work closely with the on-site Residential Service Coordinator or Case Managers on day-to-day issues at Parker. The supervisor will meet with the Residential Service Coordinator or Case Managers each week to provide input to program operations, address emerging challenges or conflicts, and request program adaptations as needed. Regular meetings will be held to review progress toward plans and to fine-tune plans that require further attention. Additionally, LAMP will coordinate closely with the Residential Services Department of A Community of Friends to assure coordination of services and to address any pertinent tenant needs.

D.4.2.6 Describe the frequency of contacts (both formal and informal) between supportive services staff and MHSA tenants

While on-site, the Residential Service Coordinator or Case Manager will meet with each tenant at least once bi-monthly to resolve and assist in improving issues related to daily living, develop Resident Service Plans, conduct independent living classes, respond to emergencies, provide needed referrals for tenants to off-site resources, and to evaluate service outcomes.

The Residential Service Coordinator or Case Manager will be on-site Monday through Friday at times most convenient for tenants and will make daily efforts, as described above, to engage tenants in services. After hours emergencies will be handled through the LAMP's After Hours On-Call Crisis Response system.

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Details on how to access the On-Call Crisis Response System will be made available at the time of tenancy. Residential Service Coordinator or Case Managers will follow up with all after hours emergencies the next scheduled business day to determine the need for further assessment, support, and utilization of resources in order to maintain tenant stability

D.4.2.7 Describe where both on- and off-site services will be delivered. Identify community linkages and how they will be accessed

Through referrals LAMP can provide continuity of care by utilizing cost-effective, flexible resources to meet each tenant's needs. On-site Residential Service Coordinator or Case Managers will help the tenant identify programs for which they are eligible, assist with applications, and advocate on behalf of the tenant. For mental health interventions and medication support, tenants will have access to medication management and monitoring, either through LAMP or through the tenant's ongoing relationship with the LA County Department of Mental Health. Tenants who receive mental health services from another provider will continue to receive services from the same provider. For legal services, health care, benefits advocacy, peer advocacy, and adult education, tenants will be referred to outside providers such as Mental Health Advocacy services, Chrysalis, Good Samaritan Hospital and LA Tradetech, including services available at LAMP. Tenants are generally eligible for income programs such as General Relief, SSI or SSDI. Service staff will provide ongoing assistance throughout the process of obtaining entitlement benefits. Some of these services will be available off-site. The Residential Service Coordinator or Case Manager will arrange for transportation (bus or van) whenever necessary.

Via direct service and referrals, tenants of Parker Apartments will also have access to off-site services offered by LAMP, as well as other wrap around services appropriate to the population. The main programs offered by LAMP to Parker Apartments tenants are as follows:

Money Management and Representative Payee Services

LAMP offers personal banking services to hundreds of Skid Row residents, both housed and homeless, who have chosen to deposit their government disability checks and other income with LAMP. Personal bankers help individuals to maintain household budgets, pay bills, live on a limited income, and save money to help achieve longer term goals.

Benefits Advocacy Services.

Benefits advocacy services are provided to LAMP Community tenants and members. A full-time Benefits Advocate, with support from resident coordinators and service advocates, assist tenants in securing government benefits that they qualify for, generally SSI/SSDI and MediCal. The benefits advocacy process is confusing and arduous, so the benefits advocate is able to help the tenants break down the barriers, obtain appropriate documentation, attend necessary appointments and submit a complete and comprehensive application.

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Opportunity Knocks

Many of LAMP's clients and tenants begin their journey back into the workforce as part or full-time employees, paid interns, or volunteers at LAMP Community. LAMP's supported employment program provides on-the-job training, coaching, and workshops to help people strengthen professional skills, form new relationships, and establish a recent work history. Members work as peer advocates, receptionists, cooks, drivers, and data entry associates. Additionally, LAMP's two businesses, the Public Laundromat and Showers/Locker Rooms, are exclusively staffed by tenants and homeless people living with a severe mental illness. LAMP also offers extensive, individualized services for those seeking independent employment, education and volunteer positions throughout Los Angeles.

Art Studio-

As part of LAMP Community's mission of providing permanent and effective solutions to homelessness, LAMP Community operates a pioneering art collective in the heart of Downtown L.A.'s Skid Row. LAMP Community's 1,000-square-foot studio space offers homeless and formerly homeless men and women with mental illness on Skid Row the opportunity to learn and grow art skills in a wide array of media including painting, drawing, and photography. The studio is professional-level; it serves beginners and highly advanced artists with the same degree of respect and empowerment and provides a safe environment to learn visual and performing arts. Guided by a professional artist and guest instructors, participants receive training and technical support in drawing, painting, photography, and art history. In addition, the art project offers field trips to working artists' studios, museums, public murals, and places of natural beauty.

Village Wellness Center

The Wellness Center, established in 2007, is dedicated to treatment and recovery for homeless individuals and new tenants living with severe disabilities and addiction disorders. Its clinical team, consisting of psychiatrists, nurses, therapists, and advocates, will soon have newly renovated facilities to meet privately or in small groups with even more Skid Row residents as this service continues to grow. Wellness programs include mental and physical health care, medication management, counseling, harm reduction, recovery groups, nutrition, acupuncture, chiropractic care, and more.

D.4.2.8 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.

National experience and research suggests that when a homeless person is able to live in permanent housing connected with supportive services such as a treatment program, the potential is greatly increased for that person to live at lower risk of relapse, and with greater independence and responsibility economically and socially.

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LAMP's approach to providing supportive services to MHSA tenants is called Housing First. Conventional wisdom has long said that homeless people with disabilities had to "straighten up" before they could obtain housing. But people with severe disabilities cannot access treatment, let alone make dramatic changes in their lives, while struggling to survive on the streets.

LAMP treats housing as a prerequisite for coping with the debilitating challenges of mental illness, addiction, physical disability, chronic disease, and the trauma associated with 5, 10, even 20 years of homelessness.

Customer choice is central to all of LAMP's services. Historically, people with schizophrenia, bipolar disorder, and other serious mental illnesses have been denied a voice in decisions that affect their lives. But LAMP knows that personal choice is paramount to success in treatment and in all aspects of one's life. All services are voluntary, and tenants are encouraged to make their own life decisions in order to foster and promote self-efficacy.

Parker Apartments will adopt a client privacy and confidentiality protocol consistent with professional standards for social work and psychology and in full compliance with HIPAA. As a policy, Residential Service Coordinator or Case Managers and Services Supervisors are fully trained and familiar with the process of implementing this best practice in other settings similar to the project. They will ensure that the same standards are fully met. In addition, during the application process applicants will provide a release of information form, authorizing designated parties to access Department of Mental Health certification information.

Ensuring confidentiality, the tenant file will only be accessed by authorized on-site service provider staff as indicated per funding requirements. Consents and releases of information will be obtained in order to remain in compliance with current HIPPA regulations.

D.4.3 Self Determination and Independence

D.4.3.1 Specify how the supportive services plan will assist tenants in working towards self-determination and independence:

Tenants will work with their assigned Resident Services Coordinator on a weekly basis or as desired by the tenant to ensure that they are working towards the individualized goals in their supportive services plan. The supportive services plan will include at least one, but generally two to three goals working towards self-determination and independence. The service plan will be used as a roadmap to help the tenant know what they are working on, the steps necessary to reach the goal and how the Resident Services Coordinator is supporting the tenant in reaching their stated goals. In addition to weekly one on one meetings with their RSC, the RSC will help tenants with transportation to outside appointments, will link them to additional services, and will provide crisis assistance, when necessary. RSC also leads educational groups with the tenants as well as Tenant Council meetings and Community meetings. Tenants are encouraged to participate and attend meetings and groups in the Parker apartments, as well

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as to attend outside activities, groups, training programs, etc. These activities will all be included in each tenant's supportive services plan. Each tenant will be supported in their individual goals and will be provided individualized services to best meet their needs as well as their goals.

D.4.3.2 Discuss the specific community services/linkages that will be available to the tenants to assist them in achieving independence, i.e. employment, budgeting and financial training, educational and employment opportunities, maintaining benefits

The following services, more fully described in section D.4.2.7 are available to all tenants of the Parker Apartments in order to help them achieve greater Self-Determination and Independence:

Money Management and Representative Payee Services - LAMP offers personal banking services to hundreds of Skid Row residents, both housed and homeless, who have chosen to deposit their government disability checks and other income with LAMP. Our personal bankers help individuals to maintain household budgets, pay bills, live on a limited income, and save.

Benefits Advocacy Services – Assisting eligible LAMP members to get SSI benefits and MediCal Insurance.

Opportunity Knocks - Many of LAMP's clients and tenants, also known as members, begin their journey back into the workforce as part or full-time employees, paid interns, or volunteers at LAMP Community. Our supported employment program provides on-the-job training, coaching, and workshops to help people strengthen professional skills, form new relationships, and establish a recent work history. Members work as peer advocates, receptionists, cooks, drivers, and data entry associates. Additionally, our two businesses, the Public Laundromat and Showers/Locker Rooms, are exclusively staffed by tenants and homeless people living with a severe mental illness. LAMP also offers extensive, individualized services for those seeking independent employment, education and volunteer positions throughout Los Angeles.

D.4.3.3 Describe any peer facilitated or self-help programs that will be included in your plan. Please provide an explanation if this will not be part of your plan

The tenants of the Parker Apartments will be encouraged to and supported in creating: a tenant council group, peer-led self help groups as well as peer-led outings and social activities. The Resident Services Coordinator will provide support and resources to the tenants in the building in order to support these peer-led activities.

D.4.4 Housing Stability

D.4.4.1 Identify specific services and efforts that you will employ to promote housing stability and housing retention:

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LAMP will work to eliminate the barriers to housing encountered by homeless individuals. Once housed, services are made available to tenants although it is not mandated in order for tenants to remain in their units. Through relationship building, support staff will be able to assist with personal needs that result in self-sufficiency. In addition, the Residential Service Coordinator or Case Manager will assist tenants in such daily activities as shopping, budgeting, maintaining appropriate relationships with other tenants, scheduling clinical appointments for mental health and physical health, scheduling and meeting appointments to obtain benefits, and receiving occupational testing and assessments. The environment is supportive, providing encouragement rather than exclusion, denial, or termination of housing simply on the basis that a person is mentally ill or has a substance abuse addiction.

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. LAMP's Residential Service Coordinator or Case Manager will work with tenants, as part of the development of the Resident Service Plan 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. Legal Aid will provide workshops and legal assistance, if necessary, in the area of tenant rights and responsibilities.

With the express permission of each tenant, copies of all notices that have tenancy repercussions will be given to the site RSC. This affords Services personnel time to work with the tenant and thus avoid eviction. In addition, site staff (both services and property management) are expected to discuss at-risk tenancies during the regular site staff meetings. This allows for proactive measures before it becomes too late to save the tenancy.

D.4.4.2 Explain how the services provided will *assist* tenants in remaining in their housing:

The LAMP Residential Service Coordinator or Case Manager will monitor tenants for warning signs of lease violations and nonpayment of rent. The Residential Service Coordinator or 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. Service staff will also develop policies and rent payment plans and representative payees to assist tenants who are away from the building temporarily due to hospitalization, incarceration or treatment in an off-site facility. If tenants are hospitalized or incarcerated, units will be held for them for the maximum allowable time under funding guidelines.

With the express permission of each tenant, copies of all notices that have tenancy repercussions will be given to the site RSC. This affords Services personnel enough time to work with the tenant and thus avoid eviction. In addition, site staff (both services and property management) are expected to discuss at-risk tenancies during the regular site staff meetings. This allows for proactive measures before it becomes too late to save the tenancy.

D.4.5 Engaging Tenants

D.4.5.1 Explain the strategies you will employ to engage tenants in supportive services.

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When tenants first move into the Parker Apartments, they will be invited to participate in a new tenant orientation with a LAMP Residential Service Coordinator or Case Manager. At this orientation, tenants will learn about the services and amenities offered at LAMP. Tenants will be notified that all services are voluntary and will be given the opportunity to develop an Initial Needs Assessment, with the assistance of the Residential Service Coordinator or Case Manager, of each household's service needs. Through the process, the Residential Service Coordinator or Case Manager will assist tenants in identifying their individual priority needs, such as primary care medical, mental health care, vocational plan, and other support services. The Residential Service Coordinator or Case Manager will also, with the tenant's consent, obtain copies of the tenant's mental health coordinated case plans, which will be stored in the tenant file and updated as needed. The Residential Service Coordinator or Case Manager will meet regularly with each tenant to assess service options and progress through the Resident Service Plans.

Tenants will be advised of the services and activities available on-site through LAMP. 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. As the Residential Service Coordinator or Case Manager provides services to tenants, they will review additional services that are available as tenants demonstrate a need for such services.

The on-site Residential Service Coordinator or Case Manager, mental health and medical practitioners will spend time in common areas to proactively develop relationships with tenants to encourage them to access the services they need. As staff develop rapport with tenants, they will invite tenants to participate in any service or support that interests them and meets individual needs.

D.4.5.2 Explain the strategies you will employ to assist tenants in developing a sense of community within the housing project.

LAMP Community believes that building community among tenants is one of the healthiest and most effective steps toward community integration and wellness within buildings. Monthly community meetings where tenants are encouraged to attend, have input, learn about resources, talk about their residence, and, most of all, socialize and spend time with each other, are an important component to building community. Other strategies include outings, game nights, social activities and potlucks, tenant council, and educational groups and presentations.

D.4.5.3 Explain the strategies you will employ to assist tenants in re-integrating back into the larger community.

Tenants work closely with their Residential Services Coordinator to re-integrate and for some, integrate for the first time, into their larger community. Tenants are strongly encouraged and supported to participate in activities outside of the Parker apartments. These activities include but are not limited to employment, school, community events, re-connecting with family and friends, attending 12 step meetings, going to the library, doing community service and volunteer work, etc.

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D.4.6 Communication

D.4.6.1 Describe the policies and procedures that will be in place to assure prompt communication between the service provider, project sponsor and the property management company to address concerns raised by the tenant or the service provider, project sponsor or property management company.

ACOF's policy as lead developer is that the third party property management (Barker Management, Inc.), third party service provider (LAMP), ACOF's Asset Management department, and ACOF's Residential Services department will work hand-in-hand to address concerns raised by the team or tenants promptly. The primary responsibilities of the property manager are to coordinate with ACOF's Asset Management department during intake/lease-up; collect rent; process evictions; and prepare monthly reports, income certifications, and lender reports. Due to its small (14 unit) size, Parker Apartments will share a resident manager with ACOF's Brandon Apartments located across the street. In addition to the responsibilities listed above, the resident manager (an employee of the property management company) handle and resolve all tenant complaints regarding property management, take all requests for maintenance, and respond to after hour emergency situations. ACOF's Asset Management staff and residential services staff visit ACOF properties regularly to meet with the site staff, and discuss tenant, property, and service provider issues.

In addition to the procedures detailed below, ACOF strives to inculcate ACOF's mission and operational philosophy, by conducting quarterly trainings that involve asset management, property management and residential services staff. These trainings are focused on issues and procedures that affect the tenant population as well as team building, skills improvement, inter-departmental (services and property management) collaboration, and specific workshops aimed at improving service to the special needs population we serve. The trainings are also an opportunity for corporate staff to hear what works and what needs tuning directly from site operations.

ACOF has a five step grievance procedure that is followed to promptly address concerns raised by the tenants and to ensure the apartment community is being managed in a manner that is consistent with ACOF's operating philosophy.

The following process will be followed in the event that a tenant has a grievance against property management and/or services staff or rules:

- The tenant will first address his/her concerns with the staff member whom s/he has a concern.
- If tenant is not satisfied with the resolution, the concern is elevated to the appropriate Supervisor for resolution.
- If the tenant is not satisfied with the resolution, s/he may file a written grievance and submit it to ACOF's Grievance Resolution Board. ACOF's Director of Residential Services and/or Director of Asset Management will review the complaint and provide a written response.

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- If the concern remains unresolved, the tenant may seek review by ACOF's Grievance Resolution Board.
- Finally, if the tenant desires, the last step is to take the grievance to an outside mediator.

To provide similar responses to issues with tenants' outside case managers or mental health service providers, tenants will be provided with the Department of Mental Health grievance resolution information and contacts.

ACOF has a hands-on approach to property management; consequently property management is a shared responsibility between ACOF and the third party property management company. ACOF assures that the apartment community is being managed in a manner that is consistent with ACOF's operating philosophy by instituting the following policies and procedures at all its sites:

- Incident Reports: Within 24 hours and no later than the first business day after an incident, the Residential Service Coordinator or Case Manager /resident manager is required to forward incident reports directly to ACOF. This policy allows ACOF to monitor and provide proactive oversight to incidents that involve the use of the public emergency response systems and well as incidents that involve the communities in which our properties are placed.
- Weekly reports directly from the property management site staff: This ensures that ACOF's Asset Management department has real time information about the operating conditions at the sites. Consequently ACOF's Facilities Manager (FM) is able to provide timely oversight of maintenance; and ACOF's Asset Manager can provide proactive oversight of site conditions.
- Site Visits: ACOF's Service staff has bi-weekly meetings with site staff to address non emergency issues and to evaluate programming and site needs. ACOF's Asset Management Department visits each property at least twice monthly. ACOF's Facilities Manager is charged with conducting monthly site inspections and ACOF's Asset Manager visit each site monthly to participate in community meetings and/or or to conduct curb appeal inspections.
- Site Specific Performance Standards: As part of the budgeting process, ACOF's Asset Management staff develops site specific performance standards which are used to track actual vs. projected cash flow performance; compliance with the loan and documents and regulatory agreement; and progress with achieving corrective action.
- Compliance Matrix: Based on the Loan and Regulatory agreement, ACOF Asset Management department develops one page compliance matrix that acts as a handy tool for the resident management to use to administer compliance.

Parker Apartments will take several measures to ensure tenant safety. These measures include:

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- *Controlled Entry/Locks/Cameras/Gated Parking:* The building will be locked at all times. Each tenant will have his/her own card key to the building and door key to his/her unit. An intercom system will enable visitors to call individual units in order to gain entry to the building. There will be common area cameras, a site manager office at the ground-level entry area, and enclosed and secured parking.
- *Residential Staff CPR/First Aid Training:* Property management staff will be trained in fire safety, crisis intervention and First Aid/CPR. A site coordinator will reside in the manager's unit and will be tasked with responding to all crises.
- *Emergency and Disaster Preparedness:* Access to LACDMH-related psychiatric emergency teams, coordinated with the Pacoima Police Department, will be maintained at all times. A building-wide safety and evacuation plan will be developed for earthquake, fire and other potential disasters.
- *Neighborhood Vigilance:* LAMP and property management staff will work with the Police Department and the Tenant Advisory Committee to design and implement a neighborhood watch program within the building, tailored to a special needs population. The goal will be to give each individual the least restrictive setting possible commensurate with safety for all.
- Unarmed security guards will be hired to provide proactive intervention should the need arise. The hours and schedule will be tailored to meet the sites' needs.

D.4.6.2 Describe the policies and procedures to address admission, eviction, conflict resolution issues and appeals process and how the property management company will work with the tenant, project sponsor, and/or service provider:

D.4.6.2.a Admission: The information provided below is a summary of the Rental Application process of Parker Apartments

Program Eligibility Requirements: Occupancy is restricted to homeless individuals

Occupancy standards:

a) Units will be occupied in accordance with the following standards:

<u>UNIT SIZE</u>	<u>MINIMUM # of persons</u>	<u>MAXIMUM # of persons</u>
0 Bedroom	1	1

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- b) Every member of a tenant's household will be counted when determining unit size. This includes household members in the military or at school; anyone that will occupy the unit during the upcoming twelve (12) months.
- c) The head of household must be eighteen (18) years of age or older. Each adult applicant must sign the appropriate consent forms and comply with the verification process.
- d) Applicants must be able to maintain the housing unit in accordance with local health standards and Housing Authority standards, with or without assistance.
- e) All applicants must have a valid Social Security Number and legal photo ID. Birth certificates and/or proof of guardianship will be required of dependant minors. IF an applicant does not have these items, the applicants case manager or SFPR will help them obtain the necessary documentation.
- f) When a medical hardship is verified to the satisfaction of the managing agent, persons who would generally share sleeping quarters may be assigned separate bedrooms.
- g) Assigned unit must be household's primary place of residence.
- h) Total household income cannot exceed thirty percent (30%) of area median income.

To meet with program requirements, persons will not pay more than thirty percent (30%) of their adjusted income as rent. Actual rent amount will be determined by subject housing authority.

Affordable Units:

# of Units	Unit Size (BR)	Rent *	AMI %	1 Person Max Income	2 Person Max Income	3 Person Max Income	4 Person Max Income	5 Person Max Income	6 Person Max Income	7 Person Max Income
14	0	\$416	30%	\$16,650						

*Approximate rental rates based upon 2009 current income limits published by U.S. Department of Housing and Urban Development and current housing authority utility allowances. Rental rates subject to change.

All applicants must meet certain underwriting guidelines detailed below. This project is subject to the requirements of several funding sources including the Los Angeles Housing Department and the Mental Health Services Act Housing Program that have made it feasible. The above information reflects these requirements to the best of management's knowledge at this time but is subject to change if required for compliance with law, regulations or policy changes.

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Other Eligibility Criteria: Other factors in determining the applicant's eligibility may include the applicant's demonstrated ability to pay his/her rent each month; the ability to care for his/her apartment, and the ability to get along with his/her neighbors and refrain from interfering with the right of quiet enjoyment of others in the community.

Landlord references will be obtained and may cover a five year history. Landlord references will help determine rental history including but not limited to non-payment of rent, repeated disruptive behavior, and chronic late rent payments. A determination will be made regarding whether or not the applicant has demonstrated a record of conduct which could constitute a material violation of Parker Apartments' Occupancy Agreement provisions or applicable tenancy law. If such a record of violations is documented, that will be considered grounds for a determination of ineligibility. Evictions three years or older *are not* grounds to reject an application. One eviction and unlawful detainer within the last three years may be grounds to reject an application, however applicants' case managers will be allowed to request a reasonable accommodation based on tenant's disability. Further, an appeals process is available, as articulated in section D.3.7.

If landlord references are not available, applicants will be asked to provide as much information as possible regarding where they have been living for the past three years. On a case by case basis, if sufficient landlord references are not available staff may make reasonable accommodations to secure written references of social workers or others involved with the applicant in a professional capacity. Based upon these references, staff will decide if the applicant has demonstrated an ability and willingness to live peacefully with neighbors and refrain from behavior that jeopardizes the safety, security and peaceful enjoyment of the community. The level of support an applicant has, transitional living programs completed, and the appropriateness of an applicant's needs with the services offered will be considered.

Marketing/Outreach: Parker Apartments will accommodate as applicable all applicants and tenants who have limited English proficiency. At minimum this means all advertising materials will be printed in both English and Spanish and BMI staff will be trained to offer to pay for an interpreter in the applicant's or tenant's native language

With respect to the treatment of applicants, the BMI agent (Management Agent) will not discriminate against any individual or family because of race, color, creed, national or ethnic origin or ancestry, religion, sex, sexual preference, gender identity, age, disability, handicap, military status, source of income, marital status or presence of children in a household, acquired immune deficiency syndrome (AIDS) or AIDS-related conditions (ARC), or any other arbitrary basis. No criteria will be applied or information considered pertaining to attributes or behavior that may be imputed by some to a particular group or category. All criteria shall be applied equitably and all information considered on an applicant shall be related solely to the attributes and behavior of individual members of the household as they may affect residency as it pertains to the household's ability to adhere to the terms of the lease, likelihood of disturbing the peaceful enjoyment of other tenants, and ability to care for or provide care for the unit, with or without assistance.

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Special marketing and outreach considerations will be given to special needs populations. Parker Apartments, L.P. has partnered with LAMP, who will be the designated supportive service provider for Parker Apartments. LAMP will be responsible for outreaching to community agencies serving special needs populations (see **Exhibit A**). As early as possible, but no later than six months before construction completion, comprehensive application materials will be made available to these agencies. LAMP will coordinate with staff at these agencies who will be working with consumers to apply for housing. LAMP will provide information about all aspects of the application process in order to eliminate as many obstacles to applying as possible. This will enable consumers of these agencies to anticipate and positively address issues such as obtaining identifications, birth certificates, landlord references, credit reports, criminal background reports and other applicable supportive documentation needed to complete the application process.

For persons with limited English proficiency, staff will be trained to offer to pay for an interpreter in the subject's primary language. All advertising and marketing materials will be printed in Spanish and English.

Notice may be given to these agencies and organizations by way of flyers, e-mails, telephone calls, and in-person visits. If specific agencies or organizations request information be given to consumers in the context of meetings, these requests will be honored, as staffing and resources allow.

In addition, during the formal lease up period LAMP will provide support to individual applicants as requested by any applicant.

Advertising and outreach efforts will occur in accordance with the property's Regulatory Agreement and Affirmative Marketing Plan. Advertising for this development will include the use of Equal Housing Opportunity logos to affirmatively market the units. Material to be used in affirmative marketing will include the following.

- A Fair Housing poster to be displayed in the place where interviews take place
- An Equal Housing Opportunity logo to be displayed on the development's sign
- An Equal Housing Opportunity logo to be displayed on the Marketing Brochure, flyers and other marketing materials. Marketing will be provided through the designated service provider, LAMP.
- Flyers and banners will be displayed at the property and at nearby community centers and social services organizations.

Referral Sources: To assure equal access and equal opportunity to all, no one will be denied the opportunity to apply for tenancy at Parker Apartments. However successful applicant must meet program eligibility guidelines. LAMP as the designated service provider for Parker Apartments will review all applications and forward eligible applicants to the property manager for income eligibility verification and

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certification. Many of the potential tenants of Parker Apartments are expected to be referred from LAMP, Salvation Army, Downtown Women's Center, PATH, Alexandria House, Beacon House and Portals.

LAMP staff will meet with social service agencies and groups to increase referrals and facilitate the application process. Additionally, ACOF has committed staffing to ensure compliance with HUD programmatic policies and funding grant requirements.

Application Process and the Waitlist: Referrals: All interested applicants will be referred to LAMP for program eligibility verification as defined in Section D.3.1 above. LAMP will then facilitate the completion of the MHSA Housing Program – Tenant Certification Application, and forward it to the LACDMH Housing Policy & Development Unit for processing. This form will ensure that interested applicants are MHSA eligible as defined by LACDMH. LAMP will then refer all eligible applicants to the resident manager, BMI, for income verification. Upon receipt of applicant information from LAMP, BMI will complete the eligibility verification and fully apprise the Residential Service Coordinator or Case Manager of developments throughout the process. If an applicant is not certified, they will be referred to the system navigator to obtain.

All applicants will be initially interviewed by a representative of BMI, called the Management Agent. It will be the responsibility of Management Agent to inform the applicant in writing of approval. With the approval of the applicant, their Residential Service Coordinator or Case Manager and/or SFPR will also be notified. The Management Agent is also responsible for informing in writing applicants who are rejected. Applicants will also be informed of their option to appeal a rejection, and to request a reasonable accommodation.

Financial Verification Process: Upon initial occupancy, the tenant's income cannot exceed thirty-five percent (30%) of the area median income as published annually by the U. S. Department of Housing and Urban Development. In accordance with HUD occupancy guidelines set forth in the HUD Handbook 4350.3, all income and all assets, including bank accounts, will be verified in writing by the third-party source indicated on income certification form, including but not limited to:

- Employment, Self Employment
- Savings and checking
- Pension
- Disability
- Asset verification, property, home, stocks, bonds, annuities, IRA, etc.
- Government assistance, A.F.D.C., food stamps, etc.
- Social Security

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- Child Support/Alimony
- Non-Tuition Financial Aid

A credit reference will be required covering the last five years. Any outstanding collections which exceed \$1,000.00 (medical expenses are exempt from this standard) are basis for denial of applicant. Foreclosure and bankruptcies are also basis for denial. Applicant will be considered for residency if s/he can prove that s/he moved as a result of a divorce and that the spouse was responsible for all debt. Applicants will also be informed of their option to appeal a rejection, and to request a reasonable accommodation. Given the characteristics of potential tenants for the MHSA units, management will remain open to negotiating with tenant and supportive services staff in regards to offering reasonable accommodation due to their disability.

Waiting List and Offer for an Apartment: Tenants will be qualified under the Mental Health Services Act by LACDMH. Applications will be stamped, dated as they are received and then sorted for eligibility status. All qualification processing is subject to review and approval by A Community of Friends (ACOF).

Applicants will be offered one apartment. Mitigating circumstances may be taken into account, such as an emergency situation or hospitalization. In such a case, if an applicant cannot accept an apartment during the initial lease-up of the building, the applicant will be placed on the waitlist in chronological order.

BMI's on-site staff will maintain one waiting list for the entire project. LACDMH will also maintain a referral list from which it will refer applicants once they have been certified. Applicants will be placed in the order of their application date and time. Those that are not selected as a tenant will remain on the waiting list, and shall receive a letter informing them of their status with an estimate of when the next unit of the size and income designation they seek, based on previous turnover histories for similar housing projects, may be available.

In the event that the volume of applications received exceeds the number of available apartments and more than one applicant qualifies for the unit, the applicants will be offered a unit on a first completed application, first-served basis. The other will go on top of the list until the next unit is available.

When the next 30-day notice is received by management, the management agent will notify the applicant at the top of the waiting list, as well as their referring SFPR or Residential Service Coordinator or Case Manager. If that applicant turns down the unit, the management agent will then proceed to the next person on the waiting list.

If an applicant on the waiting list rejects the first available unit, it is considered to be a withdrawal of the application by the applicant. However, efforts will be made to provide reasonable accommodation.

Tenant Screening: The screening process is conducted jointly by the designated service provider, LAMP and the property management company, BMI. LAMP verifies program eligibility, i.e. that applicants

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meet the disability and homelessness criteria. At the request of the applicant, LAMP will also assist with reasonable accommodation requests and/or accompany the applicants to the interviews with BMI.

LAMP will obtain third party verification of disability and homeless status for all applicants. The applicant's case manager will verify the applicant's homeless status based on their personal knowledge of where the applicant currently resides, whether it be on the streets, in emergency housing, or in a transitional housing program. The applicant's health provider must verify the disability status for his/her client. This provider must be a licensed professional under current HUD requirements. Once this paperwork is received by LAMP personnel, it is reviewed and if necessary sent to the Compliance Manager for further review.

All applications and pertinent records are kept on-site at the leasing office. A separate file for active and inactive applications is maintained on-site according to date, time, and order received.

BMI will assign on-site leasing staff to the project. The leasing staff will be responsible for processing initial eligibility and income forms, applications and other records relevant to this function. Adequate staffing shall be provided to ensure timely processing of applications.

In accordance with HUD occupancy guidelines set forth in the HUD Handbook 4350.3, all income will be verified in writing on appropriate project income verifications forms. If assets are less than \$5,000, tenants will certify their assets by completing an Asset Certification Form. If assets are greater than \$5,000, all assets including bank accounts will be verified by the income source. All applicants will be required to sign a Child Support Affidavit.

Rejected Applications: Applications may be rejected for any of the following reasons.

- a) Blatant disrespect, disruptive, or anti-social behavior toward management, the property, or other tenants exhibited by an applicant or family member any time prior to move-in (or demonstrable history of such behavior)
- b) A negative landlord or other reference, encompassing failure to comply with the lease, poor payment history, poor housekeeping habits, or eviction for cause
- c) A negative credit report
- d) Rent exceeding thirty percent (30%) of monthly income without a demonstrated ability to pay
- e) Falsification of any information on the application
- f) Family size that does not conform to the stated minimum and maximum sizes
- g) Income exceeding the percent of area median based upon income limits established at the property

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- h) A history of poor housekeeping that indicates an inability to maintain the unit according to health and safety standards or present a dangers the tenant or the apartment community (reported by prior landlord reference)
- i) Personal History:
 - A history of violent or abusive behavior (physical or verbal), in which anyone in the applicant's household was determined to be the offender
 - No references from social workers or others involved with the applicant in a professional capacity are submitted if required
 - Other good cause, including, but not limited to, failure to meet any of the tenant selection criteria in this document

All rejected applicants will have the right to appeal the decision. The appeal must be received by the managing agent no later than fourteen (14) days after the rejection letter is received. Within three working days of receipt of an appeal, the appeal will be forward to the Director of Compliance or the Regional Manager of Barker Management, Inc and to ACOF's Director of Asset Management.

Applicants will also be informed of their option to appeal a rejection, and to request a reasonable accommodation. In addition, with the approval of the applicant, the referring case manager will be given an opportunity to appeal any application denial based on information obtained from criminal record and landlord checks. However, all applicants will have to demonstrate that they meet program requirements.

D.4.6.2.b. Eviction and Appeals:

Eviction: Absences over 30 days without prior notification to property management will be treated as an abandoned unit. Absences over 90 days will result in a termination of the subsidy and a termination of the subject tenancy. Notices to perform or quit will be issued for all lease violations. However, unless instructed otherwise by a tenant, residential services will receive a copy of said notices. This gives residential services the opportunity to intervene on their client's /our tenant's behalf to prevent eviction and preserve tenancy. In addition, bi-weekly site staff meetings allow both residential services and property management to discuss and strategize about non-private (in compliance with HIPAA laws) behavioral concerns that might spill out into the community. Site staff, both residential services and property management can initiate an eviction, however all legal actions against tenants must be reviewed and pre-approved by the owner.

Appeals: At the request of an applicant or tenant, a reasonable accommodation request will be considered. In addition, with the approval of the applicant, the referring case manager will be given an opportunity to appeal any application denial based on information obtained from criminal record checks. However, all applicants will have to demonstrate that they meet program requirement.

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D.4.6.3 Specify the frequency of scheduled contacts/meetings among the collaborative partners and the purpose and objectives who should participate:

ACOF's Service staff has bi-weekly meetings with site staff including LAMP case management staff and property management staff to address non emergency issues and to evaluate programming and site needs. ACOF's Asset Management Department visits each property at least twice monthly. ACOF's Facilities Manager is charged with conducting monthly site inspections and ACOF's Asset Manager visit each site monthly to participate in community meetings and/or or to conduct curb appeal inspections.

In order to ensure open and clear collaboration, coordination, and communication between services and asset management representatives, quarterly meetings will be held between representatives from ACOF's Asset Management Department, BMI, LAMP, and the Department of Mental Health.

D.4.6.4 Describe how service coordination will be accomplished with one and/or more service providers.

LAMP staff will take the lead role in ensuring that the on-site Residential Service Coordinator work in conjunction with other programs under LAMP's umbrella so that referrals and services are seamlessly provided to tenants. Regular case coordination meetings will take place to include staff of LAMP, outside providers, and the tenant so that plans are reviewed and everyone is in agreement about the direction of service. In this way, continuity of care is achieved and providers form a support network that helps the tenant to progress forward. Outside service providers, including social services agencies, faith-based service agencies, community provider organizations, educational providers, and employers, will participate in individual case conferences as appropriate and with the consent of tenants. Team meetings will be scheduled as needed with the tenants consent to address the specific needs of each individual and develop supportive plans. LAMP will serve as the Single Fixed Point of Responsibility in coordinating services and continuity of care so that tenants receive the best services possible within a seamless system of care.

Exhibit A

Parker Apartments

Name of Agency

1. Alexandria House
2. Asian Pacific Woman's center
3. Beacon House
4. Catholic Charities
5. Downtown Mental Health
6. Enki
7. House of Ruth
8. Jovenes Inc
9. L.A. Family Housing Cesar Chavez
10. Los Angeles Mission
11. Midnight Mission
12. My Friends Place
13. Path
14. Prototypes
15. Salvation Army

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D.5 Attachment F Supportive Services Chart

Supportive Service	Target Population	Service Provider(s)	Service Location
Service Coordination	Homeless/Mentally III	LAMP Community	On-site
Substance Abuse Services	Homeless/Mentally III	LAMP Community and Referral Agencies	On-site and off-site
Vocational/Job Training	Homeless/Mentally III	LAMP Community	On-site and off-site
Benefits Advocacy	Homeless/Mentally III	LAMP Community	On-site
Money Management	Homeless/Mentally III	LAMP Community	On-site and off-site
Legal Services	Homeless/Mentally III	Referrals made by LAMP Community	On-site
Wellness Center Services	Homeless/Mentally III	LAMP Community	Off-site
Medical Services	Homeless/Mentally III	Referrals made by LAMP Community	Off-site