

Item D.7 Supportive Services Plan

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

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

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

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

Response:

1. A description of the anticipated needs of the MHSA tenants

The Courtleigh Villas responds to the unique needs of the homeless individuals with a mental illness in the Mar Vista and surrounding areas by providing intensive case management and connecting residents to the full range of support services they need to gain increased independence and remain stably housed, including: a safe and secure housing environment, linkages to health and dental care, mental health care, job & educational services, life skills workshops, substance abuse treatment, self help groups, and more. Services will be designed around the anticipated needs of residents, and will be continually developed to reflect changing needs of the tenant population.

The MHSA population will require more intensive services especially in the areas of mental health, substance abuse, health care, legal advocacy and proactive outreach and engagement. Mental health services will be provided through LACDMH's network of mental health providers to include but not limited to case management, medication support, psychiatric services, crisis intervention, individual therapy, rehabilitation and therapeutic groups.

2. The supportive service provider's initial and ongoing process for assessing the supportive service needs of the MHSA tenants

When residents first move into the Courtleigh Villas, they will be invited to participate in a new tenant orientation with a PATH Ventures service coordinator and the property manager. At this orientation, tenants will learn about the services and amenities offered at the Courtleigh Villas. Tenants will be notified that **all services are voluntary** and will be given the opportunity to work with the service coordinator to perform an initial assessment of each household's service needs. Through this process, the service coordinator will work with tenants to identify priority needs, such as health care including preventative care, mental health care, stable income, education/vocational training, independent living skills, and other support services. At this time, the service coordinator will create a tenant file for the resident household, which will include information about their mental health and other service providers. With the resident's consent, the service coordinator will obtain copies of the residents' mental health coordinated care plans that will be stored in the tenant file and updated as needed. Ensuring confidentiality, the tenant file will only be accessed by authorized on-site service provider staff. Tenant files will be stored in a locked cabinet within a PATH Ventures locked office separated from the property management offices.

Once the initial assessment is completed, the service coordinator will work with the tenant and his/her family to develop an Individual Services Plan (ISP). The ISP is based on the needs assessment conducted at intake, and includes goals established by the tenant such as securing employment, accessing education or training opportunities, accessing health care, addressing substance abuse issues, and goals for personal growth. As part of the ISP, the service coordinator will provide tenants with access to on-site and off-site resources, including residential activities, life skills workshops, self-help and peer support groups, and a full range of supportive services. ISP's will be updated regularly, with client re-assessments and ISP updates occurring at least every six months. All services are voluntary.

3. A description of each service to be made available to the MHSA tenants, to include where and how the service will be delivered, the frequency of the service delivery and identification of the service provider. A description of the available services and supports should include, but not be limited to:

- A. Mental health services
- B. Physical health services (including prevention programs)

- C. Employment/vocational services**
- D. Educational opportunities and linkages**
- E. Substance abuse services**
- F. Budget and financial training**
- G. Assistance in obtaining and maintaining benefits/entitlements**
- H. Linkage to community-based services and resources**

PATH Ventures service coordinator will recruit and schedule on-site services, provide linkages to off-site services, facilitate social/recreational activities, facilitate tenant council, facilitate peer group meetings, establish & monitor compliance with MOUs with service partners, maintain the community bulletin board and distribute fliers and other materials to residents advertising events and services, supervise volunteers, act as primary liaison between property management, owners, service providers, mental health services provider [Single Fixed Point of Responsibility (SFPR)], and tenants, including mediating between tenants and property management in the event of complaints or behavioral problems which could possibly lead to an eviction and facilitate a healthy living environment for all residents. There is a critical need for intensive case management and service coordination to ensure that homeless residents with a mentally illness gain the comprehensive range of support needed for them to find long-term housing and self-sufficiency.

Description of Services made available to MHSA tenants:

Mental Health Services: Through its network of mental health providers, LACDMH will provide mental health services including but not limited to the following services: assessment, medication management and support, case management, coordination of services off-site and/or on-site.

Physical Health Services: On-site service coordinator will help resident's access services through local medical providers, health clinics and hospitals as appropriate with goal of obtaining a medical home.

Employment and Vocational services: On-site service coordinator will identify employment and education related community resources available to the residents. These resources could include assistance with resume writing, job readiness, and job search.

Educational opportunities and linkages: On-site service coordinator will assist residents who seek to further their education by researching local colleges, schools and vocational agencies. Staff will help residents to identify a school and complete admittance or financial aid forms.

Substance Abuse Services: Residents seeking substance abuse services will be referred off-site to one of several treatment centers. Some of the agencies PATH Ventures refers residents to in the city of Los Angeles include the CLARE Foundation, Tarzana Treatment Center; and Behavioral Health Services.

Budget and Financial Training: On-site service coordinator will provide materials and referrals related to money management education and budgeting.

Assistance in obtaining and maintaining benefits/entitlements: On-site service staff will assist residents with referrals for eligibility determination and applications.

Linkage to community-based services and resources: The service coordinator will work with other partner agencies to help residents access mainstream resources such as government entitlement programs, social security, SSI/Disability, Medi-Cal, Medicare, food assistance, veterans' services, mental health care, health care, substance abuse recovery, education and employment, low income utility assistance, local government programs, etc. The service coordinator will also help residents to access services, coordinate and monitor care in cooperation with mainstream providers, and assist with necessary applications, documentation, and advocacy. The service coordinator will also provide referrals and coordinate appointments for off-site services for special needs such as HIV/AIDS services, intensive mental health and medical care, vocational services and education/training programs. Group meetings and workshops will be available minimally once per month in addition to assistance offered in regular case management meetings.

PATH Ventures has formed partnerships with many agencies to provide services at other developments. These partners include: The Fair Housing Foundation; The Legal Aid Foundation of Los Angeles; California

State University, Long Beach; Northeast Valley Health Corporation; CLARE Foundation; We plan to work with all of these agencies to create a network of resources available to our clients either on or off site.

Peer Services & Self Help Groups:

PATH Ventures service Coordinator will work with residents to develop and facilitate their own peer services and self-help groups based on the needs and skills of the residents. These may include AA/NA meetings; groups focusing on specific issues including mental illness, homelessness, families, independent living, cooking classes; spiritual groups; and more.

Assistance with independent living skills:

Services staff will assist residents to maintain their housing and achieve independence. The service coordinator will work with clients, when appropriate, to assess and apply for public benefits in an effort to increase self-sufficiency and maintain housing. Life skills will be incorporated into tenant meetings and most educational and recreational activities for tenants. The service coordinator will work with tenants in individual and group settings to ensure that those who wish to participate are learning basic independent living skills such as self-esteem, money management, budgeting and money management, housing keeping, appropriate and safe use of household equipment, ease of access to services and resources, etc. In addition, group activities such as game night, movie night, and walking groups will be offered in addition to the services offered by the case management staff.

Services Coordination:

All residents of the Courtleigh Villas will be provided with on-site services coordination. The service coordinator will recruit and schedule on-site services, provide linkages to off-site services, facilitate social/recreational activities, facilitate tenant council, facilitate peer group meetings, establish and monitor compliance with MOUs with service partners, maintain the community bulletin board and distribute fliers and other materials to residents advertising events and services, supervise volunteers, act as primary liaison between property management, owners, service providers, and tenants, including mediating between tenants and property management in the event of complaints or behavioral problems which could possibly lead to an eviction; and facilitate a healthy living environment for all residents. The on-site staff will provide referrals and on-going support in the areas of independent living skills (health, hygiene, household cleanliness, nutrition, cooking/food planning, good neighbor practices), money management (budgeting, saving, paying bills on time, etc.), and residential stability (meet lease obligations, including on-time rent payments). When warning signs of lease violations or nonpayment of rent have been identified early, an Eviction Prevention Program will be implemented in conjunction with the property management, on-site service providers, SFPR and tenant. Service staff will work in close coordination with property management staff and SFPR to intervene to prevent an eviction by identifying specific needs and providing an infusion of supportive services to address these issues. The intent of the services coordinator is not to provide direct services to residents but instead to connect residents to services.

Community Building and Outreach and Engagement of Tenants:

Tenants will be advised of the services and activities available on-site through flyers posted on doors, monthly calendar of events posted in public places, casual contact with service staff in common spaces, tenant newsletter, and Tenant Council. Tenants will receive "Welcome Packets" that provide information on local amenities, public transportation information, and on-site activities. Although all services will be provided on a voluntary basis, staff will actively reach out to residents on a weekly basis in order to engage them in the services program. Service staff will also involve active tenants in reaching out to their neighbors. On-site service staff will spend time in common areas each week to proactively develop relationships with tenants to encourage them to access the services they need. Social and educational programs will be developed and implemented by residents, staff, and volunteers to foster community within the development and help residents become comfortable with the service staff. On-site activities facilitated by peers/residents, staff, and volunteers may include movie nights, game nights, reading groups/book clubs, spiritual groups, holiday celebrations, arts and crafts, field trips, cooking classes and nutrition counseling, Alcoholics Anonymous and Narcotics Anonymous (AA/NA) meetings, anger management/non-violent conflict resolution classes, and a monthly Tenant Council meeting. PATH Ventures is committed to providing high quality services that are responsive to and respectful of the needs and cultural backgrounds of the diverse residents at the Courtleigh Villas.

4. Indicate whether there will be an onsite service coordinator, and include the ratio of onsite staff to MHSA tenants. If there is no onsite service coordination, provide a description of service coordination for the development;

Full-time service coordination will be provided to all residents at the Courtleigh Villas. Given that, all residents will have access to the service coordinator; the position will be staffed at a ratio of 22:1. Other services provided on-site and off-site through referral would augment this ratio. The intent of the service coordinator is not to provide direct services to residents, but instead to connect residents to the services provided on-site and off-site. Furthermore, the MHSA residents have access to treatment and services established through LACDMH that is estimated to be up to 1.27 full-time equivalent (FTE) staff. The combination of services provided by PATH Ventures, LACDMH and partner agencies should provide sufficient support for the residents at Courtleigh Villas. Therefore, with the estimated 1.27 FTE provided by the LACDMH we estimate an overall staffing ratio of 9.69 to 1. PATH Ventures will provide on-site staffing of a Service Coordinator at 1 FTE.

5. A description of how services will support wellness, recovery and resiliency. It is anticipated that the supportive services plan for the development will include services that are facilitated by peers and/or consumers. If this is not part of your service delivery approach, please provide an explanation;

A component of PATH Ventures' core mission is to break the cycle of homelessness by empowering formerly homeless people with permanent housing opportunities for increased self-sufficiency. The empowerment approach assesses not only the needs of individuals, but also their assets and strengths. Through peer facilitated or self help groups, tenant councils, and other leadership development activities, formerly homeless residents with a mental illness will discover and/or strengthen their own skills and abilities which help them to take responsibility for their own recovery, wellness, and resiliency. PATH Ventures services focus on the whole person and their physical, emotional, mental, and social needs. The on-site supportive services team will provide the services directly or in collaboration with the other social services partners to connect tenants with the full range of mental health care, substance abuse treatment, health care, and other support services they need. PATH Ventures emphasizes community-building activities, including social/recreational activities, to foster optimism and hope, combat isolationism, and to encourage each individual to develop their own support network among neighbors, community members, friends, and family. In these ways, residents can become thriving members of the community. PATH Ventures will encourage and facilitate the development of identified strengths of the tenants into peer and/or consumer run services. In addition, PATH Ventures will reach out to the SHARE! Recovery, a client operated self-help agency, to facilitate onsite self-help services.

6. A description of how the MHSA tenants will be engaged in supportive services and community life. Include strategies and specific methods for engaging tenants in supportive services and the frequency of contact between supportive services staff and MHSA tenants. This description should also include the identification of staff (the responsible service provider) and specific strategies for working with MHSA tenants to maintain housing stability and plans for handling crisis intervention;

Tenants will be advised of the services and activities available on-site through flyers posted on doors, monthly calendar of events posted in public places, casual contact with service staff in common spaces, tenant newsletter, and tenant council. Tenants will receive "welcome packets" that provide information on local amenities, public transportation information, and on-site activities. Although all services will be provided on a voluntary basis, staff will actively reach out to residents on a weekly basis in order to engage them in the services program. On-site service staff will spend time in common areas to proactively develop relationships with tenants to encourage them to access the services they need. Social and educational programs will be developed and implemented by residents, staff, and volunteers to foster community within the development and help residents become comfortable with the service staff. On-site activities facilitated by peers/residents, staff, and volunteers will include movie nights, game nights, reading groups/book clubs, spiritual groups, holiday celebrations, arts and crafts, field trips, cooking classes and nutrition counseling, AA/NA meetings, anger management/non-violent conflict resolution classes, after school tutoring, childcare, and a monthly Tenant Council meeting. At least once per month residents will have the opportunity to participate in one or more of

these community building activities. In order to ensure that activities are culturally sensitive to the residents we will elicit input and discussion from our diverse community.

Each tenant will sign a lease and will have all of the rights and responsibilities of tenants living in Los Angeles, including abiding by the rules of the lease and payment of rent. PATH Ventures service coordinator will work

with tenants, as part of the development of the ISP and ongoing service provision, to help tenants understand their rights and responsibilities and provide assistance in abiding by the lease and paying rent and other bills on time. When warning signs of lease violations or nonpayment of rent have been identified early, an Eviction Prevention Program will be implemented in conjunction with the property management, on-site service providers and SFPR and tenant. PATH Ventures service staff will work in close coordination with property management staff and the SFPR to intervene to prevent eviction by identifying needs and providing an infusion of supportive services. Through service coordination, residents will be afforded the opportunity to improve their money management skills, including budgeting, saving, paying bills on time. Experts will be recruited to provide credit counseling and consumer rights training. Tenants will have the opportunity to improve their home-making skills, including hygiene, household cleanliness, nutrition, cooking/food planning, good neighbor practices, which will help them successfully live in their housing and retain their housing.

Because services are provided on-site, staff will routinely observe residents' behavior and coordinate with the designated mental health provider allowing for intervention in times of crisis. PATH Ventures will implement a Housing Retention Program to ensure that residents receive the help they need to retain their housing in the event of a crisis. The Housing Retention Program builds on the groundwork laid through meetings during which tenants learn important independent living skills critical to housing retention, including how to budget, be good neighbors, abide by the lease agreement, resolve conflicts, recognize the warning signs of crises in their lives, and reach out for help. Moreover, the Service Coordination team, through conversation, casual observation, and coordination with property management, is able to identify the warning signs of tenant crises and intervene to prevent or resolve a crisis. Service Coordinators will receive training on the established Housing Retention Program policies and protocols, which include: documenting crisis warning signs in case notes, submitting written reports noting potential crises to supervisors, coordinating an infusion of immediate wrap-around intervention and support services, development of a written Housing Retention Plan with the tenant, and follow up to ensure the tenant receives the services s/he needs and retains his/her housing. PATH Ventures staff will work with the DMH mental health provider to develop a crisis intervention plan.

An Eviction Prevention Program will be implemented wherein the warning signs of lease violations are identified early and interventions are made by service coordinators, mental health providers and property management staff to educate the resident and create a plan for getting back into compliance with the lease. This plan will include the identification of supportive service needs (mental health counseling, health care, money management, conflict resolution, etc.) and these services will be made available to the tenant within 48 hours, or sooner if there is an urgent crisis. If tenants are hospitalized or incarcerated the service coordinator will work with the tenant and/or DMH mental health provider to access resources like eviction prevention funds, to help preserve the clients housing.

7. If the Development is housing for homeless youth, provide a description of services to be provided to meet the unique needs of the population including engagement strategies and peer involvement. In addition, provide a description of how transition-aged youth MHSA tenants will be assisted in transitioning to other permanent housing once they reach 25 years of age;

The Courtleigh Villas is not a homeless youth project.

8. Supportive services must be culturally and linguistically competent. Describe how services will meet this requirement including, when necessary, how services will be provided to MHSA tenants who do not speak English and how communication between the property manager and the non-English speaking MHSA tenants will be facilitated;

Since its inception, PATH Ventures has been committed to providing high quality care that is responsive to and respectful of the needs and cultural backgrounds of the diverse residents we serve. The same level of commitment will be applied to ensure that tenants at the Courtleigh Villas will receive culturally and linguistically appropriate services that address their immediate and on-going needs. One of the primary actions that will be taken is to recruit staff members who can effectively relate to, and are representative of, the individuals who will reside at the Courtleigh Villas and its surrounding community. When we encounter clients with other language needs, we use a telephone language line for assistance. In addition, we have a network of agencies that provide assistance for any hearing-impaired tenants. The staff also will possess experience in working with homeless individuals, low-income individuals, those with mental illness and/or substance abuse problems, and/or other highly vulnerable populations, which will enable the staff to more effectively, identify tenants' needs

and offer assistance.

Staff members will also receive training on providing services that are sensitive to issues of race, gender, sexual orientation, and varying levels of physical and mental disabilities. Staff will also receive on-going training on a variety of topics that pertain to improving and enhancing their ability to communicate with tenants, including interpersonal communication, assisting individuals with dual diagnosis, and cultural sensitivity. Services will be designed around the anticipated needs of tenants and will be continually developed to reflect the changing needs of the tenant population.

PATH Ventures strictly adheres to non-discrimination policies in all of our programs, and we provide regular trainings to ensure that our staff interacts with clients and provides assistance in a professional, non-judgmental and compassionate manner.

9. Describe the process to ensure effective communication between the service provider and the property manager regarding the status of MHSA tenants in the development and any other issues regarding the development, including but not limited to regularly scheduled meetings and the identification of a single point of contact for communication and coordination of supportive services; and;

Every effort will be made to facilitate the achievement of consensus among property management, service provider, and project sponsors on decisions affecting residents of the Courtleigh Villas. The property management team and services team will meet bi-weekly to discuss tenant/building issues and the principals of each entity will meet at least every 6 months, confidential client information will not be discussed at these meetings without the client being present or providing prior written consent.. Depending on the issue, concerns between tenants and the service provider/property manager/project sponsors can also be raised and addressed in tenant council meetings. In addition, service staff will have an open door policy, creating an environment that is conducive to clients raising issues. These efforts will help in the early identification of problems/issues and rapid resolution. Most decisions will be reached and disagreements resolved through this process and by adhering to the terms of the MOU between the project sponsors, property manager, and service provider. When parties cannot reach agreement on a course of action about tenant selection or eviction, the owners, in collaboration with LACDMH and the local housing authority (if the property receives subsidized from the housing authority) will make the final determination. For matters relating to service delivery, PATH Ventures will make the final determination. If agreement on matters cannot be reached, a mediator will be hired to assist in resolving the conflict.

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

10. If proposing to develop Shared Housing units within a Rental Housing Development, describe the plan for developing "house rules" and provide a copy of any rules that may be in place at initial rent-up; (Please label and attach as "House Rules".);

This is not a shared housing development.

Item D.8 Supportive Services Chart (Attachment C)

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