

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 or not there will be an onsite service coordinator, and include the ratio of onsite staff to MHSA tenants. If there is no onsite service coordination, provide a description of service coordination for the development;
5. A description of how services will support wellness, recovery and resiliency. It is anticipated that the supportive services plan for the development will include 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, attach "House Rules".

Response:

1. Description of the anticipated needs of the MHSA tenants.

CVC has committed to setting aside 20% of the units (16 total) in Cabrillo Gateway for MHSA-eligible populations. For the 16 MHSA units, Cabrillo Gateway will serve the following populations:

- Chronically homeless individuals with serious mental illness. These individuals might also be veterans with other than honorable discharge.
- Homeless families with a family member, including children, that has a serious mental illness or severe emotional disturbance (SED). These families might also be households victimized by domestic violence.

CVC expects the target population to be extremely low income, earning less than 30% of the area median income (AMI) in Los Angeles County. MHSA households will benefit from project-based voucher assistance to keep rents affordable and promote housing stability.

CVC anticipates that these populations shall exhibit the following specialized needs:

- Serious mental illness
- Severe emotional disturbance
- History of substance abuse
- Chronic health issues such as diabetes
- History of homelessness
- Life skills impairment
- Physical disabilities
- Post-traumatic stress disorder
- Need for legal advocacy

CVC's Resident Services Team will serve as the primary service provider. To address these needs, CVC will provide certain services directly and will facilitate the delivery of more specialized services. Specialized services such as mental health and health care will be provided by Mental Health America of Los Angeles or other adult mental health provider (or a LACDMH child mental health contract agency) and The Children's Clinic, respectively. All services shall be voluntary.

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

Upon move in, CVC's Resident Service Coordinator (RSC) will meet with the household and provide an orientation to the available services. At this meeting, CVC's RSC will conduct an intake and needs assessment to identify the services required by the household. As noted above, household shall be notified that all services are voluntary and not a condition of housing.

Upon completion of the intake and needs assessment and in conjunction with the tenant, the RSC shall prepare an individualized service needs assessment (ie, individualized service plan or ISP) for the household and establish the client file. The ISP shall contain the goals established by the household which might include securing employment, developing job skills, accessing mental health therapy, addressing substance abuse, obtaining access to healthcare, and other goals of a personal nature. The RSC will provide the household access to on-site services and will establish linkages to those services that may be provided off site.

CVC will coordinate closely with Mental Health America of Los Angeles and other LACDMH's child mental health providers and The Children's Clinic to streamline the delivery of necessary services. Please note that

each of these providers maintain a separate and distinct process of intake and assessment. Reasonable efforts will be made to share information between each of these providers so as to minimize adverse administrative impacts on the household. Of course, information will only be shared to the extent a household has provided a release, client confidentiality may be assured, and all regulations including HIPPA are followed.

Following establishment of the ISP, the RSC will meet with the household as much as necessary, but no less frequently than once every 6 months. The ISP shall be updated accordingly.

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**

As the primary service provider, Century Villages at Cabrillo will provide a rich, supportive environment focused on comprehensively meeting the individual needs of individuals and families of the Cabrillo Gateway development, including MHSA households. CVC's Director of Community Development will oversee the services and provide direct supervision to the Resident Services Team for the development. The Director holds a Master's degree in Psychology and has over 20 years of social service and nonprofit management experience, including DMH contract compliance. The Resident Services Team will include a part time Resident Services Manager who will oversee case management services and volunteer management and two (2) full time Resident Services Coordinators (RSC) who will provide direct case management support, advocacy and training to residents. Together the team will provide specialized services to qualifying residents and will make referrals for specialized services such as mental health therapy and healthcare. The following voluntary services will be available to MHSA households, at their election:

A. Mental health services

For adults, mental health services will be provided by Mental Health America of Los Angeles or other adult mental health providers. For children, DMH will provide navigation services to assist in linkage to a child mental health provider that will best meet the mental health needs of the child and family. Mental health services will then be provided by a DMH-contracted agency in the Long Beach area. Services shall include, but are not limited to, mental health case management, individual therapy, counseling and family or group counseling, and medication management, using evidence-based practices.

B. Physical health services (including prevention programs)

Healthcare Services will be available in the ground floor community health center within Cabrillo Gateway. CVC expects The Children's Clinic, a Federally Qualified Health Center, to operate a primary care satellite clinic in this space. This clinic will provide comprehensive, quality care to families and their children within the Cabrillo Gateway development, the larger Villages at Cabrillo community, and the underserved West Long Beach community. The Children's Clinic will address health disparities within this population and aspires to become their medical home. TCC's services will include, but are not limited to:

- Primary preventative health care for children, youth and adults
- Chronic disease management for diabetes, asthma and obesity
- Social Services

- Family Planning
- Immunizations and TB Screening
- Medication Dispensary Services
- Pre-Natal Care
- Referrals for Pediatric and Adult Specialty Care
- Basic Mental Health Services and Referrals
- Individuals and Group Health Education Outreach
- Enrollment Services
- Medication Care Coordination and Management

C. Employment/vocational services

Workforce development and employment readiness training is offered at CVC's on-site Oasis Community Center (OCC). This program consists of both individual career planning and group instruction. The goal of these classes and individual support is to improve the client's skills and competencies for employment by increasing their ability to obtain and maintain employment in several ways. The Career Planning Module (listed below) is six weeks and includes topics around setting work goals, resume writing, filling out employment applications, interviewing skills, job search techniques and resources, preparing to start a new job, and how to maintain employment and successful ways to communicate with your new employer. To enhance the employment services and training, OCC will offer computer classes and individual tutoring that covers basic topics as well as an advanced class for those who need more specific software help. The computer class covers areas from introduction to the hardware, basic software overview, using email as a business communication tool, using Microsoft Word to create documents, basic troubleshooting, Internet overview and security issues and an introduction to social networking. In addition to the on-site instruction and support, CVC has established partnerships with Goodwill Industries, Job Corps, US Veterans Initiative's Career Center, and the local Workforce Investment Board (Pacific Gateway). All of these job training programs and placement centers are in close proximity to the site and provide an additional resource to residents seeking employment.

D. Educational opportunities and linkages

CVC's Resident Services Team will provide an array of education opportunities and linkages to MHSA households.

Adult Enrichment Classes are offered daily at CVC's on-site Oasis Community Center. Modules and topics include:

- **Healthy Families** (Weekly, 6 sessions)
 - Learn positive discipline techniques
 - Age and Developmental Stages
 - Healthy and alternative meals
 - Media and its effects on your children
 - Understanding your rights as a parent and how to become involved in your child's education
- **Personal Enrichment** (Weekly, 6 sessions)
 - Explore setting S.M.A.R.T. short and long term goals
 - Learn effective communication skills and strategies
 - Improve your overall self-esteem
 - Practice new techniques to manage daily stress
- **Career Planning** (Weekly, 6 sessions)
 - Create an employment plan
 - Learn how to search and apply for employment
 - Create and update a resume
 - Practice interviewing skills
 - Focus on job retention
- **Financial Literacy** (Weekly, 6 sessions)
 - Understand the basic functions of banking

- Create a personal budget
- Learn different saving techniques and options
- Information about credit cards
- Learn basic ways to repair damaged credit
- **Introduction to Computers** (Weekly, 6 sessions)
 - Basic instruction on computers and how they work
 - Basic instruction in Microsoft Office Suite, including Word, PowerPoint, and Excel
 - Social Networks
 - Email access and management

The Resident Services Team has partnered with the Long Beach Public Library and has been trained to guide residents through their services online or referred to the local library if they prefer. Residents requiring assistance with the GED or other test preparation and exams will be given instruction on how to access LB Library's LearningExpress Program. If residents prefer in person instruction and support for the GED they are referred to our local Goodwill (SOLAC).

Finally, CVC is located a convenient bus trip (one line) away from both Long Beach Community College and California State University, Long Beach.

E. Substance abuse services

CVC will make referrals to area substance abuse clinics, such as Tarzana Treatment, should these treatment and recovery support services be required. To the extent a tenant is a veteran eligible to receive VA services, there is an onsite substance abuse clinic at the Villages at Cabrillo operated by the Department of Veterans Affairs.

F. Budget and financial training

Financial literacy classes are offered weekly at CVC's Oasis Community Center. These are based on the FDIC's Money Smart Program. The goals of this six week module (listed above) are to help residents develop a savings plan, understand how to choose different financial institutions, create short term and long term personal savings goals, understand electronic banking, obtain a credit report and know how to read it, understand the steps to take to repair their credit, and the pros and cons of using credit cards. In addition to group instruction, one on one financial planning, and self-led financial literacy instruction will be available to residents.

G. Assistance in obtaining and maintaining benefits/entitlements

CVC will assist households in accessing and maintaining entitlement programs for which they are eligible. These likely include General Relief, SSI/SSD and/or Temporary Relief for Needy Families, Medical, Medicare, or other local health programs. CVC's assistance will include an overview of programs, assistance with completing paperwork, scheduling appointments and following up, providing advocacy, and maintaining benefits. CVC's current Resident Services Team has been trained to use the California Self-Sufficiency Calculator, an online comprehensive benefits screening tool. The Self-Sufficiency Calculator enables caseworkers to input information about a client's family, income and expenses and receive information back about benefit eligibility, benefit amount, and benefit access information

H. Linkage to community-based services and resources

Youth Services: CVC partners with the local Boys and Girls Club to provide youth leadership opportunities. Residents will be provided information about their Torch Club (11-13 years) or the Keystone Club (14-18 years). If they are interested, staff can assist the family with the application for this unique youth program. CVC also maintains a working relationship with Long Beach Community Action Partnership which provides youth development services. CVC's Oasis Community Center also offers afterschool programming which focuses on younger children aged 5-12 that generally need more support and one on one care. They are provided structured homework help, and if time allows, recreational activities and enrichment programming. The program

is led by the Resident Service Coordinator and staffed by work study student, interns and volunteers who are fingerprinted and trained in child development.

Child Care: Child care services are offered both on-site and offsite. CVC currently partners with the on-site childcare provider Comprehensive Child Development (CCD), the Multi-Service Center's Playhouse West, Playhouse North Program, and area centers identified by the Children's Home Society. Residents will be given information on all area child care centers and a referral to the most appropriate Center based on their needs, the child's age, preferred location, and availability. Playcare is provided by volunteers at the Oasis Community Center on a short term, as needed basis. It is not intended as a permanent solution but is offered to parents so that they may attend the Center's Adult Enrichment Classes while they work to establish a long-term daycare solution.

Resident Engagement: CVC's Resident Services Team will work with Cabrillo Gateway residents, including MHSA households, to engage them in community building activities. This includes encouraging residents to participate in community meetings, tenant councils, emergency planning activities, and community festivals. The team will also help plan community activities such as game nights, move nights, talent showcases, and holiday gatherings.

Peer Groups: CVC's Resident Services Team will help coordinate empowerment activities such as peer groups to increase self-confidence and build relationships.

I. Case Management

Individual Case Management Services will be provided by Resident Service Coordinators and a Resident Service Manager who will possess a BA in the Human Services Field or an equivalent combination of education and experience. Case management services will include meeting with the resident for an initial Service Needs Assessment which will assess the client's need or desire for information or referrals in the areas of Employment, Benefits entitlement, Child and Youth Services, Education, Domestic Violence support and advocacy, Mental Health Services, Housing Issues, Personal Development trainings, Legal Assistance, amongst others. Residents will be given referrals, provided linkages, and advocacy based on their individual or family's needs. In some cases the referral will be for services/programs provided on-site and others will be to partner agencies that specialize in a particular service or population. Ongoing assessment and advocacy will be provided to the families to ensure that their needs are continually being met, that individual goals are achieved, and that adequate supportive services are available to ensure their success and to preserve their housing.

J. Domestic Violence

CVC's Director of Community Development and Resident Service Manager are certified Domestic Violence Counselors and have worked in the field for over 15 years. CVC's Director of Community Development has a strong connection with local DV providers as she is a board officer of End Abuse Long Beach and a Graduate of Blue Shield's Strongfield Leadership Development Program for leaders in the DV field. There is a great need for affordable, safe, and supportive housing for these families and we are committed to supporting their unique needs. Because of the staff's expertise and knowledge of the field many local DV providers have offered to partner with CVC to serve DV victims and their children. CVC has secured letters of support from Interval House, JFSC, Rainbow Services, and Su Casa. In addition CVC has established partnerships with 1736 Family Crisis Center, Legal Aid Foundation of Long Beach, and Women Shelter of Long Beach.

K. Physical Disability Resources

In order to best serve the needs of the physical disabled population, we have partnered with Westside Independent Living Center (and the local Long Beach provider). WCIL has provided letters of support detailing their commitment to the project and population. CVC will provide referrals to WCIL and/or the local ILC for households that may benefit from these specialized services.

4. Indicate whether or not there will be an onsite service coordinator, and include the ratio of onsite staff to MHSA tenants. If there is no onsite service coordination, provide a description of service coordination for the development.

CVC will employ a comprehensive Resident Services Team that is specific to the needs of Cabrillo Gateway residents. This team will include a part time Resident Services Manager who will oversee case management services and volunteer management. It will also include two (2) full time Resident Service Coordinators who will provide direct case management support, advocacy, training, and referrals for residents. The team will make referrals for specialized services such as mental health therapy and healthcare. CVC's Director of Community Development will oversee the services and provide direct supervision to the Resident Services Team for the development. The Director holds a Master's degree in Psychology and has over 20 years of social service and nonprofit management experience.

For the 16 MHSA households, CVC expects a resident population of 43. CVC's Resident Services Team will consist of 2.5 FTEs, a half time Resident Services Manager and two (2) full time Resident Service Coordinators. As such, the staffing ratio for the MHSA households will be approximately 17:1.

Overall, Cabrillo Gateway is expected to house approximately 224 residents. The development will be a mixed population development. 50% of the units will serve special needs, homeless individuals and families while the balance of the units will house low income households in need of affordable, dignified housing. CVC's Resident Services Team will serve as the primary service provider for the entire development. That said, the service needs of these populations vary widely. The overall, average staffing ratio for Cabrillo Gateway is approximately 90:1. The staffing of CVC's Resident Services Team will be bolstered by volunteers, work study students, and the existence of other on-site service providers such as The Children's Clinic.

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.

CVC will ensure that all services are designed to support wellness, recovery, resiliency and self-sufficiency. These outcomes are consistent with CVC's mission of breaking the cycle of homelessness. Further, our organization's work is oriented around these outcomes. In particular, CVC's Resident Services Team embraces a holistic approach in its work with clients, focusing on physical, emotional, mental health, and social needs, in furtherance of the outcomes identified above.

CVC's Resident Services Team will facilitate community activities that are designed to promote engagement, self-sufficiency, and community. This includes encouraging residents to participate in community meetings, tenant councils, emergency planning activities, and community festivals. The team will also help plan community activities such as game nights, move nights, talent showcases, and holiday gatherings. Finally, the team will help coordinate empowerment activities such as peer groups to increase self-confidence, foster self-determination, and build relationships. All of these activities are designed to help residents accept responsibility for their own wellness, find support in new relationships, increase resiliency, and move toward greater self-sufficiency. To the extent substance abuse recovery support is needed, CVC is home to several active AA and NA groups that are open to new participants. To the extent domestic violence support is needed, CVC's Resident Services Team has extensive relationships in the field and can refer to DV support groups. Finally, CVC's Resident Services Team expects to institute a modest exercise and fitness program that may include a walking group.

The work of CVC's Resident Services Team will be complimented with that of partner organizations such as Mental Health America of Los Angeles or other adult mental health provider, The Children's Clinic, among others. CVC is a skilled collaborator, an organizational skill that has been developed over 15 years at the Villages at Cabrillo which features a collaboration of more than a dozen distinct nonprofit and government agencies. The new Cabrillo Gateway development will be sited within this established community and will benefit from the universe of resources and support from CVC's partner organizations.

6. A description of how the MHSAs 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 MHSAs. This description should also include the identification of staff (the responsible service provider) and specific strategies for working with MHSAs to maintain housing stability and plans for handling crisis intervention.

Upon move in, CVC's Resident Services Team will meet with MHSAs households to establish a relationship. At this initial meeting, CVC's Resident Service Coordinator (RSC) will complete an intake and needs assessment which will form the foundation of an individualized service plan (ISP). The RSC will then begin the process of delivering and/or linking MHSAs households with necessary services, in support of the goals established by the household. Resident Service Coordinators will meet with households as frequently as required but no less frequently than every six (6) months.

All residents including MHSAs households will be encouraged to participate in the life enrichment workshops offered at the Oasis Community Center. These workshops include 6 week modules on health and wellness, personal enrichment, career planning, financial literacy, and introduction to computers. Workshops are taught by CVC's Resident Service Coordinator and are easily adaptable to the skills and interests of residents. They are designed to increase independent living skills, promote wellness, and maintain housing stability.

As part of its larger community development activities, CVC plans at least 2 campus wide events each year which engages our population of 1,000 with music, food, and entertainment. Recent events have brought together more than 300 residents across CVC's various populations. In addition, CVC supports several tenant councils and regularly participates in town hall meetings. Finally, CVC plans periodic health and employment fairs which bring the community together.

Given the campus context in which Cabrillo Gateway will be sited, the development will benefit from an extensive communications infrastructure that is designed to educate, inform, and engage residents and ultimately build community. CVC maintains a popular quarterly newsletter called The Village Anchor which regularly profiles resident success stories. CVC also maintains a television station called Anchor TV which distributes information on campus activities. CVC's website is another source of information on what is happening in the community. Finally, CVC regularly posts notices on doors, common areas, and in gathering spaces such as the Oasis Community Center to inform residents.

Subsequent to move in and in connection with the ISP, CVC's Resident Services Team will assist households in understanding the rights and responsibilities under their lease in an effort to promote compliance with the lease. To promote housing retention and stability, CVC regularly works with residents that are experiencing financial hardship and are delinquent on rent. In these instances, CVC's Resident Services Team will work with a household to negotiate a payment plan or pledge with CVPM to preserve housing. Often, a condition of these financial arrangements is the completion of a budgeting or money management workshop, offered by CVC's Oasis Community Center.

The presence of CVC's on-site Resident Services Team will allow CVC to react quickly in times of crisis. To the extent necessary, CVC will coordinate with the mental health provider to allow for prompt intervention to address the crisis. CVC's RSC will work with households in crisis to preserve housing. CVC's Resident Services Team will be trained in identifying the warning signs of crises and be educated on appropriate intervention methods. Currently, CVC's Director of Community Development and Resident Services Manager are trained in Nonviolent Crisis Intervention. In concert with the mental health provider(s), CVC's Resident Services Team will develop a crisis intervention plan. Finally, please note that there will be an on-site resident assistant/manager to deal with after-hours problems that may arise.

1. 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 MHSAs tenants will be assisted in

transitioning to other permanent housing once they reach 25 years of age.

Cabrillo Gateway is not targeting transition aged, homeless youth.

2. 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.

Given the natural diversity of the Long Beach area including the Villages at Cabrillo community, CVC is uniquely sensitive to cultural differences between residents, particularly language barriers. The provision of resident services will be customized to meet the distinct language and cultural characteristics of our residents, including MHSA households. To this end, CVC employs numerous bilingual staff members across its various divisions. CVC will encourage third party service providers to employ multilingual staff so as to accommodate resident language preferences. When language barriers present themselves, CVC will use a telephone language line for translation assistance. For deaf clients, CVC will identify local resources such as WCIL that provide appropriate assistance. For new hires to CVC's Resident Services Team, CVC will make efforts to recruit staff that can relate to and are linguistically representative of the population to be served at Cabrillo Gateway.

CVC's Resident Services Team possesses extensive experience in working with homeless and formerly homeless families, veterans, individuals and youth, including highly vulnerable populations with histories of mental illness, substance abuse, and domestic violence among other characteristics. As such, the team will be able to identify tenant's needs and offer appropriate assistance.

CVC's Resident Services Team will receive periodic training on providing culturally sensitive services and overall cultural diversity.

3. 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.

CVC is a vertically integrated organization that consists of a property management team (Century Villages Property Management), a community development team (consisting of CVC's Resident Services staff), and a real estate development team. Combined, we are a mission driven organization that is centered upon ending homelessness and promoting self-sufficiency and achievement within our residents. This mission informs all of our organizational decision-making whether it be a property management conflict, real estate development opportunity, or community development issue.

Our philosophy extends to the collaborative working relationship between our Property Management and Resident Services Teams. We will hold weekly Cabrillo Gateway meetings that will bring together the property and resident services staff to talk about policies, resolves client issues, and promote the overall well-being, health, safety and enjoyment of Cabrillo Gateway by our residents. Specific anticipated topics include eligibility, orientation, rent payment concerns, lease violations or behavioral concerns, resident conflicts, and eviction prevention. This standing weekly meeting will promote healthy communication to identify issues early and move toward immediate resolution. In the event consensus cannot be reachable, the Property Management team will render the final decision, consistent with all applicable laws and regulations.

As part of its professional development planning, CVC regularly hosts trainings on fair housing and supportive housing. CVC invites both property management staff and service provider staff to these trainings in an effort to create a common language and understanding as to the legal, financial, and operational nuances of the

supportive housing world. These trainings help to establish clear roles and responsibilities amongst CVC's Property Management and Resident Service Teams.

While MHSA clients will benefit from specialized services such as mental health and physical healthcare, CVC's Resident Services Team will represent the single point of contact for communication and coordination of supportive services. CVC's Director of Community Development represents the ultimate point of contact. Beyond the weekly meetings with property management, it is anticipated that the Resident Services Team will coordinate periodic gatherings amongst the supportive services team. These communications will be consistent with HIPPA requirements. At these meetings the combined team will review tenant progress on a case by case basis, pursuant to goals outlined in the ISP, and actions will be taken to amend these plans or intervene based upon staff feedback.

Please note that all MHSA clients shall be advised of their rights under the DMH Patients' Rights Grievance Process by their Resident Service Coordinator (RSC) on CVC's Resident Services Team. MHSA clients shall be notified that all services shall be voluntary.

4. If proposing to develop Shared Housing units within a Rental Housing Development, attach "House Rules".

Cabrillo Gateway will not feature shared housing units.

