



7:30 a.m. - 8:30 a.m.	<u>REGISTRATION</u>	Lobby
8:45 a.m. - 10:15 a.m.	<u>Welcome</u>	Yosemite Hall
	<u>Opening Remarks</u>	
	Robin Kay, PhD, Chief Deputy Director, Los Angeles County Department of Mental Health	
	<u>Keynote Addresses</u>	
	Michael Arnold, Executive Director, Los Angeles Homeless Service Authority	
	Christine Marge, MSW, Director, Housing Stability, United Way of Greater Los Angeles	
	<u>Recognitions and Awards</u>	
	<u>Conference Overviews</u>	
	Ramon Mendez, Jr., Director of Solutions, Enterprise Community Partners	
10:15 a.m. - 10:30 a.m.	Break	
10:30 a.m. - 12:00 p.m.	Housing Authority of the City of Los Angeles -Special Programs	Yosemite Hall
	Mixing It Up: How to Create Community in Mixed Population Buildings	Redwood
	Roles and Duties of the Housing Specialist	Mojave
	Pinpointing the Difference: Are Supportive Housing Projects Really More Expensive to Operate	Catalina
	BEST: Why SSI/ SSDI is important to permanent housing	Big Sur
	PROBLEM-SOLVING/DECISION-MAKING PROCESS	Cabrillo
	MHSA Housing program 5 year anniversary: streamlining, program improvement, & stakeholder dialogue	Joshua Tree
	Housing first: a model that works	Tahoe
12:00 p.m. - 1:30 p.m.	Lunch and "WHAT'S MY LINE?"	
1:30 p.m. - 3:00 p.m.	Housing retention strategies with tenants who were chronically homeless	Yosemite Hall
	LEASING A SPECIAL NEEDS HOUSING PROJECT: UNDERSTANDING THE ROLE AND RESPONSIBILITIES OF PROPERTY MANAGEMENT	Redwood
	OVERCOMING BARRIERS TO HOUSING - DEVELOPING AN INDIVIDUALIZED HOUSING PLAN	Mojave
	A MARRIAGE OF CONVENIENCE: PERMANENT BANK DEBT FOR SUPPORTIVE HOUSING PROJECTS	Catalina
	ANOTHER HOUSING OPTION: UNDERSTANDING and UTILIZING AFFORDABLE HOUSING AS A VIABLE HOUSING PLAN	Big Sur
	Developing Projects for Multiple Targeted Populations: Targeted and Practical Best Practices to Help Avoid fair housing complaints	Cabrillo
	Basics of Asset Management: So you've closed the deal on your first supportive housing development--now what?	Joshua Tree
	TAY Triage Tool - Targeting transition age youth for permanent supportive housing	Tahoe
3:00 p.m. - 3:15 p.m.	Break	
3:15 p.m. - 4:45 p.m.	WHAT IT TAKES TO GO FROM CHRONIC HOMELESSNESS TO OBTAINING AND SUSTAINING A HOME FROM THE TENANT PERSPECTIVE	Yosemite Hall
	CRAFTING SERVICE PARTNERSHIPS THAT LAST	Redwood
	OVERCOMING HOUSING BARRIERS: TIPS ON GETTING AN APPLICATION ACCEPTED	Mojave
	IMPLEMENTATION OF THE MHSA HOUSING PROGRAM - ACROSS THREE SOUTHERN CALIFORNIA COUNTIES	Catalina
	PROMOTING OLDER ADULTS' ACCESS TO MENTAL HEALTH SERVICES IN SENIOR HOUSING: A COMMUNITY OUTREACH AND EDUCATION STRATEGY	Big Sur
	FROM DESIGN TO LEASE UP	Cabrillo
	LOS ANGELES COUNTY MHSA HOUSING PROGRAM - LISTENING SESSION	Joshua Tree
	SOCIAL ENTERPRISE: CHANGING LIVES . . . ONE JOB AT A TIME	Tahoe



7:30 a.m. - 8:30 a.m.	<u>REGISTRATION</u>	Lobby
8:45 a.m. - 10:15 a.m.	Opening Remarks AND Acknowledgements MARVIN J. SOUTHARD, DSW, DIRECTOR, LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH	Yosemite Hall
	<u>SONG</u> ERIC "REKKI" COPLAND	
	<u>PLENARY SESSION</u> "MY JOURNEY - FROM HOMELESS TO NOW" MODERATOR - RUTH SCHWARTZ	
10:15 a.m. - 10:30 a.m.	Break	
10:30 a.m. - 12:00 p.m.	HOW TO DEVELOP PARTNERSHIPS WITH LANDLORDS - THE LANDLORD'S PERSPECTIVE	Yosemite Hall
	HOUSING FIRST AND HOUSING STABILIZATION: STRATEGIES FOR SUCCESS	Redwood
	HOW TO DOCUMENT AND CLAIM FOR HOUSING SERVICES	Mojave
	FINANCING SUPPORTIVE HOUSING	Catalina
	HELPING CLIENTS STAY HOUSED THROUGH CRITICAL TIME INTERVENTION	Big Sur
	MAKING FAIR HOUSING LAWS WORK: A PRACTICAL APPROACH TO COMPLIANCE	Cabrillo
	INNOVATIONS: AN INTEGRATED MOBILE HEALTH TEAM APPROACH TO HOUSING PLACEMENT AND RETENTION FOR A VULNERABLE POPULATION OF HOMELESS INDIVIDUALS	Joshua Tree
	Designing Great Residences for Tenants WITH SPECIAL NEEDS	Tahoe
12:00 p.m. - 1:30 p.m.	Lunch AND REVIEW OF "Innocente" – Academy Award Winning Documentary	
1:30 p.m. - 3:00 p.m.	DEPARTMENT OF PUBLIC SOCIAL SERVICES' HOMELESS RESOURCES	Yosemite Hall
	UNDERSTANDING AND WORKING WITH THE CHRONICALLY HOMELESS	Redwood
	FAIR HOUSING 101: UNDERSTANDING YOUR RIGHTS AND OBLIGATIONS AS A TENANT	Mojave
	COMING HOME: INTEGRATING HOUSING AND SERVICES FOR VETERANS	Catalina
	ON-SITE GERIATRIC MENTAL HEALTH: A CO-LOCATION MODEL AT SENIOR HOUSING	Big Sur
	COGNITION 101: HOUSING SUPPORTS FOR COGNITIVE DISRUPTIONS COMMONLY EXPERIENCED BY PERSONS LABELED WITH PSYCHIATRIC DISABILITIES	Cabrillo
	ADDRESSING ALL NEEDS: HOW TO ASSIST CLIENTS IN OBTAINING AND MAINTAINING PRIMARY HEALTH CARE IN THEIR NEW NEIGHBORHOOD	Joshua Tree
	MENTAL HEALTH 101 FOR THE NON - MENTAL HEALTH PROFESSIONAL	Tahoe
3:00 p.m. - 3:15 p.m.	Break	
3:15 p.m. - 4:45 p.m.	LOS ANGELES COUNTY HOUSING PROGRAM AND RESOURCES	Yosemite Hall
	STANDARDS OF EXCELLENCE IN HOMELESS SERVICES	Redwood
	HOUSING THE CHRONICALLY HOMELESS: AN INTEGRATED APPROACH	Mojave
	VALOR: VETERANS AND LOVED ONES' RECOVERY	Catalina
	HEALTH AND FOOD SECURITY IN SUPPORTIVE HOUSING	Big Sur
	THE INVISIBLE WOUNDS: THE EFFECTS OF COMPLEX TRAUMA ON BRAIN DEVELOPMENT: PROMOTING HEALING VIA TRAUMA INFORMED CARE/CONSCIOUSNESS	Cabrillo
	A UNIQUE PERSPECTIVE ON PERMANENT SUPPORTIVE HOUSING - PARTNERSHIP BETWEEN SRO HOUSING CORPORATION AND THE LOS ANGELES COUNTY DOWNTOWN MENTAL HEALTH CENTER	Joshua Tree
	MEET & GREET	Tahoe



# Workshops

## Day 1

### SESSION I: 10:30 A.M. - 12:00 P.M.

#### **1 YOSEMITE HALL - 10:30 a.m.**

##### **Housing Authority OF THE CITY OF LOS ANGELES SPECIAL Programs and New Applicant Process**

**Carlos Van Natter, Assistant Director of Section 8, Special Programs Operations and Administrations**  
**Ramina White, Assistant Manager, Housing Authority of the City of Los Angeles**

This workshop will give an overview of the various special programs administered by the Housing Authority of the City of Los Angeles, including the Shelter Plus Care, Housing and Urban Development-Veterans Affairs Supportive Housing, Project-Based Voucher, Homeless Section 8, Tenant Based Supportive Housing and Moderate Rehabilitation Programs. The impact of sequestration on the programs will be discussed. The applicant intake process for special program clients will also be reviewed.

#### **Objectives:**

1. Understand the various special programs and their similarities, differences, target populations, housing subsidy types, etc.
2. Review the applicant intake process, from initial referral/interview through leasing the unit.

#### **2 REDWOOD - 10:30 a.m.**

##### **MIX IT UP: HOW TO CREATE COMMUNITY IN MIXED POPULATION BUILDINGS**

**Deborah Woodward, LCSW, Affordable Living for the Aging**  
**Alicia Santiago, MSW, Affordable Living for the Aging**  
**Walter Powell, A Community of Friends**

Housing projects that integrate individuals who have special needs with a non-special need population often face unique challenges for managing tenant relations. You will hear from service providers delivering services at Permanent Supportive Housing sites with mixed populations. The panelists will discuss the barriers created by cultural, linguistic, and functional differences between the two populations. You will learn ideas for facilitating social interactions that promote a shared sense of community while ensuring that all tenants feel supported.



### Objectives:

1. Learn about social services' role in addressing ongoing issues between tenants.
2. Learn how to talk about the make-up of the building's population with other tenants.
3. Learn how to leverage the strengths of each group to empower them to contribute to the well-being of their community.
4. Hear ideas for facilitating successful community building activities.

## 3 MOJAVE - 10:30 a.m.

### ROLES and DUTIES OF THE HOUSING SPECIALIST

**Patricia Nwaekeke, Health Program Analyst I, Department of Mental Health**

**Marquis Wilson, Housing Specialist, San Fernando Valley Community Mental Health Center, Inc.**

**Faye Williams, Housing Specialist, ENKI**

**Carol Phillips, Housing Specialist, Department of Mental Health**

This workshop will provide an overview of the role, duties, and responsibilities of a Housing Specialist. Presenters include those working as housing specialists who will discuss their day-to-day experiences working with consumers on housing issues and their role on the mental health team.

### Objectives

1. Specify the roles and duties of housing specialists.
2. Explain the day-to-day functions of housing specialists.

## 4 CATALINA - 10:30 a.m.

### PINPOINTING THE DIFFERENCE: ARE SUPPORTIVE HOUSING PROJECTS REALLY MORE EXPENSIVE TO OPERATE?

**Diep Do, Senior Program Manager, California Housing Partnership Corporation – Moderator**

**Shanon Lampkins, Asset Manager, West Hollywood Community Housing Corporation Jo-**

**Ann Cohen, Financial Operations Director, Skid Row Housing Trust**

**Nicole Smith, Project Manager, Los Angeles County Community Development Commission**

**Dorene Toutant, Director of Resident Services, Hollywood Community Housing Corporation**

Hear from property and asset managers about how unique aspects of supportive housing might result in higher operating expenses. These experts will delineate which budget line items deserve special attention and how to most accurately anticipate those expenses.

### Objectives:

1. To assist owners and developers in better underwriting the finances of projects;
2. To share the knowledge of experienced property and asset managers.



## 5 BIG SUR - 10:30 a.m.

### BEST PROJECT: WHY SSI/SSDI IS IMPORTANT TO PERMANENT HOUSING

Leepi Shimkhada, Project Manager, Department of Health Services

Elena Fiallo, United Homeless Healthcare Partners

Rose Liu, BEST Case Manager

Dr. Kevin Hayes, BEST Project Staff Psychiatrist

The BEST Project Staff will give a detailed description of the program, describe the link between SSI/SSDI and permanent housing, and discuss how SSI/SSDI relates to clients of mental health services.

#### Objectives:

1. Understand the qualifications of the BEST Project.
2. Learn how SSI/SSDI can lead to permanent housing.

## 6 CABRILLO - 10:30 a.m.

### PROBLEM-SOLVING/DECISION-MAKING PROCESS

Ervin R. Munro, M.S., Director of Social Services, Single Room Occupancy (SRO) Housing Corporation

This presentation is designed for Case Managers, Property Managers, Service Coordinators, Supervisors, Administrative Support Staff and others who work with clients/residents who often present with a wide range of needs AND who often want quick, unrealistic results. By learning a few basic techniques, the participants will be able to efficiently and effectively guide a person through a process leading to realistic goals that can be incorporated into an action plan. The role of the “helper” in this process is to guide the person toward a resolution rather than just saying what s/he *should* do to meet his/her needs. Utilizing this process to establish goals is a mutual endeavor between the two parties involved.

#### Objectives:

1. How to quickly assess a client's/resident's situation/needs.
2. How to guide a person through a defined problem-solving/decision-making process.
3. How to incorporate realistic goals into an Action Plan.

## 7 JOSHUA TREE - 10:30 a.m.

### MHSA Housing program 5 year anniversary: streamlining, program improvement, & stakeholder dialogue

Nanette Guevara, Housing Finance Officer/Lead MHSA, California Housing Finance Agency

Tom Armstrong, Asset Management Officer, California Housing Finance Agency

Matthew Mielewski, Housing Finance Officer, California Housing Finance Agency

Sabrina Saxton, Housing Finance Specialist, California Housing Finance Agency

Greg Ricard, Housing Inspector, California Housing Finance Agency



Join us to celebrate the 5th anniversary of the Mental Health Services Act (MHSA) Housing Program and gain insight on the opportunities this program still offers. Our panel will share current program developments; facts on accessing MHSA funding; tips on closing out the deal you have in development; details on the supportive services provision; and advice on asset management, capitalized operating subsidy, and reporting requirements. Also, the Shared Housing model will be explored and insights about planning for the future will be shared. Participants will have a chance to ask questions and view a video celebrating the MHSA Housing Program's success.

### **Objectives:**

1. Provide an overview of the statewide implementation and success of the MHSA Housing Program including new streamlining procedures and program improvements.
2. Understand the asset management requirements regarding capitalized operating subsidies, reporting and inspections.

## **8 TAHOE - 10:30 a.m.**

### **Housing first: a model that works**

**Anita Kaplan, LCSW, Program Manager, San Fernando Valley Community Mental Health Center, Inc. (SFVCMHC, Inc.)**

**Gillian Hibbert, Mental Health Counselor II/Housing Specialist, SFVCMHC, Inc.**

**Kimberly Anthony, Benefits Specialist, SFVCMHC, Inc.**

The Cornerstone-Field Capable Clinical Services multidisciplinary treatment team will conduct a panel presentation with moderator on the Street to Home project which is based on the Housing First Model. Topics of discussion will include: the target population, staffing patterns, outreach and engagement strategies, Shelter Plus Care and harm reduction philosophy. The panel will provide information regarding barriers and challenges in working with the chronically homeless, vulnerable and severely mentally ill population as well as strategies in assisting this population in housing retention. Fundamental aspects of Street to Home and the housing first model will be discussed such as providing transitional housing, field-based case management, implementing harm reduction and benefit establishment.

### **Objective:**

1. Understanding of the harm reduction model and as well as the philosophy of "high tolerance, low demand."
2. Gain an increased understanding of how basic case management strategies are used to address the needs of this population such as obtaining a birth certificate, California ID card and obtaining benefit entitlements.
3. Basic skills and knowledge of delivering intensive, field-based case management services.



# DAY 1

## SESSION II: 1:30 P.M. - 3:00 P.M.

### 9 YOSEMITE HALL - 1:30 p.m.

#### Housing retention strategies with tenants who were chronically homeless

Mollie Lowery, MA , Program Director, Housing Works

In this workshop, we will describe what it takes to *successfully* house the most vulnerable, multi-diagnosed, chronic homeless persons. Yes, that includes persons who are active drug users and persons who are ambivalent about mental health or substance abuse treatment. Minimally, our goal is to help tenants retain their housing. Of equal importance is our ability to share and facilitate their journey of recovery and becoming thriving participants in the community. *We will take the bulk of our workshop time looking at concrete ways to implement harm reduction strategies up to and into Permanent Supportive Housing.* We will not be focusing just on change of individuals, but on the systems that create barriers to our folks gaining access to the services and housing they need. We too often ask if the person is “ready” and perhaps not often enough if we or the housing we provide are ready and how we can structure our resources differently so we up the odds that our folks can thrive in our communities.

#### Objectives:

1. Have a thorough knowledge of the definition and theory of Harm Reduction strategies.
2. Have new, tangible, applicable tools to work with in implementing Harm Reduction strategies in outreach/engagement work and in Permanent Supportive Housing environments.
3. Have a renewed, deepened understanding of persons challenged by a combination of homelessness, serious mental illness, and addictions- and how best to meet their needs.

### 10 REDWOOD - 1:30 p.m.

#### Leasing a special NEEDS HOUSING PROJECT: UNDERSTANDING THE ROLE AND RESPONSIBILITIES OF PROPERTY MANAGEMENT

Lori Horn, Vice President, John Stewart Company

Anna Topolewski, Director of Interim Housing, PATH

June C. Valle, Director, HCCP, NCP, FPI Management, Inc.

Property owners and tenants have different expectations of property management; however, property management can satisfy the requirements of the property owner while creating an enjoyable community for the tenant. A panel of experienced property management professionals will explain their



role and responsibilities during and after the leasing process. By gaining insight into the job of property management, individuals who assist prospective tenants navigate the leasing process and maintain permanent housing will be better equipped to facilitate the leasing process and housing retention.

### **Objectives:**

1. Provide a General Overview of the Role and Responsibilities.
2. Identify and Discuss the Tenant Selection /Eligibility Criteria (income level, age, homeless status, disability, residency, and criminal background).
3. Describe the Application Process.
4. Clarify the Compliance/Maintenance Responsibilities.

## **11 MOJAVE - 1:30 p.m.**

### **OVERCOMING BARRIERS TO HOUSING - DEVELOPING AN INDIVIDUALIZED HOUSING PLAN**

**Carmen Hill, M.B.A., President of CitiHousing Real Estate Services**

The participants will be able to understand the special needs and challenges of assisting consumers of various age groups in securing housing. This session will describe how to work with the consumer in setting realistic, achievable housing goals:

### **Objectives**

1. Assess the consumer's housing needs.
2. Identify the consumer's housing barriers to securing housing and how to develop and implement a plan to address the barriers.
3. Identify the appropriate housing options.
4. Prepare the consumers on how to maintain their housing.

## **12 CATALINA - 1:30 p.m.**

### **A MARRIAGE OF CONVENIENCE: PERMANENT BANK DEBT FOR SUPPORTIVE HOUSING PROJECTS**

**Zorica stancevic, Program Manager, California Housing Partnership Corporation**

**Tara Barauskas, Housing Director, A Community of Friends**

**Mark Rasmussen, Executive Vice President, California Community Reinvestment Corporation**

**Johanna Gullick, Senior Vice President, Union Bank**

**Debbie Burkart, Vice President, National Equity Fund**

**Sonia Rahm, Vice President, Citi Community Capital**

Capital sources are in short supply, so developers are leveraging resources wherever feasible, including permanent bank debt. Leveraging rental subsidies, like Section 8 project-based vouchers and Shel-



ter Plus Care, though, makes investors uneasy. Is there a happy medium? How can developers reasonably anticipate the underwriting requirements and risk-mitigation terms that lenders and investors might require? Is it possible for a project to mitigate the perceived risks and thereby lessen requirements? Come hear developers, lenders and investors discuss the issues.

**Objectives:**

1. Identify and evaluate the resources available for the creation of Permanent Supportive Housing development;
2. Better understand the concerns and needs of lenders and investors when using permanent bank debt.

**13 BIG SUR - 1:30 p.m.****ANOTHER HOUSING OPTION: UNDERSTANDING & UTILIZING AFFORDABLE HOUSING AS A VIABLE HOUSING PLAN**

**Don Montana, Abode Communities**

**Matthew Segerdal, AmCal Multi-Housing**

How to access affordable housing resources: Tax Credits and Affordable Housing Developments. This workshop will include a panel composed of an affordable housing developer and a property management company discussing the availability of affordable housing stock throughout Los Angeles County and how to successfully access this resource. Abode Communities, an affordable housing developer will focus on the availability of affordable housing and how these units are made affordable including the targeted populations and eligibility criteria. Amcal Multi-Housing, an experienced property management company working with both low-income and special needs populations, will discuss the application process for these units and how it may differ from accessing special needs housing. The goal of the workshop is to provide information that will increase the likelihood of DMH consumers gaining access to this valuable resource.

**Objectives:**

1. Identify affordable housing options other than utilizing tenant-based Section 8 or Shelter Plus Care.
2. Become familiar with housing developments that target low-income households.
3. Correlate housing assessment with the eligibility criteria.



## **14 CABRILLO - 1:30 p.m.**

### **Developing Projects for Multiple Targeted Populations: Legal and Practical Best Practices to Help Avoid Fair Housing Complaints**

**Karen McCay, Managing Partner, Pahl & McKay**  
**Maria Robles, Asset Manager, LA Family Housing**

In these economic times, it often takes many funding sources to develop a project, each with its own requirements. Developing housing for targeted populations often runs the risk of violating applicable State and Federal Fair Housing Laws. In addition, once the project is developed, property management must manage in compliance with regulatory agreements which may contain conflicting obligations and navigating through the requirements of each funding source can often be a turbulent course. This panel of legal and operational experts will discuss some of the most common pitfalls and fair housing concerns such as managing multiple wait lists for various populations, implementing various preferences and managing operational requirements. The legal and practical challenges to meet Federal, state and local requirements are sometimes conflicting and often vague. This panel presentation will provide a legal perspective of issues related to Fair Housing and the practical processes that property management uses to ensure compliance.

#### **Objectives:**

1. Learn the Fair Housing challenges of operating affordable housing with merged populations.
2. Learn practical strategies to managing multiple waiting lists for multiple populations.

## **15 JOSHUA TREE - 1:30 p.m.**

### **Basics of Asset Management: So you've closed the deal on your first supportive housing development--now what?**

**Shola Giwa, Community Real Estate Asset Management Specialist**  
**Jennifer Caspar, Community Real Estate Asset Management Specialist**

This workshop is aimed at project managers, mental health service providers and Permanent Supportive Housing developers and is focused on the challenges of operations and management over the long term. Attendees will come away with constructs for fulfilling the asset management function including defining success by establishing performance standards and developing a site specific management plan that reflects the owner's vision and sets realistic frameworks for partnering with property management and services to assure the welfare of the tenants, the building and the apartment community.

**Objective:**

1. Establishing and tracking achievable performance standards, such as vacancy and turnover rates and work-order response time.
2. Outlining a site specific Permanent Supportive Housing operating manual.

**16 TAHOE - 1:30 p.m.****TAY TRIAGE TOOL - TARGETING TRANSITION AGE YOUTH FOR PERMANENT SUPPORTIVE HOUSING**

Eric Rice, Ph.D., Assistant Professor, USC School of Social Work

Angela Rosales, M.P.P., Program Manager, CSH

Given the limited number of Permanent Supportive Housing units available, how do we determine which youth need this housing intervention the most? A number of indices have been developed to assess which homeless adults are most in need of Permanent Supportive Housing . Notably, the Vulnerability Index and the 10<sup>th</sup> Decile Crisis Indicator use data regarding pre-mature mortality and greatest system costs, which have not been found to be effective in assessing homeless youth. CSH and Dr. Eric Rice at the USC School of Social Work are developing a comparable tool to identify youth at the greatest risk of experiencing long-term homelessness. Implementing such a tool would support coordinated assessment efforts to help ensure that youth who have the greatest need for the longer-term housing and services intervention that Permanent Supportive Housing provides are able to be prioritized for those housing units.

**OBJECTIVES:**

1. Gain an understanding of the methodology for creating and testing the tool.
2. Discuss possible service delivery applications and implications.



# DAY 1

## SESSION III: 3:15 P.M. - 4:45 P.M.

### 17 YOSEMITE HALL - 3:15 p.m.

#### WHAT IT TAKES TO GO FROM CHRONIC HOMELESSNESS TO OBTAINING AND SUSTAINING A HOME FROM THE TENANT PERSPECTIVE

**Mollie Lowery, MA , Program Director, Housing Works**

**Four current tenants of Permanent Supportive Housing (formally chronically homeless)**

In this workshop, a panel of tenants who were chronically homeless, and are now living in Permanent Supportive Housing units, will share their experience and give their perspective on what it takes to successfully make these life-changing transitions, and ultimately becoming fully participating members of their community. Each member of the panel will respond to questions provided by the facilitator. There will be ample opportunity for discussion, feedback, and questions. We hope to generate a vibrant interchange.

#### **Objectives:**

1. Gaining a deeper understanding of the vital role chronically homeless persons themselves play in reaching the goal of establishing a home.
2. Clarification of what services, supports, relationships, strategies are most effective in assisting chronically homeless to secure a home.

### 18 REDWOOD - 3:15 p.m.

#### CRAFTING SERVICE PARTNERSHIPS THAT LAST

**Elena Fiallo, Program Director, United Homeless Healthcare Partners**

The goal of this workshop is to assist potential partners think through the collaborative structure and mechanisms necessary to support multi-agency, multi-service projects. These projects typically involve housing developers and/or managers, as well as a variety of service providers. Beyond the legal memoranda of understanding, it is the operating agreements and practices that make or break these relationships.

#### **Objectives:**

1. Describe how target populations and service needs drive the types and depth of collaborations and partnerships.



2. Identify basic models of collaborations and partnerships.
3. Define elements of operating agreements.
4. Identify 2 – 3 operating agreements for a potential partnership.

## **19 MOJAVE - 3:15 p.m.**

### **OVERCOMING HOUSING BARRIERS: TIPS ON GETTING AN APPLICATION ACCEPTED**

**Carmen Hill, M.B.A., President of CitiHousing Real Estate Services**

This workshop will teach participants how to find and secure housing for consumers. Taught by a property manager/leasing agent, this workshop will give the landlord's perspective on how decisions are made regarding which applications to accept or reject.

#### **Objectives**

1. How to conduct a housing search.
2. How to prepare the consumer for communications with the landlord.
3. How to fill out a rental application.
4. How to conduct a mock interview.

## **20 CATALINA - 3:15 p.m.**

### **IMPLEMENTATION OF THE MHSA HOUSING PROGRAM - ACROSS THREE SOUTHERN CALIFORNIA COUNTIES**

**Judy Iturriaga, PhD, MFT, Service Chief II, Orange County Behavioral Health Services**

**Kevin Fincher, Housing Development Administrator, Orange County Community Services**

**Edmund Bienkowski, Regional Administrator, Telecare Corporation**

**Thomas J. Peterson, Development Specialist with the Riverside County Department of Mental Health**

**Troy Boyle, Ph.D., LCSW, Service Line Coordinator- Assertive Community Treatment, Community Research Foundation**

Orange County, San Diego County and Riverside County have all embraced recovery principles in operationalizing the MHSA Housing Program. Notably, these three Counties have primarily (Orange and San Diego) or exclusively (Riverside) implemented an integrated model of affordable/supportive housing. In addition, the County of Orange MHSA Housing Program has funds available to construct additional projects at this time. This panel presentation, training and dialogue will review the progress made thus far in Orange, San Diego and Riverside Counties in implementing the MHSA Housing Program. Presenters will cover financing approaches, including the use of One Time Funds and MHSA Housing Funds with and without Project-Based Section 8 Vouchers, and the challenges and opportunities presented by each, as well as the successes and challenges in providing property management and services within MHSA housing developments. Finally, the counties will discuss their plans to continue moving forward with and prioritizing the MHSA Housing Program.



### Objectives:

1. Enhance understanding of the complexities of financing and operating MHSA Housing Program Projects. We will also discuss our approach to service delivery and our experience with increasingly targeting mixed populations in single projects. Orange County will discuss their movement to county-provided Resident Clinical Service Providers to enhance the services provided by the designated Lead Providers.
2. Understand the challenges presented by the combination of different projects, populations, and service models, and the need for flexibility and options when implementing MHSA Housing Program projects.

## 21 BIG SUR - 3:15 p.m.

### PROMOTING OLDER ADULTS' ACCESS TO MENTAL HEALTH SERVICES IN SENIOR HOUSING: A COMMUNITY OUTREACH AND EDUCATION STRATEGY

Lonni Hertling, Resident Manager,

Cherrylee Gardens, Thomas Safran & Associates

Nicky Cheng, MA, Registered Marriage & Family Therapist, Special Services for Groups,

Haydeh Fakhrabadi, PsyD, Clinical Psychologist II, Older Adult System of Care Bureau,  
Department of Mental Health

Older adults residing in senior housing face multiple challenges. Many are not aware of, or fully understand the bio-psychological changes in their aging process. Others may have difficulties coping or dealing with stresses and related psychological issues associated with family situations, finance, and losses.

### Objectives:

1. How to identify and establish the essential elements of a partnership between a senior housing project and mental health ways to implement strategic collaborations between property management and mental health staff to reduce mental health stigma, promote wellness through community education.
2. Linkages to culturally and linguistically appropriate resources.

## 22 CABRILLO - 3:15 p.m.

### FROM DESIGN TO LEASE-UP: PROMISING PRACTICES IN MERGING SPECIAL POPULATIONS

RENE RODRIGUEZ, SENIOR PROJECT MANAGER, ARCHITECTURE, ABODE COMMUNITIES

KASEY ARCHEY, VICE PRESIDENT, PROPERTY MANAGEMENT and RESIDENT SERVICES, ABODE COMMUNITIES

LEILA KUMAR, INTERIM DIRECTOR, RESIDENT AND COMMUNITY DIRECTORS, ABODE COMMUNITIES

Affordable housing developers who integrate multiple special populations into an affordable housing project face special challenges in design, preparation and coordination with the property manage-



ment and service providers for lease up, and successful transition into full operations. This panel presentation will share ABODE Communities' experience in merging populations in traditional affordable housing. ABODE is a fully integrated affordable housing developer that combines development, design, property management, and service provision for multiple populations.

### **Objectives:**

1. Learn promising practices from a fully integrated developer/owner of affordable housing to design, lease-up and operate affordable housing with merged populations.
2. Understand the importance of coordination and communication between the developer, property management, design team and service provision at all stages of development.

## **23 JOSHUA TREE - 3:15 p.m.**

### **LOS ANGELES COUNTY MHSA HOUSING PROGRAM - LISTENING SESSION**

**Lou Ann White, Senior Project Manager, CSH**

**David Howden, Project Manager, CSH**

Los Angeles County Department of Mental Health (LACDMH) recently celebrated the 5th anniversary of the Mental Health Service Act (MHSA) Housing Program. This successful program now has 18 Permanent Supportive Housing projects in operation and fully occupied.

This workshop will be the final session in a series of listening sessions co-hosted by CSH and LACDMH. Stakeholders will be asked to explore ways to improve the effectiveness of MHSA Housing Program. The goals of the series of sessions are to assure that MHSA Housing Program has the greatest possible impact by updating policies and procedures. Based on the listening sessions, CSH will prepare a set of recommendations for the MHSA Housing Advisory Board to consider as recommendations to the department.

### **Objectives:**

1. Participants will learn the original intentions of the Los Angeles County Department of Mental Health's policies and procedures created in 2006 – 2007 for the MHSA Housing Program.
2. Participants will provide feedback about different aspects of MHSA Housing Program through discussions of what is working and what areas need improvement.

## **24 TAHOE - 3:15 p.m.**

### **SOCIAL ENTERPRISE: CHANGING LIVES . . . ONE JOB AT A TIME**

**Moderator - Dalila Sotelo, The Sotelo Group**

**Mark Wilson, Coalition of Responsible Community Development/Enterprises, Executive Director**

**Shannon Ellis, Coalition for Responsible Community Development Enterprises, Director of Social Enterprise**

**Gordon Chan, REDF, Farber Fellow**



This plenary session will describe the social enterprise model being championed by CRCD, a community based non-profit organization. It will also portray the current landscape of the sector through an overview of different case studies in social enterprise, specifically how social ventures can work in partnership with affordable housing developments. The session will also include information about supporting and funding social enterprises that will have an impact on the target populations, such as those with mental health issues and other developmental disabilities. Just like in the traditional business models, innovation is still the name of the game. The session aims to inform the audience about the critical role of service delivery in the success of a social venture. At the end of the session, participants will be able to discuss the various problems and challenges faced by social entrepreneurs and the challenges ahead, including the stumbling blocks of old paradigms and mindsets.

**Objectives:**

1. Increase ability to work effectively to establish and expand relationships among all partners serving and housing individuals with mental illness.
2. Building sustainable partnerships in Permanent Supportive Housing.

# DAY 2

## SESSION I: 10:30 A.M. - 12:00 P.M.

**25 YOSEMITE HALL - 10:30 a.m.****HOW TO DEVELOP PARTNERSHIPS WITH LANDLORDS: THE LANDLORDS' PERSPECTIVE**

**Carmen Hill, M.B.A., President of CitiHousing Real Estate Services**

This workshop will consist of a panel of landlords that have rented to DMH consumers and will discuss what the landlord's expectations are for the case managers (housing specialists) for a successful partnership. The participants will be able to identify and place their clients in suitable housing and help them maintain their housing.

**Objectives:**

1. How to find landlords willing to rent to DMH consumers.
2. To understand the affordable housing options.
3. How to maintain a successful relationship with landlords.



## **26 REDWOOD - 10:30 a.m.**

### **HOUSING FIRST AND HOUSING STABILIZATION: STRATEGIES FOR SUCCESS**

**Andrea White, Housing Innovations**

**Jim Kennedy, CUCS**

This session will provide an overview of emerging and best practices in housing stabilization services for persons with serious mental illness. Presenters will review strategies for working with clients to build skills for housing stability and meeting their lease obligations. Practice implications for working with clients as they enter and stabilize in housing will be addressed, as well as programmatic strategies to support the practice. This session will also address how evidence-based practices can be integrated into housing stabilization work, including Critical Time Intervention and Motivational Interviewing.

#### **Objectives:**

1. Increase participants' understanding of housing stabilization and the Housing First model.
2. Increase participants' familiarity with evidence-based practices to support effective housing stabilization.

## **27 MOJAVE - 10:30 a.m.**

### **HOW TO DOCUMENT AND CLAIM FOR HOUSING SERVICES**

**Lori Dobbs, PsyD, Training Coordinator, Quality Assurance, Department of Mental Health**

This workshop will present an overview of how to properly document the provision of housing services to meet Medi-Cal standards. Most importantly, the presenter will discuss the relationship among the assessment, coordination plan, and progress note.

#### **Objectives:**

1. Understanding the essentials of documenting medical necessity.
2. Understanding the clinical loop of the integration of housing needs from assessment to client care coordination plans to progress notes.
3. Knowledge of the basic requirements of quality documentation for Medi-Cal services.
4. Learn the importance of correct code usage.
5. Gain knowledge of type of Mental Health Services, Targeted Case Management and Procedure Codes.



6. Identify appropriate housing activities and case management duties as it pertains to Medi-Cal claiming.

## 28 CATALINA - 10:30 a.m.

### FINANCING SUPPORTIVE HOUSING

**Moderator - Steve Renahan, Senior Policy Advisor, Shelter Partnership, Inc.**  
**Sean Spear, Executive Director, California Debt Limit Allocation Committee**  
**Bill Pavao, Executive Director, California Tax Credit Allocation Committee**  
**Pansy Yee, Manager, Los Angeles County Community Development Commission**  
**Timothy Elliot, Manager, Los Angeles Housing Department**  
**Peter Lynn, Director, Housing Authority of the City of Los Angeles**  
**Matthew Haas, Director, Merritt Community Capital**

Each panelist will be given 5 to 10 minutes to describe their funding programs guided by addressing the following questions:

- Describe the funding programs and criteria available through your organization or agency including the specific target populations and project type for each funding category.
- Explain any leveraging requirements or any value added leveraging to increase scoring potential or competitiveness.
- What are your, if any, service funding requirements?
- Available funding
  - What is your funding schedule?
  - Amount of available funds
  - Number of anticipated units/projects to be funded in the immediate future
  - What is the anticipated geographic distribution of funds
    - Southern Region
    - Funding Categories

After the panelist presentations, the remaining time will be for Q & A.

### Objectives

1. Participants will understand the complexity of financing supportive housing for persons with disabilities.
2. Participants will learn the need for collaboration and partnerships in developing supportive housing for persons with disabilities.

## 29 BIG SUR - 10:30 a.m.

### HELPING CLIENTS STAY HOUSED THROUGH CRITICAL TIME INTERVENTION

**Jenn Ma-Pham, MSW, Downtown Women's Center**  
**Martha Delgado, BSW, Downtown Women's Center**  
**Joelle Greene, Ph.D. Harder & Co.**  
**Linda Tran, MPP Harder & Co.**



Critical Time Intervention (CTI) is an empirically supported, time-limited case management model designed to prevent homelessness and other adverse outcomes in people with mental illness following discharge from hospitals, shelters, and other institutions. With the support of Conrad N. Hilton Foundation, Fannie Mae, Corporation for Supportive Housing, and the Los Angeles County Department of Mental Health (DMH), CTI has been implemented at the Downtown Women's Center (DWC) since January 2011 to promote housing stability among chronically homeless women in Skid Row. This workshop will review the implementation of CTI and the impact CTI has made on DWC residents and residents in Skid Row.

### **Objectives:**

1. Receive an overview of the CTI model.
2. Gain knowledge on the implementation of CTI at DWC.
3. Receive data on the impact and outcomes of CTI at DWC.

## **30 CABRILLO - 10:30 a.m.**

### **MAKING FAIR HOUSING LAWS WORK: A PRACTICAL APPROACH TO COMPLIANCE**

**Carey Stone, ADA Coordinator, City of Los Angeles' Department of Disability**

Participants will gain an in-depth understanding of the legal framework of anti-discrimination laws and the concepts of reasonable accommodation and modification. They will come away with a better understanding of how to comply with, and demonstrate compliance with, fair housing mandates while protecting the rights of all tenants.

### **Objectives:**

1. To gain a solid understanding of the overall objective of fair housing law, with extra emphasis on legal mandates involving individuals with disabilities.
2. To understand how to recognize, analyze and respond to requests for reasonable accommodations and modifications.
3. To give participants an opportunity to share their concerns and frustrations regarding fair housing law in their daily work as housing providers, in order to address these concerns with an eye to synchronizing the mandates of fair housing law with the practical realities of providing housing.

## **31 JOSHUA TREE - 10:30 a.m.**

### **INNOVATIONS: AN INTEGRATED MOBILE HEALTH TEAM APPROACH TO HOUSING PLACEMENT AND RETENTION FOR A VULNERABLE POPULATION OF HOMELESS INDIVIDUALS**

**Moderator - Lezlie Murch, M.A., Exodus Recovery**

**Integrated Mobile Health Team Staff – Patrick Hooks, Program Director, Exodus Recovery**

**Hilary Haylock, Lead Case Manager, Exodus Recovery**

**Curley Holden, CASII, Housing Specialist, Exodus Recovery**

**Lynne Nieto, NP, PhD, Nurse Practitioner**

**Cindy Kang, NP, Physician's Assistant, Los Angeles Christian Health Center**



**Rachel Karman, Resident Services Coordinator, Skid Row Housing Trust**

**Leslie Murch, Senior Vice President of Programs, Exodus Recovery**

This workshop will demonstrate the enhanced efficacy of mental health, physical health and substance abuse services when delivered in the field by a fully integrated multidisciplinary team of clinicians to a highly vulnerable population of homeless individuals. A key program objective for all enrolled clients is immediate placement in crisis/transitional/permanent housing and improved rates of housing retention utilizing best practices such as Housing First, Motivational Interviewing and a comprehensive service delivery system incorporating staff from clinical partners, Los Angeles Christian Health Center and Skid Row Housing Trust. Panel members will discuss the methods employed by the fully integrated clinical team to improve rates of housing retention.

### **Objectives:**

1. Participants will learn about the operational aspects of an integrated team approach to service delivery, including outreach, assessment, engagement, enrollment and treatment interventions.
2. Panel members will describe their roles within the integrated care system, including physical health care delivered by partner Los Angeles Christian Health Center.
3. Panel members will describe the process of expedited housing placement and the collaborative approach used with Exodus housing partner, Skid Row Housing Trust.

## **32 TAHOE - 10:30 a.m.**

### **Designing Great Residences for Special Needs Tenants**

**Moderator - Rochelle Mills, Director of Projects & Programs, Irvine Housing Opportunities, Inc.**

**Cristian Ahumada, Executive Director, Clifford Beers Housing**

**Lynnelle Bryant, Interior Designer, President, MasBuild**

**John Arnold, AIA, Architect, Killefer Flamang Architects**

**Noel Nicholas, Family Advocate, The Raise Foundation**

This workshop will discuss and provide examples of how to design welcoming, comforting, safe and reassuring homes for clients. We will cover design details in common areas, staff offices, and exterior spaces including furnishings, room layout, etc. with examples of what works and what doesn't.

### **Objectives:**

1. Encourage the audience to rethink how they house residents and create better environments that help residents thrive.
2. Aimed at helping those who are involved in housing and services to adopt a team approach to serving these residents when planning housing developments.



# DAY 2

## SESSION II: 1:30 P.M. - 3:00 P.M.

### 33 YOSEMITE HALL - 1:30 p.m.

#### DEPARTMENT OF PUBLIC SOCIAL SERVICES' HOMELESS RESOURCES

Roberto De La Torre, mpa, Human Services Administrator I, Department of Public Social Services

Vaughan C. Gibson, Manager, Department of Public Social Services

Ken J. Krantz, Human Services Administrator I, Department of Public Social Services

The CalWORKs Housing Program offers a number of benefits and services designed to assist CalWORKs homeless families or families at-risk of homelessness, to prevent eviction or to move out of their current situation and into affordable permanent housing. Benefits include temporary shelter payments, permanent housing payment, short-term rental subsidy, assistance to prevent eviction, relocation assistance, and case management services. Increasing public awareness and participation in the CalFresh Program via the use of online application services, multi-media campaigns, expanded outreach and community partnerships. GR Emergency Housing Voucher and GR Housing Subsidy Programs will also be discussed.

#### Objectives:

1. Provide an overview of the CalWORKs housing program and services that are available to homeless CalWORKs families who are at-risk of homelessness.
2. Provide information on how a homeless or at-risk of homelessness CalWORKs family can connect to the CalWORKs housing programs and services.
3. Increase public awareness and participation in the CalFresh Program.
4. Identify the role that CalFresh can play in good nutrition and health.
5. Provide an overview of the GR Emergency Housing Voucher and GR Housing Subsidy programs.

### 34 REDWOOD - 1:30 apm.

#### UNDERSTANDING AND WORKING WITH THE CHRONICALLY HOMELESS

Suzanne Wagner, Housing Innovations

Jim Kennedy, CUCS

The session will focus on engagement strategies for working with chronically homeless people. Presenters will discuss strategies for addressing the special needs of this population, including adjustments to practice approaches and programming structures. The session will also review interventions that help in preparing chronically homeless individuals for housing and assisting them with the transition, with a focus on integrating evidence-based practices.

**Objective:**

1. To increase participants' knowledge of the specialized needs of the chronically homeless population and effective strategies for addressing those needs on a practice and programmatic level.
2. To provide participants with practical skills for engaging chronically homeless individuals.
3. To increase participants' knowledge of evidence-based practices for working effectively with the chronically homeless population.

**35 MOJAVE - 1:30 p.m.****FAIR HOUSING 101: UNDERSTANDING YOUR RIGHTS AND OBLIGATIONS AS A TENANT**

**Carey Stone, ADA Coordinator, City of Los Angeles, Department on disability**

Participants will gain an in-depth understanding of the legal framework of anti-discrimination laws and the concepts of reasonable accommodation and modification. They will have tools to respond productively to illegal discrimination, and a good understanding of how to request and follow through on requests for reasonable accommodations in policies and procedures necessary because of disability, as well as reasonable modifications. They will know better when to demand their rights and when to beg.

**Objectives:**

1. Gain a solid understanding of the overall objective of fair housing law, with extra emphasis on the rights of individuals with disabilities and their families.
2. Recognize illegal discrimination and gain an awareness of positive ways to respond to it.
3. Learn how to request reasonable accommodations and modifications.

**36 CATALINA - 1:30 p.m.****COMING HOME: INTEGRATING HOUSING AND SERVICES FOR VETERANS**

**Moderator - Matthew Haas, Merritt Community Capital**

**Tiena Johnson-Hall, Vice President and Team Leader, US Bank**

**Ben Rosen, Senior Project Manager, A Community of Friends**

**Stephanie Zahed, LCSW, Department of Veterans Affairs**

**Kristine Rodrigues, MSW, Assistant Director - Veterans Services, Volunteers of America-Los Angeles**

Veterans are coming home seeking services and housing and, simultaneously, more and more Federal, state and local agencies are seeking ways to collaborate on housing and services. Along the same path, service providers and affordable housing providers are trying to navigate and explore new models of supportive or enriched housing for Veterans, either homeless, single or as part of a family. Sometimes, this becomes more challenging even when we see opportunities to serve our Veterans. This DMH Institute will bring together individuals working on Veterans Housing in Los Angeles County.



### Objectives:

1. Provide an overview of Veterans Housing projects providing participants an opportunity to learn from examples of projects underway.
2. Demonstrate integration between services and programs for Veterans alleviating homelessness.

## 37 BIG SUR - 1:30 p.m.

### ON-SITE GERIATRIC MENTAL HEALTH: A CO-LOCATION MODEL AT SENIOR HOUSING

Kara Rawson, Property Manager, Inglewood Meadows, Thomas Safran & Associates

Makeda Cowan, RN, Mental Health Counselor, RN, Department of Mental Health

Lynne Azanow-Saturno, LCSW, Psychiatric Social Worker II, Department of Mental Health

Many older adults who live in senior housing are frail, isolated, and suffer from mental illness. Through a co-location agreement, the Los Angeles County – Department of Mental Health GENESIS multi-disciplinary field based team works collaboratively with the property manager to provide mental health services at a senior housing project.

### Objectives:

1. How to identify the bio-psychosocial issues of older adults.
2. How property manager works with a field based geriatric mental health team to provide evaluation, treatment, linkages and community education to the residents of a senior housing project.

## 38 CABRILLO - 1:30 p.m.

### COGNITION 101: HOUSING SUPPORTS FOR COGNITIVE DISRUPTIONS COMMONLY EXPERIENCED BY PERSONS DIAGNOSED WITH PSYCHIATRIC DISABILITIES

Deborah B. Pitts, PhD, OTR/L, BCMH, CPRP, Division of Occupational Science and Occupational Therapy, University of Southern California

This session will provide participants with an introductory understanding of how cognitive disruptions commonly experienced by persons diagnosed with psychiatric disabilities can impact housing success and define the need for supports. Executive function, one aspect of cognition, has been shown to be a predictor of community living success (Green & Nuechterlein, 1999; Brekke, Prindle, Bae & Long, 2001). Specific cognitive disruptions will be described and support strategies will be identified. Participants will also do problem solving around ways to support tenants diagnosed with psychiatric disabilities who are also experiencing cognitive disruptions.

### Objectives:

1. List and describe common cognitive disruptions experienced by persons labeled with psychiatric disabilities that may impact supported housing success.
2. Identify specific strategies for providing housing supports targeting cognitive disruptions experienced by persons labeled with psychiatric disabilities within the supported housing context.



### 39 JOSHUA TREE - 1:30 p.m.

#### ADDRESSING ALL NEEDS: HOW TO ASSIST CLIENTS IN OBTAINING AND MAINTAINING PRIMARY HEALTH CARE IN THEIR NEW NEIGHBORHOOD

**Marrisa Axelrod, RN, BSN, OPCC**

**Courtney Beamer, Housing Care Coordinator, OPCC Access Center**

OPCC will present a field based best practice in systems integration of case management services and health care service delivery to the chronic homeless population incorporating primary health care management, mental health services, and case management in Permanent Supportive Housing.

#### **Objectives:**

1. Learn about an integrated health care collaboration with community health centers throughout Los Angeles County.
2. Learn about how case management/medical services offered by OPCC connects chronically homeless newly housed clients to a medical home and assist in healthcare maintenance.

### 40 TAHOE - 1:30 p.m.

#### MENTAL HEALTH 101—FOR NON MENTAL HEALTH PROFESSIONALS

**Linda P. Boyd, MN, Program Manager, Emergency Outreach Bureau, Department of Mental Health**

This workshop will cover some of the major mental illnesses that affect the population we serve. I will discuss how to recognize symptoms and how these symptoms impact those suffering from them. The presentation will explore the medications prescribed and their side effects and talk about some ways of intervening in order to de-escalate the individual when these symptoms are at their worst. Resources will also be provided.

#### **Objectives:**

1. As a result of this workshop, participants will be able to list one symptom each of schizophrenia, bipolar disorder and major depression.
2. Participants will be able to list 3 medications given for each of the major mental illnesses.



# DAY 2

## SESSION III: 3:15 P.M. - 4:45 P.M.

### **41 YOSEMITE HALL - 3:15 p.m.**

#### **LOS ANGELES COUNTY HOUSING PROGRAM & RESOURCES**

**Lynn Katano, Community Development Commission of the County of Los Angeles**

**Christina Frausto-Lupo, Housing Authority of the County of Los Angeles**

This annual workshop provides an overview of the Los Angeles County Community Development Commission and Housing Authority programs that assist with capital funds and rental subsidies for Special Needs populations. The workshop also demonstrates the Los Angeles County Housing Resource website ([www.housing.lacounty.gov](http://www.housing.lacounty.gov)), and offers tips on housing placement for Special Needs clients. The workshop will also cover recent and upcoming changes in County housing programs. Attendees should expect to come away with 1) greater understanding of Shelter Plus Care, VASH, PBV and homeless voucher administration by the County Housing Authority, 2) Housing Resource Center website tips and tools for Special Needs housing locators and caseworkers, and 3) updates on changes coming to County housing development loan programs.

#### **Objectives:**

1. Greater understanding of the Los Angeles County housing development and Section 8 programs, especially in light of recent funding reductions.
2. Basic understanding of the Los Angeles County Housing Resource Center website and how to do rental housing searches.

### **42 REDWOOD - 3:15 p.m.**

#### **STANDARDS OF EXCELLENCE IN HOMELESS SERVICES**

**Michael Nailat, Program Officer, United Way of Greater Los Angeles**

**Steve Renahan, Senior Policy Advisor, Shelter Partnership**

**David Howden, MPA, Project Manager, CSH**

This presentation will introduce a set of performance targets and operating standards developed for homeless services in Los Angeles, the Home For Good Standards of Excellence. Examples of challenges and opportunities in focusing on outcomes will be shared.

#### **Objectives:**

1. Identify performance measures in homeless services.
2. Define the Home For Good Standards of Excellence.
3. Discuss the use of performance measures to improve individualized care.



## 43 MOJAVE - 3:15 p.m.

### HOUSING THE CHRONICALLY HOMELESS: AN INTEGRATED APPROACH

**Julie DeRose, MFT, Director of Programs, St. Joseph Center**

**Brooke Mathews, LCSW, Program Manager, St. Joseph Center**

Venice, California, a coastal community, is considered to have the highest homeless to housed ratio in Los Angeles County, at 1:32. In May of 2009, with the support of County of Los Angeles Supervisor Zev Yaroslavsky's office, St. Joseph Center undertook a survey that created a Vulnerability Index for the street homeless in Venice. 157 of these individuals are now receiving intervention focused case management services and 110 have moved into Permanent Supportive Housing through St Joseph Center's Venice Chronic Homeless Intervention Program (VCHIP). (Los Angeles Times "Mapping LA" 2009)

This presentation will focus on some of the unique challenges in the treatment of those individuals with chronic mental health and substance abuse history, the impact that substance abuse has on successful mental health, medical treatment, and housing retention and some of the unique interventions that have been implemented by this team to create change. Case studies will demonstrate tools used to achieve successful outcomes as well as lessons learned from unsuccessful outcomes. Special focus will be placed on exploring when the "system" fails this population and how to change the "system" by thinking outside of the box.

#### Objectives:

1. Workshop participants will learn strategies to determine effective interventions that work towards achieving housing stability.
2. To explore how a triage method could be established to place chronically homeless individuals in "best fit housing".
3. To gain an understanding of the unique challenges inherent in working with this population and how successful outcomes can be achieved.

## 44 CATALINA - 3:15 p.m.

### VALOR: VETERANS AND LOVED ONES RECOVERY

**Lance Asamura, Outreach Worker, Department of Mental Health**

**Dr. Janet Del Rio, Clinical Psychologist, Department of Mental Health**

**Monju Shome LCSW, Mental Health Clinical Supervisor, Department of Mental Health**

**Anh Tran, Mental Health Clinical Supervisor, Department of Mental Health**

The VALOR team reaches out to veterans on the streets, parks, under-bridges or where ever they are and tries to engage and motivate them to accept services. Once the veteran agrees to accept services, staff links them to appropriate agencies and makes sure the necessary claims for veteran benefits are submitted and processed in a timely manner. Some of the linkages made by the VALOR staff includes



linkage to temporary shelter, mental health services, substance abuse treatment, permanent housing and employment. VALOR staff is trained to provide therapy to deal with Post Traumatic Stress Disorder, anxiety, depression and FOCUS (Family Over Coming Under Stress) for any veteran family for family resiliency.

### **Objectives:**

1. Reduce the number of homeless Veterans.
2. Develop new resources and increase community collaboration to provide adequate benefits to the veterans in a much shorter period of time.

## **45 BIG SUR - 3:15 p.m.**

### **HEALTH AND FOOD SECURITY IN SUPPORTIVE HOUSING**

**Leila Towry Kumar, MA , Founding Director, Urban Mosaic Communities, Healthy People, Healthy Places (HP2)**

The proposed workshop will discuss health disparities in the context of affordable and supportive housing. The presenter will explore the capacity of residents to meet their own nutrition needs through innovative methods and be provided with low cost program ideas that support mental health and substance abuse goals. Through an interactive approach, the facilitator will work with participants to define goals and policy barriers around creating health and wellness activities, in the critical context of a health and environmental justice frame work. Linkages to green communities, sustainability, and model projects will be discussed.

### **Objectives:**

1. Identify "root causes and build environment factors related to diet and health".
2. Hear about solutions to health disparities through innovative program models (Senior Housing, Supportive Housing, Supportive Veteran Housing)
3. Identify policies that can influence better environments.
4. Identify program strategies that promote solutions to health disparities and provide support for overall mental health.

## **46 CABRILLO - 3:15 p.m.**

### **THE INVISIBLE WOUNDS: THE EFFECTS OF COMPLEX TRAUMA ON BRAIN DEVELOPMENT : PROMOTING HEALING VIA TRAUMA INFORMED CARE/CONSCIOUSNESS**

**Stefanidis Nikolaos, PHD, Director of High Risk Youth Program Division of Adolescent Medicine, Children's Hospital and Clinical Assistant Professor of Pediatrics Keck School of Medicine University of Southern California**

**Dr. Moises Rodriguez, PhD, High Risk Youth Program Division of Adolescent Medicine, Children's Hospital**



There is ample evidence, both anecdotal and scientific, on how psychological trauma interferes with the development of the brain, its maturational process, and the consequential behavioral manifestations. This workshop is designed for all who are employed at agencies working with traumatized youth and are entrusted to provide services for the best interest of these youth. The workshop will also include an evaluation on how these approaches can be effective with adults that are still traumatized.

### **Objectives:**

1. Understand the effects of trauma on brain development.
2. Become familiar with Attachment Theory and ARC (Attachment, Self Regulation, and Competency).
3. Create interventions that promote healing via ARC.
4. Understand Normative Abuse.
5. Become familiar with Youth Resilience.
6. Outline a Self-Care plan.

## **47 JOSHUA TREE - 3:15 p.m.**

### **A UNIQUE PERSPECTIVE ON PERMANENT SUPPORTIVE HOUSING - PARTNERSHIPS BETWEEN SRO HOUSING CORPORATION AND THE LOS ANGELES COUNTY DOWNTOWN MENTAL HEALTH CENTER**

**Lawrence Hurst, LCSW, BCD, District Chief, Skid Row and Hollywood Programs, Department of Mental Health**

**Thandiwe Gregory, MSW, Housing Coordinator, Downtown Mental Health Center, Department of Mental Health**

**Ervin R. Munro, M.S., Director of Social Services, Single Room Occupancy (SRO) Housing Corporation**  
**M. Yesenia Ortega, BSW, Service Coordinator, Renato Apartments, SRO Housing Corporation**  
**Durian Dunbar, Property Manager, Renato Apartments, SRO Housing Corporation**

This workshop is designed for Property Managers, Service Coordinators, Case Managers, Supervisors, Funders, Housing Developers, Social Service Providers, Mental Health Practitioners, and others who work with homeless and very low-income individuals to provide affordable housing and supportive services. By learning a few basic philosophical positions and approaches to providing supportive services for special needs populations, the participants will be able to efficiently and effectively guide clients/residents through a process leading to stability and harmony within their housing facilities. The role of supportive



services staff in this process is to guide the consumer toward a resolution rather than just telling the person what s/he *should do* to meet his/her needs. Utilizing this process will result in a coordinated effort among the Property Manager, Service Coordinator, Clinical Provider, and the Residents.

**Objectives:**

1. Define Permanent Supportive Housing.
2. Define the roles of Service Coordinator, Property Manager, and Clinical Provider.
3. Describe a model that blends housing and supportive services.

**48 TAHOE - 3:15 p.m.****MEET & GREET**

**Ezequiel Castro, President, Nu-Way Mattress Corp**  
**Housing Policy & Development,**  
**Department of Mental Health**  
**CSH**

This “Meet & Greet” is open to mental health executives, other supportive services providers, and housing developers interested in:

- Requesting additional information regarding developing supportive housing;
- Seeking a supportive services (mental health) or development partner; and/or
- Promoting the development of supportive housing in a designated area of the county. Take advantage of this occasion to engage informally in one-on-one or small group discussions. Learn about future training opportunities to increase your agencies capacity to develop new supportive housing. Questions are welcomed!

**Objectives:**

1. Identify subject matter experts and potential mentors for future engagement.
2. Provide an opportunity to network.