

**Section D: Supportive Services Plan
Instructions**

1. Submit the MHSA Supportive Services Information, Section D, Items D.1 through D.16, as listed on the Application Index & Checklist.
2. Enter required information into the yellow box marked "Response".
3. Items D1 through D9 must be circulated for local review for 30 days.

Item D.1 Development Summary Form (Attachment B)

Instructions: Complete and submit the Development Summary Form (Attachment B)

RENTAL HOUSING DEVELOPMENT SUMMARY FORM

County Mental Health Department: Los Angeles County Department of Mental Health

Name of Development: Huntington Square Apartments

Site Address: 6101 State Street

City: Huntington Park State: CA Zip: 90255

Development Sponsor: A Community of Friends

Development Developer: A Community of Friends

Primary Service Provider: Jovenes, Inc

New Construction Acquisition/Rehabilitation of an existing structure

Type of Building: Apartment Building Single Family Home
 Condominium Other

Total Development		MHSA Funds	
Total Number of Units:	55	Total Number of MHSA Units:	20
Total Cost of Development:	\$24,352,119	Amount of MHSA Funds Requested:	\$2,000,000
		Capital:	\$2,000,000
		Capitalized Operating Subsidies:	\$0

Other Rental Subsidy Sources (if applicable): n/a

Target Population (please check all that apply):

Child (w/family) Transition-Age Youth
 Adult Older Adults

County Contact

Name and Title: Ms. Reina Turner
Division Chief, Housing Policy and Development

Agency or Department Address: County of Los Angeles – Department of Mental Health
695 South Vermont Ave, 10th Floor, Los Angeles, CA 90005

Agency or Department Phone: (213) 251-6558

Agency or Department Email: rtuner@dmh.lacounty.gov

Item D.2 Development Description

The Development Description should provide a narrative (approximately two pages) that includes:

1. Name and location of the proposed housing development;
2. Service goals of the development;
3. Characteristics of tenants to be served;
4. Type of housing to be provided (new construction or acquisition/rehab.);
5. How the building(s) in which housing and services will be provided will meet the housing and service needs of the MHSAs tenants (location, building type, layout, features, etc.);
6. Name of primary service provider, property manager, and other development partners; and,
7. Summary of the anticipated sources of development financing. (Name sources only, do not include dollar amounts.)

Response:

Huntington Square Apartments
 6101 State Street
 Huntington Park, CA 90255
 APN: 6310-025-042
 55 Units (20 MHSAs Units)

Huntington Square Apartments is a proposed new construction, mixed-use project that will be built on a partially vacant lot in the City of Huntington Park, at the Northwest corner of State and Randolph streets. The building will consist of 55 residential units, with 27 apartments designated as permanent supportive housing for Transitional-Age Youth (TAY), integrated with 27 apartments for low-income adults and family households, and one apartment for an onsite manager. Twenty (20) of the units will be reserved for households eligible under the Mental Health Services Act (MHSAs) who are homeless or at risk of homelessness and have been diagnosed with a serious mental illness. Of these, fifteen will be designated for TAY and five for adults. In addition, the project will feature approximately 7,000 ft² of commercial space.

Located on a prominent corner in Huntington Park, Huntington Square Apartments is designed in response to its urban setting through the use of innovative design features, secure, yet welcoming site planning, and environmentally focused aesthetics. The project design consciously aims at providing an improved quality of life for its tenants, while offering an appealing, high quality development, enhancing its immediate neighborhood. As an environmentally and socially conscious project, Huntington Square Apartments will provide a multitude of features, including universal design principles, accessible common spaces, and cutting edge sustainable design. Sustainability goals include "petal certification" of the Living Building Challenge, Net Zero energy, grey water reuse, and urban agriculture. The design of Huntington Square Apartments effectively considers the needs of the MHSAs tenants and low-income families and adults that will reside there. Tenant community amenities include a children's play area, fitness facilities, onsite laundry, rooftop garden space, private service offices, and a community room with an open kitchen for holding various classes and activities. Parking for residents, visitors, and customers of the commercial space will be available in a subterranean garage.

The project's community area will be where the MHSAs tenants can socialize with others or have group classes or meetings. The computer lab and TV areas will be utilized as classrooms for group skills classes in order to maintain the tenant's independent skills curriculum, if they are so inclined. There will be an outdoor seating area with barbeque on the rooftop for tenants to use, as well as a tot lot located in the center courtyard so that staff and adults will be nearby to maintain visual contact while children play. The Residential Services Coordinator (RSC) offices and a property management office will also be located near the community area. Private offices allow for one-on-one meetings between RSCs and other services staff with tenants in a confidential setting.

Each unit will be well-equipped with a full kitchen with energy efficient refrigerators, ranges, and dishwashers, as well as sinks, and storage cabinets, with an adjacent dining area. There will be six (6) handicapped accessible units to serve tenants with physical disabilities and three (3) units for residents with a sensory disability. All other units will be adaptable if additional accessible units are needed.

The following unit amenities will be incorporated in the project design to promote the health and safety of the tenants, as well as the affordability and durability of the units: secure entrance, hard surface flooring, high quality cabinets, refrigerator, dishwashers, and ranges. The MHSAs units will also be fully furnished with bedroom and dining furniture and will be adaptable to meet any specific physical impairments/ disabilities of the household. All units will be accessible via stairs or elevators.

Additionally, the community building includes office space for the confidential provision of supportive services by Jovenes, Inc. program staff, the lead provider for the MHSAs clients, as well as office space for an additional services provider to coordinate social activities and events. The on-site property management company for this development is anticipated to be Barker Management, Inc., an experienced supportive housing property manager who will also have office space in the community area.

The goal of the development is to stabilize low-income and special needs TAY, families and adults, and enable them to become meaningful participants in their community. With access to supportive services, including mental health services and skills training, Huntington Square Apartments will be a place where tenants can thrive.

Development Partners:

Managing General Partner
A Community of Friends
3701 Wilshire Blvd., Suite 700
Los Angeles, CA 90010

Primary Service Provider:

Jovenes, Inc.
1208 Pleasant Ave
Los Angeles, CA 90033

Property Manager:

Barker Management Incorporated
P.O. Box 148
Anaheim, CA 92815

Architect:

Egan Simon Architecture
7740 West Manchester Ave
Suite 205
Playa del Rey, CA 90293

Anticipated sources of development financing:

The proposed financing structure includes 9% tax credits, Mental Health Services Act (MHSAs) funding, Affordable Housing Program (AHP) Funds, County of Los Angeles Funds and a deferred developer fee.

Item D.3 Consistency with the Three-Year Program and Expenditure Plan

Describe how the proposed housing development is consistent with the sponsoring county mental health department's approved Three-Year Program and Expenditure Plan. Provide specific information regarding how the development meets the priorities and goals identified in the Three-Year Program and Expenditure Plan.

Response:

Huntington Square Apartments is consistent with the Mental Health Services Act (MHSA) Three-Year Program and Expenditure Plan in its objectives, planning, design, social services and targeted populations. The project will focus on providing supportive housing which is permanent and affordable, coupled with intensive, on-site services, which are described in subsequent sections. Huntington Square Apartments meets the MHSA objectives mentioned above by making available twenty (20) units of permanent supportive housing for MHSA eligible transition-aged youth (TAY) and Adults who are homeless and have a mental illness as verified by LACDMH.

Los Angeles County Department of Mental Health (LACDMH) recognizes and prioritizes the need to provide permanent supportive housing and on-site services for homeless tenants with mental health disabilities. The services will provide an enriched living experience for tenants to improve and maintain physical and mental health, gain increased independence, reduce homelessness, and live in a safe and secure housing environment. Services will include mental health counseling, case management, education/training services, life skills workshops, substance abuse services, self-help groups, and more. These services will be provided to tenants by Jovenes, Inc. in conjunction with other local non-profits and the LACDMH, to increase self-sufficiency, develop independent living skills, and promote an interactive and vibrant living community. Services are also designed to promote recovery, wellness, and resiliency.

Item D.4 Description of Target Population to be Served

Describe the MHSA Rental Housing Program target population to be served in the development. Include a description of the following:

1. Age group, i.e., adults, older adults, children, transition-aged youth;
2. The anticipated income level of the MHSA tenants; and,
3. A description of the anticipated special needs of the target population to be served, e.g., physical disabilities, chronic illness, substance abuse, prior housing status, etc.

Response:

Huntington Square Apartments will provide fifteen (15) studio units of permanent supportive housing for transition-aged youth and four one- and one two-bedroom units of permanent supportive housing for adults. Adults served in the MHSA Housing program at Huntington Square will be age 18 or older with a diagnosis of serious mental illness (SMI). They may be un-served or underserved or have been incarcerated due to their SMI and have been involved in the criminal justice system. Individuals served may have a co-occurring substance abuse disorder, be homeless or at risk of becoming homeless, and suffer from functional impairments.

TAY and Adults in the program will be of extremely low income with an annual income not to exceed 30% of Area Median Income (AMI). At the time of entrance into Huntington Square Apartments, it is anticipated that many of the adults may have no income other than SSI/SSDI and possibly food stamps.

Supportive services that are offered to MHSA tenants at Huntington Square Apartments will be voluntary, and Jovenes' programs are designed with comprehensive and intensive services in response to the varied, identified special needs of the tenant population. Residents are not required to be enrolled in services, but must meet the same criteria for the MHSA Housing program. Jovenes' services will include, but not be limited to: transportation, individual goal/service planning; assistance in accessing and maintaining mainstream benefits; case management; independent living skills development; budgeting, money management and financial education; assessment, treatment and/or referral for addiction disorder, mental and physical health services; employment services and opportunities; crisis intervention; community building; and linkage to community-based services. Not all MHSA Housing Program residents receive the same services or levels. Services are tailored to each individual to support a successful transition from homelessness to residential stability.

Item D.5 Tenant Eligibility Certification

The county mental health department is responsible for certifying the eligibility of individuals, applying for tenancy in an MHSA unit, for compliance with the target population criteria. Submit a narrative description of the following:

1. How an individual applies to the county to become certified as eligible for an MHSA unit;
2. How certification of eligibility will be documented, provided to the individual applicant, and maintained by the county; and,
3. How certification of eligibility will be provided to the property manager/development.

Response:

**COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
 ADULT JUSTICE, HOUSING, EMPLOYMENT & EDUCATION SERVICES**

**MENTAL HEALTH SERVICES ACT (MHSA) HOUSING PROGRAM
 TENANT REFERRAL AND CERTIFICATION PROCESS**

Application Process

Los Angeles County • Department of Mental Health (DMH) has developed a standardized MHSA Housing Program Tenant Certification Process and Application. The application form is designed for Sections 1-5 to be completed by the referring party (i.e., shelter, jail/juvenile hall, Institutions for Mental Disease (IMDs), community mental health providers, or the project sponsor/developer). The prospective tenant should complete Section 6 indicating their housing preferences and choices as well as listing those who may be living with them in the housing. If referred by a mental health provider, DMH staff at directly operated clinics and/or the network of providers will be available to assist individuals in completing the certification application. After completion of the certification application, the form will be forwarded to the Housing Policy & Development (HP&D) Unit for processing. To ensure confidentiality and protection of health information, prospective tenants will also be asked to submit a completed release of information form, authorizing DMH to provide the certification information to the Project Sponsor/Developer or Property Management Company as units become available.

Application Review & Certification Process

HP&D Unit staff will review the application to confirm the following: that the prospective tenant is a DMH client; that they meet the eligibility criteria for MHSA services in Los Angeles County; and that they meet the definition of "homeless" or "at risk of homelessness" as defined by the MHSA Housing Program guidelines.

If the certification is denied because the prospective tenant did not meet the MHSA Housing Program criteria, the referring party and the prospective tenant will be notified and informed of the reasoning for the denial. The referring party and/or prospective tenant may resubmit the application for reconsideration if the conditions that resulted in the original denial change.

Referral List Process

Once the prospective tenant is certified to have met the threshold eligibility criteria for the MHSA Housing Program, the individual will be placed on a master Referral List maintained by the HP&D Unit. DMH will refer certified individuals to MHSA funded units based on the housing preferences identified on the Certification Application. The certified individuals are then subjected to the screening process established by each project sponsor/developer. As MHSA Housing Program units become available, the prospective tenants will be notified through the following process:

1. The Project Sponsor/Developer or Property Management Company will notify prospective tenants who have been certified by DMH and their mental health service provider or Single Fixed Point of Responsibility (SFPR) of the availability of a unit. The notice will describe the type of unit available and will alert the prospective tenant that they must respond to the Project Sponsor/Developer or Property Management Company within two weeks to indicate whether they wish to be considered for the available unit or would prefer to wait until another housing unit becomes available.
2. If the Project Sponsor/Developer or Property Management Company is unable to make contact with the prospective tenant directly or through their mental health service provider or SFPR within two weeks, they will be removed from the project's waiting list. The Project Sponsor/Developer or Property Management Company will notify the prospective tenant, their mental health service provider/SFPR and the HP&D Unit that they have been removed from the project's waiting list.
3. If a prospective tenant indicates interest in the available unit, the Project Sponsor/Developer or Property Management Company will initiate their established screening process. The mental health service provider/SFPR will make arrangements to accompany the individual to the interview and provide support with the process, unless the individual specifically declines assistance.
4. Prospective tenants may also seek tenancy in developments funded by the MHSa Housing Program by directly approaching the Project Sponsor/Developer or Property Management Company to inquire about qualifying for one of the units. In this case, the housing provider and the prospective tenant will jointly complete the Certification Application and submit to the HP&D Unit. After the certification process has been completed, the individual will be placed on the master Referral List and will be referred back to the housing provider for any additional screening.
5. The HP&D Unit will maintain the master Referral List, keeping it current by contacting prospective tenants every 90 days to query their continued interest in an MHSa funded unit. If the prospective tenant is unable to be contacted, they will be removed from the list but may reinstate their active certification status at any time by contacting the HP&D Unit and providing updated eligibility information.

Item D.6 Tenant Selection Plan

Provide a tenant selection plan, specific to the proposed development, that describes the following:

1. How prospective tenants will be referred to and selected for MHSA units in the development;
2. The tenant application process;
3. The procedure for maintaining the wait list;
4. The process for screening and evaluating the eligibility of the prospective MHSA tenants, including the criteria that will be used to determine a prospective MHSA tenant's eligibility for occupancy in the development;
5. The appeals process for individuals who are denied tenancy in an MHSA unit; and,
6. The reasonable accommodations policies and protocols.

NOTE: The Department's approval of the MHSA Housing Program Application does not ensure that the Tenant Certification/Referral Process is compliant with local, state and federal fair housing laws. The Developer/Borrower is advised to seek legal counsel to ensure that the Tenant Certification/Referral Process complies with fair housing laws.

Response:

The process which constitutes the tenant selection plan for Huntington Square is outlined below.

Project Description

Huntington Square is a 55 unit service enriched, permanent affordable housing community in the City of Huntington Park. It is situated on a 33,100 square foot lot and will consist of 1 residential building with a community room and 7,000 square feet of commercial/retail space. The project site is located in close proximity to a wide variety of amenities. The development will have 20 studio units, 24 one-bedroom units, 2 two-bedroom units, and 9 three-bedroom units, for a total of 55 units. The project will include subterranean parking.

Fifteen (15) studio, four (4) one-bedroom, and one (1) two-bedroom units will be set aside for residents qualifying to receive services under the Mental Health Services Act (MHSA). Households must include a *minimum of one* adult member who (1) is eligible for services under MHSA. Welfare and Institutions Code Section 5813.5 specifies who is eligible for services under MHSA, by reference to Welfare and Institutions Code Section 5600.3(b) and (c). As outlined in the Welfare and Institutions Code, eligible applicants must have a serious Mental Illness or Severe Emotional Disorder and be "Homeless" Or "At-Risk of Homelessness" and be eligible to receive services under the MHSA Act.

Policy on non-discrimination and Fair Housing

The property management company and the Developer/Borrower will not discriminate against any individual or family because of race, color, creed, national or ethnic origin or ancestry, religion, sex, sexual orientation, gender identity, age, disability, handicap, military status, source of income, marital status or presence of children in a household, acquired immune deficiency syndrome (AIDS) or AIDS-related conditions (ARC), or any other arbitrary basis. No criteria will be applied or information considered pertaining to an attribute of behavior that may be imputed by some to a particular group or category. All criteria shall be applied equitably and all information considered on an applicant shall be related solely to the attributes and behavior of individual members of the household as they may affect residency.

The property will comply will all federal, state, and local fair housing and civil rights laws and with all equal opportunity requirements.

Referral, Selection and Outreach

Special marketing outreach consideration will be given to special needs populations. ACOF has partnered with Jovenes, Inc., who will be the designated supportive service provider for Huntington Square Apartment. Barker Management Incorporated (BMI), in conjunction with ACOF and Jovenes, will be responsible for outreaching to community agencies serving special needs people. As early as possible, before construction completion, comprehensive application materials will be made available to these agencies. BMI, ACOF and Jovenes will coordinate with staff at these agencies who will be working with clients to apply for housing. BMI, ACOF and Jovenes will provide information about all aspects of the application process in order to eliminate as many obstacles to applying as possible for their clients. This will enable clients of these agencies to anticipate and positively address issues such as providing identification, birth certificates, landlord references, credit reports, criminal background reports and other applicable supportive documentation needed to complete the application process.

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

In addition during the formal lease up period, BMI, ACOF, and Jovenes will also provide support to individual applicants as requested (reasonable accommodation) by any applicant.

Advertising and outreach efforts will occur in accordance with the property's Regulatory Agreement and Affirmative Marketing Plan. Advertising for this development will include listing available units on the Los Angeles County Housing Resource Center web-site (housing.lacounty.gov) and the use of Equal Housing Opportunity logos to affirmatively market the units. Material to be used in affirmative marketing will include:

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

Application Process

1. Occupancy Standards

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

<u>UNIT SIZE</u>	<u>MINIMUM</u>	<u>MAXIMUM</u>
Studio	1	2
1 Bedroom	1	3
2 Bedroom	2	5
3 Bedroom	3	7

- b) Every household resident will be counted when determining unit size. This includes household members in the military or at school; anyone that will occupy the unit during the upcoming 12 months.
- c) The head of household must be 18 years of age or older, unless he or she is an emancipated minor. All household members, age 18 years or over, and emancipated minors, must sign the appropriate consent forms and comply with the verification process.
- d) Applicants must be able to maintain the housing unit in accordance with local health standards, with or without assistance.

- e) All applicants must have a valid Social Security Number and legal photo ID. Birth certificates and/or proof of guardianship will be required of dependent minors.
- f) Personal care attendants will be given a separate bedroom.
- g) When a medical hardship is verified to the satisfaction of the managing agent, persons who would generally share sleeping quarters may be assigned separate bedrooms.
- h) Assigned unit must be household's primary place of residence.
- i) Total household income cannot exceed 30% of the area median income for MHSA unit.

AFFORDABLE UNITS

# of Units	Unit Size	Gross Rent*	AMI %	1 Person Max. Income	2 Person Max. Income	3 Person Max. Income	4 Person Max. Income	5 Person Max. Income	6 Person Max. Income	7 Person Max. Income
20	Studio	\$435	30%	\$17,430	\$19,920					
24	1BD	\$466	30%	\$17,430	\$19,920	\$22,410				
		\$622	40%	\$23,240	\$26,560	\$29,880				
		\$778	50%	\$29,050	\$33,200	\$37,350				
2	2BD	\$560	30%		\$19,920	\$22,410	\$24,900	\$28,890		
		\$933	50%		\$33,200	\$37,350	\$41,500	\$44,850		
8	3BD	\$647	30%			\$22,410	\$24,900	\$28,890	\$28,890	\$30,900
		\$863	40%			\$29,880	\$33,200	\$35,880	\$38,520	\$41,200
		\$1,079	50%			\$37,350	\$41,500	\$44,850	\$48,150	\$51,500

*Approximate rental rates based upon current income limits (2015) published by U. S. Dept. of Housing & Urban Development (HUD) and current housing authority utility allowances. Rental rates subject to change.

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

2. Verification Process

A. Financial

1. All income will be verified in writing by the income source indicated on income certification form.
2. All assets, including bank accounts, will be verified in writing.
3. Upon initial occupancy, MHSA tenants' income cannot exceed 30% of the area median income as published annually by HUD and The California Tax Credit Allocation Committee.
4. Applicants with Section 8 certificates and vouchers will be processed under the same criteria.
5. To protect the property from rent charge loss or delinquency, households where projected rent obligation will be more than 30% of their household's combined monthly income on rent will not be accepted.

6. Third-party income verification will be required from all sources, including but not limited to:
 - a. Employment, Self-Employment
 - b. Savings and checking
 - c. Pension
 - d. Disability
 - e. Asset verification, property, home, stocks, bonds, annuities, IRA, etc.
 - f. Government assistance, A.F.D.C., food stamps, etc.
 - g. Social Security
 - h. Child Support/Alimony
 - i. Non-Tuition Financial Aid.
7. Income calculations are based on the applicant's annual gross (anticipated) income for the following 12 months. Annual gross income includes income from any and all assets.
8. A credit reference will be required for all adult household members over 18 years of age covering the last five years. Any outstanding collections (medical expenses exempt from this standard) may be a basis for denial of applicant. Foreclosure and bankruptcies are also basis for denial. Applicant will be considered for residency if he/she can prove that he/she moved due to divorce and spouse was responsible for all debt.
9. Criminal record checks will be conducted on all adults in the qualified households who have satisfied the income requirements, credit report and tenancy requirements. This process will also apply for attendant care providers that will be occupying the unit. A criminal history or misdemeanor offense (s) could be grounds for denial:
 - a. Applicants convicted of acts of violence will be denied occupancy.
 - b. Applicants with child molestation and/or sexual misconduct convictions will be denied occupancy.
 - c. All applicants with a criminal conviction relating to the manufacturing or sale of illegal drug or controlled substances will be denied occupancy.
 - d. Applicants that have been evicted from a federally-assisted housing project within the past three years will be denied occupancy.

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

B. History of Responsible Tenancy, Behavior and Conduct

Current landlord references will be obtained, if available. Previous landlords during the past five years may also be contacted. Landlord references will help determine rental history including but not limited to non-payment of rent, repeated disruptive behavior, and chronic late rent payments. A determination will be made regarding whether or not the applicant has demonstrated a record of conduct which could constitute a material violation of Huntington Square's Occupancy Agreement provisions or applicable tenancy law. If such a record of violations is documented, that will be considered grounds for a determination of ineligibility. Evictions that are three years or older will not be grounds for ineligibility. One eviction and Unlawful Detainer within the last three years may be grounds for ineligibility.

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

C. Evaluation of Applicant's Credit Report

- I. Reasons for rejection (all adult family members must meet same standards)
 - A. prior eviction(s) within the last three years;
 - B. any outstanding collections which exceed \$5,000 (medical expenses exempt from this standard);
 - C. bankruptcies filed within last five years.
- II. Reasons to overturn rejection
 - A. Eviction / bad credit - if an applicant can prove that he/she moved due to divorce or annulment and spouse was evicted later, in court settlement, or spouse was responsible for all debt, etc.
 - B. If applicant provides proof of adherence to a payment plan for past-due collections.

Waiting List

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

- A. Applicants will be added to a waiting list in chronological order. In the event that the HUD mandated Coordinated Entry System (CES) for individuals or the Family Solutions Center (FSC) for families is required to be utilized, the waitlist will be populated from the appropriate system. All applicants/families will be directed to be assessed and placed within either of these systems dependent on household size.
- B. In the event that the volume of applications received exceeds the number of available apartments and more than one applicant qualifies for the unit; the application with the earliest date will be approved. The other will go to the top of the list until the next unit is available.
- C. When the next 30-day notice is received by management, it will be the responsibility of the property manager to notify the applicant at the top of the waiting list. If that applicant turns down the unit, management will then proceed to the next person on the waiting list. With the approval of the applicant, the property manager will also notify the referring case manager.
- D. If an applicant on the waiting list rejects the two units offered to him/her it is considered to be a withdrawal of the application by the applicant.

General

- A. All applicants will initially be interviewed by the property manager or a representative of the management agent.
- B. It will be the responsibility of the property manager or management agent to inform the applicant in writing of rejection or approval.
- C. Management will notify applicants who are rejected, in writing, and the applicants will be informed of their option to appeal this decision. With the approval of the applicant, the referring Personal Service Coordinator will also be notified.

Appeals Process

- A. Applications may be rejected for any of the following:
 1. Blatant disrespect, disruptive or anti-social behavior toward management, the property, or other residents exhibited by an applicant or family member any time prior to move-in (or demonstrable history of such behavior);
 2. A negative landlord or other reference, encompassing failure to comply with the lease, poor payment history,

poor housekeeping habits (when house visits apply), or eviction for cause;

3. A negative credit report;
 4. Felony conviction;
 5. Rent exceeding 30% of monthly income without a demonstrated ability to pay;
 6. Falsification of any information on the application;
 7. Family size that does not conform to the stated minimum and maximum sizes;
 8. Income exceeding the area median based upon income limits established at the property;
 9. A history of poor housekeeping (reported by prior landlord reference);
 10. Personal History:
 - o A history of violent or abusive behavior (physical or verbal), in which anyone in the applicant's household was determined to be the offender.
 - o Anyone in the household is subject to lifetime registration requirements under any state sex offender program.
 - o No references from social workers or others involved with the applicant in a professional capacity are submitted if required.
 - o Other good cause, including, but not limited to, failure to meet any of the resident selection criteria in this document.
- B. All rejected applicants will have the right to appeal the decision. This applicant will be notified of the rejection decision within 24 hours. The appeal must be received by the property manager or managing agent no later than fourteen (14) days after the rejection letter is received. Within three working days of receipt of an appeal, the appeal will then be forward to the Director of Compliance or the Regional Manager of the management agent and to the service provider for the property.

Privacy Policy

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

Pet Policy

Residents may not keep any type of pet on the premises, with the exception of those persons with disabilities requiring service animals, or as otherwise required by law.

Accessible Units

All units are adaptable to meet the needs of residents with disabilities, as defined by the California Building Code.

Six (6) units are accessible for residents with mobility impairments and three (3) units will be accessible for residents with sensory impairments. Preference will be given to applicants who require a unit with the specific design features offered in accessible units in the development. All reasonable efforts will be made to rent accessible units to applicants who require or who could benefit from such units.

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

The addendum states:

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

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

Failure to accept or move to the offered unit shall be deemed material non-compliance with the lease and would be cause for termination of tenancy.

Reasonable Accommodations

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

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

If applicant has a physical or mental disability, and as a result of this disability there are reasonable accommodations that should be considered in an application, a note is attached to the tenant's application describing the reasonable accommodation(s) requested. A Reasonable Accommodation Request form may also be completed upon receipt of the application and further information may be required from to verify need for reasonable accommodations.

Item D.7 Supportive Services Plan

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

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

1. A description of the anticipated needs of the MHSAs tenants;
2. The supportive service provider's initial and ongoing process for assessing the supportive service needs of the MHSAs tenants;
3. A description of each service to be made available to the MHSAs 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 MHSAs 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 MHSAs 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 MHSAs tenants. This description should also include the identification of staff (the responsible service provider) and specific strategies for working with MHSAs 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 MHSAs 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 MHSAs tenants who do not speak English and how communication between the property manager and the non-English speaking MHSAs 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. A description of the anticipated needs of the MHSA tenants.

MHSA tenants are expected to be high users of emergency and intensive services, including those related to mental and physical health, personal development, substance abuse, employment, education, immigration and/or probation. Jovenes provides case management services focused on supporting tenants in their personal development and in addressing personal challenges, offering referrals and support for issues regarding mental and physical health as well as substance abuse and legal needs. Staff members also provide tenants with the option of safe-storage for medication and provide tenants with trainings on medication maintenance.

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

When tenants come to Huntington Square Apartments, Supportive Services staff will conduct an intake assessment of the client's mental, physical, and emotional health; substance abuse, domestic violence, education and employment history; housing readiness, current legal status, and financial literacy. This assessment will be the foundation for an Individualized Service Plan (ISP), which will be developed by both the staff and the tenant. This plan will respond to each individual's strengths and challenges with periodic revisions according to each person's progress and barriers.

Physical health, mental health and well-being are important factors that will be continually monitored, beginning with the mental health evaluation conducted upon intake. This monitoring will allow Jovenes to discuss with tenants how to best offer support in accessing needed services and avoiding the negative behavioral patterns that can jeopardize housing retention.

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 – Individual and Group counseling sessions. The plan is to develop partnership to bring in partners that specialize in these services on-site, as well as to use off-site services in the surrounding community.
- b. Physical health services – Enrollment into MediCal and connection with local health centers.
- c. Employment/vocational services – Employment counseling provided on-site by Jovenes' Employment & Education staff.
- d. Educational opportunities and linkages – Referrals to educational opportunities and assistance with applications provided on-site by Jovenes Employment and Education staff. Scholarship opportunities available through Jovenes' Build the Dreams Scholarship Fund.
- e. Substance abuse services – Jovenes provides referrals to off-site substance abuse service providers and support groups. Jovenes staff is currently adopting a harm reduction approach in our other MHSA buildings such as Progress Place Apartments.
- f. Budget and financial training – FDIC approved Money Smart curriculum and budget templates provided

on-site by Jovenes. Tenants can also open a savings account with Jovenes. Jovenes will provide tenants with a streamline package of forms where to practice budgeting, check writing and other financial skills.

- g. Assistance in obtaining and maintaining housing benefits/entitlements – Case Managers work with tenants to determine eligibility for benefits. Jovenes provides on-site assistance for tenants filling out required paperwork. Off-site referrals are made when legal aid is required.
- h. Linkages to community-based services and resources – Jovenes provides referrals to a wide variety of available services. Jovenes will develop a calendar of activities for partners from the community to bring their resources on site.
- i. Individualized case management – Jovenes provides tenants with the support and guidance necessary to become self-sufficient through daily and weekly on-site meetings with case managers.
- j. Personal development – On- and off-site workshops to develop personal development opportunity including internships and workshops.
- k. Life skills training – On-site lessons on topics such as conflict resolution, housing maintenance, peer group sessions, and decision making with an emphasis on housing retention.
- l. Transportation – Jovenes will provide limited bus tokens through LA Metro's SHORE program and taxi vouchers through the Job Access & Reverse Commute program.

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

There will be at least two full time staff dedicated to the project. With twenty MHSAs tenants, the ratio of onsite staff to MHSAs tenants is one to ten. One of the staff will be the service coordinator and the second staff will have a more intensive case management approach with tenants that face a higher level of challenges.

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.

Jovenes has extensive history and ongoing programs working with homeless individuals who come from different paths of life, each with different needs and challenges including, but not limited to, mental health disabilities, chronic health issues, and/or a history of substance abuse. Jovenes' approach is a comprehensive combination of services and strategies that removes tenants from crisis situations and places them on a pathway to stability and independence. While persons are housed, Jovenes surrounds them with support, resources, and opportunities that emphasize housing retention and can ensure their personal success over the long-term. This approach creates a framework that is tailored to the particular needs of each individual served.

To best serve our clients, Jovenes has already embraced the housing first approach so tenants are able to be stable in their housing in order to better address the underlying issues that led to homelessness. In conjunction with Trauma Informed Approaches, Critical Time Intervention, Harm Reduction, and access to mental health services, Jovenes is creating an environment that aims to support tenants with multiple risk factors so they may stabilize in permanent housing and thrive in the long run.

Jovenes is aware of how substance abuse and mental health issues can prevent individuals from maintaining permanent housing. Each person will receive information that includes how to identify and recognize addiction and mental health disorders, available treatment options, and available counseling services. Persons who are identified as suffering from substance abuse are connected with local providers of outpatient treatment and/or support groups. Options for inpatient services are evaluated based on the severity of the addiction. If they

choose to participate in an inpatient program, they can return to their unit at a later date. Jovenes has developed a process in our other project that has provided good results, by coordinating efforts with asset management staff, where an individual can retain the unit while in rehabilitation. Jovenes plans to advocate for such solutions with other property management agents.

While Jovenes will work closely with tenants on an individual basis, they will also benefit from group programming in life-skills training and community activities, such as art projects, sports activities, field trips, and cooking classes. Tenants will be encouraged to create group projects, help organize events, and work with staff to develop ideas for new activities.

In addition to our direct services, Jovenes seeks to empower tenants to create change for themselves and others. Tenants may have the possibility to participate in community events, such as art shows and sports activities. By providing an opportunity for tenants to engage with their community, Jovenes taps into their resiliency and capacity for personal growth and permanent change.

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

Jovenes' experience in TAY permanent supportive housing has provided the opportunity to develop approaches that are based on voluntary participation in services. Jovenes' staff seeks to provide the necessary support and services so that tenants can maintain permanent housing and increase their economic self-sufficiency. The Case Manager will be the key staff person that will work together with the client to develop an Individualized Service Plan (ISP) tailored to tenants' particular needs and goals. Tenants do not all access the same services; rather, focus is on areas requiring intervention as identified by the client and the Case Manager. Jovenes seeks to engage tenants by showing how the offered services are beneficial and can improve their quality of life. Case managers attempt to maintain contact at least once per week to discuss progress and challenges and to update the Individualized Services Plan accordingly. Case managers will be aware that, especially at the beginning, tenants may need multiple weekly contacts. The case management approach will be based on best practices such as Critical Time Intervention, Harm Reduction, and Trauma Informed Care.

The project is in proximity of community resources that range from educational institutions to youth centers, from mental health access centers and employment resources. The case management team will develop an outreach strategy that will allow youth to explore and understand the opportunities around them and facilitate the selection process by using assessment tools and job readiness training for youth.

A critical part in the success of housing retention for tenants will be the development of a communication strategy with asset management that will, on one hand, help youth understand their responsibility as tenants, but at the same time will also provide the needed advocacy to identify alternative remediation plans before eviction. Jovenes, Inc., as owner and provider of shared housing for homeless youth with mental disabilities, has extensive experience in conflict resolution and development of remediation plans with asset management staff. An example of the success of these strategies is our development of written appeal requests and requests for additional meetings to discuss proposals submitted by tenants to improve their behavior.

Jovenes understands the commitment a client must make to resolve their homelessness. Crisis situations can prevent tenants from maintaining their housing stability. Jovenes' solution to this is to ensure that tenants will receive ongoing support to communicate tenant issues and needs to property management and to develop, in a team approach, possible solutions.

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 MHSAs tenants will be assisted in transitioning to other permanent housing once they reach 25 years of age.

Jovenes' experience as a service provider who specializes in working with homeless youth has allowed us to develop and understand the effectiveness of different approaches and strategies that help build a positive relationship with youth. All services outlined in Section 3 will be available to TAY MHSAs tenants. In order to engage youth in services, we use the following methods:

- A honest relationship with clear understanding on what services are provided
- Clear expectation on what information is needed in order to provide youth with incentives (such as travel tokens, taxi vouchers and similar benefits)
- Creating a welcoming environment in the services office that is founded upon polite manners from staff, a positive attitude, and good customer service.
 - This will include snacks and other treats that can draw tenants to spend time at the service office.
- We will involve tenants to help develop a calendar of activities, field trips, and presentations based on their interests and needs.

We believe that using these strategies and approaches, along with best practices such as Critical Time Intervention, Trauma Informed Care and Harm Reduction, will allow us to maintain a positive environment. While youth increase their stability and life skills as they implement their personal case plan, we will be able to support the youth stabilization process with more traditional case management and access to mental health services.

Jovenes, Inc., based on funding availability, will attempt to replicate an internship program that is currently open to residents in our other MHSAs building, the Progress Place Apartments, where youth receive a stipend while they learn marketable skills and are engaged in activities in the community they live in.

Jovenes supports youth by helping them explore other housing options available, especially other options that may not require homelessness as a qualifying factor but are still affordable. Due to the length of time many wait lists have, this exploration process will start 12-18 months before a youth turns 25. Jovenes will seek to develop relationships with local developers for dedicated Section 8 units for the tenants it serves. Jovenes also owns properties that are leased to youth that become stable and self-sufficient. We are currently partnering with the Coalition for Responsible Development (CRDC), another local non-profit that is providing the agency with a few housing vouchers on an annual basis.

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 MHSAs tenants who do not speak English and how communication between the property manager and the non-English speaking MHSAs tenants will be facilitated.

Most Jovenes' staff members are fluent Spanish speakers, as that is the primary second language of their clients. Jovenes has community contacts for interacting with tenants who do not speak English or Spanish. These contacts can help facilitate communication between the tenant, case manager, and property manager.

To offer culturally competent programming for this diverse population, Jovenes' plans various cultural activities over the course of the year. Events can include forums, discussion groups, leadership conferences, art shows, plays, and community gatherings.

9. Describe the process to ensure effective communication between the service provider and the property manager regarding the status of MHSAs 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

Jovenes knows that for permanent housing to be fully effective, a close partnership is required between the tenant, supportive services staff, property management, and the housing provider. Acting as a facilitator, Jovenes' case managers will work closely and communicate with property managers to problem solve around tenant, building, and community issues. Jovenes seeks to maintain a strong, positive, working relationship with the property manager. In their experience, Jovenes has been able to achieve positive outcomes in developing

remediation and conflict resolution plans, anticipating challenges, developing rental payment plans, and ensuring tenants fulfill the basic obligation of a lease. On-going meetings and follow ups will be conducted with property management staff to evaluate type of intervention needed to support tenants in retaining their units.

10. Describe the plan for developing "housing rules" and provide a copy of any rules that may be in place at initial rent-up.

Jovenes currently uses an orientation package for new tenants in its own buildings. The package includes, among other information, the main obligations of tenants, as well as tenant rights, useful phone numbers including emergency services, and ways to communicate issues or problems to staff. During the orientation process new tenants are given an overview and staff takes the time to review the lease with tenants.

Item D.8 Supportive Services Chart (Attachment C)

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

Supportive Services Chart

List all the services to be provided to MHSA tenants in the MHSA Rental Housing Development, including any in-kind services essential to the success of your Supportive Services Plan. Add additional lines to the Supportive Services Chart as needed.

Supportive Service	Target Population	Service Provider(s)	Service Location
List each service separately (e.g., case management, mental health services, substance abuse services, etc.)	Name the target population(s) that will be receiving the supportive service listed.	List the name of the proposed service provider.	Indicate where the service is to be provided - onsite or offsite. For offsite services, indicate the means by which residents will access the service.
1 Case Management	ALL	Jovenes, Inc.	On-Site
2 Employment Services	MHSA TAY	Jovenes, Inc.	On-Site
3 Employment Services	ALL	HUB Cities Career Resource Center (in development)	Off-Site
4 Financial Literacy	ALL	Jovenes, Inc.	On-Site
5 Financial Literacy	ALL	HOPE Inside Maywood (in development)	Off -site
6 Mental Health Services	ALL	Centro de Desarrollo (in development)	Off-site
7 Mental Health Services	MHSA TAY	Hathaway-Sycamores Commerce Office (in development)	Off-site
8 Mental Health Services	ALL	San Antonio Mental Health Center – LACDMH (in development)	Off-site
9 Mental Health Services	MHSA TAY	Tessie Cleveland Community Service Corp (in development)	Off-site
10 Substance Abuse	ALL	Absolute Rehabilitation Center – DBA LA County Outpatient Program (in development)	Off site

MHSA Housing Program Rental Housing Application

ATTACHMENT C

11	Life Skills Training	ALL	Jovenes, Inc.	On-Site	
12	Transportation	ALL	Jovenes, Inc.	On-Site	
13	Enrichment Activities	MHSA TAY	Jovenes, Inc.	On-Site	
14	Enrichment Activities	ALL	East LA College – South Gate Educational Center (in development)	Off site	
15	Enrichment Activities	ALL	Huntington Park-Bell Community Adult School – LAUSD (in development)	Off site	

Primary Service Provider: JOVENES, INC.

(Indicate the primary service provider, i.e., entity responsible for providing services to the tenants of the MHSA Housing Program units, and for overall implementation of the Supportive Services Plan, including coordination between multiple service providers where applicable.)

Item D.9 Design Considerations for Meeting the Needs of the MHSAs Tenants

Describe the following:

- 1 Physical space, including common areas, outdoor areas, landscaping, physical access to the property, security;
- 2 Supportive services space (if any), including any quiet area on site for tenants to meet service staff;
- 3 How the MHSAs units will be designed to provide appropriate accommodations for physically disabled MHSAs tenants, if appropriate.

Response:

The design for Huntington Square Apartments effectively considers the needs of the MHSAs tenants and low-income households who will reside there. The project will be complementary to the surrounding residential and commercial neighborhood, and will be well lit, gated and have surveillance cameras installed throughout the site for added security. The community room will be the primary gathering space, where tenants can socialize and find a variety of activities in which to engage. This area will include a TV room, community kitchen and a computer lab. The kitchen will make available space for cooking classes or preparation of potluck and similar gatherings, and the computer lab will provide space for computer classes and internet access for such activities as resume-writing, homework and employment searching. The project will also include outdoor space for social gathering, with rooftop gardens, patio seating and a tot lot.

All of the common spaces can be utilized as class space for group skills training in order to maintain the tenant's independent skills curriculum, if they are so inclined. Resident Service Coordinator offices and a Property Management office will also be located in the community area. These private offices will allow for one-on-one meetings between RSCs and tenants in a confidential setting.

The units available to the MHSAs eligible tenants will include fifteen (15) studio, four (4) one-bedroom, and one (1) two-bedroom units. Non-MHSAs tenants will occupy the remaining thirty-five (35) units, but all will be of the same design. Each has a full kitchen with refrigeration, stove/oven, dishwasher, sink and storage cabinets, with an adjacent dining area. There will be six (6) handicapped accessible units to serve tenants with physical disabilities and three (3) units for residents with a sensory disability. All other units will be adaptable if additional accessible units are needed.