

**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:	El Segundo Apartments		
Site Address:	525-611 West El Segundo Street		
City:	Los Angeles	State:	CA Zip: 90044
Development Sponsor:	Meta Housing		
Development Developer:	Meta Housing		
	New Construction	X	Acquisition/Rehabilitation of an existing structure
Type of Building:	X	Apartment Building	Single Family Home
		Condominium	Other
<b>Total Development</b>	<b>MHSA Funds</b>		
Total Number of Units:	74	Total Number of MHSA Units:	15
Total Cost of Development:	\$22,374,000	Amount of MHSA Funds Requested:	\$1,500,000
	Capital:	\$1,500,000	
	Capitalized Operating Subsidies:	\$0	
Other Rental Subsidy Sources (if applicable):	HACLA PBV (Pending)		
Target Population (please check all that apply):			
	Child (w/family)	X	Transition-Age Youth
	Older Adults		Adults X

<b>County Contact</b>	
Name and Title:	Reina Turner, Division Chief
Agency or Department Address:	695 S. Vermont Avenue, Suite 1020 Los Angeles, CA 90005
Agency or Department Phone:	(213) 251-6558
Agency or Department Email:	rturner@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 MHSA 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:**

1. El Segundo Apartments is located at 525-611 West El Segundo Street, Los Angeles, CA 90044.
2. El Segundo Apartments will use a low-barrier, Housing First approach coupled with ongoing education and supportive services that focus on the whole person. Service goals of the development are to provide safe, livable, affordable housing that is linked to client centered, voluntary, wraparound services to promote residential stability and self-sufficiency. Service goals of the development will have a housing stabilization and functional and health barrier reduction focus with at least 90% of tenants retain permanent housing (remain in unit or exit to other permanent housing) after 6 months and 85% after 1 year.
3. This project will target Adults and Small Families served through Los Angeles County Department of Mental Health (LACDMH) who may be high-utilizers of emergency and in-patient mental healthcare, have a co-occurring substance abuse disorder, are homeless, feel isolation, have reduced personal and/or community functioning due to cognitive or physical. The 15 MHSA eligible units will be dedicated to Adults and Small Families whose annual income not to exceed 30% of the Area Median Income (AMI) as defined by HUD. The project will set side seven (7) one-bedrooms, 5 (five) two-bedrooms and three (3) three-bedroom units for MHSA-eligible tenants. The goal for the El Segundo Apartments is to provide safe and affordable housing that is linked to comprehensive services that supports each tenant's self-sufficiency and overall quality of life.
4. The project will be new construction consisting of 74 total units.
5. El Segundo Apartments is a 100% affordable housing development that is within walking distance of transit, schools, and amenities such as daycare, retail, schools, public libraries and recreational parks. This transit adjacent development will consist of 74 units with a mix of large one-bedroom, two-bedroom and three-bedroom units. Affordability will range from 30% AMI to a maximum of 60% AMI. The project also includes approximately 1,500 square feet of commercial space. El Segundo Apartments will be designed to complement the architecture of the neighborhood while providing a high quality and safe environment for its residents. The project will meet LEED Gold certification criteria. On-site amenities include a 2,000 square foot community center, outdoor BBQ, large Courtyard, on-site Laundry Room, children's tot lot, and on-site supportive service office and meeting spaces. In addition, the project has heightened its building design and mitigate any potential health hazards due to the proximity to the I-110.
6. Meta Housing will serve as developer. The project will have Specialty Mental Health Services provided by LACDMH's network of mental health providers and LAMP/OPCC will serve as the primary on-site case management and resident service provider for all residents at the property. Solari Enterprises, Inc.

(SOLARI) will serve as property manager.

7. The housing units will be developed with 4% Low-Income Housing Tax Credit (LIHTC) utilizing a combination of the MHSA housing program, residual receipts loans from the Housing and Community Investment Department of the City of Los Angeles (HCID), a loan from the Affordable Housing and Sustainable Communities (AHSC) Program, and conventional construction and permanent loans. In addition, to subsidize the project operations, the project requested fifteen Section 8 project-based vouchers from the Housing Authority of the City of Los Angeles (HACLA).

**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:**

El Segundo Apartments will include 15 MHSA units to ensure homeless and chronically homeless Adults and Small Families are housed and receive a life-changing intervention that allows them to regain residential stability, manage and recover from long standing mental health conditions, and reintegrate into their surrounding community.

The project's goals and target population, individuals who are homeless and chronically with a serious mental illness, are consistent with the LACDMH's Mental Health Services Act (MHSA) Community Services and Supports (CSS) Plan as it pertains to targeting one of the focus groups identified in the CSS Plan; providing integrated healthcare including substance abuse, physical health, and mental health services; and establishing collaborative efforts with community partners. LACDMH recognizes and prioritizes the need to increase capital investments in housing developments to expand the number of affordable, permanent supportive housing units for LACDMH clients across the County of Los Angeles.

The project will provide permanent, supportive housing in Service Planning Area 6 that fosters independence and self-reliance, but still allows access to additional supportive services that are appropriate to the needs of both homeless and chronically homeless Adults and Small Families. The Project will make available 15 units to qualified homeless and chronically homeless through the MHSA Housing Program. These units will have very low rents, which will be at or below 30% of the area median income.

The services provided through the proposed supportive services plan will provide an enriched living experience for tenants to improve and maintain physical and mental health, gain increased independence, and live in a safe and secure housing environment. The activities of daily living such as securing food, seeking protection from the elements, engaging in social relationships, employment and even adherence to mental health treatment goals, are significantly more difficult to manage without stable housing. Permanent housing is the optimum environment for stability.

**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, 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:**

1. The project will be dedicated to Adults and Small Families.
2. At or below 30% AMI
3. This project will target Adults and Small Families served through Los Angeles County Department of Mental Health (LACDMH) who are high-utilizers of emergency and in-patient mental healthcare, have a co-occurring substance abuse disorder, are homeless, feel isolation, have reduced personal and/or community functioning due to cognitive or physical decline.

**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:**

1. Prospective tenants will be directed to complete a MHSA Housing Certification Packet in conjunction with their mental health services provider – see attached. The mental health services provider will assist the prospective tenants with the MHSA Housing Certification application and forward the completed application packet to LACDMH.

Department of Mental Health  
Housing Policy and Development  
Attention: Housing Coordinator  
695 South Vermont Avenue, 10<sup>th</sup> Floor  
Los Angeles, California 90015  
Fax:- (213) 637-2336

2. LACDMH will notify the referring agency of the outcome of the Certification Application review and any reasons for denial within 5 business days. The referring agency will communicate the outcome of Certification Application review to the applicant. If the applicant is found to be ineligible, the applicant may request reconsideration if the conditions that resulted in the denial have changed or there are mitigating factors. LACDMH will log and track the referral information and the approval status in a database that is maintained by LACDMH.
3. Applicants meeting all eligibility requirements will be certified by LACDMH and the certification form will be sent to SOLARI along with the housing application. For record keeping purposes, the LACDMH shall keep a hard copy file of the MHSA referral and certification forms.

**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:**

1. Prospective residents for MHSA units will be referred through LACDMH's network of directly operated and contract providers.
2. LACDMH's network of directly operated and contract providers shall complete and submit the MHSA Housing Certification Application packet to LACDMH.

LACDMH will refer certified applicants to the property manager, SOLARI, to begin the screening process for income verification eligibility.

3. Non-FSP applicants will be referred to LACDMH's network of directly operated and contract providers for determination of eligibility for the designated MHSA housing program units.

LACDMH will assess the individual for eligibility for housing developed under the MHSA housing program based on the eligibility criteria previously outlined in Section D5.

4. SOLARI will initially accept all applicants.

Applications will be stamped, dated as they are received, and then sorted for family size, income level and eligibility status.

A credit and criminal report will be run on all applicants.

Tenants will be given the opportunity to ask for reasonable accommodation.

SOLARI will inform the applicant in writing of rejection or approval.

SOLARI will notify applicants who are rejected, in writing, and the applicants will be informed of their option to appeal this decision.

LACDMH will be copied on all correspondence notifying a LACDMH referral that their application has been rejected.

With the approval of the applicant, the referring case manager will also be notified.

5. Applications will be stamped, dated as they are received, and then sorted for family size, income level and eligibility status. SOLARI on-site staff will maintain one waiting list for the entire Project. Applicants will be placed in the order of their application date and time, with a notation of priority determination. Those that are not selected as a resident will remain on the waiting list, and shall receive a letter informing them of their status with an estimate of when the next unit of the size and income designation they seek, based on previous turnover histories for similar housing projects, may be available. The resident manager is responsible for notifying the applicant at the top of the waiting list of an upcoming vacancy. If that applicant turns down the unit, management will proceed to the next person on the waiting list. If an applicant on the waiting list rejects two units offered to him/her, the applicant will be removed from the waiting list. After receiving the notification letter, applicants have ten days to respond to management regarding the available apartment. If there is no response, a second notice will be mailed and the applicant will have an additional five days to notify management of his/her decision.
6. In addition to the LACDMH MHSa Certification process, the screening process shall be conducted by SOLARI to verify program eligibility that applicants meet the disability and homelessness criteria. Applicants are required to provide third-party verification for their disability and homeless status. The applicant's case manager will verify the applicant's homeless status based on their personal knowledge of where the resident currently resides whether it be on the streets, emergency housing or a transitional housing program. If eligibility is based on a disability, the applicant's health provider must verify the disability status for his/her client.
7. If the prospective tenant did not meet the MHSa Housing Program criteria and was denied certification based on the review of their application by the LACDMH HP&D Unit, will be sent a rejection letter. Such applicants will be encouraged to schedule an informal meeting to discuss the rejection or may choose to respond in writing.

If the applicant could not meet one or more of the application selection criteria, the applicant may submit information regarding mitigating circumstances. Mitigating circumstances shall be verified. The verifier must corroborate the reason given by the applicant for past unsuitable behavior, and indicate that the prospect for lease compliance in the future is acceptable, because the reason for their unacceptable behavior is either no longer in effect or otherwise controlled.

The appeal must be received by SOLARI no later than fourteen (14) days after the rejection letter is received. Units may not be held during the appeals process. If the appeal is successful, the tenant will be offered the next available unit.

If the client and/or the family still feel that the denial or their application for tenancy has not been resolved they can contact the Patient's Rights Office, Los Angeles County Department of Mental Health. Their office hours and telephone number are posted in prominent locations at every program site. They may also do this at any time during the application process.

8. All units at El Segundo Apartments will comply with the disability requirements set forth in Section 504 of the U.S. Rehabilitation Act and HUD Code of Federal Regulations, Title 24, part 8, subpart C. As such, the project shall be designed and constructed to be readily accessible to and usable by individuals with disabilities and no qualified individual with disabilities shall be denied access to, use of, or participation in the facility because of the individual's disabilities.

Tenants will be given the opportunity to ask for reasonable accommodation. Reasonable accommodations will be provided to meet the needs of disabled applicants, including applicants with both physical and/or mental disabilities. All requests for reasonable accommodations will be addressed through the onsite property management office, and all forms for these requests may be obtained at this office. The on-site service coordinator, case managers and the network of mental health providers or any available support system will work with the prospective resident to assist in this process, if needed.

**Item D.7 Supportive Services Plan**

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

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

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

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

**Response:**

1. This project will target Adults and Small Families served through Los Angeles County Department of Mental Health (LACDMH) and who are high-utilizers of emergency and in-patient mental healthcare, have a co-occurring substance abuse disorder, are homeless, feel isolation, have reduced personal and/or community functioning due to cognitive or physical decline. The 15 MHSAs eligible units will be dedicated to Adults and Small Families whose annual income not to exceed 30% of the Area Median Income (AMI) as defined by HUD.
2. Any individual who is interested in being assessed for MHSAs eligibility for a housing unit will be referred to LACDMH and/or LACDMH's network of directly operated and contract providers for assessment and certification. LACDMH shall review the applicant's eligibility based on the following MHSAs Housing program criteria:
  - a. Individuals with a serious mental illness as defined in Welfare and Institutional Code Section 56600 3(b)(1).
  - b. Homeless as defined in the MHSAs Housing Program Application.

Additionally, LACDMH and/or LACDMH's network of directly operated and contract providers for assessment and certification shall assess applicants for other eligibility factors consistent with the Community Services and Support (CSS) Plan and State Department of Mental Health (LACDMH) requirements, which must include at least one of the following:

- a. Impairment in daily living skills due to untreated or under-treated mental illness;
- b. Prior mental health services have proven insufficient to meet the needs of the individual, or the individual has declined traditional outpatient mental health services;
- c. The individual has serious functional impairment;
- d. The individual has a high use of the emergency room; emergency psychiatric unit and/or inpatient care within the past year.

When residents first move into the El Segundo Apartments, they will participate in a new tenant orientation with a case manager and LAMP/OPCC resident services coordinator. At this orientation, tenants will learn about the services offered at the El Segundo Apartments and be oriented to community amenities such as the grocery store and public transportation lines. Tenants will be notified that all services are voluntary and will be given the opportunity to work with Specialty Mental Health Services provided by LACDMH's network of mental health providers to address specific functional, health care and case management and social needs. This initial assessment will be central to the rapport building process, ensuring a smooth transition into housing and understanding the individualized needs of the new tenant. Specialty Mental Health Services will be provided by LACDMH's network of mental health providers with case management for the tenant and his/her family to develop an Individual Services Plan (ISP). The ISP is based on the needs assessment conducted at intake, and includes goals established by the tenant such as accessing health care, addressing substance abuse issues, and goals for personal growth. As part of the ISP, Specialty Mental Health Services will be provided by LACDMH's network of Mental Health provider, with case manager providing tenants with access to on-site and off-site resources, including residential activities, life skills workshops, self-help and peer support groups, and a full range of supportive services. ISP's will be updated regularly, with client re-assessments and ISP updates occurring at least every six months. Specialty Mental Health Services provided by LACDMH's network of mental health providers will ensure the case manager provides the updated ISP to LAMP/OPCC.

3. Services provided by LAMP/OPCC will include: general resident service coordination with drop in hours three time per month; community building, social, and recreational activities, including outreach and engagement of residents; life skills and financial literacy classes as a recurring service based on need and demand by the residents; linkages to employment and educational services such as El Camino Community College, American Institute of Technology, and Westwood College, which are all located within a 5 mile radius and accessible by public transportation; and facilitate a healthy living environment for all residents. Specialty Mental Health Services provided by LACDMH's network of mental health providers will include linkages to health care, dental care, substance abuse, and mental health services and self help groups/peer services. LAMP/OPCC will also act as primary liaison between property management, owners, and residents. Specialty Mental Health Services provided by LACDMH's network of mental health providers will include mediation between MHSa residents and property management in the event of complaints or behavioral problems, which may lead to eviction. On-site activities could include movie nights, game nights, reading groups/book clubs, spiritual groups, holiday celebrations, arts and crafts, field trips, cooking classes and nutrition counseling. The on-site activities will be funded via project cash flow. LAMP/OPCC staff will facilitate introductions between residents and the local neighborhood councils, neighborhood watches, police advisory boards, park advisory boards, community centers, recreation centers, and community-based organizations and encourage all residents to seek out community organizations and activities that interest them. LAMP/OPCC will recruit and coordinate a variety of on-site activities through partnerships with area non-profit agencies, faith communities and public entities.

- a. LACDMH will provide extensive mental health services coupled with case management. Mental Health services (1:15 FTE ratio) will be in-kind and delivered on and off-site and wherever needed. Mental health service will include psychiatric assessment, medication support, individual and group therapy and field-based case management focused on mental health wellness, recovery and housing stability.
- b. OPCC/LAMP will provide linkages to a Federally Qualified Health Center (FQHC). Service Area 6 is served by the following FQHCs:

MARTIN LUTHER KING HEALTH CENTER  
WATTS HEALTH CENTER  
IMPERIAL CLINIC

The FQHC will provide primary health care services to all eligible residents. The FQHC will provide insurance outreach, education and enrollment assistance, screening and treatment for health conditions, immunizations, select labs and pharmaceuticals, health education and case management including referrals to other clinical, behavioral health or substance use treatment providers as appropriate. The FQHC will also provide access to their community clinics for additional services such as x-ray or medical nutritional therapy. Additional referrals and linkages to primary health providers will be made on an as needed and appropriate to the needs of the individual tenant.

- c. LAMP/OPCC will conduct volunteer assessments of interested residents and will help connect interested tenants to appropriate volunteer opportunities and education programs.
- d. LAMP/OPCC will work with residents to connect them with educational opportunities through local colleges and adult education programs.
- e. Using a Stages of Change and Harm Reduction approach, Specialty Mental Health Services provided by LACDMH's network of mental health providers, will include a range of options and interventions needed to help individuals achieve their substance abuse treatment and recovery goals. Substance Abuse treatment services delivered directly by case management staff will focus on Critical Time Interventions. Specialty Mental Health Services provided by LACDMH's network of mental health providers will ensure case managers work with tenants to reduce the harm to

themselves and will offer as a choice, participation in a rehabilitation program with an intensive treatment environment to address relapse or detoxification. The purpose is to encourage tenants to improve their health and manage behaviors that would threaten their housing stability. Tenants choosing to participate in rehabilitation programs will have access to third-party, off-site providers with the following services: individual counseling and support using a motivational interviewing approach, individual and group meetings that address recovery planning and relapse prevention strategies, Dual Recovery Anonymous (DRA) based facilitated groups, outpatient and inpatient provider referral and treatment options. If these services do not meet the need of the tenants, additional substance abuse treatment services identified such will be brought in on-site or a warm handoff will be provided to link the tenant to the level of substance abuse treatment desired.

- f. LAMP/OPCC will provide financial literacy classes to residents. In addition, LAMP/OPCC will work with tenants, as part of regular meetings, who wish to develop personalized money management plans, budgets, and savings as part of the personalized independent living plan. Tenants who do not possess these skills will learn how to create realistic budgets and stick with them, as well as pay their bills on time.
- g. LAMP/OPCC service coordinators will work with other partnering agencies to help residents access mainstream resources and government entitlement programs such as social security, SSI/Disability, Medi-Cal, Medicare, food assistance, veterans' services, mental health care, health care, substance abuse recovery, education and employment, low income utility assistance, local government programs, etc.
- h. LAMP/OPCC will partner with local community organizations such as the Westbrook Neighborhood Council West Rancho Dominguez Community Center, faith groups, and individual volunteers to develop an extensive calendar of recreational and educational activities to foster a sense of community within the building and engage residents with the surrounding neighborhood. In addition to supportive services, residents will be encouraged to participate in tenant council meetings, a quarterly tenant newsletter, local volunteer and senior activities, local neighborhood council meetings, faith groups, holiday celebrations, movie nights, and book clubs. A monthly calendar will be posted in all public areas advertising on- and off-site activities to the building's residents

4.

PARTNER	SERVICE	STAFF RATIO	FUNDING SOURCE
LACDMH's network of mental health providers	Specialty Mental Health Services provided by LACDMH's network of mental health providers	1:15	LACDMH's directly and contracted mental health provider
LAMP/OPCC	Resident Service Coordination	1.25:74	Project Cash Flow

- 5. The services plan includes assessments, individualized resident service plans, peer-led activities, and cooperation with property management, all centered on the goals of self-determination, independence and stability in housing. The purpose and strategies related to these components are intended to provide wraparound services for MHSA households. Once tenants are in affordable housing, efforts will then be focused on addressing and managing the range of issues that led to homelessness. Tenants will be encouraged to create peer-led activities, programs and self-help groups. Peer-to-peer contact has been known to be helpful in engaging the participation of certain tenants in services. For those tenants with

substance abuse histories or continue to struggle with addiction, substance abuse recovery services will be available on-site. In the event relapses occur, either a Specialty Mental Health Services will be provided by LACDMH's network of mental health providers will provide the necessary support and work with the tenant to ensure continuity of care. Solari, a Specialty Mental Health Services will be provided by LACDMH's network of mental health providers, along with LAMP/OPCC will also develop policies and rent payment plans and representative payees to assist tenants who are away from the building temporarily due to hospitalization, incarceration or treatment in an off-site facility, consistent with MHSa Housing Program Guidelines.

6. Tenants will receive "welcome packets" that provide information on local amenities such as grocery, retail, public parks, public library, public transportation, on-site activities and other "tips". A monthly calendar will be posted in public areas advertising on-site and off-site community activities and services. Tenants will be invited to participate in the Tenant Council, the Tenant Newsletter, volunteer activities, and all services available on and off site. Throughout their residency at El Segundo Apartments, regular attempts will be made to encourage tenants to participate in services by knocking on doors, engaging in casual conversation in the common spaces, and cross-marketing of opportunities at all on-site events and activities. Providing information and learning opportunities to prevent lease violations and evictions is critical to the service coordinator work. However, when lease violations and/or nonpayment of rent are identified, the case manager will immediately begin working with the resident, mental health case managers and the landlord/property manager to mediate the situation. These individuals will work together to identify specific issues or barriers that may be affecting the resident's ability to comply with lease regulations or pay rent, and then connect the resident to necessary services to help overcome the issue. El Segundo Apartments will utilize the Critical Time Intervention model (CTI) as the crisis intervention provided to residents, in addition to our comprehensive services package. This combination of intensive wrap-around supportive services, community building, and ongoing communication allows service staff to identify warning signs and resolve tenant issues before they become crises through mediation and service referrals.
7. Not Applicable
8. El Segundo Apartments will receive culturally and linguistically appropriate services that address their immediate and on-going needs. One of the primary actions that will be taken is to recruit staff members who can effectively relate to, and are representative of, the individuals who will reside at the El Segundo Apartments and its surrounding community. Given that the apartment complex is located in a densely populated and diverse neighborhood, it is anticipated that a significant portion of tenants will demonstrate similar demographic characteristics. The hiring of bilingual staff members who speak Spanish, Tagalog, or other languages spoken by residents will be a priority. When we encounter clients with other language needs, we use a telephone language line for assistance. In addition, LAMP/OPCC has a network of agencies that provide assistance to our hearing-impaired clients. Specialty Mental Health Services provided by LACDMH's network of mental health providers will require staff to possess experience in working with homeless individuals, low-income seniors, those with mental illness and/or substance abuse problems, and/or other highly vulnerable populations, which will enable the staff to more effectively, identify tenants' needs and offer assistance.
9. At initial lease-up through the first 6 months of operations and stabilizations of the project, LAMP/OPCC, staff providing Specialty Mental Health Services via LACDMH's network of mental health providers, staff along with Solari will meet weekly. LAMP/OPCC will conduct resident service coordination staff meetings every two weeks, quarterly meetings with partner service providers, and monthly meetings with property management staff. LAMP/OPCC will serve principal point of contact for communication and coordination of affordable housing service and will communicate issues to the provider of Specialty Mental Health Services provided by LACDMH's network of mental health providers and Solari within 24 hours of the incident.
10. Not Applicable

**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.

**Item D.9 Design Considerations for Meeting the Needs of the MHSA 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 MHSA units will be designed to provide appropriate accommodations for physically disabled MHSA tenants, if appropriate.

**Response:**

1. The building will be designed with a large courtyard, a large community room, a computer and/or multi-media room, outdoor barbeques and tables, kitchen, video surveillance system, security system, laundry room, mail room, heavy landscaping, 2 offices for the property managers and 2 additional offices for the case managers and staff providing supportive services to the tenants. El Segundo Apartments Apartments will be comprised of Type V new construction above a Type I parking structure. The front of the property will be gated with a single pedestrian entrance along with a video and intercom system. This entrance will be locked at all times, with access restricted to tenants with access keyfobs. The manager's unit will face the entrance, allowing the manager to conveniently observe the building's entrance/exit. The lobby and community room will be on the ground floor. The project will include a tot lot for children.
2. The supportive services space will include 2 offices dedicated for use by the case management and service coordination teams, and staff. In addition, a private conference room with dual ingress and egress points will be for private appointments.
3. All units at El Segundo Apartments Apartments will comply with the disability requirements set forth in Section 504 of the U.S. Rehabilitation Act and HUD Code of Federal Regulations, Title 24, part 8, subpart C. As such, the project shall be designed and constructed to be readily accessible to and usable by individuals with disabilities and no qualified individual with disabilities shall be denied access to, use of, or participation in the facility because of the individual's disabilities. The design of the MHSA units incorporated input from the service coordination, property management, architecture, and developer teams. Examples of design elements that were incorporated into the MHSA units include: the use of plank flooring in the living room area in place of carpet to facilitate easier use of wheelchairs or walkers, the placement of blocking in walls of the bathroom to facilitate placement of grab bars should a resident require such support.

**Item D.10 Summary and Analysis of Stakeholder Input**

Submit documentation of the 30-day Local Review Process, including:

1. Dates of the 30-day public review and comment period;
2. A description of the methods used to circulate Items D.1 through D.9 for the purpose of public comment; and,
3. A summary and analysis of any comments received, and a description of any changes made as a result of public comment.

**Response:**

Deferred until submitted to State
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**Item D.11 DHCS Outcome Reporting Requirements (Attachment D)**

This form must be completed by the County Mental Health Department, verifying the County's commitment to comply with outcome reporting requirements for the MHSA Rental Housing tenants.

**Item D.12 County Mental Health Sponsorship and Services Verification Form  
(Attachment E)**

This form must be completed by the County Mental Health Department, verifying the County's commitment to provide supportive services to this development.

**Item D.13 Primary Service Provider Experience Serving Target Population**

The primary service provider must demonstrate that they have experience in successfully delivering services to tenants with serious mental illness. Describe general experience, and if applicable, identify and describe all developments in which the primary service provider has provided supportive services to tenants with serious mental illness. For each development, include the following:

1. Name of the development;
2. Number of units targeted to tenants with serious mental illness;
3. Services provided; and
4. Period of time during which the primary service provider delivered services to the developments' tenants.

**NOTE:** If the County Mental Health Department has not designated a primary service provider at the time of the initial application submittal, the County will be considered the primary service provider. An updated submission reflecting the final identification of a service provider along with the proposed provider's experience and qualifications must be submitted for approval not less than 120 days prior to initial rent-up.

**Response:**

OPCC is the largest provider of homeless and social services on the Westside of Los Angeles and one of the largest in Los Angeles County. The agency, which has an annual budget of over \$14,000,000, has worked to address sustainability for its services by ensuring that its range of funding sources is highly diversified. On the government side, OPCC receives federal, state, county and city funding. Government grants make up over half of the agency's revenue. In addition, the agency's approach to the issue of homelessness is an integrated and interdisciplinary one. OPCC seeks and receives housing, mental health, medical, substance abuse and domestic violence funding. The agency also has a strategic private fundraising effort, which includes grants from private foundations and private companies, major gifts and special events revenue. OPCC is in the middle stage of its 50th Anniversary Campaign, and the campaign has been extremely successful.

OPCC's Department of Mental Health MediCal certification has provided the agency with increased capacity to bill for services in a manner that has increased revenue that is then used to sustain programming. In addition, it has increased the mental health services capacity of the agency. One of the agency's most successful LA County DMH contracts has been its 3-year Innovations Integrated Mobile Health Teams (IMHT). Because of OPCC's highly successful IMHT outcomes, the agency was one of very few IMHTs to receive renewed funding. OPCC's IMHT will be converted by LA County DMH into a specialized Full Service Partnership Team that will provide integrated services to the agency's highly disabled, vulnerable population. This next fiscal year, the team will be expanded through additional LA County DMH funding that has been awarded to OPCC.

OPCC's new Veterans Administration (VASH) contract provides for funding for services to chronically homeless Veterans. Recent evaluation data released by the Veterans Administration showed OPCC's Veterans (VASH) Program to be the highest performing in LA County. OPCC's Veterans Program has both enrolled and permanently housed the highest percentage of Veterans of any agency in the County. OPCC is the recipient of LA County Department of Health Services funding. This funding provides for ongoing housing subsidies and an OPCC team that provides mental health care, case management and housing services for OPCC clients who are highly vulnerable, homeless, and frequent utilizers of the LA County healthcare system.

OPCC is well positioned to receive additional funding generated by the Affordable Care Act. OPCC has been extremely successful in enrolling its clients into MediCal. The agency has achieved over a 98% enrollment rate and is making every effort to ensure that clients will be able to receive healthcare services available through the

Affordable Care Act. OPCC is currently going through the process of becoming an LA CARE provider, which will allow the agency to bill MediCal for mental health services for previously homeless clients who are now housed and who require less intensive mental health services than those provided through Department of Mental Health funding. OPCC also is in the process of becoming a Medicare provider as well.

In addition, OPCC was chosen as the SPA 5 agency to receive new PATH funding. This five-year contract will provide for a 5-member outreach team and a half-time nurse to provide services to chronically homeless clients on the streets throughout the SPA 5 area. This contract is scheduled to begin in May 2015

In addition, OPCC's new Health Home grant from the Corporation for Supportive Housing is providing seed money for the planning of a local Health Home collaborative in conjunction with two local FQHCs who serve chronically homeless clients with mental illness, physical health problems, and substance addiction.

#### Current Programs and Accomplishments:

- OPCC has continued to move forward with the integration of all programs and services. The agency's seven core services (housing, mental health care, medical care, domestic violence services, substance abuse services, income/benefits assistance, and wellness/life skills) are provided to all OPCC clients who are in need of each service with easy "hand off" and referral from one service to another. All services are mobile and are provided on the street, onsite and in clients' permanent housing residences.
- OPCC has been at the forefront of integrating changes in funding and services connected with the Affordable Care Act. The agency is at over 98% enrollment of all clients into MediCal. OPCC is already well-funded for the provision of mental health services. In addition, the agency is well-situated for funding through the new "Health Home" bill. OPCC is serving as the lead agency in a Health Home Pilot grant from the Corporation for Supportive Housing.
- Through multiple grants and contracts, OPCC's expansion of mental health services continues. OPCC was chosen to receive the Department of Mental Health's SPA 5 Multidisciplinary Treatment Team (MIT) contract. The program began this year and provides expanded outreach services throughout SPA 5. The new team has 5 full-time staff members, and an additional half-time nurse. Mental health funding, including funding from the Department of Mental Health (DMH) and the Substance Abuse and Mental Health Services Administration (SAMHSA) has increased and now constitutes the agency's largest public funding source. Mental health services include clinical case management, individual and group therapy, crisis intervention and therapeutic treatment plans for clients. Treatment is "mobile" and is provided on the street, in programs and shelters, and in clients' homes. Psychiatry care is available for clients in all programs.
- OPCC's Integrated Mobile Health Team (IMHT), funded through the LA County Department of Mental Health (DMH), began over three years ago as a DHM "Innovations Pilot." Because of its exceptional outcomes, OPCC's Integrated Mobile Health Team was one of a very small number of IMHTs to be renewed with permanent funding. In addition, a new component (with additional funding) was added to the program to provide specialized services for exceptionally acute clients who have dealt with incarceration or psychiatric hospitalization. OPCC also was awarded expanded Department of Mental Health (DMH) MediCal Expansion funding for multiple programs. Additionally, OPCC was just chosen to receive new Field Capable Clinical Services funding that will begin in fiscal year 2015-16.
- OPCC's interdisciplinary mental health training program continues to grow and provides clinical training experience to interns and post-doctoral fellows in the fields of psychology, social work, and marital and family therapy. These trainees provide valuable clinical services for OPCC clients while they are in training.
- OPCC's Wellness Program, which provides a range of groups and workshops to clients with substance use problems, continues to grow and has been connected with an increased number of clients wishing to become sober, decreased use of substances and improved psychosocial functioning among participants. Outcome data from the program has shown that clients who participated experienced a decreased urge to drink and showed improvements in mental health, sense of control, and other wellbeing factors. The Wellness Program, which was started at Turning Point, is now offered at all Interim Housing locations. Life Skills and Wellness groups that are geared toward clients who are not using substances are also offered across the agency.
- OPCC was honored by the Substance Abuse and Mental Health Services Administration (SAMHSA)

with a special commendation as an “exemplary” agency and model for its service integration. OPCC is in the last year of a highly successful 5-year SAMHSA grant. In addition, the agency was recently awarded a new 1.6 million dollar, 4-year SAMHSA grant to provide integrated medical and mental health services. The grant will provide for a nurse at the newly renovated Turning Point Interim Housing facility, in addition to increased mental health, substance abuse, health education and peer staffing. The new program will expand OPCC’s current Wellness Program to include increased health educations interventions.

- Through a combination of funding sources, and in collaboration with Venice Family Clinic, OPCC provides medical care on the streets, in our Access Center Primary Care suite, at OPCC residential programs, and to clients in their homes when needed. Mobile healthcare is provided through OPCC’s Integrated Mobile Health Team.
- OPCC’s former Respite Program has grown into its current “Wellness Beds Program”, which provides onsite nursing care, as well as a full range of OPCC’s core services, to clients with both acute medical concerns and chronic medical conditions. OPCC now has two full-time, onsite registered nurses (in addition to the half-time MIT nurse) who provide medical services to OPCC clients. With changes to the Wellness Beds Program that integrates clients with medical conditions into the entire SAMOSHEL program, OPCC has been able to significantly increase the number of clients that are served through this program.
- OPCC’s partnership with and funding from the Department of Health Services (DHS) continues to grow. The agency’s new DHS team provides permanent housing acquisition services and a full range of supportive services, including mental health care to highly vulnerable, homeless, high utilizers of county services.
- Despite shortages of permanent housing across LA County, OPCC increased the number of individuals moving into permanent housing this past year. The agency has a very diversified range of permanent housing options, including voucher subsidies through the housing authorities of both the City and County of LA, as well as multiple Department of Health Services permanent housing subsidies, and shared housing opportunities through OPCC’s new “Community Empowerment” shared housing model through which OPCC master leases houses that are shared by OPCC clients. The agency also is involved in multiple new partnerships with housing developers in LA County and utilizes a number of nontraditional placements when appropriate for clients, including Board and Care, Skilled Nursing Facilities, Senior Housing, Assisted Living and assistance to homeless individuals who desire to return home to another geographic area. This past year, OPCC even assisted an elderly disabled homeless woman to return to England, where she is now receiving wrap-around care in her native country. With the increased amount of ongoing supportive, integrated services to clients in permanent housing, this past year, OPCC established a Permanent Supportive Housing department, which is now led by the agency’s new Director of Permanent Housing Services.
- OPCC’s Veterans Program continues to be highly successful. The program was acknowledged for scoring highest in LA County for both the percentage of Veterans housed and enrolled in the program. The team assists homeless Veterans in obtaining permanent housing and receiving integrated comprehensive services.
- OPCC has now expanded to two “Home Teams,” which are composed of both clinical and non-clinical staff and provide a range of supportive services (including clinical services, case management and linkage to community resources) to OPCC clients who have moved into permanent housing.
- OPCC SAMOSHEL’s Special Populations Room has been successful in allowing SAMOSHEL to provide intensive services to clients with very severe mental health and substance abuse problems which would have otherwise made it hard for them to participate in a residential program.
- OPCC’s longitudinal research project, funded through the agency’s SAMHSA grant, has successfully demonstrated the impact of OPCC programming on a broad range of outcomes in the areas of mental health, physical health, substance use, community integration, sense of control and other factors. OPCC continues to expand its evaluation, compliance and data function. OPCC’s Director of Compliance and Evaluation has added capacity to the agency’s QA and data processes.
- OPCC’s leadership is actively involved in strategic planning, collaborations and advocacy in the local community and in LA County. OPCC’s Executive Director is past Chair of the Westside Shelter and Hunger Coalition (WSHC), and OPCC’s Associate Director is current Chair of the Coalition (now called the Westside Coalition). OPCC’s Executive Director is on the Executive Board of United Homeless

Healthcare Partners (UHHP) and has given multiple presentations this past year in a broad range of forums on issues in addressing homelessness. OPCC's Executive Director and Associate Director attend LAHSA Continuum of Care meetings and have served on LAHSA's Coordinating Council. OPCC's Associate Director has presented on OPCC's integrated model for the past 2 years at the annual DMH Housing Summit.

**Item D.14 County Fair Housing Certification (Attachment F)**

This form must be completed by the County Mental Health Department, certifying the County's compliance with local, state, and federal fair housing laws.

**Item D.15 Draft Memorandum of Understanding**

If available at time of application, submit a draft of the Memorandum of Understanding (MOU) between the borrower, the primary service provider(s), the property management agent, and the County Mental Health Department. The MOU should document the following:

1. The roles and responsibilities of each partner;
2. Each partner's willingness to enter into a contract to carry out those roles and responsibilities (including provision of supportive services and property management services);
3. How all reporting requirements will be met;
4. How privacy and confidentiality requirements will be met; and,
5. Procedures for ongoing communication and decision-making between the property management agent and the primary service provider to assist MHSa tenants in maintaining housing stability.

**NOTE:** A fully executed MOU acceptable to CalHFA and DHCS must be submitted not less than 120 days prior to initial rent-up.

**Item D.16 Supportive Services Budget Form and Budget Narrative (Attachment G)**

Complete the Supportive Services Budget Form and Budget Narrative (**Attachment G**). The budget must depict both the expenses and sources of revenue for the costs associated with the delivery of supportive services to the development. Additionally, provide a budget narrative that includes the staffing ratio for the Supportive Services Plan.

**NOTE:** Both of these items must be submitted for approval not less than 120 days prior to initial rent-up.