



**Section D: Supportive Services Plan  
Instructions**

1. Submit the MHSa Supportive Services Information, Section D, Items D.1 through D.16, as listed on Enclosure 1, Application Index & Checklist.
2. Enter required information into the yellow box marked "Response".
3. **Items D1 through D9 must be circulated for public comment and local review for 30 days prior to submission of your MHSa application to CalHFA and State DHCS for review.**



**Item D.1 Shared Housing Development Summary Form (Attachment B)**

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

**NOTE:** This will need to be updated to describe each identified Shared Housing projects funding allocation when you are developing multiple Shared Housing projects.



SHARED HOUSING DEVELOPMENT SUMMARY FORM

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

Name of Development: Valley Shared Housing Project

Site Address: TBD

City: Los Angeles State: CA Zip: TBD

Development Sponsor: Affordable Living for the Aging

Development Developer: Affordable Living for the Aging

Primary Service Provider: Affordable Living for the Aging

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 (bedrooms):	9	Total Number of MHSA Units (bedrooms):	9
Total Cost of Development:	\$1,133,994	Amount of MHSA Funds Requested:	\$1,133,994
		Capital:	\$ 700,000
		Capitalized Operating Subsidies:	\$ 483,994

Other Rental Subsidy Sources (if applicable): TBD

Other Financing Sources (if applicable): NA

Target Population (please check all that apply):

Adults  Transition-Age Youth  Older Adults

County Name and Title: Reina Turner, Division Chief, HP&D  
Phone/Email: (213) 251-6558 rturner@dmh.lacounty.gov

Sponsor/Developer Name and Title: Affordable Living for the Aging / David Grunwald, CEO  
Phone/Email: (310) 622-3373 david@alasseniorliving.org

Sponsor/Developer Signature/Date:  1/29/16



**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;
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 development financing.

**NOTE:** This will need to be updated to describe each identified Shared Housing projects funding allocation when you are developing multiple Shared Housing projects.

**Response:**

Affordable Living for the Aging (ALA) is the managing general partner, developer, property manager, and service provider for the Valley Shared Housing Project (“Project”).

The Project will be a single site or scattered site shared housing development in which tenants will have private bedrooms and access to shared common areas. ALA will work with Los Angeles’ Housing + Community Investment Department to identify vacant foreclosed properties located in one of the three Neighborhood Stabilization Program areas. Properties will be located in the northeast region of the San Fernando Valley in the vicinity of Van Nuys, Pacoima, and Panorama City. ALA will look to acquire quadplexes, townhomes or single family homes. The goal is to acquire and renovate properties to create at least nine bedrooms.

Renovations will include necessary upgrades to building systems and major components as well as lockable bedroom doors and modifications to support shared living that may include:

- Lockable kitchen cabinets
- Increased onsite storage capacity/options
- Temperature controls that are easy to use and zoned for different areas of the home
- Wiring and electrical infrastructure to support a mini refrigerator in each bedroom
- Onsite laundry

The Project will serve single adult households who are experiencing homelessness and meet MHSa Housing Program eligibility requirements. Tenants will have very low-income (30% AMI), minimal support networks, and challenges related to physical and/or mental disabilities and chronic health conditions.

ALA will coordinate services on a voluntary basis by providing case management and referrals in partnership with the Los Angeles County Department of Mental Health contracted providers and directly-operated clinics. The service goals of the Project are to support tenants to maintain the highest possible level of independence, physical and mental health and emotional well-being. Service delivery will focus on giving tenants access to:

- Medical care
- Meaningful activities and social support
- Treatment for mental health and/or substance use disorders
- Resources and opportunities to pursue personal goals

MHSa funding is the sole source of development financing for the Project at this time.



**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:**

The Project will meet the priorities and goals identified in the Three-Year Program and Expenditure Plan by providing supportive services and affordable housing for individuals with mental illness who are experiencing homelessness. The Project will supply much needed housing units in an area of the county with high rates of poverty and unemployment.

The social services for the Project will support tenants to retain their housing and work toward self-sufficiency in their recovery. With information collected by intake assessments staff will create individualized service plans and implement the plans using an intensive case management model. Staff and partner agencies will offer support to meet tenants' basic needs and to later provide opportunities for tenants to pursue self-defined goals.

Permanent supportive housing is an effective model for solving homelessness. Specifically, shared living environments can promote increased socialization, the development of natural supports, and a sense of belonging to a community.

When a tenant experiences challenges project staff will work with the tenant's primary mental health and medical providers to coordinate care. Service staff will advocate on the tenant's behalf to mitigate issues with property management. Through one-on-one counseling and onsite programming, individuals will receive education on how to be good neighbors and tenants.



**Item D.4 Description of Target Population to be Served**

Describe the MHSa Shared 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:**

1. Adults and older adults
2. 30% AMI
3. ALA anticipates that the tenant population will require services to address: physical and mental disabilities, chronic diseases (hypertension, diabetes, arthritis, obesity, substance use disorders, etc.), histories of trauma, violence, and histories of homelessness.



**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:**

Applicants will complete the Los Angeles County Department of Mental Health standardized MHSa Housing Program – Tenant Certification Application. The completed certification packet with a signed release will be sent to the LAC-DMH Housing Policy & Development (HP&D) unit for processing. Certification packets will be submitted by the local housing coordinators in a secure and appropriate manner to protect applicants' health information.

The HP&D unit will notify the housing coordinator with the approval or denial decision or the request for more information if the application is incomplete. If an applicant is approved then the housing coordinator will contact ALA's property management staff to provide a copy of the certification of eligibility and to prompt the property manager to meet with the applicant to start the Project's housing application.



**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;
5. The criteria that will be used to determine a prospective MHSa tenant's eligibility for occupancy in the development;
6. The appeals process for individuals who are denied tenancy in an MHSa unit; and,
7. The reasonable accommodations policies and protocols.

**NOTE:** The Department's approval of the MHSa Housing Application does not ensure that the Tenant Certification/Referral Process is compliant with state and federal fair housing laws. Please seek legal counsel to ensure that the Tenant Certification/Referral Process complies with state and federal fair housing laws.

**Response:**

Tenants will need to satisfy MHSa Housing Program definitions of homelessness, income eligibility, and qualifying mental health diagnoses.

Once the HP&D unit has processed the tenant certification packet HP&D staff will notify the housing coordinator or referring agency if the applicant is eligible. The coversheet of the tenant certification packet will be returned to the referring agency with the upper right-hand corner completed (box checked and date listed) as confirmation of the individual's program eligibility.

The applicant will then be placed on the DMH HP&D master referral list for the Project. When the property manager needs to fill a vacant unit s/he will accept referrals from the master list and work with the tenant to complete the Project's specific housing application. The tenant will be required to provide income verifications and updated documents as requested.

Applicants not selected as tenants shall receive written notification from property management stating the reasons for their ineligibility and a copy of the Grievance and Appeal Procedures.

When there are no immediate vacancies applicants will be placed on a wait list. Individuals on the wait list will receive written notification of their status and regular requests for updated contact information. Property management will update the wait list and process individuals based on the date of their application.

The Project is specifically for individuals with special needs. As such, special considerations and reasonable accommodations will be made to avoid screening out individuals who can benefit from permanent supportive housing.

Property management staff will offer qualified applicants with disabilities additional consideration in the application of rules, practices or services if it will enable an otherwise eligible applicant with a disability an equal opportunity to access the Project. In order to provide for reasonable accommodations during lease-up, language is included on the instruction page of the application that reads: "If you have a physical or mental disability, and as a result of this disability there are reasonable accommodations that should be considered in



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your application, please attach a note to your application describing the reasonable accommodation(s) you are requesting and why they should be considered in your application.”

ALA staff will assist applicants who have limited fluency in English by making efforts to answer questions or provide forms in the native language of the applicant.

Eligible applicants will be offered a chance to tour the unit before signing the lease agreement. Tenants will be required to execute the standard lease agreement including all addenda. Property management staff will review all sections of the lease agreement with each tenant before they sign it.

If the tenant does not speak English, every effort will be made to have a third party explain the lease and addenda. The property manager will also explain to tenants such matters as community guidelines and how to submit maintenance requests and contact appropriate staff.

### Item D.7 Supportive Services Plan

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

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

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



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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. Describe the plan for developing "house rules" and **provide a copy of any rules** that may be in place at initial rent-up; (**Please label and attach as "House Rules"**).

### Response:

ALA anticipates that the tenant population will require services to address: physical and mental disabilities, chronic health conditions (hypertension, diabetes, arthritis, obesity, substance use disorders, etc.), histories of trauma, violence, and histories of homelessness.

As the supportive service provider ALA will assess every tenant within the first thirty days of move-in. The goal of the assessment is to begin establishing rapport with the tenant and to obtain information on his or her immediate needs and determine whether there is a need for follow-up screenings or clinical tests.

The most important aspect of the assessment is to make the tenant feel comfortable. Building a relationship with tenants requires time and patience. The onsite service coordinator will listen during the assessment and allow the individual to share stories.

If language or cultural norms are a barrier to conducting the assessment then staff will invite someone who can facilitate a productive conversation such as a family member or off-site caseworker who has a history with the tenant. To gather additional information it may be necessary to consult with the tenant's other service providers, in-home support worker, peer mentor, family or friends. Staff will request the tenant's permission before speaking with these individuals.

While the initial assessment is similar to an intake, the task of assessing how an individual functions is an ongoing process. Staff will observe and document behaviors over time to build a complete picture of the tenant. Eventually, staff will be able to recognize changes in the tenant's behavior that indicate decompensation and underlying problems.

A successful assessment starts the process of formulating tenant-driven goals and identifying if more clinical tests or specific screenings are needed. By addressing an individual's immediate challenges staff will empower tenants to integrate with the community and move toward developing a network of natural social supports.

### **Services to be made available to MHSa tenants:**

#### Mental health services

The San Fernando Valley Community Mental Health Center will offer mental health services through its outpatient programs. Depending on which program a tenant is a participant of, services will be field-based (onsite) or offsite at the nearby Center in Van Nuys on Sherman Way. Tenants will access services as frequently as needed and staff will engage in quarterly meetings with mental health caseworkers to best coordinate tenants' care. The Pacific Asian Counseling Service will also be a resource for tenants to access mental health services and medication support. Services are available at Pacific Asian Counseling Service's satellite office on Lennox Ave. in Van Nuys.

For inpatient mental health services, tenant will be referred to Hollywood Community Hospital or Verdugo Hills Hospital's psychiatric units.



Physical health services (including prevention programs)

Assisting a tenant with their physical health is an excellent starting point for earning their trust and establishing credibility so tenants will seek help for other issues. When pain and medical conditions are properly managed a tenant can focus on personal goals.

Staff will encourage compliance with doctors' treatment orders and offer guidance to tenants about behaviors that will improve health outcomes. Psychoeducation about the importance of regular doctor visits, nutrition and diet, medication adherence, and stress management are specific areas staff will focus on to support tenants' overall physical health. The MEND Community Center in Pacoima operates a medical clinic that offers groups and workshops on disease management.

The Northeast Valley Health Corporation, Pacoima Health Center, Kaiser Foundation, and Hollywood Community Hospital offer primary health services and disease education and management classes. When possible, educational programs will be delivered onsite at the Project. Tenants will also receive materials and instructions on how to access services at each facility. Staff will assist tenants with transportation by coordinating rides with ACCESS or a tenant's IHSS worker. For tenants who are not connected to a primary care physician, ALA staff will maintain a list of nearby physicians who accept Medi-Cal and managed care health plans.

Upon discharge from medical facilities, the onsite service coordinator will support a tenant's transition by coordinating with home health aides, visiting nurses, or physical and occupational therapists.

Dental and Vision and Health Prevention Services

MEND (Meeting Each Need with Dignity) operates a full service community center and clinic in Pacoima. Eligible individuals can make appointments for exams at the office Tuesday – Friday from 8 – 5 pm. Eye care is offered by appointment only on Wednesdays and Thursdays. For tenants who do not have Denti-Cal, the service coordinator will refer them to MEND's clinic for dental care. MEND also hosts clinics and programs on: diabetes, adult peer counseling, and hypertension and healthy aging. Tenants may also be able to access chiropractic and acupuncture care.

Personal care and house cleaning assistance

Eligible tenants will receive assistance (onsite) to apply for the county-run In-Home Supportive Services (IHSS) Program. Staff will assist with requesting the application and submitting it. Once approved, staff can also support the tenant to identify and hire an IHSS provider. As needed staff will use the Personal Assistance Council Services' registry of care providers to introduce the tenant to potential IHSS workers and coordinate the schedule of in-home care hours.

Employment/vocational services

Jewish Vocational Services' Sun Valley office and the MEND Community Center offer job training, career coaching, workshops, mentoring services, and jobs programs for veterans. Both sites are also gateways to community resources that may be necessary for supporting an individual to access employment or volunteer opportunities. Tenants will use services as frequently as desired.

Educational opportunities and linkages

MEND operates a full service community center that offers educational programming including ESL classes, computer class, and other workshops. In addition to receiving services at MEND, tenants will be encouraged to volunteer at MEND and other nearby community centers to feel a sense of reciprocity and explore what activities are meaningful to them. Tenants will access these services offsite at the Center in Pacoima. Staff will support tenants to use public transit or transportation from their IHSS worker to participate in programs.



Substance abuse services

The nearest Community Assessment Service Center is operated by the San Fernando Valley Community Mental Health Center in Van Nuys. Staff will refer tenants to the CASC for substance use disorder screenings and referrals to treatment or detox programs. Staff will meet with the team at the CASC to understand exactly when and how the Center can assist tenants who are actively using and to facilitate effective referrals.

El Proyecto de Barrio located in Arleta offers substance abuse and mental health services in English and Spanish. Services are provided by drug-certified counselors in individual and group settings. They provide substance use outpatient counseling, day care rehabilitation, and specialty care for individuals with HIV/AIDS. Program participants can make advanced requests for the agency's van services if they require help with transportation.

For tenants who require access to narcotics treatment and detox, staff will work with the Western Pacific Medical Corporation which accepts Medi-Cal and has several locations throughout the county.

Budget and financial training

As part of its services MEND offers financial literacy classes. ALA staff will also provide case management to tenants with a focus on managing personal finances. Tenants will be encouraged to set up automatic payment for rent to ensure nonpayment is never a reason the tenant's housing is at-risk.

Assistance in obtaining and maintaining benefits/entitlements and Legal services

Neighborhood Legal Services of Los Angeles' Pacoima office provides low-income individuals with free or no cost legal services. Tenants who need assistance applying for benefits or appealing denials for disability benefits can access help.

Through a co-location agreement with Jewish Family Services' SOVA Valley Food Pantry, Bet Tzedek provides legal services to tenants out of the food pantry site. Services are by appointment only.

Companionship and volunteer opportunities

Depending on a tenant's age they may qualify for volunteer opportunities and companionship programs. Companionship and friendly visitor programs are often field-based so tenants can access services onsite or wherever is convenient for them. The United Way Companionship program is specifically designed for individuals with histories of homelessness. Volunteers undergo training before being matched to a tenant. The program guidelines request that volunteers provide a minimum of 4 hours of companionship per month.

For adults over the age of 65, staff can enroll them in Jewish family Service's Senior Health and Wellness Program. Bilingual volunteer coaches provide support 5-10 hours per week via telephone conversations or in person visits.

Linkage to community-based services and resources

SOVA Valley Food Pantry is located on Vanowen Avenue in Van Nuys and open Sundays 9-12 noon and Monday, Tuesday, and Thursdays from 10-1:30 PM. Staff will support tenants to gather the appropriate documents for the intake interview. Once enrolled tenants will be eligible for a 5-day supply of groceries, nutrition and dietary counseling, and personal care items (as available). SOVA staff also link individuals to community resources that may help individuals address other needs. ALA staff will support and encourage tenants to access the SOVA Food Pantry as well as all nearby and relevant programs.

As part of the move-in orientation every tenant will receive a Resource Binder with the names and contact information for local amenities and community resources.

**Onsite Service Coordination**

The ratio of onsite service coordinator staff to tenants will be 1 to 18. The Project will have 9 tenants so the ALA service coordinator will work with the caseload of 9 tenants on a part-time basis. The service coordinator will facilitate monthly house meetings, onsite activities, one-on-one meetings with tenants, and provide intensive case management.

**Wellness and Recovery**

The service coordinator will deliver case management using a strengths-based approach to encourage self-sufficiency and empower tenants to take ownership of their goals. Staff will be solutions-oriented when interacting with tenants and support tenants to arrive at resolutions without solving problems for them.

ALA will prioritize recruiting property management and social service staff who have lived experience in homelessness or recovery to further facilitate service delivery that honors the challenges and progress of each tenant. The community resources available in the San Fernando Valley offer a variety of settings in which to find peers and support groups that match where an individual is at in his/her recovery. These community resources are staffed with certified drug counselors who specialize in addiction recovery. Likewise, the San Fernando Valley Community Mental Health Clinic will offer peer support for tenants to manage their mental health recovery. Staff will regularly remind individuals to take pride in what they've had to accomplish to get housing and to keep it.

**Strategies to Engage Tenants**

Permanent supportive housing provides services with a *whatever it takes for as long as it takes* attitude. Participation in services is voluntary; however, ALA will hold staff accountable for finding ways to engage the most service-resistant tenants.

The service coordinator will ask tenants for input on what kind of onsite programming they want. By asking their input and providing incentives like food and beverages at events, staff will encourage tenants to participate in house meetings and other social gatherings to build community within the home(s).

Monthly house meetings will offer tenants a forum for suggesting activities and providing feedback about past programming. Attendance sign-in sheets allow staff to track participation and understand tenants' patterns and preferences. Satisfaction surveys will also be used to capture whether tenants are happy with the resources provided and to identify gaps in services. Staff will send personal invitations to tenants and post reminders about onsite and offsite events. Staff will promote nearby volunteer opportunities in the community and encourage tenants to do what interests them.

**Culturally and Linguistically Appropriate Services**

ALA will prioritize recruiting property management and social service staff with the linguistic and cultural backgrounds appropriate for serving the tenant community.

Referrals to services will connect individuals to providers who can deliver services in their primary language. With a tenant's permission staff will contact family members or friends to assist with communicating important information about community rules or upcoming activities.

**Communication: Service Coordinator + Property Manager**

ALA will offer professional development and training opportunities to the social service staff and the property manager. ALA will encourage staff to attend peer learning collaboratives where they can learn from other service providers about what works and what doesn't. These roundtable discussions and trainings will also

offer staff a chance to refresh their thinking and keep programming interesting.

The service coordinator will be responsible for educating the property manager about procedures for responding to tenant emergencies and crisis situations. Staff will debrief immediately following an incident and during crisis situations to document what happened and discuss adjustments for future crises.

Twice a month staff will hold regular meetings to discuss outstanding issues impacting the home(s) and individual tenants. Tenants whose housing is at-risk will be given opportunities to develop housing or behavior plans that outline the steps they will take toward changing their behavior and complying with the lease agreement.

**Community Rules (Attached, 3 pages)**

ALA will make the community rules part of the lease agreement and will review them with each tenant before they sign the lease. The community rules are adapted from another shared housing program ALA operates in Lancaster. The rules are designed to maintain a sense of order and to ensure a safe and pleasant living experience for all tenants. Staff will explain that violation of the rules could result in the early termination of a tenant's lease.

As needed, staff will review all or portions of the community rules during the monthly house meetings to remind tenants of the policies.

## **Lease Addendum COMMUNITY RULES**

Welcome to the Valley Shared Housing Community! The following rules are designed to maintain a sense of order and to ensure a safe and pleasant living experience for all residents. You should understand that violation of any of these rules could result in the termination of your lease.

### **A. GENERAL RULES & USE OF COMMON AREAS**

#### **Smoke-Free Environment**

1. Smoking is not permitted in the house by Residents, workers, or guests. Please smoke only in the designated smoking area located outside the building. Illicit drugs are not permitted on the property at any time.

#### **Personal Belongings**

2. Residents will store all personal belongings in their assigned room.
3. Each Resident stores refrigerated food items, dry food items, kitchen utensils, and household goods in the areas labeled by bedroom unit number.
4. Residents are provided with a small safe. You may use the safe for valuables including but not limited to prescription medication and personal items.
5. Motorized vehicles and engine parts are prohibited inside any building.
6. You cannot add/remove furniture from the common areas.
7. Cooking or cooking appliances (hot plates, toaster ovens, tea pots, coffee makers, microwave ovens, large refrigerators, etc.) and food/drink items are not allowed in Residents' rooms.

#### **Maintaining Peaceful Environment**

8. Residents will refrain from making loud noises in the common areas after 10:00 P.M.
9. Radios, televisions, musical instruments and other loud noises shall not be heard outside your room.
10. In the cooperative spirit, Residents agree to engage in conflict mediation to address interpersonal conflict among community members. Mediation may be led by the service coordinator or an outside agency.

#### **Maintaining Clean, Safe and Sanitary Environment**

11. Residents are responsible for maintaining a clean, safe and sanitary environment in their residence, including their bedrooms and common areas (e.g. living room, kitchen, hallways, bathrooms, front and back yards, garage, and laundry area.)
12. It is the responsibility of the Resident to keep his/her room and bathroom clean and livable as determined by property management staff. If the Resident is unable or unwilling to clean her/his room, the Resident must work with the service coordinator to obtain assistance and develop a plan to manage housekeeping tasks.
13. Residents agree to dispose of garbage properly and neatly, and not litter the grounds and common areas.

14. Residents are responsible for reporting any pest issues (e.g. bed bugs, cockroaches, etc.) to Property Management so that measures can be taken immediately to resolve the issues.
15. Residents and their guests are prohibited from feeding stray animals.

## **B. GUEST POLICY**

1. The Valley Shared Housing project consists of separate housing sites and all of them are private property. Residents have full access to and use of the specific dwelling unit which they lease and the common areas of the home in which the unit is located. Access to other properties is by invitation only.
2. It is your responsibility to ensure all guests are respectful of the property and abide by the house rules. Guests who violate house rules will be prohibited from returning.
3. There is no guest parking. Guests and other visitors must use street parking. ALA will not be responsible for parking tickets incurred by guests.
4. Guests are not permitted to have keys to the property.
5. For more details about how long a visitor can stay, refer to the Guest Policy Addendum.

## **C. HOUSE MEETINGS**

1. The service coordinator will facilitate monthly house meetings to discuss new and ongoing issues that impact the community. The schedule of house meetings will be posted in a visible location.
2. Only Residents currently living at the shared housing site are permitted to attend.

## **D. APPLIANCES & LAUNDRY FACILITIES**

1. Residents agree to use all appliances in a reasonable manner, and only for the purposes for which they are intended. This includes laundry, kitchen, and living room appliances.
2. Residents will notify ALA promptly of all defects in plumbing, fixtures, appliances, heating apparatus, or any other part of the house.
3. Residents may not tamper with the smoke detectors or remove the battery from smoke detectors. Residents will be charged for new batteries, if batteries are found missing.
4. Residents have limited rights to the installation of satellite dish equipment as stated in the FCC regulations. All installation requests must be approved by Property Management.
5. Do not pour grease down the sink drains. This will help avoid plumbing issues.
6. Use garbage disposals to dispose of soft food items only. Do not put fibrous vegetables such as celery, carrots or onions in the garbage disposal.
7. Laundry areas are to be maintained clean. The lint filter in the dryer must be emptied after each use. Clogged lint filters can create a fire hazard.
8. Laundry must be removed from the machines immediately, so that they may be accessible to the other Residents.
9. The hours of operation for the laundry room are from 7am to 9pm daily.
10. Individuals are responsible for the purchase of detergent and laundry supplies.

**E. SECURITY**

1. Each resident is responsible for maintaining appropriate insurance to protect his or her belongings.
2. Residents must assume an active role in keeping themselves and their homes safe and secure. Residents should report all criminal acts to the Police Department. The property manager will record all incidents and remind Residents of appropriate safety measures.
3. Keys are not to be lent to non-Residents, maintenance crew or contractors who work on repairs; keys may not be duplicated and distributed to frequent guests or family members. A lockbox provided by ALA will be located at the front entrance for emergency personnel and vendor use only. Residents are expected to answer the front door and provide entrance for verified guests.
4. Residents should not discuss who lives in the building with visitors or solicitors. Residents must respect other Residents' privacy and assume an active role in maintaining the safety and security of themselves, the other Residents and your home in order to deter and help prevent crime.
5. If a Resident loses keys and the keys were connected with the property address (in purse, wallet, etc), the Resident must notify the property manager and pay for the cost to re-key the locks.

**I have read the above rules and policies and agree to abide by them and any other rules that may be established by ALA and added as amendments to this agreement.**

SIGNED: \_\_\_\_\_

PRINT NAME: \_\_\_\_\_

DATE: \_\_\_\_\_



**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 Shared 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 Service Coordination & Case Management	MHSA tenants	Affordable Living for the Aging	Onsite
3 Medical Care	MHSA tenants	Northeast Valley Health Corp, Pacoima Health Center, Hollywood Community Hospital, Kaiser Permanente	Offsite; public transit, ACCESS, or transpo provided by IHSS worker
4 Dental & Vision	MHSA tenants	MEND Community Center	Offsite; public transit, ACCESS, or transpo by IHSS worker
5 Mental Health	MHSA tenants	San Fernando Valley CMHC, Pacific Asian Counseling Services	Onsite and offsite; public transit, ACCESS, or transpo by IHSS worker
6 Medication Support	MHSA tenants	San Fernando Valley CMHC, Pacific Asian Counseling Services, IHSS worker	Onsite and offsite; public transit, ACCESS, or transpo by IHSS worker
7 Peer Support	MHSA tenants	Affordable Living for the Aging	Onsite
8 Substance Abuse Services	MHSA tenants	El Proyecto del Barrio, SFV CMHC (CASC), Western Pacific Med-Corp	Offsite; public transit, ACCESS, or transpo by IHSS worker
9 Food & Clothing	MHSA tenants	MEND Community Center, JFS SOVA Valley Food Pantry	Offsite; public transit, ACCESS, or transpo by IHSS worker
10 Employment & Education	MHSA tenants	JVS – GROW, MEND Community Center	Offsite; public transit, ACCESS, or transpo by IHSS worker
11 Legal Services	MHSA tenants	Neighborhood Legal Services of LAC, Bet Tzedek via SOVA Food Pantry colocation	Offsite; public transit, ACCESS, or transpo by IHSS worker
12 Transportation	MHSA tenants	Affordable Living for the Aging	Onsite
13 Companionship	MHSA tenants	United Way Companionship Program	Onsite and offsite; tenant preference



SHARED HOUSING APPLICATION

ATTACHMENT C

<b>Primary Service Provider:</b>	Affordable Living for the Aging
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(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 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.

**NOTE:** This will need to be updated to describe each identified Shared Housing projects funding allocation when you are developing multiple Shared Housing projects.

#### Response:

The Valley Shared Housing Project will be renovated to provide safe and comfortable living accommodations and to meet the needs of its tenants. The home(s) will include the following:

- Space for the service coordinator to meet privately with tenants
- Outdoor shared common areas
- Where the property's site permits, ALA will establish community gardens for tenants to grow plants
- Depending on the layout of the home(s), staff will encourage tenants to respect the close living quarters and request that no radios, televisions or other loud noises be heard outside tenants' bedrooms
- Staff will make extra efforts to provide additional storage space on the property for tenants' belongings



**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 the Project Overview and Items D.1 through D.8 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:**



**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 Shared Housing tenants.



**DHCS OUTCOME REPORTING REQUIREMENTS**

To the development sponsor: Provide the development information indicated below. 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 Shared Housing tenants.

Development Sponsor: Affordable Living for the Aging

Primary Service Provider: Affordable Living for the Aging

Development Name: Valley Shared Housing Project

Development City: Los Angeles

Development County: Los Angeles

To the county mental health department: Please complete this form. The county mental health director must sign the form certifying that the County will comply with the outcomes reporting requirements for all MHSa Housing Program tenants.

**Commitment to Comply:**

We commit to providing the timely submission of all required outcomes reporting to the California Department of Health Care Services specific to this application for the duration of the State loan for tenants of the supportive housing development described above.

I hereby certify under penalty of perjury that I am the official responsible for the administration of Community Mental Health Services in and for this County, that this development does not result in the supplantation of funds as set forth in Welfare and Institutions Code Section 5891, and that to the best of my knowledge and belief all statements on this form are true and correct.

Signature: \_\_\_\_\_  
County Mental Health Director

Dated: \_\_\_\_\_

Agency or Department: \_\_\_\_\_

Agency or Department Address: \_\_\_\_\_

Agency or Department Phone: \_\_\_\_\_



**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.



County Mental Health Sponsorship and Services Verification Form

To the development sponsor: Provide the development information indicated below. This form must be completed by the county mental health department, verifying its commitment to provide supportive services to this development.

Development Sponsor: Affordable Living for the Aging

Primary Service Provider: Affordable Living for the Aging

Development Name: Valley Shared Housing Project

Development City: Los Angeles

Development County: Los Angeles

Name of verifying county mental health department:

Los Angeles County Department of Mental Health

To the county mental health department: Please complete the remainder of this form. The county mental health director must sign the form certifying that services will be provided as stated:

Commitment to Provide Supportive Services

We commit to provide supportive services as described in the final approved service plan specific to this application for the duration of the State loan for tenants of the supportive housing development described above. The approved supportive services plan is an update to our Three-Year Program and Expenditure Plan for the Community Services and Supports component. We further commit that providing supportive services for this development will be a priority use for county mental health services funds.

I hereby certify under penalty of perjury that I am the official responsible for the administration of Community Mental Health Services in and for this county, that this development does not result in the supplantation of funds as set forth in Welfare and Institutions Code Section 5891, and that to the best of my knowledge and belief all statements on this form are true and correct.

Signature:

County Mental Health Director

Dated:

Agency or Department:

Agency or Department Address:

Agency or Department Phone:



**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 45 days prior to initial rent-up.

**Response:**

Funded initially by a five-year federal grant in 1979, Affordable Living for the Aging (ALA) began exploring community-based housing options to prevent premature institutionalization of seniors. Between 1982 and 1991, ALA developed five shared living residences that provided homes for 60 seniors. In 2010, ALA opened its first permanent supportive housing site Bonnie Brae Village expanding its beneficiaries to include homeless seniors living with mental illness. In 2013, ALA began delivering services at Parkview on the Park and in 2014 ALA opened the Janet L. Witkin Center in honor of the organization's founder. Today, ALA's communities are home to over 250 residents, 125 of whom are formerly homeless seniors living with chronic health conditions and mental health challenges.

ALA specializes in serving homeless seniors and utilizes a team of experienced social workers to deliver onsite supportive services across multiple sites. The team is led by a clinical supervisor who has 15+ years of experience delivering mental health services to adults in community settings. The team is comprised of MSW social workers and service coordinators who linguistically and culturally reflect the tenant population.

**Bonnie Brae Village**

- 40 MHSa tenants; older adults (62+) with co-occurring disorders
- Providing services since 2010

**Parkview on the Park**

- 40 MHSa tenants; older adults (62+) with co-occurring disorders
- Providing services since 2013

**Janet Witkin Center**

- 6 units for chronically homeless older adults (62+) with co-occurring disorders
- Providing services since 2014

**Lancaster Shared Housing (scattered site; three single family homes)**

- 12 MHSa units for homeless individuals with mental illness
- Providing services since 2016



**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.



County Fair Housing Certification

Directions: This form is to be completed and signed by the County Mental Health Director.

I hereby certify that I am the official responsible for the administration of Community Mental Health services for my County and a co-applicant for MHSa Housing Program funds for Valley Shared Housing project and that I am aware of the following:

- That CalHFA is not reviewing this application for compliance with federal fair housing laws including without limitation the Fair Housing Act and Section 504 of the Rehabilitation Act of 1973 which may apply to the Developments.
• That federal and state fair housing law, including without limitation the Fair Housing Act and Section 504 of the Rehabilitation Act of 1973, apply to the Developments and may affect occupancy restrictions imposed by the MHSa Housing Program.
• That changes in or interpretations of federal or state law or regulations, including fair housing, may result in CalHFA making necessary changes to the MHSa loan documents to ensure compliance.
• Unless required by State DHCS, such changes made to the MHSa loan documents by CalHFA will not trigger an early loan payoff of either principal or accrued interest request from CalHFA.

I hereby certify under penalty of perjury that I am the official responsible for the administration of Community Mental Health Services in and for this county, and that to the best of my knowledge and belief all statements on this form are true and correct.

Signature:

County Mental Health Director

Dated:

Agency or Department:

Address:

Phone:

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

If available at time of application, submit a draft of the Memorandum of Understanding (MOU) between the Borrowing Entity, 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 or party to the Agreement;
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.

**NOTES:**

1) The MOU should include language that any termination or modification of the MOU is subject to approval by State DHCS and CalHFA.

2) A fully executed MOU acceptable to DHCS and CalHFA must be submitted not less than 45 days prior to initial rent-up.

**Not available at time of application.**



**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 45 days prior to initial rent-up.

**MHSA Housing Program Supportive Services Budget**

County: Los Angeles  
 Housing Development: Valley Shared Housing Project  
 Months of Operation: 0

Fiscal Year: 2016  
 # of MHSA Units: 9  
 Service Cost per Unit per Year: \$2,017  
 Overall Staff/Client Ratio: \_\_\_\_\_  
 On-site Staff/Client Ratio: 1 to 18

A. Fund Sources	CSS Work Plan #	Client, Family Member, Caregiver Support Expenditures	Personnel Expenditures	Operating Expenditures	Non-recurring Expenditures	In Kind Services	Total
1. County - MHSA Funds							\$0
2. County - Non-MHSA Funds (Add lines as necessary)			\$16,650	\$1,500			\$0
3. Other (Add lines as necessary)							\$18,150
<b>4. Total Proposed Expenditures</b>		\$0	<b>\$16,650</b>	<b>\$1,500</b>	<b>\$0</b>	<b>\$0</b>	<b>\$18,150</b>

Prepared by: \_\_\_\_\_ Date \_\_\_\_\_  
 Phone Number: \_\_\_\_\_

SIGNATURE, County Mental Health Director \_\_\_\_\_ Date \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_

SIGNATURE, Primary Service Provider \_\_\_\_\_ Date \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_

SIGNATURE, Developer \_\_\_\_\_ Date \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_

<b>State DMH Approval</b>	
Signature	Date

### MHSa Housing Program Supportive Services Budget

Counties must complete the Mental Health Services Act (MHSa) Housing Program Supportive Services Budget worksheet and narrative and submit it to DMH and CalHFA for approval not less than 45 days prior to occupancy and annually thereafter. A separate Supportive Services Budget worksheet and narrative must be prepared for each MHSa Housing Application within the County. Below are the specific instructions for preparing the Supportive Services Budget worksheet.

#### General Instructions:

Round all expenditures to the nearest whole dollar.

Enter proposed amounts separately for: County - MHSa Funds; County - Non-MHSa Funds (enter each source separately); Other funding sources (enter each source separately). Examples of County - Non-MHSa Funds includes other State General Fund programs; SAMHSA funds; PATH funds. Examples of Other funding sources includes funds/services provided by the Developer; other non-mental health community service provider(s).

**Service Cost per Unit per Year is automatically calculated (total proposed expenditures divided by # of MHSa units)**

**Total Proposed Expenditures are automatically calculated and is the sum of lines 1 through 3.**

#### Heading Instructions:

Enter the County name.

Enter the name of the Housing Development.

Enter the number of months the supportive services will be provided during the fiscal year.

Enter the Fiscal Year.

Enter the number of MHSa units that the supportive services budget will support.

Enter the staff/client ratio based on total supportive staff dedicated to the program.

Enter the staff/client ratio for staff that are located **onsite**.

CSS Work Plan # - Enter the number(s) of the CSS Work Plan(s) that corresponds to the supportive services dedicated to this Development, if applical

Client, Family Member and Caregiver Support Expenditures - Enter the amounts projected to be incurred on client, family member and caregiver support expenditures such as clothing, food, hygiene, travel and transportation, employment and education supports.

Personnel Expenditures - Enter the amounts projected to be incurred on personnel associated with the Supportive Services. Include all anticipated salaries, wages and fringe benefits.

Operating Expenditures - Enter amounts projected to be incurred on all operating costs such as professional services, translation and interpreter services, travel and transportation, training, general office expenditures, rent, utilities, equipment, and medication supports.

Non-recurring Expenditures - Enter the amounts projected to be incurred on non-recurring expenditures for the program/service. Examples of non-recurring expenditures could include the cost of vehicles if purchased with MHSa funds or the cost of equipping new employees with all technology necessary to perform MHSa duties (cellular telephones, computer hardware and software, etc.).

In Kind Services - Enter amounts projected to be contributed for any services that will be provided on an in-kind basis. Examples of in-kind services could include volunteer staff time, sponsored events, and donated office/meeting space.

Enter the name of the individual who prepared the proposed Supportive Services Budget worksheet.

Enter the telephone number of the individual who prepared the proposed Supportive Services Budget worksheet.

Enter the date prepared.

Enter the name and phone number for the County Mental Health Director, Developer, and Primary Service Provider.

**This worksheet must be signed and dated by: County Mental Health Director; Developer; and Primary Service Provider.**

**BUDGET NARRATIVE**

caregiver support expenditures such as clothing, food, hygiene, travel and transportation, employment and education supports)

SUBCATEGORY	DESCRIPTION OF EXPENDITURE	ANNUAL AMOUNT	(County-MHSA, County NON-MHSA, Developer, Other)
Clothing		\$0.00	
Food		\$0.00	
Hygiene		\$0.00	
Travel/Transportation		\$0.00	
Employment		\$0.00	
Education		\$0.00	
Other (list)			

**TOTAL (amount listed on the budget form for Client, Family Member & Caregiver Support Expenditures): \$0.00**

**B. Personnel** (annual amounts incurred on personnel associated with the Supportive Services, including all anticipated salaries, wages and fringe benefits)

POSITION TITLE	HOURS	ANNUAL WAGES	ANNUAL BENEFITS (%)	ANNUAL TOTAL	(County-MHSA, County NON-MHSA, Developer, Other)
Part-time service coordinator	20	30,000.00	0.11	16,650.00	Other

**TOTAL (amount listed on the budget form for Personnel): \$16,650.00**

Hours: Indicate the number of hours per week for each position.

Benefits: Indicate the percentage of Employee Benefits for each staff. This includes FICA, unemployment insurance, workers' compensation, and health insurance. List total Employee Benefit Package costs for each staff position classification.

EXAMPLE: Service Coordinator Salary: \$4000 mo. X 12 mos. = \$48,000

Employment Benefits: 26% X \$48,000 = \$12,480

Total salary and benefits: \$48,000 + \$12,480 = \$60,480

**C. Operating Expenditures** (annual amounts incurred on all operating costs such as professional services, translation and interpreter services, travel and transportation, training, general office expenditures, rent, utilities, equipment, and medication supports)

SUBCATEGORY	DESCRIPTION OF EXPENDITURE	ANNUAL AMOUNT	(County-MHSA, County NON-MHSA, Developer, Other)
Professional services			
Translation/Interpreter			
Travel/Transportation			
Training			
Office expenditures	Client activities and office supplies	\$1,500.00	Other
Rent			
Utilities			
Equipment			
Medication supports			
Other (list)			

**TOTAL (amount listed on the budget form for Operating Expenditures): \$1,500.00**

**D. Non-recurring Expenditures** (annual amounts incurred on non-recurring expenditures for the program/service. Examples of non-recurring expenditures could include the cost of vehicles if purchased with MHSA funds or the cost of equipping new employees with all technology necessary to perform MHSA duties (cellular telephones, computer hardware

SUBCATEGORY	DESCRIPTION OF EXPENDITURE	ANNUAL AMOUNT	(County-MHSA, County NON-MHSA, Developer, Other)
Vehicles		\$0.00	
Technology		\$0.00	
Cell phones		\$0.00	
Computer hardware		\$0.00	
Computer software		\$0.00	
Other (list)			

TOTAL (amount listed on the budget form for Non-recurring Expenditures): **\$0.00**

**E. In-Kind Services** (annual amounts contributed for any services that will be provided on an in-kind basis. Examples of in-kind services could include staff time, sponsored events, and donated office/meeting space)

SUBCATEGORY	DESCRIPTION OF EXPENDITURE	ANNUAL AMOUNT	(County-MHSA, County NON-MHSA, Developer, Other)		
Sponsored events		\$0.00			
Office space		\$0.00			
Meeting space		\$0.00			
Other (list)		\$0.00			
Staff time (list below):					
POSITION TITLE	HOURS	ANNUAL WAGES	ANNUAL BENEFITS (%)	ANNUAL TOTAL	(County-MHSA, County NON-MHSA, Developer, Other)

TOTAL (amount listed on the budget form for In-kind services): **\$0.00**