Item D.7 Supportive Services Plan

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

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

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

9. Describe the process to ensure effective communication between the service provider and the property manager regarding the status of MHSA tenants in the development and any other issues regarding the development, including but not limited to regularly scheduled meetings and the identification of a single point of contact for communication and coordination of supportive services; and,
10. If proposing to develop Shared Housing units within a Rental Housing Development, 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:

1. **A description of the anticipated needs of the MHSA tenants**

The Long Beach & 21st Apartments responds to the unique needs of the homeless families and individuals in Long Beach by providing intensive case management and connecting residents to the full range of support services they need to gain increased independence and remain stably housed, including: a safe and secure housing environment, linkages to health and dental care, mental health care, after school tutoring, job & educational services, life skills workshops, substance abuse treatment, self help groups, and more. Services will be designed around the anticipated needs of residents, and will be continually developed to reflect changing needs of the tenant population.

The MHSA population will require more intensive services especially in the areas of mental health, substance abuse, health care, legal advocacy and proactive outreach and engagement. Intensive mental health services will be provided by DMH and will include case management, medication support, psychiatric services, crisis intervention, individual therapy, rehabilitation and therapeutic groups.

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

When residents first move into the Long Beach & 21st Apartments, they will be invited to participate in a new tenant orientation with a PATH Ventures case manager. The new tenant orientation functions as an intake and needs assessment to identify the services each particular tenant seeks and/or requires. At this orientation, tenants will learn about the services and amenities offered at the Long Beach & 21st Apartments. Tenants will be notified that **all services are voluntary** and will be given the opportunity to work with the case manager to perform an initial assessment of each household's service needs. Through this process, the case manager will work with tenants to identify priority needs, such as health care including preventative care, mental health care, stable income, education/vocational training, independent living skills, and other support services. At this time, the case manager will create a tenant file for the resident and his/her family, which will include information about their mental health and other service providers. The case manager will also, with the resident's consent, obtain copies of the residents' mental health coordinated care plans, which will be stored in the tenant file and updated as needed. Ensuring confidentiality, the tenant file will only be accessed by authorized on-site service provider staff. Tenant files will be stored in a clocked cabinet within a PATH Ventures locked office.

Once the initial assessment is completed, the case manager will work with 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 securing employment, accessing education or training opportunities, accessing health care, addressing substance abuse issues, securing child care and after school tutoring, and goals for personal growth. As part of the ISP, the case manager will provide 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. All services are voluntary.

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**

Services provided by PATH Ventures:

PATH Ventures will provide the following services: case management and service coordination; community building, social, and recreational activities, including tenant council; outreach and engagement of tenants; assistance with independent living skills, including money management; linkages to employment and educational services linkages to mainstream resources, health care, dental care, substance abuse, and mental health services; self help groups/peer services.

Service Coordination & Case Management: PATH Ventures service coordinators and case managers will recruit and schedule on-site services, provide linkages to off-site services, facilitate social/recreational activities, facilitate tenant council, facilitate peer group meetings, establish & monitor compliance with MOUs with service partners, maintain the community bulletin board and distribute fliers and other materials to residents advertising events and services, supervise volunteers, act as primary liaison between property management, owners, service providers, mental health services provider (Single Fixed Point of Responsibility (SFPR), and tenants, including mediating between tenants and property management in the event of complaints or behavioral problems which could possibly lead to an eviction and facilitate a healthy living environment for all residents.

Case Management:
Case management staff will provide one-on-one case management for residents who wish to develop a personalized plan for greater independence and self-determination or ISP. Case management staff will proactively outreach to residents to encourage them to participate in case management with the frequency that is appropriate for the individual who may range from multiple times per week to one or two times per month. All tenants will be invited to meet with staff at the time of move-in for a new tenant orientation, and will be encouraged to complete a basic survey to identify what types of services and activities they would like to participate in. Case Management staff will provide in-depth training and on-going support in the areas of independent living skills (health, hygiene, household cleanliness, nutrition, cooking/food planning, good neighbor practices), money management (budgeting, saving, paying bills on time, etc), and residential stability (meet lease obligations, including on-time rent payments). When warning signs of lease violations or nonpayment of rent have been identified early, an Eviction Prevention Program will be implemented in conjunction with the property management, on-site service providers, SFPR and tenant. Service staff will work in close coordination with property management staff and SFPR to intervene to prevent an eviction by identifying specific needs and providing an infusion of supportive services to address these issues.

Services Coordination:
All residents of the Long Beach & 21st Apartments will be provided with on-site services coordination. The service coordinator will recruit and schedule on-site services, provide linkages to off-site services, facilitate social/recreational activities, facilitate tenant council, facilitate peer group meetings, establish and monitor compliance with MOUs with service partners, maintain the community bulletin board and distribute fliers and other materials to residents advertising events and services, supervise volunteers, act as primary liaison between property management, owners, service providers, and tenants, including mediating between tenants and property management in the event of complaints or behavioral problems which could possibly lead to an eviction; and facilitate a healthy living environment for all residents. The intent of the services coordinator is not to provide direct services to residents but instead to connect residents to services.

The services coordinator will be on-site and will recruit and schedule voluntary activities for residents. The services coordinator will coordinate all on-site services to ensure efficient and non-conflicting use of space and time, sufficient

activities and services are being provided to meet residents' needs, promote an enjoyable environment to age in place, and help residents sustain their housing.

The intent of the services coordinator is not to provide direct services to residents but instead to connect residents to services.

Community Building and Outreach and Engagement of Tenants:
Tenants will be advised of the services and activities available on-site through flyers posted on doors, monthly calendar of events posted in public places, casual contact with service staff in common spaces, tenant newsletter, and Tenant Council. Tenants will receive "Welcome Packets" that provide information on local amenities, public transportation information, and on-site activities. Although all services will be provided on a voluntary basis, staff will actively reach out to residents on a weekly basis in order to engage them in the services program. Service staff will also involve active tenants in reaching out to their neighbors. On-site case managers will spend time in common areas each week to proactively develop relationships with tenants to encourage them to access the services they need. Social and educational programs will be developed and implemented by residents, staff, and volunteers to foster community within the development and help residents become comfortable with the service staff. On-site activities facilitated by peers/residents, staff, and volunteers will include movie nights, game nights, reading groups/book clubs, spiritual groups, holiday celebrations, arts and crafts, field trips, cooking classes and nutrition counseling, Alcoholics Anonymous and Narcotics Anonymous (AA/NA) meetings, anger management/non-violent conflict resolution classes, after school tutoring, childcare, and a monthly Tenant Council meeting. . PATH Ventures is committed to provided high quality care that is responsive to and respectful of the needs and cultural backgrounds of the diverse homeless population in Long Beach, California. The same level of commitment will be applied to ensure that tenants at the Long Beach & 21st Apartments will receive culturally and linguistically appropriate services that address their immediate and on-going needs. Please refer to Question 8 for expanded explanation how PATH Ventures is committed to providing cultural sensitive services and activities. At least once per month residents will have the opportunity to participate in one or more of these activities. PATH 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 residents to seek out community organizations and activities that interest them.

Peer Services & Self Help Groups:
PATH Ventures case Managers and service Coordinators will work with residents to develop and facilitate their own peer services and self help groups based on the needs and skills of the residents. These may include AA/NA meetings; groups focusing on specific issues including mental illness, homelessness, families, independent living, etc; cooking classes; spiritual groups; and more. In addition, Clare Foundation will assist in the development and facilitation of peer facilitated or self help groups focusing on substance abuse issues.

Linkages to mainstream resources and community linkages:
Case Managers and service coordinators will work with other partner agencies to help residents access mainstream resources such as government entitlement programs, 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. Case managers will also help residents access services, coordinate and monitor care in cooperation with mainstream providers, and assist with necessary applications, documentation, and advocacy. Case managers will also provide referrals and coordinate appointments for off-site services for special needs such as HIV/AIDS services, intensive mental health and medical care, vocational services and education/training programs. Group meetings and workshops will be available minimally once per month in addition to assistance offered in regular case management meetings.

PATH Ventures has formed partnerships with many agencies to provide services at other developments. These partners include: Long Beach Community Action Partnership; The City of Long Beach Department of Health and Human Services; The Fair Housing Foundation; The Legal Aid Foundation of Los Angeles; California State University, Long Beach; The Boys & Girls Clubs of Long Beach; The Disabled Resources Center; Mental Health America; The Guidance Center; and Goodwill. We plan to work with all of these agencies to create a network of resources available to our clients either on or off site.

Assistance with independent living skills:

Services staff will assist residents to maintain their housing and achieve independence. Life skills will be incorporated into case management meetings and most educational and recreational activities for tenants. Case managers will work with tenants in individual and group settings to ensure that those who wish to participate are learning basic independent living skills such as self esteem, money management, budgeting and money management, housing keeping, appropriate and safe use of household equipment, ease of access to services and resources, etc. In addition, group activities such as game night, movie night, and walking groups will be offered in addition to the services offered by the case management staff.

Linkage to community-based services and resources

This service plan has been designed around the anticipated needs of each of the target populations, including single adults, seniors, and families with children, and transition age youth (18 to 25). The individual target populations have many needs in common including life skills, money management, mental health care, medical care, substance abuse treatment, social/recreational services, and legal assistance. Therefore, all services described in this service plan will be available to all residents of the Long Beach & 21st Apartments. However, each target population also has unique needs. Similar services delivered by the same agency may be offered to each population in a way that is targeted. For example, both youth and adults may need GED training, but older adults may not be comfortable in a classroom with teenagers and young adults; therefore, the same class work may be delivered in different classes to different age groups

Therefore, all services described in this service plan will be available to all residents of the Long Beach & 21st Apartments. However, each target population also has unique needs. Similar services delivered by the same agency may be offered to each population in a way that is targeted. PATH Ventures has formed partnerships with many agencies to provide services at other developments. These partners include: Long Beach Community Action Partnership; The city of Long Beach Department of Health and Human Services; The Fair Housing Foundation; The Legal Aid Foundation of Los Angeles; California State University, Long Beach; The Boys & Girls Clubs of Long Beach; The Disabled Resources Center; Mental Health America; The Guidance Center; and Goodwill. We plan to work with all of these agencies to create a network of resources available to our clients either on or off site.

Families with children:

Families with children will benefit from parenting classes, anger management classes and cooking/nutrition classes with a focus on kid-friendly meals. Budgeting/savings will also be particularly important to families, as the addition of children can bring more opportunities for emergency expenses. Kids will need after-school programs and tutoring, as well as kid-approved activities while parents are accessing services. Children have special behavioral health needs, also, with focus on self-esteem, dealing with anger, anti-smoking/anti-drug education, and peer pressure.

Transition Age Youth:

Agencies providing services and housing to youth in Long Beach have been involved in the services planning for the Long Beach & 21st Apartments. PATH Ventures is in the process of developing partnerships with the following agencies to provide their expertise and/or services in the development and operation of the Long Beach & 21st Apartments: Long Beach Community Action Partnership and Mental Health America. The Hollywood Homeless Youth Partnership reports that youth require a high level of supportive services including mental health care, medical care, basic life skills, assistance with education and employment, money management, and intensive case management. On the other hand, providers have found that youth tire quickly of such services and must be engaged through fun social activities. For these reasons, PATH Ventures will work with tenants, community organizations, and volunteers to organize recreational/social activities around the interests of transition age youth. The Children's Hospital of Los Angeles reports that transition age youth are at a high risk of substance abuse, partner abuse, sexual exploitation, mental health, exposure to HIV infection, and other health risks. The Long Beach & 21st Apartments will partner with other agencies or provide referrals for tenants in need of intensive mental health and substance abuse services addressing the unique experiences of youth.

Single adults:

Single adults have a variety of needs, many of which overlap the needs of youth (job training, education, life skills) and seniors (social/community activities, chronic medical care). The key distinction will be in the delivery of these services in an appropriate setting. Single adults and youth would benefit from sexual health workshops; however the classes would need to be distinct by age group. While everyone would benefit from money management workshops, single adults may need more advanced assistance with complex financial issues such as credit

counseling, home ownership, and child support/garnishments. Single adults may also need legal assistance/advocacy around issues such as family reunification and expungements. In addition, single adults may be more interested in community-connection activities that build social networks, such as bible studies for single adults, recreational outings, and volunteering.

Seniors:

PATH Ventures intend to provide the following services to seniors: case management, mental health services, social activities, meals/food, medical care, and transportation. Thus, there is a critical need for intensive case management and service coordination to ensure that homeless mentally ill seniors gain the comprehensive range of support needed for them to find long-term housing and self-sufficiency.

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;**

A full-time service coordination will be provided to all residents at the Long Beach & 21st Apartments. Given that the all residents (MHSA and non-MHSA residents) will gain access to the service coordinator, the position will be staffed at a ratio of 48:1. This may seem burdensome; however, the other on-site services would augment this ratio. Fortunately, the intent of the service coordinator is not to provide direct services to residents but instead to connect residents to services, therefore this ratio is not as onerous as it may appears. Furthermore, the MHSA residents will gain access to the Full Service Partnership established by the Department of Mental Health. The combination of services provided by PATH Ventures, DMH and partner agencies should provide sufficient support for the residents at Long Beach & 21st Apartments. With an estimated 2.5 FTE the ratio of tenant to staff is 19:1.

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;**

A component of PATH Ventures' core mission is to break the cycle of homelessness by empowering formerly homeless people with permanent housing opportunities for increased self-sufficiency. The empowerment approach assesses not only the needs of individuals, but also their assets and strengths. Through peer facilitated or self help groups, tenant councils, and other leadership development activities, formerly homeless residents with a mental illness will discover and/or strengthen their own skills and abilities which help them to take responsibility for their own recovery, wellness, and resiliency. PATH Ventures services focus on the whole person and their physical, emotional, mental, and social needs. The on-site supportive services team will provide the services directly or in collaboration with the other social services partners to connect tenants with the full range of mental health care, substance abuse treatment, health care, and other support services they need. PATH Ventures emphasizes community-building activities, including social/recreational activities, to foster optimism and hope, combat isolationism, and to encourage each individual to develop their own support network among neighbors, community members, friends, and family. In these ways, residents can become thriving members of the community. PATH Ventures has formed partnerships with many agencies to provide services at other developments. These partners include: Long Beach Community Action Partnership; The City of Long Beach Department of Health and Human Services; The Fair Housing Foundation; The Legal Aid Foundation of Los Angeles; California State University, Long Beach; The Boys & Girls Clubs of Long Beach; The Disabled Resources Center; Mental Health America; The Guidance Center; and Goodwill. We plan to work with all of these agencies to create a network of resources available to our clients either on or off site.

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;**

Tenants will be advised of the services and activities available on-site through flyers posted on doors, monthly calendar of events posted in public places, casual contact with service staff in common spaces, tenant newsletter, and tenant council. Tenants will receive "welcome packets" that provide information on local amenities, public transportation information, and on-site activities. Although all services will be provided on a voluntary basis, staff will

actively reach out to residents on a weekly basis in order to engage them in the services program. On-site case managers, ill spend time in common areas to proactively develop relationships with tenants to encourage them to access the services they need. Social and educational programs will be developed and implemented by residents, staff, and volunteers to foster community within the development and help residents become comfortable with the service staff. On-site activities facilitated by peers/residents, staff, and volunteers will include movie nights, game nights, reading groups/book clubs, spiritual groups, holiday celebrations, arts and crafts, field trips, cooking classes and nutrition counseling, AA/NA meetings, anger management/non-violent conflict resolution classes, after school tutoring, childcare, and a monthly Tenant Council meeting. At least once per month residents will have the opportunity to participate in one or more of these community building activities. In order to ensure that activities are culturally sensitive to the residents we will elicit input and discussion from our diverse community.

Each tenant will sign a lease and will have all of the rights and responsibilities of tenants living in Long Beach, California including abiding by the rules of the lease and payment of rent. PATH Ventures case managers/service coordinators will work with tenants, as part of the development of the ISP and ongoing service provision, to help tenants understand their rights and responsibilities and provide assistance in abiding by the lease and paying rent and other bills on time. When warning signs of lease violations or nonpayment of rent have been identified early, an Eviction Prevention Program will be implemented in conjunction with the property management, on-site service providers and SFPR and tenant. PATH Ventures service staff will work in close coordination with property management staff and the SFPR to intervene to prevent eviction by identifying needs and providing an infusion of supportive services. Through PATH Ventures case management, residents will be afforded the opportunity to improve their money management skills, including budgeting, saving, paying bills on time. Experts will be recruited to provide credit counseling and consumer rights training. Tenants will have the opportunity to improve their home-making skills, including hygiene, household cleanliness, nutrition, cooking/food planning, good neighbor practices, which will help them successfully live in their housing and retain their housing.

Because services are provided on-site, case management staff will routinely observe residents' behavior and coordinate with the designated mental health provider allowing for intervention in times of crisis. PATH Ventures will implement a Housing Retention Program to ensure that residents receive the help they need to retain their housing in the event of a crisis. The Housing Retention Program builds on the groundwork laid through regular case management meetings during which tenants learn important independent living skills critical to housing retention, including how to budget, be good neighbors, abide by the lease agreement, resolve conflicts, recognize the warning signs of crises in their lives, and reach out for help. Moreover, the Service Coordination team, through case management, casual observation, and coordination with property management, is able to identify the warning signs of tenant crises and intervene to prevent or resolve a crisis. Service Coordinators will receive training on the established Housing Retention Program policies and protocols, which include: documenting crisis warning signs in case notes, submitting written reports noting potential crises to supervisors, coordinating an infusion of immediate wrap-around intervention and support services, development of a written Housing Retention Plan with the tenant, and follow up to ensure the tenant receives the services s/he needs and retains his/her housing. . PATH Ventures staff will work with the DMH mental health provider to develop a crisis intervention plan.

An Eviction Prevention Program will be implemented wherein the warning signs of lease violations are identified early and interventions are made by SC's, mental health providers and property management staff to educate the resident and create a plan for getting back into compliance with the lease. This plan will include the identification of supportive service needs (mental health counseling, health care, money management, conflict resolution, etc) and these services will be made available to the tenant within 48 hours, or sooner if there is an urgent crisis. If tenants are hospitalized or incarcerated the service coordinator will work with the tenant and/or DMH mental health provider to access resources like FSP or MHSA eviction prevention funds, to help preserve the clients housing.

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;**

Transition Plan

The 15 units set aside for MHSA clients will not be designated for any particular age group. If an MHSA tenant would like to relocate we can assist them with the following options.

- Option A: Referral to another equivalent unit within PATH Ventures' housing portfolio servicing adults.
- Option B: Referral to an adult housing unit funded through the MHSA Housing Program within Los Angeles County. The tenant will be presented with a list of the various housing projects with MHSA funded units in order to select the location of his/her choice.

Tenants over the age of twenty-five years old whose psychiatric and supportive services needs are determined to be best served through the continued TAY mental health service providers will have the option to remain housed within the project. The tenant will be assessed and reevaluated every six months.

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;**

Since its inception, PATH Ventures has been committed to providing high quality care that is responsive to and respectful of the needs and cultural backgrounds of the diverse homeless population in Long Beach. The same level of commitment will be applied to ensure that tenants at the Long Beach & 21st 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 Long Beach & 21st 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 Thai, Tagalog, Spanish, and 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, we have a network of agencies that provide assistance to our hearing-impaired clients. The staff also will 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.

Staff members will also receive training on providing services that are sensitive to issues of race, gender, sexual orientation, and varying levels of physical and mental disabilities. Staff will also receive on-going training on a variety of topics that pertain to improving and enhancing their ability to communicate with tenants, including interpersonal communication, assisting individuals with dual diagnosis, and cultural sensitivity. Services will be designed around the anticipated needs of tenants and will be continually developed to reflect the changing needs of the tenant population;
Staff members will also receive training on providing services that are sensitive to issues of race, gender, sexual orientation, and varying levels of physical and mental disabilities. PATH Ventures strictly adheres to non-discrimination policies in all of our programs, and we provide regular trainings to ensure that our staff interacts with clients and provides assistance in a professional, non-judgmental and compassionate manner. Staff members will also receive on-going training on a variety of topics that pertain to improving and enhancing their ability to communicate with clients, including interpersonal communication, assisting individuals with dual diagnosis, and cultural sensitivity.

9. **Describe the process to ensure effective communication between the service provider and the property manager regarding the status of MHSA tenants in the development and any other issues regarding the development, including but not limited to regularly scheduled meetings and the identification of a single point of contact for communication and coordination of supportive services; and;**

Every effort will be made to facilitate the achievement of consensus among property management, service provider, and project sponsors on decisions affecting residents of the Long Beach & 21st Apartments. The property management team and services team will meet bi-weekly to discuss tenant/building issues and the principals of each entity will meet at least every 6 months, confidential client information will not be discussed at these meetings without the client being present or providing prior written consent.. Depending on the issue, concerns between tenants and the service provider/property manager/project sponsors can also be raised and addressed in tenant council meetings. In addition, service staff will have an open door policy, creating an environment that is conducive to clients raising issues. These efforts will help in the early identification of problems/issues and rapid resolution. Most decisions will be reached and disagreements resolved through this process and by adhering to the terms of the MOU between the project sponsors, property manager, and service provider. When parties cannot reach agreement on a course of action about tenant

selection or eviction, the owners will make the final determination. For matters relating to service delivery, PATH Ventures will make the final determination. If agreement on matters cannot be reached, a mediator will be hired to assist in resolving the conflict.

All MHSA clients will be advised of their rights under the DMH Patients Rights Grievance Process through their case managers.

10. **If proposing to develop Shared Housing units within a Rental Housing Development, 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".);**

This is not a shared housing development.