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 County of Los Angeles Health and Human Services Agency, Mental Health Services (MHS) and the Cross Threading Committee for the Community Support and Services (CSS) stakeholder process for adult services have repeatedly identified permanent supportive housing as one of the top priorities for the target population. The County of Los Angeles Health and Human Services continues to identify the need for Permanent Supportive Housing for adults with serious mental illness who are homeless or at risk of being homeless and are unserved or underserved. The Permanent Supportive Housing Program as described in the CSS Plan anticipates that permanent housing units will be developed through partnerships with the County, private non-profit and for-profit development firms, and Full Service Partnerships (FSPs) to meet the priority.

The Long Beach & 21st Apartments is responding to this identified need to create permanent supportive housing for MHSA eligible adults by providing 15 units of MHSA housing. A one 2-bedroom unit will also be reserved for a full-time dedicated on-site property manager in additional to the array of social services and clinic as to be described in Section D.4 of this notice. Voluntary supportive services will be provided to the tenants in collaboration with the local FSP.

Consistent with the CSS Plan, comprehensive client centered voluntary supportive services for MHSA clients at the Long Beach & 21st Apartments are detailed in Section D.4 of this notice.

The housing opportunity presented by the Long Beach & 21st Apartments along with the support services provided through the County FSP, are consistent with the priorities outlined in the original CSS plan. This supportive housing development will provide valuable housing options for those who are most vulnerable in our community, while simultaneously addressing the priorities outlined in the CSS Expenditure Plan.

Item D.4 Description of Target Population to be Served

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

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

Response:

1. Age group, i.e., adults, older adults, children, transition-aged youth;

The target population for the 15 MHSA units is older adults who are diagnosed with a serious mental illness as defined in Welfare and Institutions Code Section 56600 3(b)(1) and who are homeless as defined under the MHSA Housing Program.

2. The anticipated income level of the MHSA tenants; and,

The anticipated income level of the MHSA tenants is 15% AMI and below, with many of the tenants receiving government entitlements programs such as SSI/SSDI or other forms of mainstream assistance. The tenant portion of the rent will be set at 15% of the current SSI amount for a single individual living independently. Rents at this level will be restricted for a term of 55 years.

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.

Tenants will be MHSA eligible adults who are homeless; who have a serious mental illness, and who are unserved or underserved. Tenants are expected to have a range of special needs and may be users of acute inpatient care, have co-occurring mental illness and substance abuse, history of at least one incarceration within the past year, or other disabilities. In addition, other factors contributing to MHSA-eligibility include:

- Impairment in daily living skills
- Prior mental health services that have proven insufficient to meet the client needs, or the client has declined traditional outpatient mental health services
- The individuals assessed to have serious functional impairments
- High use of emergency room, Emergency Psychiatric Unit and/or inpatient care within the past year
- Long 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:

1. How an individual applies to the county to become certified as eligible for an MHSA unit

Any individual who is interested in being assessed for MHSA-eligibility for an MHSA Housing unit will be referred to the appropriate County-contracted Full Service Partnership for assessment and certification. Individuals interested in applying to Long Beach & 21st Apartments will be referred to the FSP. The FSP shall make assessment and determination of an applicant's eligibility for an MHSA unit.

As a contracted provider to Los Angeles DMH, the FSP shall review the applicant's eligibility based on the following MHSA Housing program criteria:

- ◊ Individuals with a serious mental illness as defined in Welfare and Institutions Code Section 56600 3(b)(1)
- ◊ "Homeless" as defined in the MHSA Housing Program Application.

Additionally, the FSP staff shall assess applicants for other eligibility factors consistent with the Community Services and Support (CSS) Plan and State Department of Mental health (DMH) requirements, which must include at least one of the following:

- ◊ Impairment in daily living skills due to an untreated or under-treated mental illness;
- ◊ Prior mental health services that have proven insufficient to meet the needs of the individual, or the individual has declined traditional outpatient mental health services;
- ◊ The individual has serious functional impairment
- ◊ The individual has high use of emergency room, Emergency Psychiatric Unit and/or inpatient care within the past year.

Western Senior Housing will require third-party documentation of applicant's compliance with eligibility criteria prior to approving for tenancy.

- ◊ Verification of serious mental illness must be provided by County-contracted FSP
- ◊ Verification of homelessness must be provided by the County-contracted FSP
- ◊ Verification of income is documented via completion of the Tenant Income Certification Questionnaire, Tenant Income Certification, and Employment Verification Forms in accordance with the regulations of the California Tax Credit Allocation Committee.

2. How certification of eligibility will be documented, provided to the individual applicant, and maintained by the county

The FSP staff will complete a tenant certification and referral form, which verifies that the individual applicant is homeless and has a serious mental illness as defined by the Welfare and Institutions Code Sections 56600.3 (b)(1). Simultaneously, staff will complete the MHSA Eligibility Certification Form, which will be sent to property management along with the completed rental application for housing.

All applicants shall be notified in writing by the FSP of a decision regarding their eligibility within 14 calendar

days from the date of the initial assessment. If the Applicant is found to be ineligible, the applicant may request a reconsideration if the conditions that resulted in the denial have changed. The FSP will retain both the MHSA housing tenant certification and referral form and the MHSA eligibility certification form in their files for a period at least one year after the closing of the case.

3. How certification of eligibility will be provided to the property manager/development

Applicants meeting all eligibility requirements will be certified by FSP and the MHSA eligibility certification form will be sent to the Western Senior Housing along with the completed application for housing. For record keeping purposes, the FSP shall hard copy file both the MHSA housing tenant certification and referral form and the MHSA eligibility certification form and shall track, in an excel spreadsheet, such items as name of applicant, date of MHSA certification, date of MHSA referral, date of approval or denial of housing, and, if applicable, date of appeal. Note that a site specific waiting list will be maintained by Western Senior Housing for units at the Long Beach & 21st Apartments including MHSA Housing Program units for a specified period of time.

It must be noted that MHSA housing program certification does not take into consideration factors which may be considered in assessing someone's eligibility for housing, such as credit history, eviction history, or criminal history. This type of background check information will be collected by Western Senior Housing once the certified applicant is referred to the Long Beach & 21st Apartments and may be used as part of the tenant selection process.

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 Program Application does not ensure that the Tenant Certification/Referral Process is compliant with local, state and federal fair housing laws. Please seek legal counsel to ensure that the Tenant Certification/Referral Process complies with fair housing laws.

Response:

1. How prospective tenants will be referred to and selected for MHSA units in the development

Initial referrals for the seven MHSA units at the Long Beach & 21st Apartments will be made to Western Senior Housing from a pool of clients eligible under the MHSA program.. These referrals will be presumptively eligible for MHSA housing units and are in urgent need for permanent supportive housing as an essential component for recovery or treatment.

Non-FSP applicants will be referred to Western Senior Housing. for determination of eligibility for the designated MHSA housing program units. The FSP will assess the individual for eligibility for housing developed under the MHSA housing program based on the eligibility criteria previously outlined in Section D5. As part of the referral process, the FSP shall verify eligibility for MHSA for each individual referred. The FSP shall complete a housing tenant certification and referral form, which will document that the individual is MHSA-eligible. This document will remain on file at FSP's offices for proof of compliance in the event of an audit. The FSP staff will additionally complete a one-page MHSA eligibility certification form that will be sent to property management along with a completed rental application for processing. If they are deemed to be MHSA-eligible the FSP shall assist them with the rental application.

2. The tenant application process

All prospective tenants at Long Beach & 21st Apartments must fill out and submit the application prepared by Western Senior Housing To assure equal access and equal opportunity to all, no one will be denied the opportunity to apply at the Long Beach & 21st Apartments. However successful applicants must meet program eligibility guidelines. Approximately six months prior to occupancy, the FSP will advertise the availability of the MHSA units to their clients through a mailing. All interested individuals will be placed on an "interest list" that is maintained by the FSP staff shall work with clients to complete the applications and will forward complete applications to Western Senior Housing for income eligibility verification and certification.

All interested applicants will be referred to the FSP for program eligibility verification as described in D.6.1 above. The FSP will then refer all eligible applicants to the property manager for income verification. Upon receipt of applicant information, property management will complete the eligibility verification (i.e. verify income, conduct background check, etc.). Property management will:

- Process all applicants through their internal criminal background check program

- Applicants that have been evicted from a federally-assisted housing project will be denied

  A) All applicants will be initially interviewed by the site administrator or a representative of the managing agent
  B) It will be the responsibility of the site administrator or management agent to inform the applicant in writing of rejection or approval
  C) Management will notify applicants who are rejected, in writing, and the applicants will be informed of their option to appeal this decision. With the approval of the applicant, the Referring case manager will also be notified.

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

With respect to the treatment of applicants, the Management Agent will not discriminate against any individual or family because of race, color, creed, national or ethnic origin or ancestry, religion, sex, sexual preference, gender identity, age, disability, handicap, military status, source of income, marital status or presence of children in a household, acquired immune deficiency syndrome (AIDS) or AIDS-related conditions (ARC), or any other arbitrary basis. No criteria will be applied or information considered pertaining to attribute of behavior that may be imputed by some to a particular group or category. All criteria shall be applied equitably and all information considered on an applicant shall be related solely to the attributes and behavior of individual members of the household as they may affect residency as it pertains to the household's ability to adhere to the terms of the lease, likelihood of disturbing the peaceful enjoyment of other tenants and ability to care for or provide care for the unit.

3. The procedure for maintaining the wait list

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

Applications will be stamped, dated as they are received, and then sorted for family size, income level and eligibility status. Residents will be qualified under California Tax Credit Allocation Committee (TCAC) and all other applicable regulatory agreements by the project resident manager. All qualification processing is subject to review and approval by PATH Ventures and Meta Housing Corporation.

The property management on-site staff will maintain one waiting list for the entire project. Applicants will be placed in the order of their application date and time, with a notation of priority determination. Those that are not selected as a resident will remain on the waiting list, and shall receive a letter informing them of their status with an estimate of when the next unit of the size and income designation they seek, based on previous turnover histories for similar housing projects, may be available.

A) Applicants will be added to a waiting list in chronological order

B) In the event that the volume of applications received exceeds the number of available apartments and more than one applicant qualifies for the unit; the application with the earliest date will be approved. The other will go on top of the list until the next unit is available.

C) When the next 30-day notice is received by management, it will be the responsibility of the site administrator to notify the applicant at the top of the waiting list. If that applicant turns down the unit, management will then proceed to the next person on the waiting list. With the approval of the applicant, the site manager will also notify the referring case manager.

If an applicant on the waiting list rejects the two units offered to him/her; it is considered to be a withdrawal of the application by the applicant.

4. The process for screening and evaluating the eligibility of the prospective MHSA tenants

When there is a vacant MHSA Housing Program unit, the property manager will contact the next eligible applicant on the wait list to schedule an interview time. For the interview, the applicant must be prepared to provide a state-issued identification card, a social security card or number, and income verification (SSI award letter, etc.). An applicant for the MHSA-designated unit must have a diagnosis of a serious mental illness as defined by the Welfare and Institutions Code Section 5600.3(b)(1). Applicants must also be homeless, as defined in the Mental Health Services Act Housing Program Application.

Other eligibility and income requirements may be imposed by other public agencies providing funding for the construction and operation of these MHSA designated units. Western Senior Housing will run a credit and criminal background check.

Western Seniors Housing will review the following financial information for all applicants applying for permanent supportive housing at Long Beach & 21st Apartments.

1. All income will be verified in writing by the income source indicated on income certification form
2.. All assets, including bank accounts, will be verified in writing
3. Upon initial occupancy, MHSA resident's income cannot exceed 30% of the area median income as published annually by the U. S. Department of Housing and Urban Development and The California Tax Credit Allocation Committee
4. Third-party income verification will be required from all sources, including but not limited to:
    - Employment, Self Employment
    - Savings and checking
    - Pension
    - Disability
    - Asset verification, property, home, stocks, bonds, annuities, IRA, etc.
    - Government assistance, A.F.D.C., food stamps, etc.
    - Social Security
    - Child Support/Alimony
    - Non-Tuition Financial Aid
5. Income calculations are based on the applicant's annual gross (anticipated) income for the following 12 months. Annual gross income includes income from any and all assets

5. The appeals process for individuals who are denied tenancy in an MHSA unit

Management will notify applicants who are rejected, in writing, and the applicants will be informed of their option to appeal this decision. All denied applicants will have the right to appeal the decision. The appeal must be received by the administrator or managing agent no later than fourteen (14) days after the rejection letter is received. Within three working days of receipt of an appeal, the appeal will then be forwarded to the Director of Compliance or the Regional Manager of the property management company and to the assigned services coordinator for the property.

6.The reasonable accommodations policies and protocols

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

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

If applicant has a physical or mental disability, and as a result of their disability there are reasonable accommodations that should be considered in an application, applicants will be encouraged to attach a note to their application describing the reasonable accommodation(s) they are requesting and why they should be considered in their application. Applicants may be asked to fill out a Reasonable Accommodation Request form

upon receipt of their application and further information may be required from a certified medical provider to verify need for reasonable accommodations.

If, as a result of a disability, an applicant needs changes in the way property management communicates with them, they will be encouraged to contact property management by phone, or visit the leasing office and inform property management what change you are requesting. This can include requests for notices and applications in large print, for those with a visual impairment, or to have applications sent to those with mobility impairments. In addition, property management can be reached by TTY line for those with a hearing impairment by calling the California Relay Service at (888) 877-5379.

In addition, applicants may request that a services coordinator be assigned to them to help them with the application process. Services offered by the services coordinator include:

- Explaining and filling out the application form
- Obtaining supportive documents need to complete application
- Attending the property management interview with applicant
- Help with the appeal process
- Help with a reasonable accommodation

PATH Ventures will conduct targeted marketing to special needs populations, as described above. In conducting targeted marketing, PATH Ventures, Meta Housing Corporation and the management company will follow all applicable fair housing and non-discrimination legislation and regulations.

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 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, 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 household, 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, 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 coordinator and case manager 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. 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.

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 may 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, and a monthly Tenant Council meeting. PATH Ventures is committed to providing high quality services that are 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 Ventures 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.

Linkage to community-based services and resources
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. The case manager will work with clients, when appropriate, to assess and apply for public benefits in an effort to increase self-sufficiency and maintain housing. 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.

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;**

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 40:1. This may seem burdensome; however, the other on-site services would augment by ratio. In addition, 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 appear. 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. In addition, PATH Ventures will provide a part-time case manager, which will provide services mainly to the non-MHSA clients. Therefore, depending on the FTE provided by the FSP we estimate a FTE of no les than 16:1 for all 40 units. This ratio falls in line within the realm of services provided to a mix population of residents.

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;**

The Long Beach & 21st Apartments is not a homeless youth project.

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.

Supportive Services Chart

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

Supportive Service		Target Population	Service Provider(s)	Service Location
List each service separately (e.g., case management, mental health services, substance abuse services, etc.)		Name the target population(s) that will be receiving the supportive service listed.	List the name of the proposed service provider.	Indicate where the service is to be provided - onsite or offsite. For offsite services, indicate the means by which residents will access the service.
1	Case Management	Low income and permanent supportive housing units	PATH Ventures	On-site
2	Services Coordinator	Low income and MHSA eligible residents	PATH Ventures	On-site
3	Mental Health Services	MHSA eligible residents	Full Services Partnership	On-site
4				
5				
6				
7				
8				
9				
10				

Primary Service Provider:	PATH Ventures

(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.)