

**Section D: Supportive Services Plan  
Instructions**

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

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

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

**Item D.2 Development Description**

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

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

**Response:**

Located at 5216 Figueroa St. Los Angeles, CA 90037, the SCHARP Figueroa Apartments will provide 18 units of permanent supportive housing for individuals with serious mental illness who are homeless or at-risk of homelessness.

In the 18 MHPA units, South Central Health & Rehabilitation Program will house and be the primary services provider to individuals that meet MHPA's definition of seriously mentally ill and homeless or at-risk of homelessness. The target population for SCHARP Figueroa Apartments is adults leaving emergency shelters and transitional housing who are mentally-ill, most having varying degrees of active substance or alcohol use, childhood abuse, educational illiteracy, and possibly recent histories of incarceration. Their primary source of income will be entitlement benefits. It is expected tenant income will be at or below 30% of AMI.

The property is located along a major transportation corridor (Figueroa Blvd), and also close to the Harbor Freeway. The surrounding neighborhood is primarily residential, however there is a mixture of residential and commercial uses along the same stretch of Figueroa Blvd. The property is in close proximity to retail and restaurant chains, grocery stores, a major pharmacy, as well as minutes away from Downtown Los Angeles and USC.

The existing 20 unit building was built in 1925. Over the years, it suffered from deferred maintenance and general neglect. While major repairs were implemented in 2007 and 2008, there are improvements that are still needed. Our rehabilitation will include updating all flooring, a new roof, new electrical systems, installation of HVAC, addition of a wheelchair lift, re-painting throughout the building, updating the building's facade, building out a laundry room, significant repairs to the basement, and restoring finishes on common areas and circulation space. We will also convert one housing unit into communal service space for the residents. There will also be one unit dedicated for an on-site manager. (Total of 19 units, 18 supportive housing units and 1 manager's unit).

South Central Health and Rehabilitation Center (SCHARP) is the applicant and will be the long-term owner and supportive services provider. LTSC Community Development Corporation (LTSC CDC) is the lead developer of this project and shares project management responsibilities with the Coalition for Responsible Community Development (CRCD). As the party with the most development experience, LTSC CDC currently oversees the development of the project with support from CRCD. HDSI Management Inc. will provide property management services.

Acquisition and predevelopment funding was provided by the Corporation for Supportive Housing (CSH). Construction financing will be provided by the Mental Health Services Act (MHPA), the Los Angeles Housing Department (LAHD), and the Affordable Housing Program (AHP) of the San Francisco Federal Home Loan

Bank. Permanent financing will be provided by the Los Angeles Homeless Services Authority (LAHSA), and the State of California Department of Housing and Community Development's Governor's Homeless Initiative (GHI), MHSA, and LAHD.

**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:**

South Central Health and Rehabilitation Program (SCHARP) Figueroa Apartments is consistent with the Department's Three-year program and expenditure plan as its goal is to provide permanent supportive affordable housing for homeless, mentally ill adults, many of whom have issues with substance abuse. The permanent housing apartment units are made affordable by the use of rental subsidies. Services are designed to promote the tenant's recovery and wellness by maximizing the individual's strengths. Services will be delivered in the community, on-site in the client's newly rented apartment and at program services sites, thereby increasing access to needed services.

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

Describe the MHSAs 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 MHSAs 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:**

The target population for SCHARP Figueroa Apartments is adults leaving emergency shelters and transitional housing who are mentally-ill, most having varying degrees of active substance or alcohol use, childhood abuse, educational illiteracy, and possibly recent histories of incarceration. With over 14 years of experience serving homeless individuals, South Central Health and Rehabilitation Program (SCHARP) is familiar with this population. Through street outreach and visits to emergency shelters, SCHARP understands the need for housing designed specifically for this population. SCHARP will provide comprehensive case management, medication support, crisis intervention, and group and individual mental health treatment. Tenants' primary source of income will be entitlement benefits. It is expected tenant income will be at or below 30% of AMI.

**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:**

See County DMH HP&D "MENTAL HEALTH SERVICE ACT (MHSa) Housing Program Tenant Referral and Certification Process."
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**Item D.6 Tenant Selection Plan**

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

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

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

**Response:**

**Referral to the Program:**  
 Prospective Tenants will be preliminarily referred from South Central Health and Rehabilitation's (SCHARP) MHSA FSP program, the Oasis House MHSA Wellness Center or the Barbour and Floyd Medical Associates (BFA) MHSA – FCCS program (10 units total), SCHARP Oasis House Homeless Supportive Services programs, eligible SCHARP CalWORKS participants, SCHARP Step Out TAY ad Barbour and Floyd Medical Associates ACT programs (remaining 8 units).  
 All of the Figueroa Apartments units are for MHSA Housing Programs, and tenants will need to meet MHSA Housing Program definitions of homelessness and at-risk of homelessness, income eligibility guidelines and qualifying mental health diagnosis.

**Tenancy Application Process:**  
 All Figueroa Apartments applicants initially will complete the Los Angeles County Department of Mental Health standardized MHSA Housing Program Tenant Certification Application with the participation of their SCHARP or BFA Housing Specialist staff person. Once the Certification Application form has been completed it will be forwarded along with a completed and signed release of information form to the LAC-DMH Housing Policy and Development (HP&D) Unit for processing.  
 HP&D staff will review the application to confirm the prospective tenant's eligibility; specifically that the prospective applicant is a DMH client and meets the MHSA Housing Program Income and homeless/at-risk of homelessness criteria.  
 Both SCHARP and BFA staff will screen prospective applications for these same criteria prior to the completion and submission of the Tenant Certification Application to the Department's HP&D Unit. If there are uncertainties as to whether the applicant meets eligibility criteria the certification application will be completed and submitted per the DMH guidelines.

**Waiting List Procedure:**  
 Once the prospective tenant is certified to have met threshold eligibility criteria by the MH HP&D Unit, they will be notified and placed on the DMH HP&D Unit Master Referral List and the SCHARP List of Eligible tenants for the Figueroa Apartments. This begins the next phase of the application process. If there are immediate vacancies in the Figueroa Apartments (for example, during the initial lease-up period) the SCHARP or BFA Housing Specialist staff will work with the prospective tenant to complete and submit the Property Management Company's applications and provide/update needed verifications as required by the Property Management Company. The Property Management Company will notify the prospective tenants who have successfully



completed this aspect of the application process of the unit availability. The notice will describe the type of unit available and that they must respond within two weeks as to whether they would like to take the available unit or wait until another unit becomes available. The SCHARP/BFA Housing Specialist will coordinate with the Figueroa Apartments Resident Manager to show the available unit to the prospective tenant within the two week period so the prospective tenant can make an informed decision within the allotted time frame.

Except for the initial rent-up, all applications are on site at the property. All communications with applicants will be by first-class mail. Failure to respond to letters may result in withdrawal of an application from further processing. Property Management may make exceptions to the procedures described herein to take into account circumstances beyond the applicant's control, for example, medical emergencies, or extreme weather conditions.

Every application must be completed and signed by the head of the household and any other adult member of the household. All other members of the household will be listed on the application form. Staff will be prepared to assist any applications who might have trouble completing the application form. This assistance might take the form of answering the questions about the application, helping applicants who might have literacy, vision, or language problems and, in general, making it possible for interested parties to apply for assisted housing. Property Management shall obtain required verifications. No decision to accept or reject an application shall be made until all verifications have been collected and any necessary follow-up interview has been performed.

#### Process for Screening and Evaluating Tenants for Participation:

All applicants for assisted housing will be screened according to the criteria set forth in the Resident Selection Plan. These criteria, which are based on those set forth in the HUD Regulations, relate to the individual behavior of each applicant household:

- 1) Past performance in meeting financial obligations, especially rent;
- 2) A record of disturbances of neighbors, destruction of property, or living or housekeeping habits at prior residences which may adversely affect the health, safety, or welfare of other residents, or cause damage to the unit or development;
- 3) Involvement in criminal activity on the part of any applicant family member which would adversely affect the health, safety, or welfare of other residents;
- 4) A record of eviction from housing or termination from residential programs;
- 5) An applicant's ability and willingness to comply with the terms of the property's lease;
- 6) An applicant's misrepresentation of any information related to eligibility, award of preference for admission, allowances, family composition or rent.

If staff have doubts about the reliability of information received, they should pursue alternative methods until they are satisfied that their documentation is the best available.

When a preliminary determination of eligibility and qualification for preferences has been made and either the verification forms have been returned or telephone verifications obtained, and the Home Visit has been completed, the staff will make a preliminary recommendation of Admission or Rejections.

#### Eligibility criteria:

Eligible tenants must be ages 18 and older, meet homeless or at-risk of homelessness as described in the MHSa Housing Program Application, have a qualifying mental health diagnosis and have a low or very low income. Verifications of homelessness, qualifying mental health diagnosis and income will be required. Eligible tenants must successfully complete criminal background screening.

SCHARP Figueroa Apartments is consistent with the Department's Three-Year Program and Expenditure Plan as its goal is to provide permanent supportive affordable housing for homeless/at-risk of homelessness, mentally-ill adults, many of whom have issues with substance abuse. The permanent housing apartments units are made affordable by the use of rental subsidies.

#### Reasonable Accommodations Policy and Protocols:

Reasonable accommodations will be made for prospective tenants applying to the Figueroa Apartments.

SCHARP is well aware much of the target population have personal histories that would render it difficult, if not impossible, to pass typical property management background checks. We expect that prospective tenants will have poor credit histories and/or history of incarceration. However, SCHARP will not be able to accept, for

example, registered sex offenders or individuals who have felony convictions related to running methamphetamine laboratories. These conditions and other similar situations are standard criteria rendering an individual ineligible for rental assistance/subsidy programs. SCHARP will incorporate these same standards for eligibility in the Figueroa Apartments.

#### Fair Housing and MHSa Target Population Requirements:

The property management company will comply with all practices and procedures required by the mortgagee and/or all government agencies to insure that the prescribed fair housing goals are met in the operation of the project per Federal Code (24)CFR part 200.620(a)-(c). Notices will be sent to local newspapers and publications serving the area in the languages spoken in that locale. The Fair Housing poster will be displayed in the rental office. The handicapped accessible symbol will also appear on all materials. TTY service is available for the deaf and the manager will be advised how to work with the operator. Vision impaired residents will be given the opportunity to have all paperwork read to them and may record that meeting.

#### Appeals Process:

If the prospective tenant did not meet the MHSa Housing Program criteria and was denied certification based on the review of their application by the DMH HP&D Unit, SCHARP will continue to provide assistance to our program clients in obtaining needed housing via more appropriate avenues to the client's situation. Additionally, should the client's situation change, SCHARP will assist the client in resubmitting an application for certification to DMH, provided the original conditions resulting the denial have changed.

When a preliminary determination of eligibility and qualification for preferences has been made and either the verification forms have been returned or telephone verifications obtained, and the Home Visit has been completed, the property management staff will make a preliminary recommendation of admission or rejection.

If at any point in the screening process (including landlord references, home visit, criminal background check, or verification of ability to comply with lease terms), it becomes clear to staff that an applicant will not meet the screening criteria, the file should be sent to the appropriate supervisor for review. The first step in this review is a determination of the file's completeness. If any information is missing or the case for the rejection or acceptance is not compelling, the file will be returned to the staff for further work.

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

SCHARP will review all preliminary recommendations for admission or rejection, and any mitigating circumstances verifications. SCHARP will schedule an interview with the prospective tenant to review all information, and to review the House Rules for the project and to confirm whether the prospective tenant is willing to abide by the House Rules if accepted. SCHARP will inform property management of its decision in writing, and will provide written findings for any rejection.

Applicants who do not pass the eligibility or suitability determinations will be sent a rejection letter. Such applicants will be encouraged to schedule an informal meeting to discuss the rejection or may choose to respond in writing.

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

**Item D.7 Supportive Services Plan**

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

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

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

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

**Response:**

South Central Health & Rehabilitation Program (SCHARP) will be the primary service provider at the Figueroa Apartments housing development. Founded in 1994 SCHARP is a private non-profit corporation that serves the chronically, severely mentally ill and homeless populations, many of whom have co-occurring substance abuse disorders in South Los Angeles. Currently the agency has seven program sites and the administrative office located in Service Area 6 of the County of Los Angeles. SCHARP has been a contract provider with the Los Angeles County - Department of Mental Health (DMH) since 1995. In the intervening years SCHARP has contracted for and started up a variety of Department of Mental Health and Los Angeles Homeless Services Authority (LAHSA) and U.S. Department of Housing and Urban Development (HUD) funded mental health and supportive services programs. SCHARP is committed to obtaining and developing permanent affordable community housing for the mentally ill and homeless mentally ill.

Services available for the tenants in the Figueroa Apartments will be offered on-site in the apartment building community room, in the tenant apartment or off-site in the larger community or nearby at the SCHARP MHSAs-FSP or Oasis House program services sites.

Proposed Services: SCHARP has dedicated intensive case management staff trained to outreach, engage, coordinate, motivate and link its members to an appropriate menu of evidence based options from which to select in the arena of supportive and mental health services. Our goal always is to assist the individual who is empowered to make choices in recovery.

SCHARP's professional, experienced staff knows that a lifetime of negative experiences cannot be changed by anyone else but the individual. Change is met with resistance as we push through with continued trial and error building upon small successes. Staff's role is to be ever present, without being too intrusive, to remind members of agreements, to provide members with supports, to instruct members in skills and to motivate, when necessary, for the member to new beginnings.

To that end SCHARP offers the following:

Individual Client Care / Coordination Plan (CCCP): Individuals will be involved in all aspects of developing their CCCP based on the above listed assessments as well as the case management, health and medication needs of each person. The plan will specify measurable objectives and timelines for achieving them, as well as how the supportive services will be offered. The plan will be reviewed and updated every 6 months, or more often if necessary.

Mental Health Services: Individual and group therapy will be available weekly as scheduled and on a walk-in basis at the program office, with members' assigned Mental Health Specialist. Individual Mental Health Rehabilitation services are offered at the program site and in the community.

Independent Living Training (ILT): The ILT program falls under the category of Mental Health Rehabilitation services. All members will be supported in developing skills necessary to live independently. The training emphasizes "hands on learning" as opposed to classroom model. Subjects include the following: comparison shopping for items such a food, clothing, etc.; menu planning; food and nutrition counseling; cooking, housekeeping, public transportation, use of community resources, laundry, personal relationships, personal safety, accessing emergency services (i.e. fire, police), legal rights, health maintenance (i.e. eye, dental and physical health) and medication management. ILT may be conducted individual and in small groups.

Medication Services: Psychiatric medication services are provided by SCHARP's psychiatrists on a scheduled monthly basis or more often if required. Medication services include assessment and evaluation for medication, prescriptions, including review and refills, medication education, and injections as required.

Social/Recreation: Members will be involved in planning and preparation of group recreational/social activities which will be reflective of the members' interests, needs, and available community resources. Individuals will be encouraged to participate in community activities such as those provided by Parks and Recreation or local

churches. Individuals will receive transportation training and bus tokens and passes as needed.

Legal Services: In the event that persons require legal services, SCHARP's case manager will refer the individual to the appropriate resources in the community. One such resource is the Mental Health Advocacy, a private non-profit company that works exclusively with persons with mental illness on a variety of legal concerns.

Physical Healthcare: For emergency situations 911 will be called so that immediate treatment can be administered and referral to the nearest hospital accomplished when necessary. LA County Hospitals will provide other physical treatment. Individuals will be referred to several local community Medi-Cal physicians, dentists, and optometrists as treatment is needed. The University of Southern California (USC) School of Dentistry is also a valuable free / low cost way to address an individual's dental need. Case Managers or the Peer Advocate may accompany clients to physical health care appointments to facilitate the linkage, if the client's behavior and symptomology predicates the need. Client's who are able to negotiate health care appointments independently are encouraged to do so.

SCHARP also has unique staff positions that specialize in Housing, Employment, and Financial Planning. Housing Coordinator provides weekly housing preparation group, housing application group and hands-on milieu work on how to maintain housing while building new and healthy lifestyle habits. Case managers continually assist the member once housing has been secured. Assistance takes the form of teaching skills and supporting healthy community connections that further a member's recovery, hopefully, ensuring housing stability and retention. Services are coordinated between the Housing Coordinator and the Case manager via the weekly staff meeting where a segment of the meeting is set aside to specifically address the housing component of the program and the Team meetings. The various Team meetings are held 3 to 4 times per week. The Housing Coordinator attends each Team meeting at least weekly to provide housing update on the clients assigned to the Team.

When a person does not have permanent housing and but wants to move from the street or shelter into a transitional home, SCHARP MHPA FSP program has the financial ability, via the Community Services and Supports (CSS) funds portion of the contract, to help members. CSS funds are used to assist the client in obtaining the permanent housing by funding security deposits required for move-in.

Employment Specialist provides a weekly employment group. It has multiple tasks. Some are: role play interviews, In-vivo experience in how to "dress to win," and practice in answering tough emotional questions, such as "what are the reasons you haven't worked for the past few years;" and, "have you broken any laws for which you were jailed." The Employment Specialist has developed working relationships with California Department of Rehabilitation and well as Los Angeles' WorkSource Centers and independent employers and contractors in the larger community that work with our population. While we have no formal relationship with these entities, SCHARP's reputations with the entities through experience of our working together to assist members achieve their employment goals has been a positive one. These relationships offer our members hope, support and employment opportunities.

SCHARP has "part-time temporary, work-practice experiences" for a circumspect period of 3 months for interested members to practice work related responsibilities from appropriate dress, starting work on time, following directions, completing paperwork, attending meetings, reporting pay to Social Security Administration, etc. Finally, SCHARP has a few permanent part-time to full time positions at its various work sites. This opportunity is available to all SCHARP program participants including tenants of the Figueroa Apartments as it fits in to their services plan.

The Employment Specialist also ascertains an individual's reading and writing capabilities. For many of our members, reading is a major deficit, as is use of written English. By way of a referral from our Employment Specialist to our own case management teams, the members' literacy needs are addressed.

Literacy Training is a key component to a formal educational training endeavor SCHARP provides. SCHARP works with the local library to test our members' reading skills. The testing is completed at our workplace so that shame does not compound the need to test for the individual's baseline skills. To avoid further stigmatization and possible failure, some of SCHARP's case management staff have been trained as mentors to teach reading skills. Initially, mentoring is a one-to-one relationship until the member has mastered the basics and is comfortable to participate in an in-house literacy group. The latter serves to reinforce learning, strengthen

reading and writing skills and builds on the member's confidence at the person's pace. If desired the member is assisted to a more formal setting such as Adult Night School for continued education and GED success. Our written Literacy program is practically taught. Practice makes perfect in repeating the completion of various application forms from many government organizations.

#### Financial Planning

Whether it is an individual's bad credit, poor budgetary skills, impulsive spending habits or a sense of entitlement, members must learn to live within their financial means. Most come to us with no financial support. Some come to us having made impulsive decisions resulting in denial of financial benefits. Others come to us in debt. Managing financial assets has proven to be daunting for most of our members. The worst impact of such a problem is that rental payments can be jeopardized. And when this does happen, it has been our experience that there are more issues to follow. Thus, a monthly budget review has become the norm for MHSAs FSP clients. Case Managers work with each of their members to develop a monthly budget, based on their income, basic needs and future goals. Ongoing feedback is provided to members on their ability to maintain their budget plan and when deviations occur. The feedback is supportive and centered around the natural consequences of a member's action.

SCHARP's Financial Planning staff person has taken unique classes in understanding how the governmental Social Security Administration (SSA) system works, in writing financial applications recognizing the need to follow-up with decision-makers, and in developing and maintaining positive network of relationships with governmental staff. To date, every SSA application we write with the client is awarded benefits. Furthermore, all of the financial planner skills aid the member in applying for and maintaining entitlement benefits appropriate to the member's specific situation:

- General Relief from the County of Los Angeles,
- State Disability for clients that have recently worked,
- Social Security Income for disabled clients,
- Maintenance of Social Security Income if employed, and
- Expertise in budgeting whether working competitively or living on benefits.

Additionally, SCHARP has the capacity to serve as a member's representative payee until the member feels ready to manage finances independently.

The Financial Planner provides a weekly Money Management Group. Case Managers assist members with developing monthly budgets, financial counseling and daily updates as needed. SCHARP is capable through MHSAs CSS funds of providing limited financial loans without interest to pay for emergencies (eviction prevention, reestablishing utilities) as well as major expenditures (books for school, work specific tools / clothing). Finally, we offer clients the voluntary option of a savings account through SCHARP with Bank of America since credit histories for some members make them ineligible.

All of these special services and treatment options will be offered to the tenants of Figueroa Apartments. For those that are SCHARP members, we reiterate that the members select services from a defined menu of options. These choices formally become the person's individual plan. The plan's ultimate goals are to fundamentally decrease problems, to improve limitations and to actualize hope by way of recovery and employment. Thus a mutually agreed upon service contract is created.

For those individuals that are not SCHARP members, SCHARP works collaboratively with whoever is identified as the individual's primary care worker engaging all potential participants to incorporate the best SCHARP has to offer as a possible Figueroa Apartments tenant.

Special focus will be on supportive services of MHSAs. The reason for this is that SCHARP believes supportive services provide long range hope for ongoing recovery and, though trite, self-actualized independence. Finally, so these non-SCHARP members can benefit from SCHARP's unique skill groups and education, if not provided by the tenant's primary case manager of responsibility, SCHARP will provide field-based services and will utilize Figueroa Apartments' Community Room when feasible. If approval and cooperation is provided by tenants, SCHARP will work with Figueroa Apartments' case manager and the Tenant Council to offer as many of the following services on-site throughout the day, Monday through Friday.

1. Specialty Services will focus on housing, financial planning, and employment with fundamental mentoring in reading and writing.

2. Augmented package of Psychosocial Skill Groups without interfering with care plans of other organizations. and,
3. Linkage to social recovery and self-help groups within the community for medical, spiritual or psychosocial needs to address a unique cancer treatment, 12 step sponsor, social dance or community prayer while supporting the presence of all of these groups at Figueroa Apartments.

SCHARP interfaces daily with representatives of homeless shelters, transitional and sober living homes in our outreach for individuals in need of services and housing.

Whether the person meets criteria to be a member or voluntarily consents to enter one of our treatment programs, the tenant is provided with specific organizations that in fact will meet the reason the person came to us in the first place. We help with transportation if necessary to assist the person reach the desired location. If the person does consent to work with us, all the governmental agencies available to the person are at the individual's disposal because SCHARP has developed them over the past years. We nurture and maintain professional working relationships with Department of Public Social Services, Social Security Administration, Housing Authority of the City of Los Angeles, Housing Authority of the County of Los Angeles, Department of Rehabilitation, Los Angeles County - Department of Mental Health, Goodwill, shelters, local churches, Medi-Cal Physicians and clinics, higher education sites, etc.

Case Managers begin to identify members linkage needs by listening to the expressed member/tenant desires. Once the issue is clearly agreed upon, alternative ways to address needs/desires are discussed. Case Managers next help the person put the agreed upon plan into operation. A telephone call is made by the member/tenant to setup the appointment. Some tasks are met with that one call, such as emergency housing. Others need a more intensive action plan.

Follow-up linkage is putting the plan into action. Sometimes a peer advocate can assist a member/tenant. Other times it must be the case manager. Regardless, the member/tenant is reminded of the appointment and a mutually agreed upon time and rendezvous point for transportation is established. If needed, role playing and relaxation techniques are practiced. Invariably there are delays so waiting with the member/tenant for support is of primary importance.

These are always teaching moments. The moment may be social in deciding what to do for lunch and how to interface others in public. It may be psychological in practicing one's coping skills. Whatever the moment is, it is important to master the frustration created while waiting for an agreed upon appointment that is often never on time. So do we want impulsivity to take over anyone and the goal of having one's need abandoned? We think not. Thus, practice, practice, practice to integrate skills in the milieu always is the case manager's forte.

Services will be available Monday through Friday 8:30 to 5:00 pm and on-call after hours and weekends. The initiation of supportive services differs for each Figueroa Apartments tenant. For SCHARP members, all services start at the time the member consents to services. For all other tenants, whether an existing client of another DMH contracted provider or a former client of the mental health system, all services start when the person signs the lease contract for the apartment. SCHARP Figueroa Apartments' case manager begins developing the resident's individual social recovery plan and supports the follow-through of the individual's coordinated plan.

New tenants who are SCHARP members will have already been participating in field based services, including important 12 step drug and alcohol recovery meetings. If the resident tenant council wishes, SCHARP will assist by providing ongoing skill groups on site.

Service Area 6 is well represented with the presence of the target population in its geographical boundaries. The target population is primarily individuals that are mentally ill and homeless. Additionally, most have varying degrees of active substance or alcohol use, childhood abuse (mostly sexual), with educational illiteracy and many have recent or not to distant histories of incarceration.

SCHARP's current philosophy is to be responsive to the target population's needs. What is best for the individual is often what works best, even if the final goals are short of its ideal end. SCHARP's approach starts

with simple but respectful acknowledgement of the person with the interactive verbal exchange of "Yes, we can!" SCHARP may not be the one that provides the long term assistance for everyone it greets. But SCHARP will provide the best direction it is capable of providing for the tenant from the beginning.

Once consent for services is signed, SCHARP assists immediately with our 4 basic needs; namely, Housing, General Relief, California ID and a Bus Pass. Next are our comprehensive assessments: Psychiatric, Psychological, Social System Needs. One addresses the need for medical necessity, psychiatric medication and physical body-system needs so that appropriate medical/dental referrals with case management assistance are provided. The second addresses the nature of what social issues still dominate the person's well being from childhood sexual abuse, drug and/or alcohol use, unhealthy adult relationships, and practical skill development for coping with emotions so clinical treatment and peer education is forthcoming. The final assessment identifies current social developmental lags. These include difficulty with financial planning, housing needs, vocational/employment objectives including education, and social/recreation needs that are different from the person's current ones, since these are often tinged with the use of drugs and/or alcohol for most, so that a responsible adult can emerge from the traumatized past that resulted in bad social choices.

The approach discussed is standard procedure for all clients entering the SCHARP MHSAs FSP program services. SCHARP clients entering the Apartments will already have assessments completed. Prospective tenants applying to the Figueroa Apartments from another services provider services needs will be assessed. Each situation will be tailored to the prospective tenant situation in terms of who will be the ongoing services provider for the tenant.

From the very start of services with SCHARP, an individual's housing needs are assessed as a part of their overall social systems needs. More often than not, member's monthly income does not support paying the contract rent. SCHARP's practice has been to support its MHSAs members in applying for various rental subsidy certificates (Homeless Section 8, Shelter Plus Care). During the application process the Housing Specialist explains the various tenant responsibilities associated with the type of housing subsidy selected (or available) and the housing certificate's contract is explained. Most rental subsidy certificates require a services match. A dual purpose practice has been to have SCHARP members practice this responsibility and demonstrate their commitment to ongoing services prior to the award of the housing certificate. This dual purpose practice helps ensure the member participates in services to gain the skills and stability required to obtain and retain their housing in the community.

Taken together, SCHARP's 4 basic needs, 3 formal assessments plus the latter education, form the 'foundation' of a supportive service plan on which to begin recovery. SCHARP's recovery model is best described as the member's empowered commitment to realize defined goals. Recovery is both an organic and an individualized process. It requires re-evaluation of and adjustment to the member's/tenant's needs, barriers and successes. As these evolve service adaptations must be made. The goal is to reinforce the member/tenant's growth on the person's terms.

Once Figueroa Apartments is two-thirds full, the assigned Figueroa Apartments case manager must assist the tenants to form a tenant council. Once there is a council elected, Figueroa Apartments' case manager will assist the council in learning how to move forward by meeting with other tenant based councils in the community and educating all tenants as its resident council evolves. A resident rights book will be developed, review, circulated for comment and signed by all within 6 months of forming the resident council.

To summarize, the tenants to this project will be DMH – Certified, income-eligible, homeless adults, at least 18 years of age, with a mental disability. The disabled adult's long term supportive service plan's goals will be to live as independently as possible with as little support as necessary. It is expected that the tenants' ethnic heritage will reflect the service area breakdown (which currently is African American, Hispanic and Caucasian in descending order). Applicants will not be discriminated against on the basis of race, religious affiliation, sexual orientation, substance or alcohol usage, physical handicap, HIV/AIDS or incarceration history. SCHARP's recovery philosophy is the tenant's realization of goals. A natural extension follows that Figueroa Apartments' case manager, in conjunction with the tenants' case managers, develops an individual resident supportive service plan consisting of milestones of financial goals, vocational achievements, employment successes, educational goals, substance/alcohol recovery, social/recreational needs and unmet mental health goals monthly. This will be reviewed on a monthly basis with the tenant on a face to face basis.



Illegal activity on Figueroa Apartments property will not be tolerated. The Resident Handbook and rental lease will clearly spell out activities that may lead to eviction and will be reviewed with each tenant prior to signing their rental agreement and moving in to the property. The Case Manager's ongoing role is to work with members/tenants to develop and maintain appropriate and productive behaviors in keeping with the law and provisions of the tenant's lease and to point out potential natural consequences for maladaptive behaviors. Where substance abuse leads to lease violations, SCHARP may require that the tenant agree to comply for a responsible action plan. An outline of a typical acceptable responsible action plan will be included in the resident handbook. Where a tenant needs to complete a separate residential treatment program as part of this action plan, all efforts will be made to assist the tenant in maintaining their permanent housing status while in such a residential treatment program, SCHARP may absorb the tenant's rent on a one time basis where financially feasible.

Failure to comply with the reasonable action plan may result in eviction. If evicted from Figueroa Apartments, SCHARP will make an effort to assist the individual to find new housing. Reasonable accommodations will be made for prospective tenants applying to the Figueroa Apartments. SCHARP is well aware many of the target population have personal histories that would render it difficult if not impossible to pass typical property management background checks. We expect that prospective tenants will have poor credit histories and/or history of incarcerations. However, SCHARP will not be able to accept for example, individuals who are pedophiles or who have felony convictions related to running "Meth" Laboratories. These conditions and other similar situations are standard criteria rendering an individual ineligible for rental assistance/subsidy programs.

#### **SELF-DETERMINATION AND INDEPENDENCE**

SCHARP has embraced Wellness Recovery Action Plan known as WRAP. SCHARP's recovery philosophy, reiterated here, is to support an empowered client's commitment in realizing the person's defined goals in five major areas: Hope, Personal Responsibility, Self-Advocacy, Education and Support. SCHARP programmatically has an ongoing group for WRAP that assists each member when ready to develop one's personal WRAP plan. SCHARP also understands that none of us are perfect and thus the principle of 'harm reduction' is programmatically part of staff's experience in working with the target population.

Basically, the 'harm reduction' principle accepts the member where the person is. Our target population has life histories of bad habits that have made them survivors of their living environments. Thus when anxiety, regardless of the issue, is experienced as overwhelming, it's easier to resort to comfortable coping, yet maladaptive, strategies rather than a more healthy coping choice that is filled with anxiety of the unknown. SCHARP programmatic principle creates from the start of our service model, with the member/tenant, a recovery, wellness, action plan. It focuses on the re-emergence from past, maladaptive behavior(s) toward adaptive, healthy choices for the future. Outside support provides ego strength not fully emerged from the member/tenant. These supports are utilized as the member/tenant dictates. Is this not a correct formulation of how the supportive service plan embraces the resiliency of a tenant according to Mary Copeland's WRAP model? Indeed, it does.

With specific reference to the point of how SCHARP will assist in the actualization of a supportive service plan, our mental health treatment recovery philosophy is to assist the member/tenant in reaching the goals of the coordinated care plan. Furthermore, the member's/tenant's mental health case manager reinforces successes as they happen while updating the coordinated service plan as needed or required. Review of achieved, stated goals, and the interventions that were helpful in supporting defined goals and movement forward is fundamental to a recovery model. The member/tenant will self-identify as ready to manage life as a consequence of these reviews.

SCHARP defines WRAP around the following practical parameters that embrace the 5 major areas for wellness goals listed above.

- Develop of a list of activities for everyday well-being,
- Define and track triggering events and early warning signs of multiple life issues; mental health, drug, alcohol, employment, financial, housing relapse,
- Preparation of personal responses for when they are feeling badly and things are worsening, and
- Creation of a plan for supporters to follow if necessary.

SCHARP's commitment is to the tenants' recognition of strengths and supportive needs for wellness, recovery and long-term stability.

SCHARP's existing programs have assisted with permanent, independent housing for many members.

SCHARP's former AB and now FSP program specifically has assisted in the application for permanent, independent housing for well over 300 clients with 90% housing retention record.

The main component to this successful record is for the case management team, 3 colleagues in addition to the identified case manager, to engage the member continually. The team provides the point of contact physically in the field whenever it needs. Our internal standard is a face-to-face meeting biweekly for all members. In addition to this, the member has other contact points since the coordinated plan lists many service interventions on site thus bringing the entire SCHARP staff on as a support system for the member as new skills are introduced, practiced and integrated into the members' lives. Finally, a unique component with this project is that the tenants have a Figueroa Apartments case manager, 2 peer advocates as well as the property's management staff that also can alert SCHARP staff to any tenant issue.

There also is the built-in monthly review among the tenant, Figueroa Apartments case manager and mental health case manager. These persons form the key residency support team which identifies unique housing issues. Goals of self-determination and personal independence can evolve and grow upon success recognizing that a wellness plan can have setbacks with few failures.

Please note: The latter reference to a setback in any key area: financial, vocational, employment, educational, substance/alcohol recovery, social/recreational needs and an unmet mental health goals can trigger a housing crisis. How the crisis is best handled will depend on the tenant's personal commitment to wellness and use of the support team. While **participation in services is voluntary**, SCHARP will encourage all tenants to participate in services that are appropriate to their needs and will help the individual retain their housing.

Figueroa Apartments will have a self help program supported by Figueroa Apartments' case manager and peer advocate staff. Further, tenants themselves, as SCHARP's AB and FSP program's have built-in, run their own recovery groups in wellness, drugs and alcohol and perhaps a supported business on apartment property. Participation and leadership of self-help groups ebb and flow so that peer advocates can best step-in to re-motivate the base after what may need to be a 'mental health day off' by all so to speak before groups restart. In addition, 12 step meetings, project return, churches, park and recreation centers and wellness centers offer the tenants community-based options to socialize and recreate.

In summary, housing stability and retention cannot be divorced from the foundation of it building blocks. The building blocks are the combined tenant's individual resident, mental health coordination, and personal WRAP plans. These 3 units with attending personnel and designed services discussed in the proposed services section of this document as well as extended community linkages provide tenants with housing stability followed by its retention.

### **ENGAGING TENANTS**

Figueroa Apartments would like all residents to be engaged and feel part of the residence's community and larger community. The focus of engagement efforts will be on developing personal relationships with the residents and offering meaningful services at the mental health site and the tenant's home.

From the very start of a tenant's residency it is easy to engage in supportive services. Basically, a tenant signs their rental subsidy contract with either the Housing Authority of the City of Los Angeles (HACLA) or with the Housing Authority of the County of Los Angeles (HACOLA), where such rental subsidies are available, as well as the rental agreement with the Figueroa Apartments' and the associated Resident Handbook. The Figueroa Apartments Case Manager or the SCHARP Housing Coordinator is present with the member during those occasions and adopts an advocacy role of ensuring the member reads and is aware of their rights and responsibilities in those formal agreements.

SCHARP's experience, regardless of program, has been that once a person has received benefits and obtained permanent housing that participation in services declines. Many have no other goals. We are able to keep the individual engaged but the tenant's commitment to services wanes. Our focus always is to expose the individual to opportunities and paths to recovery but the individual's decision eventually need to be respected. In the end, we want the person to maintain housing and enjoy a quality of life.

SCHARP proposes the following community interactions for tenants: assistance with the bank teller, hands-on comparison and bargain shopping from food to furniture, employment and education from DOR, EDD, WorkSource Centers, religious organization, and self help centers and groups, etc. All are within the context of the larger community.

What sparks tenants to develop a community sense in Figueroa Apartments is a positive experience when

moving in so that the welcome wagon of assistance and the first night's dinner may pave many paths to recovery.

Meetings that follow this with the Figueroa Apartments peer advocates and members of the resident council are key personal relationships in the beginning. During the first few days, introduction and quasi-sponsorship at in-house self help groups sets the stage for expectations of healthy sharing. Tenants are required to follow the resident individual plan. The house will support the mental health coordination plan and its interactions with the tenant. But, basically tenants are adults, regardless of age, and we will respond to the best in the person recognizing that tenants have long and interesting histories that each brings to this shared experience.

When we take a look at the breath of tenant's supportive service staff, it includes the tenant's mental health case management team, of which there are at least 4 members, one of whom is the identified case manager. Next there is the fuller staff at the SCHARP MHSAs FSP program site where the tenant will have interaction since the coordination plan lists multiple skill groups and other service provisions. Then there is the Figueroa Apartments case manager and Peer Advocate staff. It is therefore safe to say that during the first few months the tenant will be interacting with one of these identified persons daily either on-site at the Figueroa Apartments, off-site in the community, or at the program site.

The natures of the interactions from mental health perspective are:

1. A need that requires advocacy, while interfacing with the larger community, to address a tenant's need.
2. A clinical issue whether it be a skill to learn or a personal concern that has negatively impacted the tenant's well being. and,
3. A supportive communal need such as meeting with one's 12 step sponsor.

The natures of the interactions from Figueroa Apartments' case manager's perspective are:

1. Tenant's personal responsibility.
2. Participation in the social/recreational life of the community,
3. Participation in an on-site business, if developed, as an employee, and
4. Self-help groups on and off site.

As the tenant maintains housing, the tenant's needs may change and plans will be reviewed monthly so that participation reinforces gains made. We recognize that there are relapses and when these happen adjustment will be made where and when possible and necessary. Fundamentally, we are all here to support the tenant's recovery and their ability to remain housed. This support will be no less than weekly but daily when needed.

### **COMMUNICATION**

The property management company selected to manage the Figueroa Apartments will have an on-site property manager who lives on the property. This property manager will be responsible for communicating & coordinating the resolution of any facility issues with their company and communicating the status of issues with the SCHARP, Figueroa Apartments Case Manager. The SCHARP Figueroa Case Manager will work with the residents as a part of their services delivery how to effectively report issues and concerns to property management. In the long run this practice helps members develop skills needed to retain their housing. The Figueroa Apartments Case Manager will report the status of issues to their supervisor (SCHARP Management level personnel). This will allow the SCHARP management to monitor the effectiveness of the property management company services.

Whenever there is a physical plant emergency, the property management company will resolve the problem by the next day after the work order's placement. Copies of all completed work orders will be kept at the residence as well as by the management company.

The property management company and Figueroa Apartments case manager will meet with the Tenant Council on a monthly basis to address any concerns the residential community members have. If there is a request to have a meeting for all tenant input this will occur within one week of its request but no less than once a quarter. SCHARP currently works with two property management companies and has policies with procedures in place to deal with fire, safety and natural disaster issues. Drills will be held as required for all and tenants' monthly logs will be kept.

All emergencies and incidents of any nature will be reported both in writing via telecommunications within 24 hours to the project sponsor.

Safety of all tenants is of paramount importance. SCHARP will utilize a broad scope of measures to ensure this including:

- Controlled Entry/Locks/Gated Parking
- Emergency services available 24/7

- Disaster Preparedness Plan in place
- Neighborhood Watch

SCHARP's current practice at its 3 properties is that tenant admission is centralized with the SCHARP MHPA FSP Program Director and Housing Coordinator upon the recommendation of case manager and team members. The Housing Coordinator works with the member to complete and submit the application to the property management company and frequently accompanies them to the interview. Additionally the Housing Coordinator assists the member in completing any rental subsidy applications, obtaining the associated documents / verifications and submitting the completed packet to the Housing Authority. The Figueroa Apartments admission procedure will be similar to the described process with the addition of following the LAC-DMH certification process.

Conflict resolution issues and appeals process will be one of the main Tenant Council's tasks. The burden here will be the investigative process and a fair, unprejudiced review by the council. Supporting the council's task will be the Figueroa Apartments case manager. Together with the tenant and witnesses if necessary within a closed hearing, a presentation is made to the property management representative and the SCHARP Housing Coordinator. The initial finding process will take 24-72 hours. The appeals will take 7 calendar days. Decisions are final. Evictions will only occur in the event of serious or repeated lease violations.

There will be a monthly meeting among the property management representative and Figueroa Apartments case manager to review all physical plant work, grievances with resolutions and conflicts with resolutions. There will be daily meetings between the property manager and / or Figueroa Apartments case manager for any incident. This meeting should occur as close to the end of each workday as possible. It does not have to take place in person but can be completed via telecommunications. The nature of the issue will dictate whether a face-to-face meeting is necessary. Emergency issues will be discussed telephonically immediately as is feasible. Minutes of these meetings will be documented and saved for 1 year.

The objective of each meeting is immediate resolution that is in the best interest of the tenants and the community whenever possible. When the decision is not in favor of the individual but is in the best of the community, a written explanation must be provided to the tenant by the Figueroa Apartments case manager and copy provided to the project sponsor. If the issue is a physical plant one, a copy will also be provided the property management company.

For those individuals that are not SCHARP clients, SCHARP works collaboratively with whoever is identified as the individual's primary care worker. We will adhere to the care plan following the workers lead while engaging all parties to incorporate the best SCHARP MHPA services has to offer the individual who would be a Figueroa Apartments tenant. SCHARP will follow LACDMH policies in terms of Single Fixed Point of Responsibility (SFPR) and the policies in regard to developing, maintaining and authorizing services for members Client Care Coordination Plan (CCCP). Special focus will be on supportive services of MHPA. The reason for this is that SCHARP believes Supportive Services provide long range hope for ongoing recovery and, though trite, self-actualized independence. Finally, so that these non-SCHARP clients can take advantage of the unique skill groups and education if not provided by the tenant's primary case manager of responsibility, FSP will provide as many services at Figueroa Apartments' Community Room in cooperation and approval of the tenant's council. SCHARP optimizes our tenant's successes which include community reintegration while individuals maintain independence and permanent housing.

**Item D.8 Supportive Services Chart (Attachment C)**

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

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

Describe the following:

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

**Response:**

The building is currently configured as a standard apartment building with 20 units of housing. The design considerations that we will implement to meet the needs of the MHSAs Housing Program target population are as follows:

- 1) On-site Supportive Service Space – 1 one-bedroom unit will be converted into an office space for the on-site case manager and counseling room. This will allow for on-site, one-on-one services as well as the convening of small groups. Also, there will be a small common area that will be conducive to tenant meetings.
- 2) Handicap Accessibility – Construction will include the installation of a wheelchair lift, so the service space will be handicap accessible.
- 3) Security – The entrance to the building will be secured and security cameras will be installed to protect all tenants.

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

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

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

**Response:**

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**Item D.11 DMH Outcome Reporting Requirements (Attachment D)**

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



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

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

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

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

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

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

**Response:**

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

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

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

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

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

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

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

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

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