

**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 MHSAs tenants (location, building type, layout, features, etc.);
6. Name of primary service provider, property manager, and other development partners; and,
7. Summary of the anticipated sources of development financing. (Name sources only, do not include dollar amounts.)

Response:

1. PATH Metro Villas Phase II (PMVII) is located at 320 N. Madison Avenue, Los Angeles, CA 90004
2. PMVII will use a low-barrier, Housing First approach coupled with ongoing education and supportive services that focus on the whole person. The service goals of the development are to provide safe, livable, affordable housing that is linked to client centered, voluntary, wraparound services to promote residential stability and self-sufficiency. Service goals of the development will focus on housing stabilization to promote a 90% retention rate (remain in unit or exit to other permanent housing) after 6 months and 85% after 1 year.
3. Of the 122 units, 20 units will be targeted to adults served through the Los Angeles County Department of Mental Health (DMH), under the Mental Health Services Act (MHSAs). These individuals are homeless and experiencing primary health, mental health and/or co-occurring substance use disorders. The 20 MHSAs units will be targeted to adults earning no more than 50% of the Area Median Income. 55 units will be supported by the State of California's Veteran's Housing and Homeless Prevention program and serve veterans, 25 of whom are set aside for veterans that are chronically homeless or homeless with a disability.
4. The project is new construction. We will build two, six story modern buildings constructed over one level of parking. It will have 60 studio apartments, 60 one-bedroom units and two two-bedroom manager's units.
5. A significant portion of the first floor of each building will be dedicated to resident services, case management, and veteran services. The project is composed of 60 studio units of approximately 385 square feet, and 60 one-bedroom units of approximately 550 square feet, and two, two- bedroom resident manager's unit that are 860 square feet. PMVII is the final phase of the PATH Metro Villas Campus project, a two-phase, 187-unit, transit-oriented development that is being developed on the property on and

adjacent to the PATH Mall. PATH Metro Villas Campus will focus on housing, health, and jobs, with a particular emphasis on serving homeless veterans. These activities are strategically linked to the Vermont Avenue Commercial Corridor, and the Beverly & Vermont Metro Red Line Station; both are located within ¼ mile from the project.

6. PATH Ventures will be the primary service provider providing Resident Service Coordination to the MHSAs residents. PATH (People Assisting the Homeless) will be the lead in providing case management services to the non MHSAs, Veteran residents. The John Stewart Company is our Property Management partner. PATH Ventures is the sole developer.
7. The project's permanent capital financing sources are projected to include Low Income Housing Tax Credits, Veterans Housing and Homelessness Prevention program, Affordable Housing and Sustainable Communities, the City of Los Angeles' Affordable Housing Trust Fund, and Mental Health Services Act. In addition to the capital sources, we anticipate operating subsidies for the special needs units to include Project Based Vouchers for the MHSAs residents and VASH from the Housing Authority of the City of Los Angeles, and the Flexible Housing Subsidy Pool through the LA County Department of Health/Brilliant Corners.

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:

LACDMH continues to identify the need for “providing permanent, supportive, affordable housing for individuals living with serious mental illness, who are homeless,” in their Three-Year Program and Expenditure Plan (Plan). The current plan identifies these housing opportunities as a program that is being expanded in the 14-17 Plan.

PATH Metro Villas Phase II is responding to this need by creating and setting aside 20 units of permanent supportive housing for MHSA eligible clients. The MHSA units are part of a 122 unit affordable housing project on the PATH Campus where a wide variety of social service programming will be available.

Consistent with the Plan, PMVII will coordinate comprehensive, client-centered, voluntary supportive services for its MHSA residents as more fully described in Section D7.

PMVII will also support the specific goals and outcomes of the Plan by reducing the number of days clients are homeless by increasing the days they are housed in an independent living facility/PSH. A major goal for PV is to work in a comprehensive way with our residents to achieve high retention rates. This is achieved through connecting clients to benefits, substance abuse treatment, physical healthcare, and education and vocational support programs.

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. 20 units of the project will be dedicated to homeless individuals with mental illness.
2. For the DMH MHSa dedicated units, the income level will at or below 30% AMI
3. The target population will be homeless individuals with mental illness. It is anticipated that this target population will have primary health, mental health and/or co-occurring substance use disorders. Due to homelessness, the population may have healthcare conditions including mental health needs that were undetected and/or untreated for a number of years that will be need to be assessed and treated. In addition, this population may lack income or medical coverage to meet their needs; therefore, they will require assistance with benefit establishment and resource management. These individuals lack support system including, but not limited to, estrangement from their friends and families.

Item D.5 Tenant Eligibility Certification

The county mental health department is responsible for certifying the eligibility of individuals, applying for tenancy in an MHSAs 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 MHSAs unit;
2. How certification of eligibility will be documented, provided to the individual applicant, and maintained by the county; and,
3. How certification of eligibility will be provided to the property manager/development.

Response:

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

Department of Mental Health
Housing Policy & Development
Attn: Housing Coordinator
695 S. Vermont Ave., 10th Floor
Los Angeles, CA 90005 Fax: (213) 637-2336

2. DMH will notify the referring agency of the outcome of the Certification Application review and any reasons for denial within 5 business days. The referring agency will communicate the outcome of Certification Application review to the applicant. If the applicant is found to be ineligible, the applicant may request reconsideration if the conditions that resulted in the denial have changed or there are mitigating factors. DMH will log and track the referral information and the approval status in a database that is maintained by DMH.

3. Prospective applicants meeting all eligibility requirements will be certified by DMH and the certification form will be forwarded to The John Stewart Company, the property manager. For record keeping purposes, DMH shall keep a hard copy of the MHSAs certification packet.

Item D.6 Tenant Selection Plan

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

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

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

Response:

1. Based on the eligibility criteria previously outlined in Section D5., the HP&D Unit will refer individuals deemed to be eligible to reside in the 20 MHSA funded units to the John Stewart Company, the designated property management agency. 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. After being certified by the HP&D Unit, the referring agency is instructed to assist the prospective tenant with completing the rental application, compiling all required documents to accompany the rental application, and submitting the rental application packet to the property management agency. The John Stewart Company will review submitted rental application packets and time stamp completed packets for further review and determination of eligibility for the project. Incomplete application packets will be referred back to the prospective tenant and their referring agency to make the necessary corrections in order to proceed with the selection process. After receiving the required authorization to obtain and review background information regarding criminal, credit and eviction histories, the John Stewart Company will evaluate the information and determine if the prospective tenant meets the other eligibility requirements for tenancy including if applicable eligibility requirements of the local housing authority.
2. All prospective tenants at PATH Metro Villas must fill out and submit the rental application prepared by The John Stewart Company. Prospective tenants interested in the MHSA funded units must include a copy of their approved MHSA Certification Application. To assure equal access and equal opportunity to all, no one will be denied the opportunity to apply at the PATH Metro Villas. However, successful applicants must meet program eligibility guidelines. Approximately six months prior to occupancy, LACDMH will advertise the availability of the MHSA units across its network of service providers through its website. All interested individuals will be

placed on an "interest list" that is maintained by LACDMH. Referring agencies will work with prospective tenants to complete the rental applications and will forward the completed rental applications to The John Stewart Company for income eligibility verification and other certifications. The John Stewart Company 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 LACDMH
- Verification of homelessness must be provided by the LACDMH, unless homeless verification is required by the local housing authority
- 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. 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 and in accordance to the local Coordinated Entry System (CES) processes.
 - Applicants that have been evicted from a federally-assisted housing project will be denied, if required.

A) All applicants will be initially interviewed by the site administrator or a representative of the managing agent per TCAC requirements

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. 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. Applicants will be offered a vacant unit only twice. Mitigating circumstances may be taken into account, such as an emergency 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. 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 during the initial leasing of the building 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 management receives the next 30-day notice, 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. 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, in coordination with CES. For the interview, the applicant must be prepared to provide a state-issued identification card, a social security card or number, income verification (SSI award letter, etc.) and verification of current homeless status – if the project does not have federal rental subsidies. In order for an applicant to be considered for a MHSa-designated unit, the HP&D unit's approval date on the MHSa Certification Application must be within 90 days of the current date to verify 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. If an applicant on the waiting list rejects the two units offered to him/her, it is considered a withdrawal of the application by the applicant.

4. In order for an applicant to be considered for a MHSa-designated unit, the HP&D unit's approval date on the MHSa Certification Application must be within 90 days of the current date to verify 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. The John Stewart Company will run a credit and criminal background check. The John

Stewart Company will review the following financial information for all applicants applying for permanent supportive housing at PATH Metro Villas.

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 50% 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 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. 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 would have the right to appeal the decision. The administrator or managing agent must receive the appeal 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. 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 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 may 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 The John Stewart Company will conduct targeted marketing to special needs populations, as described above. In conducting targeted marketing, The John Stewart Company and PATH Ventures 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 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 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, attach "House Rules".

Response:

1. On any given night, 11,681 individuals are currently experiencing homelessness in SPA 4, the area where PATH Metro Villas will be developed (Los Angeles Homeless Services Authority 2015 Homeless Count). This number represents a 12% increase since 2013. Furthermore, the region currently has the highest number of individuals experiencing homeless than any other SPA, with approximately 26% of the County's total homeless population living in the area. SPA 4 also has a high prevalence of homeless Veterans, (11%) – as well as those living with special needs, like mental illness (29%), physical disabilities (17%), or chronic homelessness (28%), and other barriers that prevent housing stability. While these populations frequently access public service systems, such as shelters and hospitals, the majority have difficulty navigating our County's complex care systems. Moreover, many providers lack the capacity to adequately meet this vulnerable population's needs (CSH, Best Practices in Serving the Chronically Homeless, 2013; Partnership for Strong Communities, Barriers to Ending Homelessness: From Those Experiencing It, 2012). Having experience working with the MHSA population, PATH Ventures understands that these clients will require more intensive services –especially in the areas of mental health, substance abuse, health care, and legal advocacy, as well as proactive outreach and engagement. Mental health services will be provided through LACDMH's network of mental health providers, which includes case management, medication support, psychiatric services, crisis intervention, individual therapy, rehabilitation and therapeutic groups, and other supportive services.

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 PATH Metro Villas, they will be invited to participate in a new tenant orientation with a PV resident services coordinator and the property manager. At this orientation, tenants will learn about the services and amenities offered at the PATH Metro Villas. Tenants will be notified that all services are voluntary and will be given the opportunity to work with the PV resident services coordinator to perform an initial assessment of each household's service needs. Through this process, the PV resident services coordinator will work with tenants to identify immediate 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 PV resident services coordinator will create a tenant file for the resident household, which will include information about their mental health and other service providers. With the resident's consent, the PV resident services coordinator will obtain copies of the residents' mental health coordinated care plans that 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 locked cabinet within a PATH Ventures locked office separated from the property management offices.

Once the initial assessment is completed, the PV resident services coordinator 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 PV resident services coordinator 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 approximately every six months with active residents.

3. Having vast experience serving high-barrier clients, PATH Ventures will provide or coordinate the following comprehensive supportive services:

- a.) **Mental health services:** Through its network of mental health providers, LACDMH will provide mental health services including but not limited to the following services: assessment, medication management and support, case management, coordination of services off-site and/or on-site. PV service staff

receives training in mental health first aid—which helps staff identify, understand, and respond to risk factors and warning signs of mental health problems and substance abuse—to ensure they are equipped to respond in the event of a crisis. Residents requiring more intensive mental health services will be connected with specialists as needed by PV's resident services coordinator. Services will be voluntary and provided on an as-needed basis.

- b.) **Physical Health Services:** The PV resident services coordinator will prioritize linking MHSAs residents who do not already have access to primary and preventive care – as well as dental care – with appropriate providers who can provide ongoing health management. The establishment of a community-based medical home provides a more appropriate, lower-cost alternative to hospitals and emergency rooms and allows behavioral and physical health care to be coordinated through a single, primary provider who works closely with the patient and staff to develop effective plans for ongoing care. Through a partnership with a healthcare provider, the PATH Metro Villas will also have an approximately 3,000-square foot medical clinic to expand the health and wellness resources that are available and readily accessible in the community. This clinic will provide tenants with access to a federally-qualified health center, which will offer primary/preventive care and referrals to specialists, in addition to individual and group mental health care. Though plans for this center are still in progress, PATH anticipates that it will be staffed by two primary care doctors, three Registered Nurses (RNs), one medical assistant, and one MSW-level behavioral health social worker. Services will be voluntary and provided on an as-needed basis.
- c.) **Employment and Vocational services:** PV's resident services coordinator will connect MHSAs tenants who are able and willing to work to the onsite PATHFinders employment center operated by PATH (People Assisting The Homeless). Through this center, tenants will have access to employment-related workshops, vocational training, hiring fairs, and the resources necessary to complete a successful job search (e.g., computers, telephones, faxes). The center will be staffed by an estimated 10 FTEs. Services will be voluntary and provided on an as-needed basis.
- d.) **Educational opportunities and linkages:** The on-site PV resident services coordinator will assist MHSAs residents who seek to further their education by researching local colleges, schools and vocational agencies. Staff will support residents to identify a school and complete admittance or financial aid forms. Services will be voluntary and provided on an as-needed basis.
- e.) **Substance Abuse Treatment:** PV's resident services coordinator will help to connect MHSAs tenants to the appropriate substance abuse treatment services. Services will be scheduled and delivered onsite by local providers, or at offsite facilities in the local community, if desired. For offsite services, the PV resident services coordinator will help the resident identify a treatment facility and ensure organized care through warm handoffs between agency staff members. Services will be voluntary and provided on an as-needed basis.
- f.) **Budget and financial training:** During intake, annually, and through regular meetings, the PV resident services coordinator will support the case management team to ensure that MHSAs tenants receive the highest level of benefits by assisting tenants with the application process to maximize eligible benefits/income. Several of our staff members have participated in the SOAR training to become certified in completing SSI applications. Staff is part of a department committee who work directly with site staff to guide the application process with the qualifying tenant. Additionally the PV resident services coordinator will work with each tenant to access local community resources, such as low income/disabled discounts for transportation, food banks, free eyeglasses, and other resources available to supplement their individualized needs.
- g.) **Assistance in obtaining and maintaining benefits/entitlements:** PATH is a Covered California/Medi-Cal certified enrollment entity. Designated staff members are trained as certified enrollment counselors to identify and enroll program residents in health insurance coverage through Medi-Cal. The certified enrollment counselors will work with MHSAs residents to educate them about the benefits they are afforded under the Affordable Care Act and help them enroll in those benefits. PV's

resident services coordinator will also work with the LACDMH case manager to help individuals who are not already enrolled in benefits access public support (e.g. SSI, SDI, etc.).

- h.) **Linkage to community based services and resources:** PV's resident services coordinator will partner with local community organizations such as faith groups, and individual volunteers to develop an extensive calendar of recreational and educational activities to foster a sense of community within the building and engage tenants with the surrounding neighborhood. In addition to supportive services, MSHA tenants will be encouraged to participate in tenant council meetings, a quarterly tenant newsletter, local volunteer activities, local neighborhood council meetings, faith groups, holiday celebrations, movie nights, and book clubs. A monthly calendar will be posted in all public areas advertising on- and off-site activities to the building's residents. The monthly calendar includes a minimum of: 2 life skills groups offered per week, bringing in 2 local resources and a guest speaker to present local resources to the tenants at the monthly tenant council meeting, and a community integration outing where tenants will identify a community resources they are interested in attending and staff will coordinate the event with the tenants including riding public transportation with the tenants to ensure the activity can be replicated independently.

4. One FTE PV resident services coordinator will be provided for the non-special needs and MSHA residents at PATH Metro Villas. Overall, this staff member will coordinate services at a 1:80 staffing ratio. Specific to MSHA, this resident service coordinator will dedicate 25% of his/her time coordinating services for the 20 MSHA clients. Given that all 20 MSHA residents will have access to the services coordinator and LACDMH case manager, we estimate an average 1:16 staffing ratio for our MSHA residents. Other services provided on-site and off-site through referral partners will also augment this ratio. Based on our vast experience, PV believes that this combination of services provided by PATH Ventures, LACDMH and partner agencies should provide sufficient support for residents.

5. A component of PATH Ventures' core mission is to break the cycle of homelessness by empowering tenants and using effective evidence-based practices that promote wellness and recovery (e.g., Motivational Interviewing and Intensive Case Management). As such, the organizations' service delivery model uses a Housing First approach that centers on Harm Reduction principles, and provides access to housing and supportive services in a low-barrier environment. PATH Ventures uses a Navigator approach to ensure that the Individual Service Plans (ISP) are individualized and recovery-focused in order to meet each client's specific needs. We focus on problem solving, rather than strict adherence to therapeutic goals by encouraging residents to engage in low-risk, healthy activities that promote strategies for managing daily activities, crises, and possible relapses. In addition, we train our staff on Peer Support strategies and emphasize hiring individuals who have with previous lived experience – such as those who served in the military or currently manage behavioral, physical, and/or substance abuse recovery issues. Such tactics help service staff to understand the complex issues that peers face when reintegrating back into society. Staff will also be CPR, first-aid, and mental health first-aid trained—which helps them identify risk factors and warning signs of mental health issues and substance abuse—to ensure they can effectively respond in the event of a crisis and resolve tenant issues before they become crises through mediation and service referrals.

6. At move in, each tenant participates in a new tenant orientation introducing them to the building, services and conducts a needs assessment to identify the types of services and activities that would benefit them. During this orientation and throughout the tenure of the residency, service staff will encourage and support the participation in a monthly tenant council meeting. This council is critical to the developments success as it is a place where tenants can take ownership and have an investment in their overall living environment. PV staff will support the development of this council initially with the ultimate goal of the tenants taking ownership and this council being peer led and run.

All services and interventions strategies will be centered on a harm reduction and recovery-focused approach. Based on the resident's initial needs survey, resident services coordination staff will help clients develop an Individual Service Plan (ISP) to identify barriers, establish short and long-term goals, and outline the steps necessary to achieve those goals. Throughout the resident's tenancy, staff will meet with the tenant to review progress toward established ISP goals, and assess strategies to address potential barriers as they arise. Staff

will work together to ensure integrated, comprehensive care is available. This combination of wrap-around supportive services, community building, and ongoing communication allows service staff to identify warning signs and resolve tenant issues before they become crises through mediation and service referrals. This model gives residents the ongoing support they need to retain their housing long term and achieve lasting stability and independence.

Housing stabilization and retention is the goal for each tenant. Providing information and learning opportunities to prevent lease violations and evictions is critical to PV service staff's work. However, when lease violations and/or nonpayment of rent are identified, the case manager will immediately begin working with the resident, mental health case managers and the landlord/property manager to mediate the situation. These individuals will work together to identify specific issues or barriers that may be affecting the tenant's ability to comply with lease regulations or pay rent, and then connect the resident to necessary services to help overcome the issue.

7. N/A. The PATH Metro Villas is not a homeless youth project.

8. PATH Ventures strictly adheres to non-discrimination policies, and places a high-priority on providing sensitive and culturally-appropriate services to every individual who comes through its doors. The organization's staff is ethnically diverse, reflecting the diversity of the populations it serves. PATH Ventures also uses recruiting practices that emphasize hiring people with "lived experience," including hiring formerly homeless and individuals who are in recovery from substance abuse and mental health issues. To appropriately address the linguistic needs of its non-English speaking clients, PATH Ventures employs bilingual service staff to handle intakes and provide assistance throughout that resident's tenancy, including communicating between the property manager and resident. In the event that residents require assistance in a language that is not spoken by a staff member, PATH Ventures utilizes a telephone language line to assist with intake and meetings with the Resident Service Coordinator. All staff members 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 has zero tolerance for discriminatory or otherwise judgmental behaviors.

9. 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 PATH Metro Villas. On-site PV staff will act as the primary point of contact for residents, landlords/property managers, and community service providers to ensure that sufficient services and activities are available to meet residents' needs. The property management team and services team will meet bi-weekly to discuss tenant/building issues and the principals of each entity will meet biannually, 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, the PV resident services coordinator will have an open door policy, creating an environment that is conducive to encouraging clients to engage in dialogue or discuss concerns. 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, in collaboration with LACDMH and the local housing authority (if the property receives subsidized from the housing authority) 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 manager/service coordinator.

10. N/A. This is not a shared housing development

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.

Please see attached.

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:

1. The two modern buildings will be constructed above one level of subterranean parking and one level of social service programming space. Each building will have separate entrances near Westmoreland and Madison Avenue. The project is composed of 60 studio units of approximately 385 square feet, and 60 one-bedroom units of approximately 550 square feet, and two, two- bedroom resident manager's unit that are 860 square feet. The property will have over 1,750 square feet of community space including a community room, counseling offices dedicated for the on-site residents use. The manager's offices will be located near the lobbies of each building, allowing the manager to conveniently observe the buildings entrance. As part of the PATH Metro Villas Campus, Phase II will be the closing loop and face an open courtyard to be used by both phases of PMV. The outdoor open space will furnished with community appropriate fixtures, including tables and umbrellas. PATH is committed to providing 24 hour security for the entire campus.
2. We will have several counseling offices, in addition to the community room, where supportive services training and programs will occur.
3. All units will be built as adaptable and in accordance with Section 504 of the US Rehabilitation Act and HUD Code of Federal Regulations, Title 24, part 8, subpart C. Residents requiring additional accommodations due to physical disabilities can be easily accommodated. As described in the code, 5% of the units will be fully accessible, with 2% of units equipped with hearing and vision impaired features.

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 DHCS Outcome Reporting Requirements (Attachment D)

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

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

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

Item D.13 Primary Service Provider Experience Serving Target Population

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

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

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

Response:

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

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

Item D.15 Draft Memorandum of Understanding

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

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

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

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

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

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