

Item D.1

Development Summary (Attachment B)

RENTAL HOUSING DEVELOPMENT SUMMARY FORM

County Mental Health Department: Los Angeles

Name of Development: Lorena Plaza

Site Address: 3401-3415 E. 1st Street and 114-122 N. Lorena Street

City: Los Angeles State: CA Zip: 90063

Development Sponsor: A Community of Friends

Development Developer: A Community of Friends

Primary Service Provider: Volunteers of America- Los Angeles

New Construction Acquisition/Rehabilitation of an existing structure

Type of Building: Apartment Building Single Family Home
 Condominium Other

Total Development		MHSA Funds	
Total Number of Units:	49	Total Number of MHSA Units:	12
Total Cost of Development:	\$25,518,353	Amount of MHSA Funds Requested:	\$1,200,000
		Capital:	\$1,200,000
		Capitalized Operating Subsidies:	\$

Other Rental Subsidy Sources (if applicable): HACLA PBV Sec8- applic. to be submitted

Target Population (please check all that apply):

Child (w/family) Transition-Age Youth
 Adult Older Adults

County Contact

Name and Title: Reina Turner, Division Chief

Agency or Department Address: County of Los Angeles Department of Mental Health

Agency or Department Phone: 213-251-6558

Agency or Department Email: rturner@dmh.lacounty.gov

Item D.2

Development Description

**Lorena Plaza – MHSA Rental Housing
A Community of Friends**

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

Name and Location of the Proposed Housing Development

Lorena Plaza will be located on a vacant lot at the northeast corner of 1st Street and Lorena Street with addresses 3401-3415 E. 1st Street and 116-126 N. Lorena Street in the Boyle Heights community of Los Angeles.

Service Goals of the development

Volunteers of America, Los Angeles, (VOA-LA) will operate on the premise that integrate supportive services combined with permanent affordable housing as the model for reducing homelessness, promote wellness, build resilience, and support recovery among individuals and veterans who are homeless and living with disabilities including mental illness, substance abuse, and other chronic illnesses. The permanent supportive housing program will combine on and off site services that include, but are not limited to, intensive case management and services coordination, benefits advocacy, primary and specialty medical care, mental health and substance abuse services, as well as educational, occupational, and employment services.

Characteristics of tenants to be served

Lorena Plaza will provide housing to MHSA eligible adult individuals or families who are homeless and living with disabilities including mental illness, substance abuse and other chronic illnesses. The project will dedicate 12 units for households that meet the MHSA definition of homelessness and have been diagnosed with a mental illness and are currently actively receiving services from the County of Los Angeles Department of Mental Health. Additionally, homeless veterans will have an opportunity to live at the development. The households will have an income at or below 30% of AMI. Also, low income households whose income is 30-50% of the Area Median Income will have an opportunity to occupy 24 of the 48 restricted units.

Type of housing

Lorena Plaza will be a new construction development

Meeting housing and services needs

Lorena Plaza will meet the needs of the tenants by providing a high quality, independent living environment in combination with community spaces for socializing. A community room will have separate and confidential offices for the property management company and the social services staff in addition to a computer room, community kitchen area, and central laundry facilities. Property management, which is located on-site, will be quick to respond to tenant concerns or crises. Services

Lorena Plaza

for the MHSA eligible tenants will be primarily provided within the tenant's apartment, in the community room offices or through off-site appointments. Space in the community room will be able to be reserved for any tenant or the social service staff, for private appointments or meetings

Primary Service Providers

Volunteers of America Los Angeles will be the Primary Service Provider once the project is in operations.

Other Development Partners

A Community of Friends, or an affiliate, will serve as Managing General Partner of the Borrower and as developer of the Project. Barker Management, Inc. will serve as the property management firm. The project architect is Gonzalez Goodale Architects.

Development Financing -

Permanent Financing:

- HCD-Affordable Housing Sustainable Communities (AHSC)
- HCD- Veteran Housing and Homelessness Prevention Program (VHHP)
- County of Los Angeles Community Development Commission (LACDC)
- Federal Home Loan Bank of San Francisco (FHLB-AHP)
- CalHFA MHSA
- Deferred Developer Fee
- Capital Contributions- Limited Partner

Construction Financing:

- Construction Loan-conventional
- County of Los Angeles Community Development Commission (LACDC)
- CalHFA MHSA
- Cost deferred until completion
- Deferred Developer Fee
- Capital Contributions- Limited Partner

Item D.3

Consistency with Three-Year Program and Expenditure Plan

Consistency with the Three-Year Program and Expenditure Plan

Lorena Plaza ("The Project") is consistent with the Mental Health Services Act (MHTSA) Community Services and Supports Plan (Plan) in its objectives, planning, design, social services and targeted population. The project will focus on providing supportive housing which is permanent affordable housing coupled with intensive, on-site services, which are described in subsequent sections, that are "accessible, community-based, client-centered, culturally competent and encompass an interdisciplinary approach." The services will provide an enriched living experience for tenants to improve and maintain physical and mental health, gain increased independence, reduce homelessness, and live in a safe and secure housing environment through a customized mix of services provided by VOA-LA, in conjunction with other local service providers. In addition, the project targets veterans who are homeless and have a mental illness, which is an identified targeted population. This project will directly address identified and desired outcomes of the Plan, including but not limited to: decreased days of homelessness and in emergency shelters/transitional housing; increased number of days of permanent housing; increased access to benefits, mental health and substance abuse treatment; increased physical health stability and increased access to vocational and educational opportunities for the identified target population of veterans who are homeless and have a diagnosis of mental illness.

Item D.3

Item D.4

Description of Target Population to be served

Lorena Plaza – MHSA Rental Housing
A Community of Friends

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.

Lorena Plaza will provide 49 units with 24 special needs units and 24 affordable units (special needs not a requirement). Adults served in the MHSA Rental Housing program at Lorena Plaza will be age 18 and older with a diagnosis of mental illness. Eligible adult individuals or families will be homeless and living with disabilities including mental illness, substance abuse and other chronic illnesses. Adults in the program will be of very low income with an annual income not to exceed 30% of Area Median Income (AMI). At the time of entrance into the housing, it is anticipated that many of the adults (of those who will occupy 24 special needs restricted units) may have no income other than General Relief Income or SSI.

Additionally, homeless veterans will have an opportunity to live at the development. The households will have an income at or below 30% of AMI. Also, low income households whose income is 30-50% of the Area Median Income will have an opportunity to occupy 24 of the 48 restricted units. Special needs is not a requirement.

Item D.5

Tenant Eligibility Certification

Enclosed are procedures provided by the County of Los Angeles Department of Mental Health.

Item D.5 Tenant Eligibility Certification

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
ADULT JUSTICE, HOUSING, EMPLOYMENT & EDUCATION SERVICES

MENTAL HEALTH SERVICES ACT (MHSa) HOUSING PROGRAM
TENANT REFERRAL AND CERTIFICATION PROCESS

Application Process

Los Angeles County • Department of Mental Health (DMH) has developed a standardized MHSa Housing Program Tenant Certification Process and Application. (See attached). The application form is designed for Sections 1-5 to be completed by the referring party (i.e., shelter, jail/juvenile hall, Institutions for Mental Disease (IMDs), community mental health providers, or the project sponsor/developer). The prospective tenant should complete Section 6 indicating their housing preferences and choices as well as listing those who may be living with them in the housing. If referred by a mental health provider, DMH staff at directly operated clinics and/or the network of providers will be available to assist individuals in completing the certification application. After completion of the certification application, the form will be forwarded to the Housing Policy & Development (HP&D) Unit for processing. To ensure confidentiality and protection of health information, prospective tenants will also be asked to submit a completed release of information form, authorizing DMH to provide the certification information to the Project Sponsor/Developer or Property Management Company as units become available.

Application Review & Certification Process

HP&D Unit staff will review the application to confirm the following: that the prospective tenant is a DMH client; that they meet the eligibility criteria for MHSa services in Los Angeles County; and that they meet the definition of "homeless" as defined by the MHSa Housing Program guidelines.

If the certification is denied because the prospective tenant did not meet the MHSa Housing Program criteria, the referring party and the prospective tenant will be notified and informed of the reasoning for the denial. The referring party and/or prospective tenant may resubmit the application for reconsideration if the conditions that resulted in the original denial change.

Referral List Process

Once the prospective tenant is certified to have met the threshold eligibility criteria for the MHSa Housing Program, the individual will be placed on a master Referral List maintained by the HP&D Unit. DMH will refer certified individuals to MHSa funded units based on the housing preferences identified on the Certification Application. The certified individuals are then subjected to the screening process established by each project sponsor/developer. As MHSa Housing Program units become available, the prospective tenants will be notified through the following process:

1. The Project Sponsor/Developer or Property Management Company will notify prospective tenants who have been certified by DMH and their mental health service provider or Single Fixed Point of Responsibility (SFPR) of the availability of a unit. The notice will describe the type of unit available and will alert the prospective tenant that they must respond to the Project Sponsor/Developer or Property Management Company within two weeks to indicate whether they wish to be considered for the available unit or would prefer to wait until another housing unit becomes available.

Lorena Plaza

2. If the Project Sponsor/Developer or Property Management Company is unable to make contact with the prospective tenant directly or through their mental health service provider or SFPR within two weeks, they will be removed from the project's waiting list. The Project Sponsor/Developer or Property Management Company will notify the prospective tenant, their mental health service provider/SFPR and the HP&D Unit that they have been removed from the project's waiting list.
3. If a prospective tenant indicates interest in the available unit, the Project Sponsor/Developer or Property Management Company will initiate their established screening process. The mental health service provider/SFPR will make arrangements to accompany the individual to the interview and provide support with the process, unless the individual specifically declines assistance.
4. Prospective tenants may also seek tenancy in developments funded by the MHSA Housing Program by directly approaching the Project Sponsor/Developer or Property Management Company to inquire about qualifying for one of the units. In this case, the housing provider and the prospective tenant will jointly complete the Certification Application and submit to the HP&D Unit. After the certification process has been completed, the individual will be placed on the master Referral List and will be referred back to the housing provider for any additional screening.

Item D.6

Tenant Selection Plan

Item D.6 Tenant Selection Plan**Lorena Plaza**3401-3415 E. 1st Street and 116-126 N. Lorena Street**Project Description**

Lorena Plaza, located in the Boyle Heights community of Los Angeles, is a mixed unit comprised of 49 affordable housing units and 10,000 square feet of general commercial space. 12 one-bedroom units are designated for homeless and mentally disabled veterans eligible; 1 one-bedroom and 11 two-bedroom units designated for households who are homeless with an individual living with a mental illness; 24 one, two, three-bedroom units will be targeted to households who are earning less than or equal to 50% of the AMI.

It is anticipated that tax credits will be awarded to the project resulting in a limited partnership with A Community of Friends (ACOF) acting as Managing General Partner (MGP) and primary developer of the project. VOA-LA will provide onsite supportive services to tenants.

Unless otherwise stated in the plan, the term "limited partnership" and "Owner" will refer to ACOF, the MGP representing the limited partnership as well as the main contact for site Service provision. The term "Manager Agent" will refer to Barker Management, Incorporated (BMI) and the term "Property" will refer to Lorena Plaza. The term "Services" will refer to on-site service provider VOA-LA; the term "PM" shall refer to the on-site Property Manager and the term "RSC" shall refer to the on-site residential service coordinator.

POLICY ON NON-DISCRIMINATION

With respect to the treatment of applicants, the Agent will not discriminate against any individual or family because of race, color, national origin or ancestry, religion, sex (including gender identity), sexual orientation, age, handicap/disability, medical condition, source of income, marital status or familial status, 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 equitable 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.

REASONABLE ACCOMMODATIONS

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

Agent will apply the same screening criteria to all applicants. However, management is obligated to offer 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 or administrative burden to the property or if it requires management to alter or change a basic component of the housing program.

If an applicant has a physical or mental disability, and because of this disability, there are reasonable accommodations that should be considered in the application, please attach a note to the application describing the reasonable accommodation(s) being requested and why they should be considered in the application. The applicant may be asked to fill out a Reasonable Accommodation Request form

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upon receipt of their application and the applicant may be requested to provide written verification from his/her health care provider or other credible party that: 1) the applicant is disabled under California law; and 2) the requested accommodation is related to, and needed because of, the disability.

If as a result of a disability an applicant needs changes in the way management communicates with said applicant, applicant(s) should contact management by calling the BMI (714) 533-3450, faxing to (714) 940-0521 or by visiting the leasing office to request the necessary accommodation. 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, 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, an applicant may request that an RSC be assigned to assist with the application process. Services offered by the RSC include:

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

The information provided below is a summary of the Rental Application process of the Property. If the applicant has any questions please contact Barker Management, Inc., the management company at the rental office at (714) 533-3450.

I. PROGRAM ELIGIBILITY REQUIREMENTS FOR SUPPORTIVE HOUSING UNITS

1. Occupancy in the Permanent Supportive Housing unit is restricted to homeless or chronically homeless households or veterans. Each unit must include a disabled adult (18 years of age or older) diagnosed with a qualifying disability by a licensed practitioner in accordance with the US Department of Housing and Urban Development (HUD) standards.
 - i. Homeless means an individual or family who lacks a fixed, regular, and adequate nighttime residence; and an individual who has a primary nighttime residence that is a supervised publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill); an institution that provides a temporary residence for individuals intended to be institutionalized; or a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.
 - ii. Chronically homeless means an unaccompanied homeless individual with a disabling condition or a family with at least one adult member who has a disabling condition who has either been continuously homeless for a year or more OR has had at least four (4) episodes of homelessness in the past three (3) years.
2. Household that consist of person who are all full time students do not qualify, unless they meet any of the exemptions established by the Internal Revenue Service (IRS) Code Section 42

II. PROGRAM ELIGIBILITY FOR PROJECT-BASED SECTION 8 VOUCHERS

1. Section 8 Project-Based Voucher Program

- i. All special needs units will be subsidized by the Section 8 PBV program which is administered by the Housing Authority of the City of Los Angeles (HACLA).
- ii. HACLA will verify that applicants had been previously assessed through a coordinated assessment system.
- iii. HACLA will verify citizenship or eligible immigration status. Rental subsidy benefits will be prorated based on the residency status of each household member.
- iv. HACLA requires provision of a complete and accurate social security number for each occupant.
- v. HACLA requires proof of age for each occupant.
- vi. HACLA will verify that the applicant/household’s income is less than the required AMI for the unit in question
- vii. HACLA will verify that the applicant is a not a registered sex offender in any state.

HACLA may deny applicants/households with:

- viii. violent felony convictions;
- ix. drug-related criminal activity within the last two years;
- x. child molestation and/or sexual misconduct convictions; or
- xi. prior evictions from a federally-assisted housing project.

III. OCCUPANCY, INCOME AND RENT STANDARDS

Units will be occupied in accordance with the following standards:

<u>UNIT SIZE</u>	<u>MINIMUM</u>	<u>MAXIMUM</u>
1 Bedroom	1	3
2 Bedroom	2	4

- 1. Every household occupant that will occupy the unit during the upcoming 12 months will be counted when determining unit size. This includes household members in the military or at school.
- 2. The primary applicant must be 18 years of age or older, unless he or she is an emancipated minor. All household members age 18 years or over and emancipated minors must sign the appropriate consent forms and comply with the verification process.
- 3. Applicants must be able to maintain the housing unit in accordance with local health standards and HACLA standards, with or without assistance.
- 4. Background checks will be performed on all adults 18 years and older in the household; the same will apply for live-in aides. Live-in aides must provide government issued photo ID. In addition, proposed live-in aides must provide a complete and accurate social

security number or permit him/herself to be finger printed for purposes of running a background check. The live-in aide is subject to all the tenancy and lease provision of the subject household.

5. Live-in aides may be given a separate bedroom.
6. When a medical hardship is verified to the satisfaction of the Agent, persons who would generally share sleeping quarters may be assigned separate bedrooms.
7. Assigned unit must be household's primary place of residence.
8. Total household income cannot exceed the area median income established for the unit
9. To meet with program requirements, persons cannot pay more than the rent limits established for the project. Actual rent amounts for the subsidized units will be determined by HACLA.

AFFORDABLE UNITS

# OF UNITS	% AMI	TYPE	RENT DETERMINED BY HACLA	MAXIMUM HOUSEHOLD INCOME*
13	30%	ONE BDRM	30% OF INCOME	SEE CURRENT TCAC TABLE
11	30%	TWO BDRM	30% OF INCOME	SEE CURRENT TCAC TABLE
3	50%	ONE BDRM	N/A-NON SPECIAL NEED	SEE CURRENT TCAC TABLE
6	50%	TWO BDRM	N/A-NON SPECIAL NEED	SEE CURRENT TCAC TABLE
3	50%	THREE BDRM	N/A-NON SPECIAL NEED	SEE CURRENT TCAC TABLE
2	50%(60% RESTRICTED)	ONE BDRM	N/A-NON SPECIAL NEED	SEE CURRENT TCAC TABLE
4	50%(60% RESTRICTED)	TWO BDRM	N/A-NON SPECIAL NEED	SEE CURRENT TCAC TABLE
2	50%(60% RESTRICTED)	THREE BDRM	N/A-NON SPECIAL NEED N/A	SEE CURRENT TCAC TABLE
4	30%	THREE BDRM	N/A-NON SPECIAL NEED	SEE CURRENT TCAC TABLE
1	NOT RESTRICTED	THREE BDRM	N/A-MGR UNIT	MANAGER **

*Approximate rental rates based upon current income limits published by U. S. Dept. of Housing & Urban Development and current housing authority utility allowances. Rental rates subject to change.

**One three-bedroom unit will be reserved for the onsite manager.

This project is subject to the requirements of several funding sources that have made it feasible. The above information reflects these requirements to the best of management's knowledge at this time but is subject to change if required for compliance with law, regulations or policy changes.

IV. VERIFICATION PROCESS

A. Financial

Lorena Plaza

1. All income will be verified in writing by the income source indicated on the income certification form.
2. All assets, including bank accounts, will be verified in writing.
3. Upon initial occupancy, tenant's income cannot exceed the area median for household size as published annually by the U. S. Department of Housing and Urban Development (HUD) and California Tax Credit Allocation Committee (TCAC)
4. Third-party income verification will be required from all sources, including but not limited to:

a. Employment, Self Employment

- b. Savings and checking
- c. Pension
- d. Disability
- e. Asset verification, property, home, stocks, bonds, annuities, IRA, etc.
- f. Government assistance, A.F.D.C., food stamps, etc.
- g. Social Security
- h. Child Support/Alimony
- i. Non-Tuition Financial Aid

5. Credit checks will be requested from all applicants 18 years or older.
6. Income calculations are based on the household's annual gross (anticipated) income for the following 12 months. Annual gross income includes income from any and all assets.
7. Criminal record checks might be conducted on all adult members (18 years or older or emancipated minor) in the households who have satisfied the income requirements, credit report and program requirements. This process will also apply for attendant care providers that will be occupying the unit. A criminal history or misdemeanor offense(s) may be grounds for denial:
 - a. Applicants convicted of acts of violence may be denied occupancy.
 - b. Applicants with child molestation and/or sexual misconduct convictions will be denied occupancy.
 - c. Applicants with a criminal conviction relating to the manufacturing or sale of illegal drug or control substances will be denied occupancy.

At the request of an applicant, a reasonable accommodation request will be considered. In addition, with the approval of the applicant, the referring case manager will be given an opportunity to appeal any application denial based on information obtained from criminal record checks. However, all applicants will have to demonstrate that they meet program requirements.

8. History of Responsible Tenancy, Behavior and Conduct

A credit report to verify housing history will be obtained on all applicants. Current landlord/homelessness references will be obtained. Previous landlords during the past five years may also be contacted. Landlord references will help determine rental and

homeless history including but not limited to non-payment of rent, repeated disruptive behavior, and chronic late rent payments. A determination will be made regarding whether or not the applicant has demonstrated a record of conduct which could constitute a material violation of Lorena Plaza Occupancy Agreement provisions or applicable tenancy law. If such a record of violations is documented, that will be considered grounds for a determination of ineligibility.

If landlord references are not available, applicants will be asked to provide as much information as possible regarding where they have been living for the past three years. On a case by case basis, if sufficient landlord references are not available staff may require written references of social workers or others involved with the applicant in a professional capacity. Based upon these references, staff will decide if the applicant has demonstrated an ability and willingness to live peacefully with neighbors and refrain from behavior that jeopardizes the safety, security and peaceful enjoyment of the community. The level of support an applicant has, transitional living programs completed, and the appropriateness of an applicant's needs with the services offered will be considered.

V. WAITING LIST

Offer of Apartment:

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

Applications will be stamped, dated as they are received, and then sorted by eligibility status. Tenants will be qualified under the subsidy program, TCAC and all other applicable guidelines and regulatory agreements. All qualification process is subject to review and approval by ACOF and BMI.

BMI's on-site staff will maintain one waiting list for the entire project. Applicants will be placed in the order of completed income and program eligibility certification, with a date and time received determination. Those that are not selected as a tenant will remain on the waiting list, and shall receive a letter informing them of their status with an estimate of when the next unit, based on previous turnover histories for similar housing projects, may be available. Applicants will be responsible to inform Management Agent of any changes on contact information.

- 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 and time will be approved. The other will go to the top of the list until the next unit is available.
- C. When a unit becomes available, it will be the responsibility of the Property Manager to notify the applicant at the top of the waiting list. If that applicant turns down the unit, management will proceed to the next person on the waiting list. With the approval of the applicant, the Property Manager will also notify the referring case manager.

If an applicant on the waiting list rejects the unit offered to him/her this is considered to be a withdrawal of the application by the applicant.

Reasonable Accommodation Transfer Policy: If the site receives a Reasonable Accommodation Transfer this applicant will automatically be placed at the top of the wait list and in line for the next available unit.

Mitigating circumstances may be taken into account, such as an emergency situation or hospitalization. In such a case, if an applicant cannot accept an apartment during the initial lease-up of the building, the applicant would be placed on the waitlist in chronological order by date of completed application.

VI. GENERAL

Potential residents of Lorena Plaza are expected to be referred from Los Angeles County Department of Mental Health and the US Department of Veterans Affairs, Volunteers of America, PATH Outreach Team and New Directions for Vets. VOA-LA and ACOF staff will meet with social service agencies and groups to increase referrals and facilitate the application process. Additionally, VOA-LA has committed staff to ensure compliance with HUD programmatic policies and funding grant requirements.

- A. VOA-LA will interview the applicants to ensure that the applicant meets the qualifications of the program.
- B. All applicants will be initially interviewed by a representative of the Management Agent.
- C. It will be the responsibility of the BMI to inform the applicant in writing of rejection or approval.
- D. Agent 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.

VII. REFERRAL PROCESS

All households applying for housing at Lorena Plaza will be initially interviewed by the Property Manager or a representative of the Management Agent (BMI). If a Coordinated Entry System is in place, that process will be utilized. Applicants will be asked to complete an Application for Housing. All adults 18 years and older in the household will be interviewed and will need to provide copies of the following documents:

1. Social Security card and birth certificate (if applicable)
2. Driver's License or Identification Card (with picture)
3. Current Verification of income:
 - a. Most current tax return (last two years if self-employed).
 - b. The most recent 3 months of pay stubs for all employed household members.
 - c. Most current: Award Letter (recipients of SSI); Notice of Action (General Relief, AFDC; Welfare or any other social services agencies.
 - d. Six consecutive months bank statements for checking accounts.
 - e. Most current bank statement for savings accounts.
 - f. The latest statement from any retirement / pension / IRA / 401k plan for those household members who participate in such a plan.

Originals of provided copies may be requested during the interview. Applicants will be also sign the Consent for Releasing Information, which will allow Management Agent to do proper

third party verifications of income and assets.

After income eligibility, applicants will be referred to VOA-LA for program eligibility verification. VOA-LA, in conjunction with ACOF Residential Services Department will review necessary documentation to determine if household meets the special needs eligibility requirement. Applicants approved by BMI and VOA-LA must be referred to the HACLA in order to determine eligibility to occupy a unit at Lorena Plaza per the PBV requirements. HACLA staff will:

- Determine PBV Assistance per HUD and HACLA regulations and policies.
- Process all applicants through their internal criminal background check program, as required.

It will be the responsibility of the Property Manager or Management Agent to inform the applicant in writing of rejection or approval.

At the request of an applicant, a reasonable accommodation request will be considered. In addition, with the approval of the applicant, the referring case manager will be given an opportunity to appeal any application denial based on information obtained from criminal record checks. However all applicants will have to demonstrate that they meet program requirement.

VIII. REJECTED APPLICATIONS

A. Applications may be rejected for any of the following:

1. Blatant disrespect, disruptive or anti-social behavior toward management, the Property, or other tenants exhibited by an applicant or family member any time prior to move-in (or demonstrable history of such behavior);
2. Falsification of any information on the application;
3. Household size that does not conform to the stated minimum and maximum sizes;
4. Income exceeding the of area median based upon income limits established at the Property;
5. Full student applicant households as defined above will be rejected, unless they meet any of the exemptions. Full time status is determined by the subject educational institution.
6. No references from social workers or others involved with the applicant in a professional capacity are submitted, if required. Units will not be held while paperwork is requested.
7. Arson Conviction.
8. Applicant is a registered sex offender.
9. Applicant for the special needs units doesn't meet the PBV requirements.
10. Other good cause, including, but not limited to, failure to meet any of the tenant selection criteria in this document.

All rejected applicants will have the right to appeal the decision. A written appeal must be received by the Management Agent no later than fourteen (14) days after the Unable to Accommodate letter is received. Within three (3) working days of receipt of an appeal, the appeal will then be forwarded to the Management Agent and RSC for the property. Units will not be held during the appeal process. If the appeal is successful and the applicant is approved for occupancy, the applicant will be offered the next available unit.

IX. FAIR HOUSING

The property will comply will all federal, state, and local fair housing and civil rights laws and with all equal opportunity requirements.

X. PREFERENCES

None

XI. POLICY ON PRIVACY

The privacy of applicants will be guarded as conferred by the Federal Privacy Act of 1974. This Act in no way limits management's ability to collect such information as may be needed to determine eligibility, compute rent, or determine an applicant's suitability for tenancy.

XII. PET POLICY

Tenants may not keep any type of pet on the premises. Service Animals for the disabled are not considered to be pets, but do require prior written approval of management.

XIII. ACCESSIBLE UNITS

Preference will be given to applicants who require a unit with the specific design features offered in accessible units in the development. All reasonable efforts will be made to rent accessible units to applicants who require or who could benefit from such units.

In the case of an accessible unit, when no qualified applicant has applied that requires the design features offered, then the unit will be offered to the next qualified household. This applicant will be required to complete a Lease Addendum form, whereby they agree to transfer to a non-accessible unit within the development should a tenant or applicant require an accessible unit.

If after occupying the accessible unit, the physical condition of a member of the household changes and a household member would then benefit from continued occupancy in the accessible unit, the household would not be required to move.

Failure to accept or move to the offered unit shall be deemed material non-compliance with the lease and would be cause for termination of tenancy.

XIV. REASONABLE ACCOMMODATION

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

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

result in an undue financial burden to the property or if it requires management to alter or change a basic component of the housing program.

If as a result of a disability tenant requires changes in the way we communicate, tenant must contact Management Agent by calling [BMI employee: TBD] at (XXX) XXX-XXXX, faxing us at (XXX) XXX-XXXX, or visit the leasing office and request changes. 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. Also, they can contact the TTY line for those with a hearing impairment by calling the California Relay Service at (888) 877-5379.

In addition, you may request that a Residential Service Coordinator (RSC) be assigned to you to help you with the application process. Services offered by the RSC include:

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

BMI and ACOF will conduct targeted marketing to special needs populations, as described above. In conducting targeted marketing, BMI will follow all applicable fair housing and non-discrimination legislation and regulations.

XV. OUTREACH

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.

Special marketing outreach consideration will be given to special needs populations. ACOF has partnered with VOA-LA. VOA-LA will be the designated supportive service provider for Lorena Plaza. BMI, in conjunction with ACOF and VOA-LA will be responsible for outreaching to community agencies serving special needs populations. As early as possible, before construction completion, comprehensive application materials will be made available to these agencies. BMI, ACOF and VOA-LA will coordinate with staff at these agencies who will be working with clients to apply for housing. BMI, ACOF and VOA-LA will provide information about all aspects of the application process in order to eliminate as many obstacles to applying as possible for their clients. This will enable clients of these agencies to anticipate and positively address issues such as providing identifications, birth certificates, landlord references, credit reports, criminal background reports and other applicable supportive documentation needed to complete the application process.

Notice may be given to these agencies and organizations by way of flyers, e-mails, telephone

Lorena Plaza

calls, and in-person visits. If specific agencies or organizations request information be given to consumers in the context of meetings, these requests will be honored, as staffing and resources allow.

In addition during the formal lease up period, VOA-LA will also provide support to individual applicants as requested (reasonable accommodation) by any applicant.

Advertising and outreach efforts will occur in accordance with the property's Regulatory Agreement and Affirmative Marketing Plan. Advertising for this development will include listing available units on the Los Angeles County Housing Resource Center web-site (housing.lacounty.gov) and the use of Equal Housing Opportunity logos to affirmatively market the units. Material to be used in affirmative marketing will include:

- A Fair Housing poster to be displayed in the place where interviews take place.
- An Equal Housing Opportunity logo to be displayed on the development's sign.
- An Equal Housing Opportunity logo to be displayed on the Marketing Brochure, flyers and other marketing materials.
- Flyers and banners will be displayed at the property and at nearby community centers and social services organizations.

Item D.7

Supportive Services Plan

Item D.7 Supportive Services Plan

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

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

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

A Community of Friends (ACOF) is proposing a new construction, permanent supportive housing development known as Lorena Plaza Apartments. The property is located at 3401 East First Street in Los Angeles and will consist of a 49 unit apartment community for 24 special needs homeless individuals and homeless veterans as well as 24 non-special needs low-income households, with various onsite amenities and a rich array of supportive services. One (1) unit will be reserved for the property manager. The lead service provider will be Volunteers of America of Los Angeles (VOALA).

Lorena Plaza will be home to veteran households, including individual heads of households with diagnosed chronic mental illness, per a licensed professional in accordance with Los Angeles County Department of Mental Health (LACDMH) standards. Of the 24 special needs households, all units will be targeted to homeless and chronically homeless veterans. "Chronically homeless" and "homeless" will be defined by the McKinney-Vento Act. The target population is United States military veteran adults 18 years of age and older, with no maximum age limit. Tenant incomes will not exceed thirty percent (30%) of Los Angeles County Area Median Income (AMI) for the special needs units.

Lorena Plaza includes 12 MHSA units and 24 special needs units. For the MHSA units, tenant that will be served are expected to require intensive supportive services especially in the areas of case management, life skills training, behavioral healthcare (mental health, addiction services, wellness and recovery) and care coordination specific focus on stability, health care, education, and vocational/employment services. Intensive and integrated care coordination will be provided by VOALA on and off-site. These services will include case management, life skills, employment services, individual and group counseling services, crisis intervention, rehabilitation, wellness and recovery groups, and substance abuse services or referrals to treatment, if appropriate. All services will be voluntary.

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

Upon encountering prospective special needs tenants, VOALA will assess for all needs to include housing and make appropriate referrals. When tenants first move into Lorena Plaza, they will be invited to participate in a new tenant orientation with an emphasis on the following lease obligations to support residential stability such as timely payment of rent, adherence to a good neighbor policy, and proper care of unit. At this orientation,

tenants will learn about the services and amenities offered at Lorena Plaza. Tenants will be notified that all services are voluntary and will be given the opportunity and encouraged to develop an Individual Service Plan which will further assess their needs and develop goals and objectives. Through this process the Case Manager will assist tenants in identifying their individual priority needs such as community integration, medical and mental health care, benefits establishment, education/vocational training, independent living skills, apartment care and other supportive services. Upon signed written tenant consent, Volunteers of America (VOALA) staff will also interact with the U.S. Department of Veterans Affairs (VA) and obtain copies of the veterans' mental health coordinated case plans which will be stored in a locked tenant file in accordance with Health Insurance Portability and Accountability Act (HIPAA) and incorporated into the ISP as needed. The Services Coordinator will meet regularly with each tenant to assess service options and progress using the ISP as a guide. Veterans who are not eligible for VA health care will be referred to VOALA SSVF or HVRP programs and the LA County Department of Health Services which will assist them with accessing health care through Medi-Cal.

The service staff's role is to provide a supportive presence, with consistent accountability and resources appropriate to meet the individualized needs to engage each tenant in addressing his/her challenges to help them remain housed and become more stable and independent. The Services Coordinator and staff will conduct an assessment that measures the degree of skills that are present in several areas. This includes apartment care, budgeting, shopping, use of transportation, mental health needs, self-management of symptoms, substance use issues, basic primary medical care needs, educational and employment goals, and planning leisure activities. Also, tenants will be referred to VOALA off-site programs for other needs for therapy and will be assessed, including resolving presenting psychosocial issues, increasing independence, productivity, and improving confidence and self-esteem. In addition, the staff will assess the income and benefit status of tenants, identifying other benefits offered by the VA and other entities that may enhance the tenant's current quality of life. Once the assessment is completed, the staff will review the findings with the tenant and Services Coordinator, and short term goals will be developed to increase daily functioning and independence.

VOALA will document and track tenant service needs and outcomes. The data will be collected, compiled, and analyzed by VOALA staff in order to monitor tenant progress toward their ISP goals, results of service referrals, participation in on-site group activities, and to identify/address any challenges. Service utilization data of the tenants will be mapped against desired outcomes to determine progress and make mid-course changes in services as needed. Service utilization data will be shared (while respecting tenants' anonymity and confidentiality) with appropriate VOALA evaluation department and external researchers in connection with ongoing efforts to measure the cost-effectiveness of supportive housing.

Annually, VOALA and ACOF staff will survey tenants. The survey is intended to gather individual tenant data regarding self-reported experiences and perspectives about their experience in housing and the supportive services program. Staff will utilize the evaluation data to improve the quality of supportive services accordingly. Based on survey results, VOALA and ACOF will make adjustments and improvements to program design and delivery. Participation will be voluntary, but staff will work to encourage representation that reflects the diversity of the community.

From the analysis described above, VOALA's Services Coordinator will develop a Quality Improvement Plan (QIP) to identify areas for improvement and assure that the program and tenant goals are met. The QIP will focus on: 1) quality delivery of services; 2) tenant satisfaction and experience; and 3) meeting regulatory requirements, including those established by HCID and other supporting agencies such as the VA and the Los Angeles County Department of Health Services (LACDHS). The QIP will be developed by the staff directly from ISPs, service utilization data, tenant surveys, and VOALA's analysis of these items. The QIP will then be reviewed and approved by members of the Care Coordination team, whose members will be the Coordinator, Senior Program Manager, and often the Property Manager. The Care Coordination team's main function is to address the program policies, review incident reports, respond to tenant grievances in a timely fashion, ensure appropriate recruitment, staffing and supervision protocols, and oversee management information data.

The results of tenant surveys and the performance of tenant services will be presented at the monthly Tenant Community meetings. The dissemination of program performance data at Tenant Community meetings will serve to strengthen the overall experience of each tenant's tenure because staff will hear and implement suggestions made by tenants. Representatives of the Tenant Advisory Council and VOALA will also attend these monthly meetings for additional feedback that can be used to develop new programs and activities that will lead to greater tenant self-sufficiency. Participation at Tenant Community meetings is voluntary with Tenant Community meetings being the forum whereby tenants can provide feedback about gain information regarding tenant services. This ongoing dialogue between tenant and staff fosters relationship building and greater efficiency in tracking tenant feedback.

Amongst other factors, the following items will be measured:

- Benefits establishment, increase and maintenance of income
- Housing placement and retention
- Self-determination through attainment of personal goals reflected in personalized service plans
- Pursuit of education or vocational goals
- Attainment of volunteer position, supported, or competitive employment
- VOALA, ACOF and other property-based events

In addition, since 1988, ACOF has been providing service-enriched, affordable housing for homeless persons with chronic mental illness. This model has been effective in serving the needs of more than 1000 formerly homeless and mentally ill individuals and families. Through these experiences, combined with periodic tenant surveys, monthly community tenant meetings at all of its buildings, and questionnaires requesting feedback about programs and property amenities, ACOF has been able to consistently design effective services and sites with good track records. Additionally, ACOF has historically had two tenants on the Board of Directors to ensure tenant input into policy, procedures and program decision making.

3. **A description of each service to be made available to the MHSA tenants, to include where and how the service will be delivered, the frequency of the service delivery and identification of the service provider. A description of the available services and supports should include, but not be limited to:**

- a) **Case Management services**
- b) **Life Skills training**
- c) **Mental Health referrals**
- d) **Physical health services (including prevention programs)**
- e) **Employment/vocational services**
- f) **Community Integration**
- g) **Educational opportunities and linkages**
- h) **Substance abuse services**
- i) **Budget and financial training**
- j) **Assistance in obtaining and maintaining benefits/entitlements**
- k) **Linkage to community-based services and resources**

Volunteers of America will provide continuity of care by utilizing cost-effective, flexible resources to meet each tenant's needs. On-site staff will identify and link tenants to resources and services for which they are eligible, assist with applications, and advocate on behalf of each tenant. Case management, benefits advocacy, self-help/peer support and behavioral health will be offered on-site in a private staff office or community room.

All services made available to MHSa tenants will be voluntary. The Services Coordinator will assist in mapping and arranging for transportation (bus, metro or van) whenever necessary to off-site locations. The available services, delivery method, and service provider are as follows:

- a) **Mental Health Services** – For various mental health interventions and medication support, tenants will be referred to Mental Health providers. Medication management and monitoring will be through the tenant's ongoing provider, the local DMH and the VA. VOALA will help tenants to receive this support and encourage them to adhere to their prescribed medications. Tenants who receive mental health services from another provider will continue to receive services from the same provider.
- b) **Physical health services** – Health care to be facilitated through linkage with the local health care provider, county health clinic or the VA.
- c) **Employment/vocational services** – As lead service provider, VOALA will assess tenant skills and readiness for work. Among employable tenants, employment preparation services will be provided by VOALA Workforce Development Program (off-site), including vocational assessment, work adjustment/skills training, and employment assistance. This employment assistance will enable participants to process challenges and successes in their transition to the workplace, and reflect on how work experience is enhancing their self-respect and independence.
- d) **Educational opportunities and linkages** – Agreements with the local adult school will provide a means for tenants to complete their GED if needed.
- e) **Substance abuse recovery services** – Adhering to a Harm Reduction Model, substance abuse recovery services will be available both on-site and off-site to assist tenants struggling with addiction. Alcohol is not permitted in the hallways or common areas. The

service staff will refer tenants in cases of ongoing substance abuse that could lead to behaviors that would threaten their housing stability, to a rehabilitation program with an intensive treatment environment, to address relapse or detoxification. In such instances, the staff will provide the necessary support to each tenant to ensure continuity of care. Service staff will also develop policies, rent payment plans, automatic bank deposit and representative payee assistance to tenants who may need to be away from the building temporarily due to hospitalization or treatment in an off-site facility, consistent with HIPAA, Fair Housing laws and the Americans with Disabilities Act (ADA).

- f) Budget and financial training – Classes and individual assessments will be provided on-site by VOALA. To assist with timely payment of rent, VOALA staff will facilitate linkage to direct bank deposit for all veterans who agree to open a personal bank account. This best practice helps to ensure both maintenance of benefits and timely payment of rent while promoting independence.
 - g) Assistance in obtaining and maintaining benefits/entitlements – Some tenants may be eligible for VA income benefits, or through programs such as General Relief (GR) or Social Security Income (SSI). Services staff will provide ongoing assistance to tenants in obtaining entitlement benefits.
 - h) Linkage to community-based services and resources – VOALA offers a wide array of services both on-site and within their existing off-site programs. These programs offer direct linkages to community services. All tenants will be offered and encouraged to take part in on-site life skills training to achieve independence through hands-on learning. Individual and group support are offered on site in the areas of: personal safety, budgeting, money management, shopping, nutrition, housekeeping, public transport, community resources, tenant/landlord relations, tenant responsibilities, personal safety, behavioral health, mental health and substance abuse recovery, accessing emergency services, veteran issues (provided by the VA), education on social issues like domestic violence, legal rights in apartment searches (provided by Public Counsel or Mental Health Advocacy Services), and healthcare (primary, specialty, vision, dental) provided by the VA and the LACDHS and/or the LACDMH.
4. **Indicate whether or not there will be an onsite service coordinator, and include the ratio of onsite staff to MHSAs tenants. If there is no onsite service coordination, provide a description of service coordination for the development;**

There will be a minimum of 0.5 full-time equivalent FTE) (Services Coordinator) and 1.5 FTE Case Manager on-site, plus one off-site Senior Program Manager at .10 FTE. One on-site property manager will be provided by the property management company. All service staff will be VOALA employees. Services staffing will maintain the appropriate staff ratios to support the tenants at Lorena Plaza.

While on-site, the Services Coordinator and Case Manager will offer to meet with each tenant as often as needed or requested based upon individualized needs and consent with regular attempts made at least once bi-weekly to resolve and assist in improving issues related to daily living, adherence to lease obligations develop ISPs, conduct life skills groups, respond to crisis or emergency situations, provide needed referrals for tenants to off-site resources, and to evaluate service outcomes.

A staff member will be on-site Monday through Friday from 8:00 am to 5:00 pm and will make daily efforts to engage tenants in services both on and off-site. This position will spend time in common areas to proactively develop relationships with tenants to encourage them to access the services they need. As staff develops trusting rapport with tenants, they will invite tenants to participate in any service or support that interests them and meets individual needs.

After hour emergencies will be handled through VOALA After-Hours On-Call Crisis Response system. On-site service staff will follow up with all after-hours emergencies the next business day to determine the need for further assessment, support, and utilization of resources in order to maintain tenant stability. For the appropriate tenants, VOALA will also coordinate emergency care with the VA. In addition, access to Los Angeles County related psychiatric emergency teams will be maintained at all times.

- 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;**

VOALA employs a Housing First, low barrier, harm reduction approach to housing and supportive services. Tenants will be offered individualized and group services that are respectful of their choices. While abstinence for those individuals recovering from substance abuse will be encouraged, tenants will not be required to participate in either substance abuse recovery programming, or mental health treatment as a condition of tenancy. However, VOALA staff will engage tenants at regular intervals, assess for specific needs, and assist them in increasing their well-being. Any tenant who poses a risk of harm to self or others at any point in time will receive immediate attention. All tenants will be educated to pay their rent on time, be a good neighbor, and care for their unit.

The service staff will promote a safe community of respect, wellness and recovery by fostering positive relationships with and between tenants and planning ongoing life cycle events to celebrate holidays, birthdays and other activities decided through tenant choice. Tenants will be further encouraged to develop a self-help community and to pursue their goals and dreams through engagement in meaningful and productive outside activity such as through volunteering, pursuing vocational interests, employment or educational opportunities.

National experience and research suggests that when a homeless person is able to live in permanent housing connected with supportive services such as a treatment program, the potential is greatly increased for that person to live at lower risk of relapse, and with greater independence and responsibility economically and socially. Also, by applying mental health recovery principles to the treatment process, staff are able to ignite the hope for recovery while supporting mental health consumers to take on the personal responsibility for managing one's illness, make important life decisions that lead to greater empowerment, and engage in social roles that provide meaning in one's life

beyond that of the label of mental illness. Collectively, both of these philosophies work together to support tenants and other mental health consumers in achieving and retaining permanent housing status while improving mental health. Tenants who are encouraged to develop ISPs, attend peer support activities, and address personal barriers to recovery, can take steps toward wellness, enhanced community integration, and self-sufficiency.

Foremost VOALA's approach to providing veteran services in a supportive housing development is to respect each person's right to dignity and privacy by honoring applicable Federal and State Fair Housing laws and the Americans with Disabilities Act (ADA) and HIPAA. Integrity, Dignity and Respect is First and attention is focused on strengthening skills to further enhance the independence and mental health recovery of each veteran. Other issues are also identified to enhance role functioning, relate to family members, and in becoming active in substance use recovery. Referrals are provided and follow through is encouraged so that tenants can continue to build upon successes and work toward long term goals they have identified as meaningful in independent living. All services are voluntary, but subject to funding sources which may require services participation. Tenants are encouraged to make their own life decisions in order to foster and promote self-sufficiency.

Each Individual Service Plan (ISP) is developed with input by the tenant and plans are individualized to identify long-term goals that are meaningful to the tenant and that focus on self-determination and increased independence in the community. Service staff will provide in-depth training and on-going support in the areas of independent living skills/self-determination (health, hygiene, apartment care, nutrition, good neighbor practices), money management (e.g., budgeting, saving, paying bills on time), and housing retention (help meeting lease obligations, including timely rent payments). In addition, the Case Manager will help tenants access mainstream resources such as government entitlement programs including social security, SSI/Disability, Medi-Cal, Medicare, food assistance, veterans' benefits and services, mental health care, health care, substance abuse recovery, education and employment, low income utility assistance, and local government programs. The Services Coordinator will also help veterans access services, and coordinate and monitor care in cooperation with mainstream providers. Through community building and leadership development activities, including peer facilitated or self-help groups and social/recreational activities, tenants learn and improve their social skills, life skills, self-esteem, and therefore increase their self-determination and independence. VOALA staff will facilitate introductions between tenants and the local neighborhood watch and community groups, advisory boards, community centers, recreation centers, and community-based organizations and encourage tenants to seek out community organizations and peer-supported activities that interest them.

- 6. A description of how the MHSAs tenants will be engaged in supportive services and community life. Include strategies and specific methods for engaging tenants in supportive services and the frequency of contact between supportive services**

staff and MHSa tenants. This description should also include the identification of staff (the responsible service provider) and specific strategies for working with MHSa tenants to maintain housing stability and plans for handling crisis intervention;

VOALA will recruit and supervise two (2) staff members whose primary responsibilities are to help tenants remain stably housed and to manage service-related crisis situations and emergencies. The Services Coordinator will have the necessary skills and training for serving tenants and the Case Manager will have formal professional Bachelor's level degrees or equivalent experience in areas related to social work, psychology or a similar field, experience working with homeless tenants, have a mental illness, and/or abuse substances, and extensive demonstrated knowledge about social services, services and housing resources in the Los Angeles and surrounding areas of Los Angeles County.

The Service Coordinator and Team will meet regularly with each tenant to plan service options and progress per the ISPs, which are developed by and with the tenant, and are designed around the specific needs of the individual. However, all services will be voluntary, subject to funding requirements. The Services Coordinator and Team will work closely with the on-site staff on day-to-day issues at Lorena Plaza and meet regularly to provide input to program operations, address emerging challenges or conflicts, and request program adaptations as needed. Regular meetings will be held to review progress toward plans and to fine-tune plans that require further attention. Additionally, VOALA will coordinate closely with the Residential Services Department and Asset Management Department of ACOF to assure coordination of services and to address any pertinent tenant needs. Lorena Plaza Apartments will adopt a client privacy and confidentiality protocol consistent with professional standards for social work and psychology and in full compliance with HIPAA.

VOALA services staff will work with tenants to develop a safe and supported community by facilitating on-site peer involvement such as creation of a Tenant Council, and self-help groups based on the needs and skills voiced by the tenants. These may include AA/NA meetings, recovery groups, men's and women's groups, and life cycle/holiday celebratory events. The Tenant Council will be a peer-led group. VOALA staff will recruit peer mentors to help tenants design and implement additional peer facilitated/self-help groups. Additional peer support will come from VOALA's peer leadership program to both lead and train tenants to lead peer support and self-help groups that are offered on-site at Lorena Plaza.

Upon lease-up, the property management company, will explain to new tenants the roles and responsibilities of property management and the VOALA service staff, and property management will obtain written permission from tenants to refer them to VOALA should any behaviors, such as failure to pay rent or to follow terms and conditions of the lease or house rules, place their housing in jeopardy. With assistance from property management, VOALA services staff will monitor tenants for warning signs of lease violations and nonpayment of rent. Rent is due on the first of the month, with no late penalty attached if received by the 10th of the month. (This delay allows social security, VA and other assistance funds to reach the tenants.) However, if no partial payment and

payment plan are received by the 10th, the tenant will be served with a Three Day Notice to Perform or Quit by property management, and VOALA service staff will be advised of the Notices. Throughout those three (3) days, staff will work in close coordination with tenants with unpaid rents to identify needs, provide an infusion of supportive services, and assist in rent payment plans to prevent eviction. VOALA staff will also work closely with Property Management during this period. While the rent payment plans are outstanding, the service staff will work closely with the tenant on money management. If after three (3) days, the tenant has not provided at least partial payment and a payment plan, an eviction notice will be served by property management.

Services staff will also develop policies and rent payment plans and refer to representative payees to assist tenants who are away from the building temporarily due to hospitalization, incarceration or treatment in an off-site facility. If tenants are hospitalized or incarcerated, units will be held for them for the maximum allowable time under funding guidelines.

With the express permission of each tenant (which is described above), copies of all notices that have tenancy repercussions will be given to the on-site service staff. This affords enough time to work with the tenant and thus avoid eviction. In addition, an orientation will be held at the beginning of client residency to set expectations of their housing plan and lease obligation. Site staff (both services and property management) are also expected to discuss at-risk tenancies during the regular site staff meetings. This allows for proactive measures to be taken before it becomes too late to save the tenancy.

7. **If the Development is housing for homeless youth, provide a description of services to be provided to meet the unique needs of the population including engagement strategies and peer involvement. In addition, provide a description of how transition-aged youth MHSA tenants will be assisted in transitioning to other permanent housing once they reach 25 years of age;**

Not Applicable – Lorena Plaza is not specifically targeting homeless youth.

8. **Supportive services must be culturally and linguistically competent. Describe how services will meet this requirement including, when necessary, how services will be provided to MHSA tenants who do not speak English and how communication between the property manager and the non-English speaking MHSA tenants will be facilitated;**

VOALA has staff that are fluent in Spanish. VOALA also has experience using a telephonic translator service and will acquire such services as needed. VOALA staff will also facilitate communication between the property manager and the non-English speaking tenant, with the tenant's permission. If needed, VOALA staff will seek out resources specifically offered in the tenant's language.

To foster understanding and promote diversity, Volunteers of America staff also intend to plan various cultural events throughout the year.

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,

ACOF's policy as lead developer is that the third party property management company, the third party service provider (VOALA), ACOF's Asset Management department, and ACOF's Residential Services department will work hand-in-hand to address concerns raised by the team or tenants promptly.

The primary responsibilities of the property manager are to coordinate with ACOF's Asset and Property Management Department during intake/lease-up; collect rent; process evictions; and prepare monthly reports, income certifications, and lender reports. In addition to the responsibilities listed above, the property manager (an employee of the property management company) will live on-site, handle and resolve all tenant complaints regarding property management, take all requests for maintenance, and respond to after hour emergency situations. Case Managers and the property manager are expected to communicate regularly, with formal meetings weekly (although with less frequency once a building stabilizes). In buildings where ACOF has a third party service provider, such as Lorena Plaza, ACOF assigns a Residential Services Supervisor (RSS) to serve as a liaison with the service provider. The role of the ACOF RSS is to provide additional support and guidance to VOALA staff and to ensure tenants are provided a consistent level of services. ACOF's Asset and Property Management staff and RSS also visit ACOF properties regularly to meet with the site staff (whether or not they are third party providers) to discuss tenant, property, and service-related issues and/or concerns.

Each tenant will sign a lease and will have all of the rights and responsibilities of tenants. VOALA staff will work with tenants, as part of the development of the Individualized Services Plan and ongoing service provision, to help tenants understand their rights and responsibilities and provide assistance in abiding by the lease and paying rent and other bills on time. Legal Aid and/or Mental Health Advocacy Services will provide workshops and legal assistance, if necessary, in the area of tenant rights and responsibilities.

With the express permission of each tenant, copies of all notices that have tenancy repercussions will be given to the VOALA staff. This affords services staff time to work with the tenant and thus avoid eviction. In addition, site staff (both services and property management) is expected to discuss at-risk tenancies during regular site staff meetings. This allows for proactive measures before it becomes too late to save the tenancy.

For tenants, ACOF has a five step grievance procedure that is implemented at all its buildings regardless of property management company or service provider to promptly

address concerns raised by tenants and to ensure consistency in process related to management response.

In addition to the processes and procedures detailed above, ACOF strives to inculcate ACOF's mission and operational philosophy by conducting quarterly trainings that involve asset management, property management and residential services staff (both ACOF and third party). These trainings are focused on issues and procedures that affect tenants as well as team building, skills improvement, inter-departmental (services and property management) collaboration, and specific workshops aimed at improving service provision in a larger sense to the special needs households in ACOF buildings. The trainings are also an opportunity for management staff to hear what works and what needs fine-tuning directly from site staff.

- 10. If proposing to develop Shared Housing units within a Rental Housing Development, describe the plan for developing "house rules" and provide a copy of any rules that may be in place at initial rent-up; (Please label and attach as "House Rules".)**

Not Applicable – Lorena Plaza will not have a Shared Housing component.

Item D.8

Supportive Services Chart (Attachment C)

Item D.8 Supportive Services Chart

List all services to be provided to tenants of Lorena Plaza, including any in-kind services essential to the success of your Supportive Services Plan. Feel free to add additional lines to the Supportive Services Chart table as needed.

Supportive Service	Target Population	Service Provider(s)	Service Location
List each service separately (e.g., case management, mental health services, substance abuse services, etc.)			
Case Management	Homeless/Mentally Ill	Volunteers of America (and non-MHSA units)	On-site
Life Skills	Homeless/Mentally Ill	Volunteers of America	On-site
Transportation Assistance	Homeless/Mentally Ill	Volunteers of America	On-site/Off-site
Mental Health Services	Homeless/Mentally Ill	Volunteers of America and VA	Off-site
Recovery and Wellness Support	Homeless/Mentally Ill	Volunteers of America	On-site/Off-site
Volunteer Services	Homeless/Mentally Ill	Volunteers of America	On-site/Off-site
Substance Abuse Recovery	Homeless/Mentally Ill	Volunteers of America and VA	On-site/Off-site
Educational Services	Homeless/Mentally Ill	Volunteers of America	On-site/Off-site
Domestic Violence Prevention and Treatment	Homeless/Mentally Ill	Volunteers of America and SCADP	On-site/Off-site
Peer and Self Help Support	Homeless/Mentally Ill	Volunteers of America	On-site
Vocational/Employment Services	Homeless/Mentally Ill	Volunteers of America	On-site/Off-site Assistance
Benefits Advocacy	Homeless/Mentally Ill	Volunteers of America	accessing public transportation and van transportation will be provided as needed by Volunteers of America.
Legal Services	Homeless/Mentally Ill	Volunteers of America and Inner City Law	
Health Care	Homeless/Mentally Ill	Volunteers of America	

Item D.9

Design Consideration for Meeting the Needs of the MHSA Tenants

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

The design of Lorena Plaza effectively considers the needs of MHSA tenants and low-income households that will reside there. The property will be secure well lit, gated, and have surveillance cameras installed throughout the site for added security. A tranquil environment will be provided through landscaping and gardens.

The project's community room will be where tenants can socialize with others or have group classes or meetings. The computer lab and community room will be utilized as classrooms for group skills classes in order to maintain the tenant's independent skills curriculum, if they are inclined. Residential services coordinators offices and a property management office will also be located in the community room. The private offices allow for one-on-one meeting between service coordinators and other clinical services staff with tenants in a confidential setting.

The units available to the MHSA eligible tenants will be 1 one-bedroom and 11 two-bedroom units. The remaining one-bedroom units will be for the non-MHSA tenants, but will have the same design. Each unit will be well-equipped with a full kitchen with energy efficient refrigerator, stove/oven, sink, and storage cabinets, with an adjacent dining area. All units will be ADA accessible,