



**Section D: Supportive Services Plan  
Instructions**

1. Submit the MHSa Supportive Services Information, Section D, Items D.1 through D.16, as listed on Enclosure 1, Application Index & Checklist.
2. Enter required information into the yellow box marked "Response".
3. **Items D1 through D9 must be circulated for public comment and local review for 30 days prior to submission of your MHSa application to CalHFA and State DMH for review.**



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

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

**NOTE:** This will need to be updated to describe each identified Shared Housing projects funding allocation when you are developing multiple Shared Housing projects.

**SHARED HOUSING DEVELOPMENT SUMMARY FORM**

County Mental Health Department: Tri-City Mental Health Authority

Name of Development: Cedar Springs Apartments

Site Address: 1251 Palomares Avenue

City: La Verne State: CA Zip: 91750

Development Sponsor: AMCAL Multi-Housing , Inc. /David and Margaret Home, Inc.

Development Developer: AMCAL Enterprises, Inc.

Primary Service Provider: Tri-City Mental Health Authority

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 (bedrooms):	36	Total Number of MHSA Units (bedrooms):	8
Total Cost of Development:	\$11,367,940	Amount of MHSA Funds Requested:	\$800,000
		Capital:	\$800,000
		Capitalized Operating Subsidies:	\$

Other Rental Subsidy Sources (if applicable): \_\_\_\_\_  
Other Financing Sources (if applicable): \_\_\_\_\_

Target Population (please check all that apply):

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



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County Name and Title:

Jesse Duff, Executive Director

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Phone/Email:

909-623-6131

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Sponsor/Developer Name and Title:

AMCAL Enterprises, Inc.

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Phone/Email:

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Sponsor/Developer Signature/Date:

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**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;
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 development financing.

**NOTE:** This will need to be updated to describe each identified Shared Housing projects funding allocation when you are developing multiple Shared Housing projects.

**Response:**

Cedar Springs Apartments will be a new construction project of 36-unit low income rental apartment complex located at 1251 Palomares Avenue in La Verne. For the TCMHA project, eight units will be set aside for MHSa eligible tenants. For a quick reference to services, providers and location, please see Attachment C.

Tri-City Mental Health Authority (TCMHA) operates on the premise that integrated supportive services combined with permanent supportive housing is the most effective way to reduce homelessness, promote wellness, build resilience and support recovery among people who are homeless living with disabilities including mental illness. This 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, mental health and substance abuse services, physical health services, as well as occupational and employment services.

The target populations for the TCMHA portion of the Cedars Springs Apartments project are MHSa eligible transitional-aged youth (TAY) and children as defined by the MHSa program definitions. The project will dedicate up to 5, one-bedroom units of supportive housing to TAY individuals and a minimum of 3, two-bedroom units of supportive housing to children or TAY living with their families that are homeless or at risk of homelessness, are between the ages of 5 and 25 upon move-in, and have been diagnosed with serious emotional disturbance or a severe and persistent mental illness. In addition, the individual TAY and families will have an income at or below 30% of AMI. The population will have a variety of special needs that may include money management, educational/vocational assistance and employment referrals, physical health needs, medical and dental care referrals, substance abuse treatment, and social and recreational services, in addition to mental health treatment.

The entire Cedar Springs Apartments project will consist of three two-story residential structures with a total of 20 one-bedroom units, 8 two-bedroom units, and 8 three-bedroom units. There will also be a large community building. The development will be adjacent to the David & Margaret Home, Inc.



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campus but will be appropriately separated with a decorative wrought iron fence to ensure the residents' safety as well as to allow the residents to be separate from the strict residential treatment program on that campus. The housing within the project meets the needs of the tenants by providing a high quality, independent living environment in combination with a community space for socializing if desired. In addition to the up to 8 TAY/family MHSa units for TCMHA, there will be 10 additional units for MHSa eligible TAY funded by LA County Department of Mental Health, 10 for homeless TAY, and up to 8 units for other low income households (no age restrictions). There will be one two-bedroom Manager unit. The combination of units is intended to create a normalized living community. The community room will have separate offices for the property management company and the social services staff in addition to a computer room, small kitchen area, and central laundry. Property management, which is located on-site, will be quick to respond to any tenant concerns or crises. Services for the TCMHA MHSa eligible tenants will be primarily provided within the client's apartments, in the community building, or through off-site appointments. Space in the community building will be able to be reserved for any tenant or social services staff, for private appointments.

TCMHA will be the primary service provider for those up to age 25 (and their families if living in a family unit) in the 8 apartments funded by TCMHA in this project. TCMHA has provided supportive services for children and TAY for over 50 years. TAY and the children involved in TCMHA treatment programs are all residents of the tri-cities area (Claremont, La Verne, Pomona), are diagnosed with severe emotional disturbance or severe and persistent mental illness, and have serious impairment in one or more areas of life functioning. Services include, but are not limited to:

- Individual, family and group therapy
- Psychiatric services and medication support
- Physical health promotion and prevention services
- Referrals for substance abuse treatment, primary and specialty medical and dental care
- Career development workshops consisting of educational planning, financial aid workshops, interviewing skills, basic computer skills, resume writing, resources for job placement
- Workshops and resources to help with financial literacy, money management skills, building good credit and opening/managing bank accounts
- Programs to assist in developing healthy social relationships
- Trained staff available 24/7
- Crisis intervention services
- Referrals to other supportive services including social services and benefits programs

David and Margaret Home, Inc., DBA David & Margaret Youth and Family Services (D & M), or an affiliate, will serve as the Managing General Partner of the Borrower entity and as co-developer.

AMCAL Multi-Housing, Inc. will serve as Administration General Partner of the Borrower and as co-developer. AMCAL has developed and financed over 3, 400 affordable housing units at a cost of approximately \$600 million. Projects include infill and rural developments, master planned communities, mixed use and special needs housing.

The entire Cedar Springs Apartments will be financed with a combination of 9% low income housing tax credit equity, a construction loan, a long term residual receipts MHP Homeless Youth loan from the State, and a long term residual receipts City of Industry loan from the County of Los Angeles, and a \$1,000,000 long term residual receipts loan from the MHSa program for LA County, and an \$800,000 long term residual receipts loan from the MHSa program for TCMHA. Additionally,



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project site will be transferred to the project by David and Margaret Home, Inc. via a ground lease for its capitalized value. There will also be a deferred developer fee.



**Item D.3 Consistency with the Three-Year Program and Expenditure Plan**

Describe how the proposed housing development is consistent with the sponsoring county mental health department's approved Three-Year Program and Expenditure Plan. Provide specific information regarding how the development meets the priorities and goals identified in the Three-Year Program and Expenditure Plan.

**Response:**

The proposed TCMHA/Cedar Springs Apartment project is consistent with the Mental Health Services Act (MHSa) Community Services and Supports Plan (CSS) in its objectives, planning, design, social services, and targeted populations. The project will focus on providing supportive housing which is permanent supportive housing coupled with services, which are described in subsequent sections. Services are designed and implemented to be: accessible, community-based, client-centered, culturally competent and encompass a team-based, 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. The project provides a customized mix of services provided by TCMHA, D & M, and other local area non-profits. The project targets TAY and children with mental illness and their families who have severe emotional disturbance or mental illness and are homeless/at risk of homelessness, both of which are targeted populations. This project will directly address identified and desired outcomes including, but not limited to: decreased days of homelessness and/or in emergency shelters/transitional housing, increased number of days in permanent housing, increased access to benefits and mental health and substance abuse treatment, increased physical health stability and specifically for the TAY mentally ill and homeless population increased access to educational and vocational opportunities.



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

Describe the MHSa Shared 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:**

The target populations for the TCMHA Cedar Springs Apartment project are MHSa eligible transitional-aged youth (TAY) and children as defined by the MHSa program definitions. The project will dedicate up to 5, one-bedroom units of supportive housing to TAY individuals and a minimum of 3, two-bedroom units of supportive housing to children or TAY living with their families that: are homeless/at risk of homelessness, are between the ages of 5 and 25 on move-in, and have been diagnosed with serious emotional disturbance or a severe and persistent mental illness. In addition, the individual TAY and families will have an income at or below 30% of AMI. The population will have a variety of special needs that may include money management, educational/vocational assistance and employment referrals, physical health needs, medical and dental care referrals, substance abuse treatment, and social and recreational services, in addition to mental health treatment.





**Item D.5 Tenant Eligibility Certification**

The county mental health department is responsible for certifying the eligibility of individuals, applying for tenancy in an MHSA unit, for compliance with the target population criteria. Submit a narrative description of the following:

1. How an individual applies to the county to become certified as eligible for an MHSA unit;
2. How certification of eligibility will be documented, provided to the individual applicant, and maintained by the county; and,
3. How certification of eligibility will be provided to the property manager/development.

**Response:**

TCMHA will certify that the applicant (in the case of the up to 5 TAY units) or at least one member of the family (in the case of the 3 family units) is a TCMHA or other Los Angeles County Department of Mental Health Provider client with a Single-Fixed Point of Responsibility (SFPR) Coordinator.



**Item D.6 Tenant Selection Plan**

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

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

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

**Response:**

Tenant selection will be consistent with the MHSa Community Services and Supports Plan (CSS) guidelines. Tenants for TCMHA portion of the project will be referred by TCMHA staff and/or other LA DMH-contracted providers who serve those who live in the TCMHA catchment area of Claremont, La Verne or Pomona. This project will directly address the desired outcomes of the MHSa-CSS 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 population of homeless/ at-risk for homelessness persons with mental illness. The up to 5 TAY and minimum 3 family housing units will be restricted by MHSa regulations. For the 5 TAY units, persons need to be between the ages of 18 and 25, homeless or at risk for homelessness and be eligible for MHSa services. For the family units, the family must be either homeless or at risk of homelessness with at least one family member who is between the ages of 5-25 who is eligible for MHSa services. All units in the project will be available to eligible households with income at 30% of AMI.

All eligible applicants will need to assure the property management firm that , with assistance from the applicant's case manager/Single Point of Fixed Responsibility (SFPR) they will: 1) be capable of living under the terms of the lease; and 2) be able to pay the rent on time. TCMHA will certify that the applicant is or has a family member who is a TCMHA or LADMH-contracted provider client with an SFPR.

Referrals will be taken from TCMHA or other local area LADMH-contracted service providers after the applicants have been certified as MHSa-eligible with an SFPR.



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All units in the Cedar Springs development will be marketed through advertisements in local newspapers, which will describe the purposes of the property and eligible income levels. The MHSa units under the TCMHA portion of the project will be marketed to TCMHA MHSa programs, as well as to LADMH-contracted MHSa providers who serve the three cities' area. Referrals will also be taken from local community based service organizations, homeless service providers in the three cities, and organizations who specifically serve TAY and children and families at risk. Communication with these agencies will occur prior to the initial rent-up period and then on a regular basis thereafter about the availability of units.

The project's affirmative fair housing marketing will be critical and will be in compliance with HUD(24) CFR part 200.620 (a)-(c). Marketing will invite applicants to apply to the waiting list. The initial application will describe the units and the varied targeting requirements of the project. Applicants will mark those criteria that apply to their situation. Qualified applicants will be added to the waiting list based on this initial self-screening.

Current contact information will be requested. People without a current address will be asked to name a third party where they may be notified of a vacancy. The TCMHA housing staff will offer to sit beside the applicant to help them fill out the form. Referring agencies will be trained so that all applicants can complete the application with a person they trust. Applications received before the initial rent-up will be selected for initial occupancy based on receipt date of application and needs of the applicant. A waiting list of up to 30 applicants for the MHSa TAY units and 9 families for the MHSa family units will be created. After the initial rent-up qualified applicants will be added to the list based on the date of receipt of the initial application and the waiting list will be closed after 20 and 6 names, respectively, and reopened when the list gets below 20 and 8 respectively.

A waiting list of eligible prospective tenants will be maintained at all times by TCMHA. Because an applicant's situation will likely change over time, TCMHA staff will use e-mail, phone calls, and postal service to actively work the waiting list by notifying applicants regularly of their position, communicating regularly with both applicants and their third party contacts as to continued eligibility and interest in the housing, and to inform applicants and referring agencies of impending vacancies. Vacancy notifications will be sent to applicants in order of the waiting list and applicants will be given two weeks to respond to the invitation for a housing unit.

Applicants will be removed from the waiting list if any of the following are true: 1) an applicant asks to be removed; 2) an applicant fails three times to respond to requests for information or confirmation of on-going interest; or 3) TCMHA housing staff or the referring agency, after reasonable effort, can no longer locate the applicant.

Once an applicant has been identified as the first person on the waiting list to meet the targeting restrictions of the unit, a full application will be taken. This application will be processed in a supportive and open process. The task of property management is to judge the applicant's ability to: a) pay rent on time; and b) live under the terms of the lease. Property management will do this by doing a credit and criminal background check to screen for violent behavior, reviewing information on the application form, checking with former landlords and meeting with the applicant and any support service staff the applicant may wish to bring for support. If property management has concerns about an applicant's ability to conform to a) or b) above, there will be a conversation about reasonable accommodations on the part of the project or support from the applicant's service providers. The property management



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agency will work with the supportive services staff as required to ensure timely processing of the application review.

The property management company will, after reviewing the application and checking references, in writing: 1) notify the applicant that they have been accepted; or 2) notify the applicant they are accepted under certain conditions (e.g. money management by the support services agency); or 3) notify the tenant that their application has not been accepted for the stated reasons. In the third case, the applicant will be offered the opportunity to discuss the letter with property management and/or appeal the decision to the sponsor's asset manager.

Applications will be processed by the property management staff who will contact the applicant and/or supportive service staff working with the applicant (directly or through the third party contact) and, with the applicant's permission, the referring service provider to schedule an interview. The interview will take place in the vacant unit, and include a property management representative, the applicant, and any supportive persons the applicant may wish to attend the meeting, including representation.

All TCMHA project applicants will be screened for:

Verification that income is at or below 30% of AMI by using the Housing Authority, City of Los Angeles (HACOLA) or equivalent document

Verification of homelessness or at risk of homelessness as defined by the MHSa guidelines

Verification that the applicant or a member of the applicant family is a TCMHA or LADMH-contracted agency client with an SFPR

In addition, to the above, potential tenants for the TCMHA MHSa housing units must also meet the following criteria:

- Submit timely and substantially completed applications(Property management will work closely with the applicant and support services provider to facilitate this.)
- Ordinal position on the waiting list
- Income restrictions as per regulations
- Ability to pay rent each month as determined by property management review of credit information, third-party income verifications, and conversations with supportive services
- A credit and criminal background check will be run on each applicant prior to processing the application. Bad credit must be explained,. Persons must satisfactorily prove income sufficient to pay the rent and have enough for basic expenses
- Ability to get along with his/her/their neighbors and refrain from interfering with the right of quiet enjoyment of others in the community

Applicants judged by property management to be unable to meet the above standards will be notified in writing of the cause of the denial. Given the characteristics of potential tenants for the TCMHA project units, management will remain open to negotiating with the prospective tenant/family and supportive services staff in regards to reasonable accommodations. Applicants eligible for the TCMHA units will be reviewed on a case-by-case basis, and management will work closely with supportive services staff to determine reasonable accommodations.



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If a tenant in one of the TCMHA housing units believes that management has acted so that their rights or status are adversely affected, or if they believe that management has not complied with the terms of the residential lease it entered into with them, then they are entitled to a hearing in accordance with the project's grievance and appeal procedure.

A tenant may request a hearing if they have a complaint about another tenant concerning their health and safety or others' health and safety or if the complaint in reference to the other tenant involves the maintenance and management of the project. If a prospective tenant applied for a TCMHA housing unit and was rejected, they also have the right to request a hearing. At the request of the tenant/applicant, supportive services staff may be present at the hearing.

## Item D.7 Supportive Services Plan

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

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

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



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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. Describe the plan for developing "house rules" and **provide a copy of any rules** that may be in place at initial rent-up; (**Please label and attach as "House Rules"**).

### Response:

The TCMHA project will dedicate up to 5, one-bedroom units of supportive housing to TAY individuals and a minimum of 3, two-bedroom units of supportive housing to children or TAY living with their families. Therefore, the supportive services offered by TCMHA will be provided to support up to 13 individual MHSa clients and their families. The targeted population for this project will have a variety of special needs that may include money management, educational/vocational assistance and employment referrals, physical health needs, medical and dental care referrals, substance abuse treatment, and social and recreational services, in addition to mental health treatment.

TCMHA operates on the premise that integrated supportive services combined with permanent affordable housing is the most effective way to reduce homelessness, promote wellness, build resilience and support recovery among people who are homeless and living with disabilities, including mental illness. This 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, mental health services, linkage and referral to primary and specialty medical care and substance abuse treatment, as well as educational, occupational and employment services.

TCMHA will be the primary service provider for those up to age 25 (and their families if living in a family unit) in the 8 apartments funded by TCMHA in this project. TCMHA has provided supportive services for children and TAY for over 50 years. Additionally, TCMHA has provided MHSa services to children and TAY for the past 2 years. TAY and the children involved in TCMHA MHSa programs are all residents of the tri-cities area (Claremont, La Verne, Pomona), are diagnosed with severe emotional disturbance or severe and persistent mental illness, and have serious impairment in one or more areas of life functioning. Services include, but are not limited to:

- Individual, family and group therapy
- Psychiatric services and medication support
- Physical health promotion and prevention services
- Referrals for substance abuse treatment, primary and specialty medical and dental care
- Career development workshops consisting of educational planning, financial aid - workshops, interviewing skills, basic computer skills, resume writing, resources for job placement
- Workshops and resources to help with financial literacy, money management skills, building good credit and opening/managing bank accounts
- Programs to assist in developing healthy social relationships
- Trained staff available 24/7
- Crisis intervention services
- Referrals to other supportive services including social services and benefits programs
- TAY Peer-to Peer counseling services





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There will be a community building on-site where the TCMHA-unit tenants will be able to receive and/or access available supportive services and programs. Off-site TCMHA supportive services including psychiatric support and some support groups/workshops/trainings will be available at the TCMHA outpatient clinics and the TCMHA Wellness Center. TCMHA-unit tenants who are enrolled in the TCMHA Full-Service Partnership program will have a team of staff including a therapist, a rehabilitation specialist/case manager, a psychiatrist and licensed psychiatric technician who will provide a minimum of twice weekly contacts. Tenants will receive individual/family therapy, rehabilitation skills development, and psychiatric services/medication support as needed. TCMHA Wellness Center Staff will also provide TCMHA-unit tenants with regular groups and workshops on-site in the Cedar Springs Apartments community building.

In addition to providing TCMHA-unit tenants with the formal and informal supportive services listed above, TCMHA will employ a Housing Program Team to work on-site with these tenants to promote housing success and stability. This Housing Team will be responsible to orient the tenants to the apartments' services, conduct comprehensive needs assessments of all new tenants within the first week of occupancy, provide each tenant education/training on how to be a successful tenant, oversee and assist with a tenant support group, help tenants access desired services, conduct at least twice monthly contact with tenants in their units to insure units are being maintained up to lease standards, respond to tenant grievances, be liaison between tenants and property management, and will also interface with community partners and other TCMHA staff to assist tenants and their families with personal growth and goal setting. At least two of the three members of the Housing Team will be bilingual/bicultural in Spanish. If there is a need for translation in a language that we do not have staff available, we will access the AT & T Language Line Services to help facilitate communication. We will continue to provide staff training for all staff in providing culturally competent supportive services in order to appropriately meet the needs of all clients.

A member of the Housing Team will meet with all new TCMHA-unit tenants within one week of their move-in to conduct a comprehensive needs assessment which will include what services they have received in the past, what their goals are, and what services they will need to achieve those goals. This will all be coordinated with the tenant's Single Fixed Point of Responsibility (SFPR) to ensure that the most accurate information is obtained. The assessment will measure educational accomplishments and needs, employment skills and needs, as well as medical, mental health and independent living skills needs. When necessary, referrals will be made to other providers to help assess the tenant's needs in any of the areas listed. Of course, all referrals, the gathering of information, and the development of the assessment will be voluntary, tenant-driven, not a condition of tenancy, and designed to meet the individual's/family's needs and goals. A member of the Housing Team will continue to work with the tenant on an on-going basis in order to ensure that the established services are successful or changed/modified to those that would be more helpful. This Housing Team member will coordinate and facilitate regular meetings with the supportive services staff, property management and other community partners to monitor the tenant's progress in receiving/accessing services and achieving their goals.

The services mentioned above are critical to the TCMHA tenant's ability to maintain housing, better manage the symptoms of their illness, and become more independent and self-sufficient. These services will help them address transitional issues as they establish themselves in a new place, connect with mental health and other services in the area that will give them a comfort level that they can access needed services when necessary, and help them either establish a plan for success in education or employment or continue with the plan they have. In addition to ensuring the availability of these supportive services to the tenants, facilitating the development of a positive supportive community is one





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the primary duties of the Housing Program Team. The program will include a tenant support group that will meet weekly in the community center of the apartments and will assist the tenants in working through challenging experiences they are having, provide support for each other in achieving their goals and provide avenues for making positive changes to the program. Other topics will be determined by the needs/desire of the group.

In conjunction with the TCMHA Wellness Center, the housing program supportive services will include a wide range of on-site on-going peer support/consumer run groups and workshop opportunities. These groups and workshop activities will be focused on promoting wellness, recovery and resiliency. The schedule of groups and workshops will vary throughout the year to best meet the needs and interests of the TCMHA-unit tenants. The tenants will be actively engaged in determining what workshops are offered and strongly encouraged to participate in their implementation. The aim is to develop a healthy supportive community within the building, foster a sense of ownership, and develop leadership among the tenants. By participating in the design and delivery of the workshops and services, and through working closely with peers and consumers who themselves are successfully navigating a life in recovery and wellness, tenants are able to work together, develop self-confidence and draw on their own strengths and capacities.

Engaging the TCMHA-unit tenants in the program's supportive services and community life begins even before the first day of occupancy. Prior to their arrival, prospective tenants will be mailed, delivered, or pick up information about the housing project and the sense of community that has been developed there. At move-in, each new tenant (family) will be met by a member of the Housing Program Team to welcome them and briefly inform them of the program and some of the services available; an appointment within the next week will be made to have a more detailed discussion about the program and services available and to conduct the initial comprehensive needs assessment. During that assessment appointment, the Housing Team member will clearly and in more detail explain what services are available that apply to that particular tenant and find out which ones the tenant is most interested in. Following the assessment, the Housing Team member will arrange for the tenant to participate in a time-limited training on the expectations of good tenancy and the development of skills and knowledge to assist tenants in being able to maintain stable housing. A Housing Team member will also meet at least twice a month with tenants in their units to insure that the unit is functioning and being maintained in accordance with the lease agreement.

All TCMHA-unit tenants will have an SFPR and therefore will have a supportive services provider to respond to their mental health needs, challenges, and crises 24/7. The Cedar Springs Apartments will also have a on-site, resident property manager unit. All tenants will also be given the following contacts information: 911 services for dangerous and life threatening needs; access to local hospital emergency rooms; after hours access to TCMHA.

TAY tenants have very unique needs and the supportive services staff and housing program team members will work diligently to proactively address those needs. These may include feelings of independence, isolation, wanting to do things on their own, not feeling as prepared as they should, being on their own for the first time and maybe, for the first time, having sole responsibility for something (ie., maintaining their own apartment). These issues will be addressed in the comprehensive needs assessment conducted by the Housing Team member and in on-going coordination with the Housing Team and the other supportive services staff and the tenant. The Housing Team member will also ensure that each TAY tenant gets introduced to other TAY tenants in the complex and will encourage them to attend the tenant support group. Aside from formal services they may be receiving, the Housing Team member may refer



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the TAY to the TCMHA TAY Peer-to-Peer Counseling Program should the TAY desire more connection and contact with those his/her own age.

Prior to a tenant aging out of the TAY service delivery system, a Housing Team member will coordinate the development of a housing transition plan with the tenant, the primary mental health service provider, TCMHA, and other members of the tenant's support system. The purpose of the planning process will be to develop a housing transition plan based on the tenant's long term housing goal(s) and assessment and on-going evaluation by the primary service provider, and on-site services staff. The housing transition plan will be in concert with the tenant's transfer from the TAY to the Adult Services delivery system. This transition plan will include every effort to transfer the client from TAY to Adult-eligible permanent supportive housing, if required. This planning process will be initiated thirty days after each tenant's 25<sup>th</sup> birthday with a minimum of three quarterly meetings thereafter with the aforementioned parties. The quarterly meetings will be used to assess and re-evaluate the housing goal(s) to determine if the goal(s) should be amended or eliminated. During the final quarter the parties will meet at least monthly or as needed to ensure the housing transition plan is fully implemented as close as possible to the tenant's 26<sup>th</sup> birthday.

At the beginning of the TCMHA-units being occupied, the Housing Team will have communication at least once a week and on an "as needed" basis with the property management and the David and Margaret staff on-site Service Coordinator; and at least every other week and on an "as needed" basis with the designated service provider partners, which includes TCMHA mental health services and Wellness Center staff. Once it is determined that all partners are working well together, communication will be reduced to less frequently, but maintained on a regular basis.

A member of the TCMHA Housing Program team will be the point person to coordinate the communication between the SFPR, the service providers, the project development partners, and the property management company. The Housing Program team is also the main contact for each tenant in helping resolve any issues that arise where a tenant feels they are not being treated fairly, are not receiving the services expected or in the way expected, do not understand what is happening, or have a concern they feel is not being adequately/promptly addressed. If the Housing Team or its members are the concern, the tenant may contact the TCMHA MHSa Manager.

Every effort will be made to facilitate the achievement of consensus among property management, service providers and the project sponsors on decisions affecting tenants. The property management team and TCMHA Housing Team will meet regularly to discuss tenant/building issues. Concerns between tenants and the service provider/property management/project sponsors can also be raised and addressed in the tenant support group meetings. These efforts will help 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 sponsor and the property manager, and service providers. All TCMHA clients will be advised of their rights under the Patients Rights and Grievance Process, through their SFPR.

On-going efforts will be made to ensure that communication between all service providers, the project sponsor, and the property management team remains open and positive in helping the tenants understand all program guidelines, feel respected and cared for, and capable of fulfilling their individualized assessment goals. Release of Protected Health Information forms will be presented to each client for signature in order to allow for sharing of necessary information between service provider, project sponsor, an property management staff. When urgent tenant issues arise, service provider staff an



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property management will either set up a telephone conference or meet promptly to discuss the issue and develop a solution with the tenant.



**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.

(Indicate the primary service provider, i.e., entity responsible for providing services to the tenants of the MHSa Housing Program units, and for overall implementation of the Supportive Services Plan, including coordination between multiple service providers where applicable.)

**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.

(Indicate the primary service provider, i.e., entity responsible for providing services to the tenants of the MHSa Housing Program units, and for overall implementation of the Supportive Services Plan, including coordination between multiple service providers where applicable.)

**Supportive Services Chart**

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

Supportive Service		Target Population	Service Provider(s)	Service Location
List each service separately (e.g., case management, mental health services, substance abuse services, etc.)		Name the target population(s) that will be receiving the supportive service listed.	List the name of the proposed service provider.	Indicate where the service is to be provided - onsite or offsite. For offsite services, indicate the means by which residents will access the service.
1	Mental Health Services	TAY and Children (and their families as applicable)	TCMHA and DMH-contracted providers who provide services to residents of the 3 cities	Provided on-site and accessible via public transportation
2	Vocational and Employment Services	TAY and Children (and family members as applicable)	TCMHA Wellness Center	Provided on-site and accessible via public transportation
3	Life Skills Training	TAY and Children (and their families as applicable)	TCMHA	Provided on-site
4	Social/Recreational Activities	TAY and Children (and their families as applicable)	TCMHA Wellness Center	Provided on-site
5	Case Management	TAY and Children (and their families as applicable)	TCMHA (project sponsor)	Provided on-site
6	Access to Basic Services	TAY and Children (and their families as applicable)	TCMHA Navigators Program	Provided on-site
7				
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<b>Primary Service Provider:</b>	Tri-City Mental Health Authority
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(Indicate the primary service provider, i.e., entity responsible for providing services to the tenants of the MHSa Housing Program units, and for overall implementation of the Supportive Services Plan, including coordination between multiple service providers where applicable.)

### Item D.9 Design Considerations for Meeting the Needs of the MHSA 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 MHSA units will be designed to provide appropriate accommodations for physically disabled MHSA tenants, if appropriate.

**NOTE:** This will need to be updated to describe each identified Shared Housing projects funding allocation when you are developing multiple Shared Housing projects.

**Response:** The project was designed to look and feel like a typical market rate apartment complex in order for the Transition Age Youth population to feel that they were truly living independently. The majority of the unit sizes are one-bedroom so that youth, who may have had a lifetime of sharing, could have privacy within a small community. Other design considerations include universal design features for any youth that may be physically disabled, as well as the required number of ADA accessible units. On-site laundry and a small tot-lot are also provided. The project's community building will be where the TAY, children, and families can socialize with other residents or friends in the TV room, kitchen or computer lab. The computer lab and TV room will be utilized as classrooms for group skills classes in order to maintain the tenant's independent skills curriculum, if they are inclined. There will be two offices for the supportive services staff to provide services on-site as well as a small leasing office for the property management company.

The units available to the MHSA eligible tenants will be 5 of 20 one-bedroom units with 794 square feet and 3 of the 8 two-bedroom units with 890 square feet. The units for MHSA and non-MHSA are the same layout and design. Each unit has a full kitchen with refrigeration, stove/oven, dishwasher, sink and storage cabinets, with an adjacent dining area. The one and two bedroom units have one bathroom with a tub/shower combination, sink with storage, and a toilet. The bedrooms are adequate size with at least one window. Each bedroom has a closet. All units are accessed from the exterior of the building.

This project is not utilizing the shared housing model. In the TCMHA portion of this project, the two-bedroom units will be available for MHSA eligible TAY and children living with their families; the other two-bedroom units will be available for MHSA eligible TAY with children of their own. Only one TAY will occupy each one-bedroom unit for MHSA eligible tenants.



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