

# **SAN BENITO COUNTY BEHAVIORAL HEALTH**

## **Mental Health Services Act Update – Housing Program Application Section D – Supportive Services Fiscal Year 2013/2014**

**POSTED**

**May 5, 2014 – June 3, 2014**

This MHSa Update – Housing Program Application (*Section D, Supportive Services, Items D.1 - D.9*) is available for public review and comment from May 5, 2014 through June 3, 2014. We welcome your feedback.

**Comments or Questions? Please contact:**

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MHSa FY 13/14 Update – Housing Program Application

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*Thank you!*

**Section D: Supportive Services Plan  
Instructions**

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

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

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

## Item D.2 Development Description

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

1. Name and location of the proposed housing development;
2. Service goals of the development;
3. Characteristics of tenants to be served;
4. Type of housing to be provided (new construction or acquisition/rehab.);
5. How the building(s) in which housing and services will be provided will meet the housing and service needs of the 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.)

### Response:

1. Name and location of the proposed development. The location of the SBCBH Residential Apartments is 890 Buena Vista Road, Hollister, CA. This apartment complex has a total of 80 units. There will be three (3) one-bedroom apartments and one (1) two-bedroom apartment dedicated to for SBCBH clients through the MHSA program. The apartments are conveniently located and within a mile of the adult wellness center (Esperanza). The official name of the program is the Buena Vista Apartments.”
2. Primary service goals. The goals of the SBCBH MHSA Housing Program are to support the tenants to stay in stable, safe housing in our community. The values of this program include tenant choice, voluntary services, and offering support for “whatever it takes” to help tenants remain stable in their independent living environment. In addition, services will be available to help them develop the daily living skills to be successful in their choice of living situations. These apartments are considered to be “permanent” housing; the individual may live in his/her unit for as long as desired.
3. Characteristics of the MHSA Housing Program tenants. Our target population includes adult clients (ages 18 years and older), males and females, who meet the following criteria:
  - Has a Mental Health diagnosis;
  - Has a high Medical Necessity score;
  - Meets current Full Service Partnership (FSP) eligibility requirements by having a serious mental illness and are at risk of homelessness; persons who were FSP clients in the past are also eligible
  - Is moving out of a higher level of care and/or is at risk of higher levels of care (board and care, IMD);
  - Is able to live independently with some case management support;
  - Is currently isolated with a limited support network; and

- May have a physical health condition(s), history of homelessness, and/or some substance use, but persons whose addiction leads to police interactions will be cautiously considered.
- An individual may also require access to a unit which is ADA compliant.

Priority will be given to adult clients who are enrolled in the FSP program. If vacancies cannot be filled with FSP clients, the units will be made available to other certified eligible consumers. Occupancy will be limited to those who meet the MHSA Housing Program guidelines.

4. Type of housing. The Buena Vista Apartments meet the criteria for Rental Housing.
5. Building location, type, layout, features, etc. The Buena Vista Apartments are located near downtown Hollister, at 890 Buena Vista Road. There is ample parking at the complex. The Buena Vista Apartments will be an 80 unit complex. There will be three (3) one-bedroom units, and one (1) two-bedroom unit reserved for SBCBH clients. Each unit has a separate, locked entrance, with separate utilities.
6. Primary service provider and property manager. The primary service provider is SBCBH. The property manager is CHISPA Housing Management, Inc.
7. Summary of the development financing. Anticipated development financing will include HOME funding from the California Department of Housing and Community Development, 4% Low Income Housing Tax Credits, and Tax Exempt Bonds.

**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:**

In the CSS Program and Expenditure Plan, stakeholders and the SBCBH Management Team fully support the development of housing for persons with a serious mental illness. The identified criteria for supportive housing to be adults who are eligible for the Full Service Partnership (FSP) program. These individuals (ages 18 years and older) have a serious mental illness, including adults with a co-occurring substance use disorder and/or health condition, and meet one of the situational characteristics outlined below (A or B).

A. Adults not currently served and meet one or more of the following criteria:

- Admitted to a psychiatric hospital or emergency room in the past two years, or are at risk of hospitalization,
- Involved in the criminal justice system in the past year and/or are at risk of being involved in the criminal justice system (including adults with child protection issues), and/or
- Homeless or at risk of homelessness.

B. Adults who are so underserved that they are at risk of:

- Psychiatric hospitalization,
- Involvement in the criminal justice system, and/or
- Homelessness.

The Transition Age Youth (TAY) program and the Adult Services program deliver services to the FSP population, depending upon the age of the client. Persons who are 18-25 years are typically served by the TAY team. Persons who are 26 years and older are served by the Adult Services Team. Staff strive to eliminate barriers to the Hispanic community. San Benito County's population is 60% Hispanic, 30% Caucasian, and 10% other race/ethnicity groups.

The SBC MHSA Housing Program is consistent with the FSP target population and will meet the priorities and goals of the CSS Plan. The TAY Team, the Adult Services Team, and staff working at Esperanza, will provide wraparound services to the tenants in the Buena Vista Apartments, using a "whatever it takes" approach to help clients maintain their living situation.

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

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

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

**Response:**

1. Age group and eligibility criteria. The Buena Vista Apartments target population includes adult and Transition Age Youth (TAY) clients (ages 18 years and older), males and females, who meet the following criteria:
  - Has a Mental Health diagnosis;
  - Has a high Medical Necessity score;
  - Meets current eligibility requirements by having a serious mental illness and are at risk of homelessness; persons who were FSP clients in the past are also eligible;
  - Is moving out of a higher level of care and/or is at risk of higher levels of care (board and care, IMD);
  - Is able to live independently with some case management support;
  - Is currently isolated with a limited support network;
  - May have a physical health condition(s), history of homelessness, and/or some substance use, but persons whose addiction leads to police interactions will be cautiously considered; and
  - An individual may require access to a unit which is ADA compliant.

Priority will be given to adult clients who are enrolled in the FSP program. If vacancies cannot be filled with FSP clients, the units will be made available to other certified eligible consumers. Occupancy will be limited to those who meet the MHSA Housing Program guidelines.

2. Income level. The target income level of the Buena Vista Apartments tenants will be 200% of poverty level (as adjusted by household size).
3. Special needs. The special needs of the target population will be individuals at risk of homelessness, will have a serious mental illness, and may also have physical and/or chronic illnesses and co-occurring disorders.

**Item D.5 Tenant Eligibility Certification**

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

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

**Response:**

1. Application process. The San Benito County Behavioral Health (SBCBH) Housing Coordinator will review applications to the Buena Vista Apartments and manage the priority list for successful applicants. The client, with assistance from a case manager as needed, will complete a housing application form. This completed form will be submitted to the Housing Coordinator for initial review and determination of overall qualifications of the individual (with an understanding of the person's history).
2. Certification of eligibility. The completed application will be submitted to the Housing Coordinator for review and approval. Incomplete applications will be returned for additional information. Once approved, the Housing Coordinator will determine the initial priority ranking, based on the individual's medical necessity score and risk factors. The priority list will be used as vacancies become available at the apartment complex. The Appeals Process will follow the SBCBH Grievance Process, with written reviews and timelines. At least one unit will meet ADA regulations. The Housing Coordinator, in collaboration with the SBCBH Management Team, will maintain the eligibility list.
3. Notice of Vacancy. Tenants are required to give 30 days notice for moving out of the apartments. Upon notice of a vacancy, the Housing Coordinator, or designee, will review the list and identify one, or more, persons to be considered for placement in the vacant apartment.



### Item D.6 Tenant Selection Plan

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

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

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

#### Response:

1. Referrals. The SBCBH Housing Program will accept referrals from all partner agencies, community-based organizations, and individual self-referrals. Individuals who contact the Buena Vista Apartments facility directly will be referred to the SBCBH Housing Coordinator. All referrals will be screened for eligibility and certification by the Housing Coordinator.
2. Application Process. An interested applicant may apply through the SBCBH Housing Program. Initial Applications are available at the clinic office and the Esperanza Center. SBCBH staff will be available to assist applicants in completing the Initial Application, if desired. In addition, staff will be available to transport and accompany clients to interview appointments, if necessary.

Once the SBCBH Housing Coordinator has received an Initial Application, he/she will assess the applicant's eligibility by determining if he/she meets the Program's target population criteria. Documentation of the determination of an applicant's eligibility will be retained by SBCBH. Applicants will be notified of the eligibility decision within 30 days of receipt of his/her application.

3. Priority List. Applications to the Buena Vista Apartments will be processed on a first-come, first-served basis. A priority list of interested applicants will be maintained by the Housing Coordinator. When an existing tenant at the Buena Vista Apartments provides a thirty-day notice of pending departure, the Housing Coordinator will identify an individual with the highest priority for placement in the complex; notify the individual (and property management) with the highest priority on the priority list of a potential vacancy. The Housing Coordinator will confirm that the individual still meets the eligibility criteria and will discuss the availability of unit to that individual. If the individual declines the unit, the Housing Coordinator will determine the next person on the priority list to be contacted.

4. Screening. Once an individual has been identified as being eligible for the MHSA Housing Program, the applicant will be screened by the Housing Coordinator. This screening will consist of a detailed rental application. Applicants who successfully pass the screening phase will be placed on a priority list maintained by the Housing Coordinator. Additional information such as third-party income verification, review of landlord and/or other references, and collection of verification forms from SBCBH Housing program may be obtained as the final step when a unit becomes available. Individuals will also be required to sign Release of Information forms so that agency staff may exchange information.

SBCBH staff will provide all necessary support during the screening process, including (if desired by the applicant) assisting the applicant to complete the required paperwork and accompanying the applicant during interviews with the Housing Coordinator and/or Property Management. SBCBH staff will offer assistance to individuals throughout the application process. Individuals may request assistance at any time (also described in the Reasonable Accommodation section).

If landlord references are not available, three (3) personal references, other than family members, will be required. Examples of acceptable required references would be a case manager, social workers, teachers, or others involved with the applicant in a professional capacity. Documents shall include as much information as possible regarding living situations over the last three years, the individual's ability to care for the property, pay rent on time, and their potential ability to live in the apartment complex with other residents, in a peaceful manner. A reference check will be conducted to determine that an applicant has:

- Demonstrated an ability to pay rent on time and in full.
  - Followed housing rules and regulations.
  - Maintained his or her residence in a clean and sanitary manner.
  - Maintained his or her residence undamaged.
  - Has never received a notice for lease violation(s)
  - Behaved as a good neighbor and resident.
5. Program Eligibility. Program eligibility will be consistent with MHSA and DHCS regulations and guidelines, which state that participants must be adults with severe mental illness. Under the MHSA Housing Program, the individual must also be homeless or at risk of homelessness. Additional target population criteria is listed under Item D.4.
  6. Notice of Decision. Applicants will be given written notification by the SBCBH Housing Coordinator, or designee, of the determination regarding their eligibility. Applicants that are determined to be eligible will be notified of their eligibility, their priority ranking (if applicable). Applicants that are determined to be ineligible will be notified of this determination in writing. All notices of denial will include information on the right to appeal. If a client does not meet the MHSA Housing Program criteria, a copy of the denial notice will be filed at SBCBH. Whenever an individual's housing status changes, the individual may be eligible to re-apply for this housing opportunity.

7. Fair Housing; Reasonable Accommodations. This Program will comply with all Federal, state, and local fair housing and civil rights laws, as well as with all equal opportunity requirements during marketing, rent, and on-going operations. Specifically, the project is committed to requirements of Title VI of the Civil Rights Act of 1964, Title VIII and Section 3 of the Civil Rights Act of 1968 (as amended by the Community Development Act of 1974), Executive Order 11063, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Fair Housing Amendments of 1988, and legislation which may subsequently be enacted to protect the individual rights of residents, applicants, or staff.

The SBCBH Housing Program will not discriminate against prospective residents on the basis of their race, ethnicity, religion, national origin, age, gender, physical or mental disability, marital status, domestic partner status, ancestry, actual or perceived sexual orientation, gender identity, AIDS, AIDS - related complex, HIV, medical condition, height, weight, political affiliation, or other consideration made unlawful by federal, state or local laws.

The SBCBH Housing Program will not discriminate against prospective residents on the basis of their receipt of, or eligibility for, housing assistance under any Federal, state, or local housing assistance program. While the SBCBH Housing Program will not discriminate against those using Section 8 certificates or vouchers or other rental assistance, applicants with such rental assistance must meet all eligibility requirements. The SBCBH Housing Program will work closely with legal counsel and regulatory agencies to ensure full compliance with all applicable requirements.

## **Tenant Selection Plan**

### **MHSA Housing Program Eligibility – Additional Information**

#### **A. Definitions of Terms**

The following definitions will provide clarification of terminology used in this document.

1. Homelessness. The individual is moving from an emergency shelter or transitional housing, or the individual is currently homeless, as defined below:
  - a) Lacks fixed, regular and adequate nighttime residence;
  - b) Has a nighttime residence that is a publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill);
  - c) Has a nighttime residence that is an institution that provides a temporary residence for individuals intended to be hospitalized; and/or
  - d) Has a nighttime resident that is a public or private place not designed for, or ordinarily used as, a regular sleeping accommodations for human beings.
2. At Risk for Homelessness. The individual is at least 18 years of age and:
  - a) Exiting from the child welfare or juvenile justice systems;
  - b) Discharged from an institutional setting, which includes hospitals and acute psychiatric hospitals/health facilities;
  - c) Currently residing at a skilled nursing facility with a certified special treatment program for

- the mentally ill (STP);
- d) Currently residing at a crisis and transitional residential setting;
  - e) Released from County jail;
  - f) Temporarily living in a Board and Care facility upon discharge from one of the institutional settings cited above;
  - g) Currently receiving SBCBH Mental Health Services and is at imminent risk for homelessness. Imminent risk is defined as individuals or families becoming homeless within 14 days.
3. Adult Target Population Criteria for Mental Illness. Adults (ages 18 years and older) meet both 1) and 2) below.
- a) Adults have at least one of the following diagnoses:
    - 1) Schizophrenia
    - 2) Schizoaffective Disorder
    - 3) Bipolar Disorders
    - 4) Major Depression
    - 5) Psychotic Disorders
    - 6) Co-occurring Disorders (mental illness and substance use diagnoses)
  - b) Adults also meet at least one of the following criteria:
    - 1) Functional impairments due to an untreated or under-treated mental illness that prevents engagement in meaningful activities and inability to remain in housing
    - 2) History of frequent incarceration or psychiatric hospitalizations due to untreated or under-treated illness

## **B. Determination of Eligibility**

Upon receipt of the application for certification, the SBCBH Housing Coordinator will ensure that all required information is complete.

1. Certification of Diagnosis. Eligible applicants for this project must be currently enrolled as an FSP client; or have had a history of FSP designation; therefore, certification of these individuals is not necessary. However, if an applicant is not enrolled as an FSP, the following process will take place by a mental health staff or designee:
  - a) Records of diagnoses from either SBCBH or other mental health service programs will be reviewed to certify diagnosis.
  - b) Completed assessment and diagnosis by a licensed mental health clinician in situations where there is no documented history in available mental health records.
  - c) Accepting a diagnosis provided by a treatment center or institution referring the applicant to the MHSA Housing Program.
2. Certification of Homelessness.
  - a) For homelessness, the SBCBH Housing Coordinator will obtain written verification from staff of the following:
    - 1) A transitional housing facility, emergency shelter, other shelter designed to provide temporary living accommodations for homeless individuals.
    - 2) An acute psychiatric facility which admitted the individual from homelessness.

- 3) A hospital which admitted the individual from homelessness.
  - 4) San Benito County jail which admitted the individual from homelessness.
  - 5) If a homeless applicant is coming directly from the streets or other place not meant for human habitation, the verification may come from outreach staff that has recently assisted the applicant.
  - 6) If unable to obtain third-party verification, the applicant or supportive services program staff may prepare a short statement about the individual's previous living situation for the applicant to sign.
- b) For at-risk-of-homelessness, the SBCBH Housing Coordinator will obtain written verification from staff of the following systems and/or institutions:
- 1) For transitional age youth, those exiting the child welfare or juvenile justice systems
  - 2) Hospitals, including acute psychiatric hospitals, psychiatric health facilities, skilled nursing facilities with a certified special treatment program for the mentally ill, and mental health rehabilitation centers.
  - 3) Crisis and transitional residential settings.
  - 4) San Benito County jail.
  - 5) Residential facilities.
  - 6) Certification from a San Benito County Mental Health staff when the individual and/or family is at imminent risk of homelessness.

The Housing Coordinator will forward a list of eligible applicants to the SBCBH Management Team when a vacancy becomes available. The SBCBH Housing Coordinator will maintain the priority list for all certified MHSA Housing Program applicants. This list shall be maintained according to the procedures outlined below.

#### **Priority List and Notification Letter**

When a unit is available, the Housing Coordinator will review the top three candidates on the priority list. If each of the three individuals meet the eligibility criteria, their names will be submitted for review and assignment. The selected individual will be notified by the SBCBH Housing Coordinator. The notification shall include:

1. The location of the unit available.
2. Notify the applicant of a five working day time period in which to respond to the letter.
3. Inform the applicant that if they accept the offer, they will need to accept the offer in writing. The SBCBH Housing Coordinator will be available to assist the individual in completing the required acceptance paperwork.
4. The SBCBH Housing Coordinator will inform the applicant that if he/she declines the unit, he/she will not lose his/her place on the priority list for units that become available in the future.
5. The SBCBH Housing Coordinator will inform the applicant that if he/she declines a second notice, he/she will be placed at the bottom of the priority list.
6. The SBCBH Housing Coordinator will inform the applicant that if he/she accepts the referral, the SBCBH Housing Coordinator will assist him/her in completing the application process, and will offer transportation and support in finalizing the paperwork. The applicant has the right to accept or decline this and other assistance offered by staff.
7. The SBCBH Housing Coordinator will provide information on Reasonable Accommodation and appeal procedures.

**Item D.7 Supportive Services Plan**

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

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

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

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

**Response:**

1. Anticipated needs of the SBCBH tenants. The primary objective of the SBCBH Housing Supportive Services Plan is to support the tenants in maintaining their housing. The principles of the SBCBH Housing Program are tenant choice, voluntary services, and for staff to do “whatever-it-takes” to help maintain the individuals’ housing. It is anticipated that the needs of the tenants include, but are not limited to, the following:
  - Intake/assessment
  - Service coordination
  - Physical health services
  - Mental health services
  - Medication management
  - Personal service coordination
  - Financial and budget management support
  - Housing retention services
  - Independent livings skills training
  - Assistance in obtaining and maintaining benefits/entitlements
  - Education
  - Employment and/or vocation services
  - Substance abuse education and treatment
  - Transportation
2. Needs assessment for supportive services. Esperanza staff, clinic staff, and the Housing Coordinator will provide what the client needs, based upon the client’s Treatment Plan. In addition, staff will assist and support tenants in maintaining their housing. Services will be client centered and will be based upon a WRAP plan and/or Treatment Plan. A needs assessment for supportive services will include an assessment regarding the tenant’s need for financial support, mental health and physical health services, transportation, employment and/or vocational skills, nutrition, shopping, cooking skills, and other independent living skills. The needs assessment will provide the foundation for supporting the tenant to successfully maintain their housing. The needs assessment for supportive services will be completely separate from the property application process.
3. Available services and supports. Identifying the needs of the client will be imperative to providing a complete range of supportive services. The core mental health services will be provided by SBCBH staff, and may include the full range of outpatient mental health services, including individual and/or group therapy, medication management, case management, and rehabilitation services. Additional support services will be provided by the staff at the

Esperanza Center, and other resources, including Alcohol and Drug services (AOD), transportation services, and physical health care. Assistance in obtaining benefits and linkage to community-based resources will also be available at any time. Services will be coordinated between SBCBH staff, the Housing Coordinator, the client, CHISPA Housing Management, Inc., and other appropriate parties. With the assistance of staff, clients will design individual, strength-based plans to help them achieve positive outcomes.

Linkage to primary care providers is also a high priority for tenants. Case Managers will help coordinate physical health care services, including preventive health services with local Federally Qualified Health Centers (FQHC) and/or other health care providers.

The focus of services that are provided (mental health, AOD, employment, vocational, educational, etc.) will be to assist the individual in retaining housing. Supportive services to assist the individual in identifying the actions or behaviors that may have caused them to lose other housing situations, as well as developing strategies to prevent such actions or behaviors, will be available to the individual.

While services are voluntary, a range of services shall be offered and provided to SBCBH eligible tenants who express a desire for such services. All tenants will be notified of events/groups that are available. For individuals who decline to participate in services, the Housing Coordinator will send information to the individual to notify him/her of activities, groups, meetings, etc. and provide contact information for services. The Housing Coordinator will also check in with CHISPA Housing Management, Inc. at least quarterly to determine if there are any concerns that may need to be addressed.

Services will be available both on- and off-site and the frequency of such services will be determined by client need. However, during the first month, staff will provide weekly check-ins to assist in the transition. In addition, tenants will be encouraged to develop and build a community. Support will be provided by staff and the Housing Coordinator to assist tenants in creating such a community. Examples of such support might be to develop support groups, weekend outings, movie nights, etc. Such activities can take place in both the apartment complex as well as within the larger community.

Tenants will also have access to the Esperanza Center. These wellness center services encourage client-run, client-driven activities. Tenants will be encouraged to participate in activities at the center, to ensure that they have the support and friendship to help them remain stable in their living situation.

4. On-call services. In order to retain tenants and reduce challenges, tenants may utilize the crisis and/or FSP 24/7 lines to obtain support and/or to respond to crisis or other tenant issues that require this level of support.
5. Wellness, recovery, and resiliency principles. Behavioral Health staff will provide frequent opportunities to support the tenants and promote the development of wellness, recovery, and resiliency skills. The staff are well trained and knowledgeable in identifying the challenges that tenants may face when living independently and will work closely with the tenant to



identify creative solutions which allows the tenant to continue his/her recovery and maintain his/her housing.

At the request of the tenant, staff will be available for a range of services that can occur, as needed. Staff will help build a trusting and supportive relationship with the tenants. Staff will make every effort to assist the individual in identifying past/current behaviors that have caused the individual to be homeless and also work on identifying solutions to avoid such occurrences.

In addition, Esperanza staff will work closely with the tenants to promote wellness and recovery. Activities will include facilitating meetings with the tenants of the apartment complex to discuss house rules and resolve issues that arise. Tenants will be supported to make their own decisions and have shared responsibility for promoting a positive and supportive culture across tenants within the apartment complex.

6. Engaging tenants in supportive services and community life. The tenants will be engaged in services at the Esperanza Center, and in the community, and supported in their housing. Strength-based strategies will be used to empower the individual to make decisions and live independently. A broad range of services are available at the Esperanza Center to promote quality of life and develop skills to live independently. Esperanza staff are available to ensure the tenant's recovery needs are met and promote their voice and choice in decisions and services. These services will be available to support the tenants to live independently and access services. Transportation to the wellness center, health care, and other community resources (shopping, activities) will be available, as needed. Tenant meetings will provide a positive forum to address issues related to the living situation as well as other needs. Celebrations of success will also occur at these meetings, to support independence and stability.
7. Services for youth. This housing program will be available to transition age youth, ages 18 and older, as well as emancipated youth, if they meet criteria and have a demonstrated ability to live independently in an independent community setting. Youth ages 18 to 25 who move into an apartment will be closely supported to ensure they meet the requirements of the program and the apartment complex. The Housing Coordinator and other TAY staff will be available to provide supportive services to the individual to help them develop the independent living skills needed to successfully maintain a stable home.
8. Cultural competency. SBCBH staff receive ongoing cultural competence training as a component of staff meetings and specialized trainings. Each tenant will be involved in teaching other tenants, and staff, about their own culture. Cultural celebrations, holidays, and other cultural events will be shared and promoted, to ensure that all tenants feel welcomed into the facility. Whenever possible, opportunities for developing and ensuring effective communication between various participants in the program will be promoted. Bilingual staff and/or the language line will be used for translation, as needed.
9. Interagency communication and collaboration. A critical element in supporting the tenants will be the relationships between the staff and the property manager, CHISPA Housing

Management, Inc. All entities will need to maintain effective communication in order for the relationship to be successful. SBCBH staff will coordinate services and work with CHISPA Housing Management, Inc. and tenants to communicate clearly. The Housing Coordinator will be involved in supporting the tenants and sharing information between agencies and tenants. The tenant meetings will provide options for promoting communication and addressing issues as they arise. Release of information forms will be signed by the tenant allowing information sharing between agency and property management staff.

Services will be closely coordinated by staff and the Housing Coordinator to review individual situations. The Housing Coordinator will be available to tenants. The Housing Coordinator will also check in tenants to identify any concerns. Staff and tenants will work closely together to provide the best services possible to achieve the goals of the tenant.

If at any time an urgent issue occurs, the appropriate people will discuss the situation by phone conference, or in person, as available. If at any time a tenant is at risk of eviction, staff will work closely with the individual to try to resolve the issue. In addition, key critical issues will be addressed during the SBCBH Management Team to develop a plan to retain the tenant and work to prevent similar situations in the future. Meetings can be scheduled at any time to discuss urgent concerns regarding behaviors. Communication and understanding the roles of the property management and the staff will be critical to ensure support and retention of the tenants. There will be defined roles and responsibilities between SBCBH staff and property management, with the common goal of supporting each other to assist tenants to achieve positive outcomes.

In addition, training and team building activities will be available to meet the client's and staff's needs. Additional support and education to all staff will be available as the need arises. Areas that may need additional training and attention are substance use, employment, and finances. SBCBH staff will be responsible for overseeing and ensuring that the coordination is taking place and is successful, and the SBCBH Housing Coordinator will be responsible for providing oversight and coordination, to promote communication and coordination of supportive services.

10. House rules. House rules to maintain safety and tenant rights will be developed. These will be reviewed during the tenant orientation and included in the lease agreement. As full occupancy is reached in the four units, the tenants will be involved in modifying and updating the house rules to meet their needs.

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

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

Please refer to Attachment C for the Supportive Services Chart.

**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.

**Response:**

1. The Buena Vista Apartments include three (3) one-bedroom units and one (1) two-bedroom unit. Each unit has a separate entrance; a living room, bedroom (s), kitchen, full bathroom with shower/bath, sink, and toilet. There are laundry facilities available. Parking is available for free. There is no security for the property. There is a common area, the Buena Vista Resident Center that provides a public meeting room with full kitchen, a computer room, and an on-site management office. The apartment complex is conveniently located and near public transportation.
2. All supportive services will be available to tenants within their separate unit, in the Resident Center, at the SBCBH Clinic, and/or at the Esperanza Center.
3. At least one of the units will comply with ADA requirements.

**RENTAL HOUSING DEVELOPMENT SUMMARY FORM**

County Mental Health Department: County of San Benito Department of Mental Health

Name of Development: Buena Vista Apartments

Site Address: 890 Buena Vista Road

City: County of San Benito/Hollister State: CA Zip: 95023

Development Sponsor: CHISPA, Inc.

Development Developer: CHISPA, Inc.

Primary Service Provider: County of San Benito Department of Mental Health

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:	80	Total Number of MHSA Units:	four
Total Cost of Development:	\$19,960,000	Amount of MHSA Funds Requested:	\$888,600
		Capital:	\$585,700
		Capitalized Operating Subsidies:	\$292,900

Other Rental Subsidy Sources (if applicable): N/A

Target Population (please check all that apply):

Adults  Transition-Age Youth  Older Adults

**County Contact**

Name and Title: Alan Yamamoto, Director

Agency or Department Address: County of San Benito, Behavioral Health Departments

Agency or Department Phone: 831-636-4020

Agency or Department Email: alan@sbcmh.org

**Supportive Services Chart**

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

Supportive Service		Target Population	Service Provider(s)	Service Location
List each service separately (e.g., case management, mental health services, substance abuse services, etc.)		Name the target population(s) that will be receiving the supportive service listed.	List the name of the proposed service provider.	Indicate where the service is to be provided - onsite or offsite. For offsite services, indicate the means by which residents will access the service.
1	Assessment	Tenants: Adults ages 18+; SMI; clients; FSP; homeless/risk	SBCBH	SBCBH Clinic; Esperanza Center
2	Case Management	Tenants: Adults ages 18+; SMI; clients; FSP; homeless/risk	SBCBH	SBCBH Clinic; Esperanza Center; onsite at the Buena Vista Apartments
3	Therapy: Individual	Tenants: Adults ages 18+; SMI; clients; FSP; homeless/risk	SBCBH	SBCBH Clinic; Esperanza Center
4	Therapy: Group	Tenants: Adults ages 18+; SMI; clients; FSP; homeless/risk	SBCBH	SBCBH Clinic; Esperanza Center
5	Meds Management	Tenants: Adults ages 18+; SMI; clients; FSP; homeless/risk	SBCBH	SBCBH Clinic; Esperanza Center
6	Substance Abuse Counseling	Tenants: Adults ages 18+; SMI; clients; FSP; homeless/risk	SBCBH	SBCBH Clinic; Esperanza Center
7	Rehab Services	Tenants: Adults ages 18+; SMI; clients; FSP; homeless/risk	SBCBH	SBCBH Clinic; Esperanza Center
8	Supportive Services (employment; education; benefits)	Tenants: Adults ages 18+; SMI; clients; FSP; homeless/risk	SBCBH	SBCBH Clinic; Esperanza Center
9				
10				

<b>Primary Service Provider:</b>	SBCBH
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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.)