

**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. Proposed Housing Development

El Dorado County Health and Human Services Agency, Mental Health Division, in collaboration with Pacific West Communities, Inc. is proposing The Aspens at South Lake to be a new construction, affordable housing community that will include 18 one-bedroom, 14 two-bedroom, and 16 three-bedroom units in seven individual two- and three-story buildings. The 48 unit development will include open space, sustainable design, a playground and tot lot and indoor community space. The property is located in South Lake Tahoe at 3521 and 3541 Pioneer Trail, near the intersection of Ski Run Boulevard. Of the 48 units, one two-bedroom unit will be reserved for the resident manager, and 47 units will target low-income households earning 50% of the El Dorado County area median income and below.

El Dorado County MHSA The Aspens at South Lake Housing Program (Program)

Six of these units will target households that are eligible for services under the Mental Health Services Act (MHSA) Full Service Partnership (FSP) Program. This Program represents a partnership between Pacific West Communities, Inc. serving as the housing developer, Cambridge Real Estate Services serving as property manager, SLT Pacific Associates, a CA LP as the property owner, and the El Dorado County Health and Human Services Agency, Mental Health Division (MHD) that will provide a supportive services program made available to tenants of the MHSA units.

2. Service Goals

This housing development strives to support the effective integration of low income individuals and families within a rural community by linking the affordable permanent housing with access to supportive services. This new housing development will provide attractive and affordable housing for the target populations. Public transportation proximity, along with the range of services and vendors within walking distance, serve to establish a sense of community among residents of this MHSA housing project.

It is the primary objective of the supportive services plan to support the individual in maintaining

tenancy. The overarching principles of the MHSAs housing service plan are client/tenant choice and voluntary services for clients.

### 3. Characteristics of the tenants

Individuals targeted for the MHSAs Housing Program units will be adults aged 18 to 59 with serious mental illness who have complex and long-term social and medical issues. Consideration will be given to adult individuals diagnosed with a serious mental illness who have minor children, and all MHSAs tenants will have experienced homelessness or will be at risk of homelessness. It is anticipated that all of the tenants for the MHSAs-designated units in the housing project will be El Dorado County Mental Health Division clients who are assessed as eligible for MHSAs Full Service Partnership (FSP) outpatient services. Each person's health profile will require an individualized approach to assessment of needs and establishment of treatment goals.

### 4. Type of housing

The Program represents a new housing development.

### 5. Housing and services needs

Housing needs of the seriously mentally ill have been consistently identified as a priority by consumers, family members and service providers in El Dorado County. As there is currently no permanent supportive housing in South Lake Tahoe, consumers lack access to stable housing with supportive services that is operated in a way that promotes consumer choice and a voluntary service model. The services and goals for The Aspens at South Lake will be developed in partnership with the tenants and will be client-directed utilizing a strengths-based approach. Services will include a Full Service Partnership approach designed to promote housing stability and support consumers' recovery. These voluntary services will include, but not be limited to: outreach and engagement services, peer and family support services, crisis intervention, mental health assessment and evaluation, individual services planning, care coordination, independent living skills training, budget planning, consumer leadership development, and mobility training. Tenant services will also promote linkage to existing supportive systems, such as primary healthcare, employment services, educational services, assistance with food and clothing, mainstream benefits, addiction treatment services, and community building resources. Services will occur onsite, and in community and clinic-based settings with a frequency that is individually determined.

### 6. Agency partners

The El Dorado County Health and Human Services Agency, Mental Health Division will be the lead agency in ensuring that care coordination and mental health services are made available to MHSAs tenants. El Dorado County will provide intensive case management, care coordination, and mental health services.

Pacific West Communities, Inc. will be the project developer and Cambridge Real Estate Services will provide property management services.

### 7. Development Financing

The project will be financed using a combination of State HOME, Low Income Housing Tax Credits,

County Fee waivers, MHSA funding and a permanent loan.

**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:**Consistency with the MHSAs plan

Housing needs for the seriously mentally ill have been consistently identified as a priority by consumers, family members, substance abuse treatment staff, women's services, transitional age youth, and law enforcement. El Dorado County formally began its public planning process in February 2005 in preparation for the County's MHSAs Three-Year Program and Expenditure Plan. At that time, with information shared by our homeless advocates, local law enforcement agencies, and substance abuse treatment providers, it was estimated that there were approximately 100 homeless persons living on the Western Slope of El Dorado County at any given time. These representatives approximated that the incidence of mental illness among this group was 80-90%. As well, community partners discussed at length those populations "at risk" of homelessness. These populations include those with mental illness leaving jail or on probation, and those leaving substance abuse residential treatment.

Under the County's initial Community Services and Supports (CSS) plan, as well as subsequent plan updates, the Mental Health Department (MHD) has implemented Full Service Partnership (FSP) services to address the needs of seriously mentally ill clients – including those who are homeless or at-risk of homelessness – through partnerships between the County MHD and community contract providers. CSS funds are allocated to the provision of a limited number transitional housing beds and/or housing subsidies, along with a comprehensive array of integrated services and supports within a psychosocial rehabilitation/recovery model framework.

In South Lake Tahoe, the Tahoe Opportunity Project (TOP) provided supportive housing services from 2001 until 2008 to mentally-ill county residents who were homeless, at risk of becoming homeless, or at risk of incarceration. This program was funded by AB 2034, administered by El Dorado County Mental Health, and often served up to 50 participants at a time. TOP offered temporary assistance with housing in the form of motel vouchers, while also helping participants locate and secure permanent housing. Additional assistance with food, clothing, and transportation was also provided. TOP was eliminated when the State cut AB 2034 funding and no other housing services have been developed in the Tahoe region. There are no homeless shelters or transitional housing options available, and low-income mentally-ill county residents, including those receiving SSI or SSDI, often cannot afford the fair market rent for a studio or one-bedroom apartment. The proposed housing project will support the service approach of the El Dorado County CSS plan by providing housing units that FSP eligible clients can afford and occupy while engaging in their recovery.

Priorities and Goals of the MHSAs plan

In 2010, the County partnered with Mercy Housing Corporation to designate five MHSAs units within

the Sunset Lanes Apartment complex being developed on the West Slope of El Dorado County, in Shingle Springs. The County intends to dedicate its remaining MHSAs housing funds to develop a permanent supportive housing option in South Lake Tahoe. Supportive housing alternatives are not currently available in South Lake Tahoe and housing is often an unmet need for individuals and families who have experienced a serious mental illness. By addressing housing requirements in conjunction with mental health service needs, this proposed project will provide integrated, comprehensive, locally based and culturally competent supportive housing subsidies and services to an underserved population. The program will target adults with serious mental illness who are at risk of homelessness, and will give consideration to adult individuals with minor children. Under the approved MHSAs-funded Full Service Partnership Program, eligible adults include those who currently reside out-of-county in board and care or institutional settings, adults who are living in transitional housing, and adults who have not obtained permanence in community-based living and may, therefore, necessitate a high level of services to move toward greater stability and self-sufficiency.

Use of six (6) units within The Aspens at South Lake project represents a partnership between the El Dorado County Health and Human Services Agency, Mental Health Division (MHD), Cambridge Real Estate Services serving as property manager, and Pacific West Communities, an affordable housing developer, to apply and provide MHSAs permanent supportive housing resources, in a mixed population project. The MHSAs services program will support The Aspens at South Lake to meet anticipated outcomes by supporting MHSAs participants to achieve wellness, allow for re-integration into the community, reduce hospitalizations and incarcerations, and increase employment.

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

Describe the MHTA 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 MHTA 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**

The MHTA housing program at The Aspens at South Lake will serve adult women and men ages 18 to 59 who are homeless or at risk of homelessness and have a psychiatric disability. Experience and history indicate individuals served will have multiple challenges, including co-occurring addiction disorders and complex health and social issues. People in the MHTA target population often have frequent contact with law enforcement as a result of their untreated disability and lack of support systems. For many, psychiatric hospitalizations and hospital emergency room visits will be the only "treatment" they will have received.

**2. Income level**

In addition, a high percentage of the individuals will have no income, because they have no formal work history and/or no entitlements. The anticipated income level is up to 50% of the El Dorado County median income.

**3. Special needs**

The anticipated special needs of the target population include services addressing mental illness, independent living skills, addiction treatment, vocational rehabilitation, and benefits services. The program will also give consideration to adult individuals who have minor children; these tenants will also benefit from parent education and family support services. All of these services can be accessed through the support of the MHTA services component.



**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:**

The El Dorado County MHSa Housing Program commits to a standardized tenant and certification application for all potential tenants of the program.

**1. Certification process**

An individual who is interested in certification as eligible for an MHSa unit would apply at the El Dorado County Health and Human Services Agency, Mental Health Division (MHD). Agencies within the county that may refer consumers for housing will be directed to send potential tenants to MHD. Individuals who approach staff at the housing project to apply will be directed to MHD as well. An application form will be made available on the MHD website and at the outpatient clinic office. Assistance in completing the form will be made available by appointment. Applicants will be asked to sign up for an intake appointment with a clinical staff member in order to determine eligibility. The MHSa program eligibility is the standard criteria for the MHSa Housing Program Eligibility and certification. The MHD will assess applicants for homelessness or at-risk for homelessness, as well as mental health disability.

**2. Documentation**

Those clients who are MHSa Housing Program-eligible will be certified and a verification of homelessness, at-risk of homelessness, and mental health disability will be documented. A certification form specific to The Aspens at South Lake will be completed and signed by the appropriately designated MHD personnel.

The assessment records and a copy of the certification of eligibility for an MHSa unit will be maintained as a confidential record at the MHD. A confidential log of all applicants and findings will be maintained by the MHD. A copy of the certification will be provided to the individual.

**3. Providing certification to the property manager**

The original certification of eligibility will be mailed to The Aspens at South Lake property manager (Cambridge Real Estate Services).

## 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 MHSAs 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 MHSAs tenants, including the criteria that will be used to determine a prospective MHSAs tenant's eligibility for occupancy in the development;
5. The appeals process for individuals who are denied tenancy in an MHSAs unit; and,
6. The reasonable accommodations policies and protocols.

**NOTE:** The Department's approval of the MHSAs 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:

The MHSAs Tenant Selection Plan for The Aspens at South Lake reflects collaboration by the El Dorado County Health and Human Services Agency, Mental Health Division (MHD) and the property management provider (Cambridge Real Estate Services).

#### 1. Referrals

Potential tenants for the six (6) MHSAs units reserved for persons with mental illness must be referred to The Aspens at South Lake by the County MHD. Any person who contacts the project directly will be directed to the MHD for certification of eligibility. Upon certification by the MHD, the individual will be referred to The Aspens at South Lake property manager (Cambridge Real Estate Services) to submit an application for a MHSAs apartment unit.

The County MHD will work with The Aspens at South Lake property manager (Cambridge Real Estate Services) and other supportive services providers to meet the challenge of attracting eligible applicants. The County MHD will use culturally competent efforts to outreach to and engage members of the target population – including those among unserved or underserved ethnic communities and other minority populations – and will utilize a variety of proven outreach strategies to recruit residents for the MHSAs units. Successful community collaboration with local supportive services agencies will also facilitate the identification and referrals of appropriate candidates.

#### 2. Application Process

El Dorado County MHSAs The Aspens at South Lake Housing Program (Program) commits to a fair tenant and certification application process for all potential tenants of the program. At the time the request is made, the applicant will be informed that a decision as to MHSAs eligibility will be made within 30 days.

The criteria for the MHSAs Housing Program are (1) being homeless or at risk for being homeless and

(2) meeting El Dorado County's adult target population criteria for mental illness and/or the target population criteria for serious emotional disturbance for children and their families. It should be noted that the listed criteria may not be congruent for specific housing developments such as those designed and/or regulated by other funding agencies to serve a more narrow population, such as homeless people, families, or single adults. The MHSa program eligibility, however, is the standard criteria for the MHSa Housing Program eligibility and certification. The MHD will assess applicants for homelessness and at-risk of homelessness as well as mental health disability. Those clients who are MHSa Housing program-eligible will be certified and verification of homelessness, at-risk of homelessness, and mental health disability will be documented.

Any MHSa potential applicants who contact housing developments directly will be informed by the property management or program staff at the development to contact the MHD to be certified as eligible for a MHSa housing unit.

Consumers who wish to apply for tenancy at The Aspens at South Lake will also be referred to other public agencies as appropriate and necessary. The MHD or designee will assist clients to complete paperwork and navigate the process.

The MHD or its designee shall offer assistance to all applicants, if desired by the applicant, with completing the application. Once certified, the mental health service provider shall assist with all related housing application procedures.

### 3. Procedure for maintaining the wait list

Initial applications to The Aspens at South Lake will be processed by lottery. Prior to the lottery, the MHD will have referred eligible applicants to The Aspens at South Lake property management staff for the six (6) set-aside MHSa units. These referrals will be considered for both MSHA-financed units and other units for which they may be eligible. After initial rent-up, applications will be processed in the order in which they are received. If no units are available, eligible applicants will be placed on the waiting list, including MHSa-eligible clients.

After initial rent-up of the MHSa units, the property's waiting list will include a preference structure that first provides for transfers with appropriate administrative justification within the development. When the Property receives a thirty-day notice of pending departure from an existing tenant, the Property will inform the MHD of the available rental unit and the names of eligible applicants on its waiting list. The MHD will confirm waitlist priority with the MHD referral list and provide the applicant with written notification of the available housing unit and directions for responding. If the applicant declines the available unit, the MHD will notify the next applicant on the referral list. The property management staff will be notified accordingly.

### 4. Screening

The applicant will be screened by the property manager onsite or at another location as may be appropriate to provide accommodation. This screening will include review of the completed application, credit report, and criminal history check. Applicants successfully passing this screening will be placed on a property management waiting list, if necessary, with third-party income verification, review of landlord and/or other references, and collection of verification forms from the MHD occurring when a specific unit is made available.

The MHD or designee will provide support to certified applicants during the screening process, if assistance is desired by the applicant.

#### 5. Right to Appeal

Applicants will be given notification of assignment to the waiting list or reason for denial after consideration of the credit and criminal background checks. They will also be given written notification of specific occupancy date or reason for denial after final processing. All notices of denial will include information on the right to appeal and reminder notice of the right to reasonable accommodation for disability. Applicants will be entitled to receive a copy of the standard Grievance and Appeal Procedure as used by the Pacific West property manager (Cambridge Real Estate Services).

A copy of any denial notice for MHTA-eligible applicants will be sent to the MHD. In such cases, the MHD may assist applicants in appealing the denials.

#### 6. Reasonable Accommodations

All applicants will be given notice in the application package of their right to reasonable accommodation as well as their right to appeal screening decisions.

All background information obtained from credit reports, criminal history checks and/or landlord or other personal references will be considered in the light of the project's commitment to provide housing for people in transition and with special needs. Applicants with negative background information will have the opportunity to demonstrate that past behavior causing those issues was related to a disability and request reasonable accommodation. The availability of supportive services that can assist the applicant in meeting the conditions of tenancy may also be considered in evaluating such information.

If landlord references are not available, two personal references, other than family members, will be required. Required references can be provided by staff of a homeless shelter, other homeless service providers, social workers or others involved with the applicant in a professional capacity, together with as much information as possible about where the applicant has been living for the past 3 years. Landlord, personal, or other references must indicate the ability to care for the property and pay rent on time, as well as the ability to peacefully co-habit with other residents. The landlord reference check is conducted to determine that an applicant has:

- Demonstrated an ability to pay rent on time and in full.
- Followed the rules and regulations.
- Kept his or her residence in a clean and sanitary manner.
- Kept his or her residence undamaged.
- At no time received a notice for lease violation(s).
- Behaved as a good neighbor and resident.

NOTE: In the screening process, the property manager may consider extenuating circumstances in evaluating information obtained during the screening process to assist in determining the acceptability of an applicant for tenancy. If the applicant is a person with disabilities, the owner may consider extenuating circumstances where this would be required a matter of reasonable

accommodation.

**FAIR HOUSING:** This project will comply with federal, state, and local fair housing and civil rights laws, as well as with all equal opportunity requirements during marketing, rent-up and ongoing 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 protecting the individual rights of residents, applicants, or staff.

The project will not discriminate against prospective residents on the basis of the fact or perception of any consideration made unlawful by federal, state or local fair housing laws.

The project 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 or on the basis that prospective residents have minor children. While the Property 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 Property will work closely with legal counsel and regulatory agencies throughout the marketing and outreach process to ensure full compliance with all applicable requirements.

The project will also abide by the requirements of the State MHTSA Housing Program and the California Tax Credit Allocation Committee, specifically related to evaluating applicant income eligibility, supportive housing, and special needs requirements solely on their merit without regard or consideration of any protected classes stated and enumerated above.

**Item D.7 Supportive Services Plan**

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

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

1. A description of the anticipated needs of the MHSAs tenants;
2. The supportive service provider's initial and ongoing process for assessing the supportive service needs of the MHSAs tenants;
3. A description of each service to be made available to the MHSAs 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 MHSAs 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 MHSAs tenants will be engaged in supportive services and community life. Include strategies and specific methods for engaging tenants in supportive services and the frequency of contact between supportive services staff and MHSAs tenants. This description should also include the identification of staff (the responsible service provider) and specific strategies for working with MHSAs 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 MHSAs 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 MHSAs tenants who do not speak English and how communication between the property manager and the non-English speaking MHSAs 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:**

**Overview**

It is the primary objective of the supportive services plan to support the individual in maintaining tenancy. The overarching principles of the MHSA housing service plan include recovery-oriented treatment efficacy (treatment works – people with serious mental illness can successfully engage in recovery) and self-determination for service participation (client/tenant choice - services are voluntary for clients). El Dorado County MHD will be the designated service provider for the MHSA-financed units.

1. Anticipated Tenant Needs

This housing program will primarily target adults aged 18 to 59, with consideration given to adult individuals with minor children. Applicants will have a diagnosed serious mental illness and will typically have complex and long-term social and medical issues. Each person’s clinical and functional profile will require an individualized approach to assessment of needs and goals. The services and goals will be developed in partnership with the tenant and will be client-directed utilizing a strengths-based approach. Services may include application of the Full Service Partnership Program model to support the tenant in maintaining housing. The model of intensive mental health and case management services will be made available to the tenant and applied based on client choice, readiness and need. The range and depth of services includes a 24/7/365 urgent response related to mental health needs, access to resources for supports identified as part of the tenants MHSA self-sufficiency plan, and assignment of a case manager who, as a part of a larger services team, works directly with the tenant on their self- sufficiency plan. The intensive case management practice model emphasizes service delivery within the context of the client’s community and has been shown to be effective with adults with serious mental illness who are at risk of homelessness and institutionalization. While all services will be voluntary, a range of mental health, family strengthening, and community support services shall be offered and provided to all MHSA eligible tenants who express desire for such services.

2. Initial and Ongoing Assessment Process

The individualized assessment process will begin when the tenant applies for certification for the MHSA unit. The assessment and subsequent certification required prior to completion of the housing application will address the fundamental requirements that the tenant meets medical necessity criteria for serious mental illness and is homeless or at risk of homelessness. To this end, a mental health professional will interview the client in person and complete a comprehensive biopsychosocial assessment which will include a history of mental illness, treatment, and life functioning, collateral information as appropriate, and a review of medical records, as appropriate. Various screening tools may be accessed to assist in this process (e.g., depression, substance abuse,

psychiatric screening tools). A DSM IV multi-axial assessment determination and LOCUS score (Levels of Care Utilization System) will be made, and level of placement will be recommended – including but not limited to certification for the MHSa permanent supportive housing program.

Ongoing assessment will be provided for those who choose to participate in the services program. This process occurs naturally as part of the case management process. For those who do not choose to actively participate in the treatment services, outreach and engagement techniques will be used to provide a level of ongoing observation and to ensure that the tenant is aware of the ongoing availability of services.

### 3. Description of Services

a) Mental Health Services – the MHD will serve as the public mental health system serving adults with serious mental illness in a recovery and rehabilitation-oriented model. As the Medi-Cal Managed Care Plan provider, a full-spectrum of services is available based on an individual assessment of medical necessity criteria. Services include psychiatric evaluation and treatment, mental health assessment, case management, individual, family and group treatment, early intervention and brief treatment, parent education, a MHSa Wellness Center and Clubhouse for adults, 24/7/365 mental health crisis response, and a Psychiatric Health Facility (PHF).

b) Physical Health Services – the MHD has established relationships with Barton Community Clinic and other primary care providers in the local community and the case managers serve to link clients to these services to ensure that each client has a primary care medical home.

c) Employment/Vocational Services – the MHD works with both the State Department of Vocational Rehabilitation and non-profit employment entities to provide targeted employment services to adults with serious mental illness.

d) Educational Opportunities and linkages – the MHD works Lake Tahoe Community College and adult vocational training programs (Adult Education Programs available in South Lake Tahoe through the El Dorado County Office of Education and, as appropriate, services offered by the State Department of Rehabilitation) to assist clients in accessing educational and training opportunities.

e) Substance Abuse Treatment Services – the MHD partners with the County Alcohol and Drug Treatment Program Division to provide assessment, referral and treatment access for addictions.

f) Budget and financial planning services – as part of the MHSa permanent supportive housing program and FSP program, tenants will be offered budget planning skills training workshops and case management assistance.

g) Assistance in obtaining and maintaining benefits/entitlements– as part of the MHSa permanent supportive housing program and FSP program, tenants will be offered case management assistance relative to obtaining and maintaining benefits and entitlements.



h) Linkage to community-based services and resources— as part of the MHTSA permanent supportive housing program and FSP program, tenants will be offered case management assistance to link to a range of community-based services and resources consistent with their MHTSA self-sufficiency and recovery plan.

In summary, these voluntary services will include, but not be limited to: outreach and engagement services, peer and family support services, parent education, crisis intervention, mental health assessment and evaluation, individual services planning, care coordination, independent living skills training, budget planning, consumer leadership development, and mobility training. Tenant services will also promote linkage to existing supportive systems, such as primary healthcare, employment services, educational services, assistance with food and clothing, mainstream benefits, addiction treatment services, and community building resources. Services will occur onsite, and in community and clinic-based settings with a frequency that is individually determined. Supportive services staff will also assist tenants in accessing County and other outside services as appropriate to meet all of a resident's needs. Assertive engagement focusing on developing relationship and trust shall be provided to those individuals who initially decline services.

#### 4. Onsite Service Coordination

Service coordination will be made available and accessible at the MHTSA housing project, with services provided from the MHD Clinic in South Lake Tahoe. The case management coordinator assigned to work with each tenant will be available to see them on a weekly basis and the services team will be available to respond to them on a daily basis. Per the FSP model, clients who elect to receive services under this program will work closely with a case manager who will have a small caseload. Furthermore, while self-sufficiency and mobility training will be part of the recovery plan, the case manager will be going to meet with the tenant, will be at the MHTSA housing project weekly, and a 24/7/365 contact number for the services team will be made available to each tenant. The case manager and the services team, therefore, serve as a single point of contact for the tenant and property manager. The services team meets on a weekly basis to ensure strong collaboration between members to best meet the needs of the tenant. Services are highly coordinated and assisted by the use of signed release of information forms that tenants will be invited to sign to facilitate good communication and coordination/access to services.

#### 5. Wellness, Recovery and Resiliency

The MHD or a designated services provider will employ a Full Service Partnership model to support the case manager and the tenant in collaborating and problem-solving strategies to successfully maintain community-based housing. Beginning where the individual is in his/her recovery will identify the place to start and focus. This usually begins with the fundamentals – an income and health assessment. When indicated, an application for financial and health care benefits shall begin as soon as possible. Further, the range of services as described above shall be offered. A strengths-based approach that encourages and supports choice, empowerment and focusing on the strengths of the individual has proven successful in recovery, fostering resiliency and the promotion of wellness. Specifically, tools such as Transformative Care Planning (TCP) may be applied to construct therapeutic care plans based on client-driven goals, strengths, and resources. Based on the tenants'

self-sufficiency and recovery goals, other resources will be pursued on an individually planned basis. Based on the individual client plan and the current needs (which may change over time), clients will typically be seen on a weekly basis at a minimum. In addition, in supporting tenancy retention, the service team shall be available on a 24/7/365 basis to respond to crisis or other urgent tenant issues. Working with the tenant and property management staff when behaviors have been identified that place the tenant at risk for potential eviction will proactively support both the tenant and property management in avoiding this negative outcome.

#### 6. Engagement Strategies

Frequent opportunity for service provider contact with tenants will support tenants in their transition from homelessness to housing stability. Recognizing the challenges of this transition, the types and frequency of the intervention shall be directed by where the tenant is in his/her recovery. Examples include frequent yet non-threatening contacts to establish a supportive and trusting relationship for individuals in pre-contemplative stages, to supporting the individual by making available transportation to any appointments for the individual in recovery. Consumer staff will be critical to the successful support in assisting tenants in maintaining housing and are frequently employed as Mental Health Aides, Community Outreach Workers or Navigators, or Peer Counselors. They may be trained in providing evidence-based skills training classes, peer support groups, or navigating systems and accessing natural resources. Each of these consumer run strategies may be applied onsite at housing development.

7. N/A (Housing is designed to serve adults and individuals with minor children.)

#### 8. Cultural Competency

Culturally competent service delivery is also key to tenant success in maintaining housing. To support this effort, the MHSAs contracts addressing Health Disparities, provides for MHSAs-funded partnerships with providers with the language and cultural background specific to the Latino and Native American communities. These agency staff can serve as partners in working with specific tenants, as appropriate. Finally, the MHD contracts for interpretation services via phone and this service may be used by both the supportive services providers and the Property Manager to ensure the ability to communicate verbally with all tenants.

#### 9. Communication between the Service Provider (MHD) and the Property Manager (MSC)

Lastly, a strong working relationship between the service provider and property management is crucial to supporting the MHSAs clients in maintaining tenancy. A critical element of supporting tenants in maintaining housing is the communication and relationship between all the service providers and the property management staff.

The supportive services program at The Aspens at South Lake will be led by El Dorado County MHD, which will act as the lead service provider for the project as a whole. The MHD will serve as a single point of contact for communications and coordination of supportive services for the Project.

The role of the property manager (Cambridge Real Estate Services) is to provide day-to-day property operations including: marketing, tenant selection, rent collection, facilities maintenance, and enforcing adherence to lease agreements, among other duties. As a key role, MSC will work closely

with service providers to ensure a safe, high-quality living environment.

Services will be closely coordinated. Supportive services staff will meet weekly with the Multi-Disciplinary Team to discuss individual client cases. Release of Information forms will be presented to each client for signature in order to allow for maximum sharing of information. All supportive services staff will work as a unified team to help tenants reach their goals. When MHTA tenant behaviors place an individual at risk for eviction, property management staff will communicate with the Mental Health supportive services staff for discussion at the weekly service team meeting. With a clear delineation of roles and responsibilities between service providers and property management, the goal of strong communication will be to support housing retention for tenants.

#### 10. Shared Housing Rules

The MHD has developed "House Rules" so that Shared Housing units may be included within this Rental Housing Development (See Attached).

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

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

**Item D.9 Design Considerations for Meeting the Needs of the MHPA 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 onsite for tenants to meet service staff;
- 3 How the MHPA units will be designed to provide appropriate accommodations for physically disabled MHPA tenants, if appropriate.

**Response:****1. Description of physical space**

The scenic outdoor spaces and community common spaces will be designed to be open and accessible. Outdoor hardscaped areas will include disabled parking and accessible sidewalks and curb ramps. The grounds surrounding the buildings will be landscaped with drought resistant grass, shrubs and trees. Every effort has been taken to preserve existing large pine trees to provide shade and maintain the high alpine forest environment of the site. An area of approximately 2 acres on the site with an aspen grove will be preserved. This open space will be well preserved for the future and will provide a stunning amenity for the residents of The Aspens at South Lake as beautiful open space. A centrally located playground and tot lot will provide recreation opportunities for the youth.

**2. Supportive service space**

The community building will include ADA compliant doorways, bathrooms and hallways. Counter heights, drinking fountains and work stations will utilize a universal design approach to provide convenient access for all. A lounge, computer room and kitchen in the community building will afford both relaxation and entertainment.

**3. MHPA units**

The Aspens at South Lake will consist of seven residential buildings and one community building on the five and half acre development site. All of the buildings will employ slab-on-grade construction providing convenient access to all units. A minimum of 5% of the total units will be designed to be fully ADA compliant. All of the remaining ground floor ground floor units will be designed to be ADA adaptable. Adaptable design allows some features of a dwelling to be changed to meet the needs of a person with a disability. Essential design elements such as wider doorways and halls and barrier-free entrances are included as integral features, while provisions are made to allow other features to be added as needed. All MHPA units will be ground floor units.

The apartment units will include wall-to-wall carpeting throughout the unit except for in the entry ways, kitchens and baths which will have hard and durable flooring. Ample storage will be provided throughout the unit. Kitchens will include full size refrigerators, garbage disposals, central heat and air, electric ranges, ample cabinets and dishwashers. Water, sewer and garbage will be provided to each unit, while the tenant will be responsible for electric, telephone, television and internet

services. All appliances will be electric. The buildings and the units will be designed to exceed Title 24 energy standards by at least 17.5%, which will be accomplished through the latest and most innovative cost conscious materials and construction methods.

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

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

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

**Response:**

The MHD and El Dorado County community has been engaged in exploring options for the effective use of the MHSa Housing Program allocation since 2006. During that year four (4) planning meetings were held that involved a total of forty-seven (47) attendees. Subsequently, an additional eleven (11) community program planning meeting and ten (10) key informant interviews were held related to this project with a total count of 238 attendees.

The El Dorado County Housing Program Rental Housing Application, Section D: Supportive Services Plan will be posted on the Mental Health Division website on 12-4-2012 for a 30-day review period. E-mail notifications will be sent to a 400 plus-member MHSa e-mail group, the Mental Health Commission members, the Chief Administrative Office (CAO), the Board of Supervisors' offices, the MHSa Advisory Committee members, City of South lake Tahoe, and the Mental Health Division staff. The notification on the e-mail and on the website will indicated that feedback and/or questions can be submitted via e-mail, regular mail, or to a specific phone line. Further, details regarding the Public Hearing will also be provided as a venue for providing feedback. The Public Hearing will be hosted by the Mental Health Commission at the close of the comment period and will be noticed. Participation in the Public Hearing will be facilitated via teleconference at 1360 Johnson Blvd, Suite 103, South Lake Tahoe and at the Public Health Division facilities located at 670 Placerville Drive, Second Floor, Placerville.

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

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



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

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

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

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

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

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

**Response:**

El Dorado County MHD shall be the designated service provider for the six MHSa-financed units at The Aspens at South Lake.

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

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

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

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

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

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

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

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

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