

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

**RENTAL HOUSING DEVELOPMENT SUMMARY FORM**

County Mental Health Department: El Dorado

Name of Development: Sunset Lane Apartments

Site Address: East Side of Sunset Lane 700 Feet South of Mother Lode Drive

City: Shingle Springs State: CA Zip: 95667

Development Sponsor: Mercy Housing California

Development Developer: Mercy Housing California

Primary Service Provider: TBD

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:	40	Total Number of MHSA Units:	5
Total Cost of Development:	\$13,629,999	Amount of MHSA Funds Requested:	\$ 1,037,240
		Capital:	\$ 567,240
		Capitalized Operating Subsidies:	\$470,000

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: Sophie Cabrera

Agency or Department Address: 670 Placerville Drive, Suite 1B, Placerville CA 95667

Agency or Department Phone: (530) 621-6290

Agency or Department Email: Sophie.cabrera@edcgov.us

**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 Services Department, Mental Health Division (MHD), in collaboration with Mercy Housing California (MHC) is proposing Sunset Lane Apartments to be a new construction, affordable housing community that will include 8 one-bedroom, 20 two-bedroom, and 12 three-bedroom units in three individual two and three story buildings. The 40 unit development will include a separate community building containing management offices, community spaces, a computer room, and other amenities. The property is located on Sunset Lane near Mother Lode Drive and Highway 50 in the unincorporated El Dorado County community of Shingle Springs. Of the 40 units, one two-bedroom unit will be reserved for the resident manager, and 34 units will target low-income households earning less than 50% of the El Dorado County area median income.

The El Dorado County MHSA Sunset Lane Apartments Housing Program (MHSA Housing Program) is proposed to comprise of five of these units which will target households that are eligible for services under the Mental Health Services Act (MHSA) Full Service Partnership (FSP) Program. This MHSA Housing Program represents a partnership between Mercy Housing California (MHC) serving as the housing developer, Mercy Services Corporation (MSC) serving as property manager, and the El Dorado County Health Services Department, 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 MHSA 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 and over, with serious mental illness and typically complex and long-term social and medical issues. MHSAs tenants will also 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 El Dorado County, 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 Sunset Lanes Apartments 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 (FSP) 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, substance abuse 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 Services Department, Mental Health Division (MHD) will be the lead agency in ensuring that care coordination and mental health services are made available to the five MHSAs tenants. El Dorado County will either provide these services directly or contract with a mental health services provider to offer wrap-around services, care coordination, and other mental health services.

Mercy Housing California (MHC) will be the project developer and Mercy Services Corporation (MSC) will provide property management services.

### 7. Development Financing

The project will be financed using a combination of State HOME, CDBG, Low Income Housing Tax Credits, County Fee waivers and MHSAs funding.

**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 MHPA 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 MHPA 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 Division (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. 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 occupy while engaging in their recovery.

Priorities and Goals of the MHPA plan

Permanent Supportive Housing, which is not currently available in El Dorado County, remains an unmet need for many individuals and families who have experienced a serious mental illness. By addressing permanent housing requirements in conjunction with mental health service needs, this proposed project will provide integrated, comprehensive, culturally competent, supportive housing subsidies and services to an underserved population – adults with serious mental illness who are at risk of homelessness. Under the approved MHPA-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 (the Assertive Community Treatment model is currently used) to move toward greater stability and self-sufficiency.

Use of five (5) units within the Sunset Lane Apartments represents a partnership between the El Dorado County Health Services Department, Mental Health Division (MHD), Mercy Services

Corporation (MSC) serving as property manager, and Mercy Housing California (MHC), a local nonprofit housing developer, to apply and provide MHSA permanent supportive housing resources, in a mixed population project. The MHSA services program will support Sunset Lane Apartments to meet anticipated outcomes by supporting MHSA 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 Sunset Lane Apartments will serve adult women and men ages 18 and older 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 substance abuse disorders and complex health and psychosocial issues.

**2. Income level**

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

**3. Special needs**

The anticipated special needs of the target population include services addressing mental illness, physical healthcare, independent living skills, substance abuse treatment, vocational rehabilitation, and benefits 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 MHSAs unit, for compliance with the target population criteria. Submit a narrative description of the following:

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

**Response:**

The El Dorado County MHSAs 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 a MHSAs unit would apply at the El Dorado County Health Services Department, Mental Health Division (MHD). Agencies within the County that may refer consumers for housing will be directed to send potential tenants to the MHD. Individuals who approach staff at the housing project to apply will be directed to the 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 MHSAs program eligibility is the standard criteria for the MHSAs Housing Program Eligibility and certification. The MHD will assess applicants for homelessness or at-risk for homelessness, as well as a mental health disability.

**2. Documentation**

Those clients who are MHSAs 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 Sunset Lane Apartment project will be completed and signed by the appropriately designated MHD personnel.

The assessment records and a copy of the certification of eligibility for a MHSAs 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 Sunset Lane Apartments property manager (MSC).

**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:**

The MHSA Tenant Selection Plan for Sunset Lane Apartments reflects collaboration by the El Dorado County Health Services Department, Mental Health Division (MHD) and the property management provider, Mercy Services Corporation (MSC).

**1. Referrals**

Potential tenants for the five (5) MHSA units reserved for persons with a mental health disability must be referred to Sunset Lane Apartments 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 MSC to submit an application for a MHSA apartment unit.

The MHSA Housing Program supportive services provider will work with MSC, MHD and other supportive services providers to meet the challenge of attracting eligible applicants. The MHSA Housing Program supportive services provider 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 MHSA 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 MHSA Sunset Lane Apartments Housing Program (MHSA Housing 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 MHSA eligibility will be made within 30 days.

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



(2) meeting El Dorado County's adult target population criteria for serious mental illness. 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 MHSAs Program eligibility, however, is the standard criteria for the MHSAs 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 MHSAs Housing program-eligible will be certified and verification of homelessness, at-risk of homelessness, and mental health disability will be documented.

Any MHSAs 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 MHSAs housing unit.

Consumers who wish to apply for tenancy at Sunset Lane Apartments will also be referred to other public agencies as appropriate and necessary. The MHSAs Housing Program supportive services provider will provide assistance relating to the housing application 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 Sunset Lane Apartments will be processed by lottery. Prior to the lottery, the MHD will have referred eligible applicants to Sunset Lane Apartments property management staff for the five (5) set-aside MHSAs 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 MHSAs-eligible clients.

After initial rent-up of the MHSAs 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. Documentation of third-party income verification, landlord and/or other references, and other verification forms will be obtained 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 Mercy Housing California (MHC) and Mercy Services Corporation (MSC).

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 MHSA 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).

For purposes of this application, El Dorado County MHD shall be the designated service provider for the five MHSA-financed units, although the MHD may contract with a mental health services provider to deliver all or some of the MHSA mental health services. The potential selection of a contractor will be made consistent with the County guidelines for contract procurement. A revision to this plan will be submitted identifying the primary service provider including that provider’s experience and qualifications when that provider is selected.

1. Anticipated Tenant Needs

Individuals targeted for the housing program will be adults aged 18 and over with serious mental illness and typically 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 (Assertive Community Treatment) to support the tenant in maintaining housing. This “wraparound” model of 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 Personal Services Coordinator who, as a part of a larger services team, works directly with the tenant on their self- sufficiency plan. The evidence-based practice model (Assertive Community Treatment – ACT) 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. A multi-disciplinary team, including recovering consumers and staff will provide the services. The multi-disciplinary staff will include a range of bio-psychosocial healthcare professionals, community partners, consumers, and personal service coordinators. While all services will be voluntary, a range of mental health services shall be offered and provided to all MHSA eligible tenants who express a desire for such services.

2. Initial and Ongoing Assessment Process

The individualized assessment process will begin when the tenant applies for certification for the

MHPA 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 specialty mental health services 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 bio-psychosocial 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 applied as well (e.g., depression, substance abuse, and psychiatric screening tools; DSM IV multi-axial assessment; and Levels of Care Utilization System or other comparable assessment instruments).

Ongoing assessment will be provided for those who choose to participate in the services program. This process occurs naturally as part of the personal services coordination process. For those who do not choose to actively participate in the services program, 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 and its contract providers 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 may include psychiatric evaluation and treatment, mental health assessment, case management, individual, family and group treatment, early intervention and brief treatment, a MHPA Wellness Center and Clubhouse for adults, 24/7/365 mental health crisis response, a Crisis Residential Treatment (CRT) Program and a Psychiatric Health Facility (PHF).
- b) Physical Health Services – the MHD has established relationships with several 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 with the local community colleges and adult vocational training programs (ROP and Adult Education Programs) 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 to provide assessment, referral and treatment access.
- f) Budget and financial planning services – as part of the MHPA Housing 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 Housing 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 MHSa Housing Program, tenants will be offered case management assistance to link to a range of community-based services and resources consistent with their MHSa self-sufficiency and recovery plan.

In summary, these voluntary services may 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. MHSa Housing Program services will also promote linkage to existing supportive systems, such as primary healthcare, employment services, educational services, assistance with food and clothing, mainstream benefits, substance abuse 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 MHSa housing project. At this time, however, it is yet to be determined if the home base office for the services team will be onsite at the housing location or in Placerville. Regardless, the Personal Services Coordinator (PSC) 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 PSC. Furthermore, while self-sufficiency and mobility training will be part of the recovery plan, the PSC will be going to meet with the tenant, will be at the MHSa housing site weekly, and a 24/7/365 contact number for the supportive services team will be made available to each tenant. The PSC and the supportive services team, therefore, serve as a single point of contact for the tenant and property manager. The supportive 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 communication, coordination, and access to services.

#### 5. Wellness, Recovery and Resiliency

The MHD or a designated services provider will employ the FSP model to support the PSC and the tenant in 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 supportive services 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 supported strategies may be applied onsite at housing development, or in community- or clinic-based settings.

7. N/A (Housing is designed to serve adults.)

#### 8. Cultural Competency

Culturally competent service delivery is also key to tenant success in maintaining housing. Language barriers will be addressed by recruiting PSC's consistent with the demographic profile of the community and those who possess bilingual skills. To support this effort, the MHSa contracts addressing Health Disparities, provides for MHSa-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 Project 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 supportive services provider and property management is crucial to supporting the MHSa 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 Sunset Lane Apartments will be led by El Dorado County MHD,



which will act as the lead service provider for the project as a whole. The MHD or its designee (if supportive services are contracted out to a mental health services provider) will serve as a single point of contact for communications and coordination of supportive services for the MHSAs Housing Program.

As the property manager, MSC's role 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 the appropriate level of sharing of information. All supportive services staff will work as a unified team to help tenants reach their goals. When MHSAs tenant behaviors place an individual at risk for eviction, property management staff will inform the supportive services staff to allow for discussion at the weekly service team meeting. A clear delineation of roles and responsibilities relative to the supportive services provider and property manager serves to enhance communication the ability to successfully support housing retention for MHSAs Housing Program tenants.

#### 10. Shared Housing Rules

Not applicable at this time.

**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.

**D.8 SUPPORTIVE SERVICES CHART**

Supportive Service	Target Population	Service Provider(s)	Service Location
Service Coordination	Tenants of MHSA-financed units	MHD or designee	On-site, community-based, and clinic-based services
Case Management Services	Tenants of MHSA-financed units	MHD or designee	On-site, community-based, and clinic-based services
Housing Retention Services	Tenants of MHSA-financed units	MHD or designee and Mercy Housing	On-site, community-based, and clinic-based services
Linkage to Community-based Services & Resources	Tenants of MHSA-financed units	MHD or designee	On-site, community-based, and clinic-based services
Transportation Assistance and Mobility Training	Tenants of MHSA-financed units	MHD or designee	On-site, community-based, and clinic-based services
Intake/ Assessment	Tenants of MHSA-financed units	MHD or designee	On-site, community-based, and clinic-based services
Mental Health Services	Tenants of MHSA-financed units	MHD or designee	On-site, community-based, and clinic-based services
Linkage to Physical Health Services	Tenants of MHSA-financed units	MHD or designee	On-site, community-based, and clinic-based services
Linkage to Employment & Educational Opportunities	Tenants of MHSA-financed units	MHD or designee	On-site, community-based, and clinic-based services
Linkage to Addiction Treatment Services	Tenants of MHSA-financed units	MHD or designee	On-site, community-based, and clinic-based services
Budget & Financial Planning Services	Tenants of MHSA-financed units	MHD or designee	On-site, community-based, and clinic-based services
Assistance with Benefits and Entitlements	Tenants of MHSA-financed units	MHD or designee	On-site, community-based, and clinic-based services
Community Building	Tenants of MHSA-financed units	MHD or designee and Mercy Housing	On-site, community-based, and clinic-based services

**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 onsite 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. 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 built-up curb ramps in access aisles and sidewalk transitions. The grounds surrounding the buildings will be landscaped with drought resistant grass, shrubs and plenty of shade trees. Every effort has been taken to preserve two wooded areas on the site with mature oak trees. These open spaces will be well preserved for the future and will provide a stunning amenity for the residents of Sunset Lane when enhanced with walking trails and picnic areas. A 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 and computer room in the community building will afford both relaxation and entertainment. Several offices will provide places for confidential communication.

3. MHSA units

Sunset Lane Apartments will consist of three residential building and one community building on the four acre campus. 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 five MHSA 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 vinyl flooring. Ample storage will be provided throughout the unit. Units will have central heat and air. Kitchens will include full size refrigerators, garbage disposals, 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 15%, 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 2006 four (4) planning meetings were held that involved a total of forty-seven (47) attendees. Subsequently, an additional seventeen (17) community program planning meetings and eleven (11) key informant interviews were held related to this project with a total count of 275 attendees.

The El Dorado County Housing Program Rental Housing Application, Section D: Supportive Services Plan was posted on the Mental Health Division website on October 29, 2010 for a 30-day review period. E-mail notifications were 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, and the Mental Health Division staff. The notification on the e-mail and on the website 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 were also provided as a venue for providing feedback. Press releases were submitted to the following local newspapers:

- Mountain Democrat
- Tahoe Daily Tribune

The Public Hearing was hosted by the Mental Health Commission on Monday, November 29, 2010 at 12 pm at the Public Health Division facilities located at 415 Placerville Drive, Suite J, Placerville and at 1360 Johnson Blvd, Suite 103, South Lake Tahoe via teleconference.

Thirteen (13) people including El Dorado County Mental Health Staff, Stephan Daues, Regional Director of Mercy Housing Development, and family members and consumer advocates. Jan Melnico chair of the Mental Health Commission presided. The following is a summary of the discussion.

Chris Kondo-Lister, El Dorado County Mental Health Division, provided a brief history and overview of the development of the MHSa housing plan and explained that El Dorado County Mental Health was responsible for the service plan associated with the development. Stephan Daues, provided information regarding the housing project application process and provided a tentative timeline for development and completion of the project.

*Question/Comment*

Jan Melnico asked if there would be supportive services on site (24/7) at the housing development and if the five (5) MHSAs housing units would be integrated into the project or would specific units be identified for occupancy by MHSAs clients.

*Response/Discussion*

Stephan Daues explained that there would be property management staff who live on the property site as well as property maintenance staff that would be available to address issues that arose.

Additionally, with supported housing, there are often residents who have special needs. Depending on the needs of the residents, additional staff may be employed (desk clerks who act as resident service coordinators) to address the needs of the residents. Mercy Housing has several developments in the area and can call on staff to ensure that adequate support is provided.

In regards to the 5 MHSAs units, Stephan Daues explained that the units would be integrated into the complex and there would not be "identified" MHSAs units. Occupancy of the units would be based on an assessment of the individual/family needs and the intent was to promote community involvement by not segregating or identifying units and MHSAs units.

There was additional discussion about the availability of additional units for eligible MHSAs clients. Stephen Daues explained that while there were five units dedicated for occupancy by MHSAs clients, MHSAs clients could apply for any for and occupy any of the units provided they met the occupancy criteria. He added that a supportive services model could be more efficient with 15 – 20 clients and 5 units was the minimum that would be occupied by MHSAs clients.

*Question/Comment*

Considering that there could be 15 or 20 MHSAs clients living at the complex at one time a question was asked about the possibility of having office space available for case managers or service coordinators to meet individually/confidentially with clients.

*Response/Discussion*

Stephan Daues explained that the current plan included a community building that contained management offices, a multi-purpose room and community spaces. While there isn't a designated room for case management visits, adding that space could be part of a discussion as the development progresses.

*Question/Comment*

A comment was made about the limited availability of transportation from the housing development (located in Shingle Springs) and potential difficulties for clients to access services in Placerville and/or Cameron Park and asked if transportation issues were being addressed.

*Response/Discussion*

Stephan Daues stated that Mercy Development had been in contact with El Dorado Transit regarding adding a bus stop on Sunset Lane directly in front of the development. Stephan Daues added that El Dorado Transit had accommodated these requests in the past. Existing transportation options such as Dial-a-ride would also continue to be available to clients.

*Question/Comment*

Jan Melnico asked about the status of plans for permanent supported housing in South Lake Tahoe.

*Response/Discussion*

Chris Kondo-Lister explained that the MHSA housing funds were intended for use to develop housing on both the Western Slope and in South Lake Tahoe. El Dorado County staff are exploring options in the South Lake Tahoe area to develop permanent supportive housing and we expect to have additional information on those options in the near future.

A letter of support was received from Melba J. Leal.