

**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**)

A completed and signed copy of Attachment B is attached.

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:

D.2: Development Description

Project: Tienda Drive Senior Apartments

Sponsor: Eden Housing, Inc.

Location: 2245 Tienda Drive, Lodi, CA



Project Summary

Tienda Drive Senior Apartments is a new construction, 80-unit permanent affordable rental housing development planned by Eden Housing, Inc. at 2245 Tienda Drive in Lodi, CA.

The proposed 80-unit affordable senior development, Tienda Drive Senior Apartments, will be constructed on a vacant 3.39 acre site located in Lodi, California. The fully-entitled 80-unit development will be located in two buildings. The project's financing sources are varied and include County HOME and CDBG funds, Low-Income Housing Tax Credits, AHP (Federal Home Loan Bank) funding, and the MHSAs capital contribution and operating subsidy that is being applied for in this application. The 79 income restricted one-bedroom units will be approximately 550 square feet and the manager's two-bedroom unit will be approximately 850 square feet. The two story building will be equipped with two elevators, one serving each building.

Tienda Drive Senior Apartments is targeted to very low and extremely low income seniors earning between 20% AMI and 55%AMI. Eight (8) units will be set-aside for MHSAs households earning less than 20% AMI with services to be provided by San Joaquin County Behavioral Health Services (BHS) through their Full Service Partnerships (FSP).

2. Housing and Service Goals

All eight (8) MHSAs-funded units will be designated for households with at least one member with a serious mental illness who is homeless or at the risk of homelessness. The MHSAs units will all be one-bedroom units, and to the extent possible will be evenly distributed throughout the development. Case Managers provided by BHS or its designee will work with MHSAs tenants to enable them to enhance their independent living skills, obtain employment where possible, increase their money management skills, obtain support from other sources, participate in support groups and social/ recreational activities, and obtain other assistance as needed. Service coordination will be provided by Eden Housing Resident Services, Inc. (EHRSI) who will provide the specific services listed below to all tenants at the development. It is the aim of BHS and EHRSI that all tenants will be able to age in place.

Services Coordinator

Under general supervision, the Services Coordinator is responsible for assessing resident needs, making resource information available to residents and providing linkages to needed services for low-income residents living in affordable housing developments. The Services Coordinator will focus on two primary areas:

1. Work with residents and their families, both individually and in group settings. The tasks of the Services Coordinator under this role include:
 - Developing individual service plans with residents, identifying goals and service needs, as needed. This includes identification of adult education, health and wellness, or skill building classes for residents;
 - Performing conflict resolution between residents and households;
 - Planning and coordinating recreational, cultural and social activities in coordination with property operations staff and residents, as needed;
 - Facilitates services that build a sense of community among residents.

2. Create and maintain a network of resources in all of Eden's communities. The tasks of the Services Coordinator under this role include:

- Cultivates strong relationships and partnerships with funders, leaders of community based organizations, government agencies, and collaborative groups that address the needs of the populations at assigned properties;
- Maintaining updated information on health, educational, vocational, social services;
- Assisting property operations staff and community in understanding and responding to the needs of the residents; assists property operations staff in developing strategies for working with problem residents; and
- Developing plans for creation of on-site service provision to meet identified needs.

Service Provider and Property Management Relationship

A critical element of supporting tenants at Tienda Drive Senior Apartments is the communication and relationship between the support service provider and the project's property management staff. BHS is the designated supportive services provider; property management will be provided by Eden Housing Management Inc., and service coordination for all tenants will be provided by Eden Housing Resident Services, Inc. BHS will provide the single point of contact for communication regarding the coordination of supportive services for MHSa tenants. The service team provided by BHS will assure a complete range of support services including employment services, health care assessments, diagnosis, treatment and referrals. Staff from both BHS and EHRSI will meet weekly to review individual client cases, as necessary. Release of Information forms will be presented to each client tenant for signature in order to allow for maximum sharing of information. Urgent issues will be addressed through appropriate electronic media to discuss the issue(s) and create a necessary emergency supportive services plan in response. All support service staff assigned to Tienda Drive Senior Apartments will work as a unified team to help tenants reach their goals and will meet at least monthly. When tenant behaviors place an individual at risk of eviction, property management staff will present the issue to BHS and EHRSI with the intent of developing and implementing a housing retention plan. A clear delineation of roles and responsibilities of support services and property management will facilitate the goal of maximizing housing retention for tenants.

3. Tenants to be Served

The proposed MHSa housing program at Tienda Drive Senior Apartments will serve eight (8) adults (55+) who are homeless, at risk of homelessness and have a severe mental illness, as defined by MHSa. Experience and history indicates individuals served will have multiple challenges, including co-occurring addiction disorders and complex medical and health issues. People in the MHSa target population often have frequent contact with law enforcement primarily as a result of their un-treated disability and lack of a support system. For many, psychiatric hospitalizations and hospital emergency room visits will be the only "treatment" they will have received. A high percentage of the individuals may have no income, having either minimal work history and/or a lost connection with the Social Security Administration for entitlements. Occupancy will be specifically limited to those whose incomes do not exceed 30% of the area median income.

4. Type of Housing

Tienda Drive Senior Apartments is a new construction development.

5. Design Description

The project design is focused around a central community hub and two landscaped courtyards, and aims to maximize views of and access to Roget Park which is located immediately to the east. The apartments, specifically designed for independent living, are situated in a pair of elevator served two-story buildings, each with landscaped outdoor courtyards that contain raised planting beds for the residents. The central community hub is equipped with approximately 2,500 total square feet of common area space including a community room with a small kitchen, computer lab, mailroom, and upstairs lounge. The development also includes an exercise room, a manager's office and services office. The ground floor of each building contains a resident laundry room. The buildings incorporate a combination of interior corridor and exterior walkway circulation configurations. Roof eaves, tree plantings, and canopy structures are designed to provide shade.

All apartments are adaptable to assist aging in place, and at least 5% will be "built-out." In addition, at least 2% of the units will be equipped to suit the needs of the hearing or visually impaired. Lastly, the project ensures a street-friendly and pedestrian-oriented presence in the surrounding community by offering a one-to-one parking ratio, all of which are ground-level surface parking.

All eight (8) MHSAs units will be built-out to be accessible, and to the extent possible will be evenly spread throughout the development.

The site itself is well positioned to allow seniors to remain independent and live comfortably. Located along one of Lodi's main commercial corridors, there are a variety of urban amenities that are within convenient walking distance. For example, Lodi Memorial Hospital is 0.9 miles, a large full-service Safeway supermarket is 0.2 miles, and a Target Pharmacy is 0.2 miles from the site. Additionally, Roget Park is directly adjacent to the proposed development. As for transit, there is a bus line, Kettleman Route 23, located 0.2 miles from the site which runs every hour. Furthermore, the shopping center within which the Target and Safeway are located hosts a variety of convenience stores and restaurants, as well as banking facilities.

6. Service, Management and Development Partners

Developer and Sponsor

Eden Housing, Inc. is the sponsor of Tienda Drive Senior Apartments. A to-be-named non-profit affiliate of Eden Housing, Inc. will be the co-General Partner of the final ownership entity. Eden Housing Inc. has 45 years of experience developing affordable rental housing having developed over 5,500 units in six Bay Area counties. Eden Housing, Inc. is one of the most productive and successful nonprofit affordable housing developers in Northern California. Its mission is to provide affordable housing for low to moderate-income individuals and families. Since its incorporation in 1968, the organization has produced 6,000 affordable residential units in 98 separate developments located throughout Northern California. Approximately 1,000 units are currently in predevelopment/ development.

Property Management

Eden Housing Management, Inc. will be the development's management company and will be responsible for the long term management, maintenance and financial condition of the property. Eden Housing Management, Inc. (EHMI), has demonstrated consistent performance in timely development, effective marketing, and efficient management of housing. Eden has over 5,300 apartments and over 11,000 residents residing in its property management portfolio and provides access to supportive resident services programs at 100% of the sites,

Resident Services

Eden Housing Resident Services, Inc. (EHRSI), an affiliate of Eden Housing Management, Inc. (EHMI), will provide an on-site services coordinator for all residents at Tienda Drive Senior Apartments. The services coordinator will collaborate with outside organizations to provide programming on site or at off-site facilities for our residents.

Primary Service Provider

BHS will be the primary service provider for the eight MHSA households.

7. Development Financing

CONSTRUCTION SOURCES

- MHSA Capital Loan
- Rabobank Construction Loan
- City of Lodi HOME/CDBG Funds
- AHP
- Investor Equity

PERMANENT SOURCES

- MHSA Capital Loan
- City of Lodi HOME/CDBG Funds
- AHP
- Deferred Developer Fee
- Investor Equity
- Investor Equity from PV Credit

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:

San Joaquin County recognizes that people recovering from symptoms of severe mental illness, a home and a job are the cornerstones of the recovery vision and supports a full range of permanent supportive housing options to meet the needs of populations addressed in the three year, San Joaquin County Community Supports and Services (CSS) Plan. Developed during the original CSS planning process and approved by the California Department of Mental Health in 2007, the Housing Empowerment and Employment Recovery Services program currently provides services that increase stable, safe, affordable, permanent housing. The housing component of the Mental Health Services Act (MHSA) focuses on increasing the number of days of safe, affordable, permanent housing for each participating consumer.

In San Joaquin County, an extensive CSS planning process was implemented that included input from over 5,000 community members and stakeholders. Issues concerning housing were generated during that process through two separate surveys, one concerning mental health services in San Joaquin County as well as a survey conducted by Central Valley Low Income Housing that focused directly on housing needs and concerns for San Joaquin County residents that have a serious mental illness (SMI); this survey resulted in over 500 responses.

One of the top priorities for the MHSA target population identified is the need for safe and affordable housing for those living with SMI in San Joaquin County. Priorities identified during the CSS planning process included a need for:

- Section 8 application assistance;
- General assistance in obtaining housing;
- More safe, and affordable housing options;
- Rent subsidies, and;
- Homeless and transitional housing.

Specific components identified through the housing survey were:

- 83.7% identified single living units (apartments, houses, etc.) as the preferred housing type;
- 52.7% responded that they currently live in a situation with others who they are not related to;
- 45.5% replied that they would prefer to live alone;
- 48.9% indicated that they are paying \$700 or more per month on rent;
- 50.4% of respondents would like their rent to be \$350 or less per month;

- 69.5% did not have a source of rental assistance such as Section 8 at the time of the survey;
- 46.9% would like to reside near other mental health consumers;
- 86.7% rely on public transit, family/friends or walking as a means of transportation, and;
- 75.8% believe there should be activities sponsored by SJC Behavioral Health Services where they live.

The proposed project, Tienda Drive Senior Apartments developed through a partnership with California DHCS, CalHFA, Eden Housing, and BHS will be an important element of the San Joaquin County MHSA program and will continue to further the CSS Plan goal of providing specific services that increase stable, safe, affordable permanent housing while increasing the effectiveness of all other mental health and support service interventions.

Item D.4 Description of Target Population to be Served

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

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

Response:

The proposed MHSA housing program at Tienda Drive Senior Apartments will serve Adults (55+) who are homeless, at risk of homelessness and have a severe mental illness, as defined by MHSA. Experience and history indicates individuals served will have multiple challenges, including co-occurring addiction disorders and complex medical and health issues. People in the MHSA target population often have frequent contact with law enforcement primarily as a result of their untreated disability and lack of a support system. For many, psychiatric hospitalizations and hospital emergency room visits will be the only “treatment” they will have received. A high percentage of the individuals may have no income, having either minimal work history and/or a lost connection with the Social Security Administration for entitlements. Occupancy will be specifically limited to those whose income does not exceed 30% of the area median income.

Item D.5 Tenant Eligibility Certification

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

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

Response:

- 1. Homelessness - an individual or eligible household that:
 - a. Lacks fixed, regular and adequate nighttime residence,
 - b. Has a nighttime residence that is a publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill),
 - c. Has a nighttime residence that is an institution that provides a temporary residence for individuals intended to be hospitalized,
 - d. Has a nighttime residence that is a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings

- 2. At Risk for Homelessness – an individual or eligible household that:
 - a. Is a transition age youth exiting the child welfare or juvenile justice systems,
 - b. Is an individual discharged from an institutional setting, which includes hospitals and acute psychiatric hospitals/health facilities,
 - c. Is an individual being discharged from a skilled nursing facility with a certified special treatment program for the mentally ill (STP),
 - d. Is an individual currently residing at a crisis and transitional residential setting,
 - e. Is an individual being released from County jail,
 - f. Is an individual temporarily living in a Board and Care facility following discharge from one of the institutional settings cited above, or
 - g. Meets the local standard designated by the San Joaquin County Mental Health Director which has been established as being an individual or eligible household who is enrolled in a San Joaquin County MHSA FSP and is at imminent risk for homelessness. Imminent risk is defined as individuals or families becoming homeless within 14 days and verified by the San Joaquin County MHSA Housing Program.

3. Adult Target Population Criteria for Mental Illness

To qualify:

- a. Adults must have at least one of the following diagnoses:
 - i. Schizophrenia

- ii. Schizoaffective disorders
- iii. Psychotic disorders
- iv. Major depression
- v. Bipolar disorder
- vi. Paranoid personality disorder
- vii. Borderline personality disorder
- viii. Co-occurring disorders (mental illness and substance abuse or mental illness and a developmental disability)
- ix. Other diagnoses or criteria established in the future by San Joaquin County's Behavioral Health Services as allowed by the Mental Health Services Act and in accordance with the priorities identified in the BHS annual update

AND

- b. Adults must also meet at least one of the following criteria:
 - i. Functional impairments due to an untreated or under-treated mental illness that prevents engagement in meaningful activities and inability to remain in housing
 - ii. Frequent incarceration or psychiatric hospitalizations due to untreated or under-treated mental illness

Upon receipt of the application for certification, County staff or its designee shall make sure all the information is complete and/or request the referral source, or the applicant, to either explain the incomplete information or provide the missing information.

1. Certification of Diagnoses

BHS will obtain verification and certification of eligible target population diagnoses by:

- a. Accessing BHS held records of diagnoses determined in jail or through other San Joaquin County contracted mental health service programs.
- b. Arranging for assessment and diagnosis by a licensed or waived mental health clinician through its own staff or other contracted agency in situations where there is no documented history in County records.

2. Certification of Homelessness

- a. For homelessness, SJC MHSa Housing Program will obtain written verification from the staff of the following:
 - i. A transitional housing facility, emergency shelter, other shelter designed to provide temporary living accommodations for homeless individuals.
 - ii. An acute psychiatric facility which admitted the individual from homelessness.

- iii. A hospital which admitted the individual from homelessness
 - iv. San Joaquin County jail which admitted the individual from homelessness.
 - v. If a homeless applicant is coming directly from the streets or other place not meant for human habitation, the verification could come from staff of an outreach, service or other organization that has assisted the applicant in the recent past.
 - vi. If unable to obtain third-party verification, the applicant or supportive services program staff may prepare a short statement about the person's previous living situation for the applicant to sign.
- b. For at-risk-of-homelessness, San Joaquin County will obtain written verification from the staff of the following systems and/or institutions:
- i. For transitional age youth, from the agency in which the youth shall be exiting (child welfare or juvenile justice systems) hospitals, including acute psychiatric hospitals, psychiatric health facilities, skilled nursing facilities with a certified special treatment program for the mentally ill, and mental health rehabilitation centers
 - iii. Crisis and transitional residential settings
 - iv. San Joaquin City and County jail
 - v. Residential care facilities
 - vi. Certification from a SJC Mental Health service provider when the individual and/or family is at imminent risk of homelessness.

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:

Please see Eden's Tenant Selection Plan attached.

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:

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BHS shall be the designated service provider for the 8 MHSA tenants. BHS may contract with a local nonprofit mental health services provider or other community based organizations to deliver some or all of the MHSA Housing program supportive services. The selection of a contractor(s) will be made consistent with the County guidelines for contract procurement. A revision to this plan will be submitted identifying an alternative primary service provider including that provider’s experience and qualifications when that provider is selected.

It is recognized that individuals targeted for the housing program will be individuals with complex and long-term social and medical issues. Each person’s history of homelessness and untreated disabilities 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 will include “whatever-it-takes” to support the tenant in maintaining housing. A multi-disciplinary team, including recovering consumers and staff reflecting the ethnic and cultural make-up of the tenants, will provide the necessary support services. The multi-disciplinary staff should include a psychiatrist, nurse, social workers, 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 desire for such services. The complete supportive services program will include, but not be limited to: assessment and evaluation, emergency assistance with food and clothing as needed, individual goal/service planning, assistance in accessing mainstream benefits, case management, independent living skills development, employment acquisition and retention services, connection to educational support, transportation assistance, money management and financial education, medical assessment, treatment and referral, addiction disorder treatment, employment services and opportunities, crisis intervention, leadership development, community building and any other services as needed. Ideally, services will occur weekly on-site; actual frequency will be individually determined based on need. Supportive services staff will also assist tenants in accessing County and other outside services as appropriate to meet a resident’s needs. Assertive engagement, focusing on developing relationships and trust, shall be provided to those individuals who decline services.

Strategies and assistance with maintaining housing and supporting wellness, recovery, and resiliency

Employing the ‘whatever-it-takes’ approach allows staff to identify what is needed to support the tenant in maintaining his/her housing. Beginning where the individual is in his/her recovery will identify where 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, through the Full Service Partnership program. The range of services as described above shall be offered to all tenants of MHSa assisted units.

A strength-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. Based on the tenants' wishes, employment opportunities and supports will be made available, including assistance with transportation, job coaching and any other items that will be important for the tenant to be successful. Educational supports shall also be made available including tuition and financial assistance with books and supplies. In supporting tenancy retention, support service staff shall be available 24/7 to respond to crisis or other tenant issues requiring this level of support. When behaviors are identified that place an MHSa tenant at risk for possible eviction, support service providers and property management staff will work proactively together to mitigate those problems.

Tenant Engagement

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 personal service coordinators. Lastly, a strong working relationship between the service provider and property management is crucial to supporting the MHSa clients in maintaining tenancy. This relationship is described below.

Service Provider and Property Management Relationship

A critical element of supporting tenants in maintaining housing is the communication and relationship between the support service provider and the project's property management and services staff. BHS is the designated supportive services provider at Tienda Drive Senior Apartments; property management will be provided by Eden Housing Management Inc. (EHMI) , and service coordination by Eden Housing Resident Services (EHRSI). BHS will provide the single point of contact for communication regarding and the coordination of all supportive services with the property management staff. The service team provided by BHS will assure a complete range of support services including employment services, health care assessments, diagnosis, treatment and referrals. Staff from both BHS and EHRSI will meet weekly to review individual client cases, as necessary. Release of Information forms will be presented to each client tenant for signature in order to allow for maximum sharing of information. Urgent issues will be addressed through appropriate electronic media to discuss the issue(s) and create a necessary emergency supportive services plan. All support service staff assigned to Tienda Drive Senior Apartments will work as a unified team to help tenants reach their goals and will meet at least monthly. When tenant behaviors place an individual at risk for eviction, property management staff will present the issue to BHS with the intent of developing and implementing a housing retention plan. A clear delineation of roles and responsibilities of support services and property management will facilitate the goal of maximizing housing retention for tenants.

Service Coordination

Under general supervision, the Services Coordinator is responsible for assessing resident needs, making resource information available to residents and providing linkages to needed services for low-income residents living in affordable housing developments. The Services Coordinator focuses on two primary areas: (1) Work with residents and their families, both individually and in group settings to coordinate enrichment activities, programming, and facilitate community interaction; and (2) create and maintain a network of resources in all of Eden's communities as well as foster and develop resources for residents within external partners, service providers and programs.

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.

A completed and signed copy of Attachment C is attached.

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

Describe the following:

- 1 Physical space, including common areas, outdoor areas, landscaping, physical access to the property, security;
- 2 Supportive services space (if any), including any quiet area on site for tenants to meet service staff;
- 3 How the MHSA units will be designed to provide appropriate accommodations for physically disabled MHSA tenants, if appropriate.

Response:

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

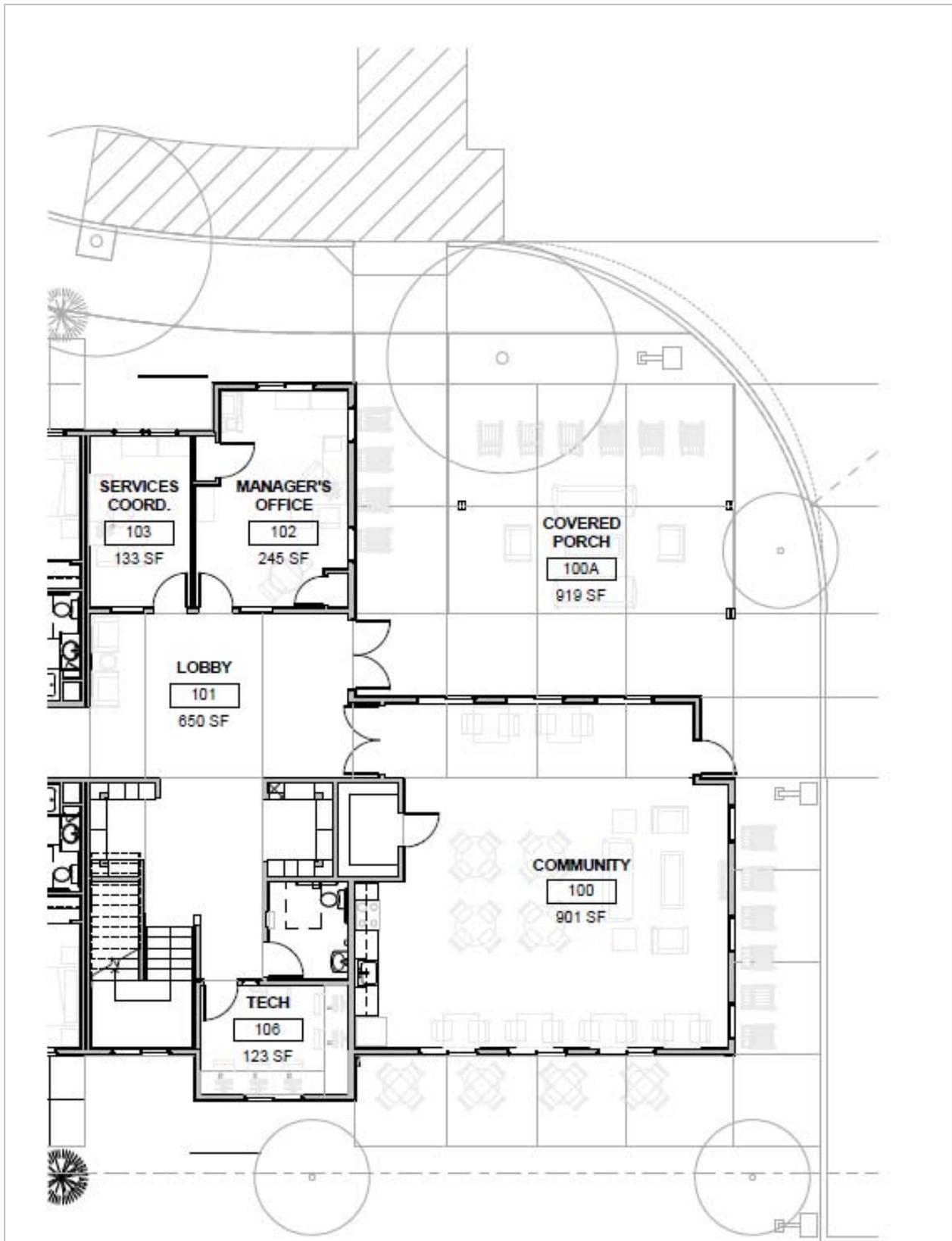
1. Description of Physical Space, Landscaping, Security and Property Access

The project design is focused around a central community hub and two landscaped courtyards, and aims to maximize views of and access to Roget Park which is located immediately to the east. The apartments, specifically designed for independent living, are situated in a pair of elevator served two-story buildings, each with landscaped outdoor courtyards that contain raised planting beds. The central community hub is equipped with approximately 2,500 total square feet of common area space including a community room with a small kitchen, computer lab, mailroom, and upstairs lounge. The development also includes an exercise room, a manager’s office and services office. The ground floor of each building contains a resident laundry room. The buildings incorporate a combination of interior corridor and exterior walkway circulation configurations. Roof eaves, tree plantings, and canopy structures are designed to provide shade.

2. Physical space for Services

Physical space for services coordination and resident meetings and interaction exist in the project. Below are the community facilities that will be available to residents:

- 1. A services coordination office – 133 SF
- 2. A manager’s office – 245 SF
- 3. A community room – 901 SF
- 4. A computer and technology room - -123 SF
- 5. A covered porch for respite and interaction – 919 SF
- 6. A common lobby and foyer – 650 SF



3. Design Considerations for Disabled Residents

All eight (8) MHSA units will be built-out to be accessible, and to the extent possible will be evenly spread throughout the development. All MHSA units have been designed in full compliance of California Building Code accessibility standards as well as to meet or exceed UFAS and FHA requirements.

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:

A letter from BHS is attached.

Item D.11 DHCS 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.

A completed and signed copy of the DHCS Outcome Reporting Requirements form is attached.

**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.

A completed and signed copy of Attachment E is attached.

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:

BHS, as the established Mental Health Provider in San Joaquin County since 1982, will be the primary specialty mental health service provider. BHS county and contract providers include outpatient, inpatient, and crisis services. BHS has and continues to provide supportive clinical services to consumers throughout a continuum of housing options. This continuum includes, but is not limited to, transitional care facilities, enhanced board and care homes, board and care homes, supportive independent housing, sober living environments, shared housing and independent living. The clinical outpatient services may include case management, medication support, rehabilitation services, vocational support, individual and group therapy. Crisis and Inpatient services are available 24 hours daily.

BHS provided services to tenants with serious mental illness in the following developments in San Joaquin County:

Mayfair	47 units
Madison	24 units
Winslow	20 units
Spice Houses	26 units

BHS has provided supportive services to Mayfair and Madison apartments for 20+ years either directly or through contracted providers. Services have been provided directly for Winslow Village since it opened in 2007 and for residence of the Spice Houses since AB2034.

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.

A completed and signed copy of Attachment F is attached.

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 DHCS must be submitted not less than 120 days prior to initial rent-up.

An MOU between Eden Housing, Inc, Eden Housing Management, Inc., and BHS is currently being drafted. We expect a draft MOU will be available in 6-8 weeks.

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.

A completed and signed copy of Attachment G is attached.