

COUNTY OF ORANGE HEALTH CARE AGENCY

BEHAVIORAL HEALTH SERVICES

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February 8, 2010

Notice of Initiation of 30-Day Public Review Period for Avenida Villas Under the MHSA Housing Program

A 30-day public review and comment period is required for the Orange County Health Care Agency to submit an application to the State-administered Mental Health Services Act (MHSA) Housing Program to secure funding for any proposed housing development intending to provide permanent supportive housing for mental health clients. This public review pertains to AMCAL's Avenida Villas development, which intends to provide permanent supportive housing to a limited number of selected MHSA clients enrolled in Full Service Partnerships.

Comment on the proposed development, as attached, must be received by the County prior to the end of the 30th day from the date posted on this notice to be considered for inclusion in the County's final analysis and certification of the application to the State.

The following sections of the application are attached for consideration, review and comment:

- Section 4.2.1 Project overview
- Section 4.2.5 (D.1 through D.5) MHSA Housing Program supportive housing and services information
- Development Summary Form

We appreciate your feedback and encourage you to direct any questions or comments regarding the proposed development to Judy Iturriaga as follows:

Judy Iturriaga

Orange County Health Care Agency

Service Chief I

Tel: (714) 834-5048

Mhsahousing@ochca.com

Sincerely.

Mark A Reforvit

Behavioral Health Director



County of Orange Health Care Agency, Behavioral Health Services Mental Health Services Act (MHSA) Office 600 W. Santa Ana Blvd., Suite 510 Santa Ana, CA 92701

Avenida Villas Development

30-Day Public Comment Form February 10, 2010 to March 10, 2010

PERSONAL INFORMATION							
Nam	e						
Ager	ncy/Organization						
Phone number				1	E-mail		
Maili	ng address (street)			<u>'</u>		1	
City,	State, Zip						
		MY ROLE IN THE	MENT	AL HEALTH	SYSTEM		
	Person in recovery			Probation			
	Family member		Education				
	Service provider	Social Services					
	Law enforcement/c	riminal justice		Other (plea	ase state)		
		(СОММ	ENTS			
Submit Your Comments to							
Judy Iturriaga, Service Chief I							
Phone: (714) 834-5048							
E-mail: mhsahousing@ochca.com Mail: 405 W. 5 th Street, Suite 500							
	Santa Ana, CA 92701						

DEVELOPMENT SUMMARY FORM MHSA Housing Program

Development Information

County Mental Health Department: Orange County Health Care Agency/Behavioral Health Services
Name of Development: Avenida Villas
Site Address: 9602-9612 W. Ball Road, Anaheim (Unincorporated Orange County), CA 92804.
Development Sponsor: AMCAL Multi-Housing, Inc.
Development Developer: AMCAL Multi-Housing, Inc.
Primary Service Provider: Providence Community Services
Type of Development: New Construction Acquisition/Rehab
Type of Building: ☑ Apartment ☐ Shared ☐ Condominium ☐ Single ☐ Other
Total number of units and bedroom types: 47 units consisting of 29 three bedroom units and 18 four bedroom units.
Total number of MHSA units and bedroom type: 10 of the three bedroom units will be MHSA units.
Total Cost of MHSA Units: \$3,633,231
Amount of MHSA Funds Requested: \$1,081,000
Requested MHSA funds for Capitalized Operating Subsidies:
Square footage by bedroom of MHSA units: 3 Bedrooms, from 1,010 to 1,070 sq. feet
Contact Information: Judy Iturriaga Service Chief I 405 W. 5 th Street, Suite 500 Santa Ana, CA 92701 714-796-0200

mhsahousing@ochca.com

Avenida Villas – Notice of 30-day Public Review Period

Orange County County of Orange Health Care Agency Mental Health Services Administration

Section 4.2.1 Project Overview

Avenida Villas Apartments 9602-9612 W. Ball Road Anaheim, CA 92804

Housing Type and Tenant Characteristics

AMCAL is one the largest affordable housing developers in the country and among the most active in California with five 9% tax credit developments funded in 2009. AMCAL is known for high quality design and construction, as well as well managed and maintained properties that blend harmoniously with the larger community.

AMCAL proposes a workforce housing community consisting of 47 three and four bedroom units. The development will replace a blighted building with newly constructed high quality housing. The development will be four stories of Type V construction over podium parking, serviced by an elevator.

The subject property consists of approximately 36,110 square-feet, approximately 0.83 acres, and is located near the major thoroughfares of Ball Road and Gilbert Street. The property is currently occupied by two blighted and vacant commercial structures that were previously utilized as an orthopedic center/medical offices and are approximately 11,391 square feet in total size.

The unit mix of the apartments include 10 MHSA units dispersed throughout the 47 total units and will focus on transitional aged (18 – 25 year old) youth (TAY) as the target population—though as necessary the property will also serve adult MHSA consumers. The community will be restricted to low and very low income Area Median Income (AMI) households by Low Income Housing Tax Credits and other financing for 55 years. The income and unit mix will be as follows:

AMI	3 bedroom	4 bedroom	Total
30%	2 MHSA	3	5
45%	8 MHSA	0	8
45%	4	0	4
50%	14	5	19
60%	0	10	10

Partners in this development include AMCAL Multi-housing as the developer, The County of Orange Health Care Agency, Orange County Community Services, Providence Community Services as the full service provider, and The John Stewart Company as the property manager.

AMCAL will construct a community room to accommodate all resident services and activities and will be designed to provide meaningful opportunities for tenants to interact and build community. In addition to the primary services support of Providence Community Services which will foster a peer group on and off site, TAY residents would also be supported in their development of life skills through the activities and services provided to all residents by AMCAL, including a learning center with computer assistance, financial fitness education, and job skills training.

This property has been designed to offer the maximum in comfort, security, convenience and livability, with careful thought given to maintaining the costs of construction within a reasonable level.

Orange County County of Orange Health Care Agency Mental Health Services Administration

Section 4.2.5 (D.1-D.5)
MHSA Housing Program
Supportive Housing and Services Information

Section D1: Consistency with Three Year Program and Expenditure Plan

Orange County Health Care Agency's Behavioral Health Services (HCABHS) Fiscal Year 2009-10 Annual Update to the Three Year Program and Expenditure Plan for MHSA Community Services and Support (CSS), identified a need for permanent supportive housing for transition age youth (TAY) 16-25 years old with Serious Emotional Disturbance (SED) or Serious Mental Illness (SMI) who are homeless or at risk of being homeless and are underserved. Additionally, the County's original MHSA Three Year Program and Expenditure Plan, prepared following an intensive collaborative effort and input from consumers, family members, community leaders, service providers and other interested parties which included community forums and age-specific surveys, found that the provision of supportive permanent housing for TAY, who are homeless or in danger of homelessness, was ranked among the top seven issues identified by community The Orange County MHSA Housing program is stakeholders for this age group. expected to generate approximately 185 Supportive Housing units across all the age categories served. The MHSA Housing program at Avenida Villas directly responds to this identified community need and County priority by directly serving the TAY population with SED or SMI.

Avenida Villas Responds to Identified Need for TAY

AMCAL Multi-Housing, partnering with Providence Community Services as the full service provider (FSP) for MHSA specific resident services, is requesting MHSA capital and Operating Subsidy funding for the Avenida Villas Apartments. This development combines a top-notch developer with experience in MHSA housing with Orange County's strongest full service provider for transitional aged youth, all with the supervision and guidance of HCABHS and Orange County Community Services. The development provides access to on-site services with transportation and a wealth of amenities nearby.

The combination of supportive services and mixing the TAY population with other affordable housing residents will enable TAY residents to establish a pattern of housing stability, leading to further goals of stable employment, and additional education. The site offers great education opportunities as it is adjacent to Magnolia High School and two blocks from the James Albert School of Cosmetology, as well as being accessible to Fullerton City College, the ITT Technical Institute (technology careers), and Everest College (career college). The development of Avenida Villas will contribute 10

apartment units, making substantial progress toward the county's goal of creating 185 housing units.

Section D2: Description of Target Population to be Served

Avenida Villas will provide ten (10) units of permanent supportive housing for Transition Age Youth (TAY), one of the identified Mental Health Services Act (MHSA) target populations under the Orange County MHSA Housing plan. TAY served in the MHSA Housing program at Avenida Villas will be age 16 through 25 with a diagnosis of serious emotional disturbance (SED) or serious mental illness (SMI). They may be unserved or underserved and may have been in foster care, juvenile institutions or been involved in other criminal justice systems. Individuals served may have a co-occurring substance abuse disorder, be homeless or at risk of becoming homeless, and face employment and/or education challenges. TAY in the program will be of very low income with eight units reserved for individuals with an annual income not to exceed 45% of Area Median Income (AMI) and two units reserved for individuals with an annual income not to exceed 30% of AMI. At the time of entrance into housing, it is anticipated that many of the TAY may have no income other than SSI.

Section D3: Tenant Selection Process

The full service provider, Providence Community Services (PCS) will refer pre-screened clients of their STAY program to the Avenida Villas Apartments as applicants for permanent housing. Applicants from other sources will be referred to PCS and the Health Care Agency (HCA) for determination of eligibility for the designated MHSA Housing Program units and supportive services.

Property management staff and PCS will work together to ensure that eligible clients have the information and support they need to complete the application process. PCS will provide assistance to eligible clients with completing the rental application and understanding the residence.

Threshold Eligibility Criteria

1. Occupancy Standard

Units will be occupied in accordance with the following standards per three bedroom unit:

- The minimum occupancy will be 1 individual per unit.
- The maximum occupancy for a shared living unit is one adult per bedroom.
- If adults with children occupy a shared living unit, the maximum occupancy will be 5 people per unit, with not more than three adults.
- If a family with an MHSA certified member occupies an entire unit, this will not be considered shared living, and the standard occupancy of a maximum of 6 people per three bedroom unit shall apply

2. Income Eligibility

MHSA household's income must be at or below the Area Median Income for the units they are to occupy.

# MHSA Units	# of Bedrooms	% AMI	Income Limits
2	3	30%	\$25,110
8	3	45%	\$37,665

MHSA total household income must be at or below 30% or 45% of the Area Median Income (AMI), depending on which type of unit the prospective resident is applying for. As these are shared housing units, the combined income of all individuals in a 30% unit must be at or below \$25,110. Similarly, the total income for all three individuals in a 45% unit must be at or below \$37,665.

3. MHSA Set-Aside

The MHSA set-aside will be 10 units out of a total of 47 units at the property.

4. Rent

MHSA rent is based on the maximum allowable tax credit rent at 30% or 45% AMI, depending on the rent level of the unit which the prospective resident is applying for. Units may be utilized on a flexible basis for shared housing, or to house families with at least one member who is MHSA certified. If the unit is used for shared housing, then each resident will be responsible for a proportion of the rent based on the number of bedrooms which they occupy. For example, in a three bedroom apartment shared by three individuals, each would be responsible for one third of the rent, and each will have his or her own separate lease. In a three bedroom apartment shared by one individual and a mother and child, the individual would be responsible for one third of the rent and the mother would be responsible for two thirds of the rent for the two bedrooms which she and her child occupy.

5. Other MHSA Eligibility Criteria

The applicant must be an adult, ages 18 to 25 with a diagnosis of a serious emotional disturbance (SED) or serious mental illness (SMI), as defined in California Welfare and Institutions Code § 5600.3 (a) and (b) must be homeless or at risk of homelessness, as defined in Section 2.2: MHSA Housing Program Target Population within the Mental Health Services Act Housing Program Application.

An experienced team is critical to the success of an MHSA development. Providence Community Services the FSP, and John Stewart Companies the property management company, both have experience working as part of a team approach to select and screen clients for MHSA eligibility and in collaborating to maximize the benefits of MHSA housing and services for MHSA consumers. AMCAL Multi-Housing has also developed affordable housing with an MHSA component.

1. Program Eligibility:

If an applicant is referred through PCS, the property manager will contact PCS to confirm that a TAY applicant has been certified as MHSA eligible including meeting the criteria of SMI and homelessness or at-risk of homelessness. If the applicant is not referred through PCS, then PCS will coordinate getting the applicant evaluated by HCA to determine program eligibility. The HCA MHSA Housing Program staff will certify applicants as MHSA Housing Program eligible using a standardized process for the MHSA funded units—that process is attached as an appendix to this document.

2. Preliminary Application:

If the applicant meets the program requirements, the applicant will be given an application package consisting of a description of the property, a preliminary application, and a list of required documentation that the applicant will need to bring for their housing interview. The property manager will inform the PCS case manager that they have provided an application to a particular client and PCS will provide support to the applicant through the application process. Program eligible applicants will turn in their pre-application to the property manager. If the pre-application is incomplete, the property manager will contact PCS to request missing information.

3. Wait List:

Once the pre-application is completed, the applicant will be placed on a wait-list. Pre-applications will be date and time stamped and applicants will be added to the wait-list in chronological order. If more than one applicant on the wait-list qualifies for the unit, the pre-application with the earliest date will be the first invited for an interview. The remaining qualified applicants will be maintained in chronological order and the same process will be followed when a bedroom in an MHSA unit becomes available. If an applicant who is contacted for an interview turns down the unit, management will proceed to contact the next eligible applicant on the wait list. If an applicant on the wait list turns down two units offered to him/her, he/she may be removed from the wait list.

Applicants on the waiting list will be notified that it is their responsibility to advise the property manager of any address changes, and that if they cannot be contacted by mail, either for vacant units or in the course of a waiting list update, they will be dropped from the waiting list.

4. Interview and Full Application for Tenancy:

When a unit becomes available, the property manager will contact the next eligible applicant on the wait list to set up an interview and will confirm the documents that the applicant needs to bring to the interview. The applicant may bring a third party of their choice to the interview which may include, but is not limited to the PCS case manager. The case manager at PCS will also be informed any time that their client is contacted about an available unit to help ensure a prompt response. Applicants who fail to provide required information or documentation within seventy-two (72) hours once requested, may be denied. In addition to the application verification process outlined below, the following minimum criteria will be required:

- <u>Safety:</u> Any individual whose tenancy is a direct threat to the health or safety of others or the property of others will be denied tenancy.
- Pets: Pets are not permitted subject to the property's pet policy.

5. Application Verification Process:

At the interview, applicants will be requested to sign releases and forms that allow the property manager to verify the information on their application. Incomplete, inaccurate or falsified information will be grounds for denial of the application or subsequent termination of tenancy upon later determination of information being falsified. Information to be verified will include:

- Assets: All assets, including bank accounts will be verified
- Section 8: Section 8 vouchers or certificates will be verified
- <u>Credit Check:</u> Credit will be approved or denied by a third party company based on their credit scoring system as follows:
 - Credit scoring is a system that creditors use to help determine whether to grant you credit. Information about how an applicant manage their credit, including bill paying history, late payments, collection actions and outstanding debt is collected from credit application and the credit report.
 - Using a statistical program, creditors compare this information to the credit performance of consumers with similar characteristics, a credit scoring system awards points for each factor that helps predict who is most likely to repay a debt (or, in this case, fulfill the lease). A total number of points, a credit score, helps predict how creditworthy an applicant is, that is, how likely it is that they will make the payments when due.
 - Bankruptcies: The applicant will be considered under these conditions: Discharged bankruptcies must be no less than two years old. There can be no new negative credit.
 - Co-signers will not be permitted for applicants that fail to meet the rental history or credit reference requirements.
- Criminal Background Check: A criminal background check will be performed. Applicants who have been convicted or incarcerated for any felony within the past five (5) years will be denied. Applicants who have been convicted or incarcerated for any misdemeanor or other crime, related to or involving gangs, drugs, violence, threat, damage or violation of any person or property within the past three (3) years will be denied. Repeated convictions which could be perceived as a direct threat to the health, safety, or welfare of the property, residents, guests, or surrounding community will be grounds for denial. Applicants who have been arrested or have any pending court cases or trials relating to a criminal nature will have their application placed on hold until the matter is resolved.
- Rental History: Rental history will be verified by contacting previous landlords. Applicants with negative rental history or those who have been evicted, or have outstanding balances owed to current or previous landlords will be denied.
- Income Verification: Income will be verified by a third party, including but not limited to: employment, savings, disability income, government assistance, child support / alimony. Applicants must not exceed the maximum income limits as

 Gross household income must be a minimum of two (2) times the net scheduled rent.

6. <u>Verification of Severe Mental Illness</u>:

PCS staff will provide written verification to the property manager at the time of the preliminary application.

7. Verification of Homeless Status:

PCS staff will provide written verification to the property manager at the time of the preliminary application.

8. Approved Applicants (contact/lease-up procedure):

Following the interview, the property manager will contact approved applicants to set up a time for property orientation, signing of the lease, and scheduling the move-in date. The property manager will notify the PCS case-manager when the applicant is approved.

9. Fair Housing:

Applicants will not be discriminated against as set forth in the State and Federal Fair Housing Guidelines. The property will comply with all federal, state, and local fair housing laws and with all equal opportunity requirements and will not discriminate against any individual wishing to apply for residency due to race, color, creed, national or ethnic origin or ancestry, religion, gender, sexual orientation, age, disability, handicap, military status, source of income, marital status or on any other arbitrary basis.

10. Rejected Applicants:

Rejected applicants/households will be notified in writing of the reason for rejection. The referring FSP and/or prospective resident may resubmit the application for reconsideration if the conditions that resulted in the original denial change, or if the applicant can provide evidence of case management and a service plan that is able to address the deficiency in a manner that is acceptable to the property manager.

The collaborative efforts of AMCAL Multi-Housing, Providence Community Services, and The John Steward Companies will ensure all qualifying MHSA applicants will have opportunity to be considered under the application process for upcoming vacant units at the project regardless of the obstacles they face.

Section D4: Supportive Services Plan

Program Overview:

Providence Community Services' STAY Process Full Service Partnership opened its doors in 2006 and is funded through the Mental Health Services Act. The STAY

program serves youth ages 16 through 25 who are transitioning into adulthood. Referrals come from Children's mental health services, foster care, juvenile justice settings, schools, and various children's systems of care, self, and the community at large. The young adults in our program share a life experience that includes a serious mental health diagnosis that interferes with their ability to be successful in at least one area of their lives. STAY provides 24-hour a day, seven days a week intensive case management and outpatient services, youth and parent mentoring, supported employment and education, transportation, housing assistance, benefit acquisition, respite care and integrated services for co-occurring disorder treatment. STAY is a consumer driven program of self identified need and goal designation. Our program works with people wherever they are in the discovery and recovery process of their life.

Based upon the priorities identified in the Transitional Age Youth (TAY) Workgroup and consistent with those specified in the CA Department of Mental Health (DMH) three-year program and expenditure plan requirements, these youth and young adults include:

- School-age youth unable to function in a mainstream school setting because of emotional problems
- Seriously Emotionally Disturbed (SED) youth at risk for out-of-home placement
- SED youth whose families are homeless, or themselves are homeless, including those living in motels because of a lack of permanent residence
- SED youth who are in the foster care system
- SED youth who are exiting incarceration in the juvenile justice system or the adult correctional system
- SED youth who are aging out of the foster care or juvenile justice system
- SED children of parents who themselves have a serious mental illness
- Uninsured SED youth and young adults
- SED youth or young adults who are unserved or underserved because of linguistic or cultural barriers
- Youth or young adults with multiple psychiatric hospitalizations
- Youth or young adults who are losing Wraparound funding because of aging out of the child welfare system
- Youth or young adults experiencing their first episode of psychosis

Staffing:

In one capacity or another, all STAY staff work to support our 243 participants with maintaining housing in the community. One full-time person, a housing coordinator, is dedicated to developing housing options in the community and providing housing information to our participants. Twenty-one, full-time personal service coordinators (PSC) work with the housing coordinator and our participants to first choose a housing option that works best for them and to then maintain their housing, build skills to pay rent on time, keep a clean and safe home and be neighborly. Each PSC is assigned to 10 TAY for a 1:10 ratio, which allows for a high level of support around housing and other goals, such as employment and education. One full-time employment coordinator and one full-time education coordinator are dedicated to specifically developing work

and school resources in the community to support participants in getting and keeping a job, earning a living and paying for their rent, food and other expenses. Three, full-time community integration specialists work with our participants to find resources in the community for recreation and socialization, adding balance and well-being to our participants' lives. Also dedicated to wellness are three, full-time recovery specialists and two, part-time psychiatrists, who provide therapy, medication and opportunities for learning to promote our participants' wellness while at home and in the community.

Treatment Models:

Mental health recovery services for TAY are based on the vision that TAY have hope for themselves and their future, are empowered and self-sufficient and are increasingly able to take on and fulfill meaningful adult roles, including having and sustaining a home for themselves. Motivational interviewing techniques have been valuable in supporting TAY toward this vision. Originally developed for individuals who want to reduce their substance use but are unsure about how to do so, motivational interviewing techniques are effective with TAY, who often are ambivalent about themselves, their futures and how to make a change in their lives. By tapping into their ambivalence, participants have become motivated to make different decisions and to learn the skills required to make their decisions real. Harm reduction techniques, also developed primarily to reduce substance abuse, further empower TAY who have decided to make a change and seek to gradually ease into it, diminishing their harmful behaviors to a benign level rather than drastically giving up a habit all at once. Both motivational interviewing and harm reduction techniques are effective in supporting TAY toward a range of recovery goals, which include goals pertaining to home, work and school.

Description of Services:

In-home and community-based intensive case management services form the primary service component of the STAY Process Full Service Partnership. These services help promote TAY Resiliency and Recovery, while promoting success across all life domains. These in-home services include mental health services and other wraparound services which include – but are not limited to - peer mentoring, supported employment, supported education, transportation assistance, housing assistance, benefits acquisition, crisis services, respite care and the treatment of co-occurring disorders. Most of these services may be provided in the home, at the discretion of the participant and family, or in other easily accessed community locations. Intensive in-home case management services are provided by Personal Service Coordinators who, working in conjunction with the Transition Age Youth and other identified family, community and program representatives, identify participant strengths and needs which may be met by existing community resources. In addition, our staff work closely with other related MHSA programs to access services such as outreach and engagement, supported employment and education and housing assistance beyond that which is already provided through our program. When existing community resources are unable to meet the needs of the participant, personal service coordinators may access flexible funds for services approved by the County.

In addition we work closely with a variety of community partners who provide additional supportive services such as ESL classes, parenting classes, emergency services (food, rent and utility assistance), tutoring, and respite care among other services. Our Partnership Teams assist participants with emergency housing as well as short term and longer term housing. If a TAY is evicted from his or her home/apartment or has been discharged from a program or housing facility, our first priority is to access our resource base and secure housing for the participant. PSCs have immediate access to housing referrals such as area emergency shelters and Transitional living centers. In an after-hours emergency situation, the Personal Service Coordinator may bring funds to a participant or family to secure a motel room until temporary housing can be secured. Emergency housing vouchers can be accessed to assist participants in housing until the crisis subsides and local area housing can be secured the following business day. Community services such as Info Link, the National Alliance for the Mentally III (NAMI) and our Community Partners are also available to access in case of emergency or temporary housing needs.

Frequency of Services

On average, Personal Service Coordinators meet with each participant for a minimum of 3 hours per week, a Psychiatrist meets with each participant 1 or 2 times per month depending on need and the Employment, Housing and Education Specialists meet with participants in accordance with each individual's service plan.

It should be noted that Providence Community Services ensures each participant has access to their personal service coordinator 24 hours a day, 7 days a week by implementing an after-hours on-call system that links participants and their personal services coordinators by cell phone. In addition, personal service coordinators have access to program therapists as support when needed, although personal service coordinators are encouraged to employ techniques that will be able to anticipate and prevent many after hours crises from occurring.

Process for Assessing Supportive Service Needs:

All STAY participants are assessed for supportive service needs (including supported housing) when entering our program. This assessment consists of a multifaceted biopsychosocial assessment tool which assists staff in developing a master treatment plan and consumer service plan which guide service provision. Assessment is an ongoing process, however, STAY consists of a great deal of active listening and participant involvement, in which participants are encouraged to self select those supportive services they feel would most likely assist them in their road to Recovery (and to have a successful housing placement.)

Services that Support Housing Stability:

All STAY staff work as a team to provide services that support housing stability for participants. This includes formulating a case plan with the participant that includes the necessary skills to move into more stable housing. These skills will be fostered through intensive individual work and education groups at our offices and in the community that include teaching daily living skills, social skills, formulating an education and

employment support plan, while accepting each individual's differences and capacity. The emphasis will be on promoting growth and stability to effectively transition into more stable housing.

Resident Engagement:

Providence Community Services recognizes the importance of participant engagement in services as a crucial element to the success of our programs, including housing placement, and therefore strategies for engaging hesitant participants taught and reinforced with all STAY staff through formal trainings and during ongoing staff and supervision meetings. In our experience, we have found that engagement strategies for maintaining successful housing placements are very similar to those we employ for engaging participants in our other support services and community integration services. These strategies are described in the following section.

Strategies for Engaging Tenants in Supportive Services and in Community Life: In our experience working with TAY, we find that some participants may be reluctant to participate in a particular aspect of our program and that attrition rates may be high for some population groups. While there are various reasons why TAY may be reluctant to participate in supportive services and or community life, there are several strategies which can be used to engage TAY. Therefore, all STAY staff receive specific training to encourage and motivate – or engage – TAY who are hesitant to participate in services. Overall, our approach to engaging participants revolves around the practices of welcoming and intentional care, which is built upon the values of acceptance, respect, encouraging consumer voice and adult to adult relationships. We have also found that staff members who were once consumers receiving similar services and who have graduated to self-sufficiency are very insightful and helpful in the process of engaging TAY.

We approach engagement as an ongoing process. In order to engage reluctant or challenging participants, it is necessary first of all to provide culturally competent services that recognize the inherent strengths of TAY and the communities in which they live, to remove potential barriers to involvement and to ease life's stressors to allow the participant to focus on Recovery. In doing so, PSCs and other care providers are able to establish rapport with TAY and empathize with their particular needs and concerns. We have found that by delivering services in this way, most participants who initially demonstrated reluctance or were hesitant have been able to continue to succeed in the process of Recovery.

Section D5: Supportive Services Plan Chart

Supportive Service	Target Population	Service Provider(s)	Service Location	
Comprehensive Assessment	Transition Age Youth	STAY	On-site or Off-site (transportation provided)	
Psychiatric Evaluation and Re- Evaluation	Transition Age Youth	STAY	Off-site (transportation provided)	
Development of Integrated Treatment Plan	Transition Age Youth	STAY	On-site or Off-site (transportation provided) On-site or Off-site	
Ongoing Case Management	Transition Age Youth	STAY	(transportation provided)	
Mental Health Services	Transition Age Youth	STAY	On-site or Off-site (transportation provided)	
Medical referrals and linkages	Transition Age Youth	STAY	Off-site (transportation provided)	
Individual and Group Psychosocial Rehabilitation	Transition Age Youth	STAY	On-site or Off-site (transportation provided)	
Social Skills Development	Transition Age Youth	STAY	On-site or Off-site (transportation provided)	
Life Skills Development	Transition Age Youth	STAY	On-site or Off-site (transportation provided)	
Job Readiness, training, and employment counseling	Transition Age Youth	STAY	On-site or Off-site (transportation provided)	
New tenant orientation/move-in assistance/tenant rights education	Transition Age Youth	STAY	On-site or Off-site (transportation provided)	
Psychiatric services	Transition Age Youth	STAY	Off-site (transportation provided)	
Crisis intervention	Transition Age Youth	STAY	On-site or Off-site (transportation provided)	
Referrals to other services and programs	Transition Age Youth	STAY	On-site or Off-site (transportation provided)	
Peer mentoring/support	Transition Age Youth	STAY	On-site or Off-site (transportation provided)	
Transportation	Transition Age Youth	STAY	On-site or Off-site (transportation provided)	

Supportive Service	Target Population	Service Provider(s)	Service Location
Assistance with groceries as needed	Transition Age Youth	STAY	On-site or Off-site (transportation provided)
Assistance in furnishing units	Transition Age Youth	STAY	On-site or Off-site (transportation provided)
Recreational/socialization opportunities	Transition Age Youth	STAY	On-site or Off-site (transportation provided)
Independent living skills: budgeting, meal prep., housekeeping, self-care	Transition Age Youth	STAY	On-site or Off-site (transportation provided)
Education Support	Transition Age Youth	STAY	On-site or Off-site (transportation provided)

Orange County MHSA Housing Program Tenant Certification and Referral Process Overview

The Mental Health Services Act (MHSA) Housing Program provides significant opportunities to provide permanent supportive housing to unserved and underserved persons with serious mental illness. Orange County developed the *Tenant Certification and Referral Process* for the MHSA Housing Program in order to ensure a fair and understandable process to connect MHSA enrolled consumers with housing. The *MHSA Tenant Certification and Referral Process* outlines the eligibility factors for housing units funded under the MHSA Housing Program.

SECTION A MHSA Housing Program Certification and Referral

The County of Orange Health Care Agency (HCA) in collaboration with OC Community Services (OCCS) has developed a standardized application and certification process for the Orange County Mental Health Services Act Housing Program. The HCA MHSA Housing Program is the central point of coordination for MHSA Housing Program certification.

Application Process

The HCA MHSA Housing Program staff will certify applicants as MHSA Housing Program eligible using a standardized process for the MHSA funded units. The Tenant Certification and Referral Application is designed for MHSA Full Service Partnerships (FSPs) to complete in collaboration with the potential tenant. Upon enrollment in an FSP, the MHSA client can apply for MHSA Housing. Note that property management screening for housing will be conducted by the housing provider, and will be separate from eligibility determination for MHSA services.

Each site specific MHSA Housing Project Property Management company will accept applications from FSP enrolled clients during lease up of a new development and as vacancies in projects with MHSA Housing Program units become available, following the outreach and marketing outlined in the Marketing Plan. The HCA and its MHSA FSP providers 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 connect with and refer potential residents to FSPs. MHSA FSP outreach includes visiting areas known to be places where homeless adults spend their days and nights.

The referring MHSA FSP is responsible for documenting an applicant's eligibility utilizing the standard MHSA Housing Program Certification and Referral Application, by securing all required eligibility documentation; including a release of information authorizing the referring FSP to share certification information with the HCA MHSA Housing Program. It is expected the FSP will assist the applicant as needed in completing the certification application, as well as any additional requirements related to the project screening process. Support Service Workers/Personal Services Coordinators of the identified Full Service Partnership will provide support throughout the entire application and project screening process.

Eligibility Determination

The HCA MHSA Housing Program staff will review the application and supporting documentation for completeness and certify the applicant meets the Orange County MHSA Housing Program eligibility criteria. These criteria are outlined below and must all be met in order to be MHSA Housing Program eligible. If the application is incomplete, the HCA MHSA Housing Program staff will contact the referring FSP to request missing information.

MHSA Housing Program Threshold Eligibility:

1. Applicant has a Serious Mental Illness or Severe Emotional Disorder

Applicant is an adult 18 year or old with a verifiable serious and persistent mental illness as defined in Welfare and Institutions Code Section 5600.3 (b) (1) or a child or adolescent (<18 years old) with a severe emotional disorder as defined in Welfare and Institutions Code 5600.3 (a) (1).

2. Applicant is either "Homeless" OR "At-Risk of Homelessness"

Homeless:

"Homeless" means living on the streets, or lacking a fixed, regular, and adequate night-time residence. (This includes shelters, motels and living situations in which the individual has no tenant rights.)

(Source: MHSA Housing Program Term Sheet.)

At Risk of Homelessness:

At risk of becoming homeless due to one of the following situations:

- (i) Transitional age youth exiting the child welfare or juvenile justice systems
- (ii) Individuals discharged from institutional settings including:
 - Hospitals, including acute psychiatric hospitals, psychiatric health facilities (PHF), skilled nursing facilities (SNF) with a certified special treatment program for the mentally disordered (STP), and mental health rehabilitation centers (MHRC)
 - Crisis and transitional residential settings
- (iii) Released from local city or county jails
- (iv) Temporarily placed in a residential care facility upon discharge from (ii) or (iii) above.
- (v) Certification by the county mental health director as an individual who has been assessed by and is receiving services from the county mental health department and who has been deemed to be at imminent risk of being homeless.

(Source: MHSA Housing Program Term Sheet.)

3. Applicant had difficulty obtaining/maintaining housing

In addition to being either homeless or at-risk of homelessness, the certification must demonstrate that the issues and/or conditions that establish the individual's eligibility for the housing program are the same issues and/or conditions that significantly interfere with his/her ability to obtain and maintain housing; and without services linked to the MHSA Housing Program, the individual will not be able to obtain or maintain housing.

4. Eligible for MHSA services

Applicant is enrolled in an MHSA FSP program funded and approved by the State as part of the County's Community Services and Support Plan. In Orange County, other factors besides mental illness and homelessness that contribute to MHSA eligibility include:

- Functional impairments due to an untreated or under-treated mental illness that prevents engagement in meaningful activities and inability to remain in housing.
- o Frequent incarceration or psychiatric hospitalizations due to untreated or undertreated illness.
- Special consideration is given to the ethnically and culturally unserved/ underserved populations among the homeless and mentally ill, especially in the Latino and Asian/Pacific Islander communities.

Note that the Property Management of each project will verify applicants' income, along with other eligibility factors, in relation to the funding restrictions on the MHSA Housing Program rental units.

Certification Denial

If the certification is denied because the prospective tenant did not meet the MHSA Housing Program criteria, the referring MHSA FSP and the prospective tenant is notified and informed of the reason for the denial in writing, as well as a phone call from the HCA MHSA Housing Program staff. The referring FSP and/or prospective tenant may resubmit the application for reconsideration if the conditions that resulted in the original denial change.

SECTION B:

MHSA Housing Unit Marketing and Tenant Selection

HCA MHSA housing staff certifies applicants as to their eligibility for the MHSA Housing Program. The site specific property management company will conduct the marketing of units as well as the selection of a tenant for a specific unit. The next section discusses the process by which units are marketed to potential applicants and then how MHSA-certified applicants are selected as tenants for MHSA Housing Units

Notification of Unit Availability

As MHSA Housing Program units become available, the prospective tenants are notified through the following process:

1. The Project Sponsor/Developer or Property Management Company will post vacancies using the marketing plan described in the MHSA Housing Application (as described in section D.13 of the MHSA Housing Application).

- 2. Prospective tenants apply for tenancy at the specific MHSA Housing Program funded site. The prospective tenant will directly approach the Property Management Company to inquire about applying for tenancy for one of the units. The prospective tenant will complete the MHSA Housing Program Certification Application and, working with the Property Manager and Full Service Partnership provider(s), will submit this Certification Application to the HCA MHSA Housing Program. HCA MHSA will provide confirmation of MHSA housing unit eligibility to the applicant, the property management company, and the Full Service Partnership Provider if the applicant meets the MHSA Housing Program criteria.
- 3. Each individual MHSA property will maintain a site specific wait list, keeping it current by contacting the prospective tenant/referring FSP on a regular basis (as defined in their site specific property management plan) to query their continued interest in an MHSA funded unit.

Project Waiting List

Each MHSA Housing Program funded development will have a discrete screening protocol that is site-specific as outlined in section D.13 of the MHSA Housing Program application. Applications will be processed in the order in which they are received. If no units are available, eligible applicants will be placed on the property management's project waiting list, upon favorable review of a credit report and criminal background check. The processing of credit and criminal reports does not assure, nor does it imply, that an application will be approved, or that property management is preparing a particular application for a unit that may be available. Additional tenant selection criteria for the property, as outlined in the project specific tenant selection plan, also apply.

Property Management Screening

The MHSA FSP enrolled applicant will be screened by the property manager and is expected to include review of the completed project-specific housing application, credit report, and criminal history check. Applicants successfully passing this screening will be placed on a property management waiting list (see above), if necessary, with third-party income verification, review of landlord and/or other references, and collection of verification forms from the Health Care Agency occurring as the final step for obtaining a specific available unit.

Screening Assistance to the Applicant

The FSP(s) providing services to tenants at a particular project will provide all necessary support during the screening process, including -- if desired by the applicant - assisting the applicant to complete the required paperwork, securing required documentation, and accompanying the applicant during interviews with property management staff.

References

If landlord references are not available, 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

Notice of Decision

Property Management will provide applicants written notification of assigned waiting list number or reason for denial after consideration of the credit and criminal background checks. The applicant will also be given written notification by Property Management of specific occupancy date or reason for denial after final processing. All notices of denial will include information on the right to appeal and a reminder notice of the right to reasonable accommodation for disability. A copy of any denial notice for MHSA enrolled applicants will also be sent to the Full Service Partnership(s) identified as the service provider(s) for the property. In the event of successful application for the housing, the FSP(s) will be available to assist the tenant in making arrangements for and completing the movein process.

Fair Housing

This project will comply with all federal, state, and local fair housing and civil rights laws, as well as with all equal opportunity requirements during marketing, rent-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 of perception of their race, religion, creed, national origin, age, color, sex, blindness or other physical or mental disability, marital status, domestic partner status, ancestry, actual or perceived sexual orientation, gender identity, AIDS, AIDS-Related Complex, HIV, medical condition, height, weight, political affiliation or other consideration made unlawful by federal, state or local laws.

The 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.

Reasonable Accommodation and Right to Appeal

All applicants will be given notice in the project specific 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 who have 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 social services that can assist the applicant in meeting the conditions of tenancy may also be considered in evaluating such information.

All notices of denial will include information on the right to appeal and reminder notice of the right to reasonable accommodation for disability.