

**Mental Health Services Act:
Community Services & Supports**

HOUSING

Draft Report for Public Review
September 29, 2011

County of Santa Cruz

HEALTH SERVICES AGENCY

1400 Emeline Avenue, Santa Cruz, CA 95060
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Mental Health and Substance Abuse Services

LETTER FROM THE MENTAL HEALTH & SUBSTANCE ABUSE DIRECTOR

September 29, 2011

The Santa Cruz County Mental Health & Substance Abuse Services has prepared a draft plan of the Community Services and Supports (CSS) Housing component of the Mental Health Services Act (MHSA/Proposition 63). This draft has been prepared according to instructions from the State Department of Mental Health's Mental Health Services Act Housing Program Application.

This Draft is available for public review and comment from September 29, 2011 to October 31, 2011. Call Alicia Nájera (the MHSA coordinator) at 831-454-4931 or Linda Betts (MHSA Administrative Assistant) at 831-454-4498 with your comments or feedback, email mhsa@co.santa-cruz.ca.us or write to:

Santa Cruz County Mental Health & Substance Abuse Services
1400 Emeline Avenue
Santa Cruz, CA 95060

Sincerely,

Leslie Tremaine
Director

**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 box marked "Response".
3. **Items D1 through D9 must be circulated for public comment and local review for 30 days prior to submission.**

Item D.1 Development Summary Form (Attachment B)

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

RENTAL HOUSING DEVELOPMENT SUMMARY FORM

County Mental Health Department: County of Santa Cruz Health Services Agency

Name of Development: Aptos Blue Apartments

Site Address: 7839 Soquel Drive

City: Aptos State: CA Zip: 95003

Development Sponsor: MidPen Housing Corporation

Development Developer: Mid-Peninsula The Farm, Inc.

Primary Service Provider: County of Santa Cruz Health Services Agency

New Construction Acquisition/Rehabilitation of an existing structure

Type of Building: Apartment Building Single Family Home
 Condominium Other

Total Development		MHSA Funds	
Total Number of Units:	40	Total Number of MHSA Units:	5
Total Cost of Development:	\$23,175,000	Amount of MHSA Funds Requested:	\$1,062,430
		Capital:	\$500,000
		Capitalized Operating Subsidies:	\$562,430

Other Rental Subsidy Sources (if applicable): None

Target Population (please check all that apply):

Child (w/family) Transition-Age Youth
 Adult Older Adults

County Contact

Name and Title: Jim Straubinger

Agency or Department Address: 1400 Emeline Avenue., Building K, Santa Cruz, CA 95060

Agency or Department Phone: 831.454.4951

Agency or Department Email: jim.straubinger@co.santa-cruz.ca.us

Item D.2 Development Description

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

1. Name and location of the proposed housing development;
2. Service goals of the development;
3. Characteristics of tenants to be served;
4. Type of housing to be provided (new construction or acquisition/rehab.);
5. How the building(s) in which housing and services will be provided will meet the housing and service needs of the MHSA tenants (location, building type, layout, features, etc.);
6. Name of primary service provider, property manager, and other development partners; and,
7. Summary of the anticipated sources of development financing. (Name sources only, do not include dollar amounts.)

Response:

Aptos Blue is located at 7839 Soquel Drive in Aptos, an unincorporated community in Santa Cruz County.

Aptos Blue will consist of 40 newly constructed apartments in two and three story “tuck-under” buildings. There will be six residential buildings on the property and a mix of studios, one-bedroom, two-bedroom and three-bedroom units. In addition, an existing single family home on the property will be renovated into community space which will include leasing and services offices, a computer lab, a kitchen and community gathering space. Adjacent to the community space will be landscaped open space, consisting of an informal orchard of fruit trees, a central green and a tot lot. Adjacent to the open space will be common laundry rooms.

The units at Aptos Blue will all be fully equipped. Residents will have their own private bathroom and full kitchen as well as private open space either in a balcony or a patio. There will be adequate space for services to be provided in the tenants’ units. In addition, the community facilities will be available for services. There will be private offices that can be accessed as well as larger community space, depending on the type of services being delivered.

Five of the 40 units will be set aside for MHSA-eligible tenants. The service goals of the MHSA units at Aptos Blue are to provide affordable housing and to offer integrated, client-centered, multi-disciplinary support services, individualized with the participation of each MHSA tenant to support wellness, recovery, resiliency, and housing stability.

Tenants to be served are adults 18 years of age and over who are diagnosed with a qualifying psychiatric disability and certified as homeless or at risk of homelessness. The individuals served can be expected to have multiple challenges, including co-occurring addiction disorders, physical health issues, a lack of support systems, and criminal, credit, and housing history that present barriers to other rental housing.

The County of Santa Cruz Health Services Agency will be the primary service provider for MHSAs clients and will provide services in the residents' units, at the community space onsite and at locations offsite as needed. The County provides services to MHSAs clients through their Full Service Partnership treatment teams who will be the primary service providers to MHSAs clients at Aptos Blue. The teams work together in the following way:

Initially, MHSAs clients will work with the Access Team, who does intake and assessment of eligible clients. Once a client has completed the intake process, they will likely be referred to one of the case management teams, which consists of the Recovery Team, who works with Adults in the northern part of the County, the South County Adult Team who works with Adults in the southern part of the County, the Transition-Age Youth Team or the Older Adult Team who work with Transition-Age Youth and Older Adults, respectively, throughout the County. In addition to these teams, there is a Mental Health Housing Support Team which includes County staff as well as contract agency partners. The Mental Health Housing Support Team provides support to the MHSAs program outside of the core treatment programs provided by the other teams. This extra support includes the MHSAs Housing Coordinator and an occupational therapist as well as other contract partners who bring complementary services to the core MHSAs services provided by the other teams. This overall group of teams and staff are referred to as the County's System of Care.

In addition, MidPen Resident Services Corporation will provide other service programs onsite that will be open to all residents of Aptos Blue. Service programs will include things like computer literacy training, ESL classes, nutritional classes, homework clubs and more. MHSAs clients will be invited to all the service programs offered to the residents at Aptos Blue.

The Property Manager will be MidPen Property Management Corporation, who will provide property management and assist with scheduling and outreach for any on-site programs provided by the County Full Service Partnership teams or MidPen Resident Services Corporation. MidPen Property Management Corporation, MidPen Resident Services Corporation as well as the owner and developer of Aptos Blue are affiliates of MidPen Housing Corporation, one of the largest and most successful non-profit developers of affordable housing in Northern California. Since 1970, MidPen and its affiliated companies have been working to provide quality housing to low income families and individuals.

MidPen has extensive experience financing, building and operating affordable housing. For Aptos Blue MidPen plans to use a combination of funding from the County of Santa Cruz Redevelopment Agency (low-income housing funds), The State Department of Housing and Community Development (federal HOME funds), MHSAs funds and the Low Income Housing Tax Credit (federal tax credits awarded by the California State Treasurer).

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:

D.1 Consistency with Three-Year Program and Expenditure Plan

MidPen Housing Corporation, a non-profit housing development corporation, is proposing to construct 40 new affordable family rental apartments in the unincorporated community of Aptos in Santa Cruz County. MidPen has obtained funding commitments from the Redevelopment Agency of Santa Cruz County and State HOME and is requesting that the County of Santa Cruz allocate MHSA funding to the project, which would involve setting aside 5 of the 40 units for MHSA eligible adults.

The proposed project is consistent with Santa Cruz County Mental Health's Community Services and Support (CSS) Plan that was developed with broad community stakeholder participation and that was approved by the County of Santa Cruz Board of Supervisors and the State Department of Mental Health. Increasing housing capacity in a range of options was consistently identified as a priority for all planning committees--Housing, Adult System of Care, Transition Age Youth, Older Adults, System of Care, and Criminal Justice. The Housing and Supports Committee (Committee) prioritized the need to create permanent supportive housing with an emphasis on single units, both scattered throughout a particular development or in dedicated developments. The committee emphasized the importance of providing housing opportunities throughout the County.

Aptos Blue brings together the Redevelopment Agency of the County of Santa Cruz ("RDA"), County Mental Health, and MidPen Housing Corporation ("MidPen"). The project will be the third project and an important element of the MHSA housing program in that it will provide five new permanent supportive housing units for MHSA eligible adults. The location in Aptos is ideal for the target population as it is close to shopping and public transit and is an area that is underserved for permanent supportive housing. The permanent supportive housing units in the project build on the successes already achieved at Nuevo Sol and Bay Avenue Senior Apartments. Nuevo Sol utilized MHSA one-time funds and the Governor's Homeless Initiative resources to provide permanent supportive housing with integrated services to people with psychiatric disabilities who have been chronically homeless. Bay Avenue utilized MHSA funds, Tax Credits and HOME funds to further the CSS Plan by increasing access for Older Adults to an array of integrated services that support their ability to reside in their community of choice and reduce the negative effects of untreated mental illness. Aptos Blue further supports that Plan, building on the groundwork set by prior projects to provide supportive housing for adults in Aptos.

Item D.4 Description of Target Population to be Served

Describe the MHSAs 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 MHSAs 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 MHSAs housing program at Aptos Blue will serve adults 18 years of age and over who are homeless or at risk of homelessness and have a psychiatric disability. Experience indicates individuals served will have multiple challenges, including co-occurring addiction disorders, and physical health issues. People in the MHSAs target population often have frequent contact with law enforcement primarily as a result of untreated disabilities and lack of support systems. For many, psychiatric hospitalizations, hospital emergency room visits, and institutional residential living will be the only "treatment" they will have received. Most individuals will be receiving Social Security Income. Occupancy will be specifically limited to those whose income does not exceed 30% of the area median income.

In addition to the MHSAs units, there will be 35 units available to extremely low and very low income families and individuals.

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. How an individual applies to the county to become certified as eligible for an MHSA unit

Santa Cruz County’s MHSA Housing Program is an integral part of our mental health services. All consumers receiving services are eligible for housing, including MHSA funded housing. If an individual is not open to services but would like to access MHSA housing units they would be first screened by the Access Team to determine that they qualify. Once this screening has occurred the person may request housing from our various housing options. Access to housing is either through a mental health housing support team or may be requested directly through the MHSA Housing Coordinator. The criteria for the MHSA Housing Program are (1) being homeless or at risk for being homeless and (2) meeting Santa Cruz County’s adult target population criteria for mental illness. The Division of Mental Health or its designee will assess applicants for homelessness and at-risk of homelessness as well as mental health disability. Those clients who are MHSA Housing program-eligible will be certified and verification of homelessness or risk of homelessness, and mental health disability will be documented.

Upon receipt of the application for certification, County staff will ensure that 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

County Mental Health will verify and certify the applicant has a qualifying disability by:

- a. Accessing Santa Cruz County Mental Health held records of diagnoses determined in jail or other Santa Cruz County contracted mental health service programs,
- b. Arranging for assessment and diagnosis by a licensed mental health clinician through its own staff where there is no documented history in County Mental Health records, or
- c. Accepting a diagnosis provided by a treatment center or institution referring the applicant to the MHSA program.

2. Certification of Homeless Status

- a. To certify homeless status County Mental Health will obtain written verification from the staff of a transitional housing facility, or shelter designed to provide temporary living accommodations for homeless individuals, an acute psychiatric facility which admitted the individual from homelessness, or a hospital or Santa Cruz County jail which admitted the individual from homelessness. If a homeless applicant is coming directly from the streets or other place not meant for human habitation, the verification could come from outreach staff, or an organization that has assisted the applicant in the recent past.

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. To certify an applicant's status as at-risk-of-homelessness, County Mental Health will obtain written verification of their imminent discharge from hospitals or health care facilities, crisis and transitional residential settings, Santa Cruz County jail, or Residential care facilities. Imminent risk of homelessness can be certified by a Santa Cruz County Mental Health service provider when the individual and/or family is at imminent risk of homelessness.

2. How certification of eligibility will be documented, provided to the individual applicant, and maintained by the county

Santa Cruz County Mental Health will determine and certify eligibility for MHSa applicants as detailed above. The County MHSa Housing Coordinator or designee will maintain a list of certified eligible applicants and inform them of their eligibility in writing.

3. How certification of eligibility will be provided to the property manager/development

When a new unit in the MHSa Housing program is being rented up, or when existing units are expected to become vacant, the property manager will notify the MHSa Housing Coordinator of an available unit. The MHSa Housing Coordinator will then check the existing MHSa waiting list, notify the service teams of the type and size of unit that is available and request additional referrals of MHSa eligible consumers who would be a good match to the community. In the event that multiple potential residents are interested who qualify and are at comparable risk of homelessness, they will be referred to property management who will process applications on a first qualified first offered basis.

Item D.6 Tenant Selection Plan

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

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

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

Response:

The MHSA Tenant Selection Plan for Aptos Blue reflects the shared values and mission to provide person centered supportive services and affordable housing. The selection process is based on the premise that all people have a right to housing, that Santa Cruz County is committed to ending homelessness and that applicants will be treated fairly and with dignity and respect. The Aptos Blue MHSA Tenant Selection Plan has been developed through collaboration with the Santa Cruz County Division of Mental Health (County Mental Health), the lead supportive services provider; the MidPen Property Management Corporation (MidPen Management), the property manager; and MidPen Housing Corporation (MidPen), the project developer.

1. How prospective tenants will be referred to and selected for MHSA units in the development

Applicants who qualify and express interest in Aptos Blue will be referred to MidPen Management. The partners involved with Aptos Blue acknowledge the multiple processes involved and that navigating this process may be very challenging for the MHSA applicant. To that end the service providers are committed to assisting the applicant, if he/she so wishes, throughout and during each process.

Potential tenants for the five MHSA-funded units must be referred to MidPen Management through the County MHSA Housing Coordinator or designee. Any person who contacts the project directly will be directed by the property management staff to contact the MHSA Housing Coordinator for certification of eligibility and subsequent referral to the project.

County Mental Health, the MHSA service provider at this project, will work with other providers in the community to identify eligible applicants. County Mental Health will use

culturally competent efforts to reach out to and engage members of the target population, including those among unserved or underserved ethnic communities and other minority populations, and will utilize a variety of proven outreach strategies to recruit residents for the permanent supportive housing. All referrals will be persons who are determined eligible to receive services through the County's System of Care, and they will have had an assessment by the Access Team to ensure that they meet the target population criteria.

In addition to accepting individuals reached through direct outreach methods, County Mental Health will accept referrals from the mental health service teams, including the Transition Age Youth Team, the Older Adult Services Team, the Project Homebase FSP that targets the chronically homeless with psychiatric disabilities, the South County (SCA) Team, which serves the south part of the county; where underserved ethnic communities are concentrated, and the Recovery Team, serving the north part of the county. Referrals may also come directly from the Access Team and from psychiatrists and therapists who are seeing clients not currently served by a team. Referrals to the System of Care may come from other service providers or the broader community. Examples may include Adult Protective Services, a doctor's office, a concerned family member or an individual seeking assistance from County Mental Health. Other sources of referrals will include but not be limited to law enforcement; local shelters, food programs and other nonprofit and government agencies that provide outreach and services to people who are homeless; hospitals, mental health facilities and other health care providers; local veterans' agencies; religious organizations; ethnically and linguistically diverse community-based organizations; and self-referrals. Referrals who are not currently served by county mental health services will need to be assessed by Mental Health Access Team to ensure that they meet the MHSa target population criteria and that they meet the Aptos Blue criteria.

2. The tenant application process

Applicants must complete an Application for Housing. Application packets will be provided to the County so that services staff may assist prospective tenants with completing their application. Along with the application, the forms for a Request for Consideration will be provided. The Request for Consideration process is more fully described in part 6 of this section and allows prospective residents consideration for negative or absent references, criminal backgrounds and other circumstances that might otherwise be cause for denial of an Application.

When an appropriate unit becomes available, management schedules an orientation. At the orientation, applicant will be required to pay by Money Order or County Mental Health Department check the screening fee for each adult household member. There are several parts to an application; each part must be completed. The application cannot be accepted unless it is complete. Applicants must designate the number of bedrooms requested and may request more than one unit type provided the household meets the occupancy standards. The application must be signed and dated by all adult members for the application to be considered. During the initial Lease-Up, Applications may be accepted at a temporary leasing office; at all other times Applications should be submitted to the Property Leasing office onsite.

3. The procedure for maintaining the wait list

Property management will not keep a waiting list for the MHPA units. When a new unit in the MHPA Housing program is being rented up, or when existing units are expected to become vacant, the property manager will notify MHPA Housing Coordinator of an available unit. MHPA Housing Coordinator will then notify the service teams of the type and size of unit that is available and request referrals of MHPA eligible consumers who would be a good match to the community. In the event that multiple potential residents are interested who qualify and are at comparable risk of homelessness, they will be referred to property management on a first qualified first offered basis.

The MHPA Housing Coordinator will work with the Property Management staff to prevent long-term vacancies of MHPA units, by maintaining a waitlist of potential tenants sufficient to find a qualified applicant within a reasonable timeframe from notice of a pending vacant unit.

4. The process for screening and evaluating the eligibility of prospective MHPA tenants

General Screening and Evaluation Requirements:

1. The applicant(s) must be able to demonstrate that his/her conduct in present or prior housing has been such that the admission to the property would not negatively affect the health, safety, or welfare of other residents, or the physical environment, or financial stability of the property.
2. Positive identification with a picture will be required for all adult applicants (photocopy may be kept on file). Eligible applicants without picture identification will be supported by County Mental Health or other service providers to obtain one. For purposes of the application, a receipt from the DMV showing an application for an ID will be sufficient. If deferred, the final picture identification will be required at the time of move-in.
3. A complete and accurate Application for Housing that lists a current and at least one previous rental reference, with phone numbers will be required (incomplete applications will be returned to the applicant). Applicants must provide at least 2 years residency history. Applications must include date of birth of all applicants to be considered complete. Requests for Consideration will be considered for MHPA applicants whose disability and history of homelessness may result in insufficient or negative references.
4. A history of good housekeeping habits.
5. A history of cooperation with management regarding house rules and regulations; abiding by lease terms; and care of property.
6. Each applicant family must agree to pay the rent required by the program under which the applicant is qualified.
7. A history of cooperation in completing or providing the appropriate information to qualify an individual/family for determining eligibility in affordable housing and to cooperate with the Community Manager.
8. Any applicant that acts aggressively towards property management staff or is obviously impaired by alcohol or drugs, uses obscene or otherwise offensive language, or makes derogatory remarks to staff, may be disqualified.

9. Applicants must agree that their rental unit will be their only residence. When applicants are undergoing income limit tests, they are required to reveal all assets they own including real estate. They are allowed to own real estate, whether they are retaining it for investment purposes as with any other asset, or have the property listed for sale. However, they may never use this real estate as a residence while they live in an affordable housing unit.

Other Screening Criteria:

1. Income / Assets
2. Credit and Rental History
3. Criminal Background
4. Student Status

5. The criteria that will be used to determine a prospective MHPA tenant's eligibility for occupancy in the development

Consistent with the CSS Plan and the MHPA definition of target population and the restrictions of the project, eligible tenants must be adults 18 years of age and over, with untreated or under-treated major mental illness; many will also have medical problems.

Other factors contributing to MHPA 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.
- Frequent incarceration or psychiatric hospitalizations due to untreated or under-treated illness.
- Special consideration will be given to the ethnically and culturally un-served/underserved populations among the homeless and mentally ill, especially in the Latino communities.

Santa Cruz County's MHPA Housing staff will provide documentation for qualifying mental illness and homeless status. The documentation process for mental illness may include verifying an eligible diagnosis through access to County-held records of diagnoses determined in jail or the County Mental Health Treatment Center or other mental health service programs. If there is no documented history in the County records, County Mental Health will arrange for assessment and diagnosis by a clinician or psychiatrist through its own staff.

Potential tenants status of being homeless or at risk of homelessness will be verified by the County MHPA Housing Coordinator, who will obtain written verification from the staff of a transitional housing facility, emergency shelter, other shelter designed to provide temporary living accommodations, or institution that provides temporary residence for individuals intended to be hospitalized. If a homeless applicant is coming directly from the streets or other place not meant for human habitation, the verification may come from staff of an outreach service or other organization that has assisted the applicant in the recent past. In the rare event that third-party verification cannot be found, the applicant or supportive services program staff may prepare a short statement about the person's previous living

situation for the applicant to sign.

6. The appeals process for individuals who are denied tenants in an MHSAs unit

MidPen Management works to prevent unnecessary denials by allowing applicants to include a "Request for Consideration" with their initial application for tenancy. The process for submitting a Request for Consideration is outlined below:

Applicants who believe their application may be denied for negative credit or criminal background history due to extenuating circumstances are encouraged to complete a Request for Consideration Form. This form will ask applicants to specify why they are requesting the consideration, and to explain how they have previously corrected any previous behaviors to the above, what supportive services they are participating in, if any, financial assistance, and/or rehabilitation/social services programs they have completed and/or participate in.

Should the applicant be selected for an intake interview, they will also be interviewed by the Considerations Committee regarding their Request for Consideration. This process may require applicant(s) to have separate interviews with property management and resident services. A decision will be made as to whether or not MidPen Management can/will accept the application based on the reasons stated in the request. The decision will be made based on recommendations made by a representative from the Owner/Management Company and resident services. The goal of this process is to determine if individuals that may have otherwise been denied can successfully reside and benefit from this affordable housing community. Upon completion of the Consideration Committee process, applicants will receive notification within a timely manner of its decision as to whether they can proceed with the application process.

7. The reasonable accommodations policies and protocols

MidPen management is committed to making Aptos Blue readily accessible and usable by individuals with handicaps. MidPen Management will consider any request by or on behalf of a handicapped resident or applicant for:

A reasonable accommodation requesting a change in its rules and/or policies; or

A reasonable modification relating to alteration of the common areas or an individual unit.

Any such request must be made in writing to the Director of Compliance/Section 504 Coordinator located at Mid-Peninsula Housing, 303 Vintage Park; Suite #250, Foster City, CA 94404. If it is not possible to make the request in writing, the MidPen Management staff will assist the person making the request and provide the necessary information.

In most instances, MidPen Management will allow a handicapped person to have an assistance animal, which is related to, and necessary for the handicapped person to enjoy the benefits of the housing. A particular assistance animal may be rejected if:

The animal poses a direct threat to the health or safety of others that cannot be reduced or eliminated by a reasonable accommodation;

The animal would cause substantial physical damage to the property of others;

The presence of the animal would pose an undue financial and administrative burden to the apartment community owner;

The presence of the assistance animal would fundamentally alter the nature of the services provided by the apartment community.

NOTE: No fees or additional security deposit will be imposed as a condition of allowing an assistance animal.

NOTE: At Aptos Blue, not cats will be allowed pursuant to a conservation easement on the property that protects the adjacent Aptos Creek habitat and wildlife.

If a request for a reasonable accommodation or reasonable modification(s) is granted, the cost to perform the accommodation or modification(s) will be the responsibility of MidPen unless the request will impose an undue financial and administrative burden on the apartment community; or fundamentally alter the nature of the services provided by the apartment community.

Auxiliary Aids to Ensure Effective Communication

The property will seek to effectively communicate with applicants, residents, and members of the public who are individuals with handicaps or disabilities. The use of auxiliary aides will be implemented when necessary. MidPen Management asks for 7 days notice in order to make any service, meeting, interview, appointment, or any business accessible. Requests for auxiliary aids may include visual alarms, tactile signs, visual doorbells, readers, interpreters, large print or Braille applications, leases, and other information/communications, recordings of such information, and a community room television that provides closed-captioning services.

Item D.7 Supportive Services Plan

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

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

1. A description of the anticipated needs of the MHTSA tenants;
2. The supportive service provider's initial and ongoing process for assessing the supportive service needs of the MHTSA tenants;
3. A description of each service to be made available to the MHTSA 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 MHTSA 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 MHTSA 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 MHTSA tenants. This description should also include the identification of staff (the responsible service provider) and specific strategies for working with MHTSA 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 MHTSA 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 MHTSA tenants who do not speak English and how communication between the property manager and the non-English speaking MHTSA tenants will be facilitated;

9. Describe the process to ensure effective communication between the service provider and the property manager regarding the status of MHSAs 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, describe the plan for developing "house rules" and provide a copy of any rules that may be in place at initial rent-up; **(Please label and attach as "House Rules".)**

Response:

The supportive services plan is intended to support the individual in maintaining tenancy and to promote wellness, recovery and resiliency. Services are individualized, strength-based, flexible, consumer-driven and voluntary.

Description of Services

Supportive services provided to residents in MHSAs-funded units will be coordinated by the Mental Health and Substance Abuse Services division of the County of Santa Cruz Health Services Agency (County Mental Health). Service coordinators will take an individualized approach to assessment of tenants' strengths, needs and goals. Service plans will be developed in partnership with the tenant and will be consumer directed, utilizing a strengths-based, and "whatever-it-takes" approach. The multidisciplinary staff will include service coordinators, peers, psychiatrists, licensed social workers and occupational therapists, a vocational specialist, and licensed medication support staff. .

While all services will be voluntary, a range of services will be offered to all MHSAs-eligible tenants. The range of supportive services program will include move-in support; needs/strengths assessment; emergency assistance with food and clothing as needed; individual goal/service planning; assistance in accessing mainstream benefits, such as Social Security, In-Home Supportive Services (IHSS); independent living skills development; transportation assistance; money management and financial education; health assessment, treatment and referral; addiction disorder treatment; employment services and opportunities; crisis intervention; leadership development; community building; and any other services as needed. Services will occur primarily on-site and occur with a frequency that is individually determined, but no less than weekly Supportive services staff will also assist tenants in accessing County and other outside services as appropriate to meet all of a resident's needs. Assertive engagement focusing on developing relationship and trust shall be undertaken with those individuals who initially decline services.

Support and Assistance to Maintain Housing Stability, Wellness, Recovery and Resiliency

Employing a whatever-it-takes approach allows staff to identify what is needed to support the tenant in maintaining his/her housing. Initial needs often include the establishment of a steady income and assessment of physical and mental health. When indicated, applications for financial and health care benefits will begin as soon as possible. The full range of services described above will be offered. A strengths-based approach that encourages and supports choice, empowerment and focuses 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 preparing for and attending interviews, job coaching and any other items that will be important for the tenant to be successful. Educational supports will also be made available including tuition and financial assistance with books and supplies. In supporting tenancy retention, service staff will be available 24/7 to respond to crises or other tenant issues requiring this level of support. Working with the tenant and property management staff when behaviors have been identified that place the tenant at risk for potential eviction will proactively support both the tenant and property management.

Tenant Engagement

Frequent, consistent service coordinator contact will support tenants in their transition from homelessness to housing stability. Recognizing the challenges of this transition, the types and frequency of contact will be determined by where tenants are in their recovery. Examples include frequent yet non-threatening contacts to establish a supportive and trusting relationship for individuals in pre-contemplative stages, to providing support to individuals in recovery by accompanying them to medical and other appointments. Peer support staff will be critical links in assisting tenants to maintain housing. Service coordinators will also encourage consumers to participate in community programs such as the Wellness Center offered through the Mental Health Client Action Network (MHCAN). Finally, a strong working relationship between the service provider and property management is crucial to supporting the MHSAs clients in maintaining tenancy. This relationship is described below.

Service Provider(s) and Property Management Relationship

A critical element of supporting tenants in maintaining housing is the communication and relationship between service providers and property management staff.

For tenants in MHSAs-eligible units at Aptos Blue, County Mental Health will act as the lead service provider. A County Housing Coordinator will provide a single point of contact for communications between County Mental Health and property management staff.

The roles of property owner, property manager and service provider will be clearly established in a Memorandum of Understanding signed by all parties. Regular meetings between property management and County Mental Health staff will be held, initially on a monthly basis and subsequently as needed. Release of Information forms will be presented to each client for signature in order to allow for maximum sharing of information. To address urgent housing issues, an interactive Problems/Issues form that provides space for the property manager's description of the issue and County Mental Health staff response with strategies for resolution will be shared by email. The form is for informational purposes only; no confidential material will be shared. When tenant behaviors place an individual at risk for eviction, property management staff will communicate with the Housing Coordinator and the issue will be discussed at a service team meeting. With a clear delineation of roles and responsibilities between service providers and property management, the goal of such communications will be to support housing retention for tenants.

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.

Attachment C
Supportive Services Chart

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

Supportive Service		Target Population	Service Provider(s)	Service Location
List each service separately (e.g., case management, mental health services, substance abuse services, etc.)		Name the target population(s) that will be receiving the supportive service listed.	List the name of the proposed service provider.	Indicate where the service is to be provided - onsite or offsite. For offsite services, indicate the means by which residents will access the service.
1	Needs/Strengths	All tenants of MHSA-financed units	Santa Cruz County Mental Health Coordinators	On/off-site
2	Service Integration/Coordination	All tenants of MHSA-financed units	Santa Cruz County Mental Health Coordinators	On/off-site
3	Mental Health Support	All tenants of MHSA-financed units, as needed	Santa Cruz County Mental Health Coordinators	On-site/off-site as needed
4	Housing Retention Services	All tenants of MHSA-financed units	Santa Cruz County Mental Health Services Coordinators and peer facilitators	On-site
5	Community Building/Social Integration Support	All tenants of MHSA-financed units	Santa Cruz County Mental Health Service Coordinator, MidPen Resident Services and peers	On-site
6	Substance Abuse Counseling	All tenants of MHSA-financed units with substance abuse disorders, including co-occurring disorders	Santa Cruz County Mental Health Service Coordinator; County substance abuse programs; referral to treatment programs as needed	On-site / off-site as needed
7	Medical Care Access/Coordination	All tenants of MHSA-financed units	Santa Cruz County Mental Health Service Coordinators; HPHP Coral St. Clinic and other community safety net clinics; primary care providers	On-site / off-site as needed
8	Employment Support	All tenants of MHSA-financed units	Santa Cruz County Mental Health Services Coordinators; Homeless Garden Project; Department of Rehabilitation Co-Op; Community Connection; Volunteer Center; Grey Bears	On-site / off-site as needed

9	Dental Care Access/Coordination	All tenants of MHSA-financed units	Dientes Dental Clinic; HPHP Health Care for the Homeless Oral Health Program	Off-site
10	Transportation Assistance	All tenants of MHSA-financed units	Santa Cruz County Mental Health Service Coordinators	Off-site
11	Benefits Advocacy	All tenants of MHSA-financed units	Santa Cruz County Mental Health Benefits Unit	Off-site
12	Money Management/Budgeting Skills	All tenants of MHSA-financed units, as needed	Community Support Services Money Management Program through Santa Cruz Community Counseling Center	Off-site

Primary Service Provider:	Santa Cruz County Health Services Agency-Mental Health and Substance Abuse Services (COUNTY MENTAL HEALTH)
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(Indicate the primary service provider, i.e., entity responsible for providing services to the tenants of the MHSA Housing Program units, and for overall implementation of the Supportive Services Plan, including coordination between multiple service providers where applicable.)

Item D.9 Design Considerations for Meeting the Needs of the MHSAs 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 MHSAs units will be designed to provide appropriate accommodations for physically disabled MHSAs tenants, if appropriate.

Response:

Physical space: Aptos Blue is a garden style development consisting of seven buildings, six of which will contain residences and the seventh of which contains the community space. The community space will include a full kitchen and open dining and living areas available for the enjoyment of all residents as well as leasing and services office and a computer lab.

The buildings are loosely configured around a central green that opens onto the community building. The central green will be landscaped with seating and gathering areas for residents as well as a tot lot for children. There will also be an "orchard" of apple trees around the community building with additional seating and gathering space for residents.

Aptos Rancho Road is street that will be used to enter the property and it is accessed off of Soquel Drive which is major bus route and a service rich corridor. There is a sidewalk all along Aptos Rancho Road, and the street slopes somewhat steeply down to the property from Soquel Drive. A full-scale grocery store, pharmacy, library and park are all within easy walking distance of the property. In addition, there are numerous restaurants, a movie theatre and other services available very close by.

There are no specific plans for special security provisions at the property at this time. This is generally a very safe and quiet neighborhood. However, MidPen has implemented both gated driveways as well as security camera surveillance at many of its properties and may implement one or both of these measures here if it is deemed appropriate.

Supportive Services Space: The community space will be housed in a renovated 2-story home and there will be private offices on the first and second floors that will be available for private meetings when needed.

How MHSAs units will be designed for the physically disabled:

All ground floor units will be adaptable for persons with physical disabilities. MidPen will adapt units at its own cost as needed to accommodate residents with physical disabilities.