

## **MENTAL HEALTH SERVICES ACT HOUSING PROJECT OVERVIEW**

### **“Zettie Miller’s Haven”**

Zettie Miller’s Haven will be developed by the non-profit developer Community Housing Development Group, LLC and Service First of Northern California. The property located at 1545 Rose Marie Lane, Stockton, CA 95207 (just North of Stagg High School) will be new construction of 82 units to be used for long term rental housing. This infill project is supported by the City of Stockton and will be developed on vacant property willingly sold by a Baptist Church that will remain co-located on the site. There is no known opposition to the project.

Total estimated costs for the project amount to \$20,169,437. The Mental Health Services Act (MHSA) will fund construction of the proposed 10 MHSA units at the estimated cost of \$829,898 which is well below the MHSA limit of \$1,040,000 for 10 units. The non-profit developer is requesting no additional funds for the Capitalized Operating Subsidies at this time. The target population for the 10 MHSA long term units will be adults and older adults with a serious mental illness who are enrolled in a MHSA Program in San Joaquin County. The balance of the units will be rented to Developmentally Disabled Adults and Disabled Older Adults. Property Management Experts (PME) will be the property manager for the non-profit developer and Behavioral Health Services will provide treatment services to the 10 MHSA tenants. The project is expected to last more than 20 years, but no more than 50 years.

**DEVELOPMENT SUMMARY FORM**  
**Mental Health Services Act (MHSA) Housing Program**

**Development Information**

County Mental Health Department: San Joaquin County Behavioral Health Services

Name of Development: Zettie Miller's Haven

Site Address: 1545 Rose Marie Lane

City: Stockton                      Zip: 95207

Development Sponsor: Service First of Northern California

Development Developer: Community Housing Development Group, LLC

Primary Service Provider: San Joaquin County Behavioral Health Services/Service First of Northern California

New Construction: Yes

Acquisition/Rehabilitation of an existing structure: No

Type of development: Rental Housing

Type of building: Apartment Building

Total number of units: 82

Total number of MHSA units: 10

Total cost of the development: \$20,169,437.00

Amount of MHSA funds requested: \$829,898.00

Request MHSA Funds for Capitalized Operating Subsidies: No

Other Rental Subsidy sources: Project Based Section 8

Target Population: Adults with serious mental illness (SMI)

County Contact:

Name and Title: Becky Gould, San Joaquin County, MHSA Coordinator

Phone Number: (209) 468-8859

Email: bgould@sjcbhs.org

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

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

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

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

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

Specific components identified through the housing survey were:

- 83.7% identified single living units (apartments, houses, etc.) as the preferred housing type;
- 52.7% responded that they currently live in a situation with others who they are not related to;
- 45.5% replied that they would prefer to live alone;
- 48.9% indicated that they are paying \$700 or more per month on rent;
- 50.4% of respondents would like their rent to be \$350 or less per month;
- 69.5% did not have a source of rental assistance such as Section 8 at the time of the survey;

- 46.9% would like to reside near other mental health consumers;
- 86.7% rely on public transit, family/friends or walking as a means of transportation, and;
- 75.8% believe there should be activities sponsored by SJC Behavioral Health Services where they live.

The proposed project, Zettie Miller's Haven developed through a partnership with California DMH, CalHFA, Service First of No. CA & Property Management Experts, and San Joaquin County Behavioral Health Services will be an important element of the San Joaquin County MHSA program and will continue to further the CSS Plan goal of providing specific services that increase stable, safe, affordable permanent housing while increasing the effectiveness of all other mental health and support service interventions.

## **D.2 Description of Target Population to be Served**

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

## **D.3 Tenant Selection Plan**

The MHSA Tenant Selection Plan for Zettie Miller's Haven, a development project targeted to meet the needs of extremely low income, special needs households, has been specifically developed to meet the requirements of the general target population. The Tenant Selection Plan has been developed through collaboration of Service First of No. CA, San Joaquin County Behavioral Health Services, and Property Management Experts.

## **Referrals**

Potential tenants for the 10 MHSA units must be referred to Zettie Miller's Haven through the Housing Authority of San Joaquin County (HASJC). San Joaquin County Behavioral Health Services will be responsible for assisting qualified consumers in the application process. BHS will assist qualified consumers with the application process from beginning to end, assuring that applications are processed in a timely manner. Any person who contacts the project directly will be directed to contact the San Joaquin County MHSA program for certification of eligibility and subsequent referral to the project.

Current participants in Full Service Partnerships will be reviewed for their housing needs and their status of homeless or at risk for homelessness.

## **Program Eligibility**

Program eligibility remains consistent with the CSS Plan and the MHSA definition of target population. The individual must already be enrolled in a San Joaquin County BHS Full Service Partnership (FSP). The FSP enrollment criteria includes persons with an untreated or under-treated severe mental illness, especially persons with schizophrenia, schizoaffective disorders, psychotic disorders, major depression, bipolar disorders, severe personality disorders such as paranoid personality disorder and borderline personality disorder, as well as persons who have co-occurring disorders (mental illness and substance abuse or mental illness and a developmental disability). Additional factors contributing 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 as well as reoccurring incarceration or psychiatric hospitalizations due to untreated or under-treated mental illness.

Individuals or eligible households must also be either currently homeless or at risk of being homeless, according to State MHSA Housing Program:

Currently homeless means lacking fixed, regular and adequate nighttime residence or having a nighttime residence that is (1) a publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill), (2) an institution that provides a temporary residence for individuals intended to be hospitalized, or (3) a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.

To be considered at risk of being homeless, individuals or eligible households must be a transition age youth, be in the process of being discharged from an identified institutional setting, including specified residential programs, being released from County jail, temporarily living in

a Board and Care facility, following discharge from one of the above or meet the local standard designated by the San Joaquin County Mental Health Director.

San Joaquin County's MHSA Housing Program will be responsible for verifying FSP enrollment, homeless status, and general program eligibility prior to assisting the prospective tenant with the application process.

### **Referrals to Permanent Supportive Housing**

Persons determined to be eligible for SJC MHSA services and housing will be given the opportunity to express their preferences for one or more of the permanent supportive housing locations available in the County if more than one is available. San Joaquin County's FSPs will accept referrals from city and county law enforcement officials, city and county social service providers, local veteran agencies, local shelters, food programs and other nonprofit and government agencies that provide outreach and services to the homeless, religious organizations, hospitals, mental health facilities and ethnically and linguistically diverse community-based organizations. Current participants in Full Service Partnerships will be reviewed for their housing needs and their status of homeless or at risk for homelessness.

### **Property Management Screening**

When an applicant's name is at the top of the Zettie Miller's Haven project-specific wait list maintained by the Housing Authority of San Joaquin County, the applicant will be screened by the property manager, on-site or at another location, as appropriate to provide reasonable accommodation. Screening may include review of the completed application, a credit report, a criminal history check and, as necessary, third-party income verification, a review of past landlord and/or other references and related eligibility documents from San Joaquin County Behavioral Health Services. The San Joaquin County MHSA Housing Program will provide all necessary support during the screening process, including -- if desired by the applicant -- assisting the applicant to complete the required paperwork and accompanying the applicant during interviews with property management staff. If landlord references are not available, two personal references, other than family members, may be substituted. 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, personnel, or other references should 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
- Behaved as a good neighbor and resident

Applicants successfully passing the required screening will then be referred back to Housing Authority of San Joaquin County to complete the application process. The property manager is committed to completing the required screening in a timely manner.

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

### **Waiting List**

San Joaquin County Behavioral Health Services (County MHSA staff) will refer eligible applicants to Zettie Miller's Haven for the 10 designated MHSA units through the Housing Authority of San Joaquin County (HASJC). Applications will be processed in the order in which they are received. If no units are available, eligible applicants will be placed on a project-specific wait list for Zettie Miller's Haven maintained by the Housing Authority of San Joaquin County.

When Zettie Miller's Haven receives a thirty-day notice of pending departure, from an existing MHSA tenant or is otherwise aware of a vacancy of an MHSA sponsored unit, Zettie Miller's Haven will inform the San Joaquin County MHSA Housing Program of the availability of the rental unit. At this time, the San Joaquin County BHS will internally contact these people who they believe are at the top of the list and provide immediate support to these individuals in completing the application process. The top three or four applicants will receive written notification of the available housing unit and directions for responding, along with directions for them to contact the San Joaquin County MHSA Housing Program.

### **Notice of Decision**

Applicants will be given written notification of acceptance or reason for denial. They will also be given written notification of an anticipated occupancy date, if placed on the waiting list or any reason for denial after final processing. All notices of denial will include information on the right to appeal and reminder notices of the right to reasonable accommodation for a disability. A copy of any denial notice for MHSA-eligible applicants will also be sent to the San Joaquin

County MHSA Housing Program by the property manager. Property Management Experts will notify San Joaquin County BHS of all approved applications, once that determination has been made by the HASJC. San Joaquin County BHS will be available to assist the tenant in making arrangements for and completing the move-in process.

### **Fair Housing**

Zettie Miller's Haven and Property Management Experts 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.

Zettie Miller's Haven and Property Management Experts will not discriminate against prospective residents on the basis 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.

Zettie Miller's Haven and Property Management Experts will not discriminate against prospective residents on the basis of their receipt of, or eligibility for, housing assistance under any Federal, State or local housing assistance program or on the basis that prospective residents have minor children. While the Property will not discriminate against those using Section 8 certificates or vouchers or other rental assistance, applicants with such rental assistance must meet all eligibility requirements. The Property will work closely with legal counsel and regulatory agencies throughout the marketing and outreach process to ensure full compliance with all applicable requirements.

The project will also abide by all requirements of the State MHSA Housing Program and all other relevant project funding sources as related to evaluating applicant income eligibility, supportive housing needs and requirements, and special needs requirements solely on their merit without regard or consideration of any protected classes stated and enumerated above.

This affordable housing project, designed specifically for special needs populations, will allow for three cooperative agencies, (Service First, San Joaquin County BHS and HASJC), to the extent permitted by regulations, the opportunity

to develop a project-specific wait list for Zettie Miller's Haven. This wait list will assure, by virtue of preference, the opportunity to target the specific population indicated in this plan for the MHSA units, restricting occupancy to only the households who meet the specific criteria identified in the Administrative Plan for the HASJC, as well as all funding sources for the project.

Sufficient information shall be gathered from each household to determine their eligibility for special needs units, i.e., disability and special codes developed to allow efficient sorting and identification of such households when special needs units are available.

The project-based wait list will be purged annually. Failure to respond to a purge letter is cause for removal of their listing from the project-based wait list. The SJCBS MHSA Housing Program will be responsible for keeping applicant information current.

### **Reasonable Accommodation and Right to Appeal**

All applicants will be given written notice in the application package of their right to reasonable accommodation as well as their right to appeal screening decisions. All background information obtained from credit reports, criminal history checks and/or landlord or other personal references will be considered in the light of the project's commitment to provide housing for people in transition and with special needs. Applicants with negative background information will have the opportunity to demonstrate that past behavior causing those issues was related to a disability and request reasonable accommodation.

The availability of supportive social services, that can assist the applicant in meeting the conditions of tenancy, should 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. Applicants will be entitled to receive a copy of the standard Grievance and Appeal Procedure. A copy of any denial notice, for MHSA eligible applicants, will also be sent to the County MHSA Housing Program by the property manager. .

### **Application Process**

The San Joaquin County MHSA Housing Program commits to using a standardized tenant certification process and application form for all potential tenants of a program. All applicants to the MHSA Housing Program will be informed of their eligibility status within 14 days of receipt of his/her application.

The criteria for the MHSA Housing Program are (1) being homeless or at risk for being homeless; (2) meeting San Joaquin County's adult target population criteria for mental illness; and (3) being enrolled in a SJCBS Full Service Partnership.

It should be noted that the listed criteria may not be congruent for specific housing developments such as those designed to provide family housing or housing for single adults. The MHSA program eligibility, however, is the standard criteria for the MHSA Housing Program eligibility and certification. The San Joaquin County MHSA Housing Program is responsible for assessing applicants for homelessness and at-risk of homelessness as well as mental health disability. Those clients who are deemed MHSA Housing program-eligible will be certified and verification of homelessness, at-risk of homelessness, and mental health disability will be documented prior to applications being submitted to the Housing Authority of San Joaquin County.

Referrals for applications will come from a variety of sources. Examples of potential sources of referral include individuals already in MHSA Full Service Partnership program, single adult shelters, both emergency and short-term, family shelters, outreach and case management teams, transitional residential programs, hospitals, acute psychiatric facilities, jails, as well as self-referrals.

Any potential applicant who contacts an MHSA housing development directly will be informed by the property management staff at the development to contact the San Joaquin County MHSA program for MHSA certification. The San Joaquin County MHSA program, or one of its elements, shall offer assistance to all applicants, in completing the application and all related application procedures for a specific project. This includes assistance with acquiring all necessary documentation (background checks, credit checks, third party income verification, landlord and other references) as well as providing transportation or accompanying the individual to any required interviews.

### **MHSA Housing Program Eligibility**

1. Homelessness - an individual or eligible household that:
  - a. Lacks fixed, regular and adequate nighttime residence,
  - b. Has a nighttime residence that is a publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill),
  - c. Has a nighttime residence that is an institution that provides a temporary residence for individuals intended to be hospitalized,
  - d. Has a nighttime residence that is a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings
  
2. At Risk for Homelessness – an individual or eligible household that:
  - a. Is a transition age youth exiting the child welfare or juvenile justice systems,
  - b. Is an individual discharged from an institutional setting, which includes hospitals and acute psychiatric hospitals/health facilities,

- c. Is an individual being discharged from a skilled nursing facility with a certified special treatment program for the mentally ill (STP),
- d. Is an individual currently residing at a crisis and transitional residential setting,
- e. Is an individual being released from County jail,
- f. Is an individual temporarily living in a Board and Care facility following discharge from one of the institutional settings cited above, or
- g. Meets the local standard designated by the San Joaquin County Mental Health Director which has been established as being an individual or eligible household who is enrolled in a San Joaquin County MHSA FSP and is at imminent risk for homelessness. Imminent risk is defined as individuals or families becoming homeless within 14 days and verified by the San Joaquin County MHSA Housing Program.

### 3. Adult Target Population Criteria for Mental Illness

To qualify:

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

**AND**

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

## **Determination of Eligibility**

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

### **1. Certification of Diagnoses**

San Joaquin County Behavioral Health Services will obtain verification and certification of eligible target population diagnoses by:

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

### **2. Certification of Homelessness**

a. For homelessness, SJC MHSA Housing Program will obtain written verification from the staff of the following:

- i. A transitional housing facility, emergency shelter, other shelter designed to provide temporary living accommodations for homeless individuals
- ii. An acute psychiatric facility which admitted the individual from homelessness
- iii. A hospital which admitted the individual from homelessness
- iv. San Joaquin County jail which admitted the individual from homelessness
- v. If a homeless applicant is coming directly from the streets or other place not meant for human habitation, the verification could come from staff of an outreach, service or other organization that has assisted the applicant in the recent past.
- vi. If unable to obtain third-party verification, the applicant or supportive services program staff may prepare a short statement about the person's previous living situation for the applicant to sign.

b. For at-risk-of-homelessness, San Joaquin County will obtain written verification from the staff of the following systems and/or institutions:

- i. For transitional age youth, from the agency in which the youth shall be exiting (child welfare or juvenile justice systems)

hospitals, including acute psychiatric hospitals, psychiatric health facilities, skilled nursing facilities with a certified special treatment program for the mentally ill, and mental health rehabilitation centers

- iii. Crisis and transitional residential settings
- iv. San Joaquin City and County jail
- v. Residential care facilities
- vi. Certification from a SJC Mental Health service provider when the individual and/or family is at imminent risk of homelessness.

### **MHSA Housing Program Wait List**

San Joaquin County MHSA Housing Program will maintain a MHSA Housing wait list for all certified MHSA Housing Program applicants. These individuals will be assisted in submitting applications to HASJC immediately upon certification. This list shall be maintained according to the following procedures:

#### Notification Letter

When a new development in the MHSA Housing program is being rented up, or when existing units are expected to become vacant, the housing provider will notify MHSA of available units. The SJC MHSA Housing Program will then notify applicants of appropriate household size, in writing, according to the order of the wait list provided by the HASJC. The letter shall:

1. State the type of housing available
2. Indicate that the applicant shall have five working days in which to respond to the letter
3. Ask the applicant if he/she wishes to be screened for the unit by the housing provider.
4. Inform the applicant that if he/she declines the unit he/she will not lose his/her place on the wait list.
5. Inform the applicant that if he/she accepts the referral, the mental health service provider for the housing project will assist him/her with the application process, including documentation, transportation, and support during any required property management interviews. The applicant has the right to accept or decline this and other assistance offered by services staff.

### **D.4 Supportive Services Plan**

It is the primary objective of the supportive services plan to support the individual in maintaining tenancy. The overarching principles of the MHSA housing program are client/tenant choice and voluntary participation.

### **Overview and Description of Services**

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

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

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

Employing the 'whatever-it-takes' approach allows staff to identify what is needed to support the tenant in maintaining his/her housing. Beginning where the individual is in his/her recovery will identify where to start and focus. This usually begins with the fundamentals – an income and health assessment. When indicated, an application for financial and health care benefits shall begin as soon

as possible, through the Full Service Partnership program. The range of services as described above shall be offered to all tenants of MHSA assisted units.

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

### **Tenant Engagement**

Frequent opportunity for service provider contact with tenants will support tenants in their transition from homelessness to housing stability. Recognizing the challenges of this transition, the types and frequency of the intervention shall be directed by where the tenant is in his/her recovery. Examples include frequent yet non-threatening contacts to establish a supportive and trusting relationship for individuals in pre-contemplative stages, to supporting the individual by making available transportation to any appointments for the individual in recovery. Consumer staff will be critical to the successful support in assisting tenants in maintaining housing and are frequently employed as personal service coordinators. Lastly, a strong working relationship between the service provider and property management is crucial to supporting the MHSA clients in maintaining tenancy. This relationship is described below.

### **Service Provider and Property Management Relationship**

A critical element of supporting tenants in maintaining housing is the communication and relationship between the support service provider and the project's property management staff. San Joaquin County BHS is the designated supportive services provider at Zettie Miller's Haven; property management will be provided by Property Management Experts. San Joaquin County BHS will provide the single point of contact for communication regarding and the coordination of all supportive services with the property management staff. The service team provided by San Joaquin County BHS will assure a complete range of support services including employment services, health care assessments, diagnosis, treatment and referrals. Staff from both San Joaquin County BHS and Property Management Experts agencies will meet weekly to review individual

client cases, as necessary. Release of Information forms will be presented to each client tenant for signature in order to allow for maximum sharing of information. Urgent issues will be addressed through appropriate electronic media to discuss the issue(s) and create necessary emergency supportive services plan. All support service staff assigned to Zettie Miller’s Haven will work as a unified team to help tenants reach their goals and will meet at least monthly. When tenant behaviors place an individual at risk for eviction, property management staff will present the issue to San Joaquin County BHS with the intent of developing and implementing a housing retention plan. A clear delineation of roles and responsibilities of support services and property management will facilitate the goal of maximizing housing retention for tenants.

**Optional:** project developers may insert a complete description of any service component they intend to fund through their own resources and a complete description of how those services will be coordinated with support services provided by San Joaquin County BHS

**D.5 Supportive Services Chart**

Attach Chart when Complete

<b>Supportive Services</b>	<b>Target Population</b>	<b>Service Provider</b>	<b>Service Location</b>
<b>Intake &amp; Assessment</b>	Adult BHS Full Service Partnership clients	BHS	Initial intake & assessment process at BHS or field sites.
<b>Service Coordination</b>	All FSP residents	BHS, BHS contractors	Location can include BHS site, home visits and meetings in non-clinical settings
<b>Case Management</b>	All FSP residents	BHS	Location can include BHS site, home visits and meetings in non-clinical settings
<b>Mental Health Counseling</b>	All FSP residents	BHS, BHS contractors	Location can include BHS site, home visits and meetings in non-clinical settings
<b>Group Counseling</b>	All FSP residents	BHS	Location can include BHS site, home visits and meetings in non-clinical settings
<b>Medication Services</b>	All FSP residents	BHS	Location can include BHS site or home
<b>Substance Abuse Counseling</b>	All FSP residents	BHS	Location can include BHS site, home visits and meetings in non-clinical settings

<b>Supportive Services</b>	<b>Target Population</b>	<b>Service Provider</b>	<b>Service Location</b>
<b>Crisis Stabilization</b>	All FSP residents	BHS	Location can include BHS site, home, or other field site
<b>Medical / Dental Care</b>	All FSP residents	Physical health care and dental providers	Community as needed; transportation assistance or public transportation based on physical health medical necessity
<b>Benefit Acquisition</b>	All FSP residents	BHS	Location can include BHS site, home, or other field site
<b>Life Skills Training</b>	All FSP residents	BHS, BHS contractors	Location can include BHS site, home, or other field site
<b>Money Management</b>	All FSP residents	BHS, Public Payees	Location can include BHS site, home, or other field site
<b>Legal Assistance</b>	All FSP residents	Outside services	Community
<b>Housing Placement &amp; Retention</b>	All FSP residents	BHS, BHS contractors	Location can include BHS site, home, or other field site
<b>Educational &amp; Vocational Training</b>	All FSP residents	BHS, BHS contractors	Location can include BHS site, home, or other field site
<b>Employment</b>	All FSP residents	BHS, BHS contractors	Location can include BHS site, home, or other field site
<b>Peer Support</b>	All FSP residents	BHS, BHS contractors	Location can include BHS site, home, or other field site
<b>Community Building &amp; Socialization</b>	All FSP residents	BHS, BHS contractors	Location can include BHS site, home, or other field site
<b>Transportation Assistance</b>	All FSP residents	BHS, BHS contractors	Off-site staff transportation or public transportation