

**Section D: Supportive Services Plan
Instructions**

1. Submit the MHSA Supportive Services Information, Section D, Items D.1 through D.16, as listed on the Application Index & Checklist.
2. Enter required information into the yellow box marked "Response".
3. **Items D1 through D9 must be circulated for public comment and local review for 30 days prior to submission.**

Item D.1 Shared Housing Development Summary Form (Attachment B)

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

RENTAL HOUSING DEVELOPMENT SUMMARY FORM

County Mental Health Department: Stanislaus County Behavioral Health & Recovery Services

Name of Development: Bennett Place

Site Address: 421 Lincoln Avenue

City: Modesto State: California Zip: 95354

Development Sponsor: Stanislaus Affordable Housing Corporation

Development Developer: Stanislaus Affordable Housing Corporation

Primary Service Provider: Stanislaus County Behavioral Health & Recovery Services

X 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:	19*	Total Number of MHSA Units:	18
Total Cost of Development:	\$5,462,879	Amount of MHSA Funds Requested:	\$3,714,970
* including one manager's unit		Capital:	\$2,189,970
		Capitalized Operating Subsidies:	\$1,525,000

Other Rental Subsidy Sources (if applicable): none

Target Population (please check all that apply):

X Adults X Transition-Age Youth X Older Adults

County Contact

Name and Title: Pam Esparza, Manager II, Housing Coordinator
 Agency or Department Address: 800 Scenic Drive Modesto, CA 05350
 Agency or Department Phone: 209-525-6253
 Agency or Department Email: pesparza@stanbhhs.org

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;
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 development financing.

Response:

D.2 Development Description

1. Name and location of the proposed housing development:

Behavioral Health and Recovery Services (BHRS) Housing & Support Services (HSS) Program, Stanislaus Affordable Housing Corporation (STANCO) and the City of Modesto are in partnership to develop the Bennett Place project apartment complex located at 421 Lincoln Avenue, Modesto, California. The Bennett Place project is a long-term affordable housing, supported rental housing complex with 18 units; 8 one-bedroom and 10 efficiency (studio) units along with a community center, laundry area, and living quarters for an on-site manager.

It is located one half mile north of Yosemite Boulevard, a major commercial thoroughfare in the Modesto community with easy access to the following:

- Two different bus lines that run through the downtown transfer station
- Shopping centers within 2-3 blocks
- Schools and city parks are within walking distance

2. Service goals of the development:

Bennett Place contains 18 units that are reserved for Mental Health Services Act (MHSA) target population of transitional aged young adults (ages 18-25 and emancipated youth ages 16 and 17), adults (ages 26-59), older adults (ages 60+) who have a serious mental illness (SMI) or serious emotional disturbance (SED) and are homeless or at risk for homelessness. The project will serve low-income households with adjusted incomes not to exceed 50% of the Area Median Income (AMI) level for Stanislaus County.

BHRS - HSS will provide housing and advocacy to residents of the Bennett Place apartment complex. Service goals will emphasize client-centered, wellness-focused plans to assist residents in reaching self-identified wellness goals and a sense of belonging in the community. Overall goals include reduction of hospitalizations, and increased employment and/or other meaningful activities (volunteerism).

The Housing Supportive Services team will offer services to residents on-site and off-site, offer

one-to-one contacts as well as group learning situations. The types of services that will be available are: assessment and evaluation, access to 24/7 crisis intervention, personal service coordination, and teaching of independent living skills. The following are offered through supportive services: services related to advocacy, referral and assistance with housing, employment and benefits, emergency food and clothing, money management, transportation assistance, health and recovery services, peer support, and housing search.

Regular meetings with tenants will be scheduled on a weekly basis and will occur with each resident not less than once a month. Meetings with residents may also include family members and other service team members working with residents. There will be community and complex-based social opportunities with the goal of reducing isolation and increasing a sense of inclusion in the community.

3. Characteristics of tenants to be served:

Qualifying mental health diagnosis and other target population characteristics must be consistent with the Stanislaus County Three-Year MHSa-Community Services and Supports (CSS) Plan and the MHSa definition of target population. All potential residents must be referred to the housing project through the BHRS Housing & Support Services program. Priority will be given to MHSa full service partnership program referrals. Occupancy will be limited to those whose income does not exceed 50% of the Area Median Income (AMI) level for Stanislaus County.

4. Type of housing to be provided:

The Bennett Place project is a long-term affordable, supported rental housing project. There are 8 one-bedroom units at 624 sq. ft. each and 10 efficiency (studio) units at 418 sq. ft. All units will contain a kitchen, living/dining room, and bathroom and is intended for single occupancy. The complex sits on a .83-acre lot with 3 single story buildings grouped together. Building one is 4,000 sq. ft. and consists of 4 studio units and 4 one-bedroom units. Building two is 4,800 sq. ft. and consists of 6 studio units and 4 one-bedroom units. Building three is a 2,450 sq. ft. community center.

5. How the building will meet the housing and service needs of MHSa Tenants

The Bennett Place apartment project is conveniently located within 5.3 miles from primary BHRS services sites located at 500 N.9th Street, 800 Scenic Drive, 303 Downey Ave. and 1208 9th Street. Programs at nearby service sites are MHSa and/or re-alignment funded:

- Community Emergency Response Team, Warm Line/On-site Peer Support Services
- Westside SHOP – a Telecare operated Full Service Partnership (FSP)
- Integrated Forensic Team – a BHRS operated FSP
- Housing Support staff and Consumer/Family Empowerment Center
- High Risk Health & Senior Access – a BHRS operated FSP
- Josie's Place – TAY Drop-in Center
- BHRS - Stanislaus County administrative offices

Bennett Place includes a community center that is intended to serve as a focal point for socialization and community spirit in the complex. The community center will include office space for the supportive services staff and property manager, laundry facilities, a large activity room, kitchen, and handicapped accessible restroom facility. Adjacent to the community center is an

outdoor covered patio/BBQ area that will be available for use by all residents and family members of residents. The site will have 18 parking spaces, two of which are reserved for handicapped; the parking area is open and well lit.

6. Name of primary service provider, property manager, and other development partners:

Stanislaus County Behavioral Health & Recovery Services (BHRS) will be the lead service provider and on-site support for the Bennett Place project. Local organizational providers may also provide services to residents, on-site and off-site.

BHRS MHSAs Service teams are multi-disciplinary in approach and are comprised of behavioral health specialists, mental health clinicians, peer recovery specialists, psychiatric nurses, and a psychiatrist. The teams offer wrap-around approach, recovery-oriented, client-driven, culturally competent services designed to provide an integrated service experience for service recipients and their families. The full service partnership teams also provide 24/7 crisis response services. MHSAs teams will be the primary service providers for most of the residents living in the Bennett Place apartments; other BHRS programs and contracted providers will also provide services to tenants.

Services will be offered to BHRS eligible tenants and provided to those who express desire for the services. Participation in services by residents is voluntary.

Stanislaus County Affordable Housing Corporation (STANCO) is a local non-profit affordable housing developer and property management agency that will be the project sponsor. STANCO will also be the lead developer during the development phase and property manager upon completion. Stanislaus County Behavioral Health and Recovery Services has an established history of collaboration with STANCO and other key community partners in the development of supported housing since 1997.

7. Summary of the development financing:

The City of Modesto and Salvation Army will also be project partners in funding and utility/food assistance.

In addition to this application for capital funding and operating support from MHSAs Housing program, STANCO will also be seeking funds from City of Modesto HOME Partnership Investment Program and Federal Home Loan Bank of San Francisco.

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.3 Consistency with the Three-Year Program and Expenditure Plan

During the initial community planning process in 2005, Stanislaus County Behavioral Health and Recovery Services conducted an open stakeholder process with the support and partnership of the Stanislaus County Mental Health Board. Approximately 1500 stakeholders participated in the initial community planning process that included a variety of community outreach methods. Stakeholders were informed that an MHSA Housing component for permanent supported housing was expected in the future. Input on the need for housing was encouraged and included throughout planning for Community Services & Supports (CSS).

This proposed MHSA Housing Component project is based on stakeholder input obtained during community planning in 2005 as well as input from subsequent community planning processes since 2005. The issue of housing and homelessness was identified as a prioritized need to address unserved/underserved individuals in all age groups.

Stanislaus County's MHSA-CSS Three-Year Plan includes three types of services: 1) Full Service Partnership (FSP), 2) General System Development (GSD) and 3) Outreach and Engagement (O&E). Each type of service has the goal of providing an integrated service experience to consumers and family members. The MHSA – CSS Plan was established to meet the needs of consumers and family members of all ages and provide care that fosters sustained improvement for service recipients while also attaining cost savings for the overall system (e.g. reductions in hospitalization, police response, emergency room visits, risk of homelessness, and homelessness).

The Bennett Place permanent supportive housing project will begin to address the need for housing that was originally identified and prioritized by community stakeholders in 2005 and subsequent input since 2005. Supportive services to residents will include a 24/7 wraparound approach to support the residents in maintaining housing. This housing project will continue to fulfill anticipated MHSA outcomes of wellness, recovery, resiliency, reduced hospitalization, reduced incarcerations, increased employment, and re-integration into community life.

Item D.4 Description of Target Population to be Served

Describe the MHSAs Shared 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:**D.4 Description of Target Population to be Served****1. Age group to be served:**

The MHSAs housing program at Bennett Place project will serve transitional aged young adults (ages 18-25 and emancipated youth ages 16 and 17), adults (ages 26-59), older adults (ages 60+) who have a serious mental illness (SMI) or serious emotional disturbance (SED) and are homeless or at risk for homelessness. Qualifying mental health diagnosis and other target population characteristics must be consistent with the Stanislaus County Three-Year MHSAs-Community Services and Supports (CSS) Plan and the MHSAs definition of target population.

2. Anticipated income level of MHSAs tenants:

Tenancy in this MHSAs housing complex will be specifically limited to those individuals whose income does not exceed 50% of the Area Median Income (AMI) of Stanislaus County. Individuals may have SSI/SSDI or no income, little work history and/or never applied for entitlement benefits.

3. Description of the anticipated needs of the target population:

Participation in services by residents at Bennett Place is voluntary. Services are intended to be comprehensive enough to serve the various needs of the tenants and emphasize engagement of tenants in services if they are not aware or engaged.

It is anticipated that some tenants will need extensive support and have multiple challenges that include but are not limited to mental health, substance abuse as well as co-occurring issues of mental health and substance abuse. For many, psychiatric hospitalization or emergency room visits has been their primary source of health care and, as a result, their illnesses (physical and psychiatric) may have gone untreated in any meaningful way. Additionally, it is anticipated tenants may have needs for transportation, educational opportunities, vocational/employment training, assistance with independent living, budgeting, money management, and housing retention issues. Some may have had frequent contact with law enforcement primarily as a result of their untreated illness and lack of a support system and may need legal advocacy.

It is anticipated that a high percentage of tenants will have SSI/SSDI and low/no income, no work history and/or have lost connection with the Social Security Administration and will need access to these entitlement programs. Some residents may have family members that will reside with them, however many lack connections to meaningful social support.

Item D.5 Tenant Eligibility Certification

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

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

Response:**D.5 Tenant Eligibility Certification****1. How an individual applies to become certified as eligible for an MHSAs unit:**

BHRS Housing & Support Services (HSS) team has an established history of working closely and collaboratively with BHRS partners and organizational contractor's service teams.

As the central point of coordination for the MHSAs housing eligibility certification, the Housing & Support Services team will utilize a standardized Tenant Certification Application for all potential tenants of Bennett Place.

All potential tenants must be referred to the housing project through the BHRS Housing & Supportive Services program. Priority will be given to potential tenants who are enrolled in MHSAs-FSP programs.

Housing Support Services will accept applications for certification of eligibility initially to establish a wait list at initial rent-up and when property management notifies that additional applicants are needed for vacancies or wait list spaces.

Interested applicants may contact their current treatment service provider who may refer the potential tenant to Housing & Supportive Services for verification of eligibility. HSS contact information can be found at any BHRS service location, in the local telephone directory or at the BHRS website <http://www.stancounty.com/bhrs/>.

2. How certification of eligibility will be documented and provided to the individual applicant:

When requested to do so, HSS will provide interested potential tenants with the MHSAs Housing Eligibility Certification Application. The applicant will be assisted with the application as needed.

Upon receipt of the completed application, HSS staff will attempt to certify applicant eligibility by securing additional required documentation; including consent to release information that authorizes other agencies to share information pertinent to MHSAs housing eligibility.

The verification of housing eligibility will include:

Certification of Diagnosis

Housing Support Services will access potential tenant's BHRS health record to establish a qualifying mental health diagnosis.

- 1) Adult with serious mental illness as defined by Welfare and Institutions Code Section 5600.3(b)
- 2) Youth with severe emotional disorders as defined in Welfare and Institutions Code Section 5600.3(a)

In addition to meeting either 1 or 2 above, the individual shall be one of the following:

Certification for Homelessness

Housing & Support Services will obtain written verification from the referring treatment service provider that the client is homeless or at risk of homelessness defined as the following:

1. Homelessness

The individual must be moving from emergency shelter or transitional housing, or the individual must be currently homeless, meaning that he or she:

- 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

The individual must be:

- a. a transitional aged young adult exiting the child welfare or juvenile justice systems
- b. an individual discharged from an institutional setting, which includes hospitals and acute psychiatric hospitals/health facilities, or incarcerated AND being released within one week with no residence or lack of resources/support to access housing. Living with relative/friend on a temporary basis. Living in a crisis and/or transitional housing program

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

HSS will review all completed MHSA applications and ensure consistent application of certification guidelines.

Prior to completion of construction (approximately 6-8 months prior), HSS staff will compile a priority list of potential eligible tenants starting with the existing transitional housing wait list and/or Shelter Plus Care wait list. Individuals who are on these previously existing wait lists will have the option of moving into the complex or continue their same position on the wait list for future openings.

After initial rent-up of Bennett Place, additional applications will be processed in the order in which they are received and eligible applicants placed on the waiting list. Certified applicants will be given written notification of assigned waiting list number. HSS staff will refer certified eligible applicants to STANCO Property Management where they will complete a credit and criminal background check.

The processing of credit and criminal background checks does not assure, nor does it imply, that an application will be approved. Accessing of these records is part of the process to determine eligibility of potential tenants.

When STANCO Property Management receives notice of a pending departure of an existing tenant, they will inform HSS of the available unit and the names of eligible applicants on the waiting list. HSS will confirm wait list priority and provide the applicant with written notification of the availability of a rental unit and instructions on how to respond. The applicant's service provider will also be notified of the availability of housing unit. If the applicant declines the available unit, the Housing & Support Services will notify the next applicant on the waiting list.

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 Application does not ensure that the Tenant Certification/Referral Process is compliant with state and federal fair housing laws. Please seek legal counsel to ensure that the Tenant Certification/Referral Process complies with state and federal fair housing laws.

Response:

D.6 TENANT SELECTION PLAN

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

The Tenant Selection Plan has been developed collaboratively between BHRS Housing & Support Services (HSS) and Stanislaus Affordable Housing Corporation (STANCO).

HSS will maintain files of referrals and certified applicant wait list. STANCO will manage and confirm available housing units when they become available at Bennett Place project.

HSS will work closely with service providers to attract eligible potential tenants. Referrals will be sought by using proven outreach strategies to engage members of the target populations including those among the unserved or underserved ethnic communities and other diverse populations. Many potential tenants have been homeless or failed in earlier attempts to live in independent housing, even losing services due to missed appointments, recurring crises, relapse, acute mental health symptoms, etc. For this reason, the tenant selection process will be much more tolerant and forgiving than a traditional rental housing criteria.

Referrals:

All Bennett Place, units are reserved for adults, older adults, and transitional aged young adults, and family members living with them. Eligible tenants must have serious mental illness and must meet Mental Health Services Act (MHSA) target population. All referrals will be directed to the Housing & Support Services Program for screening of eligibility requirements.

Any person contacting the project directly will be given the contact information to the Housing & Support Services Program.

For eligibility in the Bennett Place Apartment complex, the individual must be a low-income adult, older adult or transitional aged young adult who has SMI and are homeless or at risk of homelessness. Individuals can include family members in the request for housing. There is a limit to the number of family members that may live with the tenant based on the size of the unit.

2. The tenant application process:

HSS staff and/or the potential tenant's service provider shall assist with completion of all related application procedures as needed. This shall include assistance with required documentation (background checks, credit checks, third-party income verification, landlord and other references) as well as transportation and accompanying the individual to any required interviews.

HSS will work closely with BHRS providers in attracting eligible potential tenants. Referrals will be sought by a variety of proven outreach strategies to engage individuals from unserved or underserved ethnic communities and other diverse populations.

3. The procedure for maintaining the wait list:

For initial rent-up, the Housing & Support Services will put together a priority list from their existing Transitional Housing and/or Permanent Supportive Housing wait list approximately 6-8 months prior to completion of construction. Individuals who are on the waiting list will have the option of moving into the complex or continue on the wait list in their current position on the list.

After initial rent-up, applications will be processed in the order in which they are received. If no units are available, eligible applicants will be placed on the waiting list. Applicants will be given written notification of assigned waiting list number. BHRS Housing & Support Services will refer certified eligible applicants to STANCO.

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

Housing & Support Services will screen applicants to ensure MHSA eligibility and to include background, income, all credit, and landlord history information. Processing of credit and criminal background checks does not assure, nor does it imply, that an application will be approved. Applications will be processed in the order in which they are received. Certified eligible applicants will be referred to STANCO for an available rental unit. If no units are available, eligible applicants will be placed on the waiting list which HSS maintains in the order of referral.

Once STANCO informs Housing & Support Service of housing unit available, Housing & Support Services staff will confirm waiting list priority and provide the applicant and the prospective service team with notification of the available housing unit and instructions for responding to the opening. The applicant's service provider will also be notified when a housing unit is available. If a move-in date is set, the service provider will be available to assist the tenant in making arrangements for and completing the move-in process. If the applicant declines the available unit, Housing & Support Services staff will then notify the next applicant on the waiting list.

BHRS has extensive experience in working with people with a wide range of disabilities as well as backgrounds/records that prevent them from establishing stable, productive lives for themselves and their families. With this experience, BHRS will be able to assist the property manager in evaluating negative information and determining when and under what conditions reasonable accommodation should be made. Our experience has taught us that a negative history can be

overcome with the right intention and the proper support.

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

Factors contributing to MHSAs eligibility include:

- Existence of functional impairments due to untreated or under-treated mental illness that prevents engagement in meaningful activities and inability to remain in housing in the past.
- Existence of pattern of frequent incarcerations or psychiatric hospitalizations due to untreated or under-treated illness that prevents engagement in meaningful activities and inability to remain in housing in the past.
- Special consideration will be given to the ethnically and culturally unserved/underserved population as identified by the CSS plan.
- 'Currently Homeless' is defined as: lacking fixed, regular, and adequate nighttime residence or having nighttime residence that is in one of the following categories: living on the streets; in parks, emergency shelters, living in vehicle, staying in motel, in a treatment program, or incarcerated AND being released within one week with no residence or lack of resources/support to access housing. Living with relative/friend on a temporary basis.
- Occupancy will be limited to those whose income does not exceed 50% of the median income level.

6. The appeal process for individuals who are denied tenancy in a MHSAs unit:

The project's commitment to providing housing for individuals with SMI/SED will be much more forgiving than a traditional landlord setting. In the case of a denial notification, applicants will be entitled to receive a copy of the County's standard Complaint/Grievance/Appeal form. In such cases, Stanislaus County's Patient Rights department could assist an applicant in appealing the denials. Applicants will be given written notification of specific reason for denial after consideration of the credit and criminal background checks. All notices of denial will include information on the right to appeal screening decisions and a reminder notice of the right to reasonable accommodation for disability.

Per Stanislaus County Complaint/Grievance policy, an appeal must be filed within ninety (90) days from the date the action you want reviewed was taken. The appeal will be reviewed within 45 calendar days, a letter summarizing the review process, findings, appeal decision and date appeal decision was made will then be sent to the individual.

7. The reasonable accommodations policies and protocols:

This project will comply with all federal, state, and local fair housing and civil rights laws, as well as with all equal opportunity requirements. Tenant selection will be consistent with the Civil Rights Act of 1964, and the United States Housing Act of 1937 and the Unruh Civil Rights Act (CC 51) of 1959. Tenancy shall not be denied on the basis of race, ancestry, creed, color, national origin, age, sex, sexual preference, marital or family status, source of income, religion, national origin, physical or mental disability, Acquired Immune Deficiency syndrome or AIDS related conditions. All persons shall be entitled to equal treatment regarding accommodations, advantages, facilities, privileges or services.

The project will not discriminate against prospective tenants 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 tenants have minor children. While the property will not discriminate against those using Section 8 certificates or vouchers or other rental assistance, all applicants with such rental assistance must meet all eligibility requirements.

Item D.7 Supportive Services Plan

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

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

1. A description of the anticipated needs of the MHSAs tenants;
2. The supportive service provider's initial and ongoing process for assessing the supportive service needs of the MHSAs tenants;
3. A description of each service to be made available to the MHSAs tenants, to include where and how the service will be delivered, the frequency of the service delivery and identification of the service provider. A description of the available services and supports should include, but not be limited to:
 - a) Mental health services
 - b) Physical health services (including prevention programs)
 - c) Employment/vocational services
 - d) Educational opportunities and linkages
 - e) Substance abuse services
 - f) Budget and financial training
 - g) Assistance in obtaining and maintaining benefits/entitlements
 - h) Linkage to community-based services and resources
4. Indicate whether or not there will be an onsite service coordinator, and include the ratio of onsite staff to MHSAs tenants. If there is no onsite service coordination, provide a description of service coordination for the development;
5. A description of how services will support wellness, recovery and resiliency. It is anticipated that the supportive services plan for the development will include services that are facilitated by peers and/or consumers. If this is not part of your service delivery approach, please provide an explanation;
6. A description of how the MHSAs tenants will be engaged in supportive services and community life. Include strategies and specific methods for engaging tenants in supportive services and the frequency of contact between supportive services staff and MHSAs tenants. This description should also include the identification of staff (the responsible service provider) and specific strategies for working with MHSAs tenants to maintain housing stability and plans for handling crisis intervention;
7. If the Development is housing for homeless youth, provide a description of services to be provided to meet the unique needs of the population including engagement strategies and peer involvement. In addition, provide a description of how transition-aged youth MHSAs tenants will be assisted in transitioning to other permanent housing once they reach 25 years of age;
8. Supportive services must be culturally and linguistically competent. Describe how services will meet this requirement including, when necessary, how services will be provided to MHSAs tenants who do not speak English and how communication between the property manager and

the non-English speaking MHSA tenants will be facilitated;

9. Describe the process to ensure effective communication between the service provider and the property manager regarding the status of MHSA tenants in the development and any other issues regarding the development, including but not limited to regularly scheduled meetings and the identification of a single point of contact for communication and coordination of supportive services; and,
10. 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:

D.7 Supportive Services Plan

1. A description of the anticipated needs of the MHSA tenants:

The MHSA housing program at Bennett Place will serve transitional aged young adults (ages 18-25 and emancipated youth ages 16 and 17), adults (ages 26-59), older adults (ages 60+) who have a serious mental illness (SMI) or serious emotional disturbance (SED) and are homeless or at risk for homelessness. Qualifying mental health diagnosis and other target population characteristics must be consistent with the Stanislaus County Three-Year MHSA-Community Services and Supports (CSS) Plan and the MHSA definition of target population.

MHSA target population often has frequent contact with law enforcement primarily as a result of their untreated disability and lack of a support system. A high percentage of the individuals will have SSI/SSDI or low/no income, having either no work history and/or lost connection with the Social Security Administration for entitlements. Many of these individuals experience multiple challenges such as: substance use/abuse co-occurring with medical issues. Individuals in this target population may have frequent hospitalizations, law enforcement contact and hospital emergency rooms visits. For many, psychiatric hospitalization or emergency room visits has been their primary source of care and, as a result, their illnesses may have gone untreated in any meaningful way.

2. The supportive service provider's initial and ongoing process for assessing the supportive service needs of the MHSA tenants:

The assessment process operates from a strength-based approach that encourages and supports choices, empowerment, and focuses on the strengths of the individual. This approach has proven successful in guiding individuals into recovery, in fostering resiliency, and in the promotion of wellness in the lives of individuals.

Assessment and individualized service plan development is an ongoing process. Each person's history of homelessness and untreated mental illness will require an individualized approach to assessment of needs and goals. Services and goals will be developed in partnership with the tenant and will utilize a strength-based approach. Assessment information is used to develop individual housing and service plans for tenants who are actively participating in services on an ongoing basis. The housing and service plans outline personal goals, which may include stabilization of psychiatric symptoms or substance use problems, health related issues, independent living objectives, and other needs.

Housing and Support Services staff will work with tenants to link them to on-site as well as off-site and community based services. The emphasis for most housing and service plans is to identify those barriers that have previously interfered with the maintenance of housing and to work with the tenants to alleviate those barriers or address them in a manner that does not place the tenant at risk for losing his/her housing. The staff encourages the participant to evaluate the progress, as well as to establish ongoing usefulness of the goals and to support/review any new goals or individual service objectives. The plans are reviewed on a regular basis usually at the monthly house meetings or at the least on a quarterly basis.

3. Description of each service to be made available to the MHSa tenants:

BHRS provides dedicated staff persons to all residents of the Bennett Place complex and who are the point of contact for the property manager, maintenance of the wait list, facilitates interviews for potential tenants, provide orientations and application support, and will be the ongoing liaison between service providers and the property manager.

BHRS Housing & Support Services Team consists of 1 FTE Program Manager, 1 FTE Coordinator, 4 FTE Housing Specialist, 1 FTE PATH Outreach Specialist, 1 FTE Monitoring Specialist who are experienced in working closely and collaboratively with the community, BHRS, and organizational providers' service staff, and housing resources in Stanislaus County. Additional support staff available to residents is 1 FTE Benefit Specialist.

Three philosophical orientations drive the team's client-centered approach: 1) housing is first priority, 2) services are voluntary and 3) recovery is possible. The overall objective of the Supportive Services Plan is designed to provide a structure of support to the individual. The main goal is to assist individuals to successfully retain long-term housing. This housing program is developed to assist individuals with complex and long-term social and medical issues. Services and goals will be developed in partnership with the tenant and will utilize a strength-based approach.

MHSa-funded multi-disciplinary teams will provide most of the services. The multi-disciplinary teams include a psychiatrist, nurse, mental health clinicians, consumers, and behavioral health specialist. The service team will reflect the ethnic and cultural make-up of the tenants. 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.

HSS will offer services to Bennett Place residents on-site as well as off-site, in one-to-one contacts and in groups. The types of services that will be available are: assessment and evaluation, access to 24/7 crisis intervention, personal service coordination, and teaching of independent living skills. These daily living skills could consist of hands-on training in apartment living, how to be a good tenant and neighbor, assistance with shopping, and help managing outstanding financial and/or legal difficulties that could threaten their housing situation.

Staff will be available to assist tenants in all activities of daily living and will work side by side with tenants to ensure they are able to make best use of their units and access needed services on-site and off-site. Each tenant will have a unique plan specific to his/her needs, desires, and goals. The goal of on-and off-site services is that they be appropriate and accessible to all MHSa tenants.

The needs, goals, and interests of Bennett Place tenants will vary since the units will be open to a range of individuals that meet MHSa Housing Program eligibility criteria. Services will be provided in a way that allows tenants to maintain their dignity and be self-sufficient in their housing while

receiving high quality support. BHRS has identified service providers who will serve MHSA eligible tenants with a comprehensive set of services to meet individual needs which may include, but may not be limited to the following:

- a) Mental health services including ongoing assessment, medication management, symptom management, personal service coordination and support with a individual-focused Client Care Plan, and linkage to community supports.
- b) Linkages to physical health services including prevention programs and enhanced medical services designed to serve elderly and those with complex medical conditions.
- c) Employment/vocational services including referrals to supported employment activities through vocational rehabilitation services. All service recipients in the Bennett Place apartment complex have direct access to the BHRS Employment & Support Services Program. The employment program provides career exploration, supported employment, community employment, supported education, and benefits counseling related to entry or re-entry to the workforce.
- d) Educational opportunities
- e) Referrals to substance abuse services including one-on-one and group substance abuse treatment, integrated with mental health treatment along with linkages to appropriate outpatient and residential treatment programs when appropriate.
- f) Budget and financial training.
- g) Assistance in obtaining and maintaining benefits/entitlements such as SSI, Medi-cal, food stamps and other benefits for which consumers may be eligible.
- h) Crisis intervention and conflict resolution/mediation as needed.

4. On-site Service Coordination:

The Housing and Support Services team will have dedicated staff housed at the site to provide on-site Service Coordination which will be available to all residents and will provide coordination, community building activities, tenant leadership development, information and referral to other appropriate community services, as well as notifying appropriate service providers when a tenant's needs may require service and support. Housing and Support Services (HSS) staff will work closely with all service providers and other agencies to ensure that services are coordinated for each individual tenant. This will be done by maintaining regular communication with each tenant's designated Behavioral Health Specialist (BHS) in order to ensure coordination of services and communicate relevant issues that arise on-site. All Bennett Place residents are assigned to a Housing and Support services team which consists of a BHS and a Clinical Service Technician as well as a HSS staff person who will be on-site 20 hours per week.

5. Description of how services will support wellness, recovery and resiliency:

Bennett Place tenants will be linked with ongoing wellness, recovery, and resiliency efforts programs offered off-site. Peer-based program components will also be a crucial element of the service design at Bennett Place so that residents may support one another as they work toward

wellness and recovery. This will include consumer/peer-led support groups, classes, and activities.

All tenants will have access to the consumer/peer-led resource center; The Empowerment Center operated by Turning Point Community Programs and located within 5 miles at 800 Scenic Drive.

Services provided through the Housing and Support Services Program will abide by the following principles:

- Services are voluntary and individual tenants cannot be mandated to participate in services as a condition of their tenancy obligations. However, tenants who are unable to meet their tenancy obligations may need to access and utilize services to maintain their housing.
- With consumer permission, support service providers will provide contact information to property managers for individual tenants at the Bennett Place apartment complex. HSS staff commit to responding to requests for support from property manager regarding residents in a timely manner. At a minimum service provider staff will follow-up with a phone response to the property manager. Property managers will have access to HSS on call staff for urgent non-crisis matters.
- Service providers will offer wraparound, intensive, integrated, personalized, strength-based services to tenants and will work to ensure that tenants receive the supports they need to maintain their housing, promote their health, and pursue their personal goals.
- Services will be provided primarily in the community and in consumer's homes rather than in the off-site services office to help support personal development and learning during day-to-day life activities.
- The concepts of independence, dignity, and self-determination are fundamental to this project. The Bennett Place apartments site environment, program design, staff, and services will assist residents to achieve their highest level of functioning and independence.
- Housing stability is of primary concern and the services will emphasize assisting those who have not in the past been able to acquire and maintain housing to remain stable in their community. This project is designed to provide the necessary support so that these households will be able to overcome the barriers contributing to their homelessness.

6. Tenant Engagement

Service engagement and participation by the tenants were a high priority for the project. The Bennett Place site is centrally located near a bus line, shopping centers, schools, city parks, and BHRS service locations, all within approximately 5 mile radius. The support services plan has been designed to help tenants be successful in maintaining their housing, building community, and aiding each tenant to set and achieve personal growth in a recovery plan. Staff members will work with tenants to identify personal goals of what they believe helps them feel healthy, successful, and part of a community.

There will be frequent opportunities for both the service provider and the tenants to have contact to work towards the support of tenants housing stability. The types and frequency of services shall be directed by where the tenant is in his/her recovery. One-to-one engagement may begin simply with help with the move into the building or with needed food or clothes. The initial task for the team is to demonstrate the availability, nature, usefulness (from the tenant perspective), and reliability of the services offered. From there a long term trusting relationship can be developed to support the tenant to achieve their goals and maintain housing.

7. Services to be provided to homeless youth:

Bennett Place units will be linked with service providers who provide specialized services for adults, older adults, and transitional aged young adults (TAYA) to meet their service needs. It is likely that many youth have little or no experience maintaining independent living and/or seeking employment and, services will reflect this circumstance. For example, staff will provide TAYA support and linkages to assist with educational goals such as enrollment and completion of GED, budgeting classes and community college programs. It is also likely that the older adult population will have complicated medical needs therefore services will reflect this as well. Referrals for all services will include not only programs available to the general adult population but also referrals to services that are specifically geared towards TAYA. Peer based services will specifically link TAYA to others within their age group.

8. Cultural and linguistic Competence

All collaborators on this project make efforts to recruit staff members who are culturally and linguistically competent. Tenants are involved in service and event planning to support a high level of cultural and ethnic sensitivity and appropriateness in service delivery. Staff attends regular training sessions to maintain and improve efficacy in this area. BHRS recognizes that the diversity of the tenant population may include those who do not speak English. BHRS maintains a comprehensive Cultural Interpreters list that all staff has access to which includes the following but is not limited to: Spanish, Assyrian, Arabic, Lao, Hmong, and Hearing Impaired. Consumers are matched to linguistically competent services providers as needed to ensure that tenants can receive adequate services. BHRS will also utilize County contracted translation services as needed to facilitate communication between property management and non-English speaking MHSA tenants when necessary.

9. Communication

Housing and Support Services (HSS) staff along with the on-site property manager will meet, at a minimum, weekly to discuss tenant –specific issues. Topics covered at the meetings will include program updates, tenant-specific issues, and coordination of response to work toward maintenance of housing stability and a positive community environment for all tenants. HSS will be responsible for coordinating communication with other BHRS providers as needed and procuring tenant consent to exchange information. STANCO's designated administrator will meet on a monthly basis with the Housing and Support Services Manager to discuss overall issues related to the Bennett Place apartment complex. The frequency of the meetings may decrease over time if deemed appropriate by all parties. These meetings will be incorporated into the already existing meetings between these two agencies.

In addition to this monthly meeting, the following communication forums will occur:

- Semi-annually, BHRS and STANCO will meet at a mutually convenient time to discuss all housing projects. BHRS shall organize these semi-annual meetings. Examples of topics to be covered at the semi-annual meetings include but are not limited to discussion of safety issues and policies related to projects, discussion of funding and staffing issues, updates to policies and procedures review of MOU's between the parties, services update on MHSA-eligible households and service participation; owner update on financial status of project.
- The property management and HSS staff will attend tenant-specific meetings, as needed, with the tenant's provider in an effort to assist tenants with maintaining their housing and to

work cooperatively with tenants to meet their needs.

All communication between the parties will adhere to resident confidentiality protocols. Communication between the on-site HSS staff, property management staff and service providers regarding specific resident issues would occur only with the written consent of the resident or as otherwise allowed by the established agency confidentiality policies.

10. House Rules Plan:

Stanco (owner/agent) is a member of the California Apartment Association. The Resident Policies and "House Rules" Addendum, FORM 17.0, is a standard landlord form by which Stanco utilizes and is approved by the California Apartment Association. There is a clear separation of roles between the property management and support services which are outlined in the MOU. The enforcement of all Resident Policies will be handled solely by the landlord. BHRS Housing Support staff will assist tenants in understanding and complying with all landlord agreements. Stanco has over 15 years of landlord experience managing properties with the population served by this project.

In Section III, numbers 1 and 5 in house rules the term "objectionable odors and unsightly items" are cited from the California Apartment Association Approved Form 17.0. This is a standardized form utilized by Stanco (owner/agent).

In addition, Stanco is a member of the Crime Free Multi-Housing Program through our local law enforcement agency. This program has been proven effective in helping our community be a safer place to live. The program consists of local law enforcement, property management, support service providers and residents all working together to keep the apartment complex free of criminal activities. The Modesto Police Department will periodically come to the property and do public education/awareness for our tenants residing at Bennett Place. Bennett Place will have an on-site Manager who will reside at the apartment complex to ensure security of the complex and will be available after hours for emergency situations. Behavioral Health and Recovery Services Supportive Housing staff will also have an office on-site to assist with the safety of the complex.

For the safety/security of residents and the property, residents are responsible for ensuring that all doors are locked during Resident's absence. Residents are responsible to notify Stanco Property Management if the locks do not operate properly. SEE HOUSE RULES ATTACHMENT A

All Stanco's properties have a Smoking Policy Addendum (California Apartment Association FORM 34.0) which states smoking is prohibited in individual units. There is several designated smoking areas within this complex and are clearly marked. Property Management will enforce this policy as they do with all policies, verbal/written warnings, etc. SEE HOUSE RULES ATTACHMENT B

Stanco completes a move-in/move-out check list with the Resident at time of move-in/move out inspection form. All parties sign off and a copy is given to the Resident and original is placed in Resident's file. Repairs that are beyond normal wear/tear and/or are due to negligence are considered Residence responsibility. SEE HOUSE RULES ATTACHMENT C

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

D.8 Supportive Services Chart

Supportive Services	Target Population	Service Provider(s)	Service Location
Service Coordination	Transitional age young adults (age 18 - 25yrs and emancipated youth ages 16 and 17 years), adults (age 26 - 59yrs), older adults (age 60+yrs) who have a serious mental illness (SMI) or serious emotional disturbance (SED) and are homeless or at risk for homelessness.	BHRS &/or MHSA provider selected, Housing & Supports Service	On-site/off-site; transportation provided or public transportation based on client choice
Intake/Assessment	All residents as described above have services available to them	BHRS &/or MHSA provider selected, Housing & Supports Service	On-site/off-site; transportation provided or public transportation based on client choice
Mental Health Services	All residents as described above have services available to them	BHRS &/or MHSA provider selected, Housing & Supports Service	On-site/off-site as needed; transportation provided or public transportation based on client choice
Case Management Services	All residents as described above have services available to them	BHRS &/or MHSA provider selected, Housing & Supports Service	On-site/off-site as needed; transportation provided or public transportation based on client choice
Housing Retention Services	All residents as described above have services available to them	BHRS Housing & Supports Service	On-site/off-site as needed; transportation provided or public transportation based on client choice

Financial Education	All residents as described above have services available to them	BHRS Housing & Supports Service, Benefits Specialist	On-site/off-site as needed; transportation provided or public transportation based on client choice
Substance Abuse Counseling	All residents as described above with substance abuse disorders, including co-occurring disorders	BHRS &/or MHSA provider selected, Housing & Supports Service	On-site/ off-site as needed; transportation provided or public transportation based on client choice
Medical Services	All residents as described above have services available to them	Medical provider of residents choice	On-site/ off-site as needed; transportation provided or public transportation based on client choice
Employment Preparation	All residents as described above have services available to them	BHRS &/or MHSA provider selected, Housing & Supports Service	On-site/ off-site as needed; transportation provided or public transportation based on client choice
Transportation Assistance	All residents as described above have services available to them	BHRS &/or MHSA provider selected, Housing & Supports Service	On-site/ off-site as needed; transportation provided or public transportation based on client choice
Community Building & Socialization	All residents as described above have services available to them	BHRS &/or MHSA provider selected, Housing & Supports Service	On-site/ off-site as needed; transportation provided or public transportation based on client choice

Primary Service Provider: Stanislaus County Behavioral Health and Recovery Services

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

Describe the following:

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

Response:

Physical space:

The Bennett Place site has dedicated all 18 units to permanent supportive housing for MHSa target population residents. There are 8 one-bedroom units at 624 sq. ft. each and 10 efficiency (studio) units at 418 sq. ft. All units will contain a kitchen, living/dining room and bathroom and is intended for single occupancy. The complex sits on a .83-acre lot with 3 single story buildings grouped together. Building one is 4,000 sq. ft. and consists of 4 studio units and 4 one-bedroom units. Building two is 4,800 sq. ft. and consists of 6 studio units and 4 one-bedroom units. Building three is a 2,450 sq. ft. community center.

The site will have 18 parking spaces two of which are reserved for handicapped; the parking area is open and well lit. The complex has masonry walls to the back and on both sides of the lot with a gated fence in the front for added security to all residents.

Supportive services space:

The community center will serve as the focal point for socialization and community building in the complex. The community center will include private office space for the supportive services staff/service providers and/or property manager to have a quiet area to meet with tenants. The community center will also include the property manager, laundry facilities, a large activity room, kitchen, and handicapped accessible restroom facility. Adjacent to the community center is an outdoor covered patio/BBQ area that will be available for use by all residents and family members of residents.

Designed to provide appropriate accommodations for physically disabled MHSa tenants:

All public spaces within the grounds and building will be 100% accessible per the requirements of the Fair Housing Act, the Uniform Federal Accessibility Standards, and the Americans with Disabilities Act. This includes fully accessible parking spaces and curb cuts, and barrier-free access to all outdoor paths and terraces, and all community, public and service spaces, and units. This includes accessibility for wheel chair and other disabilities.

Item D.10 Summary and Analysis of Stakeholder Input

Submit documentation of the 30-day Local Review Process, including:

1. Dates of the 30-day public review and comment period;
2. A description of the methods used to circulate the Project Overview and Items D.1 through D.8 for the purpose of public comment; and,
3. A summary and analysis of any comments received, and a description of any changes made as a result of public comment.

Response:

Local Review Process:

Stanislaus County Behavioral Health and Recovery Services (BHRS) MHSAs Housing Program's Bennett Place project Support Services Plan was posted February 20, 2013 to March 21, 2013, for 30-day public review and comment. The notifications of the start of public review and access to copies of the plan were available through these methods:

- ✓ An electronic copy was posted on the County's MHSAs website: www.stanislausmhsa.com
- ✓ Paper copies was sent to Stanislaus County Public Library resource desks throughout the County
- ✓ Electronic notification was sent to all BHRS service sites with a link to www.stanislausmhsa.com, announcing the posting of this report
- ✓ Public notice was posted in nine newspapers throughout Stanislaus County including a newspaper serving the Latino community. The notice included reference to www.stanislausmhsa.com and a phone number for requesting a copy of the Plan Update.
- ✓ Two informational sessions held on 2/28/13 and 3/7/13

A summary of the proposed housing project was attached for everyone to review. The following sections of the application were attached for consideration, review, and comment:

- ✓ Development Summary Form: Item D-1 (Attachment B)
- ✓ Section D: Supportive Services Plan (D.2 through D.7)
- ✓ Supportive Services Chart: Item D.8 (Attachment C)
- ✓ Design Consideration for Meeting the Needs of the MHSAs Tenants: Item D.9

Comments were solicited through the following:

- ✓ Comment form attached to this document
- ✓ Informational sessions on 2/28 and 3/7/13
- ✓ Stanislaus County MHSAs website: www.stanislausmhsa.com
- ✓ E-mail to Chong Yang at cyang@stanbhers.org
- ✓ Fax to Chong Yang at 209-525-6291
- ✓ U.S. mail to Chong Yang, MFT, MHSAs Planning Coordinator, 800 Scenic Drive, Modesto, CA 95350

Substantive Comments and Response:

No substantive comments were received.

RESIDENT POLICIES AND "HOUSE RULES" ADDENDUM

Page _____
of Agreement

I. GENERAL

1. This document is an Addendum and is part of the Rental/Lease Agreement, dated _____ between _____ (Owner/Agent) and _____ (Resident) for the
(List all Residents as listed on the Rental/Lease Agreement)
premises located at _____, Unit # (if applicable) _____
(Street Address)
_____, CA _____
(City) *(Zip)*

2. New policies and rules or amendments to this document may be adopted by Owner/Agent upon giving 30 days' notice in writing to Resident.
3. Guests who stay more than _____ days in a _____ month/year (circle one) period constitutes a breach of the Rental/Lease Agreement. At the discretion of the Owner/Agent, guests may be required to go through the application process and, if approved, must sign a Rental/Lease Agreement.
4. Resident may be assessed a charge for the actual costs, including out of pocket expenses, incurred by the Owner/Agent for any lock-out.
5. Resident is responsible for any violation of these rules by Resident's guest(s).

II. NOISE AND CONDUCT

1. Resident shall not make or allow any excessive noise in the unit nor permit any actions which will interfere with the rights, comforts or conveniences of other persons.
2. Resident shall refrain from playing musical instruments, television sets, stereos, radios, and other devices at a volume which will disturb other persons.
3. Resident shall refrain from activities and conduct outside of the unit (in common areas, parking areas, or recreational facilities) which are likely to annoy or disturb other persons.
4. Resident shall refrain from creating, or allowing to be created, any noise that is disturbing to other residents between the hours of _____ p.m. and _____ a.m.

III. CLEANLINESS AND TRASH

1. Resident shall keep the unit clean, sanitary and free from objectionable odors at all times.
2. Resident shall ensure that papers, cigarette butts and trash are placed in appropriate receptacles so that litter is not created on or about Resident's unit.
3. Resident shall ensure that trash and other materials are not permitted to accumulate so as to cause a hazard or be in violation of any health, fire or safety ordinance or regulation.
4. Resident shall ensure that garbage is not permitted to accumulate and that it is placed on a daily basis in the trash containers provided for that purpose. Resident shall ensure that large boxes are broken apart before being placed in the trash containers. Resident shall be responsible, at Resident's expense, for hauling to the dump those items too large to fit in the trash containers.
5. Resident shall ensure that furniture is kept inside the unit and that unsightly items are kept out of view.
6. Resident shall refrain from leaving articles in the hallways or other common areas.
7. Resident shall refrain from shaking or hanging clothing, curtains, rugs, and other coverings and cloths outside of any window, ledge, or balcony.
8. Resident shall refrain from disposing of any combustible or hazardous material in trash containers or bins.



IV. SAFETY/SECURITY

1. Security is the responsibility of each Resident and each guest. Owner/Agent assumes no responsibility or liability, unless otherwise provided by law, for Resident's and guests' safety and security, or for injury or damage caused by the criminal acts of other persons.
2. Resident shall ensure that all doors are locked during Resident's absence. Resident must notify Owner/Agent if locks become inoperable.
3. Resident shall ensure that all appliances are turned off before departing from the premises.
4. When leaving for more than one week, Resident should notify Owner/Agent how long Resident will be away.
5. Prior to any planned absence from the unit, Resident shall provide Owner/Agent with the name of any person or entity permitted by Resident to enter the unit.
6. Resident shall refrain from smoking in bed.
7. Resident shall refrain from using or storing gasoline, cleaning solvent or other combustibles in the unit.
8. Resident shall ensure that no personal belongings, including bicycles, play equipment or other items shall be left unattended in the halls, stairways or about the building.

V. MAINTENANCE, REPAIRS AND ALTERATIONS

1. Resident shall advise Owner/Agent of any items requiring repair, such as light switches or dripping faucets. Resident shall make repair requests as soon after the defect is noted as is practical.
2. Resident shall refrain from making service requests directly to maintenance personnel unless Resident is directed to do so by Owner/Agent.
3. Resident shall refrain from making any alterations or improvements to the unit without the consent of Owner/Agent. Resident shall refrain from using adhesives, glue or tape to affix pictures or decorations.
4. Resident shall refrain from using aluminum foil as a window covering and shall obtain the approval of Owner/Agent before using any window covering visible from the exterior of the building.
5. Costs of repair or clearance of stoppages in waste pipes or drains, water pipes or plumbing fixtures caused by Resident's negligence or improper usage are the responsibility of the Resident. Resident shall reimburse Owner/Agent for these costs on demand.

VI. PARKING

1. Number of parking spaces assigned to Resident's unit _____. Only one vehicle may be parked in each space.
2. Resident shall only use assigned parking spaces and shall ensure that guests park only in unassigned areas or designated guest parking areas. Resident shall ensure that posted and designated fire zones or "No Parking" areas remain clear of vehicles at all times. Resident shall refrain from parking in unauthorized areas or in another resident's designated parking space. (Vehicles parked in unauthorized areas or in another resident's space may be towed away at the vehicle owner's expense.)
3. Only currently registered vehicles may be parked on the property. A vehicle that lacks an engine, transmission, wheels, tires, doors, windshield, or any other major part or equipment necessary to operate safely on the highways, is subject to tow under California Vehicle Code 22658. Vehicles parked in violation of local laws/ordinance are subject to tow.

The undersigned Resident(s) acknowledge(s) having read and understood the foregoing.

Date Resident

Date Resident

Date Resident

Date Resident

Date Owner/Agent



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SMOKING POLICY ADDENDUM

Page _____
of Agreement

This document is an Addendum and is part of the Rental/Lease Agreement, dated _____ (Date) between _____ (Name of Owner/Agent) (Owner/Agent) and _____ (List all Residents as listed on the Rental/Lease Agreement) (Resident) for the premises located at _____ (Street Address), Unit # (if applicable) _____, _____ (City), CA _____ (Zip).

1. Smoking Policy

Check one:

- Smoking of tobacco products is **allowed** on the entire property, including individual units, common areas, every building and adjoining grounds.
- Smoking of tobacco products is **prohibited** on the entire property, including individual units, common areas, every building and adjoining grounds.
- Smoking of tobacco products is **prohibited** on the entire property except the following areas:

- 2. **Non-Smoking Areas:** Resident and members of Resident's household shall not smoke tobacco products in area in which smoking is prohibited, nor shall Resident permit any guest or visitor under the control of Resident to do so. Resident shall inform his or her guest(s) of any Non-Smoking Areas. Resident shall promptly notify Owner/Agent in writing of any incident where tobacco smoke is migrating into Resident's unit from Non-Smoking Areas.
- 3. **Owner/Agent Not Guarantor of Smoke-Free Environment:** Resident acknowledges that Owner/Agent's adoption of Non-Smoking Areas, does not make the Owner/Agent the guarantor of the Resident's health or of the smoke-free condition of the areas in which smoking is prohibited. However, Owner/Agent shall take reasonable steps to enforce this addendum. Owner/Agent shall not be required to take steps in response to smoking unless Owner/Agent has actual knowledge or has been provided written notice.
- 4. **Other Residents Are Third Party Beneficiaries of this Addendum:** Owner/Agent and Resident agree that the other residents of the property are the third party beneficiaries of this Addendum. A resident may sue another resident to enforce this Addendum but does not have the right to evict another resident. Any lawsuit between residents regarding this Addendum shall not create a presumption that the Owner/Agent has breached this Addendum.
- 5. **Effect of Breach:** A breach of this Addendum by the Resident shall be deemed a material breach of the Rental/Lease Agreement and grounds for immediate termination of the Rental/Lease Agreement by the Owner/Agent.



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Page 1 of 2

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- 6. **Disclaimer:** Resident acknowledges that this Addendum and Owner/Agent's efforts to designate Non-Smoking Areas do not in any way change the standard of care that the Owner/Agent would have to any Resident household to render buildings and premises designated as non-smoking any safer, more habitable, or improved in terms of air quality than any other rental premises. Owner/Agent specifically disclaims any implied or express warranties that the building common areas or Resident's premises will have any higher or improved air quality standards than any other rental property. Owner/Agent cannot and does not warrant or promise that the Rental Premises or any other portion of the property including common areas will be free from secondhand smoke. Resident acknowledges that Owner/Agent's ability to police, monitor or enforce this Addendum is dependent in significant part on voluntary compliance by Resident and Resident's guests.
- 7. **Damage to the Unit:** Resident acknowledges that the damage caused by smoking tobacco products is considered above normal wear and tear and will damage surfaces and fixtures, including, the carpet, carpet pad, wallboard, window coverings and ceilings. Depending on the severity of the damage, costs for restoration of the unit may include, but are not limited to, cleaning, sealing, painting, deodorizing, and possible replacement of fixtures and various surface materials.
- 8. **Effect on Current Tenants:** Resident acknowledges that current residents of the rental community under a prior Rental/Lease Agreement will not be immediately subject to the terms of this Addendum. As residents move out, or enter into new Rental/Lease Agreements, this Addendum will become effective for their unit or new agreement.

The undersigned Resident(s) acknowledge(s) having read and understood the foregoing.

_____	_____	_____	_____
<i>Date</i>	<i>Resident</i>	<i>Date</i>	<i>Resident</i>
_____	_____	_____	_____
<i>Date</i>	<i>Resident</i>	<i>Date</i>	<i>Resident</i>
_____	_____		
<i>Date</i>	<i>Owner/Agent</i>		



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Landlord-Tenant Checklist

GENERAL CONDITION OF RENTAL UNIT AND PREMISES

Street Address _____ Unit Number _____ City _____

	Condition on Arrival	Condition on Departure	Estimated Cost of Repair/Replacement
LIVING ROOM			
Floors & Floor Coverings			
Drapes & Window Coverings			
Walls & Ceilings			
Light Fixtures			
Windows, Screens & Doors			
Front Door & Locks			
Fireplace			
Other			
Other			
KITCHEN			
Floors & Floor Coverings			
Walls & Ceilings			
Light Fixtures			
Cabinets			
Counters			
Stove/Oven			
Refrigerator			
Dishwasher			
Garbage Disposal			
Sink & Plumbing			
Windows, Screens & Doors			
Other			
Other			
DINING ROOM			
Floors & Floor Covering			
Walls & Ceilings			
Light Fixtures			
Windows, Screens & Doors			
Other			

	Condition on Arrival		Condition on Departure		Estimated Cost of Repair/Replacement	
	Bath 1	Bath 2	Bath 1	Bath 2		
BATHROOM(S)						
Floors & Floor Coverings						
Walls & Ceilings						
Windows, Screens & Doors						
Light Fixtures						
Bathtub/Shower						
Sink & Counters						
Toilet						
Other						
Other						
BEDROOM(S)	Bdrm 1	Bdrm 2	Bdrm 3	Bdrm 1	Bdrm 2	Bdrm 3
Floors & Floor Coverings						
Windows, Screens & Doors						
Walls & Ceilings						
Light Fixtures						
Other						
Other						
Other						
Other						
OTHER AREAS						
Heating System						
Air Conditioning						
Lawn/Garden						
Stairs and Hallway						
Patio, Terrace, Deck, etc.						
Basement						
Parking Area						
Other						
Other						
Other						
Other						
Other						

Tenants acknowledge that all smoke detectors and fire extinguishers were tested in their presence and found to be in working order, and that the testing procedure was explained to them. Tenants agree to test all detectors at least once a month and to report any problems to Landlord/Manager in writing. Tenants agree to replace all smoke detector batteries as necessary.

FURNISHED PROPERTY

	Condition on Arrival		Condition on Departure		Estimated Cost of Repair/Replacement	
LIVING ROOM						
Coffee Table						
End Tables						
Lamps						
Chairs						
Sofa						
Other						
Other						
KITCHEN						
Broiler Pan						
Ice Trays						
Other						
Other						
DINING AREA						
Chairs						
Stools						
Table						
Other						
Other						
BATHROOM(S)	Bath 1	Bath 2	Bath 1	Bath 2		
Mirrors						
Shower Curtain						
Hamper						
Other						
BEDROOM(S)	Bdrm 1	Bdrm 2	Bdrm 3	Bdrm 1	Bdrm 2	Bdrm 3
Beds (single)						
Beds (double)						
Chairs						
Chests						
Dressing Tables						
Lamps						
Mirrors						
Night Tables						
Other						

	Condition on Arrival	Condition on Departure	Estimated Cost of Repair/Replacement
Other			
OTHER AREAS			
Bookcases			
Desks			
Pictures			
Other			
Other			

Use this space to provide any additional explanation:

Landlord-Tenant Checklist completed on moving in on _____, and approved by:

_____ and _____
 Landlord/Manager Tenant

 Tenant

 Tenant

Landlord-Tenant Checklist completed on moving out on _____, and approved by:

_____ and _____
 Landlord/Manager Tenant

 Tenant

 Tenant