



# Stanislaus County

## Mental Health Services Act Community Services and Supports

MHSA Housing Application  
**Supportive Services Plan**  
Coolidge Avenue Site

June 2008

## **MHSA Housing Application Introduction and Project Overview**

Mental Health Services Act is a statewide initiative, passed by voters in 2004, to expand mental health services in California. The intent is to transform how mental health care is accessed and delivered to people of all ages who suffer from serious mental illness or serious emotional disorders. Components of MHSA include: Community Services and Supports including Housing; Workforce Education and Training; Capitol Facilities & Information Technology; Prevention and Early Intervention; and Innovation.

In Stanislaus County, an extensive planning process was conducted that included input from 1500 community stakeholders for the first component to be implemented: Community Services and Supports (CSS). The Three-Year CSS Plan was submitted to State Department of Mental Health in October 2005 and approved for local implementation in January 2006. Implementation and delivery of services is ongoing.

During that initial Community Planning Process in 2005 Stanislaus County BHRS conducted an open stakeholder process with the support and partnership of the Stanislaus County Mental Health Board. People of all ages and diverse cultural and ethnic groups gave input during this process. Among the many needs that were identified, housing and homelessness were established as priority, to be addressed for all age groups.

To begin to address the need right away, an Outreach and Engagement program was established in the CSS Plan. This type of housing would expand an existing short-term crisis housing program to include individuals who needed crisis housing for 10-14 days. At the time, stakeholders were informed that additional CSS funds were expected, from the State to specifically fund supported housing. Further, that BHRS would continue to work with community partners to be ready for those funds when they became available.

BHRS has an established history of collaboration with key community partners in the development of supported housing since 1997. The first supported housing project (Steve's House) is still in operation today. Discussions are ongoing with partners to continuously investigate opportunities for funding and suitable properties for development into supported housing sites. In 2005 these partners finalized a 10-year plan to end homelessness in Stanislaus County.

In the spring of 2007, California Department of Mental Health notified counties (Information Notice 07-06) that planning estimates were available for initial funding of the MHSA Housing Program as part of the Community Services and Supports (CSS) component. Stanislaus County is eligible to receive \$4.8 million for supported housing projects.

The following proposal is faithful to stakeholder input obtained during the robust community planning process in 2005. It is anticipated that this is the first of three supported housing projects. Two additional projects are in development. Working from the BHRS Vision and Mission with input from community partners and guidance from DMH regulations, this Housing Application - Supportive Services Plan was developed. A 30-Day Public Comment Form is included, in Spanish and English. Comment on the proposed plan is invited.

## Development Summary Form

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

Name of Development: **Coolidge Avenue Project** - Meadow Glen Apartments

Site Address: 605 Coolidge Avenue Modesto, California 95350

Development Sponsor: Stanislaus County Affordable Housing Corporation (STANCO)

Development Developer: Stanislaus County Affordable Housing Corporation (STANCO)

Primary Service Provider: Behavioral Health & Recovery Services

MHSA Service Provider: Behavioral Health & Recovery Services – Senior Access and Resource Team & Housing Supports and Services Team

Type of Development: New construction  
Rental Housing/ Permanent Supportive Housing  
Apartment Buildings with Community Center

Total Units: 32-unit Permanent Supportive Housing Project

Total MHSA Units: 32-unit Single Population Development

Total Cost of Development: \$6,405,590.00

Amount of MHSA Funds Requested: \$1,921,000.00

Request MHSA Funds for Capitalized Operating Support: Yes

Other Rental Subsidy Sources: MHSA Funds

Target Population: Transition Age Youth, Adults and Older Adults

County Contact: Pam Esparza, BHRS Housing Manager  
Adrian Carroll, MFT, Chief, Adult/Older Adult SOC

#### **4.2.1 Project Overview**

##### **A) Development Summary Form- See attached Page 2**

##### **B) Narrative Development Description**

Provide a thorough discussion of the development, including, at a minimum, the housing and service goals of the development, characteristics of tenants to be served, the type of housing that will be provided, how the building(s) in which housing and services will be provided (location, building type, layout, features, etc) will meet the housing and service needs of the tenants, the primary service provider and other development partners, and development financing.

Coolidge Avenue is a new 32-unit Permanent Supportive Housing project that will serve Mental Health Services Act (MHSA) target population of transition age young adults, adults and older adults and their families. The project will contain 32 units: 8 two-bedroom and 24 one-bedroom units along with a community center and laundry area.

The project site is located at 605 E. Coolidge Avenue, Modesto California, 0.2 miles east of McHenry Avenue, a major commercial thoroughfare in the Modesto community with three different bus lines that run to the downtown transfer station. There are several shopping centers within 2-3 blocks of this site; schools and city parks are located nearby. The majority of Stanislaus Behavioral Health and Recovery Services full partnership service providers, along with Wellness Recovery Center, Outpatient services and Consumer Network/NAMI Center, are 2.6 miles away, and Behavioral Health and Recovery Services administration, Emergency Services, Housing Support Services staff and Consumer/Family Employment & Empowerment Center are 1.4 miles away. Public transportation is available to all of these locations.

The MHSA housing project will serve transition age youth (16 – 25 years), adults, and older adults who are homeless and/or at risk of homelessness and who have a serious mental illness. 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 & Supports Services program. Priority will be given to MHSA Full Service Partnership programs. Occupancy will be limited to those whose income does not exceed 30% of the area median income level.

##### **Supportive Services Program**

The Housing & Supports Services program will provide housing and advocacy supports to residents at the Coolidge Avenue Project with an emphasis on client-centered, wellness-focused plans.

Partnership between service recipients, the Housing & Supports Services Program and BHRS programs will facilitate client-directed service delivery. Anticipated outcomes are supporting residents in reaching their wellness goals, developing a sense of belonging in the community, reducing hospitalizations, and increasing employment and/or other meaningful activities.

The Housing & Supports Services program will offer services to residents on-site and off-site, in 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. 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 are all part of the supportive services offered. 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 a goal of reducing isolation and increasing a sense of inclusion in the community.

MHSA Full Service Partnership teams are the primary service provider for the Coolidge Avenue site. These 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 24/7 crisis response services, wrap-around funding, recovery-oriented, client-driven, culturally competent services designed to provide an integrated service experience for service recipients and their families. These teams will be the primary service providers for most of the residents living in the Coolidge Avenue apartments, however other BHRS/contractor programs may also provide service to the target population.

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

#### Unit and Site Design

The Coolidge Avenue site has 32 units dedicated to permanent supportive housing for MHSA target population residents. There are 8 two-bedroom units, each at 830 square feet scattered throughout the complex for residents with children and other family members. In addition there are 24 one-bedroom units each at 674 square feet. All units will contain a kitchen, living room and bathroom area as well as a small patio and storage area. This complex sits on 1.74-acre lot arranged in clusters, two eight-unit buildings, two seven-unit buildings and one two-unit building around the 1,546 square feet community center.

The community center is a focal point and central gathering space in the project. This center will include office space for the support services staff and property manager. The building has laundry facilities, large activity room, kitchen, restrooms, and a computer/tutoring room. Adjacent to the community center is an outdoor BBQ area available to all residents. This site will have 71 parking spaces, four of which are reserved for handicapped. The parking area is open and well lit for safety.

#### Project Partners

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 development phase and property manager upon completion.

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

In addition to this application for capital funding and operating support from MHSA Housing program, STANCO will also be seeking funds from City of Modesto Federal Home Funds, City of Modesto Redevelopment Housing Set Aside Funds and Federal Home Bank.

#### **4. 4.2.5 Section D: MHSA Housing Program Supportive Housing and Services Information**

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

**Describe how the proposed supportive housing development is consistent with the sponsoring county mental health department's CSS planning process and approved Three-year Program and Expenditure Plan. Provide specific information regarding how the development meets priorities and goals that were identified in the 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. For unserved/underserved individuals in all age groups the issues of housing and homelessness were identified as prioritized needs. To begin to address the needs right away, MHSA Outreach and Engagement funds were used to establish an extended-stay crisis housing service.

Coolidge Avenue Project is the first of several planned permanent supportive housing projects that will begin to address the need for housing identified and prioritized by community stakeholders in 2005. Stanislaus County's MHSA-CSS Three-Year Plan includes 5 Full Service Partnership Programs, 4 General System Development Programs and 2 Outreach and Engagement Programs that have been successfully working in partnership with the community since the plan was approved in January 2006. Supportive Services to residents in this housing project will continue to fulfill anticipated outcomes of wellness, recovery, resiliency, reduced hospitalization, reduced incarcerations, increased employment, and re-integration into community life.

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

**Describe the target population you will serve in your MHSA Housing Program supportive housing development, including the special needs and income level of the population.**

The MHSA housing project at 605 E Coolidge Avenue, Modesto, CA will serve transition age youth, adults, and older adults who are homeless and/or at risk of homelessness and who have a serious mental illness. 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.

Some residents may have family members that will reside with them, however many lack social supports and have lost connection with family members. 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 un-treated in any meaningful way.

The majority of residents will be low or no income, have little or no work history and/or have lost connections with Social Security Administration for benefits. Tenancy in this MHSA housing complex will be specifically limited to those individuals whose income does not exceed 30% of the area median income.

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

**Application must present a detailed Tenant Selection Plan that is specific to the development for which funds are being requested and is jointly developed by the development partners, including the county mental health department, the primary service provider, the property manager, and the borrower.**

**The plan must be in narrative form and must describe:**

- **Referrals - How prospective tenants will be referred to and selected for your MHSA Housing Program housing development, including the tenancy application process, wait list procedure, and process for screening and evaluating tenants for participation;**

#### Referral, Application & Selection Process

All Coolidge Avenue units are reserved for transitional youth, adults, and older adults with serious mental illness that meet Mental Health Services Act (MHSA) target population criteria.

Any person contacting the project directly will be referred to Housing & Supports Services for screening, application and selection process information. Referrals from all service providers will be directed to Housing & Supports Services for screening, application and selection process information.

Housing & Supports Services will work closely with BHRS 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. For these reasons, the tenant selection process will be much more tolerant and forgiving than traditional rental housing criteria.

<u>Screening,</u>	<u>Evaluation</u>	<u>&amp;</u>	<u>Waiting</u>	<u>List</u>	<u>Process</u>
Approximately 6-8 months prior to completion of construction, Housing & Supports Services staff will put together a priority list of potential tenants from their existing Transitional Housing and/or Shelter Plus Care waiting lists. Individuals on a waiting list will have the option of moving into the complex or continuing their same position on the waiting list for future openings at Coolidge Avenue.					

Housing & Supports Services will refer eligible applicants from the waiting list to STANCO for further evaluation, screening and application. After initial rent-up of the project, 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 in the order of completion of initial application. Applicants will be given written notification of assigned waiting list number. When STANCO receives notice of a pending departure from an existing tenant, the property manager will inform the Housing & Supports Services staff of the available unit and the names of eligible applicants on the waiting list. Housing & Supports Services staff will confirm waiting list priority and notify the applicant of the available housing unit and instructions for responding to the opening. The applicant's service provider will also be notified. Processing of credit and criminal background checks does not assure, nor does it imply, that an application will be approved. If the applicant declines the available unit, Housing & Supports Services staff will then notify the next applicant on the waiting list.

### Notice of Decision

Applicants will be given written notification of specific occupancy date or reason for denial. This notification will occur after the credit and criminal background checks are reviewed. All notices of denial will include information on the right to appeal and a reminder notice of the right to reasonable accommodation for disability. STANCO will inform Housing & Supports Service of the decision. Housing & Supports Service will inform the service provider who will inform the applicant of the decision. If a move-in date is set, the service provider will assist the tenant in making arrangements for and completing the move-in process.

- **Program Eligibility - The criteria that will be used to determine a tenant's eligibility for participation in your development;**
- **How those criteria are consistent with both the county CSS plan and MHSA Housing Program target populations;**

The Tenant Selection Plan has been developed collaboratively between Behavioral Health and Recovery Services and StanCo.

For eligibility in the Coolidge Avenue Project, individuals must be low-income transition aged youth, adults or older adults who are homeless or at risk of homelessness. If the eligible individual has family members living with them, family members of any age may be included in the request for housing application. There is a limit to the number of family members that may live with the tenant based on the size of the unit. Applicants must also be individuals with an untreated or under-treated serious mental illness, or co-occurring disorders (mental illness and substance abuse or mental illness and a developmental disability).

Factors contributing to MHSA 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/undeserved population as identified by our 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.

- **Property Management Screening - Your reasonable accommodation policies and protocols as they relate to targeting and tenant screening;**

All applicants will be given information of their rights to reasonable accommodation as well as their right to appeal screening decisions. All credit, background and/or landlord history information obtained will be considered in the light of the project's commitment to providing housing for individuals with special needs and will be much more forgiving than a traditional rental housing setting. Applicants with negative background information will have the opportunity, with the support of the service provider and Housing & Supports Services staff, to demonstrate that past issues were directly related to their mental illness and they may request reasonable accommodations. A plan of monitoring or correction may be developed as a condition of occupancy.

- **Fair Housing - How Fair Housing and MHSA Housing Program target population requirements will be met;**

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.

- **Right to Appeal - Your appeals process for individuals who are denied tenancy in your development.**

All applicants will be given information of their right to reasonable accommodation as well as their right to appeal screening decisions. All credit, background and/or landlord history information obtained will be considered in the light of the project's commitment to providing housing for individuals with special needs and will be much more forgiving than a traditional landlord setting. Applicants with negative background information will have the opportunity, with the support of the service provider and Housing & Supports Services staff, to demonstrate that past behavior causing those issues were directly related to their disability and request reasonable accommodation.

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's Rights department could assist an applicant in appealing the denial.

## **SECTION D.3. a Tenant Referral and Certification Process**

Following the narrative Tenant Selection Plan, include a copy of the county mental health department's Tenant Referral and Certification Process that applies to your development. This county-developed Tenant Referral and Certification Process must, at a minimum:

- **Describe how an individual applies to the county to become certified as eligible for the MHSA Housing Program;**

Individuals who are interested in the MHSA Housing Program Coolidge Avenue Project may seek referrals through their current treatment service provider. Housing & Supports Services contact information may be found on the Network of Care website, at any BHRS service location and in the local telephone directory. Contact information is available from BHRS Directory of Services which is directly downloadable from the BHRS website located at <http://www.stancounty.com/bhrs/index.shtm>. Housing & Supports Services staff have an established history of working closely and collaboratively with BHRS and organizational contractors' service teams.

- **Describe the process utilized by the county mental health department to determine whether the individual meets its requirements for certification as an MHSA Housing Program tenant;**

Stanislaus County Behavioral Health and Recovery Services is committed to utilizing a standardized Tenant Certification Application for all potential tenants of the MHSA-funded Coolidge Avenue housing units. Following initial receipt of a referral, Housing & Supports Services staff will verify and document existence of a mental illness and current homeless status.

### Certification of Diagnosis

Housing & Supports Services will access Stanislaus County BHRS records that will include the mental health diagnosis as determined by BHRS treatment teams or other Stanislaus County BHRS contracted mental health service providers.

### Certification for Homelessness

Housing & Supports 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: 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. Living in a crisis and/or transitional housing program

- **Describe how a wait list of potential tenants who have been certified as eligible for the MHSA Housing Program will be established and maintained;**

Behavioral Health and Recovery Services Housing & Supports Services will refer certified eligible applicants to STANCO. 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 a waiting list. Applicants will be given written notification of assigned waiting list number. When STANCO receives notice of a pending departure from an existing tenant, the property manager will inform the county's Housing & Supports Services of the available rental unit and the names of eligible applicants on its waiting list. Housing & Supports Services will confirm waiting list priority and

provide the applicant with notification of the available housing unit and directions for responding. The individual client's service provider will also be notified. The processing of credit and criminal background checks does not assure, nor does it imply, that an application will be approved. If the applicant declines the available unit, the Housing & Supports Services will then notify the next applicant on the waiting list.

- **Describe how the county mental health department will refer tenants certified as eligible to the development; this description should discuss the county's referral process during the rent-up period and on an ongoing basis;**

### Referrals

All Coolidge Avenue units are reserved for transition aged youth, adults, older adults, and family members living with them. Eligible applicants must have serious mental illness and must meet Mental Health Services Act (MHSA) target population criteria. All referrals will be directed to the Housing & Supports Services team for screening of eligibility requirements. Any person contacting the project directly will be given the contact information to the Housing & Supports Services team. Since potential tenants have been homeless and/or at risk of homelessness, tenant selection will be much more forgiving than traditional rental housing criteria.

Housing & Supports Services will work closely with BHRs providers in attracting eligible potential tenants. A variety of proven outreach strategies will be used to engage individuals from unserved or underserved ethnic communities and other diverse populations.

For initial rent-up, the Housing & Supports Service team will put together a priority list from their existing Transitional Housing and/or Shelter Plus Care waiting list approximately 6 to 8 months prior to completion of construction. Individuals who are on the waiting list will have the option of moving into the complex or remain on the waiting list in their current position on the list.

- **If the county mental health department designates specific non-county agencies, such as MHSA qualified service providers, to certify an individual's eligibility for tenancy in a MHSA Housing Program development, identify the agency(ies) and describe how they will conduct the required activities.**

Not Applicable

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

**Provide a narrative that describes your approach to providing supportive services to the MHSA Housing Program target population. This narrative must include:**

- **A description of services to be delivered, including where and how they will be delivered, the frequency with which they will be made available to tenants, the primary service provider, and other community linkages. The narrative must also demonstrate an understanding of MHSA Housing Program target population needs/issues in permanent supportive housing (both Full Service Partnership and non-FSP) and must describe the process for assessing their supportive services needs.**

Three philosophical orientations drive the 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. 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.

MHSA-funded multi-disciplinary teams will provide most of the services. The multi-disciplinary teams include a psychiatrist, nurse, mental health clinicians, consumers, and personal services coordinators. 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.

The Supportive Services Program will include an approach to individual goal/service planning that includes but is not limited to: assessment and evaluation, crisis intervention and mental health services, case management, service coordination for needs such as emergency assistance with food and clothing, assistance in accessing benefits, independent living skills development, transportation assistance, money management and financial education, medical assessment, substance abuse treatment, employment services and opportunities, leadership development, and community building.

Other services are available as needed. Services will occur primarily on-site and occur with a frequency that is individually determined but no less than weekly. Transportation will be provided to off-site services, as needed. Supportive services staff will also assist tenants in accessing outside services, as needed. Assertive engagement focusing on development of trusting, supportive relationships will be provided to those individuals who initially decline services.

- **Describe the plan for helping tenants maintain their housing and achieve independence, including employment services, budgeting and financial training, educational opportunities, assistance in obtaining or maintaining benefits to which they are, or may be, entitled, and other community services that will be made available to tenants.**

The Housing & Supports Services team operates from a strength-based approach that encourages and supports choice, 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.

The staff consists of 1 FTE Program Manager, 1 FTE Team Leader, 4.5 FTE Housing Specialist, 2 FTE Benefits Specialist, 1 FTE Monitoring Specialist who are experienced in working closely and collaboratively with community, BHRS and organizational providers' service staff, and housing resources in Stanislaus County.

The Housing & Supports Services program offers services to 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 availability for crisis intervention, personal service coordination, and teaching of independent living skills. 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 are all part of supportive services offered.

All service recipients in the Coolidge Avenue project have direct access to BHRS Employment Services Program. Operated by Turning Point Community Programs, the employment service

provides career exploration, supported employment, community employment, supported education, and benefits counseling related to entry or re-entry to the workforce.

- **A description of how services will support housing stability, as well as wellness, recovery and resiliency, including services that are facilitated by peers and/or consumers)**

Residents will benefit from a number of educational groups utilizing proven course material. There are two curricula currently being considered for use in this Supportive Services Plan.

Neuroscience Treatment Team Partnership (NTTP), a program that has been effectively implemented by the MHSA-FSP program Health Mental Health Team. NTTP is an evidence-based, psycho-educational program developed by the University of Medicine and Dentistry of New Jersey. NTTP includes a consumer-oriented, empowering, recovery-oriented approach that stresses both personal self-management of psychiatric illness as well as physical wellness strategies.

Another program being considered is the Substance Abuse Management Module (SAMM) This program is suitable for all types of individuals who abuse alcohol and drugs and is designed and delivered to meet the needs of individuals who have dual diagnosis of mental disorders complicated by drug or alcohol use or abuse. Facilitation of the modules is most effective when done by consumers with experience achieving recovery. The Substance Abuse Management Module has been implemented by the Integrated Forensic Team, an MHSA Full Service Partnership program.

- **Strategies for engaging in supportive services and in community life. Should include anticipated frequency of contact between supportive services staff and MHSA Housing Program tenants. (Participation in services may not be a condition of occupancy). Include engagement strategies that provide opportunities for tenant choice.**

Stanislaus County BHRS has a long history of engaging individuals who are homeless or at risk of homelessness individuals using multiple resources such as outreach and engagement, short-term shelter (respite center), motel voucher, and transitional housing. These efforts are in partnerships with other community agencies such as Law Enforcement, Salvation Army, and Community Housing and Support Services.

The Housing & Supports Services program will offer services to residents on-site as well as off-site, in one-to-one contacts, as well as group learning situations and occur with a frequency that is individually determined but no less than weekly. Recognizing that some individuals may be slow to trust, one-to-one engagement may simply begin with the use of a telephone or providing transportation.

- **Describe the plan for communication between the service provider and property management regarding the status of tenants in the development and any building and /or community issues that need attention. This plan should include regularly scheduled meetings among the development partners, a description of service coordination for the development if there is more than one service provider, and identification of a single point of contact for communicating and coordinating supportive services.**

Stanislaus County BHRS and STANCO have had a collaborative relationship for over eight years and have developed both transitional and permanent housing, including a 9-bed Respite Center. STANCO has not only been supportive of BHRS Housing Services but has also

contracted with our Employment Service Program in providing employment opportunities for BHRS consumers in landscaping and maintenance at their housing sites.

This relationship is a key element in tenants successfully maintaining housing and developing a sense of community within the Coolidge Avenue complex. Housing & Supports Services will be the single point of contact between the property manager and the service providers. To ensure open and regular communication, the Housing & Supports Services will work closely with residents and offer services that meet the needs of residents using a consumer-oriented approach. Initially two features will define this support:

- 1) Housing & Support Services staff will meet weekly to coordinate services and address issues related to improving residence tenancy and overall housing community well-being.
- 2) Housing & Support Services staff will meet monthly with the property manager or more frequently as needed to discuss any property or tenant issues.

Clear delineation of roles and responsibilities between service providers and property manager will support housing retention for tenants. Housing & Supports Services will assist in defining roles and responsibilities of the partners and will be responsible for successful coordination of service delivery to ensure that residents' needs and interests are met in a timely, ongoing and effective way.

Ongoing development of partnerships that create a successful MHSA Housing Program will be under the direct supervision of the Chief of the Adult System of Care (ASOC). A Housing Program Manager will be directly accountable to the ASOC Chief for all functions related to development and ongoing operation of the Housing Program. The Housing & Support Services team under the direct supervision of the Housing Program Manager, will have daily contact for close coordination of services.

Continuously working from the BHRS Vision and Mission, ongoing input from community partners, service recipients and their families and with guidance from DMH regulations, the BHRS MHSA Housing Program will provide quality services driven by essential elements of MHSA: community collaboration, cultural competency, client/family-driven services, wellness, recovery and resiliency and an integrated service experience for service recipients

## D.5 Supportive Services Chart

Supportive Services	Target Population	Service Provider(s)	Service Location
Service Coordination	All residents have services available to them	BHRS &/or MHSA provider selected, Housing & Supports Service	On-site
Intake/Assessment	All residents have services available to them	BHRS &/or MHSA provider selected, Housing & Supports Service	On-site
Mental Health Services	All residents 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 have services available to them	BHRS &/or MHSA provider selected, Housing & Supports Service	On-site
Housing Retention Services	All residents have services available to them	BHRS Housing & Supports Service	On-site
Financial Education	All residents have services available to them	BHRS Housing & Supports Service	On-site
Substance Abuse Counseling	All residents 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 have services available to them	Medical provider of resident's choice	On-site/ off-site as needed; transportation provided or public transportation based on client choice
Employment Preparation	All residents 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 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 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 & Recovery Services**

800 Scenic Drive, Modesto, CA 95350  
209 525-6225 fax 209-525-6291  
[www.stanislausmhsa.com](http://www.stanislausmhsa.com)

**Mental Health Services Act/Proposition 63**  
**Housing Program Application – Program Overview and Supportive Services Plan**

**30-Day Public Comment Form**  
June 19, 2008 – July 18, 2008

**PERSONAL INFORMATION (optional)**

Name: \_\_\_\_\_ Agency/Organization: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email address: \_\_\_\_\_

Mailing address: \_\_\_\_\_

**MY ROLE IN THE MENTAL HEALTH COMMUNITY**

- |   |   |
|---|---|
| <input type="checkbox"/> Consumer/Service Recipient | <input type="checkbox"/> Service Provider                 |
| <input type="checkbox"/> Family Member              | <input type="checkbox"/> Law Enforcement/Criminal Justice |
| <input type="checkbox"/> Education                  | <input type="checkbox"/> Probation                        |
| <input type="checkbox"/> Social Services            | <input type="checkbox"/> Other (specify) _____            |

**WHAT DO YOU SEE AS THE STRENGTHS OF THE PROPOSED PLAN?**

**IF YOU HAVE CONCERNs ABOUT THE PROPOSED PLAN, PLEASE EXPLAIN.**

**Servicios de Salúd Mental, Alcohol y Drogas del Condado de Stanislaus**

800 Scenic Drive, Modesto, CA 95350

Tel. 209-525-6225 Fax 209-525-6291

[www.stanislausmhsa.com](http://www.stanislausmhsa.com)

**Acta de Servicios de Salúd Mental (MHSA) / Prop. 63**

**Solicitud Para el Programa de Viviendas – Descripción General del Programa y Plan de Apoyo Para Servicios**

**Formulario Para Comentarios Públicos de 30 Días**

19 de junio, 2007 – 18 de julio, 2007

**INFORMACIÓN PERSONAL (opcional)**

Nombre: \_\_\_\_\_

Agencia/Organización: \_\_\_\_\_

Teléfono: \_\_\_\_\_ Correo Electrónico: \_\_\_\_\_

Domicilio: \_\_\_\_\_

**MI PAPEL COMMUNITARIO EN EL SISTEMA DE SALUD MENTAL**

- |  |   |
|--|---|
| <input type="checkbox"/> Consumidor/Recipient de Servicios<br><input type="checkbox"/> Miembro de Familia<br><input type="checkbox"/> Educación<br><input type="checkbox"/> Servicios Sociales | <input type="checkbox"/> Proveedor de Servicios<br><input type="checkbox"/> Enforsar la Ley/Justicia Criminal<br><input type="checkbox"/> Libertad Condicional<br><input type="checkbox"/> Otro (especifique) _____ |
|--|---|

**QUE CONSIDERA USTÉD QUE SON LOS PUNTOS FUERTES DEL PLAN PROPUESTO?**

**SI TIENE CONCIERNES SOBRE EL PLAN PROPUESTO, POR FAVOR EXPLIQUE:**