



October 15, 2018

**California Department of Health Care Services**  
Program Outcomes, Evaluation & Reporting Section  
Attention: MHSA Housing  
1500 Capitol Ave.  
Sacramento, CA 95899

**Mental Health Services Oversight and Accountability Commission**  
Attention: Program Operations – Dr. Sharmil Shah  
1325 J Street, Suite 1700  
Sacramento, CA 95814

**RE: MHSA Supportive Services Plan – Palm Valley Housing Project**

Dear Colleagues:

Per statute AB1467, Counties are required to submit Annual Updates and Plan Updates to the MHSOAC. Prior to the release of MHSUDS INFORMATION NOTICE NO.: 16-025 Counties had instructions to submit the Supportive Services Plan Portion within the CalHFA Housing application. Following DHCS release of IN 16-025 announcing that the joint administration of MHSA Housing Program funds would expire on May 30, 2016 and CalHFA would return funds to Counties by November 2016 no additional instruction have been issued with guidance on how to submit the Supportive Services Plan.

On April 26, 2016, the Stanislaus County Board of Supervisors approved a Master Plan for Permanent Supportive Housing funds and requested release of the remaining MHSA Housing funds currently held by CalHFA to Stanislaus County. Approximately \$1.1 million was made available for construction, rehabilitation, and acquisition of permanent supportive housing with 3 years to expend the funds beginning FY16-17. This Supportive Services Plan is the second to be submitted following the release of funds back to Stanislaus County.

Attached please find the MHSA Supportive Services Plan – Palm Valley Supported Housing Project for Stanislaus County. This Supportive Services Plan was released for 30 day public review and comment from September 6, 2018 – October 5, 2018. No comments were received.

Funding and other features of the Palm Valley Supported Housing were considered and endorsed by community stakeholders on March 23, 2018. The proposed project was posted for a 30-day public review and comment in the Annual Update FY18-19 from May 30, 2018 – June 28, 2018. The Behavioral Health Board conducted a public hearing on June 28, 2018 and on August 21, 2018 the Stanislaus County Board of Supervisors adopted the Annual Update with the permanent supportive housing project.

We trust this fulfills the requirement for submission of the Supportive Services Plan and would appreciate an acknowledgement that you have received this document. If you have any questions regarding the Supportive Services Plan and our activities, please contact me at (209) 525-6225 or Leng Power, MHSA Planning Coordinator, at (209) 525-5324.

Sincerely,

Richard DeGette, M.F.T.  
Behavioral Health Director

cc: Leng Power  
Attachments



**Stanislaus County  
Behavioral Health and Recovery Services**

Mental Health Services Act

**Community Services & Supports (CSS)  
MHSA Housing Application  
Supportive Services Plan – Palm Valley Project**

**October 2018**



WELLNESS • RECOVERY • RESILIENCE

## **MHSA Housing Overview**

The Mental Health Services Act (MHSA) 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 Support; including a Housing Component, Workforce Education and Training, Capital Facilities & Information Technology, Prevention and Early Intervention, and Innovation.

Since 2005 community stakeholders have identified and prioritized unmet need in the area of affordable, supported housing and homelessness among individuals with SMI/SED to be addressed for all age groups.

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.

The MHSA Housing Program provides funds for development, acquisition, construction, and/or rehabilitation for long term permanent supportive housing for individuals and their families living with severe mental illness and who are homeless or at risk of homelessness.

On August 6, 2007, the MHSA Housing Program was announced. Under this program, \$400 Million in MHSA housing funds were to be jointly administered by the then State Department of Mental Health, now State Department of Health Care Services (DHCS), and California Housing Finance Agency (CalHFA). Of these funds, Stanislaus County's one-time allocation was \$4.8 million dollars. CalHFA underwrites requests for capital funds, and DHCS evaluates each applicant's proposed target population and supportive services plan. It was thought that a statewide approach would provide a better opportunity to utilize these funds. MHSA Housing Program funds must be leveraged with other forms of financing, e.g., HUD funds.

Long term supportive housing must be designed with the goal of establishing and/or strengthening partnerships that result in the development of housing that reflects local priorities. The housing must expand safe, affordable options for individuals living with severe mental illness or youth with serious emotional disturbance and their families.

Once funds were awarded, CalHFA oversaw all development and financial aspects of the project, and DHCS oversaw the provision of the services. MHSA Housing Program funds require that the housing remain permanent supportive housing for 55 years.

As a result of the development of the MHSA Housing Program, counties were required to assign the housing funds to CalHFA. On April 1, 2008, the Board of Supervisors approved the assignment of these funds to CalHFA. Since then, some of the funding has been used to build Bennett Place, an 18 unit apartment complex in Modesto that celebrated a grand opening in July 2014.

Meeting the requirements of the MHSA Housing Program administered through CalHFA was challenging especially for mid and small sized counties. The funds had strict program rules and limited flexibility that caused barriers to some local environments. Also, the economic downturn created problems with leveraging other funds, another requirement of using the MHSA Housing Program funds. In June 2016, DHCS released an information notice announcing that the joint administration of MHSA Housing Program funds would expire on May 30, 2016 and CalHFA would return funds to Counties by November 2016.(MHSUDS INFORMATION NOTICE NO.: 16-025)

To obtain release of funds to the local level, on April 26, 2016, the Board of Supervisors approved a Master Plan for Permanent Supportive Housing funds and a request to return remaining MHSA Housing funds currently held by CalHFA to Stanislaus County. Approximately \$1.1 million would be made available for construction, rehabilitation, and acquisition of permanent supportive housing.

BHRS has a continuum of housing options for individuals dealing with serious mental illness. These include emergency housing, transitional housing, and permanent supportive housing. The development of this continuum is based on a Housing First model, a concept that emphasizes the need to have stable housing before issues of mental illness and substance use can be effectively treated.

The Master Plan guidelines were developed in collaboration with Stanislaus County Affordable Housing Corporation (STANCO) and include mandatory elements, priorities for financing and location, and instructions on implantation of the guidelines.

BHRS has three years to spend the Housing funds. Palm Valley is the second project to go forward under the Master Plan guidelines. The first project approved was Kestrel Ridge.

Palm Valley Project is a supportive housing project located at 201 E. Coolidge Avenue, Modesto. Those who will be served by this complex include: adults/older adults/Transition Aged Youth who have severe mental illness (SMI). The desired results to be achieved include, but are not limited to, reducing homelessness for persons with SMI; improving the well-being of individuals with SMI.

The Supportive Services Plan (SSP) is the section of the housing application that addresses the behavioral health services to be offered within the housing project and therefore is subject to public review and comment.

## **Local Review Process**

This Supportive Services Plan (SSP) was available for 30-day public review and comment September 6, 2018 – October 5, 2018. Notification of the public review dates and access to copies of the SSP were made available through the following methods:

- An electronic copy was posted on the County’s MHSa website: [www.stanislausmhsa.com](http://www.stanislausmhsa.com).
- Paper copies of the Palm Valley Supportive Services Plan were made available to Stanislaus County Public Libraries throughout the county where the report was available at resource desks.
- Electronic notification was sent to all BHRS service sites with a link to [www.stanislausmhsa.com](http://www.stanislausmhsa.com), announcing the posting of this document.
- Representative Stakeholder Steering Committee, Behavioral Health Board members, as well as other community stakeholders were sent an email informing them of the start of the 30-day review, and how to obtain a copy of the Palm Valley Supportive Services Plan.
- Public Notices were posted in nine newspapers throughout Stanislaus County including a newspaper serving the Spanish speaking community. The Public Notice included access to the SSP on-line at [www.stanislausmhsa.com](http://www.stanislausmhsa.com) and a phone number to request a copy of the document.
- A notice was posted in the BHRS Cultural Competency Newsletter. September 2018 issue.

## **Public Comment:**

No public comments were received.

**RENTAL HOUSING DEVELOPMENT SUMMARY FORM**

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

**Name of Development:** Palm Valley Permanent Supportive Housing

**Site Address:** 201 E. Coolidge Ave

**City:** Modesto **State:** CA **Zip:** 95350

**Development Sponsor:** Stanislaus Regional Housing Authority

**Development Developer:** Stanislaus Regional Housing Authority

**Primary Service Provider:** Stanislaus County Behavioral Health & Recovery Services

New Construction   Acquisition/Rehabilitation of an existing structure

**Type of Building:**  Apartment Building  Single Family Home  
 Condominium  Other

Total Development		MHSA Funds	
<b>Total Number of Units:</b>		<b>Total Number of MHSA Units:</b>	10
<b>Total Cost of Development:</b>	\$1,325,000	<b>Amount of MHSA Funds Requested:</b>	\$550,000.00
		<b>Capital:</b>	\$0
		<b>Capitalized Operating Subsidies:</b>	\$0

**Other Rental Subsidy Sources (if applicable):** \_\_\_\_\_

**Target Population (please check all that apply):**

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

**County Contact:**

**Name and Title:** Pam Esparza

**Agency or Department Address:** 800 Scenic Ave., Suite C, Modesto, CA. 95350

**Agency or Department Phone:** (209) 525-6225

**Agency or Department Email:** pesparza@stanbhrs.org

**Section D: Supportive Services Plan  
Instructions**

1. Submit the MHSA Supportive Services Information, Section D, and 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)**



**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 MHSAs 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:**

The Palm Valley Supportive Housing project site will be a long-term affordable permanent supportive housing located at 201 East Coolidge Avenue, Modesto, California. The Palm Valley Supportive Housing Project is a joint partnership between Stanislaus Behavioral Health & Recovery Services (BHRS), Stanislaus Regional Housing Authority, and the City of Modesto.

This project is a mixed use site with both MHSAs and non-MHSAs units.

The Mental Health Services Act (MHSAs) portion of this project will serve a target population of older adults, adults, transition age young adults, and their families. The non-MHSAs portion of the project will serve homeless veterans and residents of non-profit housing providers with supportive services.

The MHSAs portion of this project will contain 10, one and two-bedroom units along with a community center. It is one-quarter mile east of McHenry Boulevard, a major commercial thoroughfare in the Modesto community with easy access to the following:

- A Modesto Transit System stop, with four different bus lines that run to the downtown transfer station
- Several shopping centers within two blocks of this site
- Schools and city parks that are within walking/biking distance
- A general hospital with emergency department that is just over a half mile away

BHRS has service sites with MHSAs programs, and other BHRS services, located at 500 N.9<sup>th</sup> Street approximately two miles from the Palm Valley Apartment project. Additional MHSAs service providers are located within a two to five mile range of this housing project. Residents of the Palm Valley Apartment project will also have easy access to:

- BHRS administrative offices
- 24/7 services from Community Emergency Response Team, Warm-line/On-site Peer Support Services
- Housing Support staff and Consumer/Family Empowerment Center

The Palm Valley Supportive Housing project will serve adults, older adults and

transitional age young adults who have a serious mental illness (SMI)/serious emotional disturbance (SED) and are homeless and/or at risk of 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. 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 program referrals. Occupancy will be limited to those whose income does not exceed 50% of the median income level.

#### Supportive Services Program

The BHRS Housing & Support Services program will provide housing and advocacy support to residents of the Palm Valley Apartment project with an emphasis on client-centered, wellness-focused plans.

Partnerships between service recipients, the Housing & Support Services program and BHRS programs will facilitate client-directed service delivery. Anticipated outcomes include; (1) supporting residents in reaching their wellness goals, (2) developing a sense of belonging in the community, (3) reducing hospitalizations, (4) increasing employment and/or other meaningful activities.

The Housing & Support Services team will offer services to residents on-site and off-site, thru one-to-one contacts and 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/or 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 service teams are the primary service providers for the Palm Valley Apartment 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 wrap-around funding, recovery-oriented, client-driven, culturally competent services designed to provide an integrated service experience for service recipients and their families. The MHSa full service partnership teams also provide 24/7 crisis response services. MHSa teams will be the primary service providers for most of the residents living in the apartments as well as other BHRS/contractor programs which also provide services 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 Palm Valley apartment complex is situated on 1.61 acres, at 201 E. Coolidge Ave in

Modesto, CA. The property has three buildings which sit on the North, East and Southern parts of the property, two of the buildings have 15 units each and the third building has 10 units. The 10 dedicated MHSAs units are in the North building and will be dedicated to permanent supportive housing for MHSAs target population residents. There will be one and two bedroom units ranging from 467 sq. ft. to 897 sq. ft. MHSAs units will be decided by need at the time of rent up and may change as units become available. All units contain a kitchen, living/dining room, and bathroom. They are appropriate for single or family occupancy. One building holds an adequate laundry room with three washers and three dryers. There are 39 covered parking stalls and 35 uncovered parking spaces, with three (3) of the spaces being designated handicap accessible. All parking is clearly lighted, protected by the surrounding buildings, secured by security gates and surrounding fencing. The individual units will have dedicated parking space. The site will also have a meeting room/community center space which can be utilized by staff and residents for private meetings as well as teaching classes such as independent living skills and other topics.

#### Project Partners

Stanislaus Regional Housing Authority is a nonprofit, public corporation, committed to addressing the unmet housing needs of residents and communities in our county. Housing Authority will also be the lead developer during development phase and property manager upon completion. The city of Modesto will provide Community Development Block Grant funds for the development of the project.

BHRS and their contract providers will be the lead service provider and on-site support for this housing project.

**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:**

Identification of the need for more long term supportive housing is an integral part of MHSAs Community Services and Supports (CSS) from the beginning of the Stanislaus County initial Community Planning Process which began in 2005.

The proposed MHSAs Housing project is based on stakeholder input obtained during the community planning process in 2005 and consistently over the years through the stakeholder process. Specifically again, in 2015, the unmet need of unserved/underserved individuals in all age groups, the issue of housing and homelessness was identified as a prioritized need. On March 23, 2018, the Representative Stakeholder Steering Committee (RSSC) voiced support for the proposed plan to use Stanislaus County MHSAs Housing Program funds, which are designated for the development of permanent supportive housing for persons with SMI and are homeless or at risk of homelessness, to go forward with the Palm Valley Supportive Housing Project.

The proposed project plan was then approved and adopted by the Stanislaus County Board of Supervisors on August 21, 2018 as part of the MHSAs Annual Update Fiscal Year 2018-2019.

**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:**

The Palm Valley Supportive Housing project to be located at 201 East Coolidge Avenue, Modesto, CA will serve older adults, adults and transition age youth, who are currently 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 MHSAs-Community Services and Supports (CSS) Plan and the MHSAs definition of target population.

Some residents may have family members who will reside with them, however many lack social supports and have lost connection with family members. Experience and history indicates that individuals to be served will have multiple challenges, including co-occurring substance use disorders and complex medical and health issues. People in the MHSAs target population often have 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 are low/no income, having either no work history and/or lost connection with the Social Security Administration for entitlement benefits. 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 or under-treated in significant ways.

Tenancy in this MHSAs housing complex will be specifically limited to those individuals whose income does not exceed 50% of the area median income.

### 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:

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

Individuals who are interested in the MHSAs Housing Program would contact their current treatment service provider who would then refer the potential tenant to Housing & Support Services Program for verification of eligibility. Housing & Support Services Program contact information may be found on the Network of Care website (<http://stanislaus.networkofcare.org/mh/index.aspx>), at any BHRS service site and in the local telephone directory. Contact information is also available in the BHRS Directory of Services, which is directly downloadable from the BHRS website (<http://www.stancounty.com/bhrs/>). Housing & Supports Services staff has an established history of working closely and collaboratively with BHRS and the organizational contractor's treatment service teams for referrals and potential eligible individuals.

#### Certification of Diagnosis

Housing & Support 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 for verification of qualifying diagnosis.

#### Certification for Homelessness

Housing & Supports Services will obtain written verification from the referring treatment service provider that the client is currently homeless or at imminent 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. is living on the streets,
- b. lacks fixed, regular and adequate nighttime residence,
- c. has a nighttime residence that is a publicly or privately operated shelter

designed to provide temporary living accommodations (including hotels, shelters, and transitional housing for the mentally ill, situations in which the individual has no tenant rights),

- d. has a nighttime residence that is an institution that provides a temporary residence for individuals intended to be hospitalized,
- e. 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. transition-age youth (as defined in the Welfare and Institutions Code Section 5847(c) and in Title 9, California Code of Regulations, Section 3200.80) exiting the child welfare or juvenile justice systems,
- b. an individual discharged from an institutional settings, which includes hospitals and acute psychiatric hospitals/psychiatric health facilities, skilled nursing facilities with a certified special treatment program for the mentally disordered and mental health rehabilitation centers
- c. incarcerated AND being released within one week with no residence or lack of resources/support to access housing
- d. living with relative/friend on a temporary basis
- e. living in crisis and/or transitional housing
- f. Individuals who have been assessed and are receiving services from the county behavioral health department and who have been deemed to be at imminent risk of homelessness, as certified by the county mental health director or their designee.

BHRS Housing & Supports Services Team will refer certified eligible applicants to Stanislaus Regional Housing Authority. After initial rent-up of available units, applications will be processed in the order in which they are received. If no units are available, eligible applicants will be placed on the waitlist and will be notified when a unit is available. When Housing Authority receives notice of a pending departure from an existing tenant, the property management will inform the county's Housing & Support Services Team of the available rental unit. Housing & Supports Services Team will confirm waitlist priority and provide the next eligible applicant with notification of the available housing unit and directions for responding. The client's individual 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 & Support Services team will then notify the next eligible applicant on the waitlist.

Approximately six to eight months prior to completion of rehabilitation, the Housing & Support Services Team will put together a priority list of potential tenants from their existing Transitional Housing and/or Permanent Housing waitlist. Individuals who are on the list will have the option of moving into the complex or continue with their position on the waitlist for future openings.

**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 MHSAs 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 MHSAs tenants;
5. The criteria that will be used to determine a prospective MHSAs tenant's eligibility for occupancy in the development;
6. The appeals process for individuals who are denied tenancy in an MHSAs unit; and,
7. The reasonable accommodations policies and protocols.

**NOTE:** The Department's approval of the MHSAs 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:**

The Tenant Selection Plan has been developed collaboratively between Behavioral Health and Recovery Services and Stanislaus Regional Housing Authority.

For eligibility in the Palm Valley Supportive Housing, the individual must be a low-income older adult, adult, or transition age young adult who are homeless or at risk of homelessness. Tenants must also be an individual 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). Individuals may include family members in their request for housing. There is a limit to the number of family members that may live with the tenant which is based on the size of the unit.

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 maintain 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 ethnically and culturally unserved/underserved population as identified by the BHRM MHSAs Community Services and Supports (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 a vehicle, staying in motels, 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.



Referrals

All Palm Valley MHSa designated units are reserved for older adult, adult, transition age young adults, and family members living with them. Eligible tenants must have serious mental illness and must be within the 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. Since potential tenants have been homeless and/or at risk of homelessness, tenant selection will be much more forgiving than a traditional landlord setting.

BHRS Housing & Support Services will refer certified eligible applicants from the waitlist to the Housing Authority for further evaluation, screening and approval. After initial rent-up of available units, applications will be processed in the order in which they are received. If no units are available, eligible applicants will be placed on the waitlist maintained, in the order of referral, by the BHRS Housing Team. When the Housing Authority receives notice of a pending departure from an existing tenant, the property management will inform the Housing & Support Services team of the available unit. Housing & Support Services team 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. 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 will then notify the next applicant on the waiting list.

Housing & Support Services staff and/or the service provider shall assist with all related application procedures. This shall include assistance with all 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.

Housing & Support Services will work closely with BHRS providers including our Full Service treatment teams in attracting eligible potential tenants. Referrals will be sought by a variety of outreach strategies to engage individuals from unserved or underserved ethnic communities and other diverse populations.

For initial rent-up, Housing & Supports Service will put together a priority list from their existing Transitional Housing and/or Permanent Supportive Housing waitlist approximately six to eight months prior to completion of rehabilitation. Individuals who are on the waitlist will have the option of moving into the complex or continue on the waitlist in their current position on the list.

Notice of Decision

Applicants will be given written notification of specific occupancy date or reason for denial after consideration of the credit and criminal background check results. All notices of denial will include information on the right to appeal and a reminder notice of the right to reasonable accommodation for disabilities. Once the Housing Authority has informed the BHRS Housing & Support Service team of the decision, they will inform the service provider. If a move-in

date is set, the service provider will be available to assist the tenant in making arrangements for completing the move-in process.

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 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 issues were directly related to their mental illness and they may request reasonable accommodations. A plan for monitoring or correction may be developed as a condition of occupancy. 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 denial.

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 (AIDS) 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 owner 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 MHSAs tenants will be facilitated;
9. Describe the process to ensure effective communication between the service provider and the property manager regarding the status of MHSAs tenants in the development and any other issues regarding the development, including but not limited to regularly scheduled meetings and the identification of a single point of contact for communication and coordination of supportive services; and,

10. 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:**

Three philosophical orientations drive the client-centered approach: 1) housing is the first priority, 2) services are voluntary and 3) recovery is possible. The overall objective of the Supportive Services Plan is to provide a structure of support to the individual. The main goal is to assist individuals with successfully retaining 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 and support team will have culturally competent staff that will reflect the ethnic and cultural make-up of the tenants. While all services will be voluntary, residence are encouraged to participate in a range of mental health and support services which will 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, peer support, 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, and community inclusion. Other services will be available as needed.

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

The Housing & Support 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 staffing consists of one FTE Program Manager, one FTE Coordinator, two FTE Behavioral Health Housing Specialist, six FTE Clinical Service Technicians Housing Support, two FTE Outreach Behavioral Health Specialist, one FTE Staff Services Analyst, and two Clerical Support who are experienced in working closely and collaboratively with the community, BHRS and organizational service providers, and navigating housing resources in Stanislaus County. Additional support staff available to residents includes one FTE Benefit Specialist and three FTE Employment Support staff.

The Housing & Support 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, socialization, assistance with voter registration, and housing search are all part of the supportive services offered.

All service recipients in the Palm Valley Supportive Housing project 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.

**Item D.8 Supportive Services Chart (Attachment C)**

Submit the Supportive Services Chart (**Attachment C**). The Chart must list all services that will be provided to MHSA tenants, including any in-kind services essential to the success of the Supportive Services Plan.

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

Describe the following:

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

**Response:**

The Palm Valley apartment complex is situated on 1.61 acres, at 201 E. Coolidge Ave in Modesto, CA. The property has three buildings which sit on the North, East and Southern parts of the property, two of the buildings have 15 units each and the third building has ten units. The ten MHSAs units are in the North building and will be dedicated to permanent supportive housing for MHSAs target population residents. There are one and two bedroom units ranging from 467 sq. ft. to 897 sq. ft. MHSAs units will be decided by need at the time of rent up and may change as units become available. All units contain a kitchen, living/dining room, and bathroom, they are appropriate for single or family occupancy. One building holds an adequate laundry room with three washer and three dryers each. There are 39 covered parking stalls and 35 uncovered parking spaces, with three of the spaces being designated handicap accessible. All parking is clearly lighted, protected by the surrounding buildings and is secured by security gates and surrounding fencing. The individual units will have their own parking space. The site will also have a meeting room/community center space which can be utilized by staff and residents for private meetings or teaching classes such as independent living skills and other topics of groups.

### 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/off-site; transportation provided or public transportation based on client choice
Intake/Assessment	All residents 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 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/off-site as needed; transportation provided or public transportation based on client choice
Housing Retention Services	All residents 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 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 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 residents 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: Behavioral Health & Recovery Services			

**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 This Supportive Services Plan (SSP) was available for 30-day public review and comment September 6, 2018 to October 5, 2018. Notification of the public review dates and access to copies of the SSP is made available through the following methods:

- An electronic copy was posted on the County's MHSa website: [www.stanislausmhsa.com](http://www.stanislausmhsa.com).
- Paper copies of the Palm Valley Supportive Services Plan were available to Stanislaus County Public Libraries throughout the county where the report is available at resource desks.
- Electronic notification was sent to all BHRS service sites with a link to [www.stanislausmhsa.com](http://www.stanislausmhsa.com), announcing the posting of this document.
- Representative Stakeholder Steering Committee, Behavioral Health Board members, as well as other community stakeholders was sent an email informing them of the start of the 30-day review, and how to obtain a copy of the Palm Valley Supportive Services Plan.
- Public Notices were posted in nine newspapers throughout Stanislaus County including a newspaper serving the Spanish speaking community. The Public Notice included access to the SSP on-line at [www.stanislausmhsa.com](http://www.stanislausmhsa.com) and a phone number to request a copy of the document.
- A notice was posted in the BHRS Cultural Competency Newsletter.

Public Comment: No public comments were received.

**Item D.11 DMH Outcome Reporting Requirements (Attachment D)**

This form must be completed by the County Mental Health Department, verifying the County's commitment to comply with outcome reporting requirements for the MHSA Shared Housing tenants.

**Item D.12 County Mental Health Sponsorship and Services Verification Form  
(Attachment E)**

This form must be completed by the County Mental Health Department, verifying the County's commitment to provide supportive services to this development. Not subject to 30 day public review and comment.

**Item D.13 Primary Service Provider Experience Serving Target Population**

Not subject to 30 day public review and comment.

The primary service provider must demonstrate that they have experience in successfully delivering services to tenants with serious mental illness. Describe general experience, and if applicable, identify and describe all developments in which the primary service provider has provided supportive services to tenants with serious mental illness. For each development, include the following:

1. Name of the development;
2. Number of units targeted to tenants with serious mental illness;
3. Services provided; and
4. Period of time during which the primary service provider delivered services to the developments' tenants.

**NOTE:** If the County Mental Health Department has not designated a primary service provider at the time of the initial application submittal, the County will be considered the primary service provider. An updated submission reflecting the final identification of a service provider along with the proposed provider's experience and qualifications must be submitted for approval not less than 45 days prior to initial rent-up.

**Response:**

Stanislaus County Behavioral Health and Recovery Services (BHRS) have over two decades of experience in providing a comprehensive supportive housing program to serve homeless individuals with psychiatric disabilities. Through an individualized approach, this comprehensive system of housing and support has been developed to assist individuals with complex and long-term social and medical needs to achieve independence in permanent housing.

BHRS has maintained a successful contractual relationship with STANCO for over fourteen years. Under this contract there are two existing apartment complexes designated for transitional housing; Courtney Manor with 18 units and Garden Gate with 13 units. In addition to the 13 units at Garden Gate, there is a six bed short-term emergency shelter within the complex. Projects also include four single family homes scattered throughout the Modesto area and designated for transitional housing.

BHRS and STANCO have an MOU for the MHSa-funded Bennett Place permanent supportive housing project which is an 18 unit apartment complex. This project was opened in July 2014.

BHRS also has a long history of providing Supportive Services to individuals in permanent housing. BHRS collaborates with multiple agencies that provide permanent supportive housing within Stanislaus County. Our partner agencies are STANCO, Community Impact Central Valley, Turning Point Community Programs, Community Housing & Shelter Services and Housing Authority of Stanislaus County. BHRS provides Supportive Services to approximately 125 Permanent Supportive Housing units as well as maintains the waitlist and verification of disability.

BHRS has been a lead agency in our local Continuum of Care (Stanislaus Housing Support Services Collaborative) continuously for the past 15 years and maintains representation on the Executive Committee.

**Item D.14 County Fair Housing Certification (Attachment F)**

This form must be completed by the County Mental Health Department, certifying the County's compliance with local, state, and federal fair housing laws. Not subject to 30 day public review and comment.

**Item D.15 Draft Memorandum of Understanding**

Not subject to 30 day public review and comment.

If available at time of application, submit a draft of the Memorandum of Understanding (MOU) between the borrower, the primary service provider(s), the property management agent, and the County Mental Health Department. The MOU should document the following:

1. The roles and responsibilities of each partner;
2. Each partner's willingness to enter into a contract to carry out those roles and responsibilities (including provision of supportive services and property management services);
3. How all reporting requirements will be met;
4. How privacy and confidentiality requirements will be met; and,
5. Procedures for ongoing communication and decision-making between the property management agent and the primary service provider to assist MHSa tenants in maintaining housing stability.

**NOTE:** Housing project applications are no longer submitted to CALHFA or DHCS. Not subject to 30 day public review and comment.

**Item D.16 Supportive Services Budget Form and Budget Narrative (Attachment G)**

Not subject to 30 day public review and comment.

Complete the Supportive Services Budget Form and Budget Narrative (**Attachment G**). The budget must depict both the expenses and sources of revenue for the costs associated with the delivery of supportive services to the development. Additionally provide a budget narrative that includes the staffing ratio for the Supportive Services Plan.

**NOTE:** Both of these items must be submitted for approval not less than 45 days prior to initial rent-up.