



County of San Diego
Health and Human Services Agency
Behavioral Health Services
Adult/Older Adult Mental Health Services

Mental Health Services Act (MHSA)
Fifth Annual Housing Plan Update

August 2012

About the Corporation for Supportive Housing

The Corporation for Supportive Housing (CSH) helps communities create permanent supportive housing with services to prevent and end homelessness. As the only national intermediary organization dedicated to supportive housing development, CSH provides a national policy and advocacy voice; develops strategies and partnerships to fund and establish supportive housing projects across the country; and builds a national network for supportive housing developers to share information and resources. From our New York headquarters to our 15 field offices located in 10 states, including California, Illinois, Michigan, Minnesota, Ohio, New Jersey, Connecticut, Rhode Island, Indiana, and Washington D.C., CSH works to reach every corner of the country. For more information, visit <http://www.csh.org>.

Table of Contents

| | |
|--|----|
| Introduction and Purpose of the MHSA Housing Plan Update | 4 |
| The National, State and Local Context..... | 4 |
| Summary of Achievements: Year Five | 6 |
| Focus on Clients: 2012 Focus Groups | 9 |
| Annual Action Plan: Year Six | 12 |
| Plan Implementation Summary Chart and New Action Steps..... | 14 |
| Appendices | 20 |

Introduction and Purpose of the MHSA Housing Plan Update

In August 2007, the County of San Diego published its Mental Health Services Act (MHSA) Housing Plan. This plan is intended to guide the creation of housing opportunities for persons with mental illness in San Diego County, with a focus on developing at least 241 new units for MHSA-eligible clients with MHSA local and State housing funds. Four updates to the Plan have been published since the Plan was adopted, reflecting on both progress and challenges to meeting the goals.

This report is the fifth annual update to the Plan. The Update summarizes the achievements and challenges of the past fiscal year, both in terms of activity on the Plan's priorities and other events that have occurred which change the context for the Plan's implementation. This Update assesses progress made toward reaching the Plan's primary goals. The Update concludes with the proposed sixth year Action Plan, laying out the areas of focus for the 2012-2013 implementation year.

The MHSA Housing Plan and the Fiscal Year 2011-2012 Update were prepared for and reviewed by the Mental Health Housing Council and reflect the input of clients, family members, developers, service providers and County staff.

The National, State and Local Context

As reported in the past four updates, the national and State economy continue to be weak, though there are some signs of greater stability and recovery. The State of California budget crisis continues, however, and State and national resources for housing development continue to be scarce and threatened. Some challenges this year include:

- **Dissolution of Redevelopment Agencies:** On December 29, 2011, the California Supreme Court ruled to uphold a law passed earlier in the year that abolished redevelopment agencies. As of February 1, 2012, redevelopment agencies ceased to exist and along with it the largest single source of funding for affordable housing.
- **California State Budget:** California and the nation continue to face the longest and most severe economic downturn since the Great Depression. Weakness in the housing market continues to affect both the construction industry and the financial services sector. Unemployment in California has hovered at 11 percent for over three years, well above the national rate of 8.1 percent. The state's fiscal woes continue to have an impact on the funding available for housing and services for the lowest-income Californians.
- **Affordable Housing Permanent Source:** Most recently, the State Senate failed to reach a necessary two-thirds vote to enact the Housing Opportunity and Market Stabilization (HOMeS) Act (Senate Bill 1220), which proposed to create a permanent funding source of an average \$500 million annually for the development and preservation of affordable housing in California. Following the

dissolution of redevelopment agencies, legislators are considering a budget proposal to sweep remaining low- and moderate-income housing funds to fill a \$16 billion budget gap. Affordable housing advocates are working to protect redevelopment housing balances during budget negotiations.

- **Federal Budget:** The Federal Fiscal Year 2012 budget appropriations for the Department of Housing and Urban Development (HUD) included reductions in sources available to local governments for housing development activities. Congress reduced funding for HUD's Community Planning and Development programs (which includes Community Development Block Grants) by \$830 million or 11 percent and the HOME Investment Partnerships Program was reduced by over \$600 million or 38 percent. The FY 2012 budget maintained flat funding for McKinney-Vento Homeless Assistance Grants at \$1.9 billion.
- **Increase in Homelessness:** The Regional Task Force on the Homeless reports that San Diego County's homeless population count was approximately 9,800 in January 2012. Up 8.6 percent from the previous year and nearly 30% since 2008, the number of homeless individuals and families in San Diego County continues to grow.
- **Multifamily Housing Program:** In 2011, the California Department of Housing and Community Development (HCD) announced the closure of its Notice of Funding Availability for the Multifamily Housing Program - Supportive Housing Component (MHP-SH). All funding provided to the MHP-SH program by the passage of Proposition 1C (the Housing and Emergency Shelter Trust Fund Act of 2006) will have been expended and no future NOFAs are scheduled.

The following are some new or expanded resources that may support the development of MHSA-dedicated housing in the San Diego region:

- **County Project-Based Section 8:** In July 2011, the County of San Diego Housing and Community Development (HCD) Department issued a NOFA for 225 project-based Section 8 vouchers for special needs populations. It is expected that MHSA developments in the County will be able to leverage project-based Section 8 operating funds in tandem with MHSA capital funds to develop additional supportive housing units in the County.
- **San Diego Housing Commission Vouchers:** In 2011, the San Diego Housing Commission committed project-based vouchers to two housing developments that include MHSA Housing units in downtown San Diego. Additionally, in 2011, the San Diego Housing Commission dedicated 50 sponsor-based vouchers for vulnerable mentally ill clients. In 2012, the San Diego Housing Commission plans to dedicate 75 sponsor-based vouchers for clients with substance abuse, serious mental illness, and/or co-occurring disorders.
- **Proposed Increased HUD Funding:** Both the House and Senate Committees on Appropriations recently approved Federal Fiscal Year 2013 U.S. Department of Housing and Urban Development (HUD) funding, which included increased funding (above 2012 levels) for various programs including Community Development Block Grants and HOME Investment Partnerships Program,

funding sources used in the development of affordable housing. The budgets will not be final until they receive approval of the House and Senate and are signed into law by the President.

- **Multifamily Housing Program:** Legislation (AB 1951) has been introduced which would transfer \$30 million in unused Proposition 1C funding to the Multifamily Housing Program (MHP) which could be used for the development of affordable housing.

Summary of Achievements In Fiscal Year 2011-2012: Year Five

The Plan Implementation Chart on pages 14 - 19 of this Housing Plan Update presents a summary of Year Five action steps. Highlights of achievements in Fiscal Year (FY) 2011-12 include:

- **Development of MHSA Units:** As of the end of the fiscal year, 12 housing developments with 194 MHSA units are in the development pipeline, representing 80% of the Plan's development goal. A total of 53 MHSA units have completed construction and occupancy as of June 2012. 34th Street Apartments has been leased up since April 2011, 15th & Commercial celebrated its grand opening in December 2011, and Cedar Gateway opened its doors in March 2012.

During FY 2011-12, four projects totaling 48 MHSA units began construction: Tavarua Senior Apartments, The Mason, Citronica One, and Connections Housing. An additional three new projects totaling 48 units received CalHFA and State DMH approval during the past fiscal year: Comm 22, Citronica Two, and 9th & Broadway. The Parkview project, with 14 MHSA units, was approved by CalHFA/State DMH in July 2012.

In FY 2011-12, three new MHSA projects (Citronica One, Citronica Two, and Parkview) were added to the pipeline, while two projects (Tecolote Commons and North Star Cottages) have been withdrawn from the pipeline. Tecolote Commons withdrew its MHSA application because of funding gaps resulting from the State's redevelopment ruling and North Star Cottages was unable to secure a purchase agreement due to a discrepancy between the purchase price and appraised value. Thirty-one MHSA units proposed as part of the Atmosphere development may be "at risk" due to the uncertainty of redevelopment funding that is critical to the financing of the development. A map of the twelve MHSA pipeline developments can be found in Appendix A. Additionally, project summaries for developments that were posted in FY 2011-12 can be found in Appendix B.

- **Securing Partnership Units:** Mental Health Systems, Inc. and Community Research Foundation Full Service Partnerships (FSP) have identified and moved previously homeless individuals with a mental illness into housing with 50

sponsor-based subsidies from the San Diego Housing Commission in the City of San Diego's downtown. In addition, the County continued to partner with the United Way of San Diego County, the City of San Diego, and local non-profit organizations to provide services for 20 mentally ill homeless individuals who are frequent users of public resources.

- **Client satisfaction with housing and services:** Results from the 2012 focus groups and surveys were shared with the County and operators of Full Service Partnerships and used to improve the delivery of services and housing. The results indicated generally high rates of satisfaction with housing and services, though concerns about lack of housing choice were expressed by some clients.
- **Planning for project lease-up:** The County and its technical housing consultant, the Corporation for Supportive Housing (CSH), with input from the FSPs and the MHSA developers finalized the Memorandum of Agreement for the San Diego MHSA Housing Program. Memorandum of Agreements were executed for all MHSA developments that are currently open and/or are within 120 days of leasing up.

In FY 2011-12, the County and CSH convened individual project planning committees (known as "Crosswalk" committees) for four new projects anticipated to open in FY 2012-13:

- Housing Development Partners – The Mason
- Affirmed Housing/PATH – Connections Housing
- Hitzke Development – Citronica One
- Meta Housing – Tavarua Apartments

Crosswalk Committees for Townspeople's 34th Street Apartments, Squier/ROEM's Cedar Gateway and Father Joe's Villages 15th and Commercial have continued to share ongoing lease-up and operations successes and challenges. The Crosswalk planning model has been successful and will continue to be used as new projects move close to completion and occupancy. The County and CSH have established a "model" planning process that is being replicated in other counties.

- **Housing MHSA FSP Clients:**
The County's goal is to have at least 85% of MHSA Full Service Partnership clients living in housing. As of June 1, 2012, the FSPs had over 90% of their clients housed with 71% of clients living in permanent housing, an increase over the previous year in which 67% of clients were living in permanent housing¹.

¹ Housing is defined as emergency housing, transitional housing, permanent housing, skilled nursing facility, board and care, assisted living, and living with family/friends.

Table 1: FSP Clients Housing Situation as of June 1, 2012

| <i>Permanent Housing</i> | Number | Percent of FSP clients |
|--|---------------|-------------------------------|
| Developed MHSA Units | 35 | 3% |
| MHSA Leased Units | 246 | 24% |
| MHSA Partnership Units/Shelter Plus Care | 111 | 11% |
| Clients with Project-Based Section 8 | 75 | 7% |
| Clients with Tenant-Based Section 8 | 41 | 4% |
| Clients in Other Affordable housing | 72 | 7% |
| Clients without Subsidy | 152 | 15% |
| Total Clients in Permanent Housing | 732 | 71% |
| | | |
| <i>Other Housing</i> | | |
| Clients living w/ Family/Friends | 21 | 2% |
| Clients living in Emergency Housing | 6 | 1% |
| Clients living in Transitional Housing | 59 | 6% |
| Clients living in Licensed Facilities (Board and Care, Long-Term Care Hospital, Assisted Living, etc.) | 172 | 17% |
| Other (streets, unknown living situation, etc.) | 30 | 3% |
| Total Clients in Other Housing | 288 | 29% |
| | | |
| Total FSP Clients | 1020 | 100% |

2012 Focus Groups Summary

For the fourth year since the Housing Plan was completed, CSH conducted focus groups with participants in San Diego's MHSAs-funded Full Service Partnerships (FSP). The purpose of these groups is to gather feedback about participant's satisfaction with their current living arrangements, housing preferences, choices they were offered, and the services and support they receive.

FSP Focus Groups

A total of 57 participants participated in five focus groups, one for each FSP that has MHSAs housing dollars embedded in their programs. The main findings from these focus groups include:

- **Housing Satisfaction moderately high:** Reported housing satisfaction was again high for most participants but some individuals reported being dissatisfied with their living arrangements. Most people who were satisfied were living in their own apartment or in an Independent Living Facility (ILF). Those who were most satisfied reported that they liked their physical apartment, the location, and either living alone or the roommate situation they have, and the freedom to come and go. Those who were most unsatisfied were those living in Sober Living homes, and some in ILFs or particular housing sites. People who were dissatisfied reported feeling overcrowded and/or uncomfortable with roommates, unsafe in the location or unhappy with the quality of food or lack of amenities such as laundry facilities. A few people reported that their housing subsidy had been or was being reduced which they reported as a hardship.
- **Housing choice level variable:** As in the previous year, participants were divided about whether they had been offered a choice in their housing arrangements. Some said they had been given significant choice about where to live, in some cases being offered or shown multiple buildings or apartments. But some reported having been given limited or no choice in their housing location. Likewise, some reported having a choice about whether to have roommates and who those roommates would be while others reported having limited choice about who to live with. In some programs, housing choices was reportedly provided as the person progressed in the program – in one case this was referred to as “earned” choice. Those who reported having been given choice were generally more satisfied with their housing than those who reported they were not given a choice.

- **Housing preferences for apartments:** Participants overwhelmingly said they preferred apartments over other forms of housing. As in previous years, participants mentioned the need for more diversity in location across the county mentioning a number of specific desirable cities or neighborhoods. Participants also mentioned a number of things that they would like to have in their housing situation including the ability to have pets, to garden, greater disabled access and proximity to transportation and to shopping. A few people mentioned wanting their housing location to be closer to family.
- **Process of getting housing fairly quick:** This year more participants felt that the process of getting into housing had been fairly quick, and in some cases immediate. A few participants reported that while an immediate placement was fast they either had to wait a long time or were still waiting for housing that met their preferences. People in Sober Living homes were more likely to say that they were “placed” there while others reported being “offered” housing.
- **Services satisfaction very high:** Again this year, the vast majority of participants expressed satisfaction with the services provided by their FSP program, specifically mentioning the dedication and attention of the staff. Some mentioned services that they would like to receive or felt could be stronger including dental care and better benefits advocacy. Some mentioned wanting more recreational activities.

MHSA-Developed Housing Focus Groups

In addition to the five focus groups held with participants of each FSP, an additional focus group was held with residents of two newly opened MHSA Housing developments: Cedar Gateway Apartments and 15th & Commercial. A total of 12 tenants, including one who also participated in an FSP focus group, participated in the focus group².

- **High Housing Satisfaction:** Residents of MHSA-developed housing all reported being satisfied or very satisfied with their housing. Specific things that they were satisfied with included the quality of the building construction, location and amenities. Areas that tenants felt could be improved included several types of accommodations for disabilities and better emergency preparedness.
- **Services:** Focus group participants from the MHSA housing developments shared the high satisfaction levels of their peers with the services from their FSP. They were also asked to comment specifically on services offered at their housing site. Tenants were generally satisfied and mentioned a range of on-site activities and services they have access to including job search support, yoga classes, movie nights and other social events. Some tenants wanted to have more activities, and one mentioned that the activities schedule was hard to understand.

² MHSA-eligible tenants living at 34th Street Apartments were invited to the focus group but none attended.

- **Process to secure housing:** Most participants felt the process of applying for housing had gone very smoothly and that they had received the help they needed to manage the application process. Several mentioned, however, that the waiting was very stressful and, in some cases, construction or processing delays made the process longer and more stressful.

Further detail from the focus groups is included in Appendix D. Full summaries of each focus group were shared with the FSPs, and with the owners and property managers of the MHSA developments.

Fiscal Year 2012-2013 Annual Action Plan: Year Six

The Implementation Chart on pages 14 - 19 of this Update presents all of the planned Year Six action steps. Highlights of the Action Plan for FY 2012-2013 include:

- **Unit Creation:** Commit the remaining MHSA Housing Program funding (approximately \$2.085 million) to develop as many units as feasible. It is anticipated that with the remaining funds, approximately 211 units will be developed. The initial goal of 241 units may not be met with the committed State MHSA Housing Program allocation unless non-MHSA operating sources are leveraged with MHSA capital financing. The 241 goal relied on a shift of State MHSA Housing Program funds currently allocated to subsidize operations to cover capital costs, and a commitment of approximately 180 Project-Based Section 8 vouchers to cover operating costs. In 2009, it was anticipated that without this commitment of operating subsidies from local public housing authorities, only an approximate 188 units of MHSA housing could be developed with the capital and operating resources currently available to developers. In FY 2011-12, the San Diego Housing Commission dedicated Project-Based Section 8 vouchers to the Connections Housing and 9th and Broadway developments. In FY 2012-13, County MHSA developments (Citronica One, Citronica Two, Parkview) will apply for Project-Based Section 8 vouchers through the County NOFA. If no other project received other operating subsidies (including any of the projects that will applying for County HCD vouchers), it may require an additional \$7,019,100 in capital and operating funds to meet the 241 goal.
- **Continue to Implement Regional Strategy:** Further develop and implement MHSA regional strategy which includes securing the use of special needs set-aside requirement, tenant-based, project-based, and sponsor-based Section 8 set-asides, homeless preferences, special purpose vouchers, etc. for MHSA housing within all HSA regions and the City of San Diego.
 - Continue to work collaboratively with the City of San Diego and the County of San Diego to develop affordable permanent supportive housing.
 - Encourage County HCD to re-issue NOFA for project-based vouchers for special needs populations and encourage developers to apply for vouchers for MHSA units.
 - Work with the San Diego Housing Commission on partnership for 75 sponsor-based vouchers for clients with substance abuse, serious mental illness, and/or co-occurring disorders.
 - Expand collaborations and partnerships to include other local housing agencies and Public Housing Authorities to develop additional affordable housing capacity in their jurisdictions.
- **Evaluating MHSA Pipeline Projects:** Monitor and evaluate MHSA Pipeline Projects. Monitoring shall include, but is not limited to, tracking the timelines and progress of projects in predevelopment; monitoring the Memorandum of

Agreements between the County, developers, FSPs, and property management companies; monitoring the process by which clients move into MHSA-developed housing, and evaluating the satisfaction of tenants living in MHSA-developed housing.

In 2010, San Diego County Board of Supervisors adopted the *Live Well, San Diego!* initiative that embodies the Health and Human Services Agency's effort to achieve the County vision for healthy, safe and thriving communities. It is a 10-year plan to advance the health and overall well-being of the entire region. The three phases of the plan are Building Better Health, Living Safely, and Promoting Thriving Families. BHS, supports the Live Well, San Diego initiative by providing Full Service Partnership (FSP) services to homeless individuals with serious mental illness with co-morbid conditions and by providing an array of housing options to include permanent supportive housing where recovery begins.

- **Continue Crosswalk Process:** Continue current transition planning for projects opening in the coming year. Form Crosswalk Committees for MHSA housing developments once the development's financing has been secured and construction has begun, including Comm 22, Citronica One, Citronica Two, Parkview, and 9th & Broadway. Continue to review and revise MHSA tenant application and referral processes as necessary. Execute final Memorandum of Agreements with developers, FSPs, and property managers.
- **Identify Additional Housing Sources:** Continue to monitor MHSA Housing Rental Assistance Program and work towards identifying other sources of funding and other long-term sustainable housing options.
- **Independent Living Facility (ILF) Project:** Implement the ILF contract with Community Health Improvement Project, 211, and CSH; develop a web-based directory of ILFs; membership association; education and training for tenants and operators; and standards for ILFs.

Plan Implementation Summary Chart and New Action Steps

| | Plan Goal | Year Five Action Steps FY 11-12 | Year Five Actions Taken FY 11-12 | Year Six Actions Planned FY 12-13 |
|---|--|--|---|--|
| 1 | Implement Recommendations Outlined in Housing Plan | <p>Receive CalHFA/State DMH approval for the following developments:</p> <ul style="list-style-type: none"> • The Mason • 9th and Broadway <p>Complete 30-day postings and applications to CalHFA/State DMH for the following MHSA developments:</p> <ul style="list-style-type: none"> • Comm 22 • Connections Housing • Atmosphere | <p>12 projects totaling 194 housing units are in the San Diego MHSA pipeline. Three developments totaling 53 units are currently open and fully occupied. Four developments totaling 48 units are currently under construction. Three developments totaling 48 units have been approved by CalHFA/State DMH and are in the process of securing their financing. One project totaling 14 units is awaiting approval by CalHFA/State DMH. One project is in predevelopment and may be “at risk” due to the dissolution of redevelopment agencies. In FY 11 – 12, two projects (N. Star Cottages and Tecolote Commons) dropped out as it was determined that the projects were no longer feasible.</p> <p>Received CalHFA/State DMH approval for the following MHSA developments:</p> <ul style="list-style-type: none"> • The Mason • 9th and Broadway • Comm 22 • Connections Housing • Citronica One • Citronica Two | <p>Receive CalHFA/State DMH approval for the Parkview project.</p> <p>Commit remaining MHSA Housing Program funding (approximately \$2.085 million).</p> |
| 2 | Secure Expertise and Administration of Local Housing Funds | <p>Final commitment of \$914,000 to N. Star Cottages upon approval by County HCD and approval of other capital financing, such as California Housing and Community Development Multifamily Housing Program funding.</p> | <p>In FY 11-12, it was determined that the N. Star Cottages development was no longer feasible.</p> | N/A |

| | Plan Goal | Year Five Action Steps FY 11-12 | Year Five Actions Taken FY 11-12 | Year Six Actions Planned FY 12-13 |
|---|---|--|---|--|
| 3 | Build the Housing Industry in San Diego | <p>Continue to provide one-on-one technical assistance and training on topics of interest to FSPs, housing entities, and housing developers.</p> <p>Release Request for Proposal (RFP) for Independent Living Facilities Project and award project to successful proposer.</p> <p>CSH will continue to actively coordinate and collaborate with the County's anti-stigma/discrimination contractor, Cook and Schmid, to increase support for housing for people with serious mental illness.</p> | <p>The Corporation for Supportive Housing (CSH) provided one-on-one technical assistance to 13 housing sponsors; 4 training opportunities provided.</p> <p>In FY 11-12, the County issued an RFP and awarded a contract for the Independent Living Facilities (ILF) project which includes the development of a web-based directory of ILFs; membership association; education and training for tenants and operators; and development of standards for ILFs.</p> <p>CSH actively coordinated and collaborated with the County's anti-stigma/discrimination contractor, Cook and Schmid, to increase support for housing for people with serious mental illness. CSH actively participated on the anti-stigma/discrimination campaign Advisory Committee.</p> | <p>Continue to provide one-on-one technical assistance and training on topics of interest to FSPs, housing entities, and housing developers.</p> <p>Implement the ILF project with the Community Health Improvement Project, 211, and CSH, to develop a web-based directory of ILFs; membership association; education and training for tenants and operators; and standards for ILFs.</p> <p>CSH will continue to actively coordinate and collaborate with the County's anti-stigma/discrimination contractor, Cook and Schmid, to increase support for housing for people with serious mental illness.</p> |

| | Plan Goal | Year Five Action Steps FY 11-12 | Year Five Actions Taken FY 11-12 | Year Six Actions Planned FY 12-13 |
|---|--------------------|---|--|---|
| 4 | Coordinate Funding | <p>Further develop and implement MHSA regional strategy which includes, but is not limited to, securing the use of special needs set-aside requirement, tenant-based, project-based, and sponsor-based Section 8 set-aside, homeless preferences, special purpose vouchers, etc. for MHSA housing.</p> <p>Continue work with City of San Diego and County of San Diego. Expand partnerships to include other local housing agencies and Public Housing Authorities.</p> | <p>CSH provided technical assistance to County HCD as they developed project-based voucher program targeting special needs populations. In FY 11-12, County HCD released NOFA for 225 project-based vouchers for special needs populations.</p> <p>Continued to work with Mental Health Systems, Inc. and Community Research Foundation as they identified and moved vulnerable mentally ill clients into housing with 50 sponsor-based vouchers secured from the San Diego Housing Commission.</p> <p>Continued to partner with the United Way of San Diego County, the City of San Diego, and local non-profit organizations to provide services for 20 mentally ill homeless individuals who are frequent users of public resources.</p> <p>Partnered with the cities of Lemon Grove, San Marcos, and Carlsbad on the Citronica One, Citronica Two, Parkview, and Tavarua developments.</p> | <p>Further develop and implement MHSA regional strategy which includes, but is not limited to, securing the use of special needs set-aside requirement, tenant-based, project-based, and sponsor-based Section 8 set-aside, homeless preferences, special purpose vouchers, etc. for MHSA housing.</p> <p>Work with County HCD to re-issue NOFA for project-based vouchers for special needs populations and encourage developers to apply for vouchers for MHSA units.</p> <p>Work with the San Diego Housing Commission on partnership for 75 sponsor-based vouchers for clients with substance abuse, serious mental illness, and/or co-occurring disorders.</p> <p>Continue work with City of San Diego, County of San Diego, and the cities of Lemon Grove, San Marcos, and Carlsbad. Expand collaborations and partnerships to include other local housing agencies and Public Housing Authorities.</p> |

| | Plan Goal | Year Five Action Steps FY 11-12 | Year Five Actions Taken FY 11-12 | Year Six Actions Planned FY 12-13 |
|---|--|---|--|---|
| 5 | Establish MHSA Housing Project Review Committee | Convene committee as needed. Schedule PEC meeting for Wakeland Housing to present the Atmosphere development. Review PEC procedures on a yearly basis and update as necessary. | Convened committee as needed. Note that there were no PEC meetings in FY 11-12. Reviewed Project Exception Committee procedures and updated as necessary. | Convene committee as needed. Review PEC procedures on a yearly basis and update as necessary. |
| | Provide technical assistance to County's Mental Health Housing Council | CSH will provide technical assistance to County's Mental Health Housing Council. | In FY 11-12, CSH attended the monthly Mental Health Housing Council meetings and provided technical assistance and consultation to the Council. | CSH will provide technical assistance to County's Mental Health Housing Council. |
| 6 | Assist with the siting of projects | Continue one-on-one assistance in developing siting plans, as requested. | CSH participated in the Connections Housing Neighborhood Advisory Committee. | Continue one-on-one assistance in developing siting plans, as requested. |
| 7 | Identify Additional Sources | Continue to monitor MHSA Housing Rental Assistance Program and work towards identifying other sources of funding and other long-term sustainable housing options. | Ongoing gap of \$1.2 million for MHSA Housing rental subsidies has been filled for FY 11-12 and FY 12-13. | Continue to monitor MHSA Housing Rental Assistance Program and work towards identifying other sources of funding and other long-term sustainable housing options. |

| | Plan Goal | Year Five Action Steps FY 11-12 | Year Five Actions Taken FY 11-12 | Year Six Actions Planned FY 12-13 |
|---|---|---|---|--|
| 8 | Assess Client's Experience of MHSA Housing (Goal added with first update) | <p>Utilize information from 2011 focus groups to inform future efforts such as staff training, resource development, etc.</p> <p>Continue to assess MHSA Housing experience of consumers and use to inform further planning.</p> <p>Conduct focus groups for future MHSA developments including Tavarua Senior Apartments.</p> <p>Conduct outreach to solicit developer feedback on the MHSA Housing program.</p> | <p>Results from 2011 focus groups were used to improve FSP delivery of services and housing.</p> <p>In 2012, CSH facilitated six housing focus groups with MHSA clients. 68 clients participated in the focus groups and provided valuable feedback.</p> <p>CSH conducted focus groups with MHSA Older Adult clients to receive input/feedback on Tavarua Senior Apartments and Citronica Two. Additionally, CSH conducted a focus group with the Transition Age Youth to receive input on the Citronica One development.</p> | <p>Utilize information from 2012 focus groups to inform future efforts such as staff training, resource development, etc.</p> <p>Continue to assess MHSA Housing experience of consumers and use to inform further planning.</p> <p>Conduct focus groups for future MHSA developments including Parkview, 9th and Broadway, and Comm 22.</p> <p>Conduct outreach (via online survey) to solicit developer feedback on the MHSA Housing program.</p> |
| 9 | Address Transition Issues (Goal added with first update) | <p>Continue to review and revise MHSA tenant application and referral processes as necessary.</p> <p>Form Crosswalk Committees for other MHSA housing developments including:</p> <ul style="list-style-type: none"> • The Mason • Tavarua Senior Apartments • Connections Housing | <p>Reviewed MHSA tenant application and referral processes and modified accordingly.</p> <p>Seven Crosswalk Committees have been established to discuss preparation for lease-up and ongoing operations of MHSA developments. The Committees are:</p> <ul style="list-style-type: none"> • Townspeople's 34th Street Apartments • Squier/ROEM's Cedar Gateway • Father Joe's Villages 15th and Commercial • Housing Development Partner's The Mason • Affirmed Housing/PATH's Connections Housing • Hitzke Development's Citronica One • Meta Housing's Tavarua Apartments | <p>Continue to review and revise MHSA tenant application and referral processes as necessary.</p> <p>Form Crosswalk Committees for other MHSA housing developments once the developments' financing has been secured and construction has begun.</p> |

| | Plan Goal | Year Five Action Steps FY 11-12 | Year Five Actions Taken FY 11-12 | Year Six Actions Planned FY 12-13 |
|----|--|--|--|--|
| 10 | Establish standard criteria for evaluating existing and new MHSA pipeline projects (Goal added in third update). | Monitor and evaluate MHSA pipeline projects. Monitoring shall include, but is not limited to, monitoring the progress of projects in predevelopment; monitoring the Memorandum of Agreements between the County, developers, FSPs, and property management companies; monitoring the process by which clients move into MHSA-developed housing; and evaluating the satisfaction of tenants living in MHSA-developed housing. | The County and CSH monitored and evaluated MHSA pipeline projects. Monitoring included, but was not limited to, monitoring the progress of projects in predevelopment; monitoring the Memorandum of Agreements between the County, developers, FSPs, and property management companies; monitoring the process by which clients move into MHSA-developed housing; and evaluating the satisfaction of tenants living in MHSA-developed housing. | Monitor and evaluate MHSA pipeline projects. Monitoring shall include, but is not limited to, tracking the progress of projects in predevelopment; monitoring the Memorandum of Agreements between the County, developers, FSPs, and property management companies; monitoring the process by which clients move into MHSA-developed housing; and evaluating the satisfaction of tenants living in MHSA-developed housing. |
| 11 | Establish written guidelines for the MHSA Housing Rental Assistance Program (Goal added in third update). | Establish and implement written guidelines for the MHSA Housing Rental Assistance Program to ensure consistency across the County's FSPs and the provision of quality housing to MHSA clients. | CSH has begun research of guidelines for rental assistance programs. | Establish and implement written guidelines for the MHSA Housing Rental Assistance Program to ensure consistency across the County's FSPs and the provision of quality housing to MHSA clients. |
| 12 | Explore MHSA Shared Housing Model in San Diego (Goal added in fourth update). | Continue to outreach to organizations interested in developing MHSA Shared Housing. Provide technical assistance and training to County and developers as needed. | Continued outreach to organizations interested in developing MHSA Shared Housing. Provided technical assistance to those organizations. | Continue to outreach to organizations interested in developing MHSA Shared Housing. Provide technical assistance and training to County and developers as needed. |

Appendices

- A: MHSA Pipeline Projects Map
- B: Project Summaries for projects posted in FY 2011-2012
- C: Results of Client Focus Groups on MHSA Developments
- D: FSP Housing Focus Group Summaries
- E: 2012 MHSA Recommendations and Guidelines

APPENDIX A:

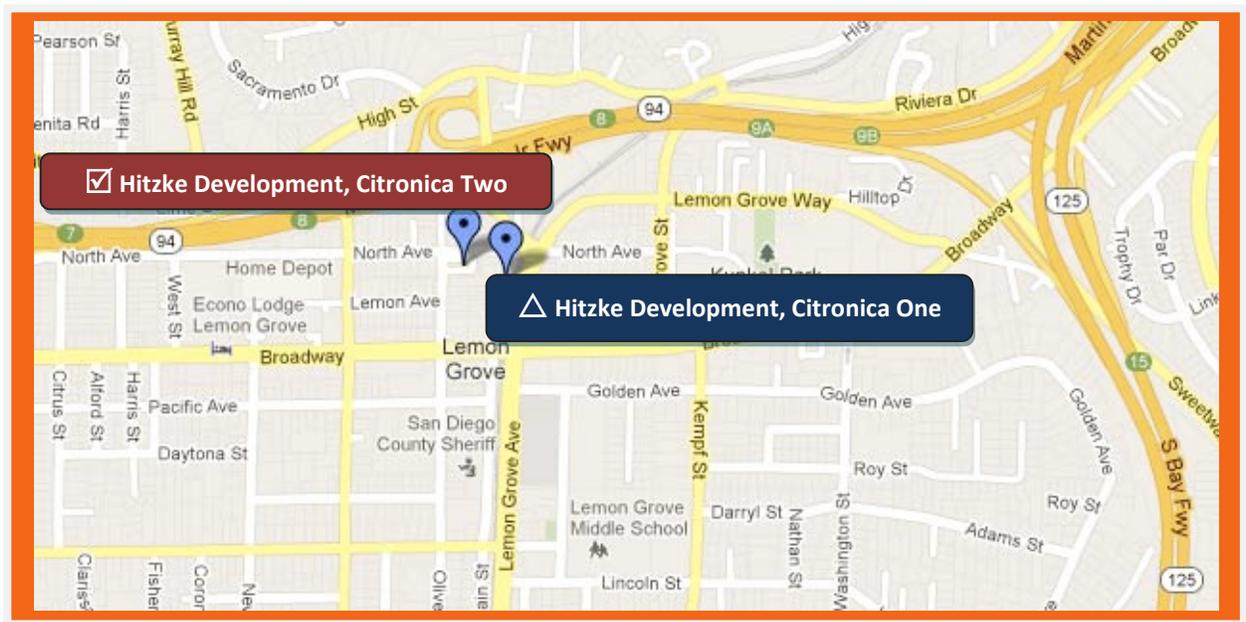
MHSA PIPELINE PROJECTS MAP

MHSA Pipeline Projects as of June 2012

(page 1 of 2)

Map Legend:

- ★ Open
- ☑ CalHFA/State DMH Approved
- △ Under Construction
- ⓘ Early Predevelopment Phase

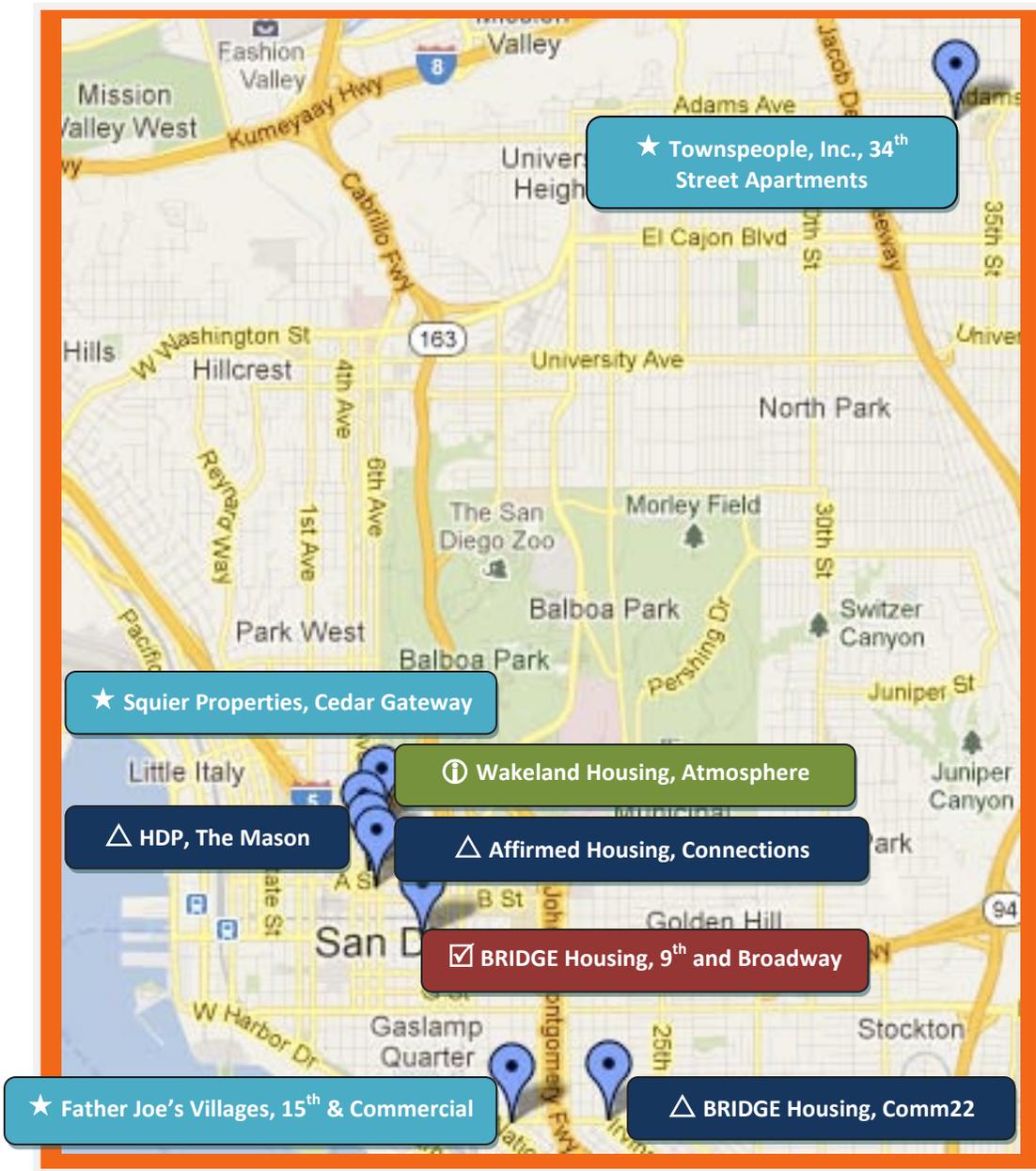


MHSA Pipeline Projects as of June 2012

(page 2 of 2)

Map Legend:

- ★ Open
- △ Under Construction
- ☑ CalHFA/State DMH Approved
- ⓘ Early Predevelopment Phase



APPENDIX B:

PROJECT SUMMARIES



County of San Diego
HEALTH AND HUMAN SERVICES AGENCY

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DIRECTOR

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MENTAL HEALTH SERVICES DIRECTOR
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August 2, 2011

NOTICE OF INITIATION OF 30-DAY PUBLIC REVIEW PERIOD

**RE: Citronica One - Permanent Supportive Housing Development
Proposed for MHSA Housing Program Funding**

A 30-day public review and comment period is required for the County of San Diego, Behavioral Health Services to submit applications for the State-administered Mental Health Services Act (MHSA) Housing Program. This public review pertains to the specific proposed housing development to provide permanent supportive housing for the County's mental health clients.

Comment on the proposed development attached must be received by the County by the end of the 30th day from the date on this notice to be considered for inclusion in the County's final analysis and certification of the application to the State.

The attached Sections D.1 through D.9 (and related attachments) of the MHSA Housing Program Application provide details of the supportive housing development and services information for review and comment.

Any comment or question may be directed to Mr. Kevine Ky, Administrative Analyst, at Kevine.Ky@sdcounty.ca.gov.

Sincerely,

ALFREDO AGUIRRE, LCSW
Deputy Director
Mental Health Services

PIEDAD GARCIA, Ed.D., LCSW
Assistant Deputy Director
Adult/Older Adult Mental Health Services

Attachments

RENTAL HOUSING DEVELOPMENT SUMMARY FORM

County Mental Health Department: San Diego Mental Health Services Administration

Name of Development: Citronica One

Site Address: 3562 Main Street

City: Lemon Grove State: CA Zip: 91945

Development Sponsor: Citronica Lemon Grove, L.P.

Development Developer: Hitzke Development Corporation

Primary Service Provider: Providence Community Services

New Construction Acquisition/Rehabilitation of an existing structure

Type of Building: Apartment Building Single Family Home
 Condominium Other

| Total Development | | MHSA Funds | |
|----------------------------|--------------|----------------------------------|-------------|
| Total Number of Units: | 56 | Total Number of MHSA Units: | 15 |
| Total Cost of Development: | \$15,827,323 | Amount of MHSA Funds Requested: | \$3,100,440 |
| | | Capital: | \$1,413,150 |
| | | Capitalized Operating Subsidies: | \$1,687,290 |

Other Rental Subsidy Sources (if applicable): N/A

Target Population (please check all that apply):

Adults Transition-Age Youth Older Adults

County Contact

Name and Title: Kevine Ky, Administrative Analyst II

Agency or Department Address: 3255 Camino del Rio South, San Diego, CA 92108

Agency or Department Phone: (619) 563-2703

Agency or Department Email: Kevine.Ky@sdcounty.ca.gov

Item D.2 Development Description

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

1. Name and location of the proposed housing development;
2. Service goals of the development;
3. Characteristics of tenants to be served;
4. Type of housing to be provided (new construction or acquisition/rehab.);
5. How the building(s) in which housing and services will be provided will meet the housing and service needs of the 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 anticipated sources of development financing. (Name sources only, do not include dollar amounts.)

Response:

1. Name and location of the proposed housing development

The property is located at the southwest corner of North Avenue and Main Street 3562/3564, 3568-92 Main Street, Lemon Grove, CA 91945. The site is bound by North Avenue to the north and Main Street to the east. The San Diego Trolley runs parallel with Main Street, immediately adjacent to the subject site.

The site is currently occupied by dilapidated single story commercial/warehouse buildings that are beyond their useful years. The Citronica One project will be responsible for demolishing the single story building on the south side of the project site. The Lemon Grove Community Development Agency will be relocating commercial tenants from the Citronica One site at 3568 Main Street as part of the City's Main Street Promenade Project. The City of Lemon Grove will be demolishing the building on the north side of the project site in connection with the freeway off ramp realignment project.

Citronica One is a mixed use affordable rental housing project and it will provide 56 units: 4 studios, 11 one-bedrooms, 21 two-bedrooms and 20 three-bedrooms. 15 of the 56 units will be designated for MHSAs-funded units that will be rented to the transitional-aged youth eligible for supportive services under the Mental Health Services Act program ("MHSAs"). The remainder of the units will be rented to families and individuals on an income-qualification basis. The 100% affordable mixed use project is located adjacent to a stop on the San Diego Trolley and at the terminus of a redesigned off-ramp for California State Route 94. The 0.74 acre site presented an opportunity for the community to work with the developers to design a project that will serve as a gateway to their new 'urban village' as well as serve as a catalyst for redevelopment as the first project to implement the City of Lemon Grove Downtown Village Specific Plan.

2. Service goals of the development

The property owner, Citronica Lemon Grove, L.P., will employ ConAm, property management firm, to partner with the County-contracted Full Service Partnership (FSP), Providence Community Services. The Property Management firm will hire an on-site Resident Manager who reports to the Regional Manager. The Resident Manager will work closely with the FSP, Providence, to discuss relevant tenant/client issues, overall performance of the supportive housing program, coordination of on-site activities, and other relevant matters.

The housing and supportive services available at Citronica One project will meet the critical needs of very low-income persons with serious mental illness. The rents at the project will be affordable based on San Diego County MHSAs guidelines. The tenant portion of the rent will be set at 30% of the current SSI/SSP grant amount for a single individual living independently, or 30% of total household income, whichever is higher (up to 30% of 50% of area median income). The goal for the Citronica One MHSAs Housing Program is to provide safe and affordable housing that is linked to comprehensive services that supports each tenant's self-sufficiency and overall quality of life.

3. Characteristics of tenants to be served

As mentioned previously, 40 units in Citronica One project will be available to families and individuals on an income-qualification basis between 30% and 60% Area Median Income of San Diego County and the remaining 15 units will be set aside for Transition Age Youth (TAY) who are eligible for supportive services under the MHPA program with the income primarily derived from SSI/SSDI. One unit will be reserved for an onsite Manager. Eligible MHPA residents will be referred by the Full Service Partnership ("FSP") provider, Providence Community Services ("Providence"), and will typically be participants in Providence's Catalyst Program. Participants will range in age from 18 to 25 and have been diagnosed with a serious mental illness as defined by the Welfare and Institutions Code Sections 5600.3 (b) and are homeless or at risk of becoming homeless.

Prior to admission to the Providence's Catalyst program, the TAY residents may have been unserved or underserved and may have been in foster care, juvenile institutions, or been involved in the justice system. Individuals served may have a co-occurring disorder of mental illness and substance abuse, be homeless or at risk of being homeless, and face employment and/or education challenges.

4. Type of housing to be provided (new construction or acquisition/rehab.)

New construction

5. How the building(s) in which housing and services will be provided will meet the housing and service needs of the MHPA tenants (location, building type, layout, features, etc.)

The Citronica One project is situated in the Main Street Promenade Planning District, intended for a transit-oriented development with a mixture of land uses and improved pedestrian linkages. The project takes advantage of its incredible proximity to essential amenities such as light rail and bus transit stops, major shopping including grocery stores like Henry's and Food 4 Less, clothing, hardware, full service medical service – Centro Family Health Center, Rite Aid pharmacy. It also includes Dan Kunkel Park and Lemon Grove Public Library.

Designed around the tenets of transit-oriented development and anticipating a LEED Gold certification, the project will incorporate pedestrian connections to the light rail and shopping areas, a drop-off point for the light rail station, and a community room. Additionally, the developers have partnered with the city of Lemon Grove to abandon a rarely used city street and develop a pedestrian-oriented linear park that will run between the project and the light rail line (the "Main Street Promenade"). All the amenities will provide residents convenient access to their community and regular destinations as well as potential employment opportunities.

Common area amenities at Citronica One project include interior common space for residents' comfort and recreation. The resident tot-lot/play area and green roof garden sit above the commercial spaces in a courtyard connected to the linear park by a grand staircase. The outside corridors serving the units will provide fresh air and natural light to each front door – unusual in a mid-rise building. The rooftop photovoltaic garden offers residents a place to picnic and enjoy a powerful view across the valley to the ocean.

The project contains one level of subterranean parking. The first floor of the building is concrete. There are both residential and commercial units on the ground floor of the building. The second, third, fourth and 5th floors are wood framed. The building will also have a rooftop deck for passive recreation. Shade will be provided on the roof deck by photovoltaic panels mounted on top of a trellis structure.

The management area will include an onsite manager's office as well as the community room. The Manager's office will be made available to the Full Service Partnership ("FSP") provider to administer effective onsite support services to the MHPA program eligible tenants living at Citronica One project. In addition, there is 3,700 square feet of ground floor commercial space available.

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

Primary Service Provider: Providence Community Services (Providence)

Providence has provided quality mental health and substance abuse services for children, youth, adults, and families throughout Southern California since 1996. In September 2006, Providence implemented the Catalyst Program to provide full service partnership services to transition age youth throughout San Diego County. The Catalyst program, a recovery-based Assertive Community Treatment ("ACT") program, works to help TAY by

improving mental wellness and helps them move towards a meaningful, self-sufficient future. One of the program's goals is to find appropriate housing for the participants throughout all phases of the program. Participants are in need of permanent, subsidized supportive housing and eventually will move toward independent living.

While living at Citronica One, the Catalyst program will provide participants access to a range of mental health services including assessment and evaluation, emergency assistance with food and clothing, individual goal/service planning, assistance in accessing mainstream benefits, case management, independent living skills development, transportation assistance, money management and financial education, medical assessment, treatment and referral, addiction disorder treatment, employment services and opportunities, crisis intervention, community building, and any other services as needed. MHSA residents may participate in supportive services on a voluntary basis and will be encouraged by providence and property management staff to do so in order to promote successful tenancy.

Property Management: ConAm

The property management company for Citronica One will be ConAm Management Corporation which has owned and/or managed more than 15,000 multifamily units at properties with Affordable Housing programs since 1985. More than 8,600 units located in California, Texas, Nevada, Arizona, Kansas and Missouri are under current management. Additionally, ConAm has experience with multifamily affordable housing program properties in New Mexico, Colorado and Washington. The affordable housing programs include: Low Income Housing Tax Credit (Section 42); HUD Project-Based Section 8; HUD 221 d(4); HUD 236; USDA Rural Development; Tax Exempt Bond; and HOME.

Development Partners: Citronica Lemon Grove, L.P.

The borrower of MHSA funds, Citronica Lemon Grove, L.P., is organized as a single asset entity to own and operate the project. Co-general partners include Cascade Housing Association, a non-profit organization, and Hitzke Development Corporation, a private for-profit development corporation. Cascade Housing Association is the non-profit applicant to CalHFA for the MHSA program funds and will act as the Managing General Partner of Citronica Lemon Grove, L.P. Hitzke Development Corporation will act as the Administrative General Partner of Citronica Lemon Grove, L.P., and be responsible for developing the project, as well as overseeing ongoing operations.

7. Summary of the anticipated sources of development financing. (Name sources only, do not include dollar amounts.)

- Bank Loan (committed);
- Lemon Grove Community Development Agency (committed);
- 9% tax credits (reserved);
- Mental Health Services Act (MHSA);
- Deferred Developer Fee



County of San Diego
HEALTH AND HUMAN SERVICES AGENCY

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August 10, 2011

NOTICE OF INITIATION OF 30-DAY PUBLIC REVIEW PERIOD

**RE: Connections Housing - Permanent Supportive Housing Development
Proposed for MHSA Housing Program Funding**

A 30-day public review and comment period is required for the County of San Diego, Behavioral Health Services to submit applications for the State-administered Mental Health Services Act (MHSA) Housing Program. This public review pertains to the specific proposed housing development to provide permanent supportive housing for the County's mental health clients.

Comment on the proposed development attached must be received by the County by the end of the 30th day from the date on this notice to be considered for inclusion in the County's final analysis and certification of the application to the State.

The attached Sections D.1 through D.9 (and related attachments) of the MHSA Housing Program Application provide details of the supportive housing development and services information for review and comment.

Any comment or question may be directed to Mr. Kevine Ky, Administrative Analyst, at Kevine.Ky@sdcounty.ca.gov.

Sincerely,

ALFREDO AGUIRRE, LCSW
Deputy Director
Mental Health Services

PIEDAD GARCIA, Ed.D., LCSW
Assistant Deputy Director
Adult/Older Adult Mental Health Services

Attachments

RENTAL HOUSING DEVELOPMENT SUMMARY FORM

County Mental Health Department: San Diego County Mental Health Services Administration

Name of Development: Connections Housing

Site Address: 1250 Sixth Avenue

City: San Diego State: CA Zip: 92101

Development Sponsor: Connections Housing Downtown LP

Development Developer: PATH Ventures & Affirmed Housing Group, Inc.

Primary Service Provider: Mental Health Systems, Inc.

New Construction Acquisition/Rehabilitation of an existing structure

Type of Building: Apartment Building Single Family Home
 Condominium Other

| Total Development | | MHSA Funds | |
|----------------------------|----------------|----------------------------------|------------|
| Total Number of Units: | 75 | Total Number of MHSA Units: | 7 |
| Total Cost of Development: | \$32.3 million | Amount of MHSA Funds Requested: | \$ 787,402 |
| | | Capital: | \$ 787,402 |
| | | Capitalized Operating Subsidies: | \$ 0 |

Other Rental Subsidy Sources (if applicable): Section 8 project based vouchers

Target Population (please check all that apply):

Adults Transition-Age Youth Older Adults

County Contact

Name and Title: Kevine Ky, Administrative Analyst II

Agency or Department Address: 3255 Camino del Rio South, San Diego, CA, 92108

Agency or Department Phone: 619-563-2703

Agency or Department Email: Kevine.Ky@sdcounty.ca.gov

Item D.2 Development Description

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

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

Response:

1. Name and location of the proposed housing development;

Connections Housing. Located at 1250 Sixth Avenue, San Diego, CA, 92101

Connections Housing

PATH Ventures partnered with Affirmed Housing Group to form Connections Housing Downtown, L.P. to develop Connections Housing. The Connections Housing project is a historic preservation and adaptive reuse of the World Trade Center building #685 for a One-Stop Homeless facility in downtown San Diego into an integrated housing and services center that will consist of 75 units of which 73 are designated as permanent supportive housing units. Of the 73 permanent supportive housing units, seven (7) will be set-aside for individuals eligible for supportive services under the Mental Health Services Act (MHSA) program. In addition to permanent housing, Connections Housing will include 150 interim housing beds, a federally qualified health center, and an array of social services in a service center called the PATH "Depot." When completed the facility will provide 73 permanent supportive housing units (in addition to two managers units) on floors 4 through 12; 150 interim housing beds on floors 2 and 3 for the homeless and those at-risk of homelessness including those with mental and physical disabilities; the 1st floor will have a health care facility operated by Family Health Care of San Diego; the basement will have the PATH "Depot" where multiple service providers will provide services and case management; the sub-basement will have dining facilities for the residents of the interim housing beds, administrative offices, meeting rooms and storage. The "Depot" will provide support services for chronic homeless persons who are housed in the facility or who are living on the streets surrounding the building. The "Depot" will be designed similar to a train station, and will contain rooms that have social services. The concept is based on the fact that homeless persons are at a crossroads of their journey when they arrive at the "Depot". The services will guide them on a track toward permanent housing. Connections Housings is a one-stop services and housing facility that seeks to provide social services and permanent supportive housing for homeless individuals in order to eradicate the problem of homelessness in San Diego. All MHSA units will target residents earning at or below 30% AMI.

2. Service goals of the development;

Housing and Service Goals

The goal of Connections Housing is to provide safe, livable, affordable housing that is linked to client centered, voluntary, wraparound services to promote residential stability and self-sufficiency. The primary services provider for the seven (7) MHSA units is the County-contracted Full Service Provider, Mental Health Systems, Inc. The service provider for all 73 units is PATH. PATH will provide a service coordinator for the permanent supportive housing units and interim housing units. PATH will work closely with the County of San Mental Health Systems, Inc. in coordinating services for the tenants residing in the MHSA units.

All the residents of Connections Housing will be designated on-site services coordination. The service coordinator

will recruit and schedule on-site services, provide linkages to off-site services, facilitate social/recreational activities, facilitate the tenant council, facilitate peer group meetings, establish and monitor compliance with Memorandum Of Understandings (MOUs) with service partners, maintain the community bulletin board and distribute fliers and other materials to residents advertising events and services, supervise volunteers, act as primary liaison between property management, owners, service providers, and tenants, including mediating between tenants and property management in the event of complaints or behavioral problems which could possibly lead to an eviction; and facilitate a healthy living environment for all residents. The intent of the services coordinator is not to provide direct services to residents but instead to connect residents to services.

The development team has contracted with Solari Enterprises, Inc. as the property management firm. The property management firm will employ two (2) full time property managers who will live on-site. A property manager's office is designed into the plans to accommodate Solari Enterprises, Inc. staff. The two property managers provide traditional property management services such as rent collection, maintenance requests with an objective to ensure the building meets the needs of the residents.

3. Characteristics of tenants to be served:

Tenant Characteristics

The seven (7) MHPA supported studio units will be designated for tenants who meet MHPA Housing Program requirements. Connections Housing will serve the adult population with income derived primarily from public entitlement programs. Potential residents are homeless or at-risk of homelessness with a serious mental illness. Individuals served may have recent involvement in the criminal justice system, a co-occurring substance abuse disorder, and be high utilizers of emergency or inpatient mental health care. Criminal justice involvement is typically defined by an incarceration within the past year, and more often than not, is a result of crimes related to serious mental illness and homelessness, such as trespassing, disturbance of the peace, and drug charges. The MHPA population will require more intensive services especially in the areas of mental health, substance abuse, health care, legal advocacy and proactive outreach and engagement. Intensive mental health services will be provided by Mental Health Systems, Inc. and will include case management, medication support, psychiatric services, crisis intervention, individual therapy, rehabilitation and therapeutic groups, and substance abuse treatment.

4. Type of housing to be provided (new construction or acquisition/rehab.):

Acquisition/Rehab

5. How the building(s) in which housing and services will be provided will meet the housing and service needs of the MHPA tenants (location, building type, layout, features, etc.):

Connections Housing is situated in San Diego's downtown core district, at the corner of Sixth Ave. and A Street, just minutes from the I-163 and I-5 Freeways and surrounded by amenities and services utilized by the tenant population. Ample public transportation is within walking distance of Connections Housing, including major bus routes 3, 11, 810, 820, 850, and 860. Amenities within walking distance of Connections Housing include a pharmacy, urgent care, San Diego City College, Balboa Park, downtown library, convenience stores, banks, restaurants, gym, places of worship, medical and dental offices, central shopping mall (Horton Plaza), and grocery stores, providing residents convenient access to their community and regular destinations as well as potential employment opportunities.

Common area amenities at Connections Housing include interior common space for resident comfort and recreation. Units at the interior of the building will enjoy views of downtown San Diego and adjacent communities and every unit within the building will have ample natural light and ventilation. Indoor community space on the ground floor gives residents access to the medical clinic operated by Family Health Center of San Diego within close proximity of the building's management office.

The management area will include a private meeting room available to the Full Service Partnership (FSP) for providing effective on-site support services to the MHPA program tenants living at Connections Housing.

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

Primary Service Provider: Mental Health Systems (MHS)

The primary service provider for the seven (7) MHSA units will be Mental Health Systems, Inc. (MHS), a contractor of the County of San Diego Mental Health Services Administration. Supportive services will be provided on a voluntary basis and residents will be assertively and respectfully encouraged to participate in the supports and services available to them. MHS will be responsible for providing Assertive Community Treatment (ACT), an evidence-based form of intensive case management. For each MHSA eligible client, MHS will assign the Center Star ACT Team to be available 24-7. That ACT Team will be responsible for structuring a service plan for each client and monitoring the client's progress.

Property Management

Connections Housings will be property managed by Solari Enterprises, Inc., an established company with which Affirmed Housing Group has worked with successfully. Solari Enterprises, Inc. is a full service property management organization specializing in multifamily affordable housing. Their portfolio includes affordable multifamily housing for families, seniors, special needs, and single room occupancy properties throughout California.

Development Partners

The borrower of MHSA funds, Connections Housing Downtown, L.P., will be organized as a single asset entity to own and operate the project. Co-general partners include PATH Ventures, a nonprofit organization, and Affirmed Housing Group, a private for-profit development corporation. PATH Ventures is the nonprofit applicant to MHSA Program and will act as the managing general partner of Connections Housing Downtown, L.P. Affirmed Housing Group will act as the administrative general partner. PATH Ventures and Affirmed Housing Group serve as co-developers to develop Connections Housing, as well as overseeing ongoing long-term operations.

7. Summary of the anticipated sources of development financing. (Name sources only, do not include dollar amounts.)

Development Financing

- Mental Health Services Act
- Centre City Development Corporation
- San Diego Housing Commission
- Community Development Block Grant
- Low Income Housing Tax Credits
- Private section construction loan
- Affordable Housing Program
- U.S. Department of Veterans Affairs
- HUD Supportive Housing Program



County of San Diego
HEALTH AND HUMAN SERVICES AGENCY

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August 17, 2011

NOTICE OF INITIATION OF 30-DAY PUBLIC REVIEW PERIOD

RE: Comm22 - Permanent Supportive Housing Development
Proposed for MHSA Housing Program Funding

A 30-day public review and comment period is required for the County of San Diego, Behavioral Health Services to submit applications for the State-administered Mental Health Services Act (MHSA) Housing Program. This public review pertains to the specific proposed housing development to provide permanent supportive housing for the County's mental health clients.

Comment on the proposed development attached must be received by the County by the end of the 30th day from the date on this notice to be considered for inclusion in the County's final analysis and certification of the application to the State.

The attached Sections D.1 through D.9 (and related attachments) of the MHSA Housing Program Application provide details of the supportive housing development and services information for review and comment.

Any comment or question may be directed to Mr. Kevine Ky, Administrative Analyst, at Kevine.Ky@sdcounty.ca.gov.

Sincerely,

ALFREDO AGUIRRE, LCSW
Deputy Director
Mental Health Services

PIEDAD GARCIA, Ed.D., LCSW
Assistant Deputy Director
Adult/Older Adult Mental Health Services

Attachments

RENTAL HOUSING DEVELOPMENT SUMMARY FORM

County Mental Health Department: San Diego County Mental Health Services Administration

Name of Development: COMM 22

Site Address: SE corner of Commercial St. & 22nd Street

City: San Diego State: CA Zip: 92102

Development Sponsor: BRIDGE Housing Corporation/MAAC Project

Development Developer: COMM 22 Housing GP, LLC

Primary Service Provider: Providence Community Services

New Construction Acquisition/Rehabilitation of an existing structure

Type of Building: Apartment Building Single Family Home
 Condominium Other

| Total Development | | MHSA Funds | |
|----------------------------|--------------|----------------------------------|-------------|
| Total Number of Units: | 130 | Total Number of MHSA Units: | 13 |
| Total Cost of Development: | \$54,865,386 | Amount of MHSA Funds Requested: | \$1,462,318 |
| | | Capital: | \$1,462,318 |
| | | Capitalized Operating Subsidies: | \$0 |

Other Rental Subsidy Sources (if applicable): Developer will be applying for 13 Project-Based Section 8 units from the San Diego City Housing Commission

Target Population (please check all that apply):

Adults Transition-Age Youth Older Adults

County Contact

Name and Title: Kevine Ky, Administrative Analyst II
 Agency or Department Address: 3255 Camino Del Rio South, San Diego, CA 92108
 Agency or Department Phone: (619) 563-2703
 Agency or Department Email: Kevine.Ky@sdcounty.ca.gov

Item D.2 Development Description

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

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

Response:

1. Name and location of the proposed housing development

COMM22 Family Housing is part of the larger COMM22 Mixed Use Development. The COMM22 development is located in the Logan Heights community, more specifically located on the south side of Commercial Street, between 21st Street and Harrison, in the City of San Diego. The site was previously used as the San Diego Unified School District’s Maintenance and Operations Center, but has sat vacant since the late 1980s.

2. Service goals of the development

The goal of COMM 22 Family Housing is to provide safe, quality, affordable housing in Logan Heights. COMM 22 Family Housing will be managed by BRIDGE Property Management Company, an affiliate of BRIDGE Housing. There will be an onsite Resident Manager who will work closely with the Full Service Partner, Providence Community Services, to bring services to meet the needs of each MHSA resident. The rents at the project will be affordable based on San Diego County’s MHSA guidelines. The tenant portion of rent will be set at 30% of the current SSI/SSP grant amount for a single individual living independent or 30% of total household income, whichever is higher (up to 30% of 50% of area median income).

3. Characteristics of tenants to be served

The target population for the MHSA designated units at COMM22 is Transitional Age Youth (“TAY”). These residents will be between 18 to 25 years in age, with a diagnosis of a serious mental illness as defined by the Welfare and Institutions Code Sections 5600.3 (b) and are homeless or at risk of homeless as defined by the MHSA Housing Program.

Prior to admission to Providence’s Catalyst program, the TAY residents may have been unserved or underserved and may have been in foster care, juvenile institutions, or been involved in other justice systems. Individuals served may have a co-occurring substance abuse disorder, be homeless or at risk of being homeless, and face employment and/or education challenges. TAY residents will be of extremely low income, typically earning 30% of the area median income.

4. Type of housing to be provided

COMM22 Family Housing site is located on 2.45-acres in the center of the COMM22 development site. The Family Housing will consist of 200 new construction family units (1, 2 & 3 bedrooms).

5. How building in which housing and services will be provided will meet the housing and service needs of the MHSA tenants.

COMM22 Family Housing is located in Logan Heights at the intersection of Commercial and 22nd with the 25th

and Commercial Trolley Station located immediately to the east of the site. The site will be developed to allow easy access for the residents to the Trolley Station.

Common Areas will include an outdoor plaza area with benches and raised planter beds. The outdoor plaza will have a secure entrance for resident use only. COMM 22 Family will also have 2 levels of underground parking. The 2nd floor contains a storage area and an on-site laundry room. The 3rd floor contains a conference/community room and a storage area, and the 4th floor contains a storage area and an on-site laundry room.

The management area will include a private meeting room available to the FSP for providing effective on-site support services to the MHSA TAY residents at COMM22 Family. In addition, COMM22 has about 7,000 sq ft of ground floor retail space available.

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

This target population is served by Providence Community Services, the Full Service Partner ("FSP") provider contracted by the County of San Diego Mental Health Services for the COMM22 development. Providence has provided quality mental health and substance abuse services for children, youth, adults, and families throughout Southern California since 1996.

The sponsor of COMM 22 will be BRIDGE Housing Corporation and MAAC project and the developer will be COMM 22 Housing GP, LLC. Ranking among the most successful nonprofit affordable housing developers in the nation, BRIDGE Housing Corporation has provided over 13,000 high quality homes in over 80 developments throughout California since 1983. The Mission of the MAAC Project is to promote self-sufficiency for low and moderate income families and communities of Southern California through advocacy for, and delivery of, social, educational, housing and employment services.

The property manager for COMM 22 will be BRIDGE Property Management Company, an affiliate of BRIDGE Housing.

7. Summary of the anticipated sources of development financing

Sources of financing for COMM22 Family Housing include:

- 4% Low Income Housing Tax Credits (LIHTC),
- Local redevelopment agency subsidy (Centre City Development Corporation, Southeastern Economic Development Corporation)
- State of California Transit Oriented District (TOD) funds
- Mental Health Services Act (MHSA)
- Investor equity



County of San Diego
HEALTH AND HUMAN SERVICES AGENCY

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ALCOHOL AND DRUG SERVICES DIRECTOR

MARSHALL LEWIS, MD, DFAPA
CLINICAL DIRECTOR

January 6, 2012

NOTICE OF INITIATION OF 30-DAY PUBLIC REVIEW PERIOD

RE: Reposting of Proposed 9th and Broadway Permanent Supportive Housing Development for MHSA Housing Program Funding

A 30-day public review and comment period is required for the County of San Diego, Behavioral Health Services to submit applications for the State-administered Mental Health Services Act (MHSA) Housing Program. This public review pertains to the specific proposed housing development to provide permanent supportive housing for MHSA-eligible individuals.

The 9th and Broadway project was originally posted on June 9, 2010. The project is being reposted as there are some proposed changes to the project as follows:

- Inclusion of the Community Research Foundation IMPACT program to provide services to approximately 13 of the 25 MHSA tenants, with Providence Community Services Catalyst program to provide services to approximately 12 Transition Age Youth (TAY) MHSA tenants;
- Increasing the capital amount requested to \$2,812,150, the maximum allowable per unit request; and revising the Capitalized Operating Subsidy Reserve amount up to a maximum of \$1,349,832.
- The total number of units in the project decreased from 250 units to 115 units, with an associated change in the total development cost from \$64,844,636 to \$40,774,272.
- It is also noted in the development summary form that the project has applied for 25 Section 8 project-based vouchers for the MHSA units.

Comments on the proposed development attached must be received by the County by the end of the 30th day from the date of this notice to be considered for inclusion in the County's final analysis and certification of the application to the State.

The attached Sections D.1 through D.9 (and related attachments) of the MHSA Housing Program Application provide details of the supportive housing development and services information for review and comment.

Any comments or questions may be directed to Dr. Piedad Garcia, Assistant Deputy Director, at Piedad.garcia@sdcounty.ca.gov.

Sincerely,

ALFREDO AGUIRRE, LCSW
Deputy Director
Attachments

PIEDAD GARCIA, Ed.D., LCSW
Assistant Deputy Director

RENTAL HOUSING DEVELOPMENT SUMMARY FORM

County Mental Health Department: San Diego Mental Health Services Administration

Name of Development: 9th & Broadway

Site Address: SE corner 9th & Broadway

City: San Diego State: CA Zip: 92101

Development Sponsor: BRIDGE Housing Corporation

Development Developer: BRIDGE Housing Corporation

Primary Service Provider: Providence Community Services / Community Research Foundation

New Construction Acquisition/Rehabilitation of an existing structure

Type of Building: Apartment Building Single Family Home
 Condominium Other

| Total Development | | MHSA Funds | |
|----------------------------|--------------|----------------------------------|--------------|
| Total Number of Units: | 115 | Total Number of MHSA Units: | 25 |
| Total Cost of Development: | \$40,774,272 | Amount of MHSA Funds Requested: | \$ 4,161,982 |
| | | Capital: | \$2,812,150 |
| | | Capitalized Operating Subsidies: | \$ 1,349,832 |

Other Rental Subsidy Sources (if applicable): 25 Section 8 Project Based Vouchers

Target Population (please check all that apply):

Adults Transition-Age Youth Older Adults

County Contact

Name and Title: Dr. Piedad Garcia, Assistant Deputy Director

Agency or Department Address: 3255 Camino Del Rio South, San Diego, CA 92108

Agency or Department Phone: (619) 563-2757

Agency or Department Email: Piedad.Garcia@sdcounty.ca.gov

Item D.2 Development Description

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

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

Response:

1. Name and location of the proposed housing development
The 9th & Broadway development is located in downtown San Diego on the southeast corner of 9th Avenue and Broadway.

2. Service goals of the development
The goal of 9th & Broadway is to provide safe, quality, affordable housing in downtown San Diego. 9th & Broadway will be managed by BRIDGE Property Management Company, an affiliate of BRIDGE Housing. There will be an onsite Resident Manager who will work closely with the Full Service Partners, Providence Community Services and Community Research Foundation, to bring services to meet the needs of each MHSA resident. The rents at the project for the 25 MHSA units will be affordable based on San Diego County’s MHSA guidelines. The tenant portion of rent will be set at 30% of the current SSI/SSP grant amount for a single individual living independent or 30% of total household income, whichever is higher (up to 30% of 50% of area median income).

3. Characteristics of tenants to be served
The target populations for the MHSA designated units at 9th & Broadway are Adult and Transitional Age Youth (“TAY”). The Adult population will include adult individuals who have serious mental illness. The TAY residents will be between 18 to 25 years in age, with a diagnosis of a serious mental illness as defined by the Welfare and Institutions Code Sections 5600.3 (b) and are homeless or at risk of becoming homeless as defined by the MHSA Housing Program.

Adult populations are typically considered to be homeless or at risk of becoming homeless, and may have substance abuse issues, co-occurring mental illness, and other disabilities.

Prior to admission to Providence’s Catalyst program, the TAY residents may have been unserved or underserved and may have been in foster care, juvenile institutions, or been involved in other justice systems. Individuals served may have a co-occurring substance abuse disorder, be homeless or at risk of being homeless, and face employment and/or education challenges. TAY residents will be of extremely low income, typically earning 20% of the area median income.

4. Type of housing to be provided
9th & Broadway will be a newly constructed development located on a 25,000 square foot site in downtown San Diego. Of the 115 units in the building, 88 are designated as supportive housing units, including 25 units

serving the MHSAs population.

5. How building in which housing and services will be provided will meet the housing and service needs of the MHSAs tenants.

9th & Broadway will be a 17-story mixed-use development located in downtown San Diego, within easy access to all of downtown's amenities, including downtown's "Smart Corner" transit hub. The building is designed to receive LEED Silver certification, and will include 88 units of supportive housing which will be located on floors 2-7. The size of the units will range from 350sf to 537sf depending on the unit type (living unit or studio).

The ground floor will consist of retail space, management offices, community space, and a garden courtyard available to tenants. Residential common space incorporates a TV/movie room and a kitchen, while additional community space will be located on the fifth and fifteenth floors, where there is a common area courtyard for residents. The fifth floor will include an outdoor terrace, laundry facilities, and office space for supportive services, which is expected to be utilized on a daily basis by 9th & Broadway's Full Service Partnerships.

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

9th & Broadway's Adult population will be served by Community Research Foundation ("CRF"), a Full Service Partner ("FSP") providing intensive case management and services to MHSAs adult residents. CRF is a non-profit organization that has provided mental health services since its founding in 1980.

The TAY population is served by Providence Community Services, the Full Service Partner contracted by the County of San Diego Mental Health Services. Providence will case manage and oversee the TAY unit population. Providence has provided quality mental health and substance abuse services for children, youth, adults, and families throughout Southern California since 1996. In September 2006, Providence implemented the Catalyst Program to provide full service partnership services to transition age youth throughout San Diego County. The Catalyst program, a recovery-based Assertive Community Treatment ("ACT") program, works to help TAY by improving mental wellness and helps them move towards a meaningful, self-sufficient future. One of the program's goals is to find appropriate housing for the participants throughout all phases of the program. Participants are in need of permanent, subsidized supportive housing and eventually will move toward independent living.

The sponsor of 9th & Broadway will be BRIDGE Housing Corporation. Ranking among the most successful nonprofit affordable housing developers in the nation, BRIDGE Housing Corporation has provided over 13,000 high quality homes in over 80 developments throughout California since 1983.

The property manager for 9th & Broadway will be BRIDGE Property Management Company, an affiliate of BRIDGE Housing.

7. Summary of the anticipated sources of development financing

Sources of financing for 9th & Broadway include:

- 4% Low Income Housing Tax Credits (LIHTC),
- 9% Low Income Housing Tax Credits (LIHTC),
- Local redevelopment agency subsidy (Centre City Development Corporation),
- State of California Multifamily Housing Program (MHP) - Supportive Housing funds,
- Mental Health Services Act (MHSAs),
- Federal Home Loan Bank Affordable Housing Program (AHP) funds,
- Investor equity



County of San Diego
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ALCOHOL AND DRUG SERVICES DIRECTOR

MARSHALL LEWIS, MD, DFAPA
CLINICAL DIRECTOR

January 24, 2012

NOTICE OF INITIATION OF 30-DAY PUBLIC REVIEW PERIOD

RE: Citronica Two Permanent Supportive Housing Development for MHSA Housing Program Funding

A 30-day public review and comment period is required for the County of San Diego, Behavioral Health Services to submit applications for the State-administered Mental Health Services Act (MHSA) Housing Program. This public review pertains to the specific proposed housing development to provide permanent supportive housing for MHSA-eligible individuals.

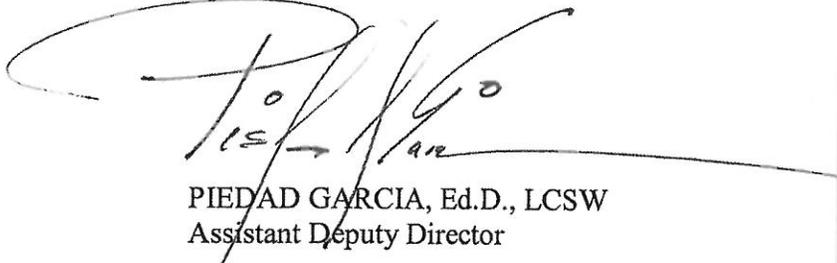
Comments on the proposed development attached must be received by the County by the end of the 30th day from the date of this notice to be considered for inclusion in the County's final analysis and certification of the application to the State.

The attached Sections D.1 through D.9 (and related attachments) of the MHSA Housing Program Application provide details of the supportive housing development and services information for review and comment.

Any comments or questions may be directed to Dr. Piedad Garcia, Assistant Deputy Director, at Piedad.garcia@sdcounty.ca.gov.

Sincerely,


ALFREDO AGUIRRE, LCSW
Deputy Director


PIEDAD GARCIA, Ed.D., LCSW
Assistant Deputy Director

Attachments

RENTAL HOUSING DEVELOPMENT SUMMARY FORM

County Mental Health Department: County of San Diego Health & Human Services Agency, Mental Health Services Administration

Name of Development: Citronica Two

Site Address: 3595 Olive Street

City: Lemon Grove State: CA Zip: 91945

Development Sponsor: Citronica Two, L.P.

Development Developer: Hitzke Development Corporation

Primary Service Provider: County of San Diego Health & Human Services Agency, Mental Health Services Administration

New Construction Acquisition/Rehabilitation of an existing structure

Type of Building: Apartment Building Single Family Home
 Condominium Other

| Total Development | | MHSA Funds | |
|----------------------------|--------------|----------------------------------|-------------|
| Total Number of Units: | 80 | Total Number of MHSA Units: | 10 |
| Total Cost of Development: | \$19,737,933 | Amount of MHSA Funds Requested: | \$2,069,860 |
| | | Capital: | \$900,000 |
| | | Capitalized Operating Subsidies: | \$1,169,860 |

Other Rental Subsidy Sources (if applicable): Hitzke Development will apply for 10 project-based vouchers

Target Population (please check all that apply):

Adults Transition-Age Youth Older Adults

County Contact

Name and Title: Dr. Piedad Garcia, Assistant Deputy Director

Agency or Department Address: 3255 Camino del Rio South, San Diego, CA 92108

Agency or Department Phone: (619) 563-2757

Agency or Department Email: Piedad.Garcia@sdcounty.ca.gov

Item D.2 Development Description

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

1. Name and location of the proposed housing development;
2. Service goals of the development;
3. Characteristics of tenants to be served;
4. Type of housing to be provided (new construction or acquisition/rehab.);
5. How the building(s) in which housing and services will be provided will meet the housing and service needs of the 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 anticipated sources of development financing. (Name sources only, do not include dollar amounts.)

Response:**1. Name and location of the proposed housing development**

Citronica Two consists of one parcel, located in the City of Lemon Grove Downtown Village Specific Plan. The Specific Plan was adopted in 2005 to stimulate redevelopment of the Downtown Village Area. The project is situated in the Main Street Promenade Planning District, intended for a transit-oriented development with improved pedestrian linkages.

The site is located at the Southeast corner of North Avenue and Olive Street. The site is bound by Olive Street to the west and North Avenue to the north. The Citronica One site is located immediately to the east, also along North Avenue.

Citronica Two will offer the residents of Lemon Grove their first LEED senior housing development in the City of Lemon Grove and help continue to spur development in the Downtown Village Area. Located next to the downtown Lemon Grove stop along the San Diego Trolley line and primary bus stop hub, Citronica Two offers a valuable link to the greater San Diego region for the senior residents who sometimes don't have access to their own automobile anymore. There are 80 one-bedroom units, 10 of which will be set-aside for MHSAs-eligible Older Adults. The 80 units will sit above one level of community space. There will be one one-bedroom unit designated for an on-site manager. The project sponsor is Hitzke Development and the project architect is Foundation For Form. The project will target general households earning 30, 35, 40, 50 and 60 percent of San Diego County AMI.

2. Service goals of the development

The property owner, Citronica Two, L.P., will employ ConAm, property management firm, to partner with a County-contracted mental health services provider serving Older Adults. The Property Management firm will hire an on-site Resident Manager who reports to the Regional Manager. The Resident Manager will work closely with the service provider to discuss relevant tenant/client issues, overall performance of the supportive housing program, coordination of on-site activities, and other relevant matters.

The housing and supportive services available at Citronica Two project will meet the critical needs of very low-income Older Adults with serious mental illness. The rents at the project will be affordable based on San Diego County MHSAs guidelines. The tenant portion of the rent will be set at 30% of the current SSI/SSP grant amount for a single individual living independently, or 30% of total household income, whichever is higher (up to 30% of 50% of area median income). The goal for the Citronica Two MHSAs Housing Program is to provide safe and affordable housing that is linked to comprehensive services that supports each tenant's self-sufficiency and overall quality of life.

3. Characteristics of tenants to be served

As mentioned previously, 70 units in Citronica Two project will be available to families and individuals on an income-qualification basis between 30% and 60% Area Median Income of San Diego County and the MHSAs Housing Program at Citronica Two Senior Apartments will provide ten (10) units of permanent supportive housing for eligible Older Adults with serious mental illness, as defined by MHSAs program definitions. One unit will be reserved for an onsite Manager.

The project will target Older Adults who may be high-utilizers of emergency and inpatient mental healthcare, be homeless or at-risk of homeless, are isolated, and have reduced personal and/or community functioning due to cognitive or physical decline. Older Adults in the program will be extremely low income with an annual income not to exceed 30% of the Area Median Income (AMI). The MHSAs units will be rented on a first come first serve basis.

4. Type of housing to be provided (new construction or acquisition/rehab)

New Construction

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.)

The Citronica Two project is situated in the Main Street Promenade Planning District, intended for a transit - oriented development with a mixture of land uses and improved pedestrian linkages. The project takes advantage of its incredible proximity to essential amenities such as

light rail and bus transit stops, major shopping including grocery stores like Henry's and Food 4 Less, clothing, hardware, full service medical service – Centro Family Health Center, Rite Aid pharmacy. It also includes Dan Kunkel Park and Lemon Grove Public Library.

Designed around the tenets of transit-oriented development and anticipating a LEED Gold certification, the project will incorporate pedestrian connections to the light rail and shopping areas, a drop-off point for the light rail station, and a community room. Additionally, the developers have partnered with the City of Lemon Grove to abandon a rarely used city street and develop a pedestrian - oriented linear park that will run between the project and the light rail line (the "Main Street Promenade"). All the amenities will provide residents convenient access to their community and regular destinations as well as potential employment opportunities.

The south facing courtyard allows residents to tend their own elevated vegetable and herb gardens while enjoying the San Diego sun. To promote social activity, there are a series of exterior living rooms throughout the building with lounge chairs, game tables and planting space for small herb gardening. These active outdoor spaces provide sunny and shady places for gathering and relaxation while keeping up individual moral. Additional resident services will be provided in the community room located on the ground floor.

The management area will include an onsite manager's office of 550 sq.ft. as well as the community room which will be 2,000 sq.ft. There will also be an office made available to the Full Service Partnership ("FSP") provider to administer effective onsite support services to the MHSA program eligible tenants living at Citronica Two project. It will be 500 sq. ft. In addition, there is a multi-purpose room.

There is one level of subterranean parking in concrete and 4 floors of residential above it in wood, 5 stories total. There are 55 covered parking spaces.

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

Primary Service Provider:

For purposes of this application, San Diego County Mental Health Services Administration (SDMHS) shall be the designated primary service provider. SDMHS will contract with a mental health services provider(s) to provide voluntary wrap-around supportive services to the MHSA-eligible Older Adults. No later than 120 days prior to occupancy, a revision to this plan will be submitted identifying the primary service provider(s), including the provider(s) experience and qualifications, when that provider(s) is identified.

Property Management: ConAm

The property management company for Citronica Two will be ConAm Management Corporation which has owned and/or managed more than 15,000 multifamily units at properties with Affordable Housing programs since 1985. More than 8,600 units located in California, Texas, Nevada, Arizona, Kansas and Missouri are under current management. Additionally, ConAm has experience with multifamily affordable housing program properties in New Mexico, Colorado and Washington. The affordable housing programs include: Low Income Housing Tax Credit (Section 42); HUD Project-Based Section 8; HUD 221 d(4); HUD 236; USDA Rural Development; Tax Exempt Bond; and HOME.

Development Partners: Citronica Two, L.P.

The borrower of MHSA funds, Citronica Two, L.P., is organized as a single asset entity to own and operate the project. Co-general partners include Cascade Housing Association, a non-profit organization, and Hitzke Development Corporation, a private for-profit development corporation. Cascade Housing Association is the non-profit applicant to CalHFA for the MHSA program funds and will act as the Managing General Partner of Citronica Two, L.P. Hitzke Development Corporation will act as the Administrative General Partner of Citronica Two, L.P., and be responsible for developing the project, as well as overseeing ongoing operations.

7. Summary of the anticipated sources of development financing. (Name sources only, do not include dollar amounts.)

- Bank Loan;
- Lemon Grove Community Development Agency;
- 9% tax credits;
- CalHFA Mental Health Services Act (MHSA);
- Deferred Developer Fee



County of San Diego
HEALTH AND HUMAN SERVICES AGENCY

NICK MACCHIONE, MS, MPH, FACHE
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SUSAN BOWER, MSW, MPH
ALCOHOL AND DRUG SERVICES DIRECTOR

MARSHALL LEWIS, MD, DFAPA
CLINICAL DIRECTOR

May 4, 2012

NOTICE OF INITIATION OF 30-DAY PUBLIC REVIEW PERIOD

RE: Parkview Permanent Supportive Housing Development for MHSA Housing Program Funding

A 30-day public review and comment period is required for the County of San Diego, Behavioral Health Services to submit applications for the State-administered Mental Health Services Act (MHSA) Housing Program. This public review pertains to the specific proposed housing development to provide permanent supportive housing for MHSA-eligible individuals.

Comments on the proposed development attached must be received by the County by the end of the 30th day from the date of this notice to be considered for inclusion in the County's final analysis and certification of the application to the State.

The attached Sections D.1 through D.9 (and related attachments) of the MHSA Housing Program Application provide details of the supportive housing development and services information for review and comment.

Any comments or questions may be directed to Dr. Piedad Garcia, Assistant Deputy Director, at Piedad.garcia@sdcounty.ca.gov.

Sincerely,

ALFREDO AGUIRRE, LCSW
Deputy Director

PIEDAD GARCIA, Ed.D., LCSW
Assistant Deputy Director

Attachments

RENTAL HOUSING DEVELOPMENT SUMMARY FORM

County Mental Health Department: County of San Diego Health & Human Services Agency, Mental Health Services Administration

Name of Development: The Parkview

Site Address: Chinaberry Lane (Intersection of Chinaberry Lane and Autumn Drive, South of Autumn on the East and West side of Chinaberry Lane)
APN 220-130-23; 35, 36, 67, 43, 62, 18, 28, 65

City: San Marcos State: CA Zip: 92069

Development Sponsor: Parkview San Marcos, L.P.

Development Developer: Hitzke Development Corp./C & C Development/Townspeople

Primary Service Provider: Mental Health Systems, Inc.

New Construction Acquisition/Rehabilitation of an existing structure

Type of Building: Apartment Building Single Family Home
 Condominium Other

| Total Development | | MHSA Funds | |
|----------------------------|--------------|----------------------------------|-------------|
| Total Number of Units: | 84 | Total Number of MHSA Units: | 14 |
| Total Cost of Development: | \$32,311,305 | Amount of MHSA Funds Requested: | \$3,275,608 |
| | | Capital: | \$1,637,804 |
| | | Capitalized Operating Subsidies: | \$1,637,804 |

Other Rental Subsidy Sources (if applicable): Developer will apply for Project-Based vouchers when NOFA is released.

Target Population (please check all that apply):

Adults Transition-Age Youth Older Adults
 Justice system clients

County Contact

Name and Title: Dr. Piedad Garcia, Assistant Deputy Director

Agency or Department Address: 3255 Camino del Rio South, San Diego, CA, 92108

Agency or Department Phone: 619-563-2757

Agency or Department Email: Piedad.Garcia@sdcounty.ca.gov

Item D.2 Development Description

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

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

Response:**1. Name and location of the proposed development**

The name of the project is Parkview. The site currently consists of 9 separately acquired parcels that are located on Chinaberry Lane (Intersection of Chinaberry Lane and Autumn Drive. South of Autumn on the East and West side of Chinaberry Lane) in the City of San Marcos.

APN 220-130-23; 35, 36, 67, 43, 62, 18, 28, 65

2. Service goals of the development

The goal of the Parkview is to provide safe, livable, affordable housing that is linked to client-centered, voluntary, wraparound services to promote residential stability, support each tenant's self-sufficiency and overall quality of life. The primary services provider for the fourteen (14) MHSA units is the County-contracted Full Service Partnership Provider, Mental Health Systems, Inc. (MHS). Approximately seven (7) of the fourteen (14) MHSA units will be designated to adults with serious mental illness who are homeless or at-risk of homelessness and the other seven (7) out of 14 MHSA units will be set aside for adults who are seriously mentally ill and transitioning from the justice system.

The property owner (Parkview San Marcos, L.P.) will hire Advanced Property Services, LLC (a property management firm) that will employ two onsite Resident Managers with the relevant experience and qualifications of previously working with one or both populations (adults and justice system clients), and maintenance personnel. The Resident Manager will meet regularly with the FSP – MHS, Inc. to discuss relevant tenant/client issues, overall performance of the supportive housing program, and coordination of onsite activities. In addition to the supportive services offered by the mental health service provider, the owner (Parkview San Marcos, L.P.) will engage LifeSTEPS, a statewide non-profit organization, to implement services and programs that may include but are not limited to computer classes, financial literacy, vocational skills, health and safety, crisis intervention, and support services. Specific services and programs will be determined once the housing units have been leased and staff may assess the specific needs and interests of the residents.

The housing and supportive services available at Parkview Apartments will meet the critical needs of homeless and very low-income adult and justice system individuals with serious mental illness. The rents at the project will be affordable based on San Diego County MHSA guidelines. The tenant portion of the rent will be set at 30% of the current SSI/SSP grant amount for a single individual living independently, or 30% of total household income, whichever is higher (up to 30% of 50% of area median income).

3. Characteristics of tenants to be served

As mentioned previously, 70 units in Parkview project will be available to families and individuals on an income-qualification basis between 30% and 60% Area Median Income of San Diego County and the MHSA Housing Program at Parkview Apartments will provide fourteen (14) units of permanent supportive housing. Approximately seven of which will be designated for eligible adults with serious mental illness, as defined by MHSA program definitions, and the other seven will be set aside for the individuals with serious mental illness transitioning from the justice system. Two units will be reserved for two onsite Managers.

The housing development may serve individuals who have been previously homeless and/or had recent involvement in the criminal justice system, a co-occurring substance abuse disorder, and may be high-utilizers of emergency and inpatient

mental healthcare. Criminal justice involvement is typically defined by an incarceration within the past year, and more often than not, is a result of crimes related to serious mental illness and homelessness, such as trespassing, disturbance of the peace, and drug charges. The MHSAs population will require more intensive services especially in the areas of mental health, substance abuse, health care, legal advocacy and proactive outreach and engagement. Intensive mental health services will be provided by Mental Health Systems, Inc. and will include case management, medication support, psychiatric services, crisis intervention, individual therapy, rehabilitation and therapeutic groups, and substance abuse treatment.

MHSAs-designated units in the program will be for extremely low-income individuals with an annual income not to exceed 30% of the Area Median Income (AMI). The MHSAs units will be rented on a first come first serve basis.

4. Type of housing to be provided (new construction or acquisition/rehab.)

New construction

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.)

The Parkview Apartments involves the new construction of 84 family units on approximately 4.02 acres. The project will contain 7,023 s.f. of street front retail and 1,473 s.f. of office and community room space. The site currently consists of 9 separately acquired parcels.

The residential and common area uses will be situated in:

- 6 three-story, residential buildings;
- 1 two-story building comprised of a leasing office, community room with residential units on the second floor, and;
- 2 two-story buildings with street front retail on the first floor and residential units on the second floor.

The unit mix will consist of one, two, and three - bedroom units. 14 one-bedroom units will be designated for MHSAs-eligible tenants (adults and individuals transitioning out of the justice system) with serious mental illness, as defined by MHSAs program definitions. The remaining 70 units will be designed for the needs of large families and individuals on an income-qualified basis. There will be one one-bedroom and one three-bedroom units, designated for an on-site manager. Foundation For Form (619) 906-4006 is the project architect. The project sponsors are Hitzke Development, C&C Development, and Townspeople. The project will target general households earning 30, 40, 50 and 60 percent of San Diego County AMI. The residential buildings are designed as garden style walkup with a combination of surface and tuck under parking. The commercial buildings will front on Autumn Drive to maximize visibility and foot traffic for the commercial spaces. Architecturally, the buildings are a modern design that will compliment and enrich the neighborhood. The property's physical layout and design will balance the needs of the non-MHSAs and MHSAs tenants' different modalities, both within individual units and project's common areas. The MHSAs units will be scattered through floors 1-3 as opposed to being isolated in one section of the development.

The one-bedroom units will be approximately 545 s.f., two-bedroom units will be approximately 830 s.f. and the three-bedroom units will be approximately 1,050 s.f. The project provides 169 parking spaces, 26 spaces for the retail component and 143 spaces for the residential use. The residential units are parked at a ratio of 1.7 spaces per unit. Of the 143 residential spaces, 36 are covered and 107 are open. Each unit will have air conditioning and most apartments will have private decks.

The development will feature open space amenities and laundry facilities. A 1,058 s.f. community room will be constructed. The management area will include an onsite manager's office of 415 sq.ft. as well as an additional office of 125 sq.ft. made available to the Full Service Partnership ("FSP") provider to administer effective onsite support services to the MHSAs program eligible tenants living at the Parkview Apartments. In addition to supportive services offered to the MHSAs-eligible tenants, the owner (Parkview San Marcos, L.P.) will engage LifeSTEPS, a statewide non-profit organization to implement services and programs available to all the residents of the Parkview Apartments that may include but are not limited to computer classes, financial literacy, job seeking skills, resume building, crisis intervention, and support services. Specific services and programs will be determined once the housing units have been leased and staff may assess the specific needs and interest of the residents. The project will also feature multiple tot lots, open plazas, and approximately 70,000 s.f. of open/community space.

The new development is designed to achieve, at minimum, a LEED Gold Certification and will utilize sustainable building methods such as "low-E" windows, grass bio swales, filtera units, and solar panels to service common area electricity, water saving plumbing fixtures, formaldehyde-free insulation, install CRI Green label plus carpet, and will vent all kitchen range hoods and bathroom fans to the exterior of the building. The Project will also exceed Title 24 standards by at least 17.5%. The property will be landscaped throughout with trees, shrubs, and grass to provide aesthetic value, shade, and to avoid in the retention of water prior to run off.

The development will provide a safe and secure environment for all the residents. The project also shares a property line

with direct access to San Marcos Elementary and the to-be-constructed Connors Park and Sport Field. The property is located within close walking distance to bus stops, light rail stations, grocery stores, pharmacies, school and general retail, San Marcos Civic Center and library. The proposed project results in the demolition of four apartment buildings, five single family residences, fencing and asphalt and landscaping.

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

Primary Service Provider: Mental Health Systems (MHS)

The primary service provider for the fourteen (14) MHSa units will be Mental Health Systems, Inc. (MHS), a contractor of the County of San Diego Mental Health Services. Approximately seven (7) of the fourteen (14) MHSa units will be designated for adults with serious mental illness who are homeless or at-risk of homelessness and the other seven (7) out of 14 MHSa units will be set aside for the individuals coming out of the justice system who are also seriously mentally ill. Supportive services will be provided on a voluntary basis and residents will be assertively and respectfully encouraged to participate in the supports and services available to them. MHS will be responsible for providing Assertive Community Treatment (ACT), an evidence-based form of intensive case management, for clients enrolled in the FSP program. For each MHSa eligible client, MHS will assign the Center Star ACT Team or North Star ACT Team to be available 24-7. That ACT Team will be responsible for structuring a service plan for each client and monitoring the client's progress. MHS, Inc. will provide wraparound services to underserved, and mentally ill homeless individuals. The goal is to provide "whatever it takes" to prevent further hospitalizations. Clients receive medications and medication management, case management, rehabilitation, therapy, group classes, support with activities of daily living, and some receive program-subsidized housing.

Property Manager: Advanced Property Services, LLC (APS)

The owner – Parkview San Marcos, L.P. – will hire Advanced Property Services, LLC (APS), a property management firm, to properly manage the development. Advanced Property Services (APS) is a wholly owned subsidiary of C&C Development that has been in the property management business, since 1991. The firm is a full service property management company and handles the property management, tenant screening, qualification and annual income verification of all tenants. APS manages properties to the highest standards possible while creating enjoyable and productive living environments. We are committed to the enhancement of our communities through aesthetics and economic vitality, as well as by our leadership and active participation in community affairs. Advanced Property Services specializes in the day-to-day management of multi-family residential apartments with an expertise in affordable housing.

Development Partners: Parkview San Marcos, L.P.

The borrower of MHSa funds, Parkview San Marcos, L.P., is organized as a single asset entity to own and operate the project. Co-general partners include Townspeople, a non-profit organization, Hitzke Development Corporation, a private for-profit development corporation, and C & C Parkview, LLC, a limited liability corporation. Townspeople is the not-for-profit applicant to CalHFA for the MHSa program funds and will act as the Managing General Partner of Parkview San Marcos, L.P. Hitzke Development Corporation and C & C Parkview, LLC will both act as the Administrative General Partners of Parkview San Marcos, L.P., and be responsible for developing the project, as well as overseeing ongoing operations.

7. Summary of the anticipated sources of development financing. (Name sources only, do not include dollar amounts.)

- Bank Loan;
- City of San Marcos;
- 9% tax credits;
- CalHFA Mental Health Services Act (MHSa);
- Deferred Developer Fee

APPENDIX C:

RESULTS OF CLIENT FOCUS GROUPS ON MHSA DEVELOPMENTS

TAVARUA SENIOR APARTMENTS

MHSA HOUSING DEVELOPMENT

HERITAGE CLINIC FOCUS GROUP SUMMARY

On October 28, 2011, the Corporation for Supportive Housing (CSH), San Diego County Mental Health Services (SDMHS), Meta Housing, Western Community Housing, Inc., Western Seniors Housing, and Heritage Clinic met with four (4) Heritage Clinic clients at Heritage Clinic's Escondido office. The purpose of the focus group was to gather feedback on the Tavarua Senior Apartments development. The discussion revolved around the following topics:

- What they liked about the proposed development;
- What they disliked about the proposed development;
- What they would change about the housing development;
- What amenities and/or services they would like offered on-site; and
- Would they be interested in living at the development.

The developer, Meta Housing, described the development including the various amenities which include the following: computer lab; community space with a kitchen; exercise room (treadmills, bikes, weights, and mats); courtyard; enclosed parking; elevator; gated community; laundry on every floor; bus stop one block away; dishwasher, stove, refrigerator, and oven in every unit; park across the street; and the Carlsbad Senior Center nearby.

Below is a summary of the initial comments received from the Heritage Clinic clients:

- One gentleman said, "I like it. I need it. I've got to have it."
- One client stated "It has everything that you need."
- Another client said "It's beautiful."
- One woman asked about whether or not there was a swimming pool, jacuzzi or whirlpool bath. She noted that older individuals get sore and that a whirlpool or jacuzzi can be soothing. The developer noted that there is no swimming pool, jacuzzi, or whirlpool bath.

Diane from Western Community Housing spoke about the services that they plan on offering at Tavarua Senior Apartments. Such services include, but are not limited to, exercise classes, creative writing, computer classes, and financial classes. She asked what the clients would like to see in terms of on-site services. There will not be an on-site services coordinator but organizations (such as Engaged Aging) will come in to conduct

the various classes. There will be a monthly calendar of the activities available to all tenants.

- One client would like help with budgeting. If she had a more affordable place to live, she could use the money that she is saving on housing to invest (e.g. savings bonds).

Anthony and Jennifer with Western Seniors Housing spoke about the lease-up and ongoing operations of the building. There will be a groundbreaking in early 2012 at which time construction will begin. Their goal is to begin lease-up during the first quarter of 2013 (about four months prior to occupancy). There will be a holding deposit that tenants will need to pay. They verified that the prospective tenants will not be able to see a unit prior to moving in. Because it is a Low Income Housing Tax Credit development all income and assets of prospective tenants will need to be verified.

- One of the clients had a question about renter's insurance. Western Seniors Housing highly encourages tenants to obtain renter's insurance. They stated that it is a low monthly cost (approximately \$10 a month). They also stated that there's a possibility that you can insure in a bundle through a company such as SafeRent.
- There was a question about whether some of the units were ADA compliant. Western Seniors Housing stated that all the units are adaptable units but that they would verify whether any of them are ADA units.
- Many individuals felt that it would be nice if there was a storyboard which displayed pictures of what the units will look like (e.g. pictures of the flooring, granite countertops, etc.) so prospective tenants can have an idea of what the units will look like prior to moving in.

The development team spoke about the layout of the community space. They asked about whether tables and chairs were better than sofas. They have heard that sometimes sofas are difficult for people to get in and out of them and that comfortable chairs with arm rests may be better. They verified that there will be a television in the community room.

- One woman suggested that a fireplace may be a nice addition to the community room especially during the winter time.
- A Heritage staff person suggested an easy chair or rocking chair to sit in.
- There was talk of a "Victory Garden" and several of the clients stated that they would be interested in a "Victory Garden."
- There was a question about pets. The development team stated that one pet is allowed per unit but that they must weigh 20 pounds or less.

**Hitzke Development Citronica One
MHSa Housing Development
Providence Community Services Catalyst Program
Focus Group Summary**

On January 11, 2012, San Diego County Mental Health Services (SDMHS), the Corporation for Supportive Housing (CSH), and Hitzke Development and their development team including ConAm property management, LifeSteps, and Foundation for Form, held a focus group for clients of Providence Community Services' Catalyst program. Ten (10) Transition Age Youth (TAY) ages 18 – 25 attended the focus group to learn more about the development, ask questions, and provide input to the developer.

The developer, Ginger Hitzke, provided an overview of the development including a timeline for development, which is as follows:

- January 23, 2012: Formal Construction Begins
- December 2012 – January 2013: Lease-up
- March 2013: Construction Completion
- April 2013: Occupancy

Below is a summary of the discussion that followed:

- There was a question about utilities. Ginger Hitzke explained that the developer will pay for water and trash but that the electricity will be the responsibility of the tenant. Hitzke Development stated that San Diego Gas and Electric has a CARE program that will help cover some of the tenant's electricity costs.
- There was a question about whether or not pets were allowed. Victoria from ConAm property management clarified that no pets are allowed in the building.
- There was a question about the term of the lease and it was clarified that the initial term is one year.
- Some of the clients expressed interest in seeing the building/unit prior to moving in. Ginger Hitzke stated that she'll see if a tour could be coordinated but that she cannot guarantee that potential tenants will be able to tour the development and see a unit prior to moving in. It is often the case with new developments that potential tenants may not be able to see the building/units prior to move-in as the development is being constructed up until the time of lease-up/move-in.
- LifeSteps explained who they are and the services that they provide. They stated that they do an initial assessment within the first 2 – 3 months to gauge what kinds of classes the tenants are interested in.
- There was strong interest in having some type of gym on-site with at a minimum some weights, medicine ball, etc. At this time, it was not envisioned that there would be a gym; however the developer will look into whether or not there's a possibility that a small exercise room could be located in one of the community spaces.
- The youth had a number of suggestions about what they would like to see at a housing development and they include the following:
 - Culinary classes
 - Financial literacy classes
 - College preparatory classes
 - Maintenance (how to take care of your apartment)
 - Game night

- Potlucks
- Community Board
- Suggestion Box
- Pool and spa
- Gym
- Library
- Wi-Fi
- Fire Pit
- BBQ Pit
- Garden
- Volunteer Coordinator to help the Resident Manager
- One youth expressed a strong desire to be able to play his music at various times throughout the day/evening. He would like to live in a housing development that would allow him to play his music until at least 10 pm.
- There was a question about whether or not smoking was allowed on the property. The developer clarified that Citronica One is a smoke-free property and that there is no smoking in the units or in the common areas.
- Some of the clients expressed a desire to live in other areas, including the beach areas. They would like to see affordable/supportive housing built in the beach areas.
- There was a question about whether or not childcare/daycare was provided on-site. The developer clarified that there is no childcare/daycare; however there will be a playground for the children to play at. Additionally, the development is located next to a large park that is in the process of being built.

The architect showed plans to the youth, answered questions that they had and asked for their input. Below is a summary of the discussion:

- One young woman didn't like that the closet was right outside of the bathroom. She felt that having a closet that close to the bathroom didn't allow for proper ventilation and that the steam from the shower could lead to mold in the closet. The architect stated that the unit will have a fully automated ventilation system which should take care of the steam.
- The architect explained that the TAY units will be a mix of studios and one-bedrooms and that the studios are on the 1st and 2nd floors and the one-bedrooms are spread throughout the development.
- Some of the units have balconies but not all units have outside space.
- The architect explained that the units will have big windows so it will be important for the TAY and for the program to think about shading in the unit.
- There was a question about paint color. The architect stated that all of the walls will be painted white. One of the youth asked about whether or not the tenants would be able to paint their own units. ConAm stated that the tenants will not have the ability to paint their units. One young woman stated that she liked color in the rooms and thought that a color like green would help to brighten things up.
- There was a question about whether the development was gated. The architect stated that it was an open development and that it was not gated.

In addition to the verbal comments, some of the TAY wrote their responses to the questions. Below is a summary of those responses:

Likes

- Eco-friendly
- The developer is willing to compromise
- In a good location
- Affordable Housing
- Close to transportation. Close to trolley.
- Option of TAY single and shared apartments
- Modern
- Doesn't look like low-income housing.
- Rent is based on SSI incomes.

Dislikes

- Would like the development to be located in a more centralized or coastal location.
- No pets policy
- Lemon Grove location
- Would prefer a coastal location

Recommendations

- Computer Room
- Gym
- Social Building
- Being furnished for a higher security deposit
- Garden
- Garden, Rec Center, Art Center, Community Meeting Room, Pool & Jacuzzi, Sauna, Park for Children, self improvement classes
- Community building groups and projects
- Stores and places closer to Citronica One

**Hitzke Development Citronica Two
MHSa Housing Development
MHSa Older Adults
Focus Group Summary**

On February 29, 2012, San Diego County Mental Health Services (SDMHS), the Corporation for Supportive Housing (CSH), and Hitzke Development and their development team including ConAm property management and Foundation for Form, held a focus group with MHSa Older Adults. Five (5) MHSa Older Adults (55+) attended the focus group to learn more about the development, ask questions, and provide input to the developer.

The developer, Ginger Hitzke, provided an overview of the development including a timeline for development, which is as follows:

- January 2013: Construction Begins
- December 2013 – January 2014: Lease-up
- February 2014: Construction Completion
- Feb/March 2014: Occupancy

Below is a summary of the discussion that followed:

General

- One woman had a question about Section 8 and whether or not they accept it. The developer, Ginger Hitzke, stated that they do accept Section 8.

Pets

- There was a brief discussion about pets. ConAm property management explained that they do not accept pets but they do accept companion animals with proper documentation. They do not ask for higher deposits for companion animals; however they do have rules that come along with having a companion animal. One woman has a companion animal (cat) in her apartment and she has a letter from her psychiatrist that was provided to the property manager. Another woman commented that she felt that pets are important especially for seniors who may have fewer companions.

Smoking

- There was also a brief discussion about smoking. A few clients felt that it was important to have a designated area for smoking. They felt that a designated smoking area outside would be preferable (less liability than allowing smoking inside). One woman suggested that it be covered, contain trash receptacles, and have all four sides open to allow for ventilation.

Community Space/Amenities/Activities

- One gentleman stated that having access to the internet was important.
- One woman thought that having an intercom system or emergency alert system was important to have for seniors. Or, having someone to check in on a regular basis or if they don't see someone for a few days.
- A woman suggested having toilets that were high enough so that it was easy to get up from the toilet.
- One woman had a scooter and felt that it was important to have flooring that allowed for the motorized scooter to move about. She also stated that having a storage area for scooters may be useful. There is a storage space at her current apartment and she feels that there's less wear

and tear on the flooring because tenants can leave their scooters downstairs instead of taking them up through the hallways and apartments.

- In regards to flooring, one woman stated that she used to live in an apartment that did not have carpet and she felt that it made the apartment cooler. Having a rug or carpet helped to warm the temperature up in the apartment.
- One individual had a question about the bathtub and whether or not it would be possible to have a bathtub that you can step into. She also liked having a big tub that she could soak in.
- There was a question about the security around the building. The developer stated that they plan on having cameras but that the building will not be gated. The architect stated that there will be cameras in the park and that the units are built with large windows to allow for a lot of “eyes on the street.” Some of the clients expressed the need to live in a safe environment. They expressed that seniors may be more vulnerable and that people may even prey on them because of their vulnerability.
- There was a discussion about whether or not having a gym on-site was important. Many of the individuals stated that would be nice if it was financially possible. If so, they would like to see the following: treadmill; bikes; activity director; universal weight machine; and low impact movement class.
- Some individuals would like to have an activity director who can organize such things as bingo and pot lucks. They said that seniors can tend to isolate themselves and that it’s important to have activities that may draw them out of their apartments.

Neighborhood Amenities

- The developer asked about neighborhood amenities and what type of neighborhood amenities people would want nearby. Most attendees stated that they want to live within walking distance of the following: bus stop; grocery store; clothing stores; 99 cent stores.

The architect showed plans to the older adults, answered questions that they had and asked for their input. Below is a summary of the discussion:

- The architect explained that the design incorporates a lot of outdoor space. Foundation for Form designed the outdoor space to allow for opportunities to socialize. The corridors are designed to be open and inviting.
- There was a question about elevators and the architect stated that there will be one elevator for the building.
- One gentleman had some questions about the closet space. He wanted the ability to have two bars for hanging clothes. Victoria from ConAm property management clarified that a tenant can request permission to hang a second bar in their closet and a request such as this would typically be granted.
- One woman asked if a microwave was provided. The architect stated that a stove, refrigerator, and dishwasher are typically provided but not a microwave.
- There was a question about laundry and the architect stated that there will be two central laundry rooms available to the tenants.

In addition to the verbal comments, one person wrote their responses to the question set. Below is a summary of those responses:

- Likes – well designed
- Dislikes – too small
- Recommendations – close to stores (clothing, 99 cent); exercise room.

APPENDIX D:

FSP HOUSING FOCUS GROUP SUMMARIES

MHSA Developed Focus Group
15th & Commercial
5 people in attendance
April 23, 2012

Question #1: Housing Satisfaction

- The tenants residing at 15th & Commercial were either satisfied or very satisfied with their housing. Some of the things they were satisfied with include:
 - Neighbors are nice
 - Beautiful views of the bay
 - New construction with marble countertops, ceiling fans, balconies, textured bathroom floors to reduce slipping hazard, and good ventilation.
 - Community amenities such as laundry and television rooms.
 - One person commented that the housing is much better than where he came from. His previous housing was bug infested.
- Some of the tenants noted some areas where they felt their housing could be improved. They include the following:
 - Need for emergency preparedness. Fire alarm went off and tenants with mobility issues had difficulty exiting.
 - One tenant said that he would like a psychologist onsite.
 - One tenant said that he recently had a bug inspection. Property management gave notice that there would be a dog inspecting for bed bugs, however the notice was not dated and it did not provide a date of when the inspection was going to occur. He recommended that future notices be dated; include a date of when the inspection is going to occur, and a name and phone number of someone you can call if you have questions.

Question #2: Resident Services/Activities

- The tenants were asked about the onsite resident services that were offered at the developments and their level of satisfaction with those services. Below is a summary of their comments:
 - One person commented that he liked the yoga classes, movie night, and onsite social worker. He said that he was informed that there would be computer classes offered but he doesn't know when those will occur.
 - One tenant said that the activities schedule has abbreviations for things such as building locations but he doesn't know what the abbreviations stand for. It would be nice to have a legend so that he knows where the activities are occurring.

Question #3: Process for Getting Into Housing

- The tenants were asked about the process for getting into their housing. Below is a summary of their comments:
 - Several tenants said that the application process was smooth.
 - A few tenants said that they would have preferred to view their unit prior to putting a deposit down.

- One tenant said that the application was fast at first but that it took a little while to get approved.
- Several tenants commented on the assistance that they received from their FSP program during the application and move-in process.
- One person commented that some of the questions on the application seemed irrelevant.
- One gentleman said that he was one of the first people to apply and that it took about five months for him to get approved. He was sitting on edge the entire time. When asked about the delays he stated that his application was sent back to the Housing Authority a few times.

Question #4: Satisfaction with Services

- The majority of tenants were very satisfied with the services they were receiving from their FSP. There was applause from the group when one tenant stated that the services and housing have exceeded his expectations.
- One gentleman would like internet access, computer classes, and a food pantry on-site.
- One gentleman stated that the on-site Social Worker will take you to the food bank on a weekly basis.

Question #5: Other

- One tenant said that there is a lot of drug activity outside of the development and that it's not safe to go outside at night.
- One tenant would like his television hooked up.
- One tenant stated that it's a beautiful building with no bugs.
- One tenant said that someone is dealing drugs out of his apartment and keeps knocking on the door of someone else asking if he wants to buy drugs.
- One gentleman would like HBO and Cinemax in the television room.

**MHSA Developed Focus Group
Cedar Gateway Apartments
7 people in attendance
April 23, 2012**

Question #1: Housing Satisfaction

- All of the Cedar Gateway residents were satisfied or very satisfied with living at Cedar Gateway Apartments. Some of the things they were satisfied with were as follows:
 - New construction
 - Beautiful
 - Safe environment
 - Walking distance to Balboa Park
 - Walking distance to shops, etc.
 - Units are bright and sunny
 - Affordable
 - Community amenities such as laundry, clubhouse, and computer center.
- A few of the tenants commented on their previous living situations which may have been in unsafe areas or bug infested. Some of the tenants commented that they had been previous homeless living on the streets.
- One tenant stated, “I didn’t think that kind of housing would be available to someone on SSI.”
- Some of the tenants noted some areas where they felt their housing could be improved. They include the following:
 - Kitchen and bathroom floors are slippery
 - Need for grab bars in the bathroom for individuals with disabilities and the elderly.
 - Some would have liked showers instead of bathtubs as showers are easier to get into vs. tubs for the disabled and/or elderly.
 - One tenant had recently submitted an accommodation request for her bathroom. She is disabled and has difficulty getting her legs over the bathtub. She noted that there are five accessible units at Cedar Gateway but none of them have showers (only bathtubs).
 - One tenant noted that she has a lot of free time and is looking for things to do with her time.
 - Several tenants commented on the need for accommodations for the elderly and disabled.
 - Several tenants commented on the need for emergency preparedness for the tenants. There was an instance where the fire alarm went off but many of the tenants were unsure what to do in the instance of a fire alarm, elevator problems, or another emergency. Some of the tenants were particularly concerned for the elderly and disabled.
 - One person commented that the common areas (hallways) are dirty and do not appear to be cleaned on a regular basis.
 - One person was told that there is wifi in the building but he doesn’t have it yet.

Question #2: Resident Services/Activities

The tenants were asked about the onsite resident services that were offered at the developments and their level of satisfaction with those services. Below is a summary of their comments:

- One tenant commented that he is satisfied with the onsite services which include an afterschool program, Meet and Greet, resume/job seeking, and monthly birthday celebrations.
- A few tenants commented that they would like to see activities offered more than once a week.
- One person would like to see a potluck planned.
- The group discussed that there is a nearby Senior Center walking distance to Cedar Gateway Apartments. Some of the older adult tenants are accessing the services but some were unaware that there was a Senior Center nearby.

Question #3: Process for Getting Into Housing

The tenants were asked about the process for getting into their housing. Below is a summary of their comments:

- The majority of Cedar Gateway tenants commented on how smoothly the application process went for them. Several individuals commented on how the IMPACT program and FPI Management, Inc. (Gabriel Gallegos) helped them throughout the entire process.
- Several individuals also commented on how smooth the move-in process was.
- Some tenants said that Gabriel helped them with filling out the application.
- A few tenants stated that the construction delays were stressful for them. They had difficulty with the uncertainty of not knowing when they'd be able to move in.
- One tenant recommended that in the future there be contact information for someone they can call to get more information regarding the move in date.
- One woman commented on how stressful the move was for her because of going through the application process and credit check. She was stressed because she was leaving IMPACT as the landlord and going out into the world. However, the IMPACT program held her hand the entire time. She stated that there was nothing more that anyone could have done for her.

Question #4: Satisfaction with Services

- The majority of tenants were very satisfied with the services they were receiving from their FSP. There was applause from the group when one tenant stated that the services and housing have exceeded his expectations.
- Several of the comments had to do with on-site services. A summary of the comments are below:
 - Would like an on-site case manager when IMPACT may not be readily available.
 - Would like more resources on-site. Some suggestions were art, painting, and yoga.
 - Would like a small food bank on the property
 - Outings to places like the San Diego Zoo
 - Gym
 - Change machines and folding table in the laundry rooms.
 - Community bulletin board

Question #5: Other

- One tenant stated that he would like all the mentally ill tenants to be located in the same part of the building so that their behavior does not interrupt the other tenants.
- One gentleman said that there was a protest near Cedar Gateway Apartments and that bothered him.

Mental Health Systems, Inc.
North Star Program
April 24, 2012
Housing Focus Group
10 people in attendance

Question #1: Housing Satisfaction

- Several clients were living in Sober Living homes and many of them were dissatisfied with their housing.
- The clients that were living on their own or with one roommate were satisfied with their housing.
- One client is living in a Board and Care and is not happy with her living situation. She has been there for over a year and does not feel that it's the right living situation for her. She feels that she is very independent and does not require the level of care that comes along with a Board and Care. She stated that she's expressed this to the program but they have not worked with her on an exit plan.
- One woman is living in a residential rehabilitation and is happy with her housing. She's living with three women but believes that her housing situation could be improved if there were two women instead of three living there.
- One gentleman who's living on his own stated that he's happy where he's at. The only thing that he's not happy with is his couch and doesn't have the money to buy a new one. He likes that he can come and go as he pleases.
- One gentleman said that he's been in his apartment since February. He's very happy. It's the first time he's had his own place in awhile.
- One gentleman said that he's in a sober living home and he's not happy. It's very crowded with 11 people living there. They are trying to put three people to a room. He reported that the roommates eat his food. He feels stuck. He's been talking to N. Star about it but feels that he's being blown off.
- A gentleman who's living in a Sober Living home said that his housing situation is okay. He likes that he can come and go as he pleases, however he's having problems with people taking his food. He would like to have his own place or live with a roommate.
- A gentleman stated that he's very unhappy with his sober living situation. He's in the process of moving into his own place.
- A client stated that he was in a sober living situation but now he has his own place.
- A client is currently in sober living, feels that it's a good situation and that things are working for them.
- A gentleman who's living at the Vista House Sober Living stated that he is not happy there. There are twelve people living together at the Vista House.
- One client was living at the Escondido Housing Sober Living and was not happy with his housing.

- One gentleman who was living with a roommate expressed his desire for free cable.

Question #2: Housing Choice

- Several people indicated that they were not provided with options in terms of housing.
- One woman currently lives in a Board & Care. She wasn't offered choice in her housing in terms of location or roommate.
- One gentleman who is living in a Sober Living home said that he was not able to choose his roommate.
- One person was offered choice and he and his friend chose to be roommates.
- The woman was living in residential rehabilitation stated that she didn't have a choice in roommates.
- One gentleman stated that he had been with the ACT program for about five years. He was first placed in a two bedroom with three people total, and then he moved to a sober living after that. He stated, "I didn't know that I had options. They offered something and I said "yes."
- One client stated that when he was in the N. Star housing, he wasn't given an option of housing including who his roommate were. He stated, "I'm now given the option of single independent housing or roommate and I chose single independent housing."
- One gentleman stated that he was evicted from his housing because he was talking to the "dope man" even though he didn't violate his lease. He stated that he didn't have a choice in his housing but that he likes where he lives now.

Question #3: Housing Preferences

- Some clients would like to live with a roommate so long as they had choice in selecting that roommate.
- Some areas that clients expressed wanting to live were: Escondido (close to family), Oceanside (close to family), Vista (close to girlfriend), South Bay, San Ysidro, North Park, Clairemont, Downtown San Diego, and La Jolla.

Question #4: Process for Getting Into Housing

- One client stated that they had to go through a 12-month TLM program and then two years of sober living. He felt that he had to wait longer than other people to get his own place.
- One woman said that the program got her into residential rehabilitation right away. The program offered her housing the same day she enrolled.
- One woman stated that she was placed in a motel for two months before she received housing. It was hard staying in a small place and eating microwave food. She's ready for more independent living.
- One client stated that they were placed into sober living for about a year and then obtained independent living.

- One gentleman was living on Vermont for 1 ½ months but had problems with his roommate so he was placed into Sober Living.
- One client stated that if you have GR or SSI that helps you to get more housing. If you do not have benefits, your choices are limited.
- One client said, "I feel like I slipped through the cracks."
- One client said, "I would appreciate it if the program would discuss housing with me. I've checked in with them but they think I'm good where I'm at. "

Question #5: Satisfaction with Services

- The majority of clients were very satisfied with the services that the program provides. A few clients indicated that the only thing they were not satisfied with was their housing.
- The things they were happy with are: counselors, transportation, medication, and food.
- One client said, "I'm very satisfied. I feel very fortunate to be with the North Star program."
- One client said, "North Star ACT program has saved my life. They gave me an opportunity where no other program would give me an opportunity."
- One client said, "Services are great. They are nice people. They help me out a lot. They saved my life."

Question #6: Other

- One client said, "I would like to be given a choice about housing type, location, etc."

**Providence Community Services
Catalyst Program
Housing Focus Group
April 24, 2012
13 participants**

Question #1: Housing Satisfaction

- Several clients are living in Independent Living Facilities (ILF) and a few clients are living in an apartment with a roommate or by themselves. The majority of the clients were satisfied with their housing but some clients expressed dissatisfaction.
- One client stated that she's satisfied with her housing. At first she was in an ILF, then with a roommate, and now she's in her own apartment. The roommate situation didn't work out well. She's now by herself in a studio. She chose the location and found the place herself. She's been in the program for 3 ½ years. She said, "It was tough in the beginning but it's much better now."
- One client who is living in an apartment with a roommate said that he's satisfied with his housing. He has housing goals and is working at it. The program helps him with rent but he also contributes himself.
- A client was living in an ILF but is now in an apartment by herself. She found out that it's best to research the housing and find the area you want to live in yourself.
- One client said that his housing is working for him. He has as a roommate and they live in an apartment near Park Blvd.
- One client living in an ILF said that he's satisfied because it's warm, there's food, etc. but found out that his landlord has a third line and is listening in on his calls.
- One gentleman has been in the program about nine months. He is currently in a rent-to-own situation in City Heights. He doesn't currently receive any housing subsidy from Catalyst. He expressed satisfaction with his housing.
- One woman living in Sober Living is satisfied with her housing. She lives in a Sober Living home even though she doesn't do drugs or drink. She currently pays her own rent but Catalyst will be paying her rent in May when she takes a break from SSI.
- A woman currently rents out a room in a private home and is happy. She found the room on craigslist.
- One gentleman who lives in an ILF said that his housing is alright in the short run but that he wouldn't be satisfied in the long run.
- One gentleman said that the program, "Gives me the independence to make my own path instead of someone making a path for you. "
- A client was living in an ILF in Bonita but was not happy with his housing. It was not close to public transportation and he had issues with the food that was served at the ILF.

- One client commented that sometimes the furniture that the program provides has bed bugs.
- One gentleman lives at an ILF but is not satisfied with his housing. He chose the ILF that he's at right now. The Manager is lazy, rude, and she locks the refrigerator. He pays for three meals a day but only gets one meal a day. He said, "She takes care of her dog better than she takes care of the residents." He's looking for a place on his own right now.

Question #2: Housing Choice

- Several clients spoke about having choices and options based upon what stage in the program you're at.
- A few clients commented that they were given choices in regards to their roommates and one person said that they were not given a choice in terms of their roommate.
- One client living in permanent housing stated that he wasn't given a choice of where he could live in terms of location.
- One client said that if you are having problems in an ILF, the program tries to get you out of there.
- One client living in an ILF in Chula Vista stated that he picked the location and is happy with it.
- One client said, "This program has helped me and has helped me to move on."

Question #3: Housing Preferences

- A majority of the clients stated that they would like to live in their own apartment or small house and a few clients expressed the desire to live with a roommate.
- Some desired areas included: El Cajon, College Area, North Park, City Heights, North County (close to family), Beach area, Fallbrook. Other desires included: small apartment complex, close to public transportation, safe area, close to program, close to job, close to stores including grocery store.
- One client commented that it's harder when you have an apartment right away. You need to work hard to make ends meet. He felt that it is better to graduate up to get your own place. He felt that it's best to learn life skills first in order to live on your own.

Question #4: Process for Getting Into Housing

- The majority of clients stated that the process for getting into housing was fairly quick, ranging from a few days to a month.
- One woman commented that she had bed bugs at her previous housing and there were issues with the Housing Manager. It took one month to get into her current situation. She said that right now her housing situation "is peachy".
- One client stated that he was living in Oceanside but needed to move because he and his roommate both lost their job. It took about three days to get into housing.

- One client stated that it took a few weeks to get into his housing. One thing that added to the delay was that he was supposed to contact the owner but didn't do that so that added to the delay.

Question #5: Satisfaction with Services

- Many clients were satisfied with their services but several clients expressed a need for more services especially related to benefits advocacy (SSI, Food Stamps, etc.).
- One person stated that he felt that the program did well with things like rent, clothes, hygiene, etc. but that the client had to carry a lot of the weight as it came to over areas like SSI advocacy.
- A few clients stated that the program treated them as if they were more self-sufficient than they really are.
- A few clients commented that they felt that the program staff (including housing staff) were spread thin.
- One gentleman said, "The program hears me but doesn't understand me. Therapy is cool. The guy that gives me meds doesn't listen to me, he just gives me meds."

Mental Health Systems, Inc.
Center Star Program
Housing Focus Group
April 25, 2012
17 people total

Question #1: Housing Satisfaction

- The majority of participants were either satisfied or very satisfied with their housing. Those that were satisfied reported the following:
 - One client is living in a one-bedroom apartment with a patio. They were in a car and hotel and are now in housing.
 - One person stated that their housing is “perfect”.
 - One woman is satisfied because she is in a roommate situation.
 - One gentleman reported being satisfied with his housing because he has a roof over his head.
 - One gentleman is happy with his housing because he and his roommate are both college students and they get along really well.
- One person reported being dissatisfied with her housing because she has a new roommate that she does not get along with.

Question #2: Housing Choice

- Several participants reported that they were provided with a choice in their housing. They reported having choice in their roommate selection and/or or choice in whether they wanted roommates or wanted to live by themselves.
- One person stated that the staff provided them with at least four different housing scenarios. They took them to see the different places. More than one staff person was available to show them the housing apartments.
- One participant stated that they were not provided with any housing options, but they’re happy with their current housing. However, he stated that someone is taking his food and that’s making him mad.
- One participant stated that she wanted an apartment with roommates but now she has four roommates and that’s too much for her.

Question #3: Housing Preferences

- In terms of housing locations, some of the locations that were mentioned were: South Bay including National City (close to family); North County; Downtown or City Heights; Rural areas like Valley Center or Spring Valley, and beach areas.
- One participant stated that the Center Star program likes to place them near their offices and their Probation officers but that it would be nice to have more choices in terms of housing locations.
- One participant stated that they would like more HUD vouchers.
- A few people stated that they would like to live in an area where they can raise animals.
- A few participants stated that they liked being close to stores and other amenities.

Question #4: Process for Getting Into Housing

- Several participants commented on how they were able to get into housing fairly quickly. Some on the same day and others within a week.
- One person said that the inspection process delayed his housing for about two weeks.
- One person commented on how the staff was there to help him all along the way.
- One participant said, "They give you goals to set and give you things to help achieve your goals. They help you with filling out applications. They are there every step of the way."
- One person stated that the program picked him up off the street and placed him into a hotel right away. The only thing he didn't like was the quality of the hotels (Heritage and Buckner) which had bugs and was in very poor condition.

Question #5: Satisfaction with Services

- There was a high level of satisfaction with the services provided by Center Star. One person said that the staff goes "above and beyond the call of duty."
- Several participants commented on the dedication and commitment of the staff. One participant said that they staff are empathetic. One participant said that management even pitches in. They said, "Management doesn't brush you off so they can do paperwork."
- One person commented that the services are good; however the program is talking about increasing their rent to 70% of their income.
- Some of the services the participants would like to receive include: podiatry, benefits advocacy, dental care, and vision care.
- One gentleman stated that he likes his doctor and that it's helpful that he speaks Spanish. He also commented that his social worker helped him move into his apartment.
- In referring to the staff, one gentleman said, "The faces may have changed but the level of services is consistent."
- One person said that sometimes they're treated like a number and that they feel like they're getting the brush off.

Question #6: Other

- Some of the participants stated that they would like more recreational activities. They commented that the program used to take them out on outings several years ago but that they don't do that anymore.
- One participant commented on the staff turnover and said that there's more staff and fewer vacancies now than in the past.
- One person said, "They've gone out of their way to place us in appropriate housing with appropriate roommates."
- One person said that there are some areas that are more tolerable of the mentally ill than other areas and that Center Star places their clients in those areas.
- One person stated that having a house full of mentally ill people is not good.

Community Research Foundation
IMPACT program
Housing Focus Group
April 27, 2012
11 attendees

Question #1: Housing Satisfaction

The majority of the participants were satisfied or very satisfied with their housing.

- Several of the participants live at Reverend Glenn Allison and are happy with their housing. The things they like about their housing include: good neighbors, nice apartment, nice grounds, management takes care of requests quickly, sense of community, location, and amenities are nearby.
- One person lives at Euclid Terrace Apartments. She wasn't happy the first year but they've recently rehabilitated the place and she's very happy now.
- One woman lives in El Cajon with her son and is extremely happy with her housing. The program found her a one-bedroom apartment with gym and swimming pool. It's close to her son's school and to a park. She said that, "the program looked at all of my needs and met them."
- One woman lives at The Cove and is very happy with her housing. It makes her feel like a grownup. She likes that they have dinner for them on Wednesday afternoons.
- One woman lives at La Mesa Lodge and is happy with her housing. She would like more handicap accessible equipment in the apartment including handrails in the bathroom.
- One woman who lives at Reverend Glenn Allison expressed satisfaction with her housing. A few years ago she said that she didn't want to have a contract with IMPACT anymore but "when she called for help they were there to rescue me."
- One woman lives in beautiful one-bedroom apartment in El Cajon. Neighbors are incredibly friendly. She likes having the responsibility of paying for a portion of her rent and likes being in mainstream housing.
- One woman is at an SRO and she loves it.

Question #2: Housing Choice

- Some of the participants commented that they had limited choice in their housing; however most of them were happy with their current housing situation.
- One person stayed at an SRO for a year but she was finally rewarded with her own apartment.
- One woman was in Sober Living, then an apartment with three roommates (no choice in roommate selection), then she moved into the Cove. She stated, "I'm happy even though I didn't get to choose my housing."
- One woman who is living at La Mesa Lodge reported that she's been given the option to move from La Mesa Lodge but she's chosen to stay there.

Question #3: Housing Preferences

- Several participants prefer living in an apartment building.
- Several participants would like the option of having a companion pet. There is a need for housing that accommodates service and companion animals. Several participants living at Reverend Glenn Allison reported that they were told that they couldn't have companion pets.
- Several participants would prefer housing that accommodates their disabilities such as buildings with elevators and first floor apartments.
- One person lives in El Cajon and likes her apartment building but feels isolated in El Cajon.
- One woman would like to live in Oceanside because that's where her family lives.
- One woman would like to live in a trailer because she likes traveling.
- One woman would like to move out of California to be closer to her family but she lives in San Diego because that's where the services are located.

Question #4: Process for Getting Into Housing

- A few participants commented on a smooth and expedient process.
- One woman commented on how IMPACT provided her with furniture, pans, soap, dishtowels, etc. She said, "They spoiled me."
- One person reported having difficulty with the criminal background check and stated that she didn't get help from IMPACT in regards to her background check.
- One person reported that she was not provided with help from IMPACT upon move-in in regards to household necessities such as dishes, soap, broom, etc.
- One person said that IMPACT didn't help her with her move-in because she contacted the property owner prior to moving in. When IMPACT found out about this they were upset and didn't offer to help her move.

Question #5: Satisfaction with Services

- Several participants reported being satisfied with their services.
- One participant said that IMPACT is her payee and that they help her with managing her money.
- Several participants reported wanting companion animals.
- One person would like more assistance with benefits advocacy.
- A few participants would like dental care.

Question #6: Other

- One person reported that her housing subsidy has gone up to 50% of her income that makes it very difficult to make ends meet.
- One person reported that maintenance personnel at Euclid Terrace Apartments violated her privacy.

Heritage Clinic
April 27, 2012
6 people in attendance

Six people attended the Heritage Clinic focus group on April 27, 2012. Three of the clients live at The Cove, one client lives at Cedar Gateway, one client lives in a trailer, and one lives in an apartment in Oceanside.

Question #1: Housing Satisfaction

- The clients living at The Cove development were least satisfied with their housing. The things they were satisfied with include:
 - Utilities are low
 - Apartment has good ventilation
 - Nice view of neighbors' greenery
 - Walking distance to McDonald's
 - One client stated that he was given the choice of a one-bedroom or a studio
- For the clients living at The Cove, the things they were least satisfied with include:
 - No laundry facility on-site. When asked if the program has offered to help them with transporting their laundry and/or purchasing carts for them to transport their laundry they stated that they had not been offered that assistance.
 - Unsafe neighborhood
- One gentleman living at The Cove is extremely dissatisfied with his housing and wants something to be done about it. He's been living there for years and nothing has been done to improve his housing situation.
- One gentleman stated that he's in the process of looking for other housing now and needs someone to help him.
- One client said that without the financial help from Heritage Clinic he would not be able to stay in his housing. However, he doesn't have the money to fix things around the house.
- The client living in Oceanside is happy with his housing but some things could be better such as the cleanliness of the apartment building.

Question #2: Housing Choice

- The client living in Oceanside said that it was the best option for him. The weather is really nice and having a one-bedroom is the best option for him.
- One gentleman who is living at The Cove was offered the choice of a studio or a one-bedroom and he chose the one-bedroom. He was homeless for six years prior to moving to The Cove. He has two complaints: 1) He has to go places every other week to get paperwork signed off. It makes him feel like a kid. Also, the TACHS social worker questioned that he had a gym membership but hasn't been to the gym yet. He feels like it's none of their business. He stated that he feels like he's in Russia being watched by the KGB; and 2) No common space. They have activities in the courtyard but the noise carries to all the apartments.
- One woman was offered the choice between Cedar Gateway and 15th and Commercial and she felt that the Cedar Gateway area was a safer environment for her.

- One gentleman lives in a trailer. He hasn't really explored other housing options because the trailer works for him.

Question #3: Housing Preferences

When asked about housing preferences, the clients preferred the following:

- Several tenants stated that they like independent housing.
- One tenant said that they don't want others to do for them but to feel the sense of dignity and independence in doing for themselves.
- One gentleman would like to live in a small house with a small garden. He wants to live simply.
- One woman said that she lived in Senior Housing for seven months. She thought that it would be ideal but it wasn't. She said that nobody wanted to socialize and do activities.

Question #4: Satisfaction with Services

- One gentleman would like assistance with household repairs. He doesn't have the money to fix things when they break.
- One gentleman living at The Cove wants the housing but not the services. Has been told that if he isn't receiving services then he can't receive housing.
- One gentleman living at The Cove is a disabled veteran who asked for an accommodation with his toilet but TACHS has said that they won't accommodate him. He has the toilet and he has offered to pay for the plumber to install but TACHS won't allow him to install the toilet.
- One gentleman stated that TACHS has the most unfriendly staff that he's ever met.
- One client stated that he had a couple of therapists in the beginning who didn't do much for helping him except for help with his rent but he finally has a therapist who is helping him.

Question #5: Process for Getting Into Housing

- The client living at Cedar Gateway said that Heritage Clinic helped her with all the paperwork. The only problem was that there were delays in construction and little communication regarding the status of move-in date.
- One gentleman was placed in a hotel for about one month and then placed into The Cove.
- One gentleman was connected with Heritage Clinic through the HOT team. He was placed into The Cove within 24 hours and has been there for four years and is extremely dissatisfied with his housing. He stated, "I don't want to come back here next year and not have anything done."

Question #6: Other

- One client reported that there's a new Manager at The Cove and so far, so good.
- One gentleman stated that he likes his apartment but doesn't like the rules and regulations at The Cove and doesn't like being told what to do.
- The woman living at Cedar Gateway said, "I'm not leaving. I love where I'm at now."

APPENDIX E:

2012 MHSA RECOMMENDATIONS AND GUIDELINES

2012 – 2013 Recommendations to Develop a Variety of FSP Housing Opportunities

1. FSP clients will choose and direct their housing arrangements.
2. MHSA funds dedicated to housing should be used to leverage funds toward at least 356 new housing opportunities for FSP clients in San Diego County (115 leased and 241 developed through new construction or acquisition/rehabilitation). To ensure long-term affordability, the majority of new housing opportunities should be in permanently affordable sponsor-owned housing projects located throughout the county, including new construction and acquisition/rehabilitation projects. The remaining units may be leased apartments spread throughout the county.
3. MHSA units may be in buildings that are 100% targeted for FSP clients and in mixed population and/or mixed-income buildings serving other target populations. To ensure client choice, SDMHS should seek to achieve a mix of building types.
4. SDMHS, CSH, the San Diego Housing Federation, and the FSP providers will work with affordable housing developers to secure units dedicated to FSP clients in their housing projects.
5. Once the MHSA-developed housing units are created and leased-up, there still is a need for housing for new clients coming into the FSPs. SDMHS, CSH and FSP providers should work together, consistent with State Department of Mental Health guidelines, to implement less intensive levels of care in the FSP program while ensuring the client retains housing and, for clients that can sustain housing on their own, explore graduation/exit strategies that allow clients to remain housed.

2012 – 2013 Housing Project Development Guidelines

For shared and rental housing projects developed using MHSA housing funds, the following guidelines shall apply.

1. SDMHS intends to provide housing that is affordable to the client population served. FSP clients will pay no less than 30% of their income for housing (and no more than 50% of their income).¹
2. FSP clients will live in housing where they have their own bedrooms.
3. Shared housing may be eligible for funding under the condition that clients have their own lockable bedrooms. All shared housing projects will require the review process outlined in 8 below.²
4. While buildings may be of any size, SDMHS must ensure that a variety of projects are developed, that efforts are made to minimize concentration of clients, and that at least some projects funded are mixed population/ mixed-income tenancy and some projects are small in size (25 units or less.) Projects proposed that have more than 25 MHSA units, but the MHSA-dedicated units represent less than 10% of the total development, do not need to go through the Project Exception Committee. If the development has more than 25 units and it represents more than 10% of the total development, the project shall be evaluated under the process outlined in 8 below.³

¹CSS planning guidelines from the State Department of Mental Health require housing affordability for MHSA clients living in MHSA supportive housing, meaning that each tenant pays no more than 30% to 50% of household income towards rent.

² The Mental Health Housing Ad Hoc Committee recommended removal of language that stated that shared housing for the transition-age youth (TAY) clients was not recommended. The idea of shared housing was discussed at all of the FSP client focus groups that were held in March 2009, including the TAY focus group. The results of the focus groups highlighted the importance of client choice, including both rental and shared housing. Although many clients expressed the desire to have their own apartment, some clients, including some TAY, did express a desire to share an apartment or house with a roommate, granted that they had their own bedroom. All shared housing will still go through the Project Exception Committee for review.

³ The Mental Health Housing Ad Hoc Committee recommended that instead of proposed projects with more than 25 units being evaluated by the Project Exception Committee, it is recommended that if the project has more than 25 MHSA units but they are less than 10% of the total development then the project does not need to go through the Project Exception Committee. This change was in consideration of larger developments where 25 units may represent a small percentage of the total units in a development.

5. MHSA-supported housing developments must be located near transportation. In addition, projects should have access to health services, groceries and other amenities such as public parks and libraries.⁴
6. Studio apartments dedicated to individual FSP clients should be designed for unit livability, meaning the space in the unit can accommodate the potential number of occupants and the basic pieces of common furniture necessary for daily activities. Units must at minimum include a bathroom and food preparation area. Studio units less than 350 square feet will be evaluated under the process outlined in 8 below. Rental Single Room Occupancy (SRO) units with shared bathrooms are not desirable and should not be funded.
7. MHSA-supported housing developments should include community space, which may include the following: common meeting spaces, communal kitchens, computer room, and gardens. Dedicated space for services delivery is desirable, particularly in projects with higher numbers of MHSA units.
8. For any proposed housing project, if guidelines 1 through 7 are not met, the Project Exception Committee (PEC) of SDMHS staff, CSH, MHS Housing Council members, clients and family members will review the proposed project's design and provide input to the developer and County Mental Health before the project is considered for approval. This committee will review the proposed projects in an expedited process to prevent any delays in funding applications. Developers requesting exceptions to the MHSA Housing guidelines shall present their proposed development to the PEC prior to requesting a 30 day posting so that the PEC can provide input and feedback prior to the public notification process.
9. MHSA Housing projects must involve client representatives and family members in the planning process for all new MHSA projects. The Full Service Partnerships will organize client representatives and family members in a timely manner to provide feedback.⁵
10. MHSA funded units should be retained as dedicated for mental health clients for the maximum time possible, based on other funding requirements and continued need and availability of services. Affordability requirements should be as long as permissible, with a target goal of 55 years if financially feasible.
11. SDMHS reserves the right to establish standard criteria and timelines that projects must meet in order to remain in SDMHS' MHSA Housing Pipeline. SDMHS reserves the right to de-commit funding if there are delays in project

⁴ At minimum, public transit that comes with reasonable frequency must be accessible within 0.5 mile. It is preferred that, where possible, other services be walkable within 0.5 mile (e.g. not including physical barriers that prevent access by foot or public transit).

⁵ The Mental Health Ad Hoc Committee reinforced the importance of client feedback for all new MHSA housing projects.

implementation, changes to the financial structure, and/or changes to applicant status. Standard criteria will be shared with the community, including developers.