



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

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

October 2013

About CSH (Corporation for Supportive Housing)

CSH (Corporation for Supportive Housing) advances solutions that use housing as a platform for services to improve the lives of the most vulnerable people, maximize public resources and build healthy communities. 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>.

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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 sixth and final annual update to the Plan. The Update summarizes the achievements and challenges of the past fiscal year and over the past six years, 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 MHSA Housing Plan and the Fiscal Year 2012-2013 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 previous updates, the national and State economy continue to be fragile, though there are some signs of greater stability and recovery. National, State and local resources for housing development continue to be scarce and threatened. Some challenges in 2013 and 2014 include:

- **Redevelopment Agency Dissolution:** The loss of Redevelopment funds, an important source of funding for affordable housing, has stalled or discontinued the development of several projects throughout the county, some of which were to include MHSA units. One such development in downtown San Diego is Atmosphere, which was stalled during the dissolution process but was recently approved by the City Council in June 2013.
- **Sequestration:** In March 2013, sequestration, which imposed an automatic federal budget cut of 5%, took effect. Both project-based and tenant-based voucher funds were affected. This reduced the funds the San Diego Housing Commission (SDHC) received for the tenant-based voucher program although households holding vouchers did not lose their rental assistance. SDHC continued to provide 942 housing vouchers for programs specifically to help homeless San Diegans. In San Diego County, County HCD is serving fewer families through attrition. Commitments for project-based vouchers for developments located in the County of San Diego are uncertain at present time.
- **HUD FY 2014 Budget Proposal:** The President's FY 2014 budget proposal provides for an increase of 9.7% above previous year's funding for Department of Housing and Urban Development (HUD) programs. The proposed budget continues reductions in HOME and CDBG and also reduces Section 811 Housing for People with Disabilities. However, it provides for increases in

important programs such as Homeless Assistance Grants, Project-Based Rental Assistance, Tenant-Based Rental Assistance, and Section 202 Housing for the Elderly.

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

- **HUD Homeless Programs:** In March 2013, the U.S. Department of Housing and Urban Development (HUD) announced \$15 million in grant awards to the San Diego region for a variety of homeless housing and service programs. Further, HUD and the U.S. Interagency Council on Homelessness (USICH) selected San Diego as one of 15 Continuums of Care (CoC) to be apart of a Priority Community Initiative which provides technical assistance to prepare the San Diego region for required changes under the HEARTH Act and to align practices and policies with the federal strategic plan (*Opening Doors*) to prevent and end homelessness.
- **HUD 811 Project Rental Assistance (PRA):** In February 2013, the State of California was awarded nearly \$12 million in HUD Section 811 Project Rental Assistance (PRA) Demonstration Program funds to provide rental assistance to affordable housing developments serving persons with disabilities. The program will serve non-elderly individuals with disabilities who have resided in a long-term health care facility for at least 90 days and desire to return to community living, or are at risk of institutionalization because of loss of housing.
- **Multifamily Housing Program (MHP):** California announced the availability of funding for MHP funds in early 2013. The total amount is \$50 million, most of it from unused funds remaining from Prop 1C. Among other provisions, the NOFA includes: \$6.7 million available for MHP – Supportive Housing; \$3 million available for Governor’s Homeless Initiative (GHI); and \$1.1 million in rent subsidies available to GHI units.
- **The California Homes and Jobs Act of 2013 (SB 391):** SB 391 seeks to generate \$500 million annually for state investment in affordable housing development. It is intended to replace previous voter initiatives to fund the development of affordable housing in the state. The new funds are derived from a \$75 document recording fee attached to certain real estate transactions. With the help of a large and coordinated advocacy effort, the bill passed the State Senate at the end of May and is making its way through the State Assembly.
- **Civic San Diego Affordable Housing Master Plan:** The Plan, which was adopted in May 2013, strives to maximize the number of new affordable housing units that can be produced with the Successor Housing Entity’s remaining housing assets by leveraging the City of San Diego’s funds with other funding sources. The plan also prioritizes the production of homeless housing and contemplates the requirement that developers set-aside permanent supportive housing in affordable housing developments that receive funding.

Summary of Achievements In Fiscal Year 2012-2013: Year Six

The Plan Implementation Chart on pages 15 - 21 of this Housing Plan Update presents a summary of Year Six action steps. Highlights of achievements in Fiscal Year (FY) 2012-13 include:

- **Development of MHSA Units:** As of the end of the fiscal year, 14 housing developments with 132 MHSA units are in the development pipeline, representing 96% of the Plan's development goal. A total of 101 MHSA units have completed construction and occupancy as of July 2013. 34th Street Apartments has been leased up since April 2011, 15th & Commercial celebrated its grand opening in December 2011, Cedar Gateway opened its doors in March 2012; the Mason opened in October 2012, Connections Housing in February 2013, Tavarua in April 2013 and Citronica One in May 2013.

During FY 2012-13, four developments totaling 62 MHSA units began construction: Citronica Two, Parkview, 9th and Broadway, and Comm 22. An additional two developments totaling 47 units are in the process of securing their financing: Atmosphere and Churchill. One development totaling 22 units is not seeking MHSA capital funding but is entering into a partnership with the County for services and will lease-up in October 2013.

In FY 2012-13, two new MHSA developments (Churchill and Parker Kier) were added to the pipeline. A map of the fourteen MHSA pipeline developments can be found in Appendix A.

- **Securing Partnership Units:** In FY 12-13, Community Research Foundation's Downtown IMPACT program has identified and moved previously homeless individuals with a mental illness into housing with 35 sponsor-based subsidies from the San Diego Housing Commission in the City of San Diego's downtown. Also in FY 12-13, Mental Health System's Inc. moved previously homeless individuals with substance use disorders into housing with 40 sponsor-based subsidies from the San Diego Housing Commission.
- **Ensuring quality in shared housing:** In FY 12-13, the Community Health Improvement Project (CHIP), 211 and CSH accomplished the following: developed membership criteria and recruited 43 members to the Independent Living Association; created an ILA online directory of ILA homes; created eight quality standards for ILA homes; implemented the Peer Review Accountability Team (PRAT) and conducted 20 PRAT inspections, and conducted 32 trainings for owners, residents and community members.
- **Increasing support for supportive housing:** In FY 12-13, the Housing Matters campaign produced a documentary video, developed social media presence, implemented a student activation project, developed project-specific fact sheets, organized presentations, and started rotation of mini-booths in an effort to increase public awareness and support of supportive housing.

- **Client satisfaction with housing and services:** Results from the 2013 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 safety and security were expressed by some clients.
- **Planning for project lease-up:** In FY 2012-13, the County and CSH convened individual project planning committees (known as “Crosswalk” committees) for one new development, Parker Kier, anticipated to open in October 2013. This Crosswalk committee is in addition to eight (8) other Crosswalk committees that convene on a regular basis. 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 2, 2013, the FSPs had 93% of their clients housed with 77% of clients living in permanent housing, an increase over the previous year in which 71% 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 July 1, 2013

<i>Permanent Housing</i>	Number	Percent of FSP clients
Developed MHSA Units	98	8%
MHSA Leased Units	294	25%
Shelter Plus Care	107	9%
Clients with Project-Based Section 8	72	6%
Clients with Tenant-Based Section 8	39	3%
Clients in Other Affordable housing	28	2%
Clients without Subsidy	198	17%
Sponsor Based Vouchers	72	6%
Total Clients in Permanent Housing	908	77%
<i>Other Housing</i>		
Clients living w/ Family/Friends	33	3%
Clients living in Emergency Housing	5	0%
Clients living in Transitional Housing	61	5%
Clients living in Licensed Facilities (Board and Care, Long-Term Care Hospital, Assisted Living, etc.)	148	12%
Other (streets, unknown living situation, etc.)	30	3%
Total Clients in Other Housing	277	23%
Total FSP Clients	1185	100%

2013 Focus Groups Summary

For the fifth year since the Housing Plan was completed, CSH conducted focus groups with participants in San Diego's MHSA-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 78 participants participated in seven focus groups, one for each FSP that has MHSA housing dollars embedded in their programs and an additional focus group with clients living in a particular development in North County. 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. Those who were most satisfied reported that they liked their physical apartment, the location, and either living alone or their particular roommate situation, on-site amenities such as washer and dryers, and being close to support systems such as service provider, family, etc. Those who were most unsatisfied were Transition Age Youth living in Independent Living or Sober Living homes. Some adults living in these shared living environments also expressed dissatisfaction with their housing. People who were dissatisfied reported feeling unsafe in their building or surrounding community, being exposed to drug or criminal activity, insufficient or unsatisfactory food (shared housing), and issues with property management and/or maintenance.
- **Housing helping to achieve goals:** The majority of participants expressed that having a place to live is essential for achieving personal goals. Participants stated that housing has helped them with their goals including substance use recovery, staying out of jail, addressing their health issues, feeling safe and secure, and working on their educational goals.
- **Process of getting housing quickly:** Most participants felt that the process of getting into housing had been fairly quick, and in some cases immediate (within a day). A few participants reported that while an immediate placement was fast, for some they were still waiting for housing that met their preferences. Some programs were credited with working hard to match clients with compatible roommates. For some clients they went into temporary housing right away, then to a shared living situation, and then eventually their own apartment.

- **Services satisfaction moderately 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. Services that were specifically noted include medication management, wellness activities, and assistance with transportation to medical appointments. Clients in some programs felt that the access to staff was limited at times or that staff were slow to respond to phone calls requesting assistance. In one program, clients were unclear about the services that they could expect to receive.

MHSA-Developed Housing Focus Groups

In addition to the six focus groups held with participants of each FSP, an additional focus group was held with residents of MHSA Housing developments: Cedar Gateway Apartments, 15th & Commercial, 34th Street Apartments and The Mason. A total of 17 tenants participated in the focus group. The main findings include:

- **High Housing Satisfaction:** The majority of residents of MHSA-developed housing reported being satisfied or very satisfied with their housing. Specific things that they were satisfied with included the quality of the building construction, location, amenities, and on-site services. Areas that tenants felt could be improved included improved safety and security mechanisms, better emergency preparedness, and more responsive property management and maintenance.
- **Services:** Focus group participants from the MHSA housing developments shared the satisfaction levels of their peers with the services from their FSP. Those that lived at developments with on-site services mentioned that regularly scheduled activities enable them to feel part of the community. Some residents living in developments with more limited on-site resident services felt that they could benefit from increased access to community rooms and additional on-site activities.
- **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. Some participants noted that they would have preferred to see an actual unit prior to signing a lease and moving in. Additionally, some participants felt rushed into making a decision about their housing.
- **Property management/maintenance:** Participants were mixed in their feedback regarding property management and maintenance. At some developments, participants noted the exceptional management and maintenance staff. However, at other developments, participants expressed dissatisfaction with property management and/or maintenance staff. Areas of dissatisfaction included lack of enforcement of house rules/policies, delays in responding to

maintenance requests, lack of understanding of certain policies/rules, and feeling retaliated against when raising concerns.

MHSA Developer Focus Group

One focus group was held with five (5) MHSA developers. The main findings include:

- **Partnership with FSPs:** The partnerships between developers and service providers are strong. They have great respect for one another and communication is strong. However, there is a lack of knowledge on the part of the developers with regards to the FSP and the services that they provide. Substance use was an area that was noted as needing some attention in addressing the effects of substance use in a supportive housing environment. In some instances, property managers are uncertain which service staff member to call and some felt that the FSP housing and services staff were not always communicating with each other.
- **Tenant Referral Process:** Overall, developers were satisfied with the referral and lease-up process. Sometimes the developers felt that they had to encourage the FSPs to complete the applicant paperwork in a timely manner. They agreed that the lease-up schedule and progress towards that schedule needs to be well communicated. Developers felt that the “Crosswalk” process was beneficial but they felt that there should be less frequent meetings in the beginning and greater use of technology reducing the need for as many face-to-face meetings.
- **Partnership with County/CalHFA/DHCS:** CalHFA was commended by the developers for their efficiency and for being “developer friendly”. Developers commented on the support from the County and their technical housing consultant, CSH. They felt that the relationship with the County was strong and that the assistance that CSH provided helped them immensely in the application and finance process and also in ensuring a successful lease-up. Participants commented on the leadership and commitment of Dr. Piedad Garcia and they expressed the desire to continue to partner with the County on future developments.

MHSA Partner Focus Group

One focus group was held with a MHSA partner. The main findings include:

- **Partnership with FSPs:** The MHSA partner noted the strong partnership with the FSPs, however, similar to some of the comments received from MHSA developers, they noted that they (and sometimes the tenants) are often unsure which FSP staff member to call and some felt that the FSP staff were not always communicating with each other resulting in the partner needing to convey information repeatedly to different staff members. Communication is key and it was noted that it’s important that both the FSP and the partner understand each

other's needs and expectations. The partner noted that the partnership with the FSPs has improved and is working better than it has in previous years.

- **Tenant Referral Process:** The MHSA partner noted that having enough referrals is sometimes an issue. Coordination with FSPs needs to be improved in order to reduce vacancies. Communicating about eligibility criteria and the economic impact of vacancies is important. FSP staff requests for previously supplied documents is time consuming and burdensome for the partner.
- **Services:** The MHSA partner felt that services such as employment and interpersonal communication skills were important areas for the FSPs to work with clients on especially after they've stabilized in housing.

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

Six Year Accomplishments: FY 2007-08 to FY 2012-13

The Implementation Chart on pages 15 - 21 of this Update presents a summary of the major accomplishments over the previous six years, from FY 2007-08 to FY 2012-13. Highlights of the six year accomplishments include:

- **Unit Creation:** Of San Diego County's original allocation of approximately \$33 million, nearly all of the funding (with the exception of approximately \$400k) has been committed. San Diego is at 96% of its target goal of developing 241 units of MHSA housing with 232 units. Housing goals by target population include:
 - Transition Age Youth: 89%
 - Adults: 101%
 - Justice System: 95%
 - Older Adults: 96%
- **Leveraged Funding:** Over \$22 million in MHSA capital funding is expected to leverage over \$436 million in other funding including Low Income Housing Tax Credits, State funding (SHP, TOD, Infill, etc.) and local funding (Civic San Diego, San Diego Housing Commission, Carlsbad, Lemon Grove, San Marcos) for the development of 232 MHSA units and 839 other affordable housing units. Worked closely with Centre City San Diego (now Civic San Diego) on requirement that a minimum of 15% of units in new affordable housing developments receiving agency funding be set-aside for homeless or at-risk populations (Board of Directors adopted policy in June 2009). Leveraged 67 project-based vouchers for the following developments: Connections Housing, Mason, Atmosphere, and 9th and Broadway.
- **Partnerships:** Partnering with the San Diego Housing Commission, the County has leveraged its services funding to secure 135 sponsor-based vouchers (95 for persons with serious mental illness and 40 for persons with substance use issues). In 2013, Connections Housing, the "one-stop shop" homeless service center operated by PATH San Diego opened in downtown San Diego offering 73 permanent housing units and 150 beds reserved for short-term housing. The County is partnering with PATH San Diego by providing services individuals living in MHSA-funded permanent supportive housing units and by providing behavioral health services, in conjunction with County-contracted providers, at the PATH Depot service center. The County is also a lead partner in San Diego's first frequent user initiative – Project 25 which is saving over \$1.4 million a year in public costs by providing housing and services to chronically homeless vulnerable individuals.
- **Increasing support for supportive housing:** Since FY 09-10, the Housing Matters campaign has: increased public awareness of supportive housing by 11%; increased support for supportive housing by 7%; implemented ad series; developed PSAs and client videos; launched website; created Student Activation Program; produced "Home is Where Recovery Begins" documentary video; and developed a social media campaign.

- **Housing Subsidies:** Since FY 07-08, the County has provided housing subsidies to approximately 483 clients annually.
- **Technical Assistance/Training:** Since FY 07-08, the County and their technical assistance consultant, CSH, have provided technical assistance to over 37 housing developers/organizations interested in developing MHSA housing in San Diego County. Over 35 training opportunities have been provided to housing developers, service organizations, property management companies, and public funders.
- **Transitioning to permanent housing:** In an effort to help successfully transition clients into MHSA-developed housing, a Memorandum of Agreement between the County and its partners (FSP, developer and property management company), was developed to establish the roles and responsibilities of all parties in the development and operation of quality housing. To date, “Crosswalk” Committees have been established for nine (9) MHSA developments to prepare the partners for lease-up and ongoing operations of MHSA-developed housing.
- **Client satisfaction with housing and services:** Since 08-09, the County and their technical housing consultant, CSH, have conducted 30 focus groups with 365 MHSA FSP-enrolled clients to assess levels of satisfaction with housing and services. In 09-10, conducted comprehensive survey of 633 MHSA FSP-enrolled clients. Results demonstrated a high level of satisfaction with housing and services with 74% reporting being very satisfied with services and 22% were somewhat satisfied. Results from the 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.
- **Consumer Feedback:** Over the past six years, the County and their technical housing consultants, CSH, have conducted 9 focus groups with 54 MHSA clients to obtain feedback on MHSA developments. Feedback was provided to developers and property management companies and changes were made that made building features or housing policies more satisfactory to the target population.

The San Diego MHSA Housing Plan Implementation Summary Chart below outlines the plans goals and the FY 12-13 and six-year action steps that were taken to meet the plan’s goals.

San Diego MHSA Housing Plan Implementation Summary Chart

	Plan Goal	Year Six Action Steps FY 12-13	Year Six Actions Taken FY 12-13	Six Year Accomplishments
1	Implement Recommendations Outlined in Housing Plan	<p>Commit remaining MHSA Housing Program funding.</p> <p>Receive CalHFA/State DMH approval for the following developments:</p> <ul style="list-style-type: none"> • Parkview 	<p>14 developments totaling 232 housing units are in the San Diego MHSA pipeline. Seven developments totaling 101 MHSA units are currently open and occupied. Four developments totaling 62 units are currently under construction. Two developments totaling 47 units are in the process of securing their financing. One development totaling 22 units is not seeking MHSA capital funding, but is entering into a partnership with the County for services and will lease-up in October 2013.</p> <p>Received CalHFA/State DMH approval for the following MHSA developments:</p> <ul style="list-style-type: none"> • Parkview 	<p>Of San Diego County's original allocation of approximately \$33 million, nearly all of the funding (with the exception of approximately \$400k) has been committed.</p> <p>San Diego is at 96% of its target goal of developing 241 units of MHSA housing with 232 units. Housing goals by target population include:</p> <ul style="list-style-type: none"> • TAY – 89% • Adults – 101% • Justice System – 95% • Older Adults – 96%
2	Secure Expertise and Administration of Local Housing Funds	No longer applicable	No longer applicable	In FY 11-12, funding was transferred from County HCD to County BHS for the MHSA rental subsidy program.

	Plan Goal	Year Six Action Steps FY 12-13	Year Six Actions Taken FY 12-13	Six Year Accomplishments
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>Working with the Community Health Improvement Project (CHIP), 211, and CSH, develop a web-based directory of ILFs; membership association; education and training for tenants and operators; and standards for ILFs.</p> <p>The County's anti-stigma/discrimination contractor, Cook and Schmid, continued 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 15 housing sponsors; 4 training opportunities provided.</p> <p>In FY 12-13, CHIP, 211 and CSH accomplished the following:</p> <ul style="list-style-type: none"> • Developed membership criteria and recruited 43 members • Created ILA Online Directory • Created Quality Standards • Implemented the Peer Review Accountability Team (PRAT). Twenty (20) PRAT inspections have been conducted. • Conducted 32 trainings for owners, residents and community members. <p>In FY 12-13, the Housing Matters campaign produced documentary video, developed social media presence, implemented a student activation project, developed project-specific fact sheets, organized presentations, and started rotation of mini-booths.</p>	<p>Since FY 07-08, technical assistance has been provided to over 37 housing sponsors. Over 35 training opportunities have been provided.</p> <p>In FY 10-11, County approved Innovations funding for the Independent Living Facilities project. In FY 11-12, released RFP for contractor. In FY 12-13, entered into contract.</p> <p>Since implementation, accomplished the following:</p> <ul style="list-style-type: none"> • Developed membership criteria and recruited 43 members • Created ILA Online Directory • Created Quality Standards • Implemented the Peer Review Accountability Team (PRAT). Twenty (20) PRAT inspections have been conducted. • Conducted 32 trainings for owners, residents and community members. <p>Since FY 09-10, the Housing Matters campaign has:</p> <ul style="list-style-type: none"> • Increased public awareness of supportive housing by 11% • Support for supportive housing increased from 64% to 71% • Implemented "Cardboard" ad series • Developed PSAs and client videos • Launched housingmatterssd.org website • Created Student Activation Program • Produced "Home is Where Recovery Begins" documentary video • Developed social media campaign

	Plan Goal	Year Six Action Steps FY 12-13	Year Six Actions Taken FY 12-13	Six Year Accomplishments
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>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.</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 partnerships to include other local housing agencies and Public Housing Authorities.</p>	<p>In January 2013, the Connections Housing development opened. The development received a commitment of 89 project-based vouchers. In February 2013, construction began on the 9th and Broadway development where 88 project-based vouchers have been committed.</p> <p>On August 22, 2012, County HCD re-issued their NOFA for project-based vouchers for special needs populations. Hitzke Development will apply for vouchers for Citronica One, Citronica Two and Parkview.</p> <p>In November 2012, the County and the San Diego Housing Commission combined resources to provide homeless individuals with permanent supportive housing and wraparound services. Thirty-five (35) housing and services slots were allocated for persons with serious mental illness and forty (40) slots were allocated for persons with substance use issues.</p> <p>Partnered with the cities of Lemon Grove, San Marcos, and Carlsbad on the Citronica One, Citronica Two, Parkview, and Tavarua developments. Entering into partnership with the City of Chula Vista to house unsheltered homeless individuals with serious mental illnesses living in Chula Vista.</p>	<p>\$22,041,425 in MHSA capital funding is expected to leverage \$436,817,664 in other funding including Low Income Housing Tax Credits, State funding (SHP, TOD, Infill, etc.), and local funding (Civic San Diego, San Diego Housing Commission, Carlsbad, Lemon Grove, San Marcos) for the development of 232 MHSA units and 839 other affordable housing units.</p> <p>The County leveraged project-based vouchers for the following developments for a total of 67 project-based vouchers:</p> <ul style="list-style-type: none"> • Connections Housing (7) • Mason (16) • Atmosphere (31) • 9th and Broadway (13) <p>Partnering with the San Diego Housing Commission, the County has leveraged its services funding to secure 135 sponsor-based vouchers (95 for persons with serious mental illness and 40 for persons with substance use issues).</p> <p>Leveraged \$22,194,445 from the cities of Lemon Grove, San Marcos and Carlsbad to create 49 MHSA units in those communities.</p>

	Plan Goal	Year Six Action Steps FY 12-13	Year Six Actions Taken FY 12-13	Six Year Accomplishments
5	<p>Establish MHSA Housing Project Review Committee</p> <p>Provide technical assistance to County's Mental Health Housing Council</p>	<p>Convene committee as needed.</p> <p>Review PEC procedures on a yearly basis and update as necessary.</p> <p>CSH will provide technical assistance to County's Mental Health Housing Council.</p>	<p>Convened committee as needed. Note that there were no PEC meetings in FY 12-13.</p> <p>Reviewed Project Exception Committee procedures and updated as necessary.</p> <p>In FY 12-13, CSH attended the monthly Mental Health Housing Council meetings and provided technical assistance and consultation to the Council. In August 2012, CSH organized a Housing Council retreat in which 25 members participated. Developed a FY 12-13 Work Plan and Workgroup to carry out the recommendations.</p>	<p>A Project Exception Committee (PEC) and PEC procedures have been established. Since 2007, the PEC has met to review the following developments:</p> <ul style="list-style-type: none"> • 15th and Commercial • Verbena (project did not move forward) • Mason • North Star Cottages (project did not move forward) <p>Housing Council held a retreat in August 2012 (first retreat since February 2006). Developed new vision, three-year focus areas, objectives for FY 12-13, and established a Workgroup to carry out the recommendations.</p>
6	Assist with the siting of projects	Continue one-on-one assistance in developing siting plans, as requested.	Participated in the Connections Housing Neighborhood Advisory Committee.	<p>Assisted with the siting of the following developments:</p> <ul style="list-style-type: none"> • Verbena (project did not move forward) • Cedar Gateway • Boulevard at North Park (project did not move forward) • Connections Housing
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.	Since 07-08, provided housing subsidies to approximately 483 FSP clients annually.

	Plan Goal	Year Six Action Steps FY 12-13	Year Six Actions Taken FY 12-13	Six Year Accomplishments
8	Assess Client's Experience of MHSA Housing (Goal added with first update)	<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 to solicit developer feedback on the MHSA Housing program.</p>	<p>Results from 2012 focus groups were used to improve FSP delivery of services and housing.</p> <p>In 2013, CSH facilitated seven (7) housing focus groups with MHSA clients. 78 clients participated in the focus groups and provided valuable feedback.</p> <p>CSH conducted two (2) focus groups with MHSA Adult clients and MHSA TAY clients to receive input/feedback on the 9th and Broadway and Comm 22 developments. Additionally, CSH conducted a focus group with MHSA Adult and Justice clients to receive input/feedback on the Parkview development.</p> <p>CSH conducted a focus group with four (4) MHSA developers to gather feedback on the MHSA Housing program. Additionally, CSH conducted interview with MHSA partner, The Association for Community Housing Solutions (TACHS). Feedback will be used to improve partnerships.</p>	<p>Conducted 30 focus groups with 365 MHSA clients between 08-09 and 12-13.</p> <p>Conducted 9 focus groups with 54 MHSA clients to obtain feedback on the following developments:</p> <ul style="list-style-type: none"> • Citronica One • Citronica Two • 9th and Broadway • Comm22 • Parkview • Connections Housing • Mason • Boulevard at North Park (project did not move forward) <p>Conducted comprehensive survey in 09-10 in which 633 clients responded. Results demonstrated a high level of satisfaction with housing and services. 74% of respondents reported being very satisfied with services and 22% were somewhat satisfied.</p> <p>Conducted two (2) focus groups with developers.</p> <p>Information received from focus groups and surveys were used to improve FSP delivery of services and housing.</p>

	Plan Goal	Year Six Action Steps FY 12-13	Year Six Actions Taken FY 12-13	Six Year Accomplishments
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 once the developments financing has been secured and construction has begun.</p>	<p>Reviewed MHSA tenant application and referral processes and modified accordingly.</p> <p>Nine (9) 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 • Connections Housing • Parker Kier 	<p>In 2009, created the San Diego Guidelines for Application for MHSA Housing. In 2010, created San Diego MHSA tenant certification and referral process and accompanying forms. In 2011, developed Memorandum of Agreement for use in MHSA-developed housing.</p> <p>Formed nine (9) Crosswalk Committees with developers, property managers, and service providers to prepare for lease-up and ongoing operations of MHSA-developed housing.</p>
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.	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.
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.	Researched guidelines for rental assistance programs.	

	Plan Goal	Year Six Action Steps FY 12-13	Year Six Actions Taken FY 12-13	Six Year Accomplishments
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 to outreach to organizations interested in developing MHSA Shared Housing. Provided technical assistance to those organizations.	On June 6, 2011, provided MHSA Shared Housing training to more than 40 organizations.

DRAFT

Appendices

A: MHSA Pipeline Projects Map

B: Results of Client Focus Groups on MHSA Developments

C: FSP, MHSA-Developed Housing, and Developer Housing Focus Group Summaries

D: 2013 MHSA Recommendations and Guidelines

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APPENDIX A:

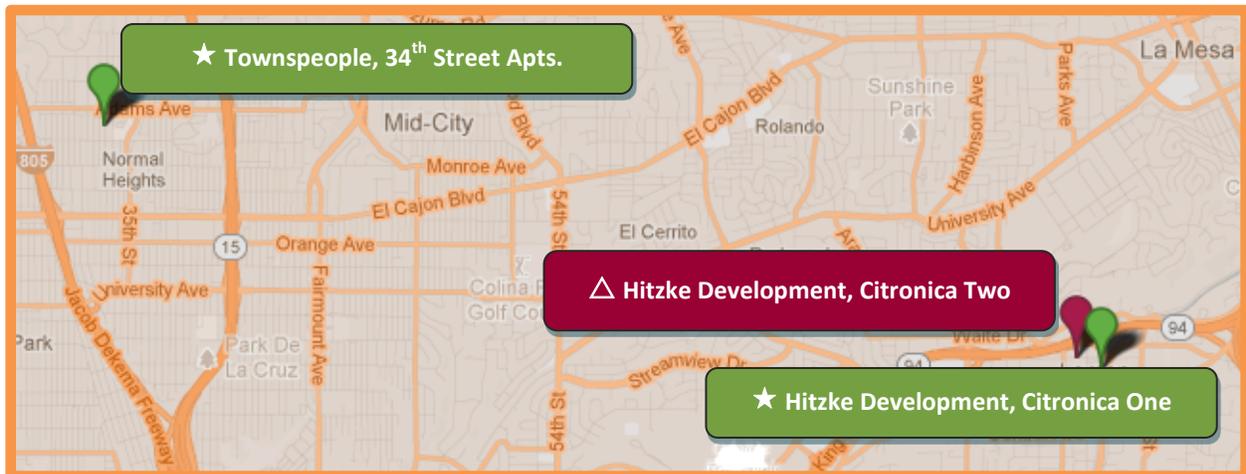
MHSA PIPELINE PROJECTS MAP

MHSA Pipeline Projects as of June 2013

(page 1 of 2)

Map Legend:

- ★ Open
- △ Under Construction
- ⓘ Early Predevelopment Phase



MHSA Pipeline Projects as of June 2013

(page 2 of 2)

Map Legend:

- ★ Open
- △ Under Development
- ⓘ Early Predevelopment Phase



APPENDIX B:

RESULTS OF CLIENT FOCUS GROUPS ON MHSA DEVELOPMENTS

**MHSA Housing Development Focus Group
Parkview (San Marcos, CA)
Mental Health Systems, Inc. North Star and Center Star Programs
Focus Group Summary**

On September 28, 2012, San Diego County Behavioral Health Services (SDBHS), the Corporation for Supportive Housing (CSH), Hitzke Development, C&C Development, Townspeople, Advanced Property Services, Foundation for Form, LifeSTEPS, and Mental Health Systems, Inc. held a focus group with Mental Health Services Act (MHSA) clients enrolled in Mental Health Systems, Inc.'s North Star and Center Star programs. Five (5) clients attended the focus group to learn more about the development, ask questions, and provide input to the developer and their team. Of the five (5) clients, three (3) were enrolled in the North Star program and two (2) were enrolled in the Center Star program.

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

- October 2012: Submit Building Permits
- April 2013 – Start Construction
- March 2014 – Construction Completion
- August 2014 – Occupancy

Below is a summary of the discussion that followed:

Smoking

- The development team explained to the participants that Parkview is a no smoking building.
- It was agreed that the Full Service Partnership, Mental Health Systems, Inc. and the Property Manager, Advanced Property Services, should be upfront with clients and prospective tenants at the beginning so that they understand that before they apply for housing.
- Some of the participants felt that it would be okay that it's a non-smoking building as long as prospective tenants knew that ahead of time.
- There is a park directly across from the development and there was discussion about whether or not that park allowed smoking.
- **ACTION:** Hitzke Development will look into whether or not the park allows smoking.

BBQ Pits

- One of the participants asked whether the development will either provide a common BBQ or allow tenants to have BBQs on their balconies.
- Advanced Property Services stated that individuals will not be allowed to have BBQs on their balconies; however they will look into whether or not they can provide them in the common space.

- **ACTION:** Advanced Property Systems will look into whether or not they will provide a BBQ in the common areas for tenants to use.

Pets

- A few participants asked about whether or not tenants were allowed to have pets on-site.
- Advanced Property Services stated that they have a no pet policy, however companion animals are allowed with the proper documentation.

Bikes

- There was quite a bit of discussion about bikes as a lot of participants use bikes instead of cars.
- Each unit will have one parking spot assigned to them.
- **ACTION:** Development team will look into storage for bicycles. They will see if a storage shed may be the best method for tenants to store their bikes.

Community Space/Amenities

- There was a question about the amenities that were provided in the unit. Advanced Property Systems stated that there will be a refrigerator and dishwasher provided but no microwave.
- Regarding cable and Wi-Fi, the development is wired for cable and the development team is looking into Wi-Fi at the development. There was a question about satellite dishes and the developer stated that no satellite dishes will be allowed to be installed on the property.
- **ACTION:** Development team is looking into Wi-Fi at Parkview.
- There was a brief discussion about security and the developer stated that there will be a fence around the property but it will not be gated. There will also be cameras installed on the property.
- There will be laundry on-site which some of the participants were pleased to hear. There were some questions about the cost of doing laundry on-site.
- A participant asked if there was going to be a swimming pool on-site and the development team stated that there will not be one.
- There will be a small office that Mental Health Systems, Inc. can use to meet with participants.
- There will be no elevators in the building. The ground floor units will be ADA units or have the ability to be adaptable.
- There will be community space located in Building "C". The developer is looking into installing a kitchen in the community space. Tenants will be able to reserve the community space for gatherings.

Visitor Policies

- There was a question about visitor stays and the developer stated that tenants can have visitors for a period of up to fourteen (14) days.

One-Bedroom Units

- Foundation for Form explained that there will be 19 one-bedrooms; 38 two-bedrooms; and 27 three-bedrooms at Parkview.
- The fourteen (14) MHSA units will be one-bedroom units that are approximately 500 – 600 square feet in size.
- Each unit will have a full bathroom with a bathtub.
- There was a question about storage space in the one-bedroom units. Will there be a storage closet that tenants can store additional items?
- **ACTION:** Development team will look into what storage space is available in the one-bedroom units.

On-Site Activities

- LifeSTEPS provided an overview of the activities that may be offered on-site.
- Some of the activities that they typically provide are: afterschool programs, holiday events, finance classes, ESL, parenting classes, budgeting classes, job skills training, and cooking classes.
- The developer is looking into the possibility of installing a kitchen in the community room. If there is a kitchen, some participants seemed interested in a healthy recipes class.
- There was some discussion about computers and the developer stated that they could look into the possibility of allowing tenants to use the computers at Autumn Terrace.
- **ACTION:** Development team will look into the possibility of tenants being allowed to use computers at Autumn Terrace.
- There is no plan for an on-site gym but participants were asked if there was a gym, what equipment would they be interested in and some of them stated weights and cardio equipment.
- Hitzke Development will be looking into some type of training for residents on the sustainable features at Parkview.

Desire to Live at Parkview

- When asked if they would like to live at the Parkview development, the majority of the participants indicated that they would. One participant liked that it was a newly constructed development and another participant liked that it had laundry on-site and was accessible to public transportation (bus and Sprinter line nearby).
- Some of the participants identified a few areas where there may be barriers which are as follows:
 - One participant has cats
 - One participant has a rescue kitten
 - The no smoking policy may be a barrier
 - One participant liked the development but would like to live in Chula Vista to be closer to his family
 - One participant would like a gym on-site

**TAY Focus Group
9th and Broadway & Comm22
October 3, 2012
5 Catalyst Participants**

A total of five (5) Catalyst clients participated in a focus group held on October 3, 2013. Aruna Doddapaneni and Jeff Williams from BRIDGE Housing, Inc. attended the focus group and provided an overview of the 9th and Broadway and Comm22 affordable housing developments that will have units set aside for MHPA-eligible TAY. 9th and Broadway will have 12 units set aside for TAY and Comm22 will have 13 units set aside for TAY for a total of 25 TAY units between the two developments.

Activities/Amenities

- Some of the TAY expressed that they would like employment opportunities at nearby businesses. BRIDGE is trying to engage the Youthbuild program at Comm22.
- One client expressed that she would like a community garden.
- Another client expressed a desire for social activities.
- Some of the TAY expressed a desire for BBQ grills at 9th and Broadway. They did have a question about supervision at the grills.
- The TAY expressed a desire for a pool (there is no pool at either development). The developer stated that urban/infill developments typically don't have pools.
- Additionally, the TAY expressed a desire for a gym (there is no gym at either development). The developer stated that there's a lot of liability with a gym. The developer stated that there's a fitness Center at City College and the YMCA, which are both near 9th and Broadway.
- There will be computers at both 9th and Broadway and Comm22.
- The TAY expressed a desire for free Wi-Fi in the building.
- There was a question about parks. The developer stated that there's a play area and outside common area at Comm22. Also, there's Petco Park and Bird Park nearby.
- There will be bookshelves in the common space and a "Lending Library" will be established. Additionally, the new downtown Central Library will be located nearby (J and 14th).
- Activities will include a Book Club, Culinary Class (demonstration kitchen at 9th and Broadway), and Arts and Crafts.

Units

- Some of the youth would like a separation between the bedroom, kitchen, and living room.
- One client would like the ability to paint her unit. She likes the colors blue and green which are soothing to her.
- There was a question about furnishings. It is still undecided if the units will be furnished.

- There was a question about heat and a/c and the developer confirmed that both developments would have heat and a/c.

Smoking

- 9th and Broadway – smoking in the units will not be allowed but smoking on the 5th floor will. The 5th floor will have an enclosed room with ventilation.
- Comm22 – it has not yet been determined if there will be smoking in the units or on-site.

Floors

- One of the youth had a question about whether or not women and men would be segregated. The developer explained that segregation by sex doesn't occur in permanent supportive housing/affordable housing.

Security

- 9th and Broadway will have secured access. Also, they will have a front desk clerk in the hours that the Property Manager is not working.
- Comm22 will have secured access but they will not have a front desk person.
- There will be security cameras at both buildings.

Transportation

- The youth felt that having public transportation nearby both developments is a plus.

Other

- There was a question about security deposits and the developer confirmed that there would be security deposits at both developments.
- There were some questions about guests, parties, etc. The developer stated that there would be house rules that will govern these things.

Experience with TAY

- One of the youth asked about the developer's experience working with the TAY population. The developer stated that they have experience working with the TAY in the San Francisco area.

Livability

- The majority of the TAY said that the developments would be a desirable place to live.
- They like that it's close to the mall, public transportation, etc.
- One woman stated that she would not like to live there. She thinks that the developments are too concentrated with TAY. She likes to be more integrated into the community.

9th & Broadway
IMPACT Focus Group
October 3, 2013
6 participants

A total of six (6) IMPACT clients participated in a focus group held on October 3, 2013. Aruna Doddapaneni from BRIDGE Housing, Inc. attended the focus group and provided an overview of the 9th and Broadway affordable housing development that will have units set aside for MHSA-eligible adults. 9th and Broadway will have 13 units set-aside for MHSA eligible adults.

Location

- The majority of the participants stated that they like the downtown area.
- One woman goes to City College so she thinks that the development would be conveniently located to her college.

Target Population

- There were some questions about designed populations and whether or not the available units were targeted to the homeless or chronically homeless. The developer responded that there are some funding sources that restrict the housing to certain populations and that would be clearly outlined in the application process.
- There was a question about families and whether or not they would qualify. The developer stated that families are eligible but there are occupancy standards, which limit the number of individuals per unit.

Parking

- The developer explained that there is parking on-site but that there is not a spot available for every unit. The parking would be available on a lottery system. One participant stated that they have a car and the lottery system may be a problem. The developer stated that you would know before you moved in if you have a parking spot so that could help you in making your decision

On-Site Activities

- One participant stated that on-site structured activities would be good.

Amenities

- One individual had a question about whether or not Wi-Fi would be available. The developer stated that they are looking into providing Wi-Fi on the ground floor.
- Someone had a question about who pays for cable. The developer responded that the resident would pay for cable should they wish to have it in their apartment. The developer also stated that there will be a television on the

ground floor that will be available to all residents and the property will pay for the cable for those common televisions.

- One gentleman likes the outside common areas. He stated that, “gardens are a wonderful idea. It’s a great way to bring people together.”
- One woman said, “I would love to grow things but where I’m at now people would steal things.”
- There were some questions about utilities and the developer clarified that the tenant will pay for gas, electric, cable and phone (should they wish to have cable and phone) and that water and trash will be provided by the developer.
- One person was concerned about the responsibility of covering utilities but stated that because rent is at 30% of their income that will help with reducing their overall housing costs.
- There were some questions about laundry. The developer stated that the laundry room will be located on the 5th floor and that there will be established laundry hours.
- There was a question about parks. The developer stated that there’s Petco Park and Bird Park nearby.

Smoking

- There was some discussion about smoking. The developer explained that there will be an on-site smoking room available to residents 24 hours a day/7 days a week.
- Some participants stated that they were glad that there was an on-site smoking room as opposed to having to leave the building and smoke 50 feet away.

General Comments

- One woman stated that she “didn’t know if I would qualify but I would refer others to the development. She said that the proposed development was “Awesome”.
- There was a question about zero income and General Relief tenants. The developer stated that the San Diego Housing Commission would determine the tenant rent.
- There was a question about the term of the lease and the developer stated it is one-year.

Livability

- One person stated that the only issues they had with the building were parking and whether or not they would be able to qualify for the housing.

APPENDIX C:

FSP, MHSA-DEVELOPED HOUSING, AND DEVELOPER HOUSING FOCUS GROUP SUMMARIES

Community Research Foundation
IMPACT Housing Focus Group Summary
April 5, 2013
11 participants

1. Are you satisfied with your current housing accommodations?

Participants are generally satisfied with their housing and grateful to have it available; however there are some concerns with drug activity at specific housing complexes and one participant is struggling with the transition from being homeless to being housed.

Specific comments included:

- *"I am pretty delighted with where I live. I like my privacy and can be by myself if I want to."*
- *"I'm waiting for the other shoe to drop."*
- One tenant commented that the apartment complex is clean and that they are good at treating bugs. He liked that they use "green" products instead of harmful chemicals.
- One tenant expressed that he is having difficulty with adjusting to living in his own apartment. He is struggling with the transition from homelessness to living in a building with others. Additionally, he is challenged with the responsibility of leasing a unit. He said:
 - *"There are too many people. I feel obligated to socialize. It's overwhelming. I was used to being isolated and now I'm in a place with a lot of people."*
 - *"It is overwhelming to take care of my new place. I went from no responsibility to a lot of responsibility. Plus, the rent is \$500+ a month and cable isn't included. I'd like to be someplace where the rent is cheaper."*
- One tenant is living at a supportive housing development that is supposed to be zero tolerance but it is not and he would like it to be.
- One tenant stated that his neighbors are drug users and there's heavy traffic coming into their house 24 hours a day. They are also very noisy.
- Several participants were living at Euclid Terrace and there were mixed comments regarding the complex. Specific comments included:
 - Neighbors look out for each other
 - Can have companion animals
 - One tenant feels that property management is racist
 - Dark and noisy. Neighbors are so loud that tenant can't hear her television. Doesn't feel comfortable talking to property management about the noise.
 - Drug dealers jumping over fence to get into the complex
 - Problems have been brought to property management but nothing has been done

2. Please describe the process for getting into your housing?

Most of the clients were able to get into housing very quickly, many of them within one day. They were very satisfied with the housing assistance they received from IMPACT.

Specific comments included:

- *"I almost overdosed on the streets and went to hospital. IMPACT came all the way to Carlsbad and put me into my new home. All this happened within two weeks. I'm still in shock every time I open my door. I still can't believe it."*
 - *"It was extremely fast. I never got into housing that fast before - less than 2 ½ weeks to get in with TACHS. It only took that long because it was the holidays."*
 - *"The Homeless Case Manager helped me with my SSI and it took one day to get into housing."*
 - *"I went over to Project Homeless Connect and IMPACT was able to get me into housing within a day."*
- One participant commented that the program has been very responsive in moving him to different settings where he could live more independently.

3. Do you have the opportunity to provide feedback regarding your housing to the program?

Some participants reported that IMPACT staff are unresponsive or make promises they cannot keep. Specific comments included:

- *"I feel like I'm trapped because I am in a year's lease. I moved there too fast with too little information. There are pages of rules and more all the time. My Case Manager doesn't care."*
- *"There is new staff at IMPACT. They make 'false promises' because they don't have the authority to follow-up. As an example, they say they will take you to an AA meeting but they don't take you and don't call to let you know."*

4. Has the program helped you to find alternate housing if you are not satisfied with your current housing? Generally, participants felt that the program would assist them in finding alternate housing, however some expressed concerns about moving. Specific comments included:

- *"One of the units where I live is now an emergency shelter so people are in and out, police are there, etc. The Program offered to move me but I want to stay. I'm a good tenant and have been there for three years. I shouldn't have to move."*
- *"I know it is time to move but I've been very anxious about it. I think the program will listen to me if I ask for help."*
- *"I don't know if I would be able to find affordable housing that is safe with my income level."*

5. Has your housing helped you to achieve your personal goals?

Several participants expressed that housing has been key to their recovery and/or stability. One person noted that housing has helped them to stay sober. Specific comments included:

- *"Absolutely. Housing has brought stability so that I can get back to the health issues that I have. It's allowed me to be more well-rounded and get back to wellness."*
- *"Yes, it has given me stability. It has given me support. I can build myself up from where I'm at now."*

- *"It has given me a chance to breathe and work on fixing myself. I am broken and I need to work on fixing myself."*
- *"There's a sense of security with housing. When I lie in bed at night, I have this fuzzy feeling that things are okay."*

6. Are you satisfied with the services that you are receiving from the program?

Most participants were very satisfied with the services they receive from the IMPACT program, however a few participants noted slow response times to phone calls. Specific comments included:

- *"With IMPACT, if you ask for something, they will get it done. There are about 20 people who are available to me but I have good luck with one particular person."*
- *"My worker blows my mind. If I need something like a letter, it's in the mail the next day. I'm no longer hesitant to call the program for help. If I'm not getting something done, it's usually on me."*
- *"I wouldn't be able to maintain my housing without the supportive services."*
- *"I think they're a Godsend. They saved my life."*
- *"IMPACT visits every other week. We need to know when they're going to be there so we can meet with them. The program has been making an effort to call and let us know that they're running late, when to expect them, but I don't want to miss the visit."*

Those who were less satisfied complained that the IMPACT staff is not as available or responsive as they'd like them to be. Specific comments included:

- *"It would be helpful to have IMPACT answer their phone calls, call back, etc. We haven't been receiving calls back and I sit by the phone waiting for a phone call all day."*
- *"IMPACT is supposed to have a duty worker that's available between 12 – 4:30 p.m. Nine times out of 10 they don't call you back. If they do call you, it is usually days later."*
- *"Noon to 4:30 p.m. is too late in the afternoon. They need to have morning hours."*

- One person did note that when they call the duty in the morning they receive a timely call back.
- One person would like assistance with getting to doctors appointments and case management-related issues.

7. Is there anything else about your housing situation that you would like us to know about?

- Security Issues

15th & Commercial
Housing Focus Group Summary
April 12, 2013
3 Participants

1. Are you satisfied with your current housing accommodations?

Tenants living at 15th & Commercial were generally satisfied with their housing, although some tenants were not satisfied with property management and some of the policies/rules. Specific comments included:

- One resident said that property management didn't handle their ADA request in a timely manner.
- One tenant stated that their caregiver was thrown out of the building by security while she was doing the tenant's laundry because the caregiver was not accompanied by the tenant.
- A few residents were unhappy with the rule prohibiting walking through a certain door to get to the Joan Kroc Center. The rule seemed arbitrary to some. One person said, *"For disabled individuals, it makes it more difficult because they have to walk around to another entrance."*
- Some residents expressed concerns about rent payment. One tenant said it is difficult because rent payment can only be made at posted times and sometimes staff are not there during the posted hours. Another resident said he was unable to get a rent receipt. Starting next month, residents reported that only money orders will be accepted meaning that they will need to spend an additional \$5 to get the money order.
- One resident is happy with her housing but she doesn't like the environment when she goes outside of the building.

2. How was the application process for the unit you occupy?

- One resident stated that she was satisfied with the process.

3. Are the policies/rules where you live clearly explained to you? Are property management/maintenance issues addressed in a timely manner?

Residents commended the services and maintenance staff but complained about property management staff and some, but not all, of the security staff. Specific comments included:

- One of the tenants stated that Property Management is inconsistent and *"prejudiced."*
- One resident stated that he was unhappy that he was given a copy of the lease and rules/regulations but nothing was explained to him upon move-in.
- A resident said that services staff is trying to work with residents on property management issues but they were being told *"No"* by property management.
- Sometimes Maintenance takes a while to fix problems but things have improved.
- One tenant expressed concern with security and emergency preparedness. He stated that there was a fire in a unit and there's supposed to be a button to

push for support. He pushed the button during the fire but no one showed up to help.

4. Do you feel a part of the community in your building? Do you feel a part of the neighborhood?

Residents are generally happy with the on-site supportive services provided at 15th & Commercial.

- Residents specifically mentioned Friday movie nights and the well-maintained community space.
- One resident commented that they liked that the services staff takes them to Wal-Mart.
- One resident said, *“Tina and Matt are excellent workers who try to make us a part of the community.”*
- One tenant said that she doesn’t feel safe in the area around 15th & Commercial. She likes the building but doesn’t like the area.

5. What has changed for you since moving into your current housing situation?

- One tenant said, *“I’m more at ease now. I can focus more on what I’m going to do versus focusing on my housing. I can focus more on my family now. I am comfortable living here.”*
- Another resident said, *“I live alone. I like that.”*

6. Has your housing helped you to achieve your personal goals?

- One participant said, *“Senior IMPACT has been great and is one of the reasons why I’m so comfortable. I like living by myself and that everything is new.”*
- One resident said, *“Yes, I am happy I have my own home. I’m really thankful.”*

7. Do you have the opportunity to provide feedback regarding your housing to the program?

Responses to this question were mixed. One resident felt that he could provide feedback on his housing. However, another tenant felt that their feedback is not taken seriously.

- One resident said that, *“The only suggestions that were taken seriously were the one’s that helped them.”*
- One resident expressed dissatisfaction with property management. He said, *“Management is worthless. They have changed management three times.”*

8. Is there anything else about your housing situation that you would like us to know about?

- More responsive security is needed.
- One resident said, *“I like my home and everything. It’s just the outside that bothers me.”*

**Cedar Gateway
Housing Focus Group Summary
April 12, 2013
8 Cedar Gateway tenants**

Eight (8) Cedar Gateway tenants participated in a focus group with 17 tenants living at other MHSA developed housing including 15th and Commercial, Mason and 34th Street Apartments.

1. Are you satisfied with your current housing accommodations?

Most Cedar Gateway residents are satisfied with their housing and they are very grateful to have it. Residents' primary concern is their safety and several noted that the current system does not adequately address this, particularly access through the garage. Specific safety concerns that were mentioned include:

- Homeless individuals enter the building and sleep in the garage and in the hallways;
- Garage lights were out for a few days, which was a safety concern;
- A tenant said that a drunk and naked man came into her apartment one evening;
- Other female residents said a man tried to kill them; and
- Residents do not feel that the key fob system protects them from outsiders.

Other issues raised by individual residents included:

- Door bells that sound like a fire alarm
- One tenant was in an ADA accessible unit that had features set up for a disabled person but she found them difficult to use for a non-disabled person.

2. How was the application process for the unit you occupy?

Some Residents complained about the delayed opening. One tenant noted that communication about the delays was not great.

- One tenant said, *"It was six months delayed in opening which caused anxiety."*

3. Are the policies/rules where you live clearly explained to you? Are property management/maintenance issues addressed in a timely manner?

Several of the tenants specifically noted their satisfaction with both the management and the maintenance at Cedar Gateway.

- One tenant said, *"It is scrubbed clean from top to bottom. They power wash the development every month."*
- Another tenant said, *"The management is extremely helpful."*

Residents said that community rules and policies are well spelled out, although they are not necessarily understood. There is also adequate notice for twice-a-quarter inspections.

- One tenant said, *“We were given a 20-page document with questions and answers. The property manager explained all of the rules and asked if we understood each of them.”*

Other issues raised by individual residents included:

- One tenant felt that unit maintenance was handled differently than building maintenance. The tenant said, *“They have two maintenance people who try to take care of the place very well. However, apartment requests are handled differently than overall building maintenance.”*
- One tenant said that a closet door fell twice. It took three months (three notices) to fix it the first time.
- Another tenant said that someone let a friend in and he was drunk and delusional and he went into the tenant’s apartment.
- A resident, who is a floor monitor, is not confident that she can move people in wheelchairs if there’s an emergency.

4. Do you feel a part of the community in your building? Do you feel a part of the neighborhood?

Residents stated that regularly scheduled activities enable them to feel part of the community. The on-site social worker helps, too, and residents have learned that another social worker will help them network into the larger community.

5. What has changed for you since moving into your current housing situation?

Several residents spoke of feeling more self-assured and peaceful living at Cedar Gateway. The apartments offer more privacy than some have experienced previously. Specific comments included:

- *“I have a nice apartment on the top floor looking over downtown San Diego.”*
- *“This is my first time living on my own. I’ve always been in a board and care or independent living facility. I feel good about myself.”*
- *“I like that I have a place to cook.”*
- *“The rent is low so I can put money aside for education. It’s good to have your grandchildren come visit you. I like privacy and not living in shared housing.”*

Management was commended for understanding resident needs and being willing to accommodate them. A specific comment was:

- *“The Property Manager accommodated my new girlfriend and daughter. Gab worked with me.”*

6. Has your housing helped you to achieve your personal goals?

Consistent with comments regarding greater self-assurance and self-control, residents said their new living arrangements were closer to school which helps with education; less expensive thus helping with retirement; and they liked being in a new building. One participant said, *“It was like a Godsend.”*

7. Do you have the opportunity to provide feedback regarding your housing to the program?

No responses were received from Cedar Gateway residents

8. Is there anything else about your housing situation that you would like us to know about?

The comments returned again to security issues. Below are the issues that were raised:

- Participants mentioned that there have been car break-ins in the garage. They mentioned that there were not cameras in the garage. They recently circulated a petition (50+ signatures) to get more cameras installed. They gave the petition to Property Management but they said that it would cost \$10k.
- A participant mentioned that there is a very dark area near stairway on the Under Ground (UG) Floor. They said that a homeless man there threatened a resident.

Another issue that was raised by a participant was that he had to give up Section 8 in order to live at Cedar Gateway.

**The Mason
Housing Focus Group
April 12, 2013
4 Participants**

Four (4) IMPACT clients living at the Mason attended the April 12, 2013 housing focus group where there were a total of 17 clients living in MHSA-developed housing.

1. Are you satisfied with your current housing accommodations?

Most of the participants living at the Mason are generally happy with their housing.

However, a tenants expressed that there were aspects of their housing that they were not satisfied with or felt could be improved. Specific comments included:

- One tenant felt that the building could be better maintained, particularly the common areas and especially over the weekend.
- One tenant is happy with the building but not with her particular unit. She moved from a one-bedroom to a studio at the Mason and she doesn't like the layout of her unit or the view of a brick wall.

2. How was the application process for the unit you occupy?

Several residents commented that they would have preferred seeing an actual apartment rather than a floor plan. Additionally, some clients felt rushed into a decision to accept housing at the Mason and sign a lease.

- One tenant was happy that she was able to look at a floor plan and express interest in a particular unit.
- One tenant said that the process to get into her housing was smooth and the only issue was obtaining her Social Security card.

3. Are the policies/rules where you live clearly explained to you? Are property management/maintenance issues addressed in a timely manner?

Residents are familiar with the rules but do not necessarily agree with them.

- One tenant said that the policies and rules were clearly explained to him but he said that some of the tenants are not abiding by the rules and Property Management is not enforcing them.
- In regards to maintenance requests, one resident said that property management staff takes their time in addressing maintenance issues.
- A resident noted that they had been stuck in the elevator several times and that it was troublesome for him.
- Several residents said that there's a nice patio at the Mason that is currently unused. They didn't understand why the patio couldn't be used for tenants to hang out and/or smoke. Some said they didn't understand why tenants needed to go outside the building to smoke.

4. Do you feel a part of the community in your building? Do you feel a part of the neighborhood?

Some residents expressed that they feel part of the community and socialize with other residents on a regular basis. However, some residents did not share this same sense of community.

- Several tenants felt that having the community room open more often would help this. The community room was open more often in the beginning but that's not currently the case. One tenant said that the community room is *"Only open when the Community Manager is around and he's not around a lot."*
- One resident doesn't feel comfortable in the community room due to a social phobia.
- One tenant said, *"I feel like I'm on my own."*
- Another tenant said, *"Management holds community meetings every once in awhile but not a lot of people show up. If they provide pizza then more people show up."*
- One tenant mentioned that they don't have a phone number for the Manager in case of after-hours emergencies.

5. What has changed for you since moving into your current housing situation?

- One tenant said that she is very happy with her unit and that she had her own kitchen. She said, *"It's so peaceful."*

6. Has your housing helped you to achieve your personal goals?

Several residents mentioned that living had the Mason has helped them with their educational goals and personal independence.

- One resident noted that it's easier to get to/from school as the Mason is closer than her previous housing.
- One tenant liked that he could cook his own meals, have guests over, and keep his unit clean. He was previously living at a Board and Care where these things weren't possible.

7. Do you have the opportunity to provide feedback regarding your housing to the program?

Residents say that there are opportunities to provide feedback but that things don't always change as a result of the feedback provided.

- One tenant said that he has spoken to Property Management, IMPACT, and Housing Development Partners about issues but nothing has been done.
- Another tenant said that sometimes he's taken seriously and sometimes he's not. He feels that they respond to certain actions more than others.

8. Is there anything else about your housing situation that you would like us to know about?

- Several tenants would like the community room to be open all the time.
- One tenant said that they would like more cameras installed throughout the building including the community room and in the hallways.

34th Street Apartments
Housing Focus Group Summary
April 12, 2013
2 Participants

Two (2) IMPACT clients attended the 34th Street Apartments housing focus group on April 12, 2013. They were part of a larger group of 17 clients. One participant had recently moved from 34th Street Apartments and the other tenant had recently moved in. The client that had recently moved from 34th Street Apartments left the focus group early so little verbal feedback was heard but he did answer the questions in written format which are captured below.

1. Are you satisfied with your current housing accommodations?

- The tenant who recently moved to 34th Street is very happy with her housing. She feels very safe there. *"It is like Fort Knox there."* She likes that it is gated and that there is limited opportunity for intruders to get into the building.
- The tenant who recently moved from 34th Street was not satisfied with his housing at 34th Street but is satisfied now with his currently housing.

2. How was the application process for the unit you occupy?

- The tenant that recently moved to 34th Street stated that the application/move-in process went really well. She was ill during the scheduled time of move-in and Management allowed her move to be delayed. They accommodated her and she was greatly appreciative of that.
- The tenant that recently moved from 34th Street indicated that there were several barriers to getting into housing.

3. Are the policies/rules where you live clearly explained to you? Are property management/maintenance issues addressed in a timely manner?

- One tenant indicated that there was no maintenance protocol in place. He stated that he waited months for repairs and that no records were kept.

4. Do you feel a part of the community in your building? Do you feel a part of the neighborhood?

- Yes, except for management.

5. What has changed for you since moving into your current housing situation?

- Client is happy with his current housing (was not happy at 34th Street).

6. Has your housing helped you to achieve your personal goals?

- One client stated that living at 34th Street impeded his recovery and he often thought of suicide.

7. Do you have the opportunity to provide feedback regarding your housing to the program?

- Client stated that at 34th Street he was retaliated against and called a trouble maker when he raised concerns.

8. Is there anything else about your housing situation that you would like us to know about?

- Client stated that he was harassed by the Resident Manager and no action was taken to stop it and he was treated badly for reporting it.

Mental Health Systems, Inc.
Center Star Program
Housing Focus Group Summary
April 15, 2013
6 participants

A total of six (6) Center Star clients participated in this focus group. They lived at four (4) different locations.

1. Are you satisfied with your current housing accommodations?

The majority of the focus group participants were satisfied with their housing. Individuals living in their own apartments were generally more satisfied than those sharing an apartment with others in the program.

- One woman was very satisfied with her housing. She liked the privacy that her housing provided.
- A few of the women came into the program directly from the streets. They liked the accommodations that their apartments provide (quiet, nice, warm). They liked the safety that their housing provided them. One woman said that she was “vulnerable” on the streets.
- Regarding her housing, one woman said, *“It’s a family apartment. Tenants look out for each other. We feel safe in our apartment because we take control. The program provides support in our community.”*
- One participant is satisfied with his housing but he would prefer to live by himself. He currently shares an apartment with others in the program. He wants to reunify with his son but he can’t until he gets his own housing.
- Another participant is satisfied with his housing but is not happy that sometimes his roommates don’t clean up after themselves.
- One participant lives in an Independent Living home where he shares a bedroom. He is okay with having rules and doesn’t find them hard to follow. He feels that it’s the appropriate level of housing for him at this time.

2. Please describe the process for getting into your housing?

The majority of participants reported that the process to get into housing was quick.

- Two (2) of the participants participated in the 2010 Vulnerability Index efforts. They were homeless living on the streets. They participated in the survey and were told that someone would be back in 30 days. One participant said that after the HOT team connected with her in 30 days, it took less than 24 hours for the Center Star case manager to pick her up and place her into housing. She was initially placed in interim housing and then moved into her apartment. Another participant said, *“They were compassionate. They outlined everything perfectly. They spoke about the transition to housing and then worked together on that transition. They assured me that I would be safe. They held your hand throughout the entire process. It was very comforting.”*
- Another participant said that he got into housing within one day but he has been waiting for the past seven (7) months to get his own place.
- One participant went directly from jail to housing. The program began working with him while he was in jail.

- Another participant said that the program placed him in a hotel the first night and it took him about a week to get into housing.

3. Do you have the opportunity to provide feedback regarding your housing to the program?

Several participants stated that they feel comfortable talking to the program about their housing and have opportunities to do so.

- One participant was very satisfied with the responsiveness of the program with regards to building maintenance requests. They liked the 24/7-phone number and stated that if they call at 8 am someone is available to assist.
- One participant said, *"We have a lot of say on a lot of stuff."*
- One participant is not happy that he's been waiting for seven months for his own apartment. The program is asking him to look for housing on his own but he doesn't know how to go about doing it. *He said, "I don't know how to fill out the paperwork. I don't have a car. I don't have a bus pass. I only get \$450 a month."*
- One participant said, *"If you are looking for a new place, it's not a fast process. WRAP programs help us to advocate for ourselves."*
- Another participant said, *"You need to stay on the staff because sometimes they forget or there's staff turnover. You have to bring the issue to the attention of the new person."*

4. Has the program helped you to find alternative housing if you are not satisfied with your current housing?

Most of the participants are satisfied with their housing so many of them don't have a need to find alternative housing.

- One person said, *"If I needed help with my housing, I am confident that they would be there to help me."*
- Another person said, *"If I needed alternative housing, I have a sister who can help me. Also, I know how to go to the San Diego Housing Commission and get information on housing."*

5. Has your housing helped you to achieve your personal goals?

Respondents said that having a place to live is essential for achieving goals, taking medications, and changing attitudes. A few participants commented that housing has helped them to quit drinking or using drugs. Their comments included:

- *"If you are sleeping on the street, you can't think straight. You wake up mad, cold with a hangover. You need to figure out where you're going to shower."*
- *"You can think about other stuff like going to the doctor. For the two years that I have been with the program, I am a happier person."*
- *"One of my goals was to quit drinking. Housing has allowed me to quit drinking."*
- *"I am happy because I'm not homeless. I have an address to go to - a home to go to. I've been clean for a while now. Everyone's not doing drugs now. Everyone's doing great."*
- *"Being on the street, you have a defense mechanism. My first goal was to be less aggressive, less defensive. With housing, I have the ability to wear clean clothes and to smell bacon, coffee coming from neighbor's unit."*
- *"Death was my worst fear. When someone dies, it doesn't affect me as much. I have morning and evening routines. I'm not on the edge all the time. I'm not ready to get down someone's throat when they say something to me."*

- *"I started to think positive thoughts about the direction I was heading in."*
- *"My goal was to have a kitten. It's nice to have a companion. It gives me an excuse to get up in the morning and take care of the cat."*
- *"Housing has kept me from going back to jail."*
- *"They help you. They calm you down. They give you coffee, something to eat. They help you with your goals. I'm goal orientated now. They have new computers to help us. They got our back really good."*

6. Are you satisfied with the services that you are receiving from the program?

Participants were very satisfied with the services provided by Center Star staff. They were satisfied with the frequency and level of services provided. They appreciated that Center Star staff acted as their advocate.

- Several participants commented on the medication management provided by Center Star staff and how being in housing and enrolled in a program like Center Star has helped with their medication management. One person said, *"When you're indoors, you keep better track of your medication. Center Star has helped with medication management. It's hard to keep track of medication management when you're on the streets."*
- One participant said, *"If I take the ambulance, Center Star will be there in 5 minutes."*
- One participant noted the assistance of the doctors and nurses, and transportation and laundry. They also noted that the program staff listens to them.
- One person said, *"They take me to every doctor appointment. I've never had my life run so smoothly and orderly. They talk to the doctors. They help to schedule follow-up doctors' appointments. They help you to feel like you're not lost. If you are feeling a little depressed, they are there to listen to you."*
- Another participant said, *"I don't have anything to say except for five stars."*

7. Is there anything else about your housing situation that you would like us to know about?

- One person said that they're happy with what they have but they want more of everything.
- Others noted that they would like more food cards.
- One person living on Menlo Street would like to see the back gate of their apartment building secured.
- One person said, *"Sometimes they make promises but then the funding doesn't come through and it makes Center Star look bad even though it's not their fault."* Several participants agreed with this statement.

Community Research Foundation
Senior IMPACT Housing Focus Group Summary
April 19, 2013
8 participants

1. Are you satisfied with your current housing accommodations?

Participant responses when asked about current satisfaction with housing were mixed. For those who were dissatisfied, Senior IMPACT was working with them to find more satisfactory accommodations.

- One participant said, *"I prayed everyday for my own place. God has answered my prayers by finding me housing. I have a million dollar view."*
- One gentleman has been in a mobile home for 25 years and is very happy. He likes that he has a yard, garden, and space.
- Two (2) residents living at 15th and Commercial were generally satisfied with their housing but expressed dissatisfaction safety and security. Issues included unit fires, residents smoking crack, and drug dealing. They felt that security should be tightened up.
- One participant lives at an Independent Living home where she does not feel safe. She feels intimidated by some of the male residents. She has worked with the Housing Manager to address her concerns but not yet with Senior IMPACT. She wants alternate housing where she can feel safe.
- Another participant is very dissatisfied with the property management company at her development (Grace Towers). Issues include property management staff who do not speak English, staff entering units without prior notification and throwing out resident belongings, and property management staff who make up rules. She is in the process of transferring to another HUD 202 building.

2. Please describe the process for getting into your housing?

Most of the clients were satisfied with the process for getting into housing. They reported that it took several months to get into their current housing and, generally, there were no complaints about that timeframe.

- One person said, *"Senior IMPACT got me into housing very quickly."*

3. Do you have the opportunity to provide feedback regarding your housing to the program?

Some participants expressed dissatisfaction with housing staff especially with regards to responsiveness and timeliness. Specific comments included:

- *"The services staff are fine but the housing staff don't know what they're doing."*
- *"I have issues with property management and the housing staff are not helping me address them."*
- *"The program is great. My issues lie with the on-site management at the apartment complex. Senior IMPACT is helping me to find alternative housing."*

4. Has the program helped you to find alternate housing if you are not satisfied with your current housing?

One issue where there appears to be confusion among clients is whether Senior IMPACT can/will assist with moving costs. Specific comments included:

- *“Heritage Clinic used to help with moving costs but Senior IMPACT won’t. They said that they don’t have the money to help with moving. They won’t allow for a loan either.”*
- *“Senior IMPACT helped me last year with moving. I’m paying them back for it.”*
- *“Senior IMPACT helped with the deposit, first month’s rent and utilities.”*
- *“Why does the program assist some clients and not others with moving?”*

One person commented that she found her housing all on her own and that the program did not help her with the process.

5. Has your housing helped you to achieve your personal goals?

Having a home of one’s own is an important goal that Senior IMPACT is credited with helping participants achieve. Specific comments included:

- *“Safety is one of my top priorities. I feel safe in my housing.”*
- *“When I was at St. Vincent de Paul, no one wanted to help. Once Senior IMPACT came into the picture, they moved me into housing right away.”*
- *“Yes, if it wasn’t for Senior IMPACT I would still be going around in circles.”*
- *“I have lived there for one year and am living my dream of peace and serenity.”*
- *“I couldn’t do it without my house. I need my house for the food and medicine that I grow for healing.”*

6. Are you satisfied with the services that you are receiving from the program?

Several participants noted that they are very satisfied with the services they receive from Senior IMPACT, however some clients were unclear about what services they could expect or access from Senior IMPACT.

- One participant said, *“I would like a description of the services that are available. If we had job descriptions of the staff members, we’d have a better idea of their responsibilities.”*
- Some participants expressed that the Senior IMPACT staff lacked the experience to deal with older adult clients. They felt that many of the Senior IMPACT staff are too young and inexperienced. Additionally, in general, they felt that the dynamic between younger staff and older adults was not a good fit. One client said, *“The program sees us as children but not as experienced individuals.”*
- Some participants stated that they preferred the model of services that they received under Heritage Clinic (one-on-one case management vs. ACT model). They felt that the staff doesn’t get to know the clients well enough under the ACT model.
- A few clients noted a high level of satisfaction with certain staff members, including Dr. Rivera and Leslie Saunders.

- Some participants stated that they were promised a smooth transition from Heritage Clinic to Senior IMPACT but felt that wasn't the case. One participant said, *"We were told that it would be a smooth transition between Heritage Clinic and Senior IMPACT but that wasn't the case."*
- Additional issues that were brought up include:
 - Staff not familiar with resources in the community
 - Staff not reviewing files before client visits
 - Staff not communicating with each other (staff showing up for back-to-back appointments)

7. Is there anything else about your housing situation that you would like us to know about?

- Maintenance at 15th & Commercial is great.
- A client living in a mobile home needs help with maintenance.
- The issues at Grace Towers need to be addressed. At least three petitions have gone to HUD but nothing has improved.
- One participant would like garage parking, more storage, and an oven.

**Mental Health Systems, Inc. North Star Act
North Star Cottages
Housing Focus Group
April 23, 2013
8 participants**

Eight residents of North Star Cottages participated in the housing focus group

1. Are you satisfied with living at the North Star Cottages housing development?

All of the North Star Cottage residents who participated in the housing focus group were very satisfied with living there and with improvements that have been made. Satisfaction at North Star Cottages is very high both among new residents and those who have lived there for some time and who expressed dissatisfaction previously.

- One tenant said, *"It has changed for the better the last couple months."*

Residents noted that their satisfaction greatly increased after the problem tenants (drug dealers, trouble makers) were removed. They also noted that the North Star program has improved the living conditions at North Star Cottages particularly with new carpet, plants, replacing broken windows, locked washer/dryer, etc.

- One tenant said, *"It's quiet and clean without all the 'bad people' living there now."*

A few residents noted some ongoing maintenance needs including: need for handicap bar installed in shower, broken shower door, noisy garbage disposal, and broken blinds.

Hiring on-site security to patrol the housing, led to increased satisfaction noted by a few residents. Now that the security guard is no longer there, some tenants are concerned that the lack of security may bring the *"undesirables"* back.

2. Do you feel safe in your apartment? In the building? In the neighborhood?

Most of the tenants expressed feeling safe in their building and in the neighborhood. However, a few tenants noted that they have people knocking on their doors in the middle of the night although they leave without incident when residents threaten to call the police. A few comments included:

- *"I feel safe but I was on edge for a few weeks when I didn't have a roommate."*

- *"I feel safe (here) but there are parts of the neighborhood that may not be as safe."*

Residents would like more lighting to provide a greater sense of security. Lighting is needed, some said, in the alley way on the East side of the building. Also, existing lighting needs to be checked. One person noted that someone keeps taking the light bulbs out. A few tenants noted that the installation of security cameras would be desirable.

3. There have been some tenants that have recently moved out. Has your level of satisfaction changed since that time? Have things improved since then?

All of the tenants participating in the housing focus group stated that their level of satisfaction has greatly improved since the problem tenants moved out. One participant noted that cars go behind the building and he's unsure of who they are.

- One tenant said, *"I think they should install signs that say, "Building is Under Surveillance" to help prevent undesirables from visiting the property."*

One resident noted that the House Rules are unclear about guests needing to check-in. Residents' understanding about this rule is inconsistent.

4. Did the North Star program act swiftly to improve the housing conditions at North Star Cottages once they became aware of the problems?

All of the tenants participating in the housing focus group stated that the program acted swiftly to improve the housing conditions at North Star Cottages.

Comments included:

- *"They got people out of there as quick as they could."*
- *"They helped it become a 'home' instead of a 'drug' place."*

Residents said that the program is very responsive and communication with tenants is great. They were kept informed of actions being taken to clean up earlier problems. Tenants reported very quick responses to plumbing problems.

5. Have you had an opportunity to provide feedback regarding your housing to the program? Are your suggestions taken seriously? Have changes been made as a result of your feedback?

Communication appears to be very strong between residents and the program regarding housing issues. Tenants feel as if they are heard and that the program responds promptly to problems and, generally, to maintenance requests. The majority of the tenants said that their suggestions were taken seriously. However, two residents reported a reasonable accommodation request that hadn't been addressed yet and a lingering maintenance issue.

6. Do you want to continue living at North Star Cottages or are you interested in moving? If you are interested in moving, are you working with the program on identifying other housing options?

The majority of tenants stated that they want to continue to live there and none of the participants expressed interest in moving.

The location of the North Star Cottages is a big factor in tenant satisfaction. Several tenants noted that the apartment complex is close to the North Star program, bus stop, and shopping. Comments included:

- *“Everything is conveniently located. ‘Location, location, location.’”*
- *“I want to stay there as long as he can. I feel safe and I’m not ready to make a move.”*

7. Is there anything else about your housing that you would like us to know about?

There is a need for additional security (staff, lighting, and cameras), according to some residents. Several tenants stated that the east and backside are most in need of lighting but some would like lighting all around the building.

Some tenants would like guests to be able to park on-site instead of having to park on the street.

Overall, there was a great sense of gratitude and satisfaction among residents. Comments included:

- *“I’m extremely happy that this program exists.*
- *I can have a whole new life now that I have housing.”*
- *“The program is a Godsend and it’s much appreciated.”*
- *“It’s a great model and it would be wonderful if it can be expanded.”*
- *“I’m really happy with North Star. If it wasn’t for them, I wouldn’t be here.”*

One person said that other models don’t work as well as this model because services are all in one place. Having services in once place allows you to get a life, find a job, etc.

**Mental Health Systems, Inc. North Star ACT
Housing Focus Group Summary
April 23, 2013
15 participants**

Fifteen clients living participated in a focus group about North Star ACT housing.

1. Are you satisfied with your current housing accommodations?

Most of the participants were happy with their housing. Most of the participants who were dissatisfied were in a shared living environment. Those who lived in their own apartments were very satisfied with their housing.

Factors that lead to satisfaction included:

- Safe neighborhoods
 - Location
 - Amenities such as a washer and dryer
 - Own bedroom (although one participant who lives in an Independent Living Home and shares a bedroom is happy with his housing.)
 - Close to support
- One participant said, *"I like being close to my support groups, which includes family and church."*
 - Another participant said, *"I had trouble in the beginning living with roommates but now I live on my own now and I'm satisfied with my housing."*
 - One gentleman said, *"I live in a two-bedroom apartment with a roommate and like my housing. I used to live in a home with several other individuals and had to share a bedroom. I like being able to cook here and there is a washer and dryer."*
 - One participant noted that he's happy with his housing but didn't know that he could move somewhere outside of Escondido.

Two of the respondents who were dissatisfied live in Sober Living Homes and one lives in a Board and Care. One is considering leaving the North Star Program because of his dissatisfaction with his housing. He feels that he needs to live on his own for the safety of others.

- The participant that lives in a Board and Care said, *"I'm ready to live on my own and don't like the conditions of the Board and Care where I live. I've been waiting years for my own place."*
- The participant that is dissatisfied and is considering leaving the North Star program said, *"I share a bedroom with another person. I have issues with my temper and don't think that it's safe to place to be where I could lose my temper and jeopardize my housing."*
- Another participant said, *"I'm not happy at my Sober Living home but I'm moving into an apartment and I'm happy about that."*

2. Please describe the process for getting into your housing.

Most participants stated that the program got them into temporary housing right away, usually within a day. Some went to Residential Treatment or Sober Living first, then to a shared living situation, and then to their own apartment. The program was credited with working hard to match clients with compatible roommates.

One participant noted that the program places participants in Residential Treatment/Sober Living if they relapse. He said that there are no other options available to individuals who relapse although the program is supposed to have AOD resources but, in his opinion, they don't.

- One participant said, *"I'm currently in Residential Treatment and ready to get out but the program hasn't spoken to me about housing yet."*
- Another participant said, *"They take really good care of you. They give you a chance to work your way up. They saved my life."*

3. Do you have the opportunity to provide feedback to the program regarding your housing?

While most respondents said they have opportunities to provide feedback to the program, few felt they were being listened to. Some staff members were alleged to have favorites and *"if you're not one of their favorites you have less of a chance of being listened to."* Clients noted that the program has been short-staffed for a while and thought that might contribute to poor communication. A couple of participants complained that they don't know the status of their housing, particularly moving to other accommodations.

4. Has the program helped you to find alternate housing if you are not satisfied with your current housing?

Most of the clients felt that the program has helped them or would help them if they were not satisfied with their housing. However, a few people feel that the program is not helping them to find alternative housing if they are not satisfied with their housing.

- One participant said that the program listens to him but he's been told that there isn't funding to put him into his own housing at this time. He said, *"ACT doesn't mean anything to me without my freedom."*
- Another participant said, *"They pull you close when you're in danger. When you are doing what you are supposed to be doing they allow you to move further away."*

5. Has your housing helped you to achieve your personal goals?

Most participants felt that housing has helped them to achieve their personal goals. Several noted that having a home helps them to work on their goals and that having the privacy of your own home or room helps you to work on meeting your goals. Housing also allowed one participant to be closer to her support groups (kids and church). Some of the comments were:

- *“I got a big dose of what I was seeking. Housing has helped me with recovery and with connecting with others.”*
- *“Housing has given me time to cope with my disability and to work on my education.”*

A few participants felt that their current or previous housing situation inhibited their ability to work on their goals:

- One participant said, *“I’m too scarred after living at the Sober Living Home to really work on my goals.”*
- Another participant who is currently in shared housing said, *“I’d be able work on my goals if I had my own place.”*

6. Are you satisfied with the services that you are receiving from the program?

The majority of participants are very satisfied with the services that they receive from the program. Several participants noted that the program helps them with whatever they need. Some of the comments were:

- *“I love the program.”*
- *“If you want to go to school, the program will help you with that. Also, they offer wellness classes and they have flyers for jobs, resources, etc.”*
- *“I see the program once a week to pick up my meds and they have a 24/7 crisis line that I can call if I need to.”*
- *“I’m happy with the services but I’m trying to get better so I can ‘graduate’ from and be on my own.”*

One participant was dissatisfied that the staff and peer specialists don’t visit him at his home. He said:

- *“The Peer Specialists are supposed to visit at our homes but that’s not always happening. They would have known that I’d relapsed if they were visiting me at my house but they weren’t.”*
- *“They don’t visit me at my apartment. The staff said would but they never did.”*

7. Is there anything else about your housing situation that you would like us to know about?

- Clean housing is important.
- The program should visit the housing before they place people into housing.
- There should be house rules at the housing complexes/homes.
- There has been a lot of staff turnover in the program.

Providence Community Services Catalyst Program
Housing Focus Group
April 30, 2013
11 participants

1. Are you satisfied with your current housing accommodations?

The vast majority of clients participating in the Catalyst program housing focus group expressed dissatisfaction with their housing. Those that expressed dissatisfaction were living either in an Independent Living Facility (ILF) or Sober Living Home. There was a lot of concern about the prevalence of drugs in these shared living environments and the impact that it had on some clients' ability to stay clean and sober. Several women feel they are living in unsafe locations. Insufficient food was a common complaint.

The dissatisfaction included the following:

- Drugs being brought into the house
- Unsafe locations/neighborhoods
- Refrigerator being locked with no access to food outside of scheduled meals
- Females not feeling comfortable living in a predominately male house
- Not having food provided in accordance with the rental agreements
- Being inappropriately touched by the House Manager
- Living in Sober Living homes in which sober living is not being enforced
- Being bullied/beat up by other people in the house
- House Managers that are not responsive to their needs
- Other residents stealing food
- Another client (not at focus group) having inappropriate relationship with House Manager
- Unsafe living conditions such as black mold
- Bed bugs at some locations

Specific comments included:

- *"I felt that being homeless was better than any housing that the program could provide to me."*
- *"I've been in ILFs and Sober Living for four years. I'm tired of their housing program."*

Satisfied clients generally selected their own housing and live on their own.

- One very satisfied participant has his own apartment that he selected himself and he pays the rent himself.
- Another participant is in an apartment which she located herself. She had good experiences in Sober Living and ILFs and is very happy with her current housing situation. She pays half the rent and the program pays the other half. She likes the location -- it's close to the bus and to her jobs and it's clean.

2. Please describe the process for getting into your housing.

Timing varied in accessing housing, sometimes because of program limitations and sometimes due to client preferences. Overall, most participants noted getting housing fairly quickly once they needed housing.

Most of the youth were initially placed in a shared living environment (ILF or Sober Living) and for some they were able to move into their own apartment when they met certain milestones. Those leaving medical environments (hospitals, etc.) seemed to be placed the most quickly.

3. Do you have the opportunity to provide feedback regarding your housing to the program?

Responses were mixed to this question with most suggesting that the program listens but doesn't necessarily act on client concerns and, often, expects clients to solve the problem on their own.

Accessing the Housing Specialists was a concern for several participants. They said that you have to come to the program to catch the Housing Specialists, sometimes in the hallways. Several participants noted that there is a lot of staff turnover with the Housing Specialists. A few participants noted that they are more satisfied with the two new Housing Specialists.

Specific comments included:

- *"Unaddressed housing issues end up building up and then I get angry and explode at the Housing Specialist."*
- *"Catalyst does listen and takes my concerns seriously. But they won't do anything for the participant unless that person does his or her part"*
- *"I called every day for two weeks to talk to my Housing Specialist but was told every day that they were unavailable."*

4. Has the program helped you to find alternative housing if you are not satisfied with your current housing?

Most participants reported that the program does not help participants' find alternative housing if they are not satisfied with their current housing. A few said that the program wouldn't move you or act on your housing situation unless there is an issue/crisis.

A specific comment was:

- *"If it's a life and death situation then they'll move on it."*

One participant said that she needs her own place so that she can reunify with her child but that the program is not helping her to move into her own apartment.

5. Has your housing helped you to achieve your personal goals?

The majority of participants said that their housing has not helped them achieve their personal goals and, several participants feel that their current housing situation has inhibited them from achieving their personal goals. A few stated that their housing has led them to relapse or they feel that it's setting them up to relapse.

Some participants stated that the program primarily assists in paying the rent and nothing else. Specific comments included:

- *"I've done everything on my own. The only thing the program has helped me with is with my rent."*
- *"The program is only here if I have an emergency."*

Others, however, note that having housing has helped them stabilize and Housing Specialists have helped them achieve their goals.

- *"Housing has given me the opportunity to take a shower and be clean and hygienic."*
- *"Having help with the rent has helped me to stabilize."*
- *"Housing has helped me to get a stable mindset so that I can start school. I am more confident."*
- *"I like the new Housing Specialist. He has motivated me to do something with my life."*

6. Are you satisfied with the services that you are receiving from the program?

Clients generally felt that the program is not accessible. Many of them felt that the time the staff spends with the participants is limited and inadequate. Several participants noted that it is difficult to get ahold of staff members after 3 p.m. and on weekends. This is a particular issue for some youth who don't have anyone else to talk to about problems with their housing. Furthermore, participants noted that there is a lot of staff turnover. Several participants noted that some staff members were great while others were not. A few claimed that the program is unfair.

Participants offered examples of help they want/need that has not been available to them. Below is a list:

- Clothing
- Anger management issues
- Food stamps
- Accessible case manager
- Assistance with Child Protective Services to reunify with child

7. Is there anything else about your housing situation that you would like us to know about?

- There's a need for housing specifically for clients with kids (this was noted by several participants).
- Look into Sober Living/ILF licensing and oversight.
- Conduct random unannounced inspections of ILFs/Sober Living homes.
- ILF owners and managers are nice to the staff but not the clients/tenants.
- Make sure that the housing is doing what they're supposed to be doing.
- Provide lists of housing for severely mentally ill people and housing lists for those who are not severely mentally ill.

2013 San Diego MHSA Developer/MHSA Partner Focus Group Summary

Five (5) developers participated in a focus group on May 1, 2013: three in person and two via conference call. All of the developers have developed affordable housing that includes a set-aside of MHSA housing units. Additionally, interviews were held on April 16, 2013 and April 22, 2013 with a developer that partners with the County and their FSPs by providing housing to MHSA-eligible individuals.

1. What has been your overall experience with the San Diego Mental Health Services Act Housing Program?

- The experience for developers of MHSA housing in San Diego has been outstanding, according to developers. Communication has been open and CSH participation has been very useful particularly as a liaison to the County and CalHFA, and the process has been well managed.
- One area cited for improvement was the face-to-face Crosswalk meetings, particularly their frequency and location (more needed in North County) early in the development process. Communication closer to lease up, however, was considered very important. It was suggested that more of these meetings could be carried out using some form of technology and that they be held less frequently especially in the beginning and ramp up the frequency closer to lease-up.
- The developers noted that they are still learning about mental health and the FSPs. They said it is important to understand the role of the FSPs, the target populations, and the overall philosophy of the housing program. A glossary of terms would be useful for development staff so that they do not offend anyone.
- One developer was unclear what the target populations are and the housing goals for each of the populations. Also, they are unclear what the philosophy behind the County's goals is and felt that this could be better communicated to the developers.
- Specific comments included:
 - *"The Crosswalks could be more milestone-based instead of monthly. Before the application is submitted, every other month or conference calls would be sufficient. Once you receive funding, more frequent meetings could happen."*
 - *"CSH has managed us, communication and the process. We don't work with anyone in the development process that has managed communications as well as CSH."*

- *“CSH’s management of communications has been excellent. They opened up doors of communication between all parties and helped with connections outside of the project team.”*

2. Regarding your partnership with the Full Service Partnerships (FSPs), are you satisfied with the level of services provided by the FSP to the MHSA tenants? If yes, why? If no, why not?

- Overall, working relationships between developers and the FSPs seem to be very strong. They are respectful of one another and there is open communication.
- However, there is still a lack of information among developers about the role of the FSP outside of lease up and crisis intervention, particularly as it relates to services. More training is needed to create greater mutual understanding of the FSP role and service delivery and of property owner needs and expectations. Developers have questions about how many hours a week services are provided and what case management entails.
- One developer said, *“Communication is open and if we need to reach out to them, they are very responsive.”*
- A partner said, *““The resources provided by the FSP aren’t matched anywhere else. They get professional services to clients and they are available all under one roof.”*
- A few developers noted satisfaction with the FSP Community Research Foundation (CRF). They said:
 - *“CRF so far has been really great. They did a great job of lease-up and coordinating the move-in.*
 - *“We are very pleased with our relationship with CRF. They are helpful and reduce the burden on property management and our resident services staff. We have overcome earlier struggles.”*
 - *“Ronda has taken an active role in bedbug problems. Her active support is very helpful.”*
- Property managers do not know exactly who to call on the services team. One partner suggested that there be one lead person that the property manager can call instead of a different person for each tenant. Furthermore, one respondent said there are repeated requests by the FSP for the same documents and criteria descriptions.
- One partner said, *“When the ACT model works well, it really does. When it doesn’t, we don’t know where to go. We’ve settled on always going to the team lead although we know that can be a burden on them.”*
- One partner felt that the communication between the FSP housing and services staff (and among team members) can be improved. They said, *“A client discusses*

a need with one team member but it isn't necessarily reported to other team members also assigned to the client."

- One partner said that the FSP housing specialist asks the same questions and requests the same documents each time a new client is referred to housing. They said, *"It feels as if we are recreating the wheel with each prospective tenant. The FSP doesn't seem to anticipate their clients' housing needs."*
- According to one partner, substance use is the area causing greatest tenant attrition. They would like to see a stronger response from an FSP before this occurs.

3. Are you satisfied with the MHSA applicant/tenant referral process? Do you feel that you are receiving referrals/applications in a timely manner? Can the process be improved upon?

- According to developers overall the referral/lease-up process has gone well.
- The lease-up schedule and progress needs to be well communicated and sometimes developers feel they have to push the FSP to complete applicant paperwork.
- One developer said that they worked closely with the property manager and FSP to narrow the scope of what was needed for the MHSA TAY applicants and that worked well.
- Some comments included:
 - *"We had to push the FSP to get a schedule of what their lease-up looked like."*
 - *"The process could have been quicker. We were striving for May 1st, and they were still working on paperwork."*
 - *"Initially there were challenges with the lease-up but with time we've worked out processes. It's easier for the FSP to identify tenants since they know the criteria."*
 - *"I don't think the FSPs understand the urgency we feel in re-leasing units that are vacated. Sometimes we hold units for weeks waiting for a referral that doesn't come."*
 - *"They don't seem to have great coordination between their housing and services staff. We've taken on that role to resolve in order to fill vacancies more quickly."*

4. Is there anything about the San Diego County and/or CalHFA/DHCS process that has worked well for you or any areas that you feel can be improved upon?

- CalHFA was commended by all of the participants for their efficiency, ease in working with them, being “developer-friendly”, and for their universal approach across counties.
- Having CSH as an advocate with CalHFA made working with the state agency easier, according to some developers.
- Specific comments included:
 - *“CalHFA has been fabulous to work with. Debra Starbuck is incredible. She explains why certain policies are in place.”*
 - *“We had a good CalHFA loan officer who was helpful/flexible. They always do their best to try to make it work.”*
 - *“We asked for a CalHFA waiver in San Diego and got it approved.”*
 - *“CSH was in our corner which helped make the process easier. It was great to have a mission-driven entity like CSH to help us work with the State.”*
- Suggestions for making the process even better were offered by respondents:
 - It would be helpful if CalHFA would be willing to accept a CD instead of hard copy application.
 - Provide more documents electronically (application, due diligence).
 - Allow greater flexibility/creativity in how the MHSA dollars can be used. Permit MHSA funds to be used in existing developments.

5. Would you be interested in partnering with the County in the future and do you have any suggestions for future partnerships (with or without dedicated MHSA capital funding)?

- Developers enthusiastically embraced the potential for further MHSA partnerships. The relationships between the county and developers are strong. Developers are looking for guidance on how to further these relationships in order to build more supportive housing.
- Specific comments included:
 - *“Absolutely, the process has been enjoyable. If the financing is there to make it work, then we’d do it again.”*
 - *“Yes, if CSH is involved. CSH really understands supportive housing. They understand how the building needs to be financed.”*
 - *“Dr. Garcia is trustworthy. She has the resources and tenacity to do it on her end. I have a high level of confidence in her.”*
 - *“We absolutely want to partner in the future. It’s more than the County, though. CSH can help bring other resources in and make things happen.”*
 - *“It’s great to have services in place but it’s better to have capital and COSR.”*

6. Is there anything else about your experience with the San Diego Mental Health Services Act Housing Program that you would like us to know about?

- Mission-driven providers would like to house this population. Their interest goes beyond a financial infusion although some say that having a rental subsidy is essential to making projects a success.
- Having very specific leasing criteria associated with multiple funding sources can be a problem and result in higher vacancy. Center Star is a particular challenge because of the leasing criteria.
- Developers recognize the importance of telling the mental health housing story, especially to those who could finance further development. One developer said, *“It would be helpful to have a way to make the people we serve more real . . . to tell their stories and put a face on MHSA. We need videos to share with investors, syndicators and lenders.”*
- One partner said, *“FSPs do a really good job in an emergency or crisis management. But after that, residents need more attention to employment, interpersonal skill development, and ways to best use their time. We cannot allow their forward progress to stall. That’s when residents regress to old behaviors.”*

APPENDIX D:

2013 MHSA RECOMMENDATIONS AND GUIDELINES

2013 – 2014 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, SDBHS should seek to achieve a mix of building types.
4. MHSA housing should be located in neighborhoods that meet the needs of the clients, including safety and security. Security design features such as architectural and landscape security design configurations, cameras in common areas, secured entry, and/or security services should be used to the extent possible.
5. SDBHS, 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.
6. 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. SDBHS, CSH and FSP providers should work together, consistent with State Department of Health Care Services 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. Evaluation methods should be in place to ensure achievement of appropriate step-down strategies.

2013 – 2014 Housing Project Development Guidelines

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

1. SDBHS 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, SDBHS 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 sufficient community space, which could 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. Refrigerators should be at least “apartment size” refrigerators to allow for adequate food storage. It is also desirable for developments to have laundry facilities on-site.
8. Developments should have a plan for tenants in the event of an emergency. The emergency plan should be sent to the County prior to certificate of occupancy and it should be shared with tenants shortly after tenants move-in. The plan must include steps for helping tenants that need assistance in exiting the building.
8. For any proposed housing project, if guidelines 1 through 8 are not met, the Project Exception Committee of SDBHS 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.
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

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.

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. SDBHS reserves the right to establish standard criteria and timelines that projects must meet in order to remain in SDBHS' MHSA Housing Pipeline. SDBHS reserves the right to de-commit funding if there are delays in project implementation, changes to the financial structure, and/or changes to applicant status. Standard criteria will be shared with the community, including developers.

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