



County of San Diego

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LUKE BERGMANN, Ph.D.
DIRECTOR, BEHAVIORAL HEALTH SERVICES

June 7, 2019

NOTICE OF INITIATION OF 30-DAY PUBLIC REVIEW PERIOD

RE: Supportive Housing Development Proposal for MHSA SNHP Funding

A 30-day public review and comment period is required for the County of San Diego Health and Human Services Agency, Behavioral Health Services to provide capital funding through the State-administered Mental Health Services Act (MHSA) Local Government Special Needs Housing Program (SNHP). This public review pertains to the following housing development: Cedar + Kettner. This MHSA development will provide permanent supportive housing for the County's mental health clients.

The attached, Items 1 through 8 of the MHSA SNHP Application Supportive Services Plan, provide details of the supportive housing development and services information for review and comment.

Comment on the proposed development attached must be received by the County by the end of the 30th day from the date on this notice.

Any comment or question regarding this 30-day public review post may be directed to Sonya Yu, Administrative Analyst II, at Sonya.Yu@sdcounty.ca.gov.

Sincerely,

LUKE BERGMANN, Ph.D.
Director, Behavioral Health Services

PIEDAD GARCIA, Ed.D, LCSW
Deputy Director, Behavioral Health Services

Attachments

MHSA Special Needs Housing Program (SNHP) Application Supportive Services Plan

Item 1 Development Summary

Name of Development: Cedar + Kettner

Site Address: 1566 Kettner Street

City: San Diego State: CA Zip: 92101

Development Sponsor: BRIDGE Housing Corporation

Development Developer: BRIDGE Housing Corporation

Primary Service Provider: County of San Diego Behavioral Health Services

New Construction Acquisition/Rehabilitation of an existing structure

Type of Building: Apartment Building Single Family Home
 Condominium Other

Total Development		MHSA SNHP Funds	
Total Number of Units:	63 + 1 unit for onsite staff	Total Number of MHSA SNHP Units:	5
Total Cost of Development:	\$38,700,000	Amount of MHSA SNHP Funds Requested:	\$757,120
		Capital:	\$757,120
		Capitalized Operating Subsidies:	

Other Rental Subsidy Sources (if applicable): Project Based Section 8 from San Diego Housing Commission (not yet awarded)

Target Population (please check all that apply):

Adults Transition-Age Youth Older Adults

County Contact

Name and Title: Dr. Piedad Garcia, Deputy Director

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

Agency or Department Phone: (858) 514-3191

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

Item 2 Development Description

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

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

Response:

<p>1. Name and location of the proposed housing development Cedar + Kettner is new construction 64-unit affordable housing community located at 1566 Kettner Street in the Little Italy community in the City of San Diego.</p> <p>2. Service goals of the development Cedar + Kettner will provide 5 units of permanent supportive housing, 58 units of affordable housing and one unit for an on-site manager. Cedar + Kettner will serve seniors and five (5) of the units will be for Mental Health Services Act (MHSA)-eligible populations. The tenants living in the MHSA units will be linked to wraparound services provided by the County of San Diego Behavioral Health Services and their contracted providers.</p> <p>3. Characteristics of tenants to be served Cedar + Kettner will provide housing for low-income seniors. To be eligible for the MHSA units, tenants must be seniors who are homeless; MHSA-eligible, including having a diagnosed serious mental illness (see section 4 below for additional details); and have an annual income not to exceed 30% area median income (AMI).</p> <p>4. Type of housing to be provided (new construction or acquisition/rehab) New Construction</p> <p>5. How the building(s) in which housing and services will be provided will meet the housing and service needs of the Mental Health Services Act Special Needs Housing Program (MHSA SNHP) tenants (location, building type, layout, features, etc.) Cedar + Kettner is projected to be an eight story development with 63 units of affordable senior housing with one unit for the on-site manager. The development will have 25 studios, 36 one bedrooms, and 3 two bedroom units, one of which is set aside for an on-site manager. The 5 MHSA dedicated units will be studios measuring approximately 440 square feet. The building will have secured access through the main entrance off of Kettner. There will be an interior community area adjacent to the laundry facility on the eighth floor as well as a rooftop outdoor amenity deck. The management offices are located on the ground floor of the building adjacent to the main entry. The location is well situated for accessing services, other community amenities and public transit located one block away, and the Santa Fe Depot .3 miles from the development.</p>

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

A lead service provider(s), identified by County of San Diego Behavioral Health Services, will coordinate the provision of supportive services for the 5 MHSA eligible tenants residing at Cedar + Kettner.

Property Management services will be provided by BRIDGE Property Management Company. The Development partner is BRIDGE Housing Corporation. BRIDGE Housing has collaborated with County of San Diego Behavioral Health Services on several other supportive housing developments and have a track record of providing high-quality housing to their residents.

7. Summary of the anticipated sources of development financing

Special Needs Housing Program
Civic San Diego
County of San Diego-Innovative Housing Trust
San Diego Housing Commission
Permanent Conventional Loan
Affordable Housing Program
LIHTC Investor Equity
Holland Partner Group

Item 3 Description of Target Population to be Served

Describe the MHSA SNHP target population to be served in the development. Include a description of the following:

1. Age group, i.e., adults, older adults, children, transition-aged youth;
2. The anticipated income level of the MHSA SNHP tenants; and,
3. A description of the anticipated special needs of the target population to be served, e.g., physical disabilities, chronic illness, substance abuse, prior housing status, etc.

Response:

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| <ol style="list-style-type: none">1. Age group, i.e., adults, older adults, children, transition-aged youth
Cedar + Kettner will have five (5) studios units of permanent supportive housing for MHSA-eligible older adults diagnosed with serious mental illness as defined by Welfare and Institutions Code Sections 5600.3 (b).2. The anticipated income level of the MHSA SNHP tenants
The anticipated income of the MHSA tenants is 30% AMI and below, with many of the tenants receiving SSI/SSP and/or other forms of mainstream assistance. It is anticipated, Cedar + Kettner will have project-based vouchers for the MHSA units allowing the tenants to pay approximately 30% of their income towards rent (current San Diego Housing Commission policy is that disabled tenants pay 28.5% of their gross income towards rent).3. A description of the anticipated special needs of the target population to be served, e.g., physical disabilities, chronic illness, substance abuse, prior housing status, etc.
Tenants will be MHSA-eligible individuals who are homeless and have a serious mental illness. Tenants may have a range of special needs and may be users of acute inpatient care, BHS outpatient clinic services, have co-occurring mental illness and substance use, and/or medical conditions. |
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Item 4 Tenant Eligibility Certification

County of San Diego Behavioral Health Services is responsible for certifying the eligibility of individuals applying for tenancy in a MHSA SNHP unit for compliance with the target population criteria. Submit a narrative description of the following:

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

Response:

1. How an individual applies to the county to become certified as eligible for a MHSA SNHP unit

Any individual who is interested in being assessed for eligibility for a MHSA SNHP unit will be referred to the appropriate County-contracted service provider(s) for assessment and certification. Contracted providers to the County of San Diego will review the applicant's eligibility based on the following MHSA criteria:

- Individuals with a serious mental illness as defined in Welfare and Institutions Code Section 5600 3(b).
- "Homeless" as defined in the Special Needs Housing Program Application; "homeless" as defined by the San Diego Housing Commission project-based voucher program; and "homeless" as defined by the California Low-Income Housing Tax Credit program.

2. How certification of eligibility will be documented, provided to the individual applicant, and maintained by the county

The contracted provider(s) will complete a San Diego County *MHSA Housing Tenant Certification and Referral Form*, which verifies that the individual applicant is homeless and has a serious mental illness as defined by the Welfare and Institutions Code Section 5600.3 (b). Simultaneously, the provider will complete the *MHSA Eligibility Certification Form*, which will be sent to property management.

All applicants shall be notified in writing by the provider of a decision regarding their eligibility within 14 calendar days from the date of the initial assessment. If the Applicant is found to be ineligible, the applicant may request a reconsideration if the conditions that resulted in the denial have changed. The contracted provider(s) will retain both the *San Diego County MHSA Housing Tenant Certification and Referral Form* and the *MHSA Eligibility Certification Form* in their files.

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

Applicants meeting all MHSA SNHP eligibility requirements will be certified by the contracted provider(s) and a referral will be made in the Coordinated Entry System (CES) to Cedar + Kettner. At this time, the Certification Forms will be sent to Cedar + Kettner property management staff along with the complete housing application. For record keeping purposes, the contracted provider(s) shall maintain hard copies of all MHSA certification forms and shall track the following information: applicant name, date of MHSA certification, date of CES match, date that the completed housing application was submitted and date stamped by property management, date of approval or denial of housing, date of appeal (if applicable), and date of move-in. Cedar + Kettner tenants will also need to be assessed for eligibility for San Diego Housing Commission (SDHC) Project-Based vouchers. This will include credit and criminal background screening.

It must be noted that MHSA certification does not take into consideration factors that may be considered in assessing someone's eligibility for housing, such as credit history, eviction history, or criminal history. This type of background check information will be collected by the property management company once the MHSA eligible certified applicant is referred to Cedar + Kettner and may be used as part of the tenant selection process.

Item 5 Tenant Selection Plan, Interest List Procedures, and Referral Process

Provide a tenant selection plan, specific to the proposed development, that describes the following:

1. How prospective tenants will be referred to and selected for MHSA SNHP units in the development;
2. The tenant application process;
3. The procedure for maintaining the interest list;
4. The process for screening and evaluating the eligibility of the prospective MHSA SNHP tenants, including the criteria that will be used to determine a prospective MHSA SNHP tenant's eligibility for occupancy in the development;
5. The appeals process for individuals who are denied tenancy in an MHSA SNHP unit; and,
6. The reasonable accommodations policies and protocols.

NOTE: County of San Diego Behavioral Health Services approval of the Mental Health Services Act Special Needs Housing Program (MHSA SNHP) Application does not ensure that the Tenant Certification/Referral Process is compliant with local, state and federal fair housing laws. The Developer/Borrower is advised to seek legal counsel to ensure that the Tenant Certification/Referral Process complies with fair housing laws.

Response:

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

Initial referrals for the MHSA SNHP units at Cedar + Kettner will be sent to the property management company via CES based on the process identified for special populations. These referrals will be presumptively eligible for MHSA SNHP housing units and are highly vulnerable individuals who are in urgent need for permanent supportive housing as an essential component for recovery or treatment.

Applicants who are not current San Diego County Behavioral Health Services clients will be referred to the designated contracted provider(s) or BHS outpatient clinic for determination of eligibility for the designated MHSA SNHP units. As part of the referral process, the contracted provider(s) will verify eligibility for MHSA SNHP for each individual referred. The program will complete a *MHSA Housing Tenant Certification and Referral Form*, which will document that the individual is MHSA-eligible. This document will remain on file at the program's offices for proof of compliance in the event of an audit. The contracted provider(s) will additionally complete the *MHSA Eligibility Certification Form*, and engage the CES match initiation process.

With new developments, the contracted service provider(s) will begin referring MHSA-eligible applicants in CES approximately six months prior to occupancy in order to facilitate an efficient lease-up process.

2. The tenant application process

After MHSA-eligibility is established and the CES match has been accepted, all prospective tenants will be provided information about Cedar + Kettner including an explanation of the tenant application process and the rental and project-based voucher applications. Contracted service provider(s) will offer assistance to complete the required paperwork, accompany prospective tenants during interviews with the property manager and provide appropriate advocacy during any appeal proceeding. The contracted provider(s) will also work with clients to gather required documentation (e.g. CA State ID, income verification) needed to complete the applications and submit complete applications to the property manager for income eligibility verification and approval.

All interested applicants who contact property management staff directly will be referred to the designated contracted provider(s) for program eligibility verification as described in Item 5.1 above.

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After MHSA eligibility is established, the interested applicant would be moved through the tenant application process as described above.

Upon receipt of applicant information, property management will complete the eligibility verification (e.g. verify income, conduct background check, etc.) and review the SDHC project-based voucher application for accuracy and completeness. Property management will process all applicants through their internal criminal/credit background check program.

- A. All applicants will be initially interviewed by a representative of the property management company.
- B. It will be the responsibility of property management to inform the applicant in writing of rejection or approval.
- C. Property Management will notify applicants who are rejected, in writing, and the applicants will be informed of their option to appeal this decision. With the approval of the applicant, the referring case manager will also be notified.

Applications will be stamped and dated as they are received.

With respect to the treatment of applicants, property management will not discriminate against any individual or family because of race, color, creed, national or ethnic origin or ancestry, religion, sex, sexual preference, gender identity, age, disability, handicap, military status, source of income, marital status or presence of children in a household, acquired immune deficiency syndrome (AIDS) or AIDS-related conditions (ARC), or any other arbitrary basis. No criteria will be applied or information considered pertaining to attribute of behavior that may be imputed by some to a particular group or category. All criteria shall be applied equitably and all information considered on an applicant shall be related solely to the attributes and behavior of individual members of the household as they may affect residency as it pertains to the household's ability to adhere to the terms of the lease, likelihood of disturbing the peaceful enjoyment of other tenants and ability to care for or provide care for the unit.

After approval by property management, applications will be sent to the San Diego Housing Commission for review and approval. If approved, applicants will attend a briefing on the project-based voucher program and will have to submit final documentation before signing the lease. Contracted provider(s) will attend the briefing with applicants, as appropriate, and assist in the completion of the move-in paperwork.

3. The procedure for maintaining the interest list

The contracted provider(s) will maintain an interest list of MHSA-eligible individuals who are in need of permanent supportive housing and have expressed interest in residing at Cedar + Kettner. The contracted provider(s) will ensure that there's a fair and equitable process by which MHSA-eligible individuals are able to place themselves on the interest list for Cedar + Kettner.

A project-specific waiting list will not be maintained. Referrals for units will come from the contracted provider(s) interest list via CES. When a 30-day notice is received by property management they will notify the contracted provider(s) and also open a unit in CES. The contracted provider(s) should enter individuals on the interest list in CES as overflow units, so when vacancies become available a new applicant can be matched quickly to Cedar + Kettner, and the contracted provider(s) can begin the application process with the prospective tenant.

Property management staff will be responsible for managing new and vacant units in CES, per requirements of the San Diego Housing Commission

4. The process for screening and evaluating the eligibility of the prospective MHSA SNHP tenants, including the criteria that will be used to determine a prospective MHSA SNHP tenant's eligibility for occupancy in the development

When there is a vacant MHSA SNHP unit, the property manager will open the unit in CES and request a CES referral from the contracted provider(s). Once the match has occurred in CES, property

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management will schedule an interview time. For the interview, the applicant must be prepared to provide a state-issued identification card, a social security card or number, and income verification (SSI award letter, etc.). Full time student households must meet requirements of development funding as not all full time students will be eligible for housing. An applicant for the MHSA SNHP designated unit must have a diagnosis of a serious mental illness as defined by the Welfare and Institutions Code Section 5600.3(b). Other eligibility and income requirements may be imposed by other public agencies providing rental subsidies or operating/capital funds for these MHSA SNHP designated units. The property management company will run a credit history, criminal background check and eviction history. The property management company will review the following financial information for all applicants applying for permanent supportive housing at Cedar + Kettner.

- A. All income will be verified in writing by the income source indicated on income certification form
- B. All assets, including bank accounts, will be verified in writing
- C. Upon initial occupancy, MHSA resident's income cannot exceed 30% of the area median income as published annually by the U. S. Department of Housing and Urban Development and The California Tax Credit Allocation Committee.
- D. Third-party income verification will be required from all sources, including but not limited to:
 - Employment, Self-Employment
 - Savings and checking
 - Pension
 - Disability
 - Asset verification, property, home, stocks, bonds, annuities, IRA, etc.
 - Government assistance, A.F.D.C., food stamps, etc.
 - Social Security
 - Child Support/Alimony
 - Non-Tuition Financial Aid
- E. Income calculations are based on the applicant's annual gross

The development will comply with the San Diego Housing Commission's tenant selection criteria for Project-Based vouchers. The San Diego Housing Commission has a local preference for applicants that live/work in the City of San Diego. To be eligible, residents must be a U.S. Citizen and/or eligible Non-Citizen. Applicants may be denied if they owe San Diego Housing Commission or another PHA rent and have not reimbursed the PHA or complied with terms of repayment agreement.

The San Diego Housing Commission will conduct a criminal background check on each applicant.

Lifetime exclusions include:

- 1) Applicant is subject to a lifetime sex offender registration requirement.
- 2) Manufacturing or producing methamphetamine on federal property or on a federally assisted housing facility (lifetime).

The applicant may be deemed ineligible for tenancy for the following reasons:

- 1) Applicant has been arrested, convicted or otherwise have determined to have engaged in illegal drug-related or violent criminal activity within the prior five (5) years, admission may be denied.
- 2) SDHC must deny admission to any applicant using medical marijuana at the time of consideration for admission, even if the State of California medical marijuana card is issued to that person.
- 3) SDHC must permanently deny assistance to applicants convicted of manufacturing or producing methamphetamine in violation of any federal or state law
- 4) Applicant has had certificate or voucher assistance terminated from any participating public housing authority, for example the San Diego Housing Commission
- 5) Applicant has been evicted from federally assisted housing within the last 10 years

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5. The appeals process for individuals who are denied tenancy in an MHSA SNHP unit

For those who do not pass the initial tenant screening process, the property manager will provide written notification to the applicant and service provider in writing. The applicants will be informed of their option to appeal this decision. All denied applicants will have the right to appeal the decision. The appeal must be received by property management no later than fourteen (14) days after the rejection letter is received.

6. The reasonable accommodations policies and protocols

Reasonable accommodations will be made available to meet the needs of applicants who are disabled, including applicants with both physical and/or mental disabilities.

Management will apply the same screening criteria to all applicants. However, management is obligated to offer qualified applicants with disabilities additional consideration in the application of rules, practices, or services and structural alterations if said accommodation will enable an otherwise eligible applicant or tenant with a disability an equal opportunity to access and enjoy the housing program. Management is not, however, required to make a reasonable accommodation or physical modification if the accommodation or modification will result in an undue financial burden to the property.

If an applicant has a physical or mental disability, and as a result of their disability there are reasonable accommodations that should be considered in an application, applicants will be encouraged to attach a note to their application describing the reasonable accommodation(s) they are requesting and why they should be considered in their application. Applicants may be asked to fill out a Reasonable Accommodation Request form upon receipt of their application and further information may be required from a certified medical provider to verify need for reasonable accommodations. The contracted provider(s) will assist applicants requesting a reasonable accommodation to gather and complete any required documentation.

If, as a result of a disability, an applicant needs changes in the way property management communicates with them, they will be encouraged to contact property management by phone, or visit the leasing office and inform property management what change is being requested. This can include requests for notices and applications in large print, for those with a visual impairment, or to have applications sent to those with mobility impairments. In addition, property management can be reached by TTY line for those with a hearing impairment by calling the California Relay Service at (888) 877-5379.

Item 6 Supportive Services Plan

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

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

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

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9. Describe the process to ensure effective communication between the service provider and the property manager regarding the status of MHSA SNHP tenants in the development and any other issues regarding the development, including but not limited to regularly scheduled meetings and the identification of a single point of contact for communication and coordination of supportive services; and,
10. If proposing to develop Shared Housing units within a Rental Housing Development, attach "House Rules".

Response:

San Diego County Behavioral Health Services (BHS) is currently evaluating housing and population-specific needs within MHSA-funded programs and plans to issue new Requests for Proposals for program(s) to serve homeless and at-risk of homeless clients in the Central Region of San Diego County. Furthermore, San Diego County BHS aims to provide an array of service levels for tenants at Cedar + Kettner. For these reasons, service provider(s) are yet to be determined for Cedar + Kettner. San Diego County BHS will ensure that the contracted provider(s) selected for Cedar + Kettner will provide quality service to the SNHP tenants.

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

MHSA SNHP tenants will be MHSA-eligible individuals who are homeless and have a serious mental illness. Tenants may have a range of special needs and may be users of acute inpatient care, BHS outpatient clinic services, have co-occurring mental illness and substance use, and/or chronic medical conditions.

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

The contracted provider(s) will identify prospective tenants from its case management and outreach system and through other San Diego homeless and behavioral health service providers. Intake will involve a comprehensive behavioral health assessment to verify that prospective residents meet the requirements of the Mental Health Services Act. Qualified applicants will also be financially evaluated and linked to appropriate public assistance programs to ensure that they have maximum access to benefits that assist in maintaining residency in a permanent supportive housing environment. Supportive services provided at Cedar + Kettner will be jointly arrived with the client/tenant, client-centered and client-directed, and voluntarily chosen by the client/tenant.

Services may be provided on-site, with staff visiting tenants on a weekly or monthly basis, with the frequency depending on individual need. Staff members meet with clients in their homes or in the community as often as possible to assess their ongoing needed level of support; however, clients may also meet with service providers in their program office.

3. A description of each service to be made available to the MHSA SNHP tenants, to include where and how the service will be delivered, the frequency of the service delivery and identification of the service provider. A description of the available services and supports should include, but not be limited to:

- a) **Mental health services**
- b) **Physical health services (including prevention programs)**
- c) **Employment/vocational services**
- d) **Educational opportunities and linkages**
- e) **Substance use services**
- f) **Budget and financial training**
- g) **Assistance in obtaining and maintaining benefits/entitlements**
- h) **Linkage to community-based services and resources**

The intent of Cedar + Kettner is to provide high quality, safe, and affordable permanent supportive housing to MHSA-eligible individuals and to offer supportive services that will enable them to maintain

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their housing and meet their personal goals. The owner/developer and property management company will maintain a Memorandum of Agreement with the County of San Diego Behavioral Health Services and the contracted provider(s) to outline the communication and service requirements for the MHSA SNHP program.

In an effort to accommodate clients with different service needs, San Diego County BHS will identify contracted provider(s) with one or more of the following service delivery models to refer to and provide ongoing supportive services to Cedar + Kettner.

- **Assertive Community Treatment (ACT)** – ACT provides the highest level of service with a 1:10 staff to client ratio for BHS clients with the highest level of need and may include high-utilizers of emergency and inpatient services, persons with functional impairment, and/or prior mental health services that have proven insufficient to meet the needs of the individual. ACT services are delivery by multidisciplinary team that includes a psychiatrist, nurses, licensed social workers, case management, a housing specialist, an employment specialist, and peer specialists.
- **Strength-Based Case Management (SBCM)** - SBCM provides services for high-acuity BHS clients at a staff to client ratio of 1:25. Services are provided by a dedicated case manager, as well as peer support staff.
- **Tenant Peer Support Services (TPPS) + Outpatient Clinic Services** – TPPS is an innovative model used by BHS to provide clients accessing services in outpatient clinics with peer-led support around housing search and retention. TPPS services are not clinical and are geared toward helping clients with histories of housing instability build skills and access community resources that will help them maintain housing in the long term. Paired with treatment and medication management received in the outpatient clinic, TPSS provides ongoing housing support so clients can achieve stability in permanent supportive housing.
- **Home Finder** – The Home Finder model is designed to serve clients who are homeless, are experiencing serious mental illness and are connected to designated outpatient County of San Diego BHS clinics. Home Finder is responsible for the provision of housing identification, housing navigation, supportive services and trainings. Home Finder has Housing Navigators who coordinate, broker, schedule appropriate client services with external medical, dental, and housing to meet client's needs.

Services will be community-based, meaning that services can take place in the client's home or in a community setting such as a store or coffee shop, but clients may also visit program staff at their offices. The contracted provider(s) will provide staffing for "on call" 24/7 services for crisis intervention. Client contact is "as needed," with up to daily contacts if indicated.

Contracted provider(s) will utilize a strengths-based approach that encourages and supports client choice and focuses on the strengths of the individual and the belief in recovery and the promotion of wellness. San Diego County BHS contracted services are designed to be comprehensive and individualized. While all services are voluntary, program staff pursue engagement and participation by offering and brokering a range of mental health services and resources. Supportive services may include, but are not limited to: assessment and evaluation, emergency assistance with food and clothing on a limited basis, individual goal/service planning, assistance in accessing mainstream benefits, case management, independent living skills development, transportation assistance, money management and financial education, treatment and referral, social recreation goals, employment services and opportunities, educational goals, wellness goals, crisis intervention, community building, and any other services as identified.

As needed, contracted provider(s) staff will link tenants to the following services: Employment Programs (San Diego Workforce Partnership provides referral to and placement in high quality jobs, education, and training programs); Community Health Centers for primary care services; Clubhouses (day center, meals, computer lab, employment resources, and social activities); Social Security; Legal Aid; Therapeutic Recreation Services; Department of Rehabilitation; Substance Use Treatment.

- 4. Indicate whether or not there will be an onsite service coordinator, and include the ratio of onsite staff to MHSA SNHP tenants. If there is no onsite service coordination, provide a description of service coordination for the development**

Property management staffing at Cedar + Kettner will include 1 full-time, on-site Property Manager. These positions will serve all 63 residents at the development.

Service providers will work closely with the contracted provider(s) and with property management to ensure that the tenants are receiving the services and resources needed to achieve successful tenancy.

- 5. A description of how services will support wellness, recovery and resiliency. It is anticipated that the supportive services plan for the development will include services that are facilitated by peers and/or consumers. If this is not part of your service delivery approach, please provide an explanation**

The contracted provider(s) will provide supportive services to the client and work toward attaining the goals created by the client. Clients will learn and practice necessary independent living skills, including the development of a support network, connecting to primary and specialty care for physical health needs, and accessing employment and/or income supports. This strengths-based approach encourages and supports choice, which empowers clients and promotes wellness.

San Diego County BHS supports the role of peer support in recovery and employs Peer Specialists at the majority of contracted provider(s). Programs that do not employ Peer Specialists will be encouraged to refer clients to Clubhouses or other community-based services that provide peer support.

- 6. A description of how the MHSA SNHP tenants will be engaged in supportive services and community life. Include strategies and specific methods for engaging tenants in supportive services and the frequency of contact between supportive services staff and MHSA SNHP tenants. This description should also include the identification of staff (the responsible service provider) and specific strategies for working with MHSA SNHP tenants to maintain housing stability and plans for handling crisis intervention**

The Property Manager, case management staff and contracted provider(s) staff will collaborate to ensure that each MHSA SNHP tenant is engaged in the residential community and has access to needed services. The owner/developer, property management staff, and contracted provider(s) staff will meet on a regular basis at Crosswalk meetings to develop a strong working relationship and maintain open communication on tenant needs.

The goal of the property manager is to facilitate a strong sense of community at Cedar + Kettner, increasing the safety and marketability of the development. A collaborative effort between the Property Manager, on-site Case Managers and contracted provider(s) staff will help to reduce apartment turnover and damage by intervening and assisting with resolution of lease violations before problems escalate. Property Management will respond to complaints and concerns from contracted provider(s) staff and/or MHSA SNHP tenants. The onsite Property Manager and Maintenance staff will be trained on when to call emergency service providers, when to communicate with their supervisors and with the contracted provider(s) in the event of an emergency.

Relationship building, resource linkage, and individualized service planning are all key service strategies performed on an ongoing basis by all contracted provider(s). Additionally, contracted provider(s) will support clients in accessing community resources, and will seek out area "partner" agencies and businesses to increase each resident's community supports. Although all services will be provided on a voluntary basis, staff will actively reach out to residents on a regular basis in order to

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engage them in the services program. Staff members will work with tenants to build skills to pay rent on time, keep a clean and safe home, and be neighborly. Staff will assist tenants with an array of housing challenges, including how to ask a neighbor to turn down the music, how to resolve conflicts with neighbors and where to find affordable items to decorate the apartment. Contracted provider(s) will work collaboratively with tenants, property management and resident services staff to identify key community activities that respond to client needs. These activities could include on-site events, such as seasonal celebrations, or off-site opportunities, such as coordinated outings to community events. Activities are intended to decrease isolation behaviors and increase natural supports.

By working closely with clients to help them meet their basic needs, such as affordable housing and food, staff members from contracted provider(s) form positive relationships that typically generate a desire in clients to engage in further supportive services. Contracted provider(s) will utilize strategies to help ensure that clients remain engaged in treatment and continue working towards long-term treatment goals.

- 7. If the Development is housing for homeless youth, provide a description of services to be provided to meet the unique needs of the population including engagement strategies and peer involvement. In addition, provide a description of how transition-aged youth MHSA SNHP tenants will be assisted in transitioning to other permanent housing once they reach 25 years of age**
N/A

- 8. Supportive services must be culturally and linguistically competent. Describe how services will meet this requirement including, when necessary, how services will be provided to MHSA SNHP tenants who do not speak English and how communication between the property manager and the non-English speaking MHSA SNHP tenants will be facilitated**

San Diego County BHS has an annual Cultural Competency Plan and requires all contracted service providers to meet training, staffing, and service delivery requirements. Programs are encouraged to hire multi-lingual staff and all contracted service providers have access to translation, interpreter, and language line services.

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

Every effort will be made to facilitate the achievement of consensus among property management, on-site case management, contracted provider(s), and project sponsors on decisions affecting residents of Cedar + Kettner. The contracted provider(s), property manager, and resident services will each designate a point-of-contact to facilitate this communication. For several months before and after initial lease-up, San Diego County BHS, the developers, the property manager, and contracted provider(s) will meet regularly to collaborate during regular Crosswalk meetings. After the general communication procedures have been established, the principals of each agency will meet at least every 6 months to review the effectiveness of the collaborative relationship.

In addition to the regular Crosswalk meetings, there will be ongoing, regular communication and meetings between the contracted provider(s), and the property management team regarding the tenant/building issues, overall performance of the supportive housing program, and coordination of on-site activities. Confidential client information will not be discussed at these meetings without the client being present or providing prior written consent. In addition, contracted provider(s) will have an open door policy, creating an environment that is conducive to clients raising issues and concerns. These efforts will help in the early identification of problems/issues and rapid resolution. When urgent client issues arise, contracted provider(s) and property management will be connected through a conference call or will meet to discuss the issue. Most decisions will be reached and disagreements resolved

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through this process and by adhering to the terms of the Memorandum of Agreement between the project sponsors, property manager, and the contracted provider(s). When parties cannot reach agreement on a course of action about tenant selection or eviction, the owners will make the final determination. When tenants' behaviors place an individual at risk of eviction, property management staff will communicate with the contracted provider(s) for prompt meeting and discussion (within 72 hours). With a clear delineation of roles and responsibilities between the service provider and property management, the goal of all communication will be to support retention for the tenants.

10. If proposing to develop Shared Housing units within a Rental Housing Development, attach "House Rules"

N/A

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Item 7 Supportive Services Chart

Complete the Supportive Services Chart. The Chart must list all services that will be provided to MHSA SNHP tenants, including any in-kind services essential to the success of the Supportive Services Plan.

Supportive Service	Service Location	
	Onsite	Off-Site
<i>Additional services not listed below may be added at the bottom of the checklist.</i>		
Comprehensive Assessment	X	X
Development of Coordinated Care Plan/Treatment Plan	X	X
Mental Health Services	X	X
Case Management Services	X	X
Individual and Group Psychosocial Rehabilitation	X	X
Housing Retention Services	X	X
Co-Occurring Disorder Services	X	X
Employment Services	X	X
Education Support Services	X	X
Medical and Wellness Services	X	X
Recovery Services	X	X
Transportation Assistance	X	X
Benefits Counseling	X	X
Social Skills Development	X	X
Community Linkage	X	X
Peer Support Services	X	X
Basic Needs and Emergency Financial Assistance (food, clothing, furniture and household supplies, on a limited basis)	X	X
24/7 Crisis Intervention	X	X

*Transportation, assistance with, or access to transportation, will be provided for all off-site services.

Item 8 Design Considerations for Meeting the Needs of the MHSA SNHP Tenants

Describe the following:

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

Response:

1. Physical space, including common areas, outdoor areas, landscaping, physical access to the property, security

Cedar + Kettner will have 25 studio units, each approximately 440 square feet, 36 one bedrooms and 2 two bedrooms all equipped with full kitchens (including apartment sized refrigerators) and baths. The project will also include an additional two-bedroom unit for the full-time property management.

Cedar + Kettner is proposed to be up to eight stories with a community room, common laundry room and outdoor deck located on the eight floor.

2. Supportive services space (if any), including any quiet area on site for tenants to meet service staff

There will be a community space where community activities and supportive services programming will occur.

3. How the MHSA SNHP units will be designed to provide appropriate accommodations for physically disabled MHSA SNHP tenants, if appropriate

Cedar + Kettner is designed to comply fully with current Americans with Disabilities Act and FHA Accessibility standards. Multiple elevators will allow for access to all units by individuals with physical disabilities.