

COUNTY OF TULARE, DEPARTMENT OF MENTAL HEALTH

MHSA HOUSING PLAN

SUPPORTIVE HOUSING AND SERVICES INFORMATION

Revised

January 31, 2010

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PROGRAM DEVELOPMENT SUMMARY

County Mental Health Department: Department of Health Services, Mental Health Division

Name of Development: East Tulare MHSA Apartments

Site Address: 653, 657, & 701 East Tulare Avenue, Visalia, CA (Apartments)

Development Sponsor: East Tulare Apartments, LLC

Developer: Tulare County Housing Authority (HATC)

Property Manager: Tulare County Housing Authority (HATC)

Primary Service Provider: Tulare County Department of Mental Health (TCMH)

MHSA Service Provider: Tulare County Department of Mental Health

Type of Development: Acquisition & Rehab, Shared Housing, Apartment Buildings

Total Units: 12

Total MHSA Units: 11

Total Estimated Cost of Development: **\$1,537,223**

Amount of MHSA Funds Requested: **\$1,537,223**

Request MHSA Funds for Capitalized Operating Support: No

Other Rental Subsidy Sources: None

Target Population: Adults

4.2.5 Section D: MHSA Housing Program Supportive Housing and Services Information

D.1 Consistency with Three-Year Program and Expenditure Plan

In Item D.1 of your response, describe how the proposed supportive housing development is consistent with the sponsoring county mental health department's CSS planning process and approved Three-Year Program and Expenditure Plan. Provide specific information regarding how the development meets priorities and goals that were identified in the Plan.

The Tulare County Mental Health Services Act (MHSA) Housing Program is consistent with the Department's Community Services and Supports (CSS) Fiscal Year 2009/2010 Plan, as its goal is to provide permanent, supportive, affordable housing for homeless adults with persistent severe mental illness, many of whom have issues with substance abuse. The Tulare County MHSA Housing Plan is described in the CSS Plan as a Full Service Partnership that will provide integrated, comprehensive, culturally competent, supportive housing subsidies and services to the underserved population. It is anticipated that permanent housing units will be developed through partnership with the Tulare County Housing Authority (TCHA). The supportive services program will support the Tulare County MHSA in meeting anticipated outcomes by supporting MHSA participants to succeed in their wellness, allowing for re-integration into the community, reducing hospitalizations, reducing incarcerations, and increasing employment. Services are designed to promote the tenants' recovery and wellness by maximizing the individual's strengths. Services will be delivered in the community, on-site in the client's apartment, and at program services sites, thereby increasing access to needed services.

D.2 Description of Target Population to be Served

In Item D.2 of your response, describe the target population you will serve in your MHSA Housing Program supportive housing development, including the special needs and income level of the population.

The Tulare County MHSA Housing Program plans to serve adults with psychiatric disabilities who are homeless or at-risk of homelessness, many of whom have issues with substance abuse, in the planned MHSA Housing Program supportive housing development known as East Tulare MHSA Apartments. The target population will be transitioning from the Tulare County MHSA Transitional Living Center/Community Living Center (TLC/CLC) and from emergency shelters. Their primary source of income will be entitlement benefits; occupancy will be limited to those whose income does not exceed 50 percent of the area median income. Those receiving operating subsidies will be limited to 30% of median income

D.3 Tenant Selection Plan – Tulare County East Tulare MHSA Apartments:

Item D.3 of your application must present a detailed Tenant Selection Plan that is specific to the development for which funds are being requested and is jointly developed by the development partners, including the county mental health department, the primary service provider, the property manager, and the borrower. The plan must be in narrative form and must describe:

- How prospective tenants will be referred to and selected for your MHSA Housing Program housing development, including the tenancy application process, wait list procedure, and process for screening and evaluating tenants for participation;
- The criteria that will be used to determine a tenant's eligibility for participation in your development;
- How those criteria are consistent with both the county CSS Plan and MHSA Housing Program target populations;
- Your reasonable accommodation policies and protocols as they relate to targeting and tenant screening;
- How fair housing and MHSA Housing Program target population requirements will be met; and
- Your appeals process for individuals who are denied tenancy in your development.

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

- Describe how an individual applies to the county to become certified as eligible for the MHSA Housing Program;
- Describe the process utilized by the county mental health department to determine whether the individual meets its requirements for certification as an MHSA Housing Program tenant;
- Describe how a wait list of potential tenants who have been certified as eligible for the MHSA Housing Program will be established and maintained;
- Describe how the county mental health department will refer tenants certified as eligible to the development; this description should discuss the county's referral process during the rent-up period and on an ongoing basis; and
- If the county mental health department designates specific non-county agencies, such as MHSA-qualified service providers, to certify an individual's eligibility for tenancy in a MHSA Housing Program development, identify the agencies and describe how they will conduct the required activities.

Attachment E, Additional Guidance for Counties on Tenant Referral and Certification, provides additional information to county mental health departments on developing a process for identifying, certifying and referring appropriate tenants to MHSA Housing Program developments.

Referral to the Program:

Potential tenants for the East Tulare MHSA Apartments are reserved for persons with mental illness and must be referred to the County MHSA Housing Program as follows:

Prospective tenants will be primarily referred from the Tulare County MHSA CSS Transitional Living Center and the Tulare County Department of Mental Health Community Living Center; with secondary referrals from Tulare County MHSA Full Service Partnership (FSP) programs, Tulare County CSS One-Stop and Mobile Units, and the MHSA Full Service Partnership Transitional Age Youth (TAY) program. Tenants will need to meet state MHSA Housing Program definitions of being homeless or at risk of homelessness, income eligibility guidelines, and qualifying mental health

diagnosis. Any person who contacts the project directly will be directed by the resident services coordinator or property management staff to contact one of the MHSA programs for certification of eligibility and subsequent referral to the project.

The Tulare County Department of Mental Health - MHSA will use culturally competent efforts to perform outreach to and engage members of the target population, including those among un/underserved ethnic communities and other minority populations, and will utilize a variety of outreach strategies to recruit residents for the permanent supportive housing.

Program Eligibility:

Consistent with the CSS Plan and the MHSA definition of target population, the individual must be an adult with an untreated or under-treated major mental illness, especially persons with Schizophrenia, Schizoaffective Disorders, Psychotic Disorders, Major Depression, Bipolar disorders, severe Personality Disorders such as Paranoid Personality Disorder and Borderline Personality Disorder, as well as persons who have Co-occurring Disorders (mental illness and substance abuse or mental illness and a developmental disability). Other factors contributing to MHSA eligibility include:

- Functional impairments due to an untreated or under-treated mental illness that prevents engagement in meaningful activities and contributes to an inability to remain in housing.
- Frequent incarceration or psychiatric hospitalizations due to untreated or under-treated illness.

The individual must also be homeless or at risk of homelessness, according to the following definition: the individual must be moving from an emergency shelter or transitional housing, or the individual must be currently homeless. Currently homeless means lacking fixed, regular, and adequate nighttime residence or having a nighttime residence that is:

- a publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill).
- an institution that provides a temporary residence for individuals intended to be hospitalized.
- a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.

Tenancy Application Process and Pre-Screening:

Referral source partners participating with this project acknowledge that navigating the application process may be very challenging for the MHSA applicant. To make the process easier, referral sources shall be committed to assisting the applicant throughout and during this process. The East Tulare MHSA Apartment Application Form will be provided to all referral sources, as noted above, and made available online through the Tulare County MHSA website.

The referral source must provide the applicant with the application form and provide direct assistance in completing the application. The referral source must document mental illness and homeless status. For mental illness, the documentation process may include verifying an eligible diagnosis through referral source client records, access to County-held records of diagnoses determined in jail or the County Mental Health Treatment Center, or via other mental health service programs.

For homelessness, referral sources will obtain written verification from the staff of a transitional housing facility, emergency shelter, other shelter designed to provide temporary living accommodations, or from an institution that provides temporary residence for individuals intended to be hospitalized. If a homeless applicant is coming directly from the streets or other place not meant for human habitation, the verification may come from staff of an outreach, service, or other organization that has assisted the applicant in the recent past. In rare cases, if unable to obtain third-party verification, the referral source may prepare a short statement about the applicant's previous living situation for the applicant to sign.

Applicants will be pre-screened by TCMA for income and housing eligibility. Provided applicants appear eligible as to both criteria, their application will be submitted to HATC for inclusion on the waiting list.

Waiting List Procedure:

Prospective tenants who have been preliminarily certified by the TCMA and appear to meet threshold eligibility criteria will be placed on the waiting list, which shall be maintained by time and date.

Screening:

When a vacancy is anticipated, applicants on the top of the waiting list shall be notified, their income shall be updated and verified, and those income qualified applicants will be screened by HATC according to the following criteria:

- Past performance in meeting financial obligations, especially rent.
- A record of disturbance of neighbors, destruction of property, or living or housekeeping habits at prior residences that may adversely affect the health, safety, or welfare of other residents or cause damage to the unit or development.
- Involvement in criminal activity on the part of any applicant that would adversely affect the health, safety, or welfare of other residents.
- A record of eviction from housing or termination from residential programs.
- An applicant's ability and willingness to comply with the terms of the property's lease.
- An applicant's misrepresentation of any information related to eligibility, award of preference for admission, allowances, family composition, or rent.

The Tulare County MHSA provider for this project will provide all necessary support during the screening process, including assisting the applicant to complete the required paperwork and accompanying the applicant during interviews with property management

staff. If landlord references are not available, two personal references, other than family members, will be required. Required references can be provided by staff of a homeless shelter, other homeless service providers, social workers or others involved with the applicant in a professional capacity, together with as much information as possible about where the applicant has been living for the past two years. Landlord, personal, or other references must indicate the ability to care for the property and pay rent on time, as well as the ability to peacefully cohabit with other residents.

Applicants successfully passing this screening will be offered housing..

Notice of Adverse Decision:

Applicants will be given written notification by the HATC of reasons for denial. All notices of denial will include information on the right to appeal and a reminder notice of the right to reasonable accommodation for disability. A copy of any denial notice for MHSA-eligible applicants will also be sent to the County MHSA program.

Reasonable Accommodations Policy & Protocols (as related to targeting and tenant screening):

Reasonable accommodations will be made available to prospective applicants. The Tulare County MHSA and Tulare County Housing Authority are well aware that many of the target population have personal histories that would render it difficult if not impossible to pass typical property management background checks. It is understood that prospective tenants might have poor credit histories and/or a history of incarcerations. However, consistent with HUD and local housing authority regulations and admission policies, the Tulare County MHSA and Tulare County Housing Authority will not be able to accept individuals with a lifetime requirement to register as a sex offender or individuals who have been convicted of manufacturing or producing methamphetamine. These conditions and other similar situations are standard criteria rendering an individual ineligible for rental assistance/subsidy programs; Tulare County MHSA will incorporate these same standards for eligibility to the Tulare County MHSA Housing Program East Tulare MHSA Apartments.

Fair Housing and MHSA Target Population Requirements:

The Tulare County Housing Authority will comply with all practices and procedures required by the mortgagee and/or all government agencies to insure that the prescribed fair housing goals are met in the operation of the Tulare County MHSA Housing Program East Tulare MHSA Apartments per Federal Code (24)CFR, part 200.620(a)-(c). Notices will be sent to local newspapers and publications serving the area in the languages spoken in that locale. The Fair Housing Poster will be displayed in the rental office. The Handicapped Accessible symbol will appear on all materials. TTY service is available for the deaf, and the Property Manager will be advised how to work with the TTY operator. Potential vision-impaired residents will be given the opportunity to have all paperwork read aloud and may record that discussion.

Appeals Process for Those Denied Tenancy: All applicants will be given notice in the application package of their right to reasonable accommodation as well as their right to appeal screening decisions. All background information obtained from credit reports, criminal history checks, and/or landlord or other personal references will be considered in the light of the project's commitment to provide housing for people in transition and with special needs. Applicants with negative background information will have the opportunity to demonstrate that past behavior causing those issues was related to a disability and request reasonable accommodation on those grounds. The availability of supportive social services that can assist the applicant in meeting the conditions of tenancy may also be considered in evaluating such information. Applicants will be given written notification of their assigned waiting list number or reason for denial after consideration of the credit and criminal background checks. They will also be given written notification of specific occupancy date or reason for denial after final processing. All notices of denial will include information on the right to appeal and a reminder notice of the right to reasonable accommodation for disability. Applicants will be entitled to receive a copy of the standard Grievance and Appeal Procedure in use by the Tulare County Housing Authority. A copy of any denial notice for MHSA-eligible applicants will also be sent to the County MHSA program.

Immediate Vacancy Procedure:

If there are immediate vacancies (for example, during the initial leasing period), HATC will notify the applicants on the top of the waiting list, appropriate MHSA staff, and begin the screening process identified above. The notice will be by telephone, and describe the unit available and will specify that the applicant must respond within 48 hours indicating whether he/she would accept the available unit or wait until another unit becomes available. Tulare County MHSA Housing Program staff will coordinate with the East Tulare MHSA apartment manager to show the available unit to the prospective tenant within the required time period, to enable the prospective tenant to make an informed decision within the allotted time frame. Tulare County MHSA Housing Program staff will assist a prospective tenant in navigating this process.

Failure to respond to contacts within the time frame allotted may result in withdrawal of an application from further processing, or be passed over for future placement. The Tulare County Housing Authority may make exceptions to the procedures described herein, taking into account circumstances beyond the applicant's control, such as medical emergencies, extreme weather conditions, or situations that would require a request for a reasonable accommodation due to disability.

No decision to accept or reject an application shall be made until all verifications have been collected and any necessary follow-up interviews have been performed.

D.4 Supportive Services Plan

In Item D.4 of your response, provide a narrative that describes your approach to providing supportive services to the MHSA Housing Program target population. This narrative must include:

- A description of services to be delivered, including where and how they will be delivered, the frequency with which they will be made available to tenants, the primary service provider (see Item D. 11 below), and other community linkages. The narrative must also demonstrate an understanding of MHSA Housing Program target population needs/issues in permanent supportive housing (both Full Service Partnership and non-Full Service Partnership) and must describe the process for assessing their supportive services needs. (See Title 9, CCR, Section 3200.130, for the definition of the term Full Service Partnership (FSP).)
- Plan for helping tenants maintain their housing and achieve independence, including employment services, budgeting and financial training, educational opportunities, assistance in obtaining or maintaining benefits to which they are, or may be, entitled, and other community services that will be made available to tenants.
- A description of how services will support housing stability, as well as 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.
- Strategies for engaging tenants in supportive services and in community life. This narrative should describe the anticipated frequency of contact between supportive services staff and MHSA Housing Program tenants. A tenant's participation in MHSA services may not be a condition of occupancy in MHSA Housing Program-funded permanent supportive housing units. Note: Certain federal housing subsidy programs may impose service participation or other requirements as a condition of receiving the subsidy funds. MHSA Housing Program funds may be provided to such developments. However, regardless of the subsidy source, your response should include engagement strategies that provide opportunities for tenant choice.
- Describe the plan for communication between the service provider and property management regarding the status of tenants in the development and any building and/or community issues that need attention. This plan should include regularly scheduled meetings among the development partners, a description of service coordination for the development if there is more than one service provider, and identification of a single point of contact for communicating and coordinating supportive services.

Designated Service Provider:

The Tulare County Department of Mental Health (DMH) shall be the designated service provider. The Tulare County DMH will provide case management through the county Mental Health Visalia Adult Clinic (VAC). Tulare County DMH will provide one full-time equivalent Resident Services Coordinator (client-to-staff ratio 20:1), who will work with the tenants and support the work of the case managers to help tenants achieve the goals of their personal services plan.

Resident Services Coordinator and On-site Services:

The role of the resident services coordinator will be to:

- Serve as the point of contact for communication between the tenant's case manager and the property management team.
- Organize a tenant council, maintain the tenant council meeting schedule, and work with the council to resolve any issues that arise during those meetings.
- Organize recreational activities for the tenants of the building in consultation with the case managers and tenants.
- Conduct tenant orientations in coordination with case managers and property management staff.
- Organize a monthly meeting between property management staff and supportive services staff.

The resident services coordinator will be responsible for ensuring that case managers are meeting regularly with tenants, that tenants are progressing towards goals set in their service plans, and that an adequate level of services is being delivered to the tenants. The resident services coordinator will have a working knowledge of the local social services system and will work directly with tenants to encourage them to engage in activities that promote socialization and improved quality of life. The resident services coordinator will arrange general life skills training activities on-site, such as health education workshops, cooking meals, doing laundry, and living in the community. In arranging general life skills training, the resident services coordinator shall consult with the case managers to ensure that the on-site training will maximize tenants' progress in attaining their service plan goals.

Direct transportation will be available to residents; however, the resident services coordinator will be working with residents to access public transportation or develop a plan to obtain their own transportation as a milestone toward long-term self-sufficiency.

All supportive services are strictly voluntary. Because many of the new tenants will be coming from emergency and transitional programs that have already addressed numerous stabilization issues, it is anticipated that most tenants will be able to function quite well independently and have a limited need for intense stabilization services. Many services will be aimed at continued socialization/recreational activities and community re-integration activities, as well as personal growth opportunities such as classes, volunteering, and participating in community events. Stabilization supportive services will be provided on an as-needed basis.

The resident services coordinator will primarily be on-site 40 hours per week between the hours of 8:00 a.m. and 5:00 p.m. On-site services will be available between 9:00 a.m. and 4:00 p.m., Monday through Friday. In supporting tenancy retention, the resident services coordinator shall be available 24/7 (on-site during business hours and by way of telephone during off-business hours and holidays) to respond to crises or other tenant issues requiring this level of support. Working with the tenant and property management staff when behaviors have been identified that place the tenant at risk for potential eviction will proactively support both the tenant and property management in avoiding this decision. The resident services coordinator will be available after 5:00 p.m. on weekdays and all day during weekends and holidays via cell phone.

Case Manager: A case manager will be assigned to each tenant. The case manager and the tenant will collaborate in the development of a tenant-centered service plan that is focused on recovery and wellness. A community needs assessment will be a central feature of the plan, which will enable the client and personal services team members to determine, implement, and evaluate reachable client goals that are central to community reintegration. The plan can include traditional mental health services as well as a wide array of other services (e.g., housing, employment, peer support, substance abuse treatment services, and recreational or other therapeutic services) consistent with a commitment to support and do “whatever it takes” to help individuals progress towards recovery and wellness. Programs may directly provide the range of services required by clients, or they may link to other organizations and providers to ensure that the services agreed to in the plan are available to the clients, as appropriate.

The Tulare County DMH has been providing mental health services to acute, severely, and chronically mentally ill clients, and has developed and successfully implemented Full Service Partnership programs funded by the Mental Health Services Act (MHSA). The Tulare County DMH offers a full range of mental health services for males and females of all races and ages. In addition to mental health services, the Tulare County DMH collaborates with community-based organizations to meet the non-mental health needs of the client for life skills training. This training is essential for those suffering from mental illness, since the lack of basic knowledge in the areas of nutrition, financial literacy, and basic housekeeping often complicates mental illnesses. The Tulare County DMH provides culturally and linguistically appropriate services via client-driven wellness activities and individualized recovery services (employing Wellness and Recovery Action Plans).

Service Provider(s) and Property Management Relationship:

A critical element of supporting tenants in maintaining housing is the communication and relationship between all the service providers and the property management staff. The supportive services program at East Tulare MHSA Apartments will be led by the Tulare County DMH through the resident services coordinator. As such, the resident services coordinator will be the single point of contact for communications for the property manager and tenants. With a clear delineation of roles and responsibilities between service providers and property management, the goal of such communications will be to support housing retention for tenants.

Integration of Peers and Client Engagement Strategies:

Consumers/peers will be integrated into the service provision in the following areas:

- Consumers will make up and facilitate the tenant council.
- Pairing of consumers and peer-to-peer support to learn life skills such as pairing up to learn bus routes, volunteer opportunities, etc.

- Consumers will develop and facilitate peer run wellness groups at the two existing transitional supportive housing programs within Tulare County Department of Mental Health (Transitional Living Center (TLC) and Community Living Center (CLC)). They will also assist the consumers who are preparing to move from one of these two transitional facilities in a type of “buddy system” to give the new addition and their family a tour of the East Tulare Apartment Program (ETAP), and to get familiar with the program before and during their move.
- The two transitional facilities have Wellness and Recovery Centers which will be open to the consumers of ETAP, and the consumers may be asked to assist with facilitating recreational activities and other such related Wellness and Recovery Center activities.

D.5 Supportive Services Chart

Attachment F, Supportive Services Chart, of this application package contains a Supportive Services Chart. This Supportive Services Chart must list all services that will be provided to tenants of the MHSA Housing Program units, including any in-kind services essential to the success of the Supportive Services Plan. Please complete this chart and include it as Item D.5 in your response.

Supportive Service	Target Population	Service Provider(s)	Service Location
Service Coordination	All residents	Resident Services Coordinator in collaboration with Tulare County DMH Case Manager	Tulare County Visalia Mental Health Clinic, and On-Site when applicable
Intake/Assessment	All residents	Resident Services Coordinator	On-Site
Mental Health Services	All residents	Tulare County DMH Case Management	Tulare County Visalia Mental Health Clinic
Case Management Services	All residents	Tulare County DMH Case Management	Tulare County Visalia Mental Health Clinic
Financial Education	All residents	Resident Services Coordinator in collaboration with Tulare County DMH Case Manager	On-site if sufficient interest and resources allow, otherwise off-site with transportation assistance when needed
Substance Abuse Counseling	All residents	Tulare County DMH Case Management	Tulare County Visalia Mental Health Clinic
Medical Services	All residents	Resident Services Coordinator in collaboration with Tulare County DMH Case Manager	off-site with transportation assistance when needed
Employment	All residents	Resident Services Coordinator in collaboration with Tulare County DMH Case Manager	On-site if sufficient interest and resources allow, otherwise off-site with transportation assistance when needed

Primary Service Provider: County of Tulare, Department of Mental Health

D.6 Design Considerations for Meeting the Needs of the MHSA Housing Program Target Population

In Item D.6 of your response, describe:

- The physical space in which supportive services will be delivered to the MHSA Housing Program target population, including a description of how this space will be designed to meet the needs of this population,
- How the residential units will be designed to meet the needs of this population, and
- If applicable, how the residential units will be designed to provide appropriate accommodations for physically handicapped members of the MHSA Housing Program target population.

Supportive Services Space:

The three four-plexes that make up East Tulare Apartments each contain two bedroom units with 844 square feet each. One unit will be reserved and renovated to be a resident services center for the usage of tenants, social workers, and service providers. Office space will be allocated accordingly.

Residential Units:

The remaining eleven units will be used for “shared housing” with a total of 22 bedrooms. Each of these units consists of 844 square feet with locking bedrooms for private space, but a shared kitchen and bathroom. They have small private patios, locked storage rooms, covered carports, and three coin operated laundry rooms. There are attractive court yards with lighting. Some of the units have fireplaces and front lawn areas. All of the units have central air and heating.

D.7 Plan for Collecting and Submitting Outcome Data

In Item D.7 of your response, describe the county’s plan for collecting and submitting required outcome data in accordance with DMH requirements. Identify staff responsible for collecting and submitting the required outcome data, and provide contact information. (Item D.7 must be submitted as soon as DMH requirements on collecting and submitting outcome data are released to counties.)

This plan is currently under review.

D.8 Agreement to Meet DMH Outcome Reporting Requirements

Attachment G of this application package includes an Agreement to Meet DMH Outcome Reporting Requirements form confirming that the applicant and all development partners agree to comply with all DMH outcome reporting requirements. In Item D.8, include a completed and signed copy of this form. (Item D.8 must be submitted as soon as DMH requirements on outcome reporting requirements are released to counties.)

See Agreement G, Attached.

D.9 County Mental Health Department Sponsorship and Services Verification Form

Attachment H of this application package includes a County Mental Health Department Sponsorship and Services Verification Form demonstrating the county mental health department's intent to participate as a development partner and fund supportive services for the MHSA Housing Program tenants for the duration of the loan term. In Item D.9, include a completed and signed copy of this form.

See attached form completed and signed by the Tulare County Department of Mental Health (TCMH)

D.10 Applicant and Partner Experience Serving Target Population

The applicant organization and each of its primary development partners (other than service providers—see D.11) must demonstrate that they have experience in successfully providing supportive housing to tenants with serious mental illness. In Item D.10 of your response, describe the background and experience of the applicant and each of its primary development partners, including but not limited to the:

- Developer and/or borrower,
- Property management agent,
- Local housing agency, and
- Any other collaborative partners.

For each of these partners, identify and describe all developments in which the partner has been involved that serve tenants with serious mental illness. For each development, include the name of the development; the number of units targeted to tenants with serious mental illness; the period during which the borrower will be/was involved in the development; the job title or position, roles and responsibilities of the borrower in the development; and the primary service provider for the development. Describe the history of the applicant organization's relationship with the development partners on developments that serve tenants with serious mental illness.

The developer is the Tulare County Housing Authority (HATC), a public housing authority that was formed in 1945. HATC owns, manages, or administers contracts on over 5,000 rental units in the County of Tulare. It has developed many projects over the years including public housing, farm labor housing, State rental housing, and tax credit syndications. It also owns and manages many local projects and scattered site units in cooperation with various redevelopment agencies and other private, nonprofit, and public agencies. HATC also administers first time homebuyer programs, discrimination hotlines, and the federal housing voucher rental program in the County of Tulare.

It should be noted that HACT has an ongoing successful relationship with TCMH, primarily through two housing projects in the City of Visalia. The Community Living Center is an original rental housing construction project (RHCP) that is State sponsored through the State Department of Housing and Community Development (HCD) and consisting of 12, two-bedroom units directly across the street from the East Tulare Apartments in Visalia. It also is a shared housing concept and has been in continuous operation since 1981. There is also a crisis intervention home on the property.

HACT owns and maintains the Transitional Living Center (TLC) for the mentally ill in Visalia as well, and the TLC has been operating for over five years. It consists of an eight

bedroom group home and 15 unit apartment complex on a two acre site. The facility provides acute live-in mental health housing.

All of the above mental health housing facilities are operated by the TCMH with lease or Memorandum of Agreements between HATC and TCMH. These agencies have cooperated on many other scattered site and housing voucher program arrangements for many years, and continue to work closely to serve the counties special need families and individuals.

HACT also works with other nonprofit agencies that provide services for disabled and mentally ill clientele. One such partner is the Central Valley Regional Center (CVRC) a 501 (C)(3) nonprofit that is one of twenty-one State regional centers in California. HACT owns and provides property management services to the CVRC on a small project in Visalia in much the same manner as with TCMH.

The property manager is the HACT. Their qualifications are discussed above. Their web site is www.hatc.net. Their properties, history, programs, organizational chart, boards, and staffing can be easily viewed on that web site.

The owner will be “East Tulare Apartments” LLC. This is a single purpose nonprofit with a three member board consisting of a member from the HACT, TCMH, and the mental health advisory board. This nonprofit will set policy for East Tulare Apartments, approve budgets, and review audits. They will be incorporated prior to loan closing.

D.11 Primary Service Provider Experience Serving Target Population

The primary service provider must demonstrate that it has experience in successfully delivering services to tenants with serious mental illness. In Item D.11 of your response, identify and describe all developments in which the primary service provider has provided services to tenants with serious mental illness. Specify experience in providing supportive services designed to assist tenants with serious mental illness to retain their housing in housing developments. For each development, include the name of the development; the number of units targeted to tenants with serious mental illness; the services provided; the period during which the primary service provider delivered services to development tenants; and the number of unduplicated tenants served annually.

If the county mental health department has not designated a primary service provider at the time of application, the county will be considered the primary service provider for purposes of responding to this item. If the county submits information under this item as the primary service provider, final identification of a primary service provider, with an updated Item D.11 submission reflecting that provider’s experience and qualifications, will be a condition of loan closing.

Tulare County Mental Health currently operates, in conjunction with the Tulare County Housing Authority, a licensed, thirty-four bed, residential facility, the Transitional Living Center (TLC.) TLC is specifically designed to treat consumers with a severe and

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persistent mental illness. Consumers are generally admitted from Institutes for Mental Disease (IMDs) or acute psychiatric hospitals. The length of stay for TLC residents varies according to the severity of the consumers' symptomology; however, consumers generally reside at the facility for a period of six months. The number of unduplicated consumers/residents served annually by TLC is:

Year 2006- 67 residents

Year 2007-84 residents

Year 2008-113 residents

While residing at TLC, the consumers receive intensive mental health services, such as psychotherapeutic services, case management services, and medication management. TLC currently maintains a staff of fifteen individuals. Of these, twelve are case managers, three of which have their administrator's certificate. There is also one licensed therapist on site, as well as two support staff. In addition, all TLC staff are supervised by a licensed psychologist. The TLC case managers and licensed clinician facilitate daily groups with the consumers, centered on their wellness and recovery. Staff assists and support each consumer in developing an Wellness and Recovery Action Plan, which is a living document that assists with their recovery. The clinician also provides regular individual therapy to the consumers, and he also facilitates family support groups. TLC staff also work collaboratively with the Visalia Adult Outpatient Mental Health Clinic, also county-operated, as the consumers obtain psychiatric services at this site. In addition, TLC staff work closely with primary care physicians to maintain/improve the physical health of the TLC consumers.

TLC is considered a transitional placement and is designed to assist consumers during their recovery by working towards obtaining their treatment goals. It is the goal of many to move to a more independent living situation. Upon admission to TLC, the consumers reside in what is called the Main House. In the Main House, the consumers are closely monitored by the treatment team, as they often require intensive mental health services. After some time of stability, the consumers are able to transition to a TLC apartment. These apartments are located on the TLC grounds, in close proximity to the Main House. While residing in an apartment, the consumers are able to practice more independent living skills, such as meal preparation, cleaning, and attending to their activities of daily living with less prompting from staff. The consumers in the apartments continue to receive intensive mental health services from the treatment staff.

Again, after a period of stability, consumers have the option of moving to a lower level of care, one of which may be the Community Living Center (CLC.) CLC is also managed by Tulare County Mental Health and the Tulare County Housing Authority and provides housing for a total of twenty-eight consumers who experience a severe and persistent mental illness. There is also a transitional phase at CLC if needed by a consumer, as there is a Main House, which consists of four beds. There are also apartments on grounds, which can accommodate twenty-four consumers. There is one case manager on site at CLC, who assists clients in their transition into the facility and also assists consumers towards further wellness and recovery. CLC also works collaboratively with the Visalia Adult Outpatient Clinic, as the consumers receive continued psychotherapeutic and psychiatric services through the clinic.

D.12 Memorandum of Understanding with Key Partners

In Item D.12 of your response, include a copy of your written Memorandum of Understanding (MOU) between the borrower, the primary service provider, the property management agent and

the county, documenting the roles and responsibilities of each partner, each partner's willingness to enter into a contract to carry out those roles and responsibilities (including provision of supportive services and property management services), and procedures for ongoing communication and decision-making between the property management agent and the primary service provider to assist tenants in maintaining housing stability. If the MOU has not been completed at the time of application or at some point during the underwriting process, it must be submitted as a condition of loan closing.

Revised MOU between HACT and TCMA, attached.

D.13 Property Management Plan

In Item D.13 of your response, describe the Property Management Plan for the development. Describe the roles and responsibilities of the property management agent, including services to be provided. Include a description of how the development's property management rules address the issues and needs of the MHSA Housing Program target population. Describe procedures for ongoing communication between the property management and supportive services staff to assist tenants in maintaining housing stability. Describe how you will staff the property management function, including the location of staff providing property management services. Provide the management fee structure showing the amount the development will be charged for property management services.

The property management plan for East Tulare Apartments is attached. Revised "House Rules" are attached to the Property Management Plan.

The fee structure is 6% of the shared housing rental income stream.

D.14 Property Management Contract

In Item D.14 of your response, include a copy of the management contract or a letter of interest from the proposed property management agent indicating a willingness to enter into a contract to provide property management services to the development.

The property management contract is attached. HATC currently owns the project and is a long term partner of TCMH,

D.15 Physical Inspection Plans for Shared Housing Developments

CalHFA will not conduct physical inspections of Shared Housing Developments. However, third-party annual physical inspections are required. In Item D.15 of your response, describe who will conduct third-party annual housing quality control physical inspections of the Shared Housing Development. Describe your methodology for conducting inspections. Describe how, when, and in what format the physical inspection results will be transmitted to CalHFA.

A local architectural, engineering, or inspection firm will be contracted by the Non-profit owner to perform annual inspections of the shared housing development. They will inspect every unit and report the results in writing to the board of directors and CalHFA 60 days prior to the end of each fiscal year.

D.16 Summary and Analysis of Stakeholder Input

In Item D.16 of your response, submit documentation of the local review/stakeholder process, including:

- A description of the methods used to circulate the Project Overview and Items D.1 through D.5 for the purpose of public comment,
- Proof of posting of the Project Overview and Items D.1 through D.5,
- A summary and analysis of any substantive recommendations, and
- A description of any substantive changes made.

The Mental Health Services Act (MHSA) Housing plan guidelines stipulates a 30-day public posting for review and comment. Tulare County posted its draft plan from December 1, 2009 through December 31, 2009. The Housing Plan draft was available for download at <http://www.co.tulare.ca.us/government/mhsa/> with hard copy available upon request. Notification was posted in the local newspaper, Visalia Times Delta, as well as on the Tulare County MHSA website. Comments were requested by written response or email.

No comments were received as of December 31, 2009.