

**Section D: Supportive Services Plan
Instructions**

1. Submit the MHSA Supportive Services Information, Section D, Items D.1 through D.16, as listed on the Application Index & Checklist.
2. Enter required information into the yellow box marked "Response".
3. **Items D1 through D9 must be circulated for public comment and local review for 30 days prior to submission.**

Item D.1 Rental Housing Development Summary Form (Attachment B)

Instructions: Complete and submit the Rental Housing Development Summary Form (**Attachment B**)

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RENTAL HOUSING DEVELOPMENT SUMMARY FORM

County Mental Health Department: Shasta County Health and Human Services Agency

Name of Development: The Woodlands 2

Site Address: 2900 Polk Street

City: Redding State: CA Zip: 96001

Development Sponsor: PC Redding Apartments

Development Developer: Palm Communities

Primary Service Provider: Shasta County Health and Human Services Agency

New Construction Acquisition/Rehabilitation of an existing structure

Type of Building: Apartment Building Single Family Home
 Condominium Other

Total Development		MHSA Funds	
Total Number of Units:	20	Total Number of MHSA Units:	5
Total Cost of Development:	\$	Amount of MHSA Funds Requested:	\$587,832
		Capital:	\$337,832
		Capitalized Operating Subsidies:	\$250,000

Other Rental Subsidy Sources (if applicable): _____

Target Population (please check all that apply):

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

County Contact

Name and Title: Donnell Ewert, HHSA/Mental Health Director

Agency or Department Address: 2615 Breslauer Way, Redding, CA 96001

Agency or Department Phone: 530-225-5899

Agency or Department Email: dewert@co.shasta.ca.us

Item D.2 Development Description

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

1. Name and location of the proposed housing development;
2. Service goals of the development;
3. Characteristics of tenants to be served;
4. Type of housing to be provided;
5. How the building(s) in which housing and services will be provided will meet the housing and service needs of the MHSAs tenants (location, building type, layout, features, etc.)
6. Name of primary service provider, property manager, and other development partners; and,
7. Summary of the development financing.

Response:**DEVELOPMENT DESCRIPTION**

1. The Woodlands 2 is located at 2900 Polk Street (assessor's parcel #108350063) in the City of Redding, California. The development is being proposed by PC Redding Apartments, a Limited Partnership between Palm Communities of Irvine, California and Northern Valley Catholic Social Service of Redding, California. The proposed new construction development will consist of 20 units on the same campus as The Woodlands, a 55-unit supportive housing complex. Like the original Woodlands, The Woodlands 2 will be two-story garden-style walk-up buildings, with a mix of 1-, 2- and 3-bedroom apartments. The proposed development will have 5 MHSAs designated units, all one-bedroom. The Woodlands' on-site resident manager, case manager and peer support specialists will expand their scope of work to support these new units.
2. The Woodlands 2 will provide more capacity to achieve the over-arching service goal for The Woodlands, which is for Full Service Partnership (FSP) program participants to acquire and maintain housing stability. Examples of strategies that the support team is using to achieve this goal will be consumer-driven goal setting, recovery-based case management and education, the use of Wellness and Recovery Action Planning, and connection to community-based programs such as the Olberg Wellness Center. These practices incorporate the principles of wellness and recovery that include affirmation and celebration of success, linkage to community-based support and social networks, development of life skills necessary for household/personal care management, and establishing a level of income that will sustain housing and assist members to achieve other, more independent housing goals they may have.

Supports available include mental health services, intensive case management, medication support, 24/7 crisis services, access to In-Home Supportive Services (IHSS) and nursing staff, vocational services in collaboration with the State Department of Rehabilitation, benefit assistance, peer-to-peer support, and transportation assistance. The use of FSP flexible funding enables enrolled program participants to receive individualized support and "whatever it takes" services including social skill building activities, grocery shopping, and the purchase of ancillary necessities. The proposed project will provide a variety of units that can meet the housing needs of the majority of FSP program age groups, including transition-aged youth, adults, and older adults living independently.

The MHSAs residents will be FSP program participants receiving case management support from a Personal Services Coordinator (PSC) who will serve as their primary on-site supportive service coordinator. One full-time-equivalent PSC is assigned to support the MHSAs residents of The Woodlands. Additional FSP support is provided by a full-time Peer Support Specialist, peer advocates, clinicians, nurses, and psychiatrists. The project's on-site support focuses on skills and issues related to successful adaptation to the project community, achieving long-term housing stability, and daily application of recovery principles to promote ongoing self-sufficiency. Off-site services focus on

community integration and establishment of a support network, educational and/or vocational advancements, some primary health care and mental health services, and overall wellness, recovery, and resiliency.

The creation of permanent supportive housing units at The Woodlands for adults with serious mental illness (SMI) is consistent with the Community Services and Supports Plan adopted by the Shasta County Health and Human Services Agency (SCHHSA) and seeks to expand the capacity of safe, affordable, and independent permanent housing.

3. MHSAs units will be occupied by individuals who are eligible to MHSAs services that have a serious mental illness; and are homeless or at-risk of homelessness, hospitalization, or incarceration; and are un-served or underserved individuals who are eligible to receive FSP intensive services and supports. The Woodlands 2, like the original project, is a multi-family project and all age groups eligible for FSP services may apply for residency.
4. The Woodlands 2 is a new construction project.
5. The Woodlands 2 is an addition to The Woodlands, the first MHSAs permanent supportive housing project for Shasta County. Shasta County as a whole has an insufficient supply of supportive and affordable housing units. The development is centrally located near bus service, an elementary school, community-based services, and shopping including grocery stores, pharmacy, and other retail shopping. The proximity to these services has already proven beneficial to The Woodlands residents.

The Woodlands is a fenced and gated community which includes 24-hour on-site management, automobile entry gates, perimeter fencing and pedestrian gates. Common area security cameras are located throughout the community. The Woodlands also includes a multi-purpose community room for classes and for residents to reserve for parties and other events. The park-like grounds feature a fitness center, raised vegetable garden beds, a tot-lot playground, and a swimming pool with splash pad for young children.

As with The Woodlands, each unit in The Woodlands 2 will include Energy Star® rated appliances and equipment, including central heating/cooling, dishwashers, continuous cleaning gas range/oven and hood fan, garbage disposal, and a refrigerator/freezer. Units will also include private patios or balconies (depending on floor level), outdoor storage facilities, luxury vinyl plank and carpeting, blinds, and pantry cabinets. All MHSAs units will come furnished.

To provide flexibility in meeting the needs of the MHSAs residents and to reduce stigma, the 5 MHSAs units will not carry any designation or identification as MHSAs units and they will be scattered throughout the complex, as they are in The Woodlands. This arrangement fulfills an overall goal of integrating MHSAs housing tenants among other residents of the complex to avoid creating a "project within a project" effect that could happen by concentrating consumers in entirely segregated and identified buildings.

6. The primary service provider is SCHHSA which operates the FSP program in Redding, California.

Property Management will be provided by Northern Valley Catholic Social Service (NVCSS). NVCSS has a standing relationship with the developer and provides property management services to several of the developer's properties.

Social Services programs will also be provided NVCSS. NVCSS is a local community-based organization with many years of experience working with the MHSAs population in Shasta County.

7. Financing for the development will come from MHSAs, the City of Redding (land donation), the proceeds of the sale of tax credits authorized by the California Tax Credit Allocation Committee, and a permanent conventional loan.

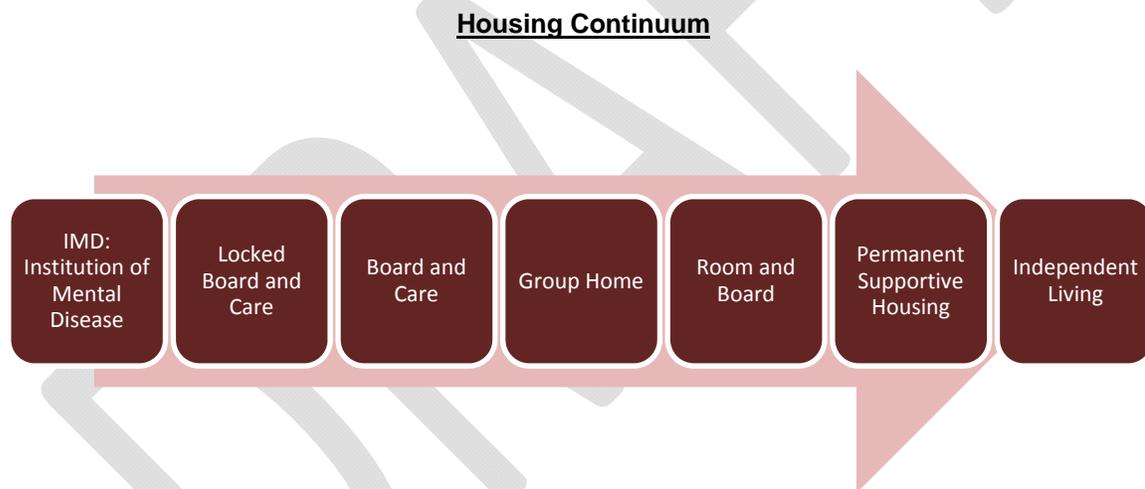
Item D.3 Consistency with the Three-Year Program and Expenditure Plan

Describe how the proposed housing development is consistent with the sponsoring county mental health department's approved Three-Year Program and Expenditure Plan. Provide specific information regarding how the development meets the priorities and goals identified in the Three-Year Program and Expenditure Plan.

Response:

Throughout the stakeholder process for MHSA, housing continually rises to the top as an unmet need for the MHSA population. The Housing Continuum is a Community Services and Supports (CSS) work plan put in place to help address the need for housing for those with a mental illness diagnosis. The primary goal of the Housing Continuum work plan is to assist individuals with a mental illness diagnosis who are homeless or at risk of homelessness by providing access to housing options, both transitional and permanent supportive, in the least restrictive setting as possible.

The Housing Continuum work plan was developed to assess and increase options available to the severely mentally ill in the community.



All MHSA planning committees and workgroups that contributed to Shasta County's approved CSS Plan and Annual Updates consistently identify the priorities of increasing housing capacity across the continuum of housing options and supports. These priorities include having geographic accessibility and integration in the community, as opposed to a segregated housing approach which promotes stigma, isolation, and community opposition to supportive housing developments.

The development strategy of SCHHSA is to leverage MHSA funds with other affordable housing funding resources to integrate supportive housing set-aside units within a general population affordable housing project in Redding. In addition, a tiered board and care facility opened in 2016 in the City of Shasta Lake with capacity for transitional and independent living options. Plans are also moving forward for a future MHSA permanent supportive housing development in the eastern area of Shasta County.

The Woodlands development is consistent with the SCHHSA's MHSA CSS Plan as it meets the following housing goals:

- adds much needed units of permanent supportive housing into a service region with a waiting list of more than 100 people for MHSA units,
- promotes self-reliance and independence for mental health consumers and provides immersion of mental health consumers into a multi-family housing community while also introducing them to a variety of community-based support services,
- provides accessible program supports and FSP services to MHSA residents, and
- serves multiple age groups.

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Item D.4 Description of Target Population to be Served

Describe the MHPA Rental Housing Program target population to be served in the development. Include a description of the following:

1. Age group, i.e., adults, older adults, children, transition-aged youth;
2. The anticipated income level of the MHPA 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:

1. The primary population that will be served in The Woodlands 2 consists of adults with serious mental illness who are homeless or at risk of homelessness and who are eligible to receive intensive supportive services from the FSP program. Age groups to be served include transitional age youth, adults, and older adults.
2. It is anticipated that MHPA tenants will have SSI income of approximately \$910 per month.
3. As is the case with MHPA units at the original Woodlands, it is anticipated that the majority of persons housed at The Woodlands 2 will be single adults. Support will be provided by the program that is most consistent with the needs of the consumer/resident. Since co-occurring disorders are common among FSP members, it is anticipated that there will be a focus on those with co-occurring substance use issues, as well as integration with primary care for chronic illness. Life skills training regarding housing maintenance, social skills, and money management are also special needs of formerly homeless residents adjusting to the responsibilities of self-sufficiency.

Item D.5 Tenant Eligibility Certification

The county mental health department is responsible for certifying the eligibility of individuals, applying for tenancy in an MHPA unit, for compliance with the target population criteria. Submit a narrative description of the following:

1. How an individual applies to the county to become certified as eligible for an MHPA 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. MHPA Housing Program staff will use the existing waiting list for The Woodlands to populate the MHPA units of The Woodlands 2. To apply to be added to this waiting list, a consumer, by themselves or through their mental health service provider, will complete the Letter of Interest form and submit it to the SCHHPA, MHPA Housing Program (see Attachment H, Letter of Interest).

2. MHPA Housing Program staff will work with the mental health service provider to complete the MHPA Housing Program Referral Form. The referral form will be used to determine eligibility to the MHPA Housing Program (see Attachment I, MHPA Housing Program Referral).

Mental health service providers will be required to assist in the verification that referred individuals are eligible to the MHPA FSP program and that access to on-site supportive services is recommended in order to maximize housing stability and success at self-sufficiency. Eligibility criteria for MHPA Housing are:

- i) Applicants must meet the low-income requirement; and
- ii) Applicants must be eligible for MHPA FSP services (an adult with serious mental illness or a child with severe emotional disturbance; and are homeless, or at-risk of homelessness, hospitalization, or incarceration; and are un-served or underserved individuals who are eligible to receive FSP intensive services and supports).

The MHPA Housing Program shall review each Letter of Interest, confirm eligibility, and certify the applicant to the centralized housing waiting list of persons that have been certified for MHPA housing eligibility. The MHPA Housing Program is responsible for maintaining the wait list for referral to The Woodlands.

During the review process, MHPA Housing Program staff shall meet together with the proposed tenant and the mental health service provider to discuss the consumer's housing needs and to outline the MHPA Housing Program. If there are no current vacancies available to meet the consumer's housing needs, they will be placed on the waiting list. MHPA Housing Program staff will notify the consumer, both verbally and in writing, of the placement on the waiting list. Should the prospective resident be on the waiting list for longer than 30 days, eligibility will be re-certified prior to referral to The Woodlands.

3. MHPA Housing Program staff will provide The Woodlands property management with the names of certified MHPA applicants from the waiting list. The Woodlands property management is responsible for leasing the MHPA units and for creating a general awareness in the community about the availability of

affordable and supportive housing units. Upon notification from The Woodlands property management of an MHSA unit becoming available, the MHSA Housing Program staff will notify The Woodlands property management, in writing, of the prospective tenant's eligibility for MHSA housing. The Woodlands property management will review all applicants based on standard Fair Housing policies and provisions.

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Item D.6 Tenant Selection Plan

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

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

NOTE: The Department's approval of the MHSAs Housing Application does not ensure that the Tenant Certification/Referral Process is compliant with state and federal fair housing laws. Please seek legal counsel to ensure that the Tenant Certification/Referral Process complies with state and federal fair housing laws.

Response:

1. Prospective tenants who may be eligible for MHSAs will be referred by:
 - Self-referral,
 - SCHHSA program staff or other mental health service provider, or
 - The Woodlands property management, upon a determination that the applicant may meet MHSAs supportive housing eligibility criteria.
2. To be considered for MHSAs supportive housing units, prospective tenants must complete the Letter of Interest to the MHSAs Housing Program (Page 2 of the Letter of Interest form outlines the eligibility criteria and application process). MHSAs Housing Program staff will review all referrals and applicants for satisfaction of the requirements and eligibility to occupy an MHSAs unit.

Upon completion of the review, MHSAs Housing Program staff will confirm the applicant's eligibility for MHSAs housing. MHSAs Housing Program staff will then meet with the prospective tenant and the mental health service provider to discuss the consumer's needs and housing preferences. Selection for residency will be based upon the compatibility of the project with the consumer's choices, and preferences and ability to support the consumer's wellness, recovery, and resiliency goals. If a unit is unavailable for an applicant who is certified as eligible for MHSAs housing, the applicant will be placed on the wait list.

Applicants for MHSAs Housing units who meet the eligibility shall be encouraged, but not required, to enroll as participants of the FSP program. As enrollees, prospective applicants would have the benefit of intensive supportive services that would assist them in being successful in their application to The Woodlands and their efforts to attain housing stability.

As the project nears completion, the MHSAs Housing Program will be responsible for referring certified applicants to The Woodlands property management to continue the resident selection process. All prospective tenants will be provided with a standard application form by The Woodlands property

management, who will then process the application and will uniformly apply its procedures for conducting a consumer credit and/or investigative report on all applicants, including those referred by the MHSa Housing Program, in accordance with Fair Housing laws. MHSa Housing Program staff will provide any necessary assistance to the applicant during this process.

3. The names of applicants who are eligible for MHSa housing will be placed on the MHSa Housing Program's waiting list, which will include date of receipt of their Letter of Interest by the MHSa Housing Program, information about the consumer's needs and preferences, and whether the person is currently engaged in FSP services. MHSa Housing Program staff will notify the applicant, both verbally and in writing, of being placed on the waiting list. The waiting list for all applicants certified to be eligible for tenancy in the MHSa housing project will be maintained by the MHSa Housing Program. The waiting list will exist in hard copy and an electronic version and is available for inspection. It will be reviewed and revised to reflect housing placements, changes in a consumer's housing preferences, changes in consumer's eligibility for MHSa housing units, and other information.

During the review process, MHSa Housing Program staff shall meet with the proposed tenant and the mental health service provider to discuss the consumer's housing needs and to outline the MHSa Housing Program. If there are no current vacancies available to meet the consumer's housing needs, they will be placed on the waiting list. MHSa Housing Program staff will notify the consumer, both verbally and in writing, of the placement on the waiting list. Should the prospective resident be on the waiting list for longer than 30 days, eligibility will be re-certified prior to referral to The Woodlands.

4. Mental health providers must certify that a consumer satisfies the eligibility for supportive housing units. As noted above, the second page of the Letter of Interest outlines the MHSa Housing Program eligibility criteria and application process.

Additionally, as described above, MHSa Housing Program staff will evaluate the applicant's Letter of Interest and referral through consultation with both the applicant and the mental health provider. The goal of this consultation is to review/verify information provided, determine eligibility, and to ensure that the applicant clearly understands the program, the application, and the wait list processes.

To be eligible for an MHSa unit at The Woodlands, an applicant must:

- meet the low income requirement (at or below 30% of Area Median Income)
AND
 - be eligible for MHSa FSP services: an adult with serious mental illness or a child with severe emotional disturbance; who are homeless, or at-risk of homelessness, hospitalization, or incarceration; and are un-served or underserved. "At risk" may be supported by a history of more than one hospitalization or incarceration within the last 12 months and is related to symptoms of his/her mental health disorder.
5. To determine a prospective MHSa tenant's eligibility for occupancy at The Woodlands, MHSa Housing Program staff will ensure the person meets the criteria listed in item 4. Among those who meet this criteria, preference is given to people currently engaged in FSP services. If multiple people fit this criteria, preference is given to the person whose application was received first. This applicant, with the help of MHSa Housing Program staff, will complete The Woodlands' application for tenancy and submit it to The Woodlands property management. The prospective resident will be notified directly by The Woodlands' property management of the results of their application, in writing, within 72 hours of determination utilizing a Notice of Eligibility (NOE) sent to the applicant. Copy of the Notice of Eligibility will also be sent to the MHSa Housing Program at the same time. MHSa Housing Program staff shall notify the mental health service provider of application results.

6. If an application for tenancy is not accepted by The Woodlands property management, MHSA Housing Program staff and the mental health service provider will ensure that the consumer understands his or her right to appeal and provide assistance in preparing, submitting, and presenting an appeal to the property management company, particularly if it is believed that the provisions of reasonable accommodation apply. MHSA Housing Program staff have been trained in the Fair Housing tenant selection and appeals policies and procedures established by The Woodlands property management, and can assist prospective tenants in appealing a denial or requesting reasonable accommodation. Legal Services of Northern California and City of Redding Housing Authority will be utilized as resources to provide consultation and technical assistance to the MHSA Housing Program staff and consumers to ensure equal and fair access to housing.
7. Some prospective MHSA tenants will likely come with a multitude of situations and backgrounds which might require reasonable accommodation. These include poor tenancy history, criminal convictions, substance use issues, and behavioral and physical health illnesses. The tenant selection process will focus on an applicant's current behavior and their ability to meet the terms of tenancy.

It is the developer/owner's policy to make every reasonable effort to accommodate individuals with special needs so that they are able to receive services adequately and comfortably. The accommodations may include, but are not limited to, requirements related to visual, audio, language, ergonomic, physical, psychiatric, and other medical needs. These accommodations may be offered to any individual who requires them and who would otherwise not be able to access services in this particular environment.

Upon initial screening by Shasta County Health and Human Services Agency Housing Program staff, any prospective tenant needs that might require accommodation will be identified and discussed with both the tenant and the property management. Prior to tenancy, a reasonable accommodation plan will be set and agreed upon by all parties involved.

It is the intent of this policy to create a service delivery environment which is respectful of all people's differences and special needs and to make all reasonable accommodations in order to welcome diverse perspectives. It is also our intent to make these accommodations in a timely and efficient manner so that minimal impact is felt by all parties involved.

Should an applicant be denied tenancy, they have a right to appeal (Reference Section D.6, Tenant Selection Plan - 6. Appeals process for individuals who are denied tenancy).

Item D.7 Supportive Services Plan

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

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

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

the identification of a single point of contact for communication and coordination of supportive services; and,

10. Describe the plan for developing "house rules" and **provide a copy of any rules** that may be in place at initial rent-up; (**Please label and attach as "House Rules"**).

Response:

1. MHSAs residents may have common and unique needs. Common needs tend to be in the areas of developing the self-sufficiency skills that will assist them to maintain housing. Areas of historical difficulty include social skills that enable tenants to be respectful and responsible "good neighbors" to other tenants in the project; housekeeping skills to ensure that the tenant is able to maintain his or her unit in a safe and healthy manner; budgeting skills to manage very limited resources in order to fund both housing, household and personal needs; illness management skills so that the tenant can successfully respond to life emergencies and/or the re-emergence of psychiatric symptoms; and for those with co-occurring substance abuse disorders, sober living skills. Unique needs will depend on the individual's goal(s), such as vocational or educational aspirations. An individual's relationship with family members and an individual's unique cultural background may also impact needs.
2. All FSP enrollees receive at least an annual assessment of needs and semi-annual review of their recovery goals and plans. Since the needs of the FSP program participants seem to evolve quickly, the more common practice is continuous monitoring to address the individual's changing needs. FSP programs include consumer-driven treatment planning and goal setting, as well as Wellness Recovery and Action Planning (WRAP) which seeks to actively engage participants in developing their recovery goals and working their plan. In addition, celebrating success is a core value of recovery-based programs. As a result, program members closely monitor needs, progress, success, and goal setting on a continuous basis. The cornerstone of providing FSP services is a "whatever it takes" service mentality in facilitating the FSP's growth and maintaining their wellness and recovery.
3. A description of each service that have been made available to the MHSAs tenants, including where and how the service is delivered, the frequency of the service delivery, and identification of the service provider, is presented below:
 - a. Mental Health Services: Mental health services are provided both on-site at The Woodlands and at the SCHHSA community mental health building, which is located approximately 1-1/2 mile from The Woodlands. Services include case management, clinical support, crisis management, medication support, co-occurring disorder treatment, and nursing support. PSCs provide case management services on-site and coordinate other mental health services as needed. A Peer Support Specialist is also on site every weekday for support. Crisis services are provided through the Crisis Residential and Recovery Center and are available 24/7. One of the primary case management services provided is linkage to those community-based services which assist MHSAs tenants with reaching their recovery goals and maintaining their housing. Case management services include access to funding which provides ancillary purchases such as groceries, household items, social skill-building activities, etc.
 - b. Physical Health Services (including prevention programs): Physical health services are closely coordinated with each resident's primary care provider. SCHHSA has a contractual agreement with Shasta Community Health Center (SCHC), a Federally Qualified Health Center in Redding, which provides primary health care in the community. As FSP members have access to SCHC or other primary care providers in the community, the PSC helps ensure coordination of care for both behavioral and physical health care needs. On-site nursing services are provided to assist in the monitoring and coordination of care. Health and wellness classes help residents enhance their relationship skills as they relate to personal and public interaction, communication, cooperation, personal responsibility, self-control,

empathy, assertiveness vs. aggressiveness, pre-crisis intervention, emotional support, and cleanliness and hygiene assessments.

- c. Employment/Vocational Services: CalWORKs and the Opportunity Center are among the vocational programs offered by SCHHSA, and the Personal Service Coordinator and Peer Support Specialist have ready access to provide linkages to those and other appropriate employment and vocational resources as needed.
- d. Educational Opportunities and Linkages: Various life skills programs are provided on-site by Northern Valley Catholic Social Service and are available to all residents of The Woodlands. The programs include many classes and activities focused on maintaining housing, stability, and wellness and recovery.
- Adult education instruction includes computer skills workshops, GED instruction and tutoring, and job readiness skills such as resume building, job retention, and networking with community resources to promote employment opportunities.
 - After-school activities and classes tailored for youth include homework assistance, tutoring, and assistance that will provide study tools and enhance study skills. The Woodlands is walking distance from Juniper School, and the principal has already been an active participant in ensuring a strong connection between school and home for students who live at The Woodlands.
 - Triple P – Positive Parenting Program services are provided for parents wishing to enhance their parenting skills.
- e. Substance Abuse Services: Alcoholics Anonymous and Narcotics Anonymous meetings will be held on site, and the Personal Service Coordinator, Peer Support Specialist and onsite case manager provide linkages to other appropriate recovery programs and resources as needed.
- f. Budget and Financial Training: Financial literacy workshops teach what a budget is and why it's important to have and use one. Participants will learn how to open a bank account, complete an income/expense comparison, learn to reduce expenses, and budget for the week/month. Income tax preparation provides support and assistance in the completion and filing of tax returns.
- g. Assistance in Obtaining and Maintaining Benefits/Entitlements: In addition to mental health services, SCHHSA provides many social services. Where needed, PSCs will provide linkage and application assistance for services including In-Home Support Services (IHSS), Adult Protective Services, Public Guardian, and Representative Payee. Staff will also assist with assessment of government and insurance entitlements, including referrals to advocates for Social Security Income and other government entitlements when appropriate. Assistance will be provided in completing and submitting documentation necessary to obtain benefits.
- h. Linkage to Community-Based Services and Resources:
- Wellness and Recovery Services: Wellness and recovery services are provided through the Olberg Center, a community-based MHSAs wellness center. Personal Service Coordinators help facilitate a relationship between the MHSAs tenant and the Olberg Center and assist the MHSAs tenant in participation. The Olberg Center provides many services including life skills training, peer support, volunteer opportunities, employment readiness resources, connection to community-based resources, social engagement and interactive activities, alcohol/substance use support groups, WRAP classes, and many others.
 - Individual and Family Peer Support: Individual and family peer support is provided on-site by the SCHHSA Peer Support Specialist. Support for the families of those individuals who have a mental illness is provided by the National Alliance on Mental Illness (NAMI), Shasta County. NAMI provides services at the Olberg Center and is also available for in-home services and education.
 - Transportation: The Woodlands is approximately 1.5 miles from many Health and Human Service Agency branches, including the community mental health building. The Woodlands is located very near a bus stop for the Redding Area Bus Authority (RABA). In addition to

regular bus routes, RABA also provides on-demand door-to-door services for those who require transportation accommodations. For MHSA tenants to maintain independent living and thrive within the community, some tenants will require education on using the bus system, while others will require access to Bus Passes. When necessary, Case Management services will include transportation to and from physical and behavioral health appointments, as well as other required services within the community.

4. A SCHHSA Personal Services Coordinator is the case manager for all MHSA clients at The Woodlands. The PSC provides services on-site Monday through Friday, 8:00 a.m. to 5:00 p.m. and helps MHSA tenants in meeting their recovery goals. The PSC also works with MHSA tenants to resolve any landlord/tenant issues that may pose a threat to the tenant's ongoing residency. With the addition of the 5 additional MHSA units proposed in this plan, the staff-to-resident ratio would be 1 to 19, with the Peer Support Specialist providing additional support and SCHHSA's Access Team providing additional case management and crisis service as needed. MHSA residents of The Woodlands also have 24/7 support from HHS crisis staff to address any off-hour crisis needs.
5. While clients choose their level of participation, FSP program staff has found that activities that include involvement of peers are effective in creating a community where wellness, recovery, and resiliency can thrive. The Peer Support Specialist has demonstrated her effectiveness in engaging even the most cautious program members to participate in program and community activities. On-site activities are developed in partnership with needs and goals identified by residents individually and during community meetings. Incentives and celebrations have also been very effective in empowering clients to recognize their progress, skills, and strengths. As clients' growth toward self-sufficiency progresses, they seek to become further involved by volunteering, mentoring, and/or actively working on their own educational/vocational development.
6. The Personal Service Coordinator and Peer Support Specialist facilitate regular on-site resident-directed community meetings and celebrations of wellness to acknowledge individual clients' successes in their planned and unplanned goals and achievements. Residents are also encouraged to participate in educational and social activities available on-site through Northern Valley Catholic Social Service, as well as participating in activities that restore meaningful community participation through participation at the Olberg Center. Examples of these activities include the pursuit of educational and/or vocational goals and various types of volunteer activities.

SCHHSA has one full-time equivalent Personal Service Coordinator who supports the MHSA clients at The Woodlands, though case managers from the SCHHSA's Children's Services and Adult Services branches can be called into service when needed. HHS Program Coordinator supervisors, in partnership with MHSA Housing Program staff, have oversight responsibility to ensure that all MHSA residents receive the on-site support needed to maximize their potential for success.

When tenants move into The Woodlands, staff immediately begin working to engage them in establishing a resident community. Essential to engagement is peer-to-peer facilitation and resident-driven community building activities. MHSA resident meetings occur weekly and include some type of social event along with a topic related to wellness and recovery. The activities are facilitated by a PSC and a Peer Support Specialist or MHSA Volunteer. These employees work to foster individual supportive relationships with each tenant and to ensure that needed individual services are received from service providers. MHSA tenants have access to 24/7 crisis support.

7. The Woodlands is a multi-family project that is not limited to youth. Transitional age youth residents are able to continue residency beyond the age of 25.
8. Shasta County's population is 81% White Non-Hispanic, 9% Hispanic or Latino, 3% Asian, 2% Native American Indian, and 4% other, and the threshold language is English. For all services provided through SCHHSA, including those through the MHSA Housing Program, special consideration is given to accommodate the needs of cultural and ethnic minorities. SCHHSA provides interpreter services arranged through the PSC to all MHSA tenants and all prospective MHSA tenants throughout their relationship with the

MHSA Housing Program. The PSC is a resource for the property manager to effectively communicate any issues to MHSA tenants.

9. The PSC, with support from MHSA Housing Program staff, has primary responsibility for proactive collaboration with The Woodlands' property manager to address any building, landlord-tenant, or Fair Housing issues. HHSA crisis services staff provide property management personnel with 24/7 on-call support to assist in resolving any urgent landlord-tenant issues or problems. HHSA crisis services staff ensures the on-site PSC is aware of any issues that arise afterhours. The PSC is the main point of contact for the property manager in resolving landlord/tenant issues or concerns. Should any conflicting needs/desires of both the landlord and MHSA tenant arise that the PSC cannot resolve, MHSA Housing Program staff with assistance from the Program Coordinator supervisor will attempt to resolve the issue. The PSC and property manager have already established a strong and mutually supportive working relationship that relies upon open communication. There is also a strong working relationship between the leadership teams that govern the property manager and SCHHSA.
10. As with all tenants, there are obligations for tenancy. Because the first phase of The Woodlands opened to tenants in May 2017, house rules have already been established. Prior to move-in, each tenant is given a copy for review and signature of the Good Neighbor document (Attachment J) which outlines their obligations and what it means to be a "good neighbor." When a tenant violates a house rule, the property manager and/or PSC talks directly with that tenant to issue a reminder about the rule and expectations for remediation of the violation.

Item D.8 Supportive Services Chart (Attachment C)

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

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Supportive Services Chart

List all the services to be provided to MHSA tenants in the MHSA Rental Housing Development, including any in-kind services essential to the success of your Supportive Services Plan. Add additional lines to the Supportive Services Chart as needed.

Supportive Service	Target Population	Service Provider(s)	Service Location
List each service separately (e.g., case management, mental health services, substance abuse services, etc.)	Name the target population(s) that will be receiving the supportive service listed.	List the name of the proposed service provider.	Indicate where the service is to be provided - onsite or offsite. For offsite services, indicate the means by which residents will access the service.
1 Case Management/FSP Services	All MHSA Tenants	Shasta County Health and Human Services Agency	On-site
2 Clinical Services	All MHSA Tenants	Shasta County Health and Human Services Agency	On-site; off-site at 2640 Breslauer Way, Redding
3 Nursing Services	All MHSA Tenants enrolled in FSP Program, as needed	Shasta County Health and Human Services Agency	On-site and off-site at 2640 Breslauer Way, Redding
4 Wellness and Recovery Services	All MHSA Tenants	Shasta County Health and Human Services Agency, Olberg Wellness Center	On-site; off-site at 2640 Breslauer Way, Redding and 2757 Churn Creek Road, Redding
5 Social Services	All MHSA Tenants	Shasta County Health and Human Services Agency	On-site and off-site at 2640 Breslauer Way, Redding
6 Life Skills Program	All MHSA Tenants	Northern Valley Catholic Social Service	On-site
7 Peer Support	All MHSA Tenants	Shasta County Health and Human Services Agency, Olberg Wellness Center	On-site; off-site at 2640 Breslauer Way, Redding and 2757 Churn Creek Road, Redding
8			
9			
10			

Primary Service Provider: Shasta County Health and Human Services Agency

(Indicate the primary service provider, i.e., entity responsible for providing services to the tenants of the MHSA Housing Program units, and for overall implementation of the Supportive Services Plan, including coordination between multiple service providers where applicable.)

Item D.9 Design Considerations for Meeting the Needs of the MHPA 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 MHPA units will be designed to provide appropriate accommodations for physically disabled MHPA tenants, if appropriate.

Response:

1. The Woodlands contains extensive open space, ample common area space, and attractive amenities. The 20 units (5 for MHPA clients) proposed herein will supplement the 55 units of housing in two-story garden-style walk-up buildings with approximately 8 units in each building. Units are a mix of one-, two-, and 3-bedroom apartments, including an on-site manager's unit. A portion of the site is currently a seasonal wetland. The development includes plenty of connectivity for those traveling on foot or by bicycle. The development has a multi-purpose community room with computers for classes, which is available for residents to reserve for activities, parties, and other events. The park-like grounds feature raised vegetable garden beds, a tot-lot playground, and a swimming pool with splash pad for young children.

Common area security cameras are located throughout the community. Access to the property is restricted by a perimeter fence and a gated site entry. The apartment community includes 24-hour on-site management, automobile entry gates, perimeter fencing and pedestrian gates.

2. The development provides a secure, confidential space for supportive services staff to meet with project residents who are participants in the MHPA Housing Program. There are numerous areas throughout the project that allow for outdoor meetings of small groups and quiet locations for rest and relaxation.
3. The Woodlands 2, like the original development, will comply with all applicable local, state and federal requirements to accommodate the needs of any MHPA residents who are also physically disabled. The Woodlands 2 will comply with Chapter 11A of the California Building code to provide for 5% of the ground floor units to be accessible with all of the ground floor units being adaptable. In accordance with regulations, 10% of the units at The Woodlands will meet ADA full accessibility requirements, including roll-in showers and ADA sinks. The project includes handicap parking and access ramps as required in order to ensure accessibility to persons with mobility impairments.