

September 11, 2009



**SAN LUIS OBISPO COUNTY BEHAVIORAL HEALTH DEPARTMENT  
MENTAL HEALTH SERVICES ACT - MHSA  
HOUSING PROGRAM APPLICATION  
Fiscal Year 2009-2010**

**What:**

San Luis Obispo County Behavior Health Department is submitting an application for the Mental Health Services Act (MHSA) Housing Program for the development, acquisition, construction and/or rehabilitation of permanent supportive housing for persons with mental illness and their families, especially including homeless individuals with a mental illness. The MHSA Housing Program was established via Executive Order S-07-06, signed by the Governor on May 12, 2006. The program is jointly administered by the California Department of Mental Health (DMH) and the California Housing Finance Agency (CalHFA). CalHFA will underwrite requests for capital funds and capitalized operating subsidies, while DMH will evaluate each applicant's proposed target population and supportive services plan. Once funds are awarded, Cal HFA will oversee all housing and financial aspects of the project and DMH will oversee provision of services.

A committee of local housing and service providers was assembled in the Spring of 2008 to review the Housing Component and through a number of meetings, made recommendations to the Behavioral Health Administrator with the priorities for projects to be funded by the Housing Component. The complete recommendation was part of the consideration for awarding the RFP by the selection committee. The preference for this application is for Rental Housing, single occupancy, for adults or transitional age youth (18 – 25 years) in the city of San Luis Obispo.

Successful applications should also emphasize voluntary, client-centered, family-focused and community based services that are culturally and linguistically competent and incorporate specific strategies to assist in promoting respect, acceptance, dignity and social inclusion for those individuals seeking to be tenants.

**What's Next?**

The public is invited to review and comment on the proposed use of the new funding from September 11, 2009 – October 11, 2009.

At the close of the 30-day period, the proposed program application will be forwarded to DMH and to CalHFA for review, revisions if necessary, and final approval.

**To Comment on the Proposed Amendments:**

Contact Janet Amanzio, Adult Mental Health Division Manager, 805-781-4732  
or E-mail [jamanzio@co.slo.ca.us](mailto:jamanzio@co.slo.ca.us)

**To Review the Application:**

<http://www.slocounty.ca.gov/health/mentalhealthservices.htm>

**Learn More About the MHSA:**

<http://www.slocounty.ca.gov/health/mentalhealthservices/mhsa.htm>

**SAN LUIS OBISPO COUNTY BEHAVIORAL HEALTH DEPARTMENT  
MHSA HOUSING PROGRAM APPLICATION  
Project Summary Form**

**Nelson Street Studios**

**Development Information**

County Mental Health Department: San Luis Obispo County Behavioral Health Department

Name of Development & Address: Nelson Street Studios  
106 Nelson Street, CA 93420

Development Sponsor: Transitions-Mental Health Association

Development Developer: Transitions-Mental Health Association

Primary Service Provider: San Luis Obispo Behavioral Health

Type of Development: New Construction  
Rental Housing  
Studio Apartments

Total number of Units: 5

Total MHSA Units: 5

Total Cost of Development: \$725,000.00

MHSA Funds Requested: \$500,000.00

Request MHSA Funds for Capitalized Operations: Yes - 300,000.00

Other Rental Subsidy Sources: T-MHA will apply for Section 8 subsidies

Target Population: Adults

County Contact: Janet Amanzio, Division Manager, Adult Services  
(805) 781-4732  
[jamanzio@co.slo.ca.us](mailto:jamanzio@co.slo.ca.us)

**SAN LUIS OBISPO COUNTY BEHAVIORAL HEALTH DEPARTMENT  
MHSA Housing Program**

4.2.1 Project Overview/Description

Nelson Street Studios – Permanent Supportive Housing

Transitions-Mental Health Association (T-MHA) will construct five new permanent studios to provide rental housing for MHSA target population adults on property which was purchased by the agency in 2007. This project meets the recommendations set by the MHSA Housing Steering Committee to provide new, single occupancy housing for adults.

The Nelson Street property currently consists of one three bedroom house, which is used as T-MHA's Safe Haven Socialization and Peer-run Self-Advocacy Center, and a single studio unit connected to a garage that borders the street. The plan is to demolish the studio and garages and build a 5 unit apartment building with parking. All 5 units will be designated for the MHSA Housing Program. T-MHA will be the property manager and San Luis Obispo Behavioral Health Department (SLOBHD) will provide the supportive services.

The property is located in the heart of old town Arroyo Grande with easy access to the major thoroughfare that features services, shops, restaurants, employment opportunities and the SLOBHD offices. The building will be designed to match the architecture of the historic area and be complimentary and appropriate with it's immediate neighbors and the Safe Haven house. Public transportation is conveniently available with three different services available to the residents including a bus stop in front of the property.

The five studio units will range in size from 424 to 521 square feet. The upstairs units will share an outside deck and the downstairs units will share a common garden space. Each unit has a standard kitchen and distinct sleeping and living areas. All residents will have access to laundry and bicycle storage.

This MHSA housing project will serve adult men or woman who are homeless or at risk of homelessness and have a diagnosis of severe mental illness, consistent with the CSS Plan and the MHSA definition of target population. Those with co-occurring disorders will also be considered for residency in a unit. All potential residents must be assessed as meeting target population criteria and be referred by SLOBHD. Occupancy will be limited to those whose income does not exceed 30% of the area median income.

Services to the residents may be provided on-site, at the offices of the SLOBHD or at the Safe Haven Socialization and Peer-Run Self-Advocacy Center next door. Services are voluntary and residents may participate in any services available to clients of SLOBHD and their contract agencies. The type and frequency of services will be individually determined, but no less than bi-weekly. Support services will focus on assisting each resident to retain their housing and support their recovery and resiliency to maximize their ability to live and work in the community. Specific strategies will be utilized to promote respect, acceptance, dignity and social inclusion for each resident. Families will be included in each individual's plan of care as desired by the resident. Those residents who are reluctant to accept services will be gently and regularly contacted by staff who will focus on developing a trusting relationship and through that relationship, assist the resident to participate in services in whatever way they can.

The project partner is Transitions-Mental Health Association (T-MHA) who will be the borrower and property manager. T-MHA is a local nonprofit human service agency with a 30 year history of serving adults with psychiatric disabilities and at-risk youth with a variety of programs including day rehabilitation services, vocational and residential services for adults . They currently manage 130 units of supportive housing for target population adults in SLO County through a contract with SLOBHD.

Funding will consist of a mixture of Home funds, Inclusionary Housing Funds from the City of Arroyo Grande and private loans. T-MHA will apply for Section 8 rental subsidy funds for the project.

**SAN LUIS OBISPO BEHAVIORAL HEALTH DEPARTMENT**  
**MHSA HOUSING PROGRAM**  
**Supportive Housing and Services Information**  
**Nelson Street Studios**

D.1 Consistency with CSS Component of Three-year Program and Expenditure Plan

The need for housing was identified as a high priority for two populations during the MHSA Community Services and Support (CSS) stakeholder process: transitional age youth and at-risk adults. Housing was seen as very important for Full Service Partnership teams to have available for their partners who were homeless or able to move from higher levels of care with the new intensive services. Funding was appropriated from CSS monies for twenty four individuals to share residence among three houses rented by Transition-Mental Health Association (T-MHA), a nonprofit housing provider for clients of San Luis Obispo Behavioral Health Department (SLOBHD). T-MHA sublets to SLOBHD clients and provides management services for the rentals.

The stakeholder process for the Housing Program component of the MHSA began with an invitation to a variety of individuals and organizations to meet on April 4, 2009 to identify and prioritize the housing needs for persons meeting target population for services at SLOBHD. The attendees invited were a variety of housing providers, a representative from the Homeless Coordinating Council, non-profit service providers, the Housing Authority, law enforcement, Public Guardian, the Homeless Coordinator and various staff of SLOBHD. Meetings were held on 4/4/09, 4/25/09 and 5/9/09. Through discussions and a ranking process, priorities for housing and recommendations for type of housing were agreed upon and submitted to SLOBHD Administration. The findings and recommendations were to target the adult population with serious mental illness who are homeless or at risk of homelessness with single occupancy units and on site management depending on the number of units. Transitional age youth and older adults were second and third priority in that order. The committee also suggested the units be secured in the city of San Luis Obispo to be close to services and transportation.

Following the Committee recommendations, a Request For Proposals (RFP) was prepared and submitted to the community to gather potential projects that meet the priorities and populations identified by the committee. After a sixty day submission period, three proposals were received.

The three proposals were rated for their consistency with the CSS Plan, the viability of the project, the applicant's qualifications, the consistency with the recommendations of the stakeholders and the financial plan by a Selection Committee consisting of staff from SLOBHD, the Executive Director of the SLO Housing Trust Fund and two SLO County Mental Health Board members on June 22, 2009.

The Nelson Street Studios were identified by the MHSA Housing Program Selection Committee as meeting the priorities identified by the stakeholders in that it provides permanent single tenancy units for adults located close to a variety of services and opportunities and thus is consistent with the CSS Component of the Three Year Plan.

#### D.2 Description of Target Population to be Served

Consistent with the MHSA Housing Program definition of target population and as described in Welfare and Institutions Code Section 5600.3 (b) (1), the housing will serve low-income adults with serious mental illness who are homeless or at risk for homelessness. At risk of homelessness will include individuals discharged from institutional settings or residential care facilities, released from local or county jails and those receiving services from SLOBHD who are assessed and deemed at imminent risk of homelessness.

#### D.3 Tenant Selection Plan

##### a. Referral

Potential tenants for Nelson Street Studios must be referred through SLOBHD to assure the individual meets the target population and eligibility criteria. Any person or family member that contacts the project directly will be referred to SLOBHD by the property management. All SLOBHD treatment staff can refer for housing including Homeless Outreach, FSP Teams, Clinic staff, Jail staff and Psychiatric Health Facility staff. Other referral sources may include family members, nonprofit and other county agencies, health providers, veterans groups, local shelters and the Forensic Coordination Team.

## b. Eligibility Criteria

Referrals to SLOBHD are assessed on initial contact for target population in keeping with the values of MHSA and the CSS Plan. In addition to meeting target population criteria, the individual must have functional impairments due to their mental illness that prevents engagement in the community and may interfere with their ability to remain housed.

Background information and history is gathered to contribute to the assessment. Upon completion of the assessment and review of the information by the treatment team, a determination is made as to whether the individual referred meets target population criteria including required functional impairments. All individuals who meet target population criteria are eligible to request any service or housing from SLOBHD. Special consideration for housing and services is given to the Latino population as a culturally underserved group in San Luis Obispo County. Persons with frequent incarcerations, psychiatric hospitalizations and homelessness are also prioritized for services.

Other considerations for housing eligibility include the individual's ability to meet the requirements of tenancy including source of income and history of rent payment, plus whether there is a history of a crime against a person or conviction of the illegal manufacture or distribution of a controlled substance.

All potential residents will be assessed by SLOBHD to determine if they meet target population and eligibility criteria of the MHSA Housing Program prior to being offered a unit at Nelson Street.

## c. Reasonable Accommodation

Tenants will be informed of their rights to reasonable accommodation through a statement included in the housing application. When a tenant requests a reasonable accommodation they will be given both a request form and, if necessary, a verification form. Any request for accommodation, whether it involves a physical modification to the housing unit or a change in the rules, policies, practices or services of Nelson Street Studios, will result in an initial meeting between the tenant, the residential case manager and the property management. As long as the accommodation does not fundamentally alter the nature of the supportive housing program and does not cause an undue financial burden, efforts will be made to implement the accommodation.

d. Fair Housing

This project will not discriminate against prospective residents on the basis of any perception of race, religion, creed, national origin, age, color, sex, disability, sexual orientation, medical condition, marital status, political affiliation, ancestry, height, weight or other consideration made unlawful by federal, state or local laws.

This project will comply with all federal, state and local fair housing and civil rights laws as well as with all equal opportunity requirements during rent-up and ongoing operations.

e. Appeals process

Prospective tenants will be given written notice of any reasons for denial of their application. Any disputes or appeals regarding rejection of an application can be made by the tenant or tenant applicant and their referral agency through the normal grievance process. The Patients' Rights Advocate will be the point person to work with the prospective tenant. Applicants with negative rental history or backgrounds will have an opportunity to discuss the circumstances and demonstrate any changes that have occurred. All personal references and background information will be considered in reviewing the denial. The availability of supportive services that can assist the individual with meeting the conditions of tenancy will be considered. A copy of any denial notice for MHSA applicants will go to the SLOBHD program. The SLOBHD staff may assist the applicant in appealing the denials.

## Tenant Referral and Certification Process

Potential tenants for MHSA Housing Programs or other supportive housing services must be referred through San Luis Obispo County Behavioral Health Department (SLOBHD). Referrals can come from a variety of sources such as family members, nonprofit agencies, health providers, veterans groups, local shelters, SLOBHD staff and the prospective tenant themselves via the Managed Care 800 number 24 hours/day, seven days/week or walk in to a neighborhood SLOBHD clinic.

All referrals will be screened for eligibility for MHSA and other Housing Programs with a thorough assessment interview, review of previous records and collection of any other background information..

The potential tenant must meet target population criteria consistent with Medi-Cal and MHSA definitions. In addition, the individual must have functional impairments due to their mental illness that prevents engagement in the community and may interfere with their ability to remain housed. For some specified programs, the prospective tenant must also be homeless or at risk of homelessness. At risk of homelessness includes individuals discharged from institutional settings or residential care facilities, released from local or county jails and those assessed by SLOBHD staff and deemed at imminent risk of homelessness.

After determination of eligibility, SLOBHD will complete a universal application for housing which allows the potential tenant the opportunity to express and be considered for any supportive housing location in the County. The universal application will certify target population and describe the conditions that establish eligibility and interfere with the ability to obtain/maintain housing. Homelessness or at risk of homelessness will also be documented on the application. The universal application is routed to Transitions-Mental Health Association (T-MHA) as the housing provider for SLOBHD.

T-MHA enters the applicant, their referral source and date of referral on the housing program waiting list. The referred tenant has a personal interview with T-MHA residential staff to verify the information on the application and inquire as to the applicant's ability to meet the requirements of tenancy, specifically:

- a) Be 18 years of age or older;
- b) Have income that does not exceed 30% of Area Median Income
- c) Ability to comply with the terms of the lease;
- d) No history of a violent crime against a person (i.e. murder, rape, pedophilia) or a history of violent patterns of behavior;
- e) Have not been convicted of the illegal manufacture or distribution of a controlled substance.

The T-MHA staff work diligently to assist potential tenants through the application process to optimize success in securing housing for the individual. Any requested accommodations will be noted and as long as the accommodation does not fundamentally alter the nature of the supportive housing programs or cause an undue financial burden, efforts will be made to implement the accommodation. Applicants are notified of their eligibility and the approximate date a Unit may become available.

The accepted tenant is given a site tour to confirm interest in a particular Unit. In the event a particular vacant Unit does not meet the prospective tenant's needs, the T-MHA staff will search for other housing opportunities within their programs. If the accepted tenant approves of the Unit, then a lease contract is signed, the month to month agreement is reviewed, a move-in date is established and housing is received.

A tenant has a right to appeal any rejection of their application or denial of service through the normal grievance process. The Patients' Rights Advocate will be the point person to work with the prospective tenant. SLOBHD staff may also assist the applicant in appealing the denial.

#### D.4 Supportive Services Plan

The supportive services are designed to assist the tenants to retain their housing, support their recovery and maximize their ability to live in the community by offering a variety of services and supports delivered voluntarily and through an individual planning process.

##### Description of services:

The San Luis Obispo Behavioral Health Department (SLOBHD) agency will be the primary service provider for this application. Additionally, SLOBHD intends to contract with a local non-profit agency, Transitions-Mental Health Association (T-MHA), who has been providing an array of supportive housing and rehabilitation services for SLOBHD for over 30 years. Both agencies understand the unique needs and challenges in housing individuals with a history of homelessness as based on the knowledge gained by successfully managing an AB 2034 Program for over six years. The tenants will be assisted and referred to any and all community services as available and desired.

Services to be offered by SLOBHD and T-MHA include but are not limited to: Assessment and evaluation, emergency assistance, individualized service planning, individual /group counseling, integrated co-occurring interventions, medication education and management, linkage to community resources, Full Service Partnership services, crisis intervention, pre-vocational and vocational services, educational services, Peer groups, WRAP, independent living skills assistance including budgeting, IMR Wellness and Recovery groups, diet and health management, accessing transportation and involvement in the community as desired.

The process for assessing the need for supportive services can involve engagement activities, a thorough assessment including relevant history and family involvement if possible, eliciting the strengths and goals desired by the tenant and encouraging a positive and trusting relationship. Basic health, housing and financial assistance is an immediate focus. Involvement in peer services will be encouraged.

The frequency of services will be individualized depending on the tenant's level of recovery and desire for support. Service frequency can vary from once or twice a week to two or three times per month.

The services will be provided at the SLOBHD offices, at the Safe Haven Socialization and Peer-Run Self-Advocacy Center next door or at the studios themselves. The SLOBHD office locations are accessible by local bus systems.

### Plan and Strategies for Supporting Housing Stability:

The approach to service delivery is to create a supportive environment that can assist in the development of the skills necessary to maintain housing and promote the recovery and goals of each tenant. Based on the tenant's wishes, the range of services described in the section above will be made available to each tenant who can then create an individualized plan for developing a full, productive life. Skill building activities are part of the services available as well as peers teaching each other to help bridge gaps in experience and understanding. WRAP planning, socialization, vocational opportunities and other supports to help meet goals are available. Those needing more intensive support may be referred to Full Service Partnership services. The staff and property management will be available to the tenant as needed and will work intensively with any tenant at risk for potential eviction to avoid that possibility.

### Strategies for Engaging Tenants:

All services and supports are voluntary. The focus is on the whole person, their interests and abilities rather than on illness or disability. Values of self-help, community and peer involvement, employment, health, learning and engagement in the community are promoted in interactions with tenants. The delivery of services is based on strengths in an adult-to-adult relationship between staff, property manager and tenant. Those who are reluctant to participate in services will be respected for their choice but will receive encouragement from their service team and peers to participate and avoid isolation. Ultimately, the tenant retains control of their plans and level of participation with the goal of wellness and recovery.

### Service Provider and Property Management Communication:

SLOBHD is the designated primary service provider for the Nelson Street Studios and as such will act as the lead coordinator for other service providers and property management. The lead coordinator will provide the single point of contact for communication and coordination of services. The roles and responsibilities will be delineated between the various providers for clarity and accountability. Urgent issues will be handled by an in-person meeting between the SLOBHD lead coordinator, the T-MHA staff, property manager, tenant and any other involved person as soon as possible, especially if the issue threatens the stability of the residency. Routine communications will be held on a regular basis either by conference call or scheduled meetings at the agency offices, arranged by the lead coordinator. All involved staff will work together to promote the goals of MHSa and the tenant's plan for recovery and housing retention. Any disagreements will be discussed with SLOBHD Management for resolution.

**SUPPORTIVE SERVICES CHART**

List all services to be provided to tenants of the MHSa Housing Program units, including any in-kind services essential to the success of your Supportive Services Plan. Feel free to add additional lines to the Supportive Services Chart table as needed.

<b>Supportive Service</b>	<b>Target Population</b>	<b>Service Provider(s)</b>	<b>Service Location</b>
Mental Health Services	Homeless Adults w/mental illness	SLO Behavioral Health Department (SLOBHD)	Off-Site
Linkage and Referral	Same	SLOBHD/T-MHA	On/Off Site
Rehabilitation Services	Same	SLOBHD/Transitions-Mental Health Association (T-MHA)	On/Off Site
Transportation		T-MHA	Off-Site
Co-Occurring Disorders Treatment	Same	SLOBHD	Off-Site
Vocational/Education Services	Same	T-MHA	Off-Site
Psychiatric Evaluation and Medication Support	Same	SLOBHD	Off-Site
Assessment	Same	SLOBHD	Off-Site
Health Care	Same	SLOBHD	Off-Site

**Primary Service Provider:** San Luis Obispo County Behavioral Health Department (indicate the Primary Service Provider, i.e., entity responsible for providing services to the tenants of the MHSa Housing program project units, and for overall implementation of the Supportive Services Plan, including coordination between multiple service providers where applicable.)

**SAN LUIS OBISPO COUNTY BEHAVIORAL HEALTH DEPARTMENT  
MHSA HOUSING PROGRAM APPLICATION  
Project Summary Form**

**Wineman Hotel Project**

**Development Information**

County Mental Health Department: San Luis Obispo County Behavioral Health  
Department

Name of Development & Address: Wineman Hotel  
849 Higuera Street, San Luis Obispo, CA 93401

Development Sponsor: Transitions-mental Health Association

Development Developer: Wineman Building LLC

Primary Service Provider: San Luis Obispo Behavioral Health

Type of Development: Rehabilitation of existing hotel  
Rental Housing  
Apartment Building, SRO

Total number of Units: 48

Total MHSA Units: 5

Total Cost of Development:

MHSA Funds Requested: \$525,000.00

Request MHSA Funds for  
Capitalized Operations: \$520,000.00

Other Rental Subsidy Sources: T-MHA will apply for Section 8 subsidies

Target Population: Adults

County Contact: Janet Amanzio, Division Manager, Adult Services  
(805) 781-4732  
[jamanzio@co.slo.ca.us](mailto:jamanzio@co.slo.ca.us)

**SAN LUIS OBISPO COUNTY BEHAVIORAL HEALTH DEPARTMENT  
MHA Housing Program**

4.2.1 Project Overview

A) See attached Project Summary Form

B) Narrative Project Description

Wineman Hotel Project - Permanent Supportive Housing

San Luis Obispo Behavioral Health Department (SLOBHD) and Transitions-Mental Health Association (T-MHA) will provide new permanent supportive housing for 5 MHA Target Population adults in an affordable rental housing development with a total of 49 units of mixed population housing. This project meets the recommendations set by the MHA Housing Steering Committee to provide new, single occupancy housing in the city of San Luis Obispo for adults.

The Wineman Hotel opened in 1931 as a 50 room Hotel in downtown San Luis Obispo. It is one of the city's historic buildings and has recently been seismically retrofitted and converted into a SRO mixed-income housing project. Each 250 square foot Unit has been totally rehabbed from the studs and includes the addition of kitchenettes and ¾ bathrooms as well as heat and air conditioning. There is a large lobby and smaller mezzanine area available to the residents. Laundry facilities are on premises as well as one parking space per Unit.

Located in the heart of downtown, residents will have immediate access to services, transportation, restaurants and employment opportunities. They will also be in walking distance of T-MHA's Socialization and Peer-Run Self-Advocacy centers. They are a short bus ride away from T-MHA's main offices, County Behavioral Health Department and medical health facilities.

This MHA housing project will serve adult men or women who are homeless or at risk of homelessness and have a diagnosis of severe mental illness, consistent with the CSS Plan and the MHA definition of target population. Those with co-occurring disorders will also be considered for residency in a Unit. All potential residents must be assessed for target population and be referred by SLOBHD. Occupancy will be limited to those whose income does not exceed 30% of the area median income.

Services to the residents will be provided by SLOBHD and T-MHA staff. Services may be provided both on-site or at the offices of the service providers. Services are voluntary and residents may participate in any services available to clients of SLOBHD and their contract agencies. The type and frequency of services will be individually determined, but no less than bi-weekly.

Support services will focus on assisting each resident to retain their housing and support their recovery and resiliency to maximize their ability to live and work in the community. All staff will use a client-centered, strength-based approach and reflect the ethnic and cultural make-up of the tenant. Specific strategies will be utilized to promote respect, acceptance, dignity and social inclusion for each resident. Families will be included in each individual's plan of care as desired by the resident. Those residents who are reluctant to accept services will be gently and regularly contacted by staff who will focus on developing a trusting relationship and through that relationship, assist the resident to participate in services in whatever way they can.

The Project Partner for the Wineman Hotel is Transition-Mental Health Association, a local nonprofit human services agency with a 30 year history of serving adults with psychiatric disabilities and at-risk youth with a variety of programs including day rehabilitation programs, vocational and residential services for adults with psychiatric disabilities. They currently manage 130 Units of supportive housing for target population adults and youth in SLO County through a contract with SLOBHD.

Funding is a mixture of private loans, city of San Luis Obispo Affordable Housing grant as well as the capital funding being requested through MHSA Housing Program. The Housing Authority of SLO may apply for project-based Section 8 rental assistance.

## **SAN LUIS OBISPO BEHAVIORAL HEALTH DEPARTMENT**

### **MHSA HOUSING PROGRAM**

#### **Supportive Housing and Services Information**

##### **Wineman Hotel Project**

###### D.1 Consistency with CSS Component of Three-year Program and Expenditure Plan

The need for housing was identified as a high priority for two populations during the MHSA Community Services and Support (CSS) stakeholder process: transitional age youth and at-risk adults. Housing was seen as very important for Full Service Partnership teams to have available for their partners who were homeless or able to move from higher levels of care with the new intensive services. Funding was appropriated from CSS monies for twenty four individuals to share residence among three houses rented by Transition-Mental Health Association (T-MHA), a nonprofit housing provider for clients of San Luis Obispo Behavioral Health Department (SLOBHD). T-MHA sublets to SLOBHD clients and provides management services for the rentals.

The stakeholder process for the Housing Program component of the MHSA began with an invitation to a variety of individuals and organizations to meet on April 4, 2009 to identify and prioritize the housing needs for persons meeting target population for services at SLOBHD. The attendees invited were a variety of housing providers, a representative from the Homeless Coordinating Council, non-profit service providers, the Housing Authority, law enforcement, Public Guardian, the Homeless Coordinator and various staff of SLOBHD. Meetings were held on 4/4/09, 4/25/09 and 5/9/09. Through discussions and a ranking process, priorities for housing and recommendations for type of housing were agreed upon and submitted to SLOBHD Administration. The findings and recommendations were to target the adult population with serious mental illness who are homeless or at risk of homelessness with single occupancy units and on site management depending on the number of units. Transitional age youth and older adults were second and third priority in that order. The committee also suggested the units be secured in the city of San Luis Obispo to be close to services and transportation.

Following the Committee recommendations, a Request for Proposals (RFP) was prepared and submitted to the community to gather potential projects that meet the priorities and populations identified by the committee. After a sixty day submission period, three proposals were received.

The three proposals were rated for their consistency with the CSS Plan, the viability of the project, the applicant's qualifications, the consistency with the recommendations of the stakeholders and the financial plan by a Selection Committee consisting of staff from SLOBHD, the Executive Director of the SLO Housing Trust Fund and two SLO County Mental Health Board members on June 22, 2009.

The Wineman Hotel Project was identified by the MHSa Housing Program Selection Committee as meeting the priorities identified by the stakeholders in that it provides permanent single tenancy units for adults located in the city of San Luis Obispo close to a variety of services and opportunities and thus is consistent with the CSS Component of the Three Year Plan.

#### D.2 Description of Target Population to be Served

Consistent with the MHSa Housing Program definition of target population and as described in Welfare and Institutions Code Section 5600.3 (b) (1), the housing will serve low-income adults with serious mental illness who are homeless or at risk for homelessness. At risk of homelessness will include individuals discharged from institutional settings or residential care facilities, released from local or county jails and those receiving services from SLOBHD who are assessed and deemed at imminent risk of homelessness.

#### D.3 Tenant Selection Plan

##### a. Referral

Potential tenants for the Wineman Hotel project must be referred through SLOBHD to assure the individual meets the target population and eligibility criteria. Any person or family member that contacts the project directly will be referred to SLOBHD by the property management. All SLOBHD treatment staff can refer for housing including Homeless Outreach, FSP Teams, Clinic staff, Jail staff and Psychiatric Health Facility staff. Other referral sources may include family members, nonprofit and other county agencies, health providers, veterans groups, local shelters and the Forensic Coordination Team.

## b. Eligibility Criteria

Referrals to SLOBHD are assessed on initial contact for target population in keeping with the values of MHSA and the CSS Plan. In addition to meeting target population criteria, the individual must have functional impairments due to their mental illness that prevents engagement in the community and may interfere with their ability to remain housed.

Background information and history is gathered to contribute to the assessment. Upon completion of the assessment and review of the information by the treatment team, a determination is made as to whether the individual referred meets target population criteria including required functional impairments. All individuals who meet target population criteria are eligible to request any service or housing from SLOBHD. Special consideration for housing and services is given to the Latino population as a culturally underserved group in San Luis Obispo County. Persons with frequent incarcerations, psychiatric hospitalizations and homelessness are also prioritized for services.

Other considerations for housing eligibility include the individual's ability to meet the requirements of tenancy including source of income and history of rent payment, plus whether there is a history of a crime against a person or conviction of the illegal manufacture or distribution of a controlled substance.

All potential residents will be assessed by SLOBHD to determine if they meet target population and eligibility criteria of the MHSA Housing Program prior to being offered a unit at the Wineman Hotel.

## c. Reasonable Accommodation

Tenants will be informed of their rights to reasonable accommodation through a statement included in the housing application. When a tenant requests a reasonable accommodation they will be given both a request form and, if necessary, a verification form. Any request for accommodation, whether it involves a physical modification to the housing unit or a change in the rules, policies, practices or services of the Wineman Hotel Apartments, will result in an initial meeting between the tenant, the residential case manager and the property management. As long as the accommodation does not fundamentally alter the nature of the supportive housing program and does not cause an undue financial burden, efforts will be made to implement the accommodation.

d. Fair Housing

This project will not discriminate against prospective residents on the basis of any perception of race, religion, creed, national origin, age, color, sex, disability, sexual orientation, medical condition, marital status, political affiliation, ancestry, height, weight or other consideration made unlawful by federal, state or local laws.

This project will comply with all federal, state and local fair housing and civil rights laws as well as with all equal opportunity requirements during rent-up and ongoing operations.

e. Appeals process

Prospective tenants will be given written notice of any reasons for denial of their application. Any disputes or appeals regarding rejection of an application can be made by the tenant or tenant applicant and their referral agency through the normal grievance process. The Patients' Rights Advocate will be the point person to work with the prospective tenant. Applicants with negative rental history or backgrounds will have an opportunity to discuss the circumstances and demonstrate any changes that have occurred. All personal references and background information will be considered in reviewing the denial. The availability of supportive services that can assist the individual with meeting the conditions of tenancy will be considered. A copy of any denial notice for MHSA applicants will go to the SLOBHD program. The SLOBHD staff may assist the applicant in appealing the denials.

## Tenant Referral and Certification Process

Potential tenants for MHSA Housing Programs or other supportive housing services must be referred through San Luis Obispo County Behavioral Health Department (SLOBHD). Referrals can come from a variety of sources such as family members, nonprofit agencies, health providers, veterans groups, local shelters, SLOBHD staff and the prospective tenant themselves via the Managed Care 800 number 24 hours/day, seven days/week or walk in to a neighborhood SLOBHD clinic.

All referrals will be screened for eligibility for MHSA and other Housing Programs with a thorough assessment interview, review of previous records and collection of any other background information..

The potential tenant must meet target population criteria consistent with Medi-Cal and MHSA definitions. In addition, the individual must have functional impairments due to their mental illness that prevents engagement in the community and may interfere with their ability to remain housed. For some specified programs, the prospective tenant must also be homeless or at risk of homelessness. At risk of homelessness includes individuals discharged from institutional settings or residential care facilities, released from local or county jails and those assessed by SLOBHD staff and deemed at imminent risk of homelessness.

After determination of eligibility, SLOBHD will complete a universal application for housing which allows the potential tenant the opportunity to express and be considered for any supportive housing location in the County. The universal application will certify target population and describe the conditions that establish eligibility and interfere with the ability to obtain/maintain housing. Homelessness or at risk of homelessness will also be documented on the application. The universal application is routed to Transitions-Mental Health Association (T-MHA) as the housing provider for SLOBHD.

T-MHA enters the applicant, their referral source and date of referral on the housing program waiting list. The referred tenant has a personal interview with T-MHA residential staff to verify the information on the application and inquire as to the applicant's ability to meet the requirements of tenancy, specifically:

- a) Be 18 years of age or older;
- b) Have income that does not exceed 30% of Area Median Income
- c) Ability to comply with the terms of the lease;
- d) No history of a violent crime against a person (i.e. murder, rape, pedophilia) or a history of violent patterns of behavior;
- e) Have not been convicted of the illegal manufacture or distribution of a controlled substance.

The T-MHA staff works diligently to assist potential tenants through the application process to optimize success in securing housing for the individual. Any requested accommodations will be noted and as long as the accommodation does not fundamentally alter the nature of the supportive housing programs or cause an undue financial burden, efforts will be made to implement the accommodation. Applicants are notified of their eligibility and the approximate date a Unit may become available.

The accepted tenant is given a site tour to confirm interest in a particular Unit. In the event a particular vacant Unit does not meet the prospective tenant's needs, the T-MHA staff will search for other housing opportunities within their programs. If the accepted tenant approves of the Unit, then a lease contract is signed, the month to month agreement is reviewed, a move-in date is established and housing is received.

A tenant has a right to appeal any rejection of their application or denial of service through the normal grievance process. The Patients' Rights Advocate will be the point person to work with the prospective tenant. SLOBHD staff may also assist the applicant in appealing the denial.

#### D.4 Supportive Services Plan

The supportive services are designed to assist the tenants to retain their housing, support their recovery and maximize their ability to live in the community by offering a variety of services and supports delivered voluntarily and through an individual planning process.

##### Description of services:

The San Luis Obispo Behavioral Health Department (SLOBHD) agency will be the primary service provider for this application. Additionally, SLOBHD intends to contract with a local non-profit agency, Transitions-Mental Health Association (T-MHA), who has been providing an array of supportive housing and rehabilitation services for SLOBHD for over 30 years. Both agencies understand the unique needs and challenges in housing individuals with a history of homelessness as based on the knowledge gained by successfully managing an AB 2034 Program for over six years. The tenants will be assisted and referred to any and all community services as available and desired.

Services to be offered by SLOBHD and T-MHA include but are not limited to: Assessment and evaluation, emergency assistance, individualized service planning, individual /group counseling, integrated co-occurring interventions, medication education and management, case management and linkage to community resources, Full Service Partnership services, crisis intervention, pre-vocational and vocational services, educational services, Peer groups, WRAP, independent living skills assistance including budgeting, diet and health management, accessing transportation and involvement in the community as desired.

The process for assessing the need for supportive services can involve engagement activities, a thorough assessment including relevant history and family involvement if possible, eliciting the strengths and goals desired by the tenant and encouraging a positive and trusting relationship. Basic health, housing and financial assistance is an immediate focus. Involvement in peer services will be encouraged.

The frequency of services will be individualized depending on the tenant's level of recovery and desire for support. Service frequency can vary from once or twice a week to two or three times per month.

The services will be provided at the SLOBHD offices, at the Safe Haven Socialization and Peer-Run Self-Advocacy Centers, or in the community as the small size of the Units makes service provision on site unrealistic. The office locations are accessible by a short bus ride. The Peer-Run Center is in walking distance from the Hotel.

### Plan and Strategies for Supporting Housing Stability:

The approach to service delivery is to create a supportive environment that can assist in the development of the skills necessary to maintain housing and promote the recovery and goals of each tenant. Based on the tenant's wishes, the range of services described in the section above will be made available to each tenant who can then create an individualized plan for developing a full, productive life. Skill building activities are part of the services available as well as peers teaching each other to help bridge gaps in experience and understanding. WRAP planning, socialization, vocational opportunities and other supports to help meet goals are available. Those needing more intensive support may be referred to Full Service Partnership (FSP) services. The staff and property management will be available to the tenant as needed and will work intensively with any tenant at risk for potential eviction to avoid that possibility.

### Strategies for Engaging Tenants:

All services and supports are voluntary. The focus is on the whole person, their interests and abilities rather than on illness or disability. Values of self-help, community and peer involvement, employment, health, learning and engagement in the community are promoted in interactions with tenants. The delivery of services is based on strengths in an adult-to-adult relationship between staff, property manager and tenant. Those who are reluctant to participate in services will be respected for their choice but will receive encouragement from their service team and peers to participate and avoid isolation. Ultimately, the tenant retains control of their goals and level of participation.

### Service Provider and Property Management Communication:

SLOBHD is the designated primary service provider for the Wineman Hotel Project and as such will act as the lead coordinator for other service providers and property management. The lead coordinator will provide the single point of contact for communication and coordination of services. The roles and responsibilities will be delineated between the various providers for clarity and accountability. Urgent issues will be handled by an in-person meeting between the SLOBHD lead coordinator, the T-MHA staff, property manager, tenant and any other involved person as soon as possible, especially if the issue threatens the stability of the residency. Routine communications will be held on a regular basis either by conference call or scheduled meetings at the agency offices, arranged by the lead coordinator. All involved staff will work together to promote the goals of MHSa and the tenant's plan for recovery and housing retention. Any disagreements will be discussed with SLOBHD Management for resolution.

**SUPPORTIVE SERVICES CHART**

List all services to be provided to tenants of the MHSA Housing Program units, including any in-kind services essential to the success of your Supportive Services Plan. Feel free to add additional lines to the Supportive Services Chart table as needed.

<b>Supportive Service</b>	<b>Target Population</b>	<b>Service Provider(s)</b>	<b>Service Location</b>
Mental Health Services	Homeless Adults w/mental illness	SLO Behavioral Health Department (SLOBHD)	Off-Site
Linkage and referral	Same	SLOBHD/T-MHA	On/Off Site
Rehabilitation Services	Same	SLOBHD/Transitions-Mental Health Association (T-MHA)	On/Off Site
Transportation		T-MHA	Off-Site
Co-Occurring Disorders Treatment	Same	SLOBHD	Off-Site
Vocational/Education Services	Same	T-MHA	Off-Site
Psychiatric Evaluation and Medication Support	Same	SLOBHD	Off-Site
Assessment	Same	SLOBHD	Off-Site
Health Care	Same	SLOBHD	Off-Site

**Primary Service Provider:** San Luis Obispo County Behavioral Health Department (indicate the Primary Service Provider, i.e., entity responsible for providing services to the tenants of the MHSA Housing program project units, and for overall implementation of the Supportive Services Plan, including coordination between multiple service providers where applicable.)