



SANTA BARBARA COUNTY
DEPARTMENT OF
Behavioral Wellness
A System of Care and Recovery

Alice Gleghorn, PhD
Director

February 11, 2016

Dear MHSA Community Stakeholders:

We are excited to submit for your review our fourth MHSA Housing project. Please be aware that the Mental Health Services Act (MHSA) Housing Program Application dated February 11, 2016 outlines project specific information in compliance with the 30-Day posting and public comment period. Therefore, the following information regarding the proposed project development by the Housing Authority of the County of Santa Barbara is attached. The Residences at Depot Street project in Santa Maria is posted for your review and comments. The posting includes:

- Project Overview
- Development Description
- Consistency with Three Year Program and Expenditure Plan
- Target Population Information
- Tenant Eligibility and Certification
- Tenant Selection Plan
- Supportive Services Plan
- Supportive Services Chart
- Additional Considerations for Meeting Needs of Tenants

You are invited to submit comment for the next 30 days ending at 5 PM on March 11, 2016. A feedback form is included. The form can be submitted electronically, mailed, or faxed.

Thank you for your interest and support or the well-being of individuals with mental illness in Santa Barbara County.

Sincerely,

Alice Gleghorn, PhD, Director

Santa Barbara County Department of Alcohol, Drug and Mental Health Service
MHSA HOUSING PROGRAM

The Residences at Depot Street

D1 Project Overview: Development Summary Form

Development Information

County Mental Health Department: Santa Barbara County Department of Behavioral Wellness

Name of Development: The Residences at Depot Street Project

Site Address: 301 North Depot St.
Santa Maria, CA
93458

Development Sponsor: Housing Authority County of Santa Barbara

Development Developer: Housing Authority County of Santa Barbara

Primary Service Provider: Santa Barbara County Department of Behavioral Wellness

MHSA Service Provider: Telecare, Transitions Mental Health, Santa Barbara County
Department of Behavioral Wellness Clinic Services

Type of Development: New construction
Rental Housing
Apartment Building

Total Units: 80

Total MHSA Units: 35

Total Cost of Development: \$29,119,963

Amount of MHSA Funds Requested (Capital): \$2,372,845

Request MHSA Funds for Capitalized Operating Support: Other Rental Subsidy

Sources: Tenant-Based Section 8, VASH

Target Population: Children, Transition Age Youth (TAY) & Adult/Older Adult, Veterans

County Contact: Refujio Rodriguez, Division Chief, Mental Health Services Act
500 West Foster Road Santa Maria, CA 93455

D2 Narrative Development Description

1 Project Name and Service Goals

The Housing Authority of the County of Santa Barbara (HACSB)'s The Residences at Depot Street building project will provide new permanent supportive housing for the Mental Health Services Act (MHSA) target population Children/Family, TAY & Adults/Older adults residing in 35 units to be set aside for MHSA housing. The 35 units are part of an affordable rental housing development will total of 80 units when completed. The units will be composed of mixed-population housing with a little under 50% allocated to MHSA clients.

Of the 80 units, approximately 35 MHSA units 6 (3 MHSA) will be studio apartments, 34 (19 MHSA) will be one bedroom, will be 34 (10 MHSA) two-bedrooms and 6 (3 MHSA) will be 3 bedrooms. The other units in the development will include 46 or more permanent supportive housing units for individuals with mental illness and/or for other households in recovery from substance abuse. Two on-site positions, a residential manager and a residential service coordinator, will each occupy a unit.

The project site is located in the northwest center of Santa Maria in the city's residential and commercial area. The Residences at Depot Street provides easy access to grocery stores, retail stores, pharmacies, banks and the Santa Maria Assertive Community Treatment (ACT) program site. Additionally, our proposed plan will also accommodate onsite mental health staffing presence to ensure ongoing support and treatment of clients.

2 Clients Served

The MHSA housing program at The Residences at Depot Street will serve individuals (families) of all ages who are homeless or at risk of homelessness and have a serious mental health condition. Additionally, all potential residents will be referred to the project through the County MHSA program, and occupancy will be limited to those whose income does not exceed 20% - 30% of the area median income. The populations served by this project are consistent with the Community Services and Supports (CSS) Plan and the MHSA definition of the target populations and might include Children, transition-age youth (TAY) or Adults/Older Adults with an untreated or under-treated severe emotional disorder or major mental illness, especially persons with schizophrenia, schizoaffective disorders, psychotic disorders, major depression, bipolar disorders, severe personality disorders such as paranoid personality disorder and borderline personality disorder. Individuals experiencing co-occurring disorders (mental illness and substance abuse or mental illness and developmental disability) are also eligible.

3 Supportive Services Program

The supportive service programs will support The Residences at Depot Street project and will meet anticipated outcomes by supporting MHSA participants to succeed in their wellness, allowing for re-integration into the community, reduced out-of-home placements, reduced hospitalizations, reduced incarcerations and increased employment. These outcomes are also consistent with the goals and objectives of our most robust services and programs, specifically our Full Service Partnership Programs.

MHSA services will be full wraparound, integrated services provided by Santa Maria Children's Services/MHSA's SPIRIT Program for Children and TAY, with Adults/Older Adults being served by the Santa Maria (SM) ACT and Santa Maria (SM) Supportive Housing Services. Additional supportive services will also be provided by our clinic services and multiple provider networks offering care in Santa Maria. Furthermore, these teams are currently staffed with diverse members who can address the cultural and linguistic needs of

Santa Maria's client population and serve the threshold language needs of Spanish-speaking clients.

Newly developed Crisis Triage and Crisis Stabilization services will also assist in ensuring that clients receive the necessary supports to achieve stability and maintain long-term housing. These services will also coordinate care with clients' existing treatment teams. Alcohol and other drug services will also be made available to clients who need this type of support and care. Additionally, peer supported care will be available.

Strengths-based, client centered, client-directed models of care will be used by all providers, and goals will be developed in partnership with clients. Services will include a "whatever-it-takes" approach to support the tenant in maintaining housing. Through a multi-disciplinary, community-based team model, staff who reflect the ethnic and cultural make-up of the tenants will provide a range of specialty and generic treatment, rehabilitation and support services, including psychiatry, nursing, social work, service coordination, peer support, supported employment and co-occurring disorders treatment. While all services will be voluntary, a range of mental health services will be offered and available to all MHSA-eligible tenants who express a desire for such services. All Santa Barbara County MHSA-funded programs are required to maintain staffing that includes a 40% ratio of bilingual/bi-cultural treatment personnel.

Support services will include, but not be limited to, assessment and evaluation, emergency assistance with food and clothing as needed, individual goal/service planning, case management, independent living skills development, transportation assistance, money management and financial education, medical assessment, treatment and referral, addiction disorder treatment, employment services and opportunities, crisis intervention, and any other services as needed. Services will be delivered on-site and off-site and occur with a frequency that is individually determined, but no less than weekly for individuals in Full Service Partnership programs. Supportive services staff will also assist tenants in accessing County and other community resources as appropriate to meet all of a resident's needs. Assertive engagement, focusing on developing relationship and trust, shall be provided to those individuals who initially decline services.

4 Housing Type, Unit Design and Building

The Residence at Depot Street is a new construction project on a vacant warehouse site. When completed, the building will include 80 units in two three-story structures on a 2.70 acre site that will have a perimeter wall or fence. Building 1 will have a total dwelling area of 48,197 Sq. Ft. Building 2 will have a total dwelling area of 44,978 Sq. Ft. Each level of the buildings will range between 14,000 Sq. Ft. and 16,300 Sq. Ft. The development has four building types: 1) 6 (3 MHSA) will be studio apartments; 2) 34 (19 MHSA) will be one bedroom; 3) 34 (10 MHSA) will be two bedrooms; and 4) 6 (3 MHSA) will be 3 bedrooms. The non-MHSA units in the development are also permanent supportive housing units and will also target individuals with mental illness and/or households in recovery from substance abuse. Construction will commence in January, 2017 for an expected 14-month period for completion in April, 2018.

5 Project Partners and Funding

Housing Authority of the County of Santa Barbara (HACSB) is the project sponsor and developer. HACSB has over 25 years' experience developing, owning and operating low and very low-income rental housing.

The Santa Barbara County Department of Behavioral Wellness will provide supportive housing and psychiatric services and will verify homelessness and psychiatric disability. All referrals will be certified by the department to ensure that criteria are met at all times. Additional services may be provided through our clinic teams, crisis triage teams, and crisis stabilization services.

Telecare and Transitions-Mental Health Association (TMHA) are our Santa Maria-based Full Service partnership providers. They will provide supportive services through the MHSA-funded SM ACT and SM Supportive Housing Services program. Telecare Corporation has 22 years of experience providing ACT programs in California and 18 in Santa Barbara County. TMHA has 34 years of varied service provision in California, including a 20-year history in North Santa Barbara County.

Good Samaritan Shelters, Inc. operates shelter facilities, transitional housing, and supportive services for the homeless and the at risk of homeless population in Santa Maria, including the Recovery Point program, which provides continuing support services for client households in recovery from alcohol and drug addiction. To the extent possible, multiple providers will be afforded an opportunity to have an onsite presence, which will include alcohol and other drug service providers.

In addition to this application for capital funding, the MHSA Housing Program, HACSB, will be securing funding commitments from the California Tax Credit Allocation Committee, Low-Income Housing Tax Credits (for additional rent subsidies), VASH (for homeless veterans), HCD Backfill Loan Program, City and County HUD HOME and CDBG funds, and Energy System Incentives funds. Construction will commence in January 2017. The project will be constructed in two phases, and tax credit applications will consist of two applications for each phase of 40 units.

D3 Consistency with Three-Year Program and Expenditure Plan

This project is consistent with priorities identified in the Santa Barbara County Department of Behavioral Wellness Community Services and Support (CSS) component of the County's Three-Year MHSA Program and Expenditure Plan. Priorities were identified by the Children, Transition-Age Youth (TAY) and Adult stakeholder committees during Community Services and Support planning. Housing continues to be the highest need identified in every stakeholder process to date. Consequently, this project fits very well with this identified priority and is complemented by our new service design.

Our new clinic design is client-centered and team-based. In concert with the Full Service Partnership Programs and crisis services, this project is positioned to serve as a model of supportive housing development. SM ACT and SM Supportive Housing Services and Santa Barbara County Department of Behavioral Wellness SPIRIT programs have been in place since the original CSS submission. As Full Service Partnership programs, SM ACT, SM Supportive Housing Services and SPIRIT will provide integrated, comprehensive and culturally competent supportive housing services to the residents of the MHSA-funded units who need and choose to have that level of service. Additional services provided via our outpatient clinics, crisis services, and providers will also complement the service continuum available to clients at the Depot site.

D4 Description of Target Population to be Served

The MHSA housing program at The Residences at Depot Street will serve Children, TAY (families) and Adult/Older Adult males, veterans, and females who are homeless or at

risk of homelessness and have a mental health condition. Experience and history indicates individuals served will typically have multiple challenges, including co-occurring addiction disorders and complex medical and health issues. People in the MHSA target population often have frequent contact with law enforcement, primarily as a result of their untreated mental health conditions and lack of a support system. For many, psychiatric hospitalizations and hospital emergency room visits will be the only “treatment” they will have received. A high percentage of the individuals will have no income, having either no work history and/or have lost connection to the Social Security Administration for benefits. Occupancy will be specifically limited to those whose income does not exceed 20 - 30% of the area median income.

D5 Tenant Referral and Eligibility Certification

1 Application Process

Referrals for application will come from a variety of sources. Santa Barbara County Department of Behavioral Wellness has an extensive system of care and recovery for individuals and families who are homeless. Examples of potential sources of referral include several shelters for single adults, emergency and short-term family shelters, outreach and case management teams, transitional residential programs, hospitals, acute psychiatric facilities, jails and self-referrals. Any potential applicants who contacts The Residences at Depot Street development directly will be informed by the HACSB or program staff at the development to contact the County MHSA program for MHSA certification.

The Santa Barbara County Department of Behavioral Wellness MHSA Housing Program commits to a standardized tenant and certification application for all potential tenants of the program. Individuals who are self-referred or referred by another agency will be assessed for eligibility within 14 days of receipt of his/her application.

The criteria for the MHSA Housing Program are (1) being homeless or at risk for being homeless and (2) meeting Santa Barbara County’s children or adult target population criteria for emotion disorder or mental illness. MHSA program eligibility, however, is the standard criterion as defined for the MHSA Housing Program eligibility and certification. Santa Barbara County Department of Behavioral Wellness will assess applicants for homelessness and at-risk of homelessness as well as mental health disability. Those clients who are eligible for the MHSA Housing Program will be certified by the Santa Barbara County Department of Behavioral Wellness Director or designee.

Once certified, SM ACT, SM Supportive Housing Services, Santa Barbara County Department of Behavioral Wellness SPIRIT and the Santa Barbara County Department of Behavioral Wellness Children/Adult Outpatient Clinic staff shall assist with all related application procedures for a specific project. This shall include assistance with all required documentation (background checks, credit checks, third-party income verification, landlord and other references) as well as transportation and accompanying the individual to any required interviews.

A. MHSA Housing Program Eligibility

Consistent with the CSS Plan and the MHSA definition of a target population, individuals must be children or youth with an untreated or under-treated severe emotional disorder or adults/older adults with an untreated or under-treated major mental illness. Additional MHSA-eligibility requirements include functional impairments due to an untreated or under-treated emotional disorder or mental illness that prevents engagement in meaningful age-related activities and an inability to remain in housing. Referrals must also meet additional homelessness or at risk of homelessness requirements.

Homelessness shall be defined as follows: an individual must be moving from an emergency shelter or transitional housing, or must be currently homeless. Currently homeless means lacking fixed, regular and adequate nighttime residence or having a nighttime residence that is (1) a publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for persons with mental illness), (2) an institution that provides a temporary residence for individuals intended to be hospitalized, or (3) a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings. Additionally, when at risk of homelessness referrals are received, referrals sources will be required what circumstances or situations place clients at risk of becoming homeless. Santa Barbara County Behavioral Wellness will document emotional disorder or mental illness and homelessness status. For emotional disorder or mental illness, the documentation process may include verifying an eligible diagnosis through access to County-held records of diagnoses determined in jail or other mental health service programs. If there is no documented history in the County records, the department will arrange for assessment and diagnosis by a clinician or psychiatrist through its own staff. In some cases, an applicant will be referred by a treatment center or institution that will provide a diagnosis as part of the referral.

To establish homelessness, SM ACT, SM Supportive Housing Services and SPIRIT Santa Barbara County Department of Mental Wellness will obtain written verification from the staff of a transitional housing facility, emergency shelter, and other shelter designed to provide temporary living accommodations, or institutions that provide temporary residence for individuals intended to be hospitalized. If a homeless applicant is coming directly from the streets or other place not meant for human habitation, the verification may come from staff of an outreach service or other organization that has assisted the applicant in the recent past. In rare cases, if unable to obtain third-party verification, the applicant or supportive services program staff may prepare a short statement about the person's previous living situation for the applicant to sign.

B. Homelessness

The individual must be moving from emergency shelter or transitional housing, or the individual must be currently homeless, meaning that he or she:

- lacks fixed, regular and adequate nighttime residence,
- has a nighttime residence that is a publicly or privately-operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for persons with an emotional disorder or mental illness),
- has a nighttime residence that is an institution that provides a temporary residence for individuals intended to be hospitalized
- has a nighttime residence that is a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings

C. At Risk for Homelessness. The individual must be:

- children and youth with severe emotional disorders
- transition-age youth exiting the child welfare or juvenile justice systems,
- an individual discharged from an institutional setting, which includes hospitals and acute psychiatric hospitals/health facilities,
- an individual currently residing at a skilled nursing facility with a certified special treatment program for persons with mental illness (STP),

- an individual currently residing at a crisis and transitional residential setting,
- an individual released from County Jail,
- an individual temporarily living in a Board and Care facility upon discharge from one of the institutional settings cited above
- an individual who is currently receiving Santa Barbara County Mental Health Services and is at imminent risk for homelessness. Imminent risk is defined as individuals or families becoming homeless within 14 days.

D. CHILDREN and YOUTH: To qualify, children and youth must have at least one of the following diagnoses:

- Children and Youth must also Bi-Polar Disorder
- Major Depression
- Post-Traumatic Stress Disorder
- Attention Deficit Disorder
- Other diagnoses or criteria established in the future by Santa Barbara County's Mental Health Division as allowed by the Mental Health Services Act and in accordance with the priorities identified in the Community Services Supports component of Santa Barbara County's Three-year Program and Expenditure Plan meet the following criteria: As a result of the emotional disorder the child has substantial impairment in at least two of the following areas: self-care, school functioning, family relationships, or ability to function in the community.

E. Adult/Older Adult Target Population Criteria for Mental Illness. To qualify, adults must have at least one of the following diagnoses:

- Schizophrenia
- Schizoaffective Disorders
- Psychotic Disorders
- Major Depression
- Bipolar disorder
- Paranoid Personality Disorder
- Borderline Personality Disorder
- Co-occurring Disorders (mental illness and substance abuse or mental illness and a developmental disability)
- Other diagnoses or criteria established in the future by Santa Barbara County's Mental Health Division as allowed by the Mental Health Services Act and in accordance with the priorities identified in the Community Services Supports component of Santa Barbara County's Three-year Program and Expenditure Plan.

Adult/Older Adults must also meet at least one of the following criteria:

- Functional impairments due to an untreated or under-treated mental illness that prevents engagement in meaningful activities and inability to remain in housing
- Frequent incarceration or psychiatric hospitalizations due to untreated or under-treated illness
- Special consideration will be given to the ethnically and culturally unserved/underserved populations among the homeless and mentally ill, especially in the Latino community

2 Determination of Eligibility and Certification

Upon receipt of the application for certification, Santa Barbara County Department of Mental Wellness shall make sure all the information is complete and/or request the referral source or the applicant to either explain the incomplete information or provide the missing information.

Certification of Diagnoses

Santa Barbara County Department of Mental Wellness will obtain verification and certification of eligible target population diagnoses by:

- accessing Santa Barbara County Department of Mental Wellness -held records of diagnoses determined in jail or other Santa Barbara County Department of Behavioral Wellness programs, or other Santa Barbara County contracted mental health service programs
- arranging for assessment and diagnosis by a licensed mental health clinician through its own staff or other Santa Barbara County Department of Mental Wellness -contracted eligibility agency in situations where there is no documented history in County Santa Barbara County Department of Mental Wellness records
- accepting a diagnosis provided by a treatment center or institution referring the applicant to the MHSa program

Certification of Homelessness

For homelessness, Santa Barbara County Department of Mental Wellness will obtain written verification from the staff of the following:

- a transitional housing facility, emergency shelter, other shelter designed to provide temporary living accommodations for homeless individuals
- an acute psychiatric facility which admitted the individual from homelessness
- a hospital which admitted the individual from homelessness
- Santa Barbara County jail which admitted the individual from homelessness
- If a homeless applicant is coming directly from the streets or other place not meant for human habitation, the verification could come from staff of an outreach, service or other organization that has assisted the applicant in the recent past.
- If unable to obtain third-party verification, the applicant or supportive services program staff may prepare a short statement about the person's previous living situation for the applicant to sign.

For at-risk-of-homelessness, Santa Barbara County Department of Mental Wellness will obtain written verification from the staff of the following systems and/or institutions:

- for transition-age youth, from the agency in which the youth shall be exiting (child welfare or juvenile justice systems)
- hospitals, including acute psychiatric hospitals, psychiatric health facilities, skilled nursing facilities with a certified special treatment program for persons with mental illness, and mental health rehabilitation centers
- crisis and transitional residential settings
- Santa Barbara City and County jail
- Residential care facilities
- Certification from an Santa Barbara County Department of Mental Wellness service provider when the individual is at imminent risk of homelessness

D6 Tenant Selection Plan

1– 2 Referrals, Selection and Application Process

The MHSA Tenant Selection Plan for The Residences at Depot Street will be similar to our selection plan for other MHSA and non-MHSA housing partnerships. The past five years have allowed us to fine tune the process. The Tenant Selection Plan for MHSA applicants has been developed as a partnership between the Santa Barbara County Department of Behavioral Wellness and HACSB.

The plan will include a full marketing effort to inform and encourage individuals to apply for these new housing units. Materials will be created in both English and Spanish. The materials will be distributed to all SM ACT and SM Supportive Housing Services consumers and their families, the Adult and Children's Outpatient Clinics, and the Central Coast Collaborative on Homelessness. Other marketing efforts will include Craigslist, other mental health private providers, Noozhawk, display advertising in Santa Maria Sun, Santa Maria Times and Santa Barbara News-Press North County edition.

After initial rent-up, applications will be processed in the order in which they are received. Eligible applicants will be placed on the wait list, including MHSA eligible clients. The processing of credit and criminal reports does not ensure, nor does it imply that an application will be approved or that management is preparing a particular application for a unit that may be available; the other tenant selection criteria for the property also apply.

The property's wait list will include a preference structure that first provides for transfers within the development before granting consideration to new applicants. Thus, an individual in an MHSA unit who no longer needs the level of support may be transferred to a non-MHSA unit, freeing up a unit for a MHSA Housing Program applicant. When the property receives a thirty-day notice of pending departure from an existing tenant, the property will inform the Santa Barbara County Department of Behavioral Wellness of the available rental unit and the names of eligible applicants on its wait list.

The 35 MHSA units are reserved for persons with emotional disorders or mental illness and must be referred to The Residences at Depot Street through Santa Barbara County Department of Behavioral Wellness. Any person who contacts the project directly will be directed by SM ACT and SM Supportive Housing Services, SM ACT and SM Supportive Housing Services, Santa Barbara County Department of Mental Wellness SPIRIT or HACSB staff for certification of eligibility and subsequent referral to the project.

The SM ACT, SM Supportive Housing Services and Santa Barbara County Department of Behavioral Wellness Spirit programs will work with the other supportive services providers, such as the Santa Barbara County Department of Behavioral Wellness-operated Santa Maria Children/Adult Outpatient Clinics to meet the challenge of identifying and reaching eligible applicants. The providers will conduct outreach to engage members of the target population, including those among unserved or underserved ethnic communities and other minority populations. Proven outreach strategies will be used to recruit residents for the permanent supportive housing. Outreach will include visiting areas known to be places where adults who are homeless spend their days and nights.

In addition to accepting individuals reached through direct outreach methods, SM ACT, SM Supportive Housing Services, and Santa Barbara County Department of Mental Wellness SPIRIT will accept referrals from an extensive county-wide network of varied government and non-profit organizations and service agencies. Other sources of referrals

will include, but not be limited to law enforcement, the local homeless shelter, food programs and other nonprofit and government agencies that provide outreach and services to the homeless; hospitals, mental health facilities, and other health care providers; local veterans agencies; religious organizations; ethnically and linguistically diverse community-based organizations and self-referrals.

SM ACT, SM Supportive Housing Services, Santa Barbara County Behavioral Wellness SPIRIT and Children/Adult Outpatient Clinics will assist persons determined to be eligible for MHA housing in contacting HACSB. The applicant will be encouraged to apply for Section 8 assistance but is not required to do so. HACSB will place the individual on a wait list for a Section 8 voucher. The applicant will be encouraged to apply, when relevant, for a VASH voucher, but is not required to do so. The partners involved with The Residences at Depot Street acknowledge the multiple processes involved and that navigating this process may be very challenging for the MHA Housing Program applicant. To that end, the service provider is committed to assisting the applicant, if he/she so wishes, throughout each process.

3. MHA Housing Program Wait List

Santa Barbara County Department of Behavioral Wellness shall certify a pool of eligible MHA program participants and HACSB will maintain the list once clients are certified.

When a The Residences at Depot Street MHA unit is expected to become vacant HACSB will notify Santa Barbara County Behavioral Wellness. If the MHA unit becomes available a relevant provider staff member will verbally notify the consumer. The communication will include:

- The Residences at Depot Street units available and, if desired, a site visit.
- Asking the applicant if he/she wishes to be interviewed for the unit by HACSB.
- Informing the applicant that if he/she accepts the referral to HACSB, SM ACT and SM Supportive Housing Services, Santa Barbara County Behavioral Wellness SPIRIT or the Children/Adult Outpatient Clinic will assist him/her with the application process, including documentation, transportation, and support during any required HACSB interviews. The applicant has the right to accept or decline this and other assistance offered by the Personal Service Coordinator.
- Informing the applicant that if he/she declines the unit he/she will not lose his/her place on the wait list. Informing the applicant that if he/she declines a second time to a further notice, he/she will be informed that he/she will go to the bottom of the wait list.

4. Screening

Once HACSB has established that the potential tenant is eligible for tenancy at The Residences at Depot Street, the applicant (family) will be interviewed by HACSB on-site or at another location as may be appropriate to provide accommodation. This screening will include review of the completed application, credit report and criminal history check. Applicants successfully passing this screening will be placed on a HACSB wait list, if necessary, with third-party income verification, review of landlord and/or other references. Collection of verification forms from Santa Barbara County Behavioral Wellness will be the final step when a specific unit is made available.

SM ACT, SM Supportive Housing Services, Santa Barbara County Behavioral Wellness SPIRIT and the Children/Adult Outpatient Clinics will provide all necessary support during the screening process, including, if desired by the applicant, assisting the applicant to

complete the required paperwork and accompanying the applicant during interviews with HACSB staff.

If landlord references are not available, personal references, other than family members, will be required. Required references can be provided by staff of a homeless shelter, other homeless service providers, social workers or others involved with the applicant in a professional capacity, together with as much information as possible about where the applicant has been living for the past 3 years. Landlord, personal, or other references must indicate the ability to care for the property and pay rent on time, as well as the ability to peacefully co-habit with other residents. The landlord reference check is conducted to determine that an applicant (family) has:

- Demonstrated an ability to pay rent on time and in full.
- Followed the rules and regulations.
- Kept his or her residence in a clean and sanitary manner.
- Kept his or her residence undamaged.
- At no time received a notice for lease violation(s).
- Behaved as a good neighbor and resident.

5. Notice of Decision and Fair Housing

Applicants will be given written notification of wait list status or reason for denial after consideration of the credit and criminal background checks. They will also be given written notification of specific occupancy date or reason for denial after final processing. All notices of denial will include information on the right to appeal and reminder notice of the right to reasonable accommodation for disability. A copy of any denial notice for MHSA-eligible applicants will also be sent to the County MHSA program. In the event of successful application for the housing, SM ACT and SM Supportive Housing Services, Santa Barbara County Department of Behavioral Wellness SPIRIT or the Children/Adult Outpatient Clinic will be available to assist the tenant in making arrangements for and completing the move-in process.

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 marketing, and ongoing operations. Specifically, the project is committed to requirements of Title VI of the Civil Rights Act of 1964, Title VIII and Section 3 of the Civil Rights Act of 1968 (as amended by the Community Development Act of 1974), Executive Order 11063, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Fair Housing Amendments of 1988, and legislation which may subsequently be enacted protecting the individual rights of residents, applicants, or staff.

The project will not discriminate against prospective residents on the basis of the fact of perception of their race, religion, creed, national origin, age, color, sex, blindness or other physical or mental disability, marital status, domestic partner status, ancestry, actual or perceived sexual orientation, gender identity, AIDS, AIDS-Related Complex, HIV, medical condition, height, weight, political affiliation or other consideration made unlawful by federal, state or local laws.

The project will not discriminate against prospective residents on the basis of their receipt of, or eligibility for, housing assistance under any Federal, State or local housing assistance program or on the basis that prospective residents have minor children. While the Property will not discriminate against those using Section 8 certificates or vouchers or other rental assistance, applicants with such rental assistance must meet all eligibility requirements. The Property will work closely with legal counsel and regulatory

agencies throughout the marketing and outreach process to ensure full compliance with all applicable requirements.

The project will also abide by the requirements of the California Tax Credit Allocation Committee and the State MHSA Housing Program, as well as the requirements of the HOME and CDBG Programs, specifically related to evaluating applicant income eligibility, supportive housing, and special needs requirements solely on their merit without regard or consideration of any protected classes stated and enumerated above.

Full documentation of all marketing and outreach efforts will be made throughout the marketing process. All applicants will be asked to provide their referral sources at time of application. At the completion of the lease-up effort, an analysis of all marketing efforts will be made to document their effectiveness.

6. Reasonable Accommodation and Right to Appeal

All applicants will be given notice in the application package of their right to reasonable accommodation as well as their right to appeal screening decisions. The appeals process with an applicable timeline is outlined in the notification letter.

All background information obtained from credit reports, criminal history checks and/or landlord or other personal references will be considered in the light of the project's commitment to provide housing for people in transition and with special needs. Applicants with negative background information will have the opportunity to demonstrate that past behavior causing those issues was related to a disability and request reasonable accommodation. The availability of supportive social services that can assist the applicant in meeting the conditions of tenancy may also be considered in evaluating such information.

Applicants will be given written notification of assigned wait list number or reason for denial after consideration of the credit and criminal background checks. They will also be given written notification of specific occupancy date or reason for denial after final processing. All notices of denial will include information on the right to appeal and reminder notice of the right to reasonable accommodation for disability. Applicants will be entitled to receive a copy of the HACSB Grievance and Appeal policy and form.

A copy of any denial notice for MHSA-eligible applicants will also be sent to the County MHSA program. In such cases, the Santa Barbara County Department of Behavioral Wellness may assist applicants in appealing the denials.

D7 Supportive Services Plan

It is the primary objective of the supportive services plan to support the individual in maintaining tenancy. The overarching principles of the MHSA housing service plan are client/tenant choice, and services are voluntary.

1 – 2 . Anticipated Needs and Ongoing Assessment of Tenants

Residents are assisted to gain the skills needed to make choices that reflect their own values, preferences, and goals; supports are developed to meet each person's needs and to empower each individual to attain their highest level of independence and employment. The program assists residents in developing and refining community living skills through individual as well as peer support. Residents are assessed, referred and supported in the development of independent life skills such as apartment maintenance, money management, cooking and shopping. Residents are also assessed, referred and supported

in accessing employment resources in the community and supported in obtaining their career goals.

Persons served by this housing program will be individuals with complex and long-term social and medical issues. Each person's history of homelessness and untreated disabilities will require an individualized approach to assessment of needs and goals. The services and goals will be developed in partnership with the tenant and will be client directed, using a strengths-based approach. Services will include a "whatever-it-takes" approach to support the tenant in maintaining housing. Linkages or access to services may include:

- Physical Health Services
- Educational Opportunities
- Substance Abuse Services
- Budget and Financial Training
- Assistance in obtaining Benefits and Entitlements
- Linkage to Community Based services and Resources

A multi-disciplinary team, including recovering consumers and staff reflecting the ethnic and cultural make-up of the tenants, will provide the services. All efforts will be made to provide care to clients in a linguistic and culturally appropriate manner. While all services will be voluntary, a range of mental health services shall be offered and provided to all MHSA-eligible tenants who express a desire for such services.

3. Overview and Description of Services and Onsite Care

While each consumer of SM ACT, SM Supportive Housing Services, Santa Barbara County Department of Mental Wellness SPIRIT and Children & Adult Outpatient Clinics requires a different, individualized level of service, the core needs the programs must meet are:

- Supportive care and case management from a trained staff that is available and mobile 24 hours, 7 days a week from the Santa Maria ACT program.
- Family and other support system interventions.
- Regular appointments with psychiatrists for psycho-education, supportive therapies and medication management if necessary.
- Accessing public health services.
- Services and support provided by Santa Maria ACT, SM Supportive Housing Services, Santa Barbara County Department of Mental Wellness SPIRIT and staff as necessary.
- Highly individualized treatment that helps the client move forward in their recovery and achieve personal milestones.
- The development of independent living skills, including cooking, cleaning, grocery shopping, assertiveness training, money management, and social, interpersonal and leisure skills. Coping skills for community integration taught in-vivo.
- Weekly Wellness Recovery Action Plan education groups.
- Dual diagnosis support groups and individualized treatment options for clients who experience challenges with substance use.
- Assistance in accessing employment and/or educational resources.
- Support groups addressing other medical issues requiring maintenance and medication.

- Assistance learning to use public transportation and coping with any related anxieties.

Telecare uses the ACT model of a multidisciplinary team-based approach that provides wraparound treatment, rehabilitation and support services. A team of 3 Personal Service Coordinators, 2 Peer Recovery Specialists, 2 Mental Health Specialists, 2 Drug & Alcohol Specialists, 2 Rehabilitation Specialists and 1 Team Leader will provide ongoing support, case management and medication education/assistance to all Santa Maria ACT adult/older adult clients. A team Psychiatrist, 2 Psychiatric Nurses and a Licensed Psychiatric Technician will be available 24 hours a day, 7 days per week if a psychiatric emergency should arise.

The SM Supportive Housing Services is a Full Service Partnership Team, operated by Transitions-Mental Health Association. The program uses a multidisciplinary, team-based approach that provides wrap-around treatment, rehabilitation and support services. The composition of the team is as follows: 1 Team Leader, 2 Registered Nurses, 1 Master's level Lead Clinician, 5 Rehabilitation Specialists and a .75 FTE Psychiatrist. Staff will be available 24 hours a day, 6 days per week if a psychiatric emergency should arise.

The Santa Barbara County Department of Mental Wellness SPIRIT program is a Full Service Partnership for children and youth who are at very high risk for out-of-home placement or homelessness. Children and youth and their families eligible to receive SPIRIT services may be un-served or under-served. Under-served individuals include children and youth who, in spite of system intervention, continue to experience extreme distress at home in their families, in school or in the community to the degree where out-of-home intervention is being considered.

4. Onsite Service Coordination and Tenant Support

The 35 MHSA Housing Program residents at The Residences at Depot Street will also use the services of the onsite Residential Manager and the Residential Services Coordinator. SM ACT, SM Supportive Housing Services and Santa Barbara County Department of Mental Wellness SPIRIT will provide access to the Public Health Clinic for regular medical assessments, referrals and appropriate treatment. On a daily basis, each SM ACT, SM Supportive Housing Services and Santa Barbara County Department of Mental Wellness SPIRIT client's team will meet to discuss issues of treatment and progress. The majority of services will be provided at The Residences at Depot Street although group meetings and Wellness Recovery Action Plan (WRAP) modules will be available at the Santa Maria Recovery Learning Community (operated by TMHA). The SM ACT and SM Supportive Housing Services, Santa Barbara County Department of Mental Wellness SPIRIT and other clinic teams conduct a full assessment of each client, understanding their history and current goals, and the teams will provide assistance with independent living skills, individual and family counseling, and assistance and education with medication self-management. The SM ACT, SM Supportive Housing Services, Santa Barbara County Department of Mental Wellness SPIRIT and Santa Barbara County Department of Mental Wellness Children and Adult Outpatient Clinic teams will also provide outreach and transportation for clients to and from their appointments when necessary.

5. Assistance for Maintaining Housing and Supporting Wellness, Recovery and Resiliency

Employing the "whatever-it-takes" approach allows staff to identify what is needed to support the tenant in maintaining his/her housing. Beginning where the individual is in his/her recovery will identify where to start and focus. This usually begins with the fundamentals – an income and health assessment. When indicated, an application for financial and health care benefits shall begin as soon as possible. Further, the range of

services as described above shall be offered. A strength-based approach that encourages and supports choice, empowerment and focusing on the strengths of the individual has proven successful in recovery, fostering resiliency and promoting wellness. Based on the tenants' wishes, employment opportunities and supports will be made available, including assistance with transportation, job coaching and any other appropriate items that will be important for the tenant to be successful.

Educational supports shall also be made available, including tuition and financial assistance with books and supplies. Working with the tenant and HACSB staff when behaviors have been identified that place the tenant at risk for potential eviction will proactively support both the tenant and HACSB.

6. Tenant Engagement

Frequent opportunity for service provider contact with tenants will support tenants in their transition from homelessness to housing stability. Recognizing the challenges of this transition, the types and frequency of the intervention shall be directed by where the tenant is in his/her recovery. Consumer staff will be critical to the successful support in assisting tenants in maintaining housing and are frequently employed as personal service coordinators. Lastly, a strong working relationship between the service provider and HACSB is crucial to supporting the MHSA clients in maintaining tenancy.

7. Housing for Homeless Youth

Although this development will not be exclusively for homeless TAY populations, in many cases TAY clients have been tenants in other MHSA Housing Developments. Clearly, TAY populations have specific needs in terms of services, outreach, and ongoing care. Consequently, Santa Maria has specialized TAY teams funded through MHSA will assist in ensuring that TAY populations are supported. Staff on these TAY teams specialize in serving this population and are equipped to provide the necessary support services to ensure housing retention. Additionally, in the event that crisis services are needed our Childrens Crisis Services Team or newly developed Crisis Triage Team may provide support.

8. Culturally and Linguistic Competency of Support Services

The Santa Barbara Department of Behavioral Wellness is committed to ensuring that our programs are responsive the cultural and linguistic needs of all populations. In this particular development, the largest service supports will be provided by multi-disciplinary teams that include recovering consumers and staff members who reflect the ethnic and cultural make-up of the tenants. As in our previous MHSA Housing sites, we are hopeful that the tenants are reflective of the community. As such, all efforts will be made to provide care to clients in a linguistic and culturally appropriate manner. Although Spanish is the county's only threshold language (any language other than English in excess of 5% of the population), we recognize that culturally sensitive care must go beyond language and ethnicity. While all services will be voluntary, a range of mental health services shall be offered and provided to all MHSA-eligible tenants who express a desire for such services.

9. Communication between Provider and Property Manager

A critical element of supporting tenants in maintaining housing is the communication and relationship between all the service providers, the HACSB staff and the tenants.

SM ACT, SM Supportive Housing Services, Santa Barbara County Department of Mental Wellness SPIRIT, outpatient care, HACSB, the Residential Property Manager, the Residential Services Coordinator and The Residences at Depot Street tenants will create a Resident Advisory Council that will be completely client-driven. It will meet regularly on site with both residents and Resident Caretakers. These meetings will address the practical operation of the housing project; division of jobs, of program rules and regulations, maintenance and upkeep, security and activity planning.

Additional meetings may be held in the community room addressing relationships and social skills: the building of peer support networks, WRAP, Double Trouble Recovery (DTR), interpersonal relationships, effective communication, and conflict resolution; the accessing of community resources such as therapeutic, health, vocational, educational and leisure time activities; and the strengthening of bonds with family, friends, and significant others.

Staff from SM ACT, SM Supportive Housing Services, SPIRIT, Santa Barbara County Department of Mental Wellness and HACSB will meet regularly and as needed to review individual client cases in order to assure integrated housing and support service. Release of Information forms will be presented to each client for signature to allow for appropriate sharing of health information. To address urgent issues, staff will be connected through a conference call for discussions leading to the creation of combined supportive services plan. All service staff will work as a unified team to help tenants reach their goals and will meet monthly for team-building activities. When tenant behaviors place an individual at risk for eviction, HACSB staff will communicate with the mental health service provider for discussion at the monthly partner team meeting. With a clear delineation of roles and responsibilities between service providers and HACSB, the goal of such communications will be to support housing retention for tenants.

10. Shared housing - NA

D.8 SUPPORTIVE SERVICES CHART

Supportive Service	Target Population	Service Description	Service Provider(s)	Service Location
Case Management	Children/TAY with Severe Emotional Disorders and Adults/Older Adults with Severe Mental Illness – as	Oversight of individual's mental health case and coordination with primary service providers	SM ACT and SM Supportive Housing Services, SPIRIT Santa Barbara County Department of Mental Wellness	On site/off site
Homeless Outreach	Same	To engage individuals through field contacts and through referrals from other human service providers	Transitions – Mental Health Association, SPIRIT Santa Barbara County Department of Mental Wellness	On site/off site
Independent Living Skills	Same	Assistance with financial, nutrition, clothing, independent living and hygiene issues	SM ACT and SM Supportive Housing Services, Santa Barbara County Department of Behavioral Wellness	On site/off site
Transportation	Same	Transportation to appointments as needed	SM ACT and SM Supportive Housing Services, SPIRIT, Santa Barbara County Department of Mental Wellness	Door to door
Health & Human Services Placement	Same	Provide connection to needed health and human services	SM ACT and SM Supportive Housing Services, SPIRIT, Santa Barbara County Department of Mental Wellness	On site/off site
Co-Occurring Treatment	Same	Provide individual and group counseling for clients suffering from substance abuse and mental illness.	SM ACT and SM Supportive Housing Services, SPIRIT Santa Barbara County Department of Behavioral Wellness	On site

Vocational & Educational Assistance	Same	Assistance with Employment and Educational needs	SM ACT and SM Supportive Housing Services, SPIRIT Santa Barbara County Department of Mental Wellness	On site/off Site
Health Care	Same	Provide access to medical assessment and assistance, including follow-up	SM ACT and SM Supportive Housing Services, SPIRIT Santa Barbara County Department of Mental Wellness	On site
Clinical Coordination	Same	Facilitate client intake assessments, coordination of the client's charts, staff scheduling, record keeping Treatment Team meetings	SM ACT and SM Supportive Housing Services, SPIRIT Santa Barbara County Department of Mental Wellness	On site/off site
Medication Education and Assistance	Same	Education and assistance with individual medication management	SM ACT and SM Supportive Housing Services, SPIRIT Santa Barbara County Department of Mental Wellness	On site/off site
Psychiatric Treatment	Same	Psychiatrist available to go over new as well as ongoing client cases, and to meet with clients weekly and/or as needed.	SM ACT and SM Supportive Housing Services, SPIRIT Santa Barbara County Department of Mental Wellness	On site/off site

Primary Service Provider: Santa Barbara Department of Behavioral Wellness

D9 Design Considerations

Physical space, including common areas and outdoor areas, are created with the needs of clients in mind. This facility will comply with all ADA requirements and will be accessible to those tenants who are physically disabled. Additionally, office space has been designed in each building to ensure that onsite care is provided to clients. This design was created to facilitate care and improve access for clients. Office space will be used for mental health treatment, for physical health care access and other needs. This space will also serve as a central location for the provision of other supported services such employment, educational assistance, peer support, budget management, life skills coaching, alcohol drug support/services, and other needed supports.