



Department of Mental Health

PO Box 839
Merced, CA 95341

MENTAL HEALTH SERVICES ACT
HOUSING PROGRAM APPLICATION

First Posting Date: May 8, 2009

**MERCED COUNTY DEPARTMENT OF MENTAL HEALTH
PROGRAM DEVELOPMENT SUMMARY FORM
GATEWAY TERRACE**

Development Information

County Mental Health Department:	Merced County Department of Mental Health (MCDMH)
Name of Development:	Gateway Terrace
Site Address:	4 th and "T" Streets, Merced, CA 95340
Development Sponsor:	Not Applicable/None
Development Developers:	Central Valley Coalition for Affordable Housing (For the purposes of this posting)
Primary Service Provider:	Merced County Department of Mental Health
Secondary Service Provider:	Turning Point Community Programs
Type of Development:	New Construction Rental Housing Apartment building
Total Units:	66
Total MHSA Units:	10
Total Cost of Development:	\$13,419,998
Amount of MHSA Funds Requested:	\$ 1,242,500
Request MHSA Funds for Capitalized Operating Support:	Yes
Other Rental Subsidy Sources:	No rental subsidies.
Target Population:	Transitional Age Youth 18 years old to 24 years old Adults 25 years old to 59 years old Older Adults 60 years old
County Contacts:	Manuel J. Jimenez, MA, MFT Director Merced County Department of Mental Health (209) 381-6813 Manuel.Jimenez@co.merced.ca.us Christina Kraushar Assistant Mental Health Director Merced County Department of Mental Health (209) 381-6814 CKraushar@co.merced.ca.us

**Merced County Department of Mental Health
MHSA HOUSING PROGRAM
DEVELOPMENT SUMMARY FORM**

GATEWAY TERRACE

4.2.1 Project Overview

A) See attached Development Summary Form

B) NARRATIVE DEVELOPMENT DESCRIPTION

Gateway Terrace is a new construction, mixed use project with a gross building area of approximately 75,950 square feet, with sixty-six total units. Central Valley Coalition for Affordable Housing is a local nonprofit agency and is the project developer (for the purposes of this posting; other qualified developers may apply). In addition to this application for capital funding and operating support from the MHSA Housing Program, Central Valley Coalition for Affordable Housing will utilize tax credits, AHP funds, and a Housing Authority land contribution. Central Valley Coalition for Affordable Housing (CVCAH) will have oversight of the property management.

The project consists of twenty eight 2BR/2BA, twenty-seven 3BR/2BA, ten 4BR/2BA garden style apartments and one manager's unit. Each building will be comprised of 6-8 units with a 2,188 square foot community room with a big screen television, fully equipped kitchen, dining area, lounge, laundry room and a computer lab. The project is located on the corners of 4th and "T" Streets in the City of Merced. This project is scheduled to begin construction in January 2010 and will take approximately fourteen months to complete. Gateway Terrace will be a service-enriched, permanent supportive housing project that maintains the independence and wellbeing of each resident and the community as a whole.

Merced County has very limited affordable housing opportunities and this project will meet a crucial need by serving sixty-six low-income households. Occupancy will be limited to those whose income does not exceed thirty percent of the area median income. One unit is reserved for a resident manager with office space included to provide a private setting for service providers to work individually with clients. Of the sixty-six units, ten units will be reserved for the MHSA Housing Program. All residents in MHSA units must demonstrate that they are eligible for MHSA through MCDMH's certification process.

The MHSA housing program at Gateway Terrace will serve transitional age youth age eighteen and above, adult/older adult women and men who are homeless or at risk of homelessness and have a psychiatric disability. Consistent with the CSS Plan and the MHSA definition of target population, individuals must have an untreated or under-treated major mental illness, as well as persons who have Co-Occurring Disorders (mental illness and substance abuse or mental illness and developmental disability).

Supportive Services Program

The primary service provider for the residents will be Merced County Department of Mental Health (MCDMH). MCDMH contracts with Turning Point Community Programs (TPCP) to provide full service partnership services to TAY, adults/older adults and they will be the primary service provider for clients who are enrolled in the CARE (Community Assistance Recovery Enterprise) (FSP) Program. Clients who are enrolled in the FSP are eligible tenants for this housing project, but the project is not limited to FSP clients. The development will have a dedicated supportive services team consisting of a mental health clinician, mental health worker and Alcohol and Drug Counselor, Consumer Assistance Workers (peer counselors), as well as a designated nurse and physician and access to a masters level Vocational Rehabilitation Counselor,

a job developer and Housing Specialist.

The supportive services program provided by MCDMH and TPCP will assist Gateway Terrace residents in meeting anticipated outcomes by supporting MHPA participants to succeed in their wellness, allowing for re-integration into the community, reduced hospitalizations, reduced incarcerations, and increased employment. 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. Through a multi-disciplinary, community-based approach, MCDMH will strive to utilize staff reflecting the ethnic and cultural make-up of the tenants to provide a range of specialty and generic treatment, rehabilitation and support services. While all services will be voluntary, a range of mental health services shall be offered and available to all MHPA eligible tenants who express desire for such services.

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, financial education, medical assessment/referral, addiction disorder treatment, employment services, crisis intervention and referrals to any other services as needed to meet the clients needs. . Services will occur primarily on-site and occur with a frequency that is individually determined, but no less than weekly at move in. Assertive engagement focusing on developing relationship and trust shall be provided to those individuals who initially decline services.

The project site is located within the City of Merced. Residents will have access to public transit and para-transit via THE BUS line which is just one block away and provides access to the main bus transfer station. The community facilities in each building will be utilized for some group service provision and there is proximate community meeting space. The John O’Banion Learning Center, which is co-located, provides after school programs, affordable office space, a medical facility offering health, dental, vision and lab services (Golden Valley Health Center), Child Development Center (Child Care), Merced County Office of Education (Adult Education), WIC, Housing Services, and Merced County Library. The combination of the internal project community spaces and the public space described above will be extremely beneficial in providing mental health services as well as other social services.

Design Description

All units are adaptable with wheelchair clearance and turnaround dimensions. Seven units will be fully accessible for households with members with physical disabilities and the visual and hearing-impaired. Each kitchen is full sized and equipped with a gas range (four burners), oven, and refrigerator. Each unit has two bathrooms with a toilet with some equipped with grab bars, a sink with cabinets, full-size tub or shower enclosures and a medicine cabinet. Each unit has washer/dryer hook ups and dining area. Wall to wall carpet is available. Also, each unit will have a balcony to facilitate community interaction.

MERCED COUNTY DEPARTMENT OF MENTAL HEALTH MHSA HOUSING
PROGRAM PROJECT OVERVIEW

GATEWAY TERRACE

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

D.1 CONSISTENCY WITH THREE-YEAR PROGRAM AND EXPENDITURE PLAN

This project is consistent with priorities identified in the Merced County Department of Mental Health (MCDMH) Community Services and Support (CSS) component of the County's Three-Year Program and Expenditure Plan. In March 2005, MCDMH launched a community-wide planning process to identify the priority unmet service needs of persons with serious mental illness in Merced. Merced's process spanned four months and entailed public meetings, interviews with consumers and family members, and targeted focus groups. The information gathered formed the basis of recommendations to transform the mental health system in Merced County outlined in the Three Year CSS Program and Expenditure Plan, which was approved by the Merced County Board of Supervisors on November 22, 2005 and the California Department of Mental Health in April of 2006.

During the planning process, recommendations and strategies were developed for each of four age-driven target population groups: Children, Youth and Families, Transition-Aged Youth, Adults and Older Adults.

Key findings for the Older Adult category included homelessness as one of the top five priorities. Specifically, the age specific work group tasked with prioritizing needs for the older adults and MHSA stated:

- The loss of one's residence has a significant impact on families and the community.
- There is a lack of residences and services for the elderly.
- The overwhelming response from consumers is that Merced County needs more housing options for those on limited income.

Key findings for the Adult category also placed homelessness as one of the top five priorities. Their findings included:

- There is a true "ripple effect": being homeless effects many other areas of life.
- In general, homelessness has a huge impact on Merced County.
- Homelessness has an emotional impact on the community: citizens feel ashamed.
- When adults are homeless, children are impacted.
- Homelessness represents a visible failure of the community to address social problems.

Key findings for the Transition Age Youth category show that homelessness was placed as the third most important priority affecting this age group. Their comments included:

- Transition Age Youth are adversely impacted if/when parents/guardians are unable to provide a home for the family. They become socially isolated from their peers and the stigma of mental illness increases. There is no stability for schooling, medication management, and/or employment.
- A solution is to provide after school services and places for recreation for those TAY's who may be homeless.

In the Merced County Mental Health Services Act Community and Supports Plan the following quote appears on page 270 in describing the COPE (Community Outreach Engagement, Education and Outreach Program).

“There are many adults with psychiatric disabilities in Merced County who are without homes and/or a safe place to live. Frequently they lack access to services to support them in their recovery from their disability and to assist them in obtaining and maintaining housing in the community. There are individuals who, due to their unstable life circumstances are not being served by the existing mental health system. In addition, there are other individuals who, upon release from hospitalization or incarceration, are returning to the streets without housing, supports and services.

Merced's housing market has dramatically changed with the opening of the tenth University of California campus (UC Merced) in 2005. This change and overall increase in county population has further reduced the availability of lower income housing.

The MHSA COPE Program, essentially an outreach and education effort, will provide housing services targeted to be permanent supportive housing, including housing made available through master-leased and rent subsidized apartments. The program will also refer clients to other MCDMH programs and services, including:

- Linkages to homeless shelter where MCDMH staff are stationed.
- Linkages to the Wellness Center where there is some access to motel rooms.
- Linkages to the CARE Program for housing under the Full Service Partnership program.”

Support for housing has continued through subsequent MHSA client meetings, surveys, advisory groups for PE&I, WET and CAP/IT (Capital Improvements/Information Technology). As late as March of this year, clients were advocating for housing at the Public Hearing for the 3-Year Expenditure Plan stating that homeless individuals are utilizing the Wellness Center and walking over from the D Street Shelter to access supportive services.

In a Zoomerang client survey in June 2008, clients identified Merced (77%) as the city they would most choose to live in. They stated they would prefer (79%) to live alone. When asked what was most important in choosing housing, clients stated that the neighborhood (56%) was most important, 38% felt privacy was most important and 28% felt that supportive services, private bedroom, kitchen, private bath and cost were most important. The Gateway Terrace housing project meets these requests from consumers and is consistent with the priorities and goals established in Merced County. It will be an important part of Merced's response to the needs of homeless TAY, adults and older adults with serious mental illness. The newly constructed development will provide ten units of supportive housing for the MHSA within a sixty-six unit mixed population housing development. The services available on-site will be closely coordinated between MCDMH, TPCP, agencies providing services in the John O' Banion Learning Center and other agency partners.

D.2 DESCRIPTION OF TARGET POPULATION TO BE SERVED

Gateway Terrace MHSA funded housing units will serve TAYS (18 years old and older), Adults and Older Adults whose income does not exceed thirty percent of Area Median Income. Participants must have a qualifying serious mental illness and be functionally impaired by their illness. Additionally, individuals must be homeless or at risk of homelessness. Ten of the sixty-six units will be set aside for these individuals as qualified by the MCDMH and CVCAH.

The Substance Abuse and Mental Health Services Administration (SAMSHA) notes that fifty percent of homeless individuals have co-occurring mental illness and substance use disorders. Dually diagnosed individuals, with their significant problems, find it especially difficult to locate suitable and affordable housing, and even more importantly sustain such housing once it is established. MCDMH has discovered, through working with these individuals, that placing single adult clients in scattered site settings has been challenging. Clients feel stigmatized and estranged from their neighbors, and often become lonely and make choices that do not foster continued independent living.

By creating rental housing and co-locating ten units in one complex, clients will have maximum privacy and opportunity to live self-sufficiently, while also having other participants nearby for socialization, support and recreation.

Additionally, clients eligible for this supportive housing program have a history of chaotic life functioning, leading to untreated medical conditions, financial instability, involvement with law enforcement and poor treatment compliance (if any). Many of them have not ever lived successfully in independent living and have not acquired the skills and activities of daily living necessary to maintain a residence. The challenges presented in housing this population are numerous.

D.3 TENANT SELECTION PLAN

The Tenant Selection Plan has been developed through collaboration of Merced County Department of Mental Health (MCDMH) and Central Valley Coalition for Affordable Housing (CVCAH). This tenant selection plan also incorporates the criteria and referral processes for all MHSA applicants established by MCDMH.

Referrals

Potential tenants for the ten MHSA financed units will be referred to property management by the Merced County Department of Mental Health. Tenants become approved via referral to MCDMH from a variety of sources, such as Adult Protective Services, community-based mental health clinics, hospitals, jails, the Conservator's Office, community-based organizations, emergency personnel and paramedics, outreach (PATH) workers, In-Home Support Services and other social services agencies. MCDMH will work with the other supportive services providers to meet the challenge of identifying and reaching eligible applicants. These providers will use culturally competent outreach efforts to engage members of the target population, including those among un-served or underserved ethnic communities and other minority populations. There will be particular emphasis on the Latino population as it is significantly underserved in Merced County. Proven outreach strategies will be used to recruit residents for the permanent supportive housing. Outreach will include visiting areas known to be places where homeless adults spend their days and nights.

In addition to accepting individuals reached through direct outreach methods, CVCAH will accept referrals from an extensive countywide network of varied government and non-profit organizations and service agencies. Other sources of referrals will include, but certainly not be limited to law enforcement; local shelters, food programs and other nonprofit and government agencies that provide outreach and services to the homeless, and other health care providers; local veterans agencies; religious organizations; ethnically and linguistically diverse community-based organizations, particularly those serving Latinos; and self-referrals. When CVCAH receives a referral they believe may meet the target population criteria for a MHSA financed housing unit, they will link the individual to MCDMH for assessment and engagement.

Any person who contacts the project directly will be directed to MCDMH for certification of eligibility and subsequent referral to the project.

Program Eligibility

Upon referral, MCDMH checks databases to determine whether the client is currently being served by MCDMH programs or is new to the system. If the client is new to the system, MCDMH ascertains the eligibility of the referred individual by consulting with the referring agency about symptoms and conditions, securing a mental health diagnosis from a Point of Entry clinician, assessing for functional impairments, and documenting their findings by completing an Assessment Part 1 and Part 2.

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

- Functional impairments due to an untreated or under-treated mental illness that prevents engagement in meaningful activities and 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 un-served/underserved populations among homeless persons with mental illness, especially in the Latino community.

To qualify for MHSA housing, an individual must be considered homeless or at-risk of homelessness and meet MHSA criteria for mental illness. To be considered “homeless,” the individual must be moving from emergency shelter or transitional housing, or the individual must be currently homeless, in that she/he: 1.) Lacks fixed, regular and adequate nighttime residence, or; 2.) 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 the mentally ill), or; 3.) Has a nighttime residence that is an institution that provides a temporary residence for individuals intended to be hospitalized (Merced County operates a Crisis Stabilization Unit, CSU), or; 4.) 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.

“At-risk for homelessness” means: 1.) An individual discharged from an institutional setting, which includes hospitals and acute psychiatric hospitals/health facilities, such as the Marie Green Psychiatric Center in Merced, or; 2.) An individual discharged from a skilled nursing facility with a certified special treatment program for the mentally ill, or; 3.) An individual currently residing at a crisis and transitional residential setting, or; 4.) An individual released from the John Latorraca Correctional Facility (County jail), or; 5.) An individual temporarily living in Residential Care facility upon discharge from one of the institutional settings cited above, or; 6.) An individual who is currently receiving MCDMH mental health services and is at imminent risk for homelessness. “Imminent risk” is defined as individuals or families becoming homeless within 14 days.

Local Eligibility Criteria

All clients referred to screening for MHSA housing must also meet eligibility requirements established by CVCAH, which will be providing operating subsidies to MHSA units.

To qualify for the CVCAH program, an applicant must:

- Be a Merced County resident. An applicant must be proven homeless or at-risk of homelessness—in accordance with DMH definitions—in Merced County.
- Be considered “extremely low-income.” An applicant is considered “extremely low” income if his/her income is equal to or less than 30% of median income for Merced County.
- Enroll and participate in Third-Party Rent Payment services prior to lease signing. Applicants with a pre-existing payee may continue that payee relationship; those lacking a payee will be connected to an authorized service provider through MCDMH.
- Ability to participate in and complete the application process. This means that the applicant:
 1. Is prepared to attend an interview within at least seven (7) days of submitting his/her application, and ;
 2. Is willing to participate in Third-Party Rent Payment, and;
 3. Is willing and able to live independently in a community setting.
- Meets additional building specific eligibility criteria, if necessary.

To meet MHSA criteria for mental illness, the client must have:

- a. A mental disorder as identified in the most recent edition of the Diagnostic and Statistical Manual of Mental Disorders, except those diagnoses that are specifically excluded by the State Department of Mental Health, or;
- b. Co-occurring Disorders (mental illness and substance abuse or mental illness and a developmental disability), or;
- c. Other diagnoses or criteria established in the future by MCDMH as allowed by the Mental Health Services Act and in accordance with the priorities identified in the Community Services Supports component of Merced County’s Three-year Program and Expenditure Plan.

MHSA Clients must also meet at least one of the following criteria:

- a. Functional impairments due to an untreated or under-treated mental illness that prevents engagement in meaningful activities and inability to remain in housing, or;
- b. Frequent incarceration or psychiatric hospitalizations due to untreated or under-treated illness, or;
- c. Multiple encounters at public clinics, health and social service agencies resulting in a “revolving door” cycle of unmet service needs, or;
- d. Special consideration will be given to the ethnically and culturally underserved/underserved populations among the homeless and mentally ill, especially in the Latino, and multi-ethnic communities.

If appropriate for FSP services, MCDMH completes a CARE Referral Form authorizing the individual's referral to TPCP (the designated FSP provider for TAY, Adult and Older Adults). The CARE Program through its Personal Service Coordinator (PSC) completes a comprehensive evaluation and assessment of each client who agrees to become a member. Assessment and evaluation efforts will identify the member's mental and physical state and comprehensive service needs, including homeless or at-risk of homelessness status and mental health diagnosis. The Personal Service Coordinator subsequently develops a Client Plan of Care (CPC) in coordination with the member and his/her family, identifying the short and long-term services needs of the member. The completed assessment, evaluation and CPC will serve to document the member's eligibility for MHSA housing. The Personal Service Coordinator will assist the member in completing the MHSA Housing Program Tenant Certification Application. Upon certification by MCDMH, the tenant can then be referred to Gateway Terrace Housing. The FSP is committed to assisting their member applicant, if s/he so wishes, throughout and during the housing application process.

Property Management Screening and Application Process

Once the potential tenant has been identified, certified, and referred by MCDMH to Gateway Terrace Housing, the applicant will be screened by the property manager on-site or at another location as may be appropriate to provide accommodation.

Each applicant will participate in a housing interview with CVCAH property management, the scheduling and outcomes of which will be communicated to applicants by MCDMH. Each client's case manager will accompany him/her to the interview.

CVCAH Property Management may only ask the individual questions that are directly related to the individual's ability to meet tenancy requirements. This includes questions about source of income to pay rent, a history of nonpayment of rent, or a history of evictions for failure to maintain the premises. Housing providers may also ask the individual if s/he has a criminal conviction, but the request should be related to the terms and conditions of tenancy and determining whether the individual can comply with the lease.

In screening the individual for tenancy, CVCAH Property Management should consider whether any conditions described by the applicant that might typically be grounds for denying tenancy (e.g. non-payment of rent, failure to maintain the premises) could be due in part to the circumstances that resulted in the individual being eligible for MHSA services. For example, a seriously mentally ill individual may have had difficulty maintaining his/her apartment and may thus have been evicted. Consistent with MHSA's intent, property management will consider whether the MHSA services available to the housing unit and/or tenant will enable the prospective tenant to meet the conditions of tenancy.

Household Size

Applicant's household size must meet the property's occupancy standards.

- a) Household size in a 2 bedroom unit will be one to three persons.

b) Household size in a 3 bedroom unit will be two to four persons.

Maintenance Standards

Applicants must be able to maintain the housing unit in accordance with local health standards and Housing Authority standards, with or without assistance.

Identification

All applicants must have a legal photo identification and provide management with a Social Security Number. An applicant will not be denied housing if the applicant does not have a Social Security Number.

Landlord References

Applicants must provide landlord references covering the last three years, indicating ability to care for the property and pay rent on time, as well as the ability to live with others without interfering with their peaceful enjoyment of the premises. If landlord references are not available, applicants will be asked to provide as much information as possible regarding where they have been living for the past three years. On a case-by-case basis, if sufficient landlord references are not available, staff may require written references of social workers or others involved with the applicant in a professional capacity. Based upon these references, staff will decide if the applicant has demonstrated an ability and willingness to live peacefully with neighbors and refrain from behavior that jeopardizes the safety and security of the housing community. The level of support an applicant has, transitional living programs completed, and the extent to which the needs of the applicant can be met by the project and the services offered will be considered. The applicant's case manager will gather and provide to property management the references for all MHSA financed unit applicants.

If landlord references are not available, three 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 three 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 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.

It is acceptable for non-MCDMH tenants who cohabitate with MCDMH funded tenants to occupy a MCDMH funded unit. However, rent will be based on combined household

income. It will be a requirement that all households be connected to third party rent payment service.

Background Check

Applicants will have background checks completed as part of the Application Process.

False Information

Applicants must not submit false or incomplete information in the application process.

Primary Residence

Assigned unit must be household's primary place of residence.

Credit History

Applicant's credit history must meet the following minimum standards:

- Satisfactory agreement to pay or otherwise resolve unmet credit obligations may be required, if unmet obligations exceed \$4,000.
- No bankruptcy within the last three years.

Exceptions will be made on a case by case basis as mutually agreed by CVCAH and MCDMH.

Local Residency

Local residency is not used to determine eligibility for occupancy, with the exception that referrals be proven homeless or at-risk of homelessness in Merced County.

Other

Applicants must meet other program-regulated eligibility requirements.

After the application and required documents are received and reviewed, and if the household appears to qualify for the next stage of processing, property management will schedule an appointment with the entire household to complete the additional paperwork required. Applicants will be required to bring supporting documentation regarding income and assets to the appointment, along with any other required documentation.

At the scheduled interview, eligibility factors will be explained to the applicants, with particular emphasis on the applicant screening criteria encompassing income and eligibility requirements, and the Grounds for Denial, a copy of which is given to each applicant. The leasing property manager will clarify information provided by the applicant and solicit information needed to obtain third party income verifications.

Subsequent to the interview, a credit/eviction check will then be obtained for applicants. Verifications of all income and assets for all household members are required. These verifications will be obtained using the processes recommended and/or required by the California Tax Credit Allocation Committee (CTCAC) and all other regulating agencies

that have oversight over this project. Exceptions will be made as determined by mutual agreement of CVCAH and MCDMH on a case by case basis.

Invitations to lease will be made as applicants are deemed eligible, on a first qualified, first offered basis.

When all documents have been received, verified and approved, qualified applicants will be given one offer of an apartment. If the selected apartment is declined, the applicant will be considered to have withdrawn their application.

If the applicant(s) meets all eligibility requirements and wishes to rent a unit, an appointment will be scheduled for payment of move-in costs and lease signing. A unit can be held for up to seven (7) days upon provision of the security deposit or letter from agency promising to provide security deposit or waiver of security deposit. MCDMH or TPCP staff will be available to assist the individual in making arrangements for and completing the move in.

Waiting List

A waiting list will be maintained for MHSA units. After initial rent-up, applications will be processed in the order in which they are received. If no units are available, eligible applicants will be placed on the waiting list, including MHSA eligible clients, upon favorable review of a credit report and criminal background check. The processing of credit and criminal reports does not assure, 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.

After initial rent-up of the MHSA units, the property's waiting list will include a preference structure that first provides for transfers within the development before giving consideration to new applicants. Thus an individual in an MHSA unit who no longer needs the level of support can 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 MCDMH of the available rental unit and the names of eligible applicants on its waiting list.

Notification Letter

When a new development in the MHSA Housing program is being rented up, or when existing units are expected to become vacant, CVCAH will notify the clients of available units. CVCAH will then notify applicants of appropriate household size, in writing, according to the order of the wait list. The letter shall:

1. State the type of housing available.
2. Indicate that the applicant shall have five working days in which to respond to the letter.
3. Ask the applicant if he/she wishes to be screened for the unit by CVCAH.
4. Inform the applicant that if he/she declines the unit, he/she will not lose his/her place on the wait list.

5. Inform 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.
6. Inform the applicant that if he/she accepts the referral, the mental health service provider for the housing project will assist him/her with the application process, including documentation, transportation, and support during any required CVCAH interviews. The applicant has the right to accept or decline this and other assistance offered by services staff.

Notice of Decision

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 MCDMH. In the event of successful application for the housing, the mental health services agency who is the supportive service provider will be available to assist the tenant in making arrangements for and completing the move-in process.

Fair Housing

It is the policy of all Partnerships to comply fully with 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.

Gateway Terrace Housing shall not discriminate on the basis of the fact or perception of a person's race, color, creed, religion, national origin, ancestry, age, sex, sexual orientation, gender identity, domestic partner status, marital status, height, weight, disability, Acquired Immune Deficiency Syndrome, or HIV status (AIDS/ HIV status) in the leasing, rental, or other disposition of housing or related facilities.

Gateway Terrace Housing shall not discriminate against applicants using Section 8 Certificates or Vouchers or other rental subsidy programs.

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 project 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. MCDMH and CVCAH 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 AHP Program, 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.

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.

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 waiting list number or reason for denial after consideration of the credit and criminal background checks. They will also be given written notification of specific occupancy date or reason for denial after final processing. All notices of denial will include information on the right to appeal and reminder notice of the right to reasonable accommodation for disability. Applicants will be entitled to receive a copy of the standard Grievance and Appeal Procedure similar to one used by the Merced County Housing Authority.

A copy of any denial notice for MHSA-eligible applicants will also be sent to the MCDMH. In such cases, the Merced County Quality Improvement unit who assist clients with grievances may assist applicants in appealing the denials.

Applicants who fail to satisfactorily meet one or more of the income and eligibility requirements and who are deemed ineligible per the Grounds for Denial will be notified in writing of the determination. In determining eligibility on the basis of the criteria, staff will give fair and equitable consideration to factors such as:

- Length of time since the objectionable incident(s);
- Verified evidence of rehabilitation;
- Other verified evidence, which may indicate a reasonable probability of responsible future tenancy.

Reviews and Appeal Hearings

Applicants who are determined ineligible based upon the Resident Selection Criteria have the right to request a review of staff's determination and may present additional facts and evidence for consideration during this review. Reasonable accommodations will be made to meet the needs of disabled applicants, including applicants with both physical and/or mental disabilities.

During processing, letters will be mailed out to all applicants who appear to not meet the eligibility criteria. These denial letters will specify the reason for denial and will inform the applicant(s) that they may request a review of the decision.

Denial letters will include the following language:

"If you disagree with this decision you have 14 days from the date of this letter to contact us in writing to request a review of the decision. Your appeal must be accompanied by information or documentation not previously available or not yet submitted to the leasing associates, that supports your appeal. If you are disabled and feel that the consideration of mitigating circumstances and/or reasonable accommodations would affect this decision, please include this in your request for a review of the decision."

The request for a hearing must be in writing and received by management within 10 days of the date of the denial letter. If no request is received, or no new evidence is supplied within fourteen (14) days, the file will be closed. An appointment for the review will be scheduled with the applicant(s) within seven days of the receipt of the appeal, if possible. A written decision on the appeal will be made within 14 days of the review, unless additional information or documentation is required to complete the appeal. The appeal must be accompanied by information or documentation not previously available or not yet submitted to the leasing associates, that supports the applicant's appeal, refuting the stated reason for rejecting the applicant.

Units will not be held open during the appeals process. Successful appellants will be offered an apartment if they are deemed eligible after the appeal and an apartment is still available.

An impartial review officer and a MCDMH staff member, who has had no involvement in the eligibility determination, will conduct reviews. The Director of Property Management will select the review officer. The decision given by the review officer is final. The completion of an application and/or contact by a leasing associate does not constitute the offering of a unit or acceptance of the applicant(s) for housing.

Tenant Referral and Certification Process

The Merced County Department of Mental Health (MCDMH) established this Mental Health Services Act (MHSA) Housing Program Tenant Referral and Certification Process. The tenant referral process will be coordinated between Merced County's Department of Mental Health and Central Valley Coalition for Affordable Housing

(CVCAH). MCDMH and CVCAH will screen all applicants exclusively, based on meeting the minimum criteria of Merced Counties Average Median Income (AMI) level of thirty (30) percent and target population criteria. The CVCAH MHSA Housing Program commits to a standardized tenant and certification application for all potential tenants of the program.

Referrals for application may come from a variety of sources. Merced County has a collaborative system of care for individuals and families who are homeless. Examples of potential sources of referral include a single adult shelter, both emergency and short-term, a family shelter, outreach and case management teams, transitional residential programs, hospitals, the Marie Green Psychiatric Center (MGPC), the John Latorraca Correctional Facility, as well as self-referrals. CVCAH or program staff at the housing development will inform all potential applicants who contact housing developments directly, to contact the MCDMH for MHSA certification.

The criteria for the MHSA Housing Program are (1) being homeless or at risk for being homeless and (2) meeting Merced County's adult target population criteria for mental illness and/or the target population criteria for serious emotional disturbance for children and their families. The MHSA program eligibility is the standard criteria for the MHSA Housing Program eligibility and certification. CVCAH will assess applicants for homelessness, at-risk of homelessness, and AMI criteria. Those clients who are eligible for MHSA Housing will be certified by the CVCAH.

Once certified, the client will be assisted 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.

MCDMH will not designate any non-county agencies to certify an individual as eligible for tenancy in a MHSA Housing Program unit. All eligibility certifications will be generated by the County.

D. 4 SUPPORTIVE SERVICES PLAN

Description of Services

Merced County Department of Mental Health will be the designated primary service provider for clients in MHSA funded housing units at Gateway Terrace. The complete supportive services plan shall include, but not be limited to: assessment, service coordination, mental health services, case management, crisis intervention and stabilization, housing consultation to retain housing, community building, financial stabilization, substance abuse counseling, coordination with primary care, employment services and assistance with transportation. When indicated, an application for financial and health care benefits will begin as soon as possible.

MCDMH will provide an integrated team which consists of a clinician trained in dual diagnosis intervention and treatment (targeted to be Spanish speaking), a mental health worker, an Alcohol and Drug Counselor (Spanish speaking), a designated nurse, and a designated physician. This team will be lead by a seasoned clinician trained and expert in the field of dual diagnosis, trauma based services and services to veterans. It is the belief of MCDMH that expertise in the area of dual diagnosis is necessary to successfully maintain housing. The clinician will provide clinical direction, service coordination, crisis intervention and stabilization and is the primary link to property management as well as individualized mental health services as appropriate. The Mental Health Worker will provide case management service, mental health services aimed at rehabilitation, training and enhancing independent living skills, transportation and linkages to appropriate agencies for other service needs. The Alcohol and Drug Counselor will consult to the team as well as provide individual and group support and treatment for substance use. Medication support services will be handled by one member each of the MCDMH medical staff so that there is continuity of care and all the parties involved know which physician or nurse to contact. In addition to medication support services, medical staff will link and coordinate clients to primary health care. In the absence of any other health care provider, clients will be referred to Golden Valley Health Center (GVHC), a local FQHA, since they provide services virtually on site at the John O'Banion Learning Center.

The MCDMH MHSA plan created the Older Adult System of Care (OASOC) which provides home based intensive services to individuals 60 years of age or above. A full-time Registered Nurse is assigned to this program as well as a Consumer Assistance Worker who acts as the peer counselor. Older individuals targeted for this housing program will have complex and long long-term social and medical issues, requiring an individualized approach to assessment of needs and goals. Coordination with primary care will be an important component of the supportive services plan for these individuals.

MCDMH has been fortunate to have a positive collaborative relationship with the designated Regional Center for the Central Valley, CVRC. CVRC provides the case management type services to the adult population and MCDMH provides medication support services. Program staff meet quarterly or more frequently as needed to discuss

mutual clients, design an individual client plan of care and problem solve. Since initiating these meetings, service coordination has become a mutual endeavor which benefits the clients involved.

If the service needs prove to be too great for MCDMH to successfully provide, clients will be referred to the Community Assistance Recovery Enterprise Program (CARE), the FSP for TAYS, Adults, and Older Adults. The CARE Program is contracted to Turning Point Community Programs (TPCP). Comprehensive community services and supports are provided twenty-four hours a day, seven days a week using an intensive team approach (10:1 staffing ratio) with emphasis on housing first and the development of employment and/or educational opportunities. It is based on the recovery philosophy of “doing whatever it takes”, to integrate seriously emotionally disturbed transition age youth and severely mentally ill adults back into the community, promoting meaningful use of time.

As an integral piece of the CSS plan, MCDMH created the Wellness Center in 2006. The Wellness Center quickly became the “hub” of the wellness and recovery movement within the department. This highly used program (80-90 clients daily) provides a wide variety of client driven services including education, support, socialization, medication support services, case management services, housing services and employment. The Wellness Center is open five days per week and includes Mental Health Clinicians, Mental Health Workers, a dedicated Nurse, one day per week medical services, numerous Consumer Assistance Workers (peer workers), Alcohol and Drug support groups and services, a Housing Specialist and a Vocational Rehabilitation Counselor. Numerous volunteers donate time, expertise and promote community integration. Clients living in the Gateway Terrace will be encouraged to utilize the rich environment of the Wellness Center. In the event that they choose not to do so, services can be provided off site. Housing retention services are provided by a Housing Specialist (contracted employee through TPCP) who assists clients negotiate tenant/landlord problems, advocates for clients with landlords and links clients to fair housing resources. The Housing Specialist works to aid clients in finding a “good fit” for housing needs and may help clients arrange for moving possessions. The Vocational Rehabilitation Counselor oversees a multi-layered employment program geared to meet the client where they are at in recovery. Educational supports can be made available including tuition and financial assistance with books and supplies. Clients can engage in productive volunteer opportunities geared to foster a productive, meaningful use of time environment. There is a weekly “Job Club” which provides pre-employment support and education. In collaboration with TPCP, clients participate in the Pathways to Employment Program which is a day labor crew introducing severely mentally ill clients to a structured work environment two hours per day, twice a week for pay. MCDMH has partnered with the Department of Rehabilitation in the formation of a Cooperative Agreement to provide mutual employment services and supports, including a job developer and job training to promote competitive employment in the community.

MCDMH and TPCP hire consumers in several different capacities. Consumer Assistance Workers (CAW's) provide peer support services, clerical back up,

transportation, group and socialization activities and community integration field trips to community locations and out-of-county special events.

Employing the “whatever it takes” approach allows staff to identify what is needed to support the tenant in maintaining his or her housing. In supporting tenancy retention, there will be an on-site manager who will be familiar with the MHSA tenants, their case needs (when allowed by the client) and their plan for coping with crisis. The on-site manager will have the contact information for the designated mental health staff to assist as necessary twenty-four hours per day. In addition, MCDMH contracts for a “warm line” through Alameda Crisis Support to provide phone crisis resolution before seeking face to face crisis intervention services which can be disruptive to the client.

Face to face crisis intervention and stabilization services are available at the Marie Green Psychiatric Center when needed. In January of 2009, MCDMH established the Crisis Stabilization Unit (CSU) which clients may access on a voluntary basis up to twenty hours per day to avoid acute psychiatric hospitalization. Non-emergent housing retention services will be identified and a plan of care mutually agreed between the client and service provider, who will form a systematic approach to skills building and coping mechanisms.

It is anticipated that upon move in, the need for supportive services will be high and is targeted at a minimum weekly basis or more frequently as indicated. It is recognized that some clients will either refuse services or disengage from services. Participation in services is voluntary at all times. If a client does not feel they will benefit from services, efforts will be made to engage the client through psycho-education, incentives and the slow establishment of a trusting relationship based on recovery principles. Examples include frequent yet non-threatening contacts to establish a relationship, providing transportation to appointments, meeting the clients at neutral community locations, and providing meals. To restate, a tenants participation in MHSA services is not a condition of occupancy in the MHSA Housing Program-funded permanent supportive housing units.

The supportive services program at Gateway Terrace will be a combined effort between MCDMH, TPCP when applicable, the Wellness Center (a MHSA program of MCDMH), Department of Rehabilitation, Central Valley Regional Center, the housing developer CVCAH and the property management staff. A critical element of supporting tenants in supportive housing is the communication and relationship between all the service providers and the property management staff. An Interagency Memorandum of Understanding will be developed which clearly spells out the responsibilities of all the parties involved. Clients will have an understanding that there is a team of people ready to assist them as needed. Clients will be asked to sign Releases of Information so that communication is fostered between the organizations. Representatives and service providers will meet weekly initially and as needed to discuss and formulate strength based plans to assist clients living in the ten units to succeed in housing. One of the advantages of service provision in a small county is the collaborative relationships that are formed and which makes negotiating problems less complex and cumbersome. This will be beneficial to the clients as well as the staff.

D.5 SUPPORTIVE SERVICES CHART

Supportive Service	Target Population	Service Provider(s)	Service Location
Intake/Assessment	<ul style="list-style-type: none"> All residents – as needed and desired by residents. Homeless or at risk of homelessness with disability, including chronically homelessness. 	<ul style="list-style-type: none"> Merced County Department of Mental Health Turning Point Community Programs 	<ul style="list-style-type: none"> On site or at Merced County Department of Mental Health clinic site Transportation provided as needed by staff.
Service Coordination	<ul style="list-style-type: none"> MHSA eligible tenants: As needed and desired by residents. Tenants in MHSA financed units. 	<ul style="list-style-type: none"> Merced County Department of Mental Health Turning Point Community Programs 	<ul style="list-style-type: none"> On Site, at Merced County Department of Mental Health clinic site or Turning Point Community Program office. Transportation provided as needed by staff.
Mental Health Services	<ul style="list-style-type: none"> MHSA eligible tenants. Tenants in MHSA financed units. 	<ul style="list-style-type: none"> Merced County Department of Mental Health Turning Point Community Programs 	On site and off site as needed. For off site, staff transportation or public transportation based on client choice.
Case Management Services	<ul style="list-style-type: none"> MHSA eligible tenants. Tenants in MHSA financed units. 	<ul style="list-style-type: none"> Merced County Department of Mental Health Turning Point Community Programs 	On site and off site as needed. For off site, staff transportation or public transportation based on client choice.
Crisis Intervention/ Stabilization Services	All residents.	<ul style="list-style-type: none"> Merced County Department of Mental Health Alameda Crisis Support Turning Point Community Programs (if FSP client) 	On site and off site as needed with appropriate level of transportation for client safety.
Housing Retention Services	<ul style="list-style-type: none"> All residents – as needed or desired by resident. MHSA eligible tenants. 	<ul style="list-style-type: none"> Merced County Department of Mental Health Turning Point Community Programs Housing Coordinator 	Transportation by staff or public transportation based on client choice.
Community Building	<ul style="list-style-type: none"> All residents – as needed or desired by resident. MHSA eligible tenants. Tenants in MHSA financed units. 	<ul style="list-style-type: none"> Merced County Department of Mental Health Wellness Center peer support. Turning Point Community Programs 	<ul style="list-style-type: none"> Off site or off site at community locations. Merced County Department of Mental Health Wellness Center Transportation by staff or public transportation based on client choice.

Supportive Service	Target Population	Service Provider(s)	Service Location
Financial Stabilization	<ul style="list-style-type: none"> MHSA eligible tenants. Tenants in MHSA financed units. 	<ul style="list-style-type: none"> Merced County Department of Mental Health Human Services Agency Catholic Social Services Turning Point Community Programs 	<ul style="list-style-type: none"> On site. Agency partner sites. Transportation by staff or public transportation based on client choice.
Substance Abuse Counseling	<ul style="list-style-type: none"> All residents as needed and as desired by resident. MHSA eligible tenants. Tenants with substance abuse disorders, including co-occurring disorders in MHSA financial units. 	<ul style="list-style-type: none"> Merced County Department of Mental Health Alcohol and Drug Services Turning Point Community Programs 	On site or off site as needed. For off site, staff transportation or public transportation based on client choice.
Medical Services Coordination	<ul style="list-style-type: none"> MHSA eligible tenants. Tenants in MHSA financed units. 	<ul style="list-style-type: none"> Merced County Department of Mental Health Turning Point Community Programs 	On site or off site as needed. For off site, staff transportation or public transportation based on client choice.
Employment	<ul style="list-style-type: none"> MHSA eligible tenants. Tenants in MHSA financed units. 	<ul style="list-style-type: none"> Merced County Department of Mental Health Wellness Center Turning Point Community Programs Department of Rehabilitation 	On site or off site as needed. For off site, staff transportation or public transportation based on client choice.
Transportation Assistance	<ul style="list-style-type: none"> MHSA eligible tenants. Tenants in MHSA financed units. 	<ul style="list-style-type: none"> Merced County Department of Mental Health Wellness Center Turning Point Community Programs The BUS 	On site or off site as needed. For off site, staff transportation or public transportation based on client choice.

Primary Service Provider: Merced County Department of Mental Health