

Development information

County Mental Health Department: Solano

Name of Development: Heritage Commons

Site Address: 191 Heritage Lane
Dixon, CA 95620

Development Sponsor: Davis Senior Housing Communities, Inc./Neighborhood Partners, LLC/ the John Stewart Company

Development Developer: Neighborhood Partners, LLC

Primary Service Provider: Solano County Mental Health

MHSA Service Provider: Solano County Mental Health

Type of Development: New Construction Multifamily Rental Housing

Total Units: 60

Total MHSA Units: 7

Total Cost of Development: \$12,166,000

Amount of MHSA Funds Requested: \$1,312,400

Request MHSA Funds for Capitalized Operating Support: Yes

Other Rental Subsidy Sources: None

Target Population: MHSA Eligible Seniors (Age 62 and Older)

County Contact: Robert Sullens
Housing Development Project Manager
Department of Health and Social Services
Mental Health Division
707-784-8374

Item D.2 Development Description

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

1. Name and location of the proposed housing development;
2. Service goals of the development;
3. Characteristics of tenants to be served;
4. Type of housing to be provided (new construction or acquisition/rehab.);
5. How the building(s) in which housing and services will be provided will meet the housing and service needs of the MHSAs tenants (location, building type, layout, features, etc.);
6. Name of primary service provider, property manager, and other development partners; and,
7. Summary of the anticipated sources of development financing. (Name sources only, do not include dollar amounts.)

Response:

Heritage Commons will provide new permanent supportive housing for seven MHSAs target population seniors (age 55 and older) residing in seven units set aside for MHSAs housing in an affordable 60-unit senior rental housing development. The other units in the development will include 14 units set aside for seniors with incomes below 30% of the Solano County median income, 38 units for seniors with incomes below 50% of the Solano County median income and one manager's unit.

Heritage Commons is a new construction apartment project to be built at 191 Heritage Lane in the City of Dixon. The 2.62 acre site is less than one mile south of downtown Dixon. The project is located in the Brookfield subdivision, which is at the very beginning of building out. Surrounding land uses on the north, east and south include vacant land that is zoned for single family detached homes, and to the west a vacant shopping center site. This 60-unit project is phase one of a 120-unit senior housing complex; the additional 60 units will be built on a 2.45 acre site immediately to the east. It is an excellent location for senior housing, due to its proximity to the senior center, parks, medical services, and shopping.

The project will include six three-story buildings and a two-story community building. The residential buildings will each include between eight and twelve units. The project unit mix will include 59 one-bedroom flats and a two-bedroom manager's unit (located on the second floor of the community building). Each ground floor unit will have an outdoor patio area, and all of the units will have an outdoor sitting area at their front door. There are two laundry rooms in the project. The community building will provide a large meeting room and kitchen, a computer area, a manager's office, a services coordinator's office, and a maintenance room. In addition, the community building will have a resident-operated "store" where residents can purchase convenience type food items, as well as receive produce and staples provided by community organizations. Adjacent to the store is a large sitting area (with a fireplace) where residents can gather to socialize. On the south side of the building is a large covered porch area for socializing and waiting for transportation. The western side of the building has an outdoor patio area suitable for community-wide events. A large green open space and gardening area is to the west of that patio, situated between the north and south sets of residential buildings.

Consistent with the MHSAs definition of target population, each of the seven seniors must be an adult with an untreated or undertreated 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, in addition to persons who have co-occurring disorders (mental illness and substance abuse or mental illness and a developmental disability). All potential residents of these seven units are referred to the project through the County MHSAs program; any potential tenant that does not come referred through the MHSAs will be directed to Solano County Mental Health (SCMH). Heritage Commons will limit occupancy in the seven MHSAs units to those whose income does not exceed 30% of the area median income and are homeless, with a focus on chronic homelessness.

Heritage Commons' staff will include a full-time on-site services coordinator. The services coordinator will provide services coordination, as well as case management, for all 59 senior households. Responsibilities will include, but are not limited to: (a) providing tenants with information about available services in the Dixon community, (b) assisting residents to access services through referral and advocacy, and (c) organizing community-building and/or other enrichment activities for tenants (such as holiday events, a tenants council, group outings to community events, etc.).

The services coordinator will also provide individualized case management, working with tenants to develop and implement an individualized service plan, goal plan or independent living plan. Depending on the needs and temperament of the tenant, a different type of plan may be appropriate.

Programs open to the larger Dixon community (such as ESL, health screenings, vaccinations, financial literacy classes, USDA food distribution, and potentially daily senior "meals-on-wheels" type organized group lunches) will also be held in the Heritage Commons community building.

The Osher Long-Life Learning Institute (OLLI), based at UC Davis, has agreed to provide on-site educational programs open to seniors in the greater geographic area. Since Dixon is located just to the southwest of UC Davis, it will be an excellent opportunity to expand the currently Davis-based OLLI program to Heritage Commons, bringing the educational resources of the University of California to a nearby rural community. At Eleanor Roosevelt Circle, the owner's 60-unit senior housing project in Davis, OLLI offered more than 100 educational sessions during 2009. OLLI's programs will be offered free to Heritage Commons' residents.

The Dixon Senior Center is located less than one mile to the north of Heritage Commons. An array of activities and services are provided on a daily basis there. The City of Dixon Redit-Ride bus program will provide mini-bus transportation to and from the center for a nominal fee, which will be paid by Heritage Commons.

The Redit-Ride transportation service is also available for travel to specific locations within Dixon, such as the grocery store, medical offices, etc.

The supportive services program specifically intended for these seven MHSAs units will meet anticipated outcomes by supporting MHSAs participants to succeed in their wellness, allowing for re-integration into the community, reduced hospitalizations, reduced incarcerations, and increased independence. It will include full, wrap-around, integrated services provided by the County of Solano Health and Social Services and Solano County Mental Health.

Heritage Commons will be owned by a limited partnership that includes Davis Senior Housing Communities, Inc. as its managing general partner, Neighborhood Partners, LLC as its developer general partner, and the John Stewart Company as its administrative general partner (and property management agent). In addition to the MHSAs funding, financing will include low-income housing tax credits, Federal Home Loan Bank of San Francisco (FHLBSF) Affordable Housing Program funds, City of Dixon Redevelopment Agency funds and federal HOME Investment Partnerships Program (HOME) funds.

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

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

Response:

The Solano County Mental Health Division (SCMH) Mental Health Services Act (MHSA) Community Services and Support (CSS) Plan identified housing and supportive services as a need for the transition-age youth, adult, and older adult populations. The stability created by access to safe and affordable housing plays an important role in supporting individuals as they move towards achieving their wellness and recovery goals.

In addition to the community input that shaped the County's original CSS plan, a series of focus groups on housing needs with consumers and family members was held to refine the County's analysis of housing needs. The meetings confirmed the pressing need for more affordable housing. Consumers wanted to know when they could sign-up for housing.

The seven MHSA units at Heritage Commons will be an important element of the MHSA program in that it will provide new permanent supportive housing with integrated services for MHSA target population older adults. The supportive services program will help consumers succeed in their wellness, allowing for re-integration into the community, reduced hospitalizations, reduced incarcerations, and increased employment.

Item D.4 Description of Target Population to be Served

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

1. Age group, i.e., adults, older adults, children, transition-aged youth;
2. The anticipated income level of the MHSAs tenants; and,
3. A description of the anticipated special needs of the target population to be served, e.g., physical disabilities, chronic illness, substance abuse, prior housing status, etc.

Response:

The seven MHSAs units at Heritage Commons will serve seniors, age 55 and older, with a severe and persistent mental illness, that are homeless or at risk of homelessness.

Experience and history indicates individuals served will have multiple challenges, including co-occurring addiction disorders and complex medical and health issues. People in the MHSAs target population often have frequent contact with law enforcement primarily as a result of their un-treated disability and lack of a support system. For some, psychiatric hospitalizations and hospital emergency room visits will be the only "treatment" they will have received. A high percentage of the individuals will have SSI/SSDI or no income, having either no work history and/or lost connection with the Social Security Administration for entitlements.

Occupancy for the seven MHSAs units will be limited to those whose income does not exceed 30% of the area median income.

Item D.5 Tenant Eligibility Certification

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

1. How an individual applies to the county to become certified as eligible for an MHSAs unit;
2. How certification of eligibility will be documented, provided to the individual applicant, and maintained by the county; and,
3. How certification of eligibility will be provided to the property manager/development.

Response:**Certification of Eligibility**

Solano County Mental Health will certify both mental health and homeless status of applicants. Documentation of mental illness may include verifying an eligible diagnosis through access to County-held records of diagnoses determined by the County Mental Health Treatment Center, in jail, or other mental health service programs. If there is no documented history in the County records, SCMH will arrange for assessment and diagnosis by a clinician or psychiatrist through its own staff. In some cases, an applicant will be referred to SCMH by a treatment center or institution that will provide a diagnosis as part of the referral.

SCMH treatment provider or clinicians will also certify applicants' homeless status.

Certification of eligibility for the MHSAs Supportive Housing Program will be completed within 45 business days after receipt of the referral.

Item D.6 Tenant Selection Plan

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

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

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

Response:

The Heritage Commons Tenant Selection Plan for the seven MHPA units has been jointly developed by the Solano County Mental Health Department (SCMH), the Heritage Commons owner, and the property management agent. SCMH convened a workgroup that included county staff, housing providers, and consumers, to develop the policies and procedures for certifying and selecting tenants.

MHPA service providers at each project will work with government and private supportive services providers and community agencies to reach out to eligible applicants and provide housing referrals to the Division of Mental Health. Providers will use culturally competent efforts to engage members of the target population, including those from unserved or underserved communities.

Division of Mental Health clinicians and MHPA-funded Full-Service Partnerships and Wellness and Recovery programs will refer consumers to the Supportive Housing Program. Community agencies and individuals will be also encouraged to provide referrals, including: law enforcement; local shelters and other programs serving the homeless; food programs; health care providers including hospitals, practitioners and mental health facilities; local veterans' agencies; religious organizations; ethnically and linguistically diverse community-based organizations, and; individuals who wish to self-refer.

All referrals to MHPA housing programs for individuals who have already been certified by the Division of Mental Health as having a mental illness/severe emotional disturbance should be sent electronically directly to the Supportive Housing Selection Committee in the Solano County Mental Health Division, using the MHPA Supportive Housing referral form. Applicants whose mental health status has not been certified should be directed to first contact the County Mental Health Access Line to make an appointment for certification of eligibility and subsequent referral to the program. Any person who directly contacts any specific housing site should be referred to the Access line.

The Supportive Housing Selection Committee will be chaired by the MHPA Housing Services Manager and include: two Solano County Mental Health clinicians, one serving adults and one serving children; the Family Health Services homeless outreach clinician; one supportive housing services provider; one Mental Health senior manager

The Supportive Housing Selection Committee will receive referrals, request certification of homelessness/at risk of homelessness from clinicians or community organizations as needed, document program eligibility, and refer eligible applicants to available housing.

Application Process and Supports for Specific Housing Projects/Sites

Once documentation of eligibility is completed, the Supportive Housing Selection Committee will provide applicants with a standard application for one or more permanent supportive housing locations available in the county. The Supportive Housing Selection Committee will forward the application to the selected housing property manager(s) and housing services provider(s).

The MHSAs housing services provider at the selected site will provide limited and voluntary housing case management as agreed in their Memorandum of Understanding (MOU) with Solano County. Services may include --if desired by the applicant -- assisting the applicant with completing the required paperwork, including securing required documentation such as background and credit checks, third party income verification, and landlord and other references and accompanying the applicant during interviews with property management staff. The provider may also assist the applicant in applying for any additional benefits or housing subsidies for which the applicant may be qualified

Property managers will screen program applicants either on-site or at another appropriate location if necessary. Screening will include review of the completed application, credit report, criminal history check and reference check. .

Applicants must provide three personal, non-family references. 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-habitate with other residents. Property management will conduct landlord reference checks to determine that an applicant has: demonstrated an ability to pay rent on time and in full; followed the rules and regulations; kept their residence in a clean and sanitary manner; kept their residence undamaged; at no time received a notice for lease violation(s); behaved as a good neighbor and resident;

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 Property'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.

The site MHSAs services provider will provide applicants with assistance in preparing requests for reasonable accommodation.

The MHSAs services provider at the location will be available to assist successful applicants in making arrangements for and completing the move-in process.

Waiting List

Applications will be processed by property managers in the order in which they are received. If no units are available, eligible MHSAs applicants will be placed on the waiting list.

The waiting list for the MHPA units will be maintained by the County of Solano Mental Health Division Supportive Housing Selection Committee. The Property Management will maintain a waiting list for the non-MHPA units, and will reserve the MHPA units for tenants referred by the County. Should a prospective tenant who would be qualified for MHPA services apply directly to the property manager they could be placed by property management in an available non-MHPA apartment or referred to the County for screening into the MHPA housing program.

The waiting list for MHPA units shall be maintained according to the following procedure:

When new units become available or when the Property Manager receives a thirty-day notice of pending departure from an existing resident, the Property Manager will inform the SCMH staff of the available rental unit.

SCMH staff will contact the next person on the referral list and provide the applicant with written notification of the available housing unit and directions for responding. If the applicant declines the available unit, County MHPA Unit will notify the next applicant on the referral list. The MHPA Housing Unit will inform the property manager accordingly.

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. A copy of any denial notice for MHPA-eligible applicants will also be sent to the County MHPA program.

Appeal Process

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.

Appeals to screening decisions will be handled in accordance with Solano County's proposed MHPA Issue Resolution Process (IRP). The process permits any person wishing to raise an issue or complaint. The issue may be raised in a telephone call, in writing by letter or e-mail, or in person to the MHPA Housing Coordinator. The Housing Coordinator will log each issue raised. At each step in the process the log is updated so that issues and response times may be tracked.

The goal of the Issue Resolution Process is to resolve issues at the lowest possible level. If an issue is resolved at any level, the individual raising the issue is informed of the resolution in writing. If it is not resolved the issue is referred to the next higher level and the person raising the issue is informed of the action. The issue will begin with the MHPA Housing Coordinator. If it cannot be resolved at that level, it will be sent to the MHPA Coordinator, then the Deputy Director of Health and Social Services for Mental Health.

Fair Housing

All properties providing MHPA Permanent Supportive Housing will comply with all federal, state, and local fair housing and civil rights laws, as well as with all equal opportunity requirements during marketing, lease-up, and ongoing operations. Specifically, the Property 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.

Property will not discriminate against prospective residents on the basis of the fact or 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 Property 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 Property will also abide by the requirements of the city in which it is located and the State MHSA Housing Program.

Item D.7 Supportive Services Plan

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

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

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

9. Describe the process to ensure effective communication between the service provider and the property manager regarding the status of MHSAs tenants in the development and any other issues regarding the development, including but not limited to regularly scheduled meetings and the identification of a single point of contact for communication and coordination of supportive services; and,
10. If proposing to develop Shared Housing units within a Rental Housing Development describe the plan for developing "house rules" and provide a copy of any rules that may be in place at initial rent-up; **(Please label and attach as "House Rules".)**

Response:

Heritage Commons is a 60-unit senior housing project. All of its residents will be very low-income households in need of some level of supportive services. The Heritage Commons staff will include a full-time on-site services coordinator, an employee of the John Stewart Company, the property management agent (and administrative general partner). This services coordinator will provide assistance to all of the residents. The seven MHSAs households will receive additional services coordination from Solano County Mental Health (SCMH).

Supportive Services Available to All Residents

The services coordinator's responsibilities will include, but are not limited to: (a) providing tenants with information about available services in the Dixon community, (b) assisting residents to access services through referral and advocacy, and (c) organizing community-building and/or other enrichment activities for tenants (such as holiday events, a tenants council, group outings to community events, etc.).

The services coordinator will also provide individualized case management, working with tenants to develop and implement an individualized service plan, goal plan or independent living plan. Depending on the needs and temperament of the tenant, a different type of plan may be appropriate.

The community building will provide several physical spaces that will facilitate the provision of supportive services and community enrichment activities. There is a large meeting room and kitchen, a computer area, and a services coordinator's office (in addition to space for property management and maintenance). In addition, the community building will have a resident-operated "store" where residents can purchase convenience type food items, as well as receive produce and staples provided by community organizations. Adjacent to the store is a large sitting area (with a fireplace) where residents can gather to socialize. On the south side of the building is a large covered porch area for socializing and waiting for transportation. The western side of the building has an outdoor patio area suitable for community-wide events. A large green open space and gardening area is to the west of that patio, situated between the north and south sets of residential buildings.

Programs open to the larger Dixon community (such as ESL, health screenings, vaccinations, financial literacy classes, USDA food distribution, and potentially daily senior "meals-on-wheels" type organized group lunches) will also be held in the Heritage Commons community building.

The Osher Long-Life Learning Institute (OLLI), based at UC Davis, has agreed to provide on-site educational programs open to seniors in the greater geographic area. Since Dixon is located just to the southwest of UC Davis, it will be an excellent opportunity to expand the currently Davis-based OLLI program to Heritage Commons, bringing the educational resources of the University of California to a nearby rural community. At Eleanor Roosevelt Circle, the owner's 60-unit senior housing project in Davis, OLLI offered more than 100 educational sessions during 2009. OLLI's programs will be offered free to Heritage Commons residents.

The Dixon Senior Center is located less than one mile to the north of Heritage Commons. An array of activities and services are provided on a daily basis there. The City of Dixon Read-Ride bus program will provide mini-bus transportation to and from the center for a nominal fee, which will be paid by Heritage Commons. The Read-Ride transportation service is also available for travel to specific locations within Dixon, such as the grocery store, medical offices, community events, etc.

Supportive Services Specific to MHSAs Residents

The supportive services program specifically intended for these seven MHSAs units will meet anticipated outcomes by supporting MHSAs participants to succeed in their wellness, allowing for re-integration into the community, reduced hospitalizations, reduced incarcerations, and increased independence.

The seven MHSAs units will house formerly homeless residents with serious mental illness as defined by the Mental Health Services Act (MHSAs). The residents will have special needs that include, but are not limited to, co-occurring mental illness, substance use, physical disabilities, developmental disabilities, and other chronic medical conditions and have limited experience living independently.

The MHSAs tenants will primarily be in need of services to assist them with stabilization, home retention, self-sufficiency, and independent living. To achieve the objectives, tenants will need immediate and long-term access to mental health, substance abuse, and medical services. The residents will need direct access to intensive individual case management services that includes intake and assessment; individualized care planning; direct rent payment and money management services; benefits and entitlement advocacy; individual and group counseling; crisis intervention services; employment and job search training; and educational services and exercise.

SCMH will provide the primary mental health services. Solano County Health and Social Services or a local clinic of the tenants choosing will provide medical services. SCMh will be the lead service provider for an array of services including most daily living services. For those individuals already open in the Older Adult Full Service Partnerships (FSP), the FSP programs will continue to provide services. Other MHSAs eligible tenants may receive services through the MHSAs Continuum of Care contract that includes supported housing services.

Chase Bank will present in-kind Money Management services. The Food Bank of Contra Costa and Solano will help supplement food and provide nutrition training and cooking classes. The on-site services coordinator will be the liaison and coordinate between the property management, the residents, and each service provider. The MHSAs tenants will be encouraged to attend community meetings and other activities on-site. Culturally appropriate, voluntary, and confidential services will be available to the MHSAs tenants. The goal of SCMh is to assist tenants in stabilizing in and retaining permanent housing, improving health and self-sufficiency and fostering the growth and development of a supportive community. Services will assist tenants in breaking the cycle of homelessness and addressing their mental health, substance use, medical, economic, and social needs. Services include, but are not limited to the following:

Evaluation and Assessment

All tenants will be evaluated and assessed by Solano County Department of Mental Health (SCMH) and will come to Heritage Commons after their evaluation and assessment is conducted, and their eligibility and compatibility to the housing program is established. SCMh will convey all relevant case information to the Heritage Commons services coordinator and any other appropriate service providers.

Intake

The services coordinator will gather information related to mental health; substance use and medical needs; housing history; income, employment and education histories; disability status; veteran's status; social and family history; emergency contact information; and information related to any community service providers that the tenant is currently connected with, or will be connected with to meet their needs.

Outreach and Engagement

Outreach is a critical component of housing stability; conducting it immediately upon move-in and on a continuing basis will help ensure positive participation. Outreach efforts include engaging with tenants in community spaces, providing tenants with letters of welcome to the community, and personally inviting tenants to events and activities.

Individualized Care Planning

The services coordinator, working together with SCMH contract service providers, will assist tenants in developing an individualized care plan that may include: strategies to meet their mental health, substance use and medical needs, self-identifying goals, plans of action to achieve those goals, and monitoring progress related to goal achievement. Care plans will be evaluated with tenants on a continuing basis and may be enhanced by identifying additional needs and goals that a tenant wants to achieve.

Case Management

Case management begins once a tenant has decided to participate voluntarily in support services and has developed an Individualized Care Plan. Case management includes continuous support and monitoring of mental health, substance use, and medical needs while maintaining relationships and connections to service providers in the community.

Housing Stabilization and Retention

SCMH contractor service providers and the on-site services coordinator provide housing stabilization services by assisting MHSa tenants to become familiar with their new housing setting, understanding house rules, policies and procedures and by providing tenants with the necessary resources to acclimate to their new home. Housing retention services include immediate outreach to MHSa tenants in situations where their housing is in jeopardy due to house rule violations and non-payment of rent.

Crisis Intervention Services

SCMH provides a Psychiatric Emergency Team (PET) that is available by telephone 24 hours a day, 7 days a week. Furthermore, the on-site services coordinator will be available during business hours five days a week. Also there is an on-site resident manager available for emergencies during non-business hours. These options will help provide intervention in crises by immediately responding to episodes of medical and mental health emergencies, violence including domestic violence and Elder and/Dependent Adult Abuse.

Referrals and Linkages

The services coordinator makes direct referrals and linkages to community resources to address the mental health, substance use and medical needs of tenants, as well any personal and social needs. Additionally, the services coordinator will conduct extensive follow-up with the tenant and the referral agency to ensure successful linkages.

Food and Meal Resources

The services coordinator will ensure that tenants have the needed information to access healthy and nutritious food by linking tenants to meal delivery programs and food programs in the community. This will include maintaining a relationship with the Contra Costa Solano County Food Bank to supplement tenants' resources by distributing fresh produce, perishable and non-perishable food items to tenants.

Community Building

The services coordinator will organize and facilitate monthly complex-wide events celebrating the seasons and cultural diversity. With the goal of helping the Heritage Commons residents integrate into the greater community, the program will provide staff and support for outings into the community.

Mental Health Care

SCMH clinical staff will provide on-going mental health care and medication management for any tenants who need or want these services and who do not have other primary care or psychiatric care in the community. Other services available are substance abuse treatment, anger management, and stress reduction.

Primary Health Care

County of Solano Health and Social Services will provide primary health for any tenants through a Federally Qualified Health Center (FQHC) who needs these services and who do not have other primary care in the community. Dixon Family Practice, the local community clinic, will provide wound care and chronic disease management for individuals in need.

Money Management

Upon move-in, all MHSa tenants may establish banking accounts with Chase Bank and can participate in direct deposit and direct rent payment. Onsite instructional money management services provided by Chase Bank will be available on a monthly basis. The services include budget planning; authorization for disbursement of funds; coordination with the income sources regarding client deposits and the continued eligibility of funds; follow-up with income sources regarding continuing eligibility; disbursement of funds according to the budget agreed upon by the client. The assigned money managers of Chase Bank will meet with on-site support service staff at minimum on a monthly basis to collaborate and develop strategies on assisting tenants to remain financially stable in the housing. Other local financial institutions, including First Northern Bank of Dixon and Travis Federal Credit Union, have offered to provide similar services as well.

Substance Abuse Treatment

Solano County provides substance abuse treatment. SCMH contract providers will coordinate referrals for tenants desiring substance abuse services with the County Alcohol and Drug program.

Activities of Daily Living

Services to support activities of daily living in community-based settings include individualized assessment, problem solving, side-by-side assistance and support, skill training, ongoing supervision (e.g. punctual, assignments, monitoring, encouragement). Environmental adaptations to assist participants to gain or use the skills required to: carry out personal hygiene and grooming tasks; perform household activities including house cleaning, furnishing and decorating, cooking, grocery shopping, and laundry; housing support (e.g. telephone, furnishings, linens); property management negotiations; develop or improve money-management skills; use available transportation; and find and use health care services.

Social, Interpersonal Relationship, and Leisure-Time Skill Training

Services to support social, interpersonal relationship, and leisure-time skill training; side-by-side support and coaching; and organizing individual and group social and recreational activities including but not limited to daily exercise, creativity time, stimulation, dancing, games, and music.

Education, Support and Consultation to Participants' Families and Other Major Supports

With participant agreement or consent, services to participants' families and other major supports will include education about the participant's illness and the role of the family in the therapeutic process. SCMh will provide intervention to resolve conflict. Ongoing, face-to-face, telephone communication and collaboration between SCMh, the families, and other major supports will continually take place. Family members will be provided information about the National Alliance for the Mentally Ill (NAMI) programs.

Engagement

Engaging with clients requires persistence combined with the communication of hope and optimism. The Heritage Commons services coordinator and SCMh contract provider staff will focus on people's strengths and actively involve clients in decisions about their treatment and services. Staff engages clients by doing "whatever it takes" to help people meet the goals that they want to attain. These interventions include outreach, community meetings, group facilitation, offering practical assistance, and providing hands-on support incentives use, bus tokens, offers of help to obtain food, clothing, and other essential items of daily living.

SCMh contract providers offer concrete, specific assistance to help resolve problems presented by the clients. The Heritage Commons services coordinator will outreach to MHSa tenants weekly to attempt to engage individuals into services. SCMh case managers will provide services and have contact with tenants at least once a week and up to daily as needed. Beyond the initial engagement, SCMh works toward engaging people in whatever services might be needed that may help stabilize them or their housing. Formerly homeless residents are often reluctant to accept mental health or substance abuse services. Initially, clients may be more receptive to offers of primary care services.

Engagement often takes time. The Heritage Commons' services coordinator and SCMh will work toward strengthening the relationship that will be crucial to allow change to occur.

Housing Retention and Coordination with Property Management

Collaboration and communication with the John Stewart Company staff, SCMh, and all service providers will be essential in supporting tenants to maximize housing retention. SCMh will work with the on-site services coordinator to facilitate communication and coordination of services on-site and off-site. To ensure the development of an effective working partnership and to address ongoing tenant and community needs, SCMh would meet regularly with the on-site services coordinator and the MHSa tenants. The meetings will focus on discussing and monitoring specific strategies for addressing the two issues that place tenants housing at risk; non-payment of rent and problematic behaviors. Problem behaviors will be addressed directly through supportive counseling with the goal of providing services to treat the underlying issues of mental health, substance abuse, medical issues and underdeveloped life skills. The Chase Bank direct services, such as money management planning and implementation, linkage to payee services, and linkage to entitlement and income sources, should avoid non-payment of rent.

The John Stewart Company property management and services staff and SCMh staff will meet monthly in an operations team meeting to address strategies to improve MHSa residents' tenancy and housing community wellbeing. This may include issues related to tenant incidents, community concerns, tenant engagement, safety and community involvement. Other meetings may develop to further collaboration and coordination of services. Communication between property management and the clinical staff will be encouraged as a regular part of the workflow.

Staff Support

SCMH contract provider staff members and the Heritage Commons on-site services coordinator will have available supervision and clinical consultation to provide consistent, quality services to individuals. Staff will maintain professional boundaries when working with issues of mental illness; substance abuse and chronic medical conditions; effects of homelessness; lack of social supports; poverty; oppression; racism and sexism. Any attribute obtainable will be used to ensure that the knowledge and experience is an interworking part of every interaction with the tenants as well as all service providers. The staff will be able to offer hope and compassion to clients on each encounter and in the face of sometimes-apparent insurmountable problems.

Item D.8 Supportive Services Chart (Attachment C)

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

Item D.9 Design Considerations for Meeting the Needs of the MHSAs Tenants

Describe the following:

- 1 Physical space, including common areas, outdoor areas, landscaping, physical access to the property, security;
- 2 Supportive services space (if any), including any quiet area on site for tenants to meet service staff;
- 3 How the MHSAs units will be designed to provide appropriate accommodations for physically disabled MHSAs tenants, if appropriate.

Response:

Like many other seniors, the MHSAs tenants may have physical disabilities. Heritage Commons will be a new construction multifamily housing project that conforms to all of the accessibility standards required by 2010 state and federal law. In addition, each of the units will be fully handicapped accessible. Bathrooms in all of the units will have a roll-in shower, as well as grab bars around the toilet, a lavatory that can be rolled up to in a wheel chair and the necessary turning radius for wheel chair. The kitchen in each unit will have an adaptable sink and counter space and an accessible refrigerator. All doorways within the units and the community room will be fully accessible by a wheelchair. There will be two elevators providing access to all units in the three story buildings.

The community building will have several indoor and outdoor spaces that will allow a variety of activities by residents. The on-site services coordinator will have an office in the community building that can be used for confidential meetings with residents. There is a large meeting room in the community building that can be divided into two smaller rooms for two activities to occur at the same time.

The front porch has a covered area for residents to wait for the City of Dixon Read-Ride mini-buses that provide transportation to seniors for a nominal fee. An additional sitting area is located immediately inside the building. Heritage Commons will cover that cost for transportation to and from the senior center and for medical care visits.

The western side of the building has an outdoor patio area suitable for community-wide events. A large green open space and gardening area is to the west of that patio, situated between the north and south sets of residential buildings.

The Dixon Senior Center is located approximately 0.8 miles from the Heritage Commons site. The path of travel between the two locations goes from Heritage Commons, through a single family neighborhood for about 100 yards and then past the local high school, and through a neighborhood park to the senior center, which is located at the northern edge of the park. Seniors can take a walk daily to the center and back, participating in activities while at the center. Or they could walk 0.80 miles in one direction and take the Read-Ride bus back (with the nominal fare paid by Heritage Commons).