

**BLISS MHSA Housing Application  
Vallejo California**

**D.1 Development Summary Form**

**Development information**

County Mental Health Department:	Solano
Name of Development:	BLISS
Site Address:	158 Terrybrook Lane. Vallejo, CA 94591
Development Sponsored:	LUHAD
Development Developer:	LUHAD
Primary Service Provider:	BLISS
MHSA Service Provider:	BLISS as MHSA service provider
Type of Development:	Shared Permanent Supportive Housing
Total Units:	4
Total MHSA Units:	4
Total Cost of Development:	\$416,000
Amount of MHSA Funds Requested:	\$416,000
Request MHSA Funds for Capitalized Operating Support:	Yes
Other Rental Subsidy Sources:	None
Target Population:	MHSA Eligible Adults
County Contact:	Robert Sullens Housing Development Project Manager Department of Health and Social Services Mental Health Division 707-784-8374

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### **D.2 Project Summary**

With the BLISS program, LUHAD is creating a novel concept; a design that has not been developed anywhere in the county. LUHAD, acting as a broker to coordinate and oversee connecting services, has created bridges and relationships with providers and caregivers that will make this project possible. Each participant of the program will obtain the much needed supportive care and services to help make his or her life enjoyable; just as important, LUHAD will supply individuals with encouragement and self-esteem. Since the services are ones the clients already receive or are otherwise currently available, there will not be any cost to the county for this program.

BLISS will provide permanent supportive housing for four MHSA target population homeless adults residing in four units of a residential home. The concept at BLISS is to provide individuals opportunities that allow them to make the most of themselves. LUHAD supported by the MHSA will make available an extraordinary option for four individuals who have recently been living on the streets or another location not deemed for living. Approximately 500 individuals and 278 persons with severe mental illness, not only have no place to call home, they remain in lack of adequate mental and physical care, guidance, assistance, behavioral support and positive activities, among other needs. Making a home possible for these individuals gives a touch of love and understanding that is very likely a void in their current lives.

The home that will provide Better Living in Supportive Services (BLISS) to four residents is tri-level, with four bedrooms and two and a half baths, shared housing program. The dwelling is approximately 2200 square feet with an enclosed patio, and very large yard, and the amenities needed for LUHAD to provide many activities and programs. The project site is located in a quiet and friendly neighborhood that is 1.4 miles east of highway 80, an eight-minute walk to city transit and eleven-minute walk away from shopping opportunities and many other services.

Consistent with the BLISS Supportive Service Plan and the MHSA definition of target population, the individual 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 are referred to the project through the County MHSA program; any potential tenant that does not come referred through the MHSA will be directed to Solano County Department of Mental Health (SCMH). BLISS will limit occupancy to those whose income does not exceed 30% of the area median income and are homeless, with a focus on chronic homelessness. The supportive services program will support BLISS in meeting anticipated outcomes by supporting MHSA participants to succeed in their wellness, allowing for re-integration into the community, reduced hospitalizations, reduced incarcerations, and increased employment.

BLISS program will include full wrap-around integrated services provided by Solano Adult Day Health Care Center (Solano ADHC), Global Center for Success, Chase Bank, LUHAD, Millennium Properties, the Food Bank of Contra Costa and Solano, County of Solano Health and Human Services and the Solano County Department of Mental Health. The services and goals developed in partnership with the tenant, and will be client directed, utilizing a strengths-based approach. All services will be voluntary though will be highly and actively encouraged. A range

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of mental health services will be accessible to all MHSA tenants who express want for such services.

Day services will primary occur on site and at Solano ADHC on a frequency that is individually determined, but set to be four days weekly. Employment readiness and computer training will take place twice weekly off site at the Global Center for Success. A personal computer will be available to the residents at all time to help them hone their skills and literacy. Legal aid is available at two sources to all tenants through the Northern California Legal Services and the Lawyer at the Library Program.

Supportive services staff will also assist tenants in accessing county and other outside services as appropriate to meet the residents' needs. Assertive engagement focusing on developing relationship and trust shall encourage those individuals who initially decline services.

The complete supportive services program will include but not be limited to: assessment and evaluation; emergency assistance with food and clothing as needed; individual goal/service planning; assistance in accessing mainstream benefits; case management; independent living skills development; transportation assistance; money management and financial education; medical assessment; treatment and referral; addiction disorder treatment; employment services and opportunities; crisis intervention; leadership development and community building. Furthermore, special comprehensive services (skilled nursing care, physical therapy, and speech therapy) and daily exercise, socialization activities (music, dancing, games) cooking and gardening classes, landscaping and small construction programs and many other services desired are offered.

The BLISS home has ample room for everyone to enjoy socialization, as well their individual privacy. The home's renewal throughout, prior to occupancy will use "green" building technology where applicable. The remodeled kitchen and laundry will have energy star efficiency rated appliances. The living room, with vaulted ceiling, kitchen and dining room are located on the main floor. The lower level has a half bath, family room and separate laundry room. The family/entertainment room opens to an enclosed patio for fun and relaxation. On the upper floor are four bedrooms and two full baths. Three of the bedrooms have city views; the master bedroom, as well the kitchen are to have a view of the backyard waterfall, the gardening area and new deck are designed for BBQs, relaxation, and gazing at the stars.

### **D.3 Consistency with Three-year Program and Expenditure Plan**

The Solano County Mental Health Division (SCMH) Mental Health Services Act (MHSA) Community Support and Services (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.

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The BLISS Housing Project 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 adults residing in a single family residence used as MHSA shared housing. 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.

### **D. 4 Description of Target Population to be Served**

The BLISS MHSA housing project will serve single adults with a severe and persistent mental illness who 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 MHSA target population often have frequent contact with law enforcement primarily as a result of their untreated 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 will be limited to those whose income does not exceed 30% of the area median income.

### **D.7 Supportive Services Plan**

BLISS is a shared housing project consisting of four units of shared housing in a single-family residence. The four BLISS units will house formerly homeless residents with serious mental illness as defined by the Mental Health Services Act (MHSA). 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. Given each individual’s unique history and the complex interrelated issues and problems to be addressed, the services team will provide flexible services with a “whatever-it-takes” approach to problem solving.

#### **Services:**

The tenants living in BLISS 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.

The Solano County Department of Mental Health will provide the primary mental health services. Solano County Health and Human Services or a local clinic of the tenants choosing will provide medical services. Solano Adult Day Health Care Center (SOLANO ADHC) will be the lead service provider for an array of services including most daily living services. For those individuals already open in Full Service Partnerships (FSP) the FSP programs will continue to provide services. The Global Center for Success will provide job search services. Chase Bank will present in-kind Money Management services. LUHAD together with the Food Bank of

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Contra Costa and Solano will help supplement food and provide nutrition training and cooking classes. Gardening and landscape construction programs will also be instructed. LUHAD will be the liaison and coordinate between the property management, the residents, and each service provider. The tenants are eligible and encouraged to attend community meetings and other activities facilitated by LUHAD on-site.

Culturally appropriate, voluntary and confidential services will be available to the tenants living in BLISS. The goal of Solano ADHC Support Services 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 BLISS 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 BLISS Support Service Coordinator (SSC) and any other appropriate service providers.

**Intake:** The SSC 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; conducted immediately upon move-in and on an 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:** LUHAD 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 occur with tenants on an continuing basis and may enhance 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:** Social Workers provide Housing Stabilization services by assisting 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 tenants in situations where their housing is in jeopardy due to house rule violations and non-payment of rent.

**Crisis Intervention Services:** Solano County Mental Health provides a crisis services that are available 24 hours a day, 7 days a week. Furthermore, LUHAD provides a SSC that will remain

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available by phone 9 hours a day, 6 days a week. Either option will help intervene in crises by immediately responding to episodes of medical and mental health emergencies, violence including domestic violence and Elder and/Dependent Adult Abuse. In responding to these crises, the LUHAD's SSC accesses emergency mental health and medical response teams in the community.

**Referrals and Linkages:** The SSC 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 SSC is to conduct extensive follow-up with the tenant and the referral agency to ensure successful linkages.

**Food and Meal Resources:** The SSC 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. LUHAD also intends to maintain a relationship with the Contra Costa Solano County Food Bank to supplement by distributing fresh produce, perishable and non-perishable food items to tenants.

**Community Building:** BLISS will organize and facilitate bi-monthly neighborhood and community events celebrating the seasons and cultural diversity. With the goal of helping the residents integrate into the greater community, the program will provide staff and support for outings into the community.

**Mental Health Care:** Solano County Department of Mental Health clinical staff will provide ongoing mental health care, psychiatric 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 complimentary 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 and nursing case management for any tenants who needs or wants these services and who do not have other primary care in the community. Sutter Solano Hospital will provide wound care and chronic disease management for individuals in need. Solano Adult Day Health Care Center performs vitals on a daily basis. Other complementary services are to be available, such as meditation and stress management on an as needed basis.

**After Care Service:** The SSC continue to be available to provide up to 30 days of After Care Services after a tenant moves out. The purpose is to provide the continued support needed to ensure a seamless transition to other housing settings and ensuring that tenants have continued access to mental health, substance use and medical treatment in the community.

**Money Management:** Upon move-in, all tenants will establish banking accounts with Chase Bank and will 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 source 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.

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**Substance Abuse Treatment:** SCMH provides both one-to-one and group substance abuse treatment, integrated with mental health treatment. Teams will provide substance abuse treatment in stages throughout the service period, depending on the participant's level of readiness for treatment. Other complimentary services referred and encouraged are Alcohol Anonymous and Narcotics Anonymous.

**Employment Services:** Work-related services by Global Center for Success will help participants find and maintain employment. The services will include assessment of job-related interests and abilities; education and work history assessment; and on-the-job assessments in community-based jobs; The group of providers will assess the effect of the participant's mental illness on employment; with identification of specific behaviors that interfere with the participant's work performance and development of interventions to reduce or eliminate those behaviors. Development of an ongoing employment rehabilitation plan will take place to help each participant establish the skills necessary to find and maintain a job.

**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. LUHAD will provide intervention to resolve conflict. Ongoing, face-to-face, telephone communication and collaboration between the BLISS team, the families, and other major supports will continually take place.

**Wraparound Services:** The program partners will form around the client a comprehensive range of services, many of which are available to this program with substantial or complete in-kind matching funding.

### **Engagement**

Engaging with clients requires persistence combined with the communication of hope and optimism. BLISS SSC 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. BLISS may offer to take the client out for coffee or lunch to help develop a clinical

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relationship and encourage a client to accept services. LUHAD offers concrete, specific assistance to help resolve problems presented by the clients. BLISS Support Service Coordinator will outreach tenants weekly to attempt to engage individuals into services. Case managers will provide services and have contact with tenants at a minimum of once a week and up to daily as needed. Beyond the initial engagement, BLISS 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 program coordinators 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 Millennium Properties staff, LUHAD, Solano ADHC Coordinators, and all service providers will be essential in supporting tenants to maximize housing retention. LUHAD will 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, LUHAD would meet regularly with Millennium Properties and the 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 Millennium Properties, BLISS, Solano ADHC, Global Center for Success and Solano ADHC staff will meet monthly in an operations team meeting to address strategies to improve 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**

BLISS staff members 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 the knowledge and experience is an interworking part of every interaction with the tenants as well, 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. The SSC will have a deep and sincere background working with people with dual disorders and discussing their work with a clinical supervisor.



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**D.8 Supportive Services Chart**

Supportive Service	Target Population	Service Provider(s)
Assessment and Evaluation	MHSA tenants—Homeless with disabilities, especially chronically homeless and with mental illness	Salono County Mental Health (SCMH) in conjunction with the Support Service Coordinator
Service Coordination, Individual Care Plan and Tenant Orientation	MHSA tenants—Homeless with disabilities, especially chronically homeless and with mental illness	BLISS Support Service Coordinator (SSC) in conjunction with partner providers on and offsite.
Intensive Case Management and Behavioral Health Services	MHSA tenants—Homeless with disabilities, especially chronically homeless and with mental illness	SCMH in conjunction with SSC and offsite staff of appropriate partner group
Psychiatry Services	MHSA tenants—Homeless with disabilities, especially chronically homeless and with mental illness	Provided by Solano County Mental Health (SCMH) partners or private doctors, depending the tenant’s medical plan and when appropriate through the appropriate partner group
Crisis Intervention	MHSA tenants—Homeless with disabilities, especially chronically homeless and with mental illness	SCMH in conjunction with SSC and offsite staff of appropriate partner group
Support Groups	MHSA tenants—Homeless with disabilities, especially chronically homeless and with mental illness	Provided by SCMH
Medical Services and Primary Health Care	MHSA tenants—Homeless with disabilities, especially chronically homeless and with mental illness	Provided by Solano County Health and Social Services and SCMH partners or private doctors, depending the tenant’s medical plan and when appropriate through the appropriate partner group
Housing Retention, Eviction Prevention Services and Information	MHSA tenants—Homeless with disabilities, especially chronically homeless and with mental illness	SCMH, LUHAD, Solano Adult Day Health Care Center, Global Center for Success, Millennium Properties, FSP s and any other appropriate partner group
Life Skills	MHSA tenants—Homeless with disabilities, especially chronically homeless and with mental illness	Coordinated by the Solano ADHC, Global Center for Success, Chase Bank and other appropriate providers
Conflict Resolution	MHSA tenants—Homeless with disabilities, especially chronically homeless and with mental illness	Coordinated by the SSC and provided by SCMH in conjunction with partner providers and community conflict resolution agencies
Recovery Services	MHSA tenants—Homeless with disabilities, especially chronically homeless and with mental illness	Coordinated by the SSC and provided by SCMH and other community substance abuse providers. Whenever possible the SSC will make available various types of self-help support groups
Substance Abuse Services	MHSA tenants—Homeless with disabilities, especially chronically homeless and with mental illness	MHSA FSP will be referred to treatment and contracted to a relapse prevention plan that will be supported by the PSC

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Daily Living Skills Assistance	MHSA tenants—Homeless with disabilities, especially chronically homeless and with mental illness	SCMH, service partner providers and contracted in-home health providers. The SSC, who will work directly with these providers to evaluate and determine resident care needs, will coordinate the services.
Counseling / Individual Group	MHSA tenants—Homeless with disabilities, especially chronically homeless and with mental illness	SCMH and others both on-site and in the community.
Recreational/Socialization Opportunities	MHSA tenants—Homeless with disabilities, especially chronically homeless and with mental illness	SCMH, and is coordinated by the SSC activities that are on and off-site. Partner Case Managers /providers will participate and coordinate activities for population specific residents.
Job/Educational	MHSA tenants—Homeless with disabilities, especially chronically homeless and with mental illness	Global Center for Success, LUHAD, other off-site vocational counselors, and job placement staff.
Personal Finance and Money Management	MHSA tenants—Homeless with disabilities, especially chronically homeless and with mental illness	SSC via working with the tenant to establish resident budget and savings plan, and when possible by the Chase Bank.
Entitlement Programs Assistance/Benefits Counseling	MHSA tenants—Homeless with disabilities, especially chronically homeless and with mental illness	These services will be provided by LUHAD, Solano ADHC and Global Center for Success.
Legal Assistance	MHSA tenants—Homeless with disabilities, especially chronically homeless and with mental illness	Coordinated by the Support Services Coordinator and provided by the JFK Library, Legal Services of Northern California, and /or other specialty legal consultants.
Transportation	MHSA tenants—Homeless with disabilities, especially chronically homeless and with mental illness	Solano ADHC, PACE and partner provider when appropriate.
Food/Nutritional Services	MHSA tenants—Homeless with disabilities, especially chronically homeless and with mental illness	The SSC will assure that local free food and nutrition services, programs and resources are available on-site and off-site for cooking and nutrition classes.