



County of San Diego

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ALFREDO AGUIRRE
DIRECTOR, BEHAVIORAL HEALTH SERVICES

April 21, 2017

NOTICE OF INITIATION OF 30-DAY PUBLIC REVIEW PERIOD

RE: New Palace Hotel Supportive Housing Development Proposal for MHSA SNHP Funding

A 30-day public review and comment period is required for County of San Diego Behavioral Health Services to submit applications for the State-administered Mental Health Services Act (MHSA) Local Government Special Needs Housing Program (SNHP). This public review pertains to the specific proposed housing development to provide permanent supportive housing for the County's mental health clients.

Comment on the proposed development attached must be received by the County by the end of the 30th day from the date on this notice to be considered for inclusion in the County's final analysis and certification of the application to the State.

The attached Items 1 through 8 of the MHSA SNHP Application Supportive Services Plan provide details of the supportive housing development and services information for review and comment.

Any comment or question may be directed to Jason Miller, Administrative Analyst I, at Jason.Miller@sdcounty.ca.gov.

Sincerely,

ALFREDO AGUIRRE, LCSW
Director, Behavioral Health Services

PIEDAD GARCIA, Ed.D, LCSW
Deputy Director, Behavioral Health Services

Attachment

MHSA Special Needs Housing Program (SNHP) Application Supportive Services Plan

Item 1 Development Summary

Name of Development: New Palace Hotel

Site Address: 1814 Fifth Avenue

City: San Diego State: CA Zip: 92101

Development Sponsor: Housing Development Partners

Development Developer: Housing Development Partners

Primary Service Provider: Telecare AgeWise

New Construction Acquisition/Rehabilitation of an existing structure

Type of Building: Apartment Building Single Family Home
 Condominium Other

Total Development		MHSA SNHP Funds	
Total Number of Units:	79 + 1 manager's unit	Total Number of MHSA SNHP Units: 16	
Total Cost of Development:	\$21,840,341	Amount of MHSA SNHP Funds Requested: \$2,240,000	
		Capital:	
		Capitalized Operating Subsidies:	

Other Rental Subsidy Sources (if applicable): Project Based Subsidies from the San Diego Housing Commission

Target Population (please check all that apply):

Adults Transition-Age Youth Older Adults

County Contact

Name and Title: Dr. Piedad Garcia, Deputy Director

Agency or Department Address: 3255 Camino Del Rio South, San Diego, CA 92108

Agency or Department Phone: (619) 563-2757

Agency or Department Email: Piedad.Garcia@sdcounty.ca.gov

Item 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 Mental Health Services Act Special Needs Housing Program (MHSA SNHP) 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:

<p>1. Name and location of the proposed housing development New Palace Hotel is an 80-unit senior community situated in the Banker's Hill neighborhood of San Diego. The property includes common space and ground floor commercial space.</p> <p>2. Service goals of the development The New Palace Hotel will provide 79 units of livable affordable housing to eligible seniors. Sixteen (16) MHSA SNHP units will provide permanent supportive housing that is linked to wraparound services provided by the Telecare AgeWise program.</p> <p>3. Characteristics of tenants to be served To be eligible for MHSA SNHP units, tenants must be older adults (62+) who are currently homeless, are MHSA Housing Program eligible, including having a serious mental illness (see section 4 below for additional details), and have an annual income not to exceed 30% area median income (AMI).</p> <p>4. Type of housing to be provided (new construction or acquisition/rehab) Acquisition/rehab</p> <p>5. How the building(s) in which housing and services will be provided will meet the housing and service needs of the Mental Health Services Act Special Needs Housing Program (MHSA SNHP) tenants (location, building type, layout, features, etc.) New Palace Hotel is an 80-unit low rise apartment complex for seniors located in the historic Banker's Hill neighborhood of San Diego. New Palace Hotel was originally built in approximately 1910 and was rebuilt to resemble the original structure in 1991 following a fire in 1989. At the time of the rebuild, individual bathrooms were added to each unit and four accessible units were accommodated. The property is currently used for low income seniors earning at or below 30% AMI.</p> <p>Common area amenities for the project include a lobby, terrace, dining hall, laundry room, community storage, media room, and landscaped courtyard. New Palace Hotel is close to several bus lines, and the walkable neighborhood provides easy access to restaurants, shopping, and Balboa Park.</p> <p>6. Name of primary service provider, property manager, and other development partners Telecare AgeWise will provide Strengths-Based Case Management (SBCM) services to sixteen (16) MHSA-eligible, older adults (62+) at the New Palace Hotel. Telecare helps people with serious mental illness and complex needs to reclaim their health, hopes, and dreams and operates programs in nine (9) states across the country.</p>
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Serving Seniors will provide additional supportive services onsite including medical support, daily living support, nutrition support, transportation assistance, and other needed services. Their *Gary and Mary West* senior center is one block away from New Palace and provides a wide range of programs and services to low-income seniors in the community.

Property Management services will be provided by SK Management. Other development partners include: San Diego Housing Commission and Civic San Diego.

7. Summary of the anticipated sources of development financing

Tax Exempt Bonds

4% Low-Income Housing Tax Credits

Gap financing provided by San Diego Housing Commission, Civic San Diego, MHSA/SNHP

Item 3 Description of Target Population to be Served

Describe the MHSA SNHP 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 MHSA SNHP 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:

- 1. Age group, i.e., adults, older adults, children, transition-aged youth**
New Palace will reserve sixteen (16) studio units of permanent supportive housing for MHSA-eligible, homeless, older adults (62+) diagnosed with serious mental illness as defined by Welfare and Institutions Code Sections 5600.3 (b).
- 2. The anticipated income level of the MHSA SNHP tenants**
The anticipated income of the MHSA SNHP tenants is 30% AMI and below, with many of the tenants receiving SSI/SSDI and/or other forms of mainstream assistance. The tenant portion of the rent will be set at 30% of the current SSI amount for a single individual living independently, or 30% of total household income, whichever is higher (up to 30% of 50% of area median income).
- 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.**
Tenants will be MHSA-eligible older adults who are homeless or at-risk of homeless and have a serious mental illness. Tenants may have a range of special needs and may be users of acute inpatient care, have co-occurring mental illness and substance use, and/or medical conditions, and issues with incontinence. Members may also have a need to use adaptive devices including wheelchairs, walkers, canes, hearing aids, and portable oxygen. Members may also have difficulty in accessing and managing public assistance and cash benefits, and may be experiencing cognitive decline issues that impact their ability to manager household. These factors have contributed to the difficulty older adults experience in maintaining independence and adequate housing.

Item 4 Tenant Eligibility Certification

County of San Diego Behavioral Health Services is responsible for certifying the eligibility of individuals applying for tenancy in a MHSA SNHP 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 a MHSA SNHP 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:

1. How an individual applies to the county to become certified as eligible for a MHSA SNHP unit

Any individual who is interested in being assessed for eligibility for a MHSA SNHP unit will be referred to the appropriate County-contracted service provider for assessment and certification. Older adults eligible for strength-based case management services will be assessed by Telecare AgeWise to determine their eligibility for a MHSA SNHP unit.

As a contracted provider to the County of San Diego, Telecare AgeWise will review the applicant's eligibility based on the following MHSA SNHP criteria:

- Individuals with a serious mental illness as defined in Welfare and Institutions Code Section 5600 3(b).
- "Homeless" as defined in the MHSA SNHP Housing Program Application and requirements for Project Based Subsidies assigned to New Palace Hotel.

Additionally, Telecare AgeWise staff will assess applicants for other eligibility factors consistent with the SDBHS' Community Services and Support (CSS) Plan requirements, which must include at least one of the following:

- Impairment in daily living skills due to an untreated or under-treated mental illness;
- Prior mental health services that have proven insufficient to meet the needs of the individual, or the individual has declined traditional outpatient mental health services;
- The individual has serious functional impairment indicating the need for Assertive Community Treatment (ACT) or Strength Based Case Management (SBCM) level services, or currently enrolled FSP client; or
- The individual has high use of emergency room, Emergency Psychiatric Unit and/or inpatient care within the past year.

2. How certification of eligibility will be documented, provided to the individual applicant, and maintained by the county

Telecare AgeWise staff will complete a San Diego County *MHSA Housing Tenant Certification and Referral Form*, which verifies that the individual applicant is homeless and has a serious mental illness as defined by the Welfare and Institutions Code Section 5600.3 (b). Simultaneously, Telecare AgeWise staff will complete the *MHSA Eligibility Certification Form*, which will be sent to property management along with the completed rental application for housing.

All applicants shall be notified in writing by Telecare AgeWise of a decision regarding their eligibility within 14 calendar days from the date of the initial assessment. If the Applicant is found to be ineligible, the applicant may request a reconsideration if the conditions that resulted in the denial have changed. Telecare AgeWise will retain both the *San Diego County MHSA Housing Tenant Certification and Referral Form* and the *MHSA Eligibility Certification Form* in their files.

3. How certification of eligibility will be provided to the property manager/development

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Applicants meeting all eligibility requirements will be certified by Telecare AgeWise and the Certification Forms will be sent to New Palace's property management staff along with the complete housing application. For record keeping purposes, Telecare AgeWise shall maintain hard copies of all MHSA SNHP certification forms and shall track the following information: applicant name, date of SNHP MHSA certification, date that the completed MHSA SNHP application was submitted and date stamped by property management, date of approval or denial of housing, date of appeal (if applicable), and date of move-in.

New Palace Hotel tenants will also need to be assessed for eligibility for Project-Based Subsidies assigned to the development. Telecare AgeWise staff will complete the VI-SPDAT assessment tool for all applicants and ensure that data is entered into the Coordinated Entry System (CES).

It must be noted that MHSA SNHP certification does not take into consideration factors which may be considered in assessing someone's eligibility for housing, such as credit history, eviction history, or criminal history. This type of background check information will be collected by the property management company once the MHSA eligible certified applicant is referred to the New Palace Hotel and may be used as part of the tenant selection process.

Item 5 Tenant Selection Plan, Interest List Procedures, and Referral Process

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

NOTE: County of San Diego Behavioral Health Services approval of the Mental Health Services Act Special Needs Housing Program (MHSA SNHP) Application does not ensure that the Tenant Certification/Referral Process is compliant with local, state and federal fair housing laws. The Developer/Borrower is advised to seek legal counsel to ensure that the Tenant Certification/Referral Process complies with fair housing laws.

Response:

1. How prospective tenants will be referred to and selected for MHSA SNHP units in the development

Initial referrals for the MHSA SNHP units at the New Palace Hotel will be made to the property management company from a pool of clients participating in the Telecare AgeWise program. These referrals will be presumptively eligible for MHSA SNHP housing units and are in urgent need for permanent supportive housing as an essential component for recovery or treatment.

Applicants who are not current Telecare AgeWise clients will be referred to Telecare AgeWise for determination of eligibility for the designated MHSA SNHP units. As part of the referral process, Telecare AgeWise will verify eligibility for MHSA SNHP for each individual referred. The program will complete a *MHSA Housing Tenant Certification and Referral Form*, which will document that the individual is MHSA-eligible. This document will remain on file at the program's offices for proof of compliance in the event of an audit. Telecare. Staff will additionally complete *MHSA Eligibility Certification Form*, along with a completed rental application that will be sent to property management for processing. Telecare AgeWise will also complete the VI-SPDAT assessment tool for all applicants and ensure that data is entered into the Coordinated Entry System (CES).

2. The tenant application process

All prospective tenants at New Palace Hotel must fill out and submit the application prepared by the property manager to assure equal access and equal opportunity to all, no one will be denied the opportunity to apply at the New Palace Hotel project. However, successful applicants must meet program eligibility guidelines. Approximately six months prior to occupancy, Telecare will provide information about New Palace Hotel, along with the rental applications, to prospective MHSA SNHP tenants who they believe are strong candidates for MHSA SNHP tenancy, and will offer assistance to complete the required paperwork, accompany them during interviews with the property manager and provide appropriate advocacy during any appeal proceeding. Telecare AgeWise program staff will work with clients to complete the applications and will forward complete applications to the property manager for income eligibility verification and certification.

All interested applicants will be referred to Telecare AgeWise for program eligibility verification as described in Item 5.1 above. Telecare AgeWise will then refer all eligible applicants to the property

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manager for income verification. Upon receipt of applicant information, property management will complete the eligibility verification (i.e. verify income, conduct background check, etc.). Property management will process all applicants through their internal criminal background check program. Applicants who have been evicted from a federally-assisted housing project will be denied.

- A. All applicants will be initially interviewed by the site administrator or a representative of the managing agent.
- B. It will be the responsibility of the site administrator or management agent to inform the applicant in writing of rejection or approval.
- C. Management will notify applicants who are rejected, in writing, and the applicants will be informed of their option to appeal this decision. With the approval of the applicant, the referring case manager will also be notified.

Applications will be stamped, dated as they are received, and then sorted for income level and eligibility status.

With respect to the treatment of applicants, the management agent will not discriminate against any individual or family because of race, color, creed, national or ethnic origin or ancestry, religion, sex, sexual preference, gender identity, age, disability, handicap, military status, source of income, marital status or presence of children in a household, acquired immune deficiency syndrome (AIDS) or AIDS-related conditions (ARC), or any other arbitrary basis. No criteria will be applied or information considered pertaining to attribute of behavior that may be imputed by some to a particular group or category. All criteria shall be applied equitably and all information considered on an applicant shall be related solely to the attributes and behavior of individual members of the household as they may affect residency as it pertains to the household's ability to adhere to the terms of the lease, likelihood of disturbing the peaceful enjoyment of other tenants and ability to care for or provide care for the unit.

3. The procedure for maintaining the interest list

Applications will be stamped, dated as they are received, and then sorted for family size, income level and eligibility status. Residents will be qualified under California Tax Credit Allocation Committee (TCAC), the San Diego Housing Commission's Section 8 program, and all other applicable regulatory agreements by the project resident manager. All qualification processing is subject to review and approval by the managing partner and property manager. The Resident Manager will maintain two separate waiting lists (one for the non-MHSA SNHP units and the other is for MHSA SNHP units). Applicants will be placed in the order of their application date and time, with a notation of priority determination. Those that are not selected as a resident will remain on the waiting list, and shall receive a letter informing them of their status with an estimate of when the next unit of the size and income designation they seek, based on previous turnover histories for similar housing projects, may be available.

- A. Applicants will be added to a waiting list in chronological order.
- B. In the event that the volume of applications received exceeds the number of available apartments and more than one applicant qualifies for the unit, the application with the earliest date will be approved. The other will go on top of the list until the next unit is available.
- C. When the next 30-day notice is received by management, it will be the responsibility of the site administrator to notify the applicant at the top of the waiting list. If that applicant turns down the unit, management will then proceed to the next person on the waiting list. With the approval of the applicant, the site manager will also notify the referring case manager.

Property Management staff will also be responsible for managing new and vacant units in CES, per requirements of the San Diego Housing Commission.

4. The process for screening and evaluating the eligibility of the prospective MHSA SNHP tenants, including the criteria that will be used to determine a prospective MHSA SNHP tenant's eligibility for occupancy in the development

When there is a vacant MHSA SNHP unit, the property manager will contact the next eligible applicant

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on the wait list and/or open the unit in CES to identify the next applicant and schedule an interview time. For the interview, the applicant must be prepared to provide a state-issued identification card, a social security card or number, and income verification (SSI award letter, etc.). An applicant for the MHSA SNHP designated unit must have a diagnosis of a serious mental illness as defined by the Welfare and Institutions Code Section 5600.3(b). Applicants must also be homeless. Other eligibility and income requirements may be imposed by other public agencies providing rental subsidies or operating/capital funds for these MHSA SNHP designated units. The property management company will run a credit and criminal background check. The property management company will review the following financial information for all applicants applying for permanent supportive housing at the New Palace Hotel.

- A. All income will be verified in writing by the income source indicated on income certification form
 - B. All assets, including bank accounts, will be verified in writing
 - C. Upon initial occupancy, MHSA resident's income cannot exceed 30% of the area median income as published annually by the U. S. Department of Housing and Urban Development and The California Tax Credit Allocation Committee.
 - D. Third-party income verification will be required from all sources, including but not limited to:
 - Employment, Self-Employment
 - Savings and checking
 - Pension
 - Disability
 - Asset verification, property, home, stocks, bonds, annuities, IRA, etc.
 - Government assistance, A.F.D.C., food stamps, etc.
 - Social Security
 - Child Support/Alimony
 - Non-Tuition Financial Aid
 - E. Income calculations are based on the applicant's annual gross
- 5. The appeals process for individuals who are denied tenancy in an MHSA SNHP unit**
For those who do not pass the initial tenant screening process, the property manager will provide written notification to the applicant and service provider in writing. The applicants will be informed of their option to appeal this decision. All denied applicants will have the right to appeal the decision. The appeal must be received by the managing agent no later than fourteen (14) days after the rejection letter is received.
- 6. The reasonable accommodations policies and protocols**
Reasonable accommodations will be made available to meet the needs of disabled applicants, including applicants with both physical and/or mental disabilities.

Management will apply the same screening criteria to all applicants. However, management is obligated to offer qualified applicants with disabilities additional consideration in the application of rules, practices, or services and structural alterations if said accommodation will enable an otherwise eligible applicant or tenant with a disability an equal opportunity to access and enjoy the housing program. Management is not, however, required to make a reasonable accommodation or physical modification if the accommodation or modification will result in an undue financial burden to the property.

If an applicant has a physical or mental disability, and as a result of their disability there are reasonable accommodations that should be considered in an application, applicants will be encouraged to attach a note to their application describing the reasonable accommodation(s) they are requesting and why they should be considered in their application. Applicants may be asked to fill out a Reasonable Accommodation Request form upon receipt of their application and further information may be required from a certified medical provider to verify need for reasonable accommodations. Telecare AgeWise will assist applicants requesting a reasonable accommodation to gather and completed any required documentation.

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If, as a result of a disability, an applicant needs changes in the way property management communicates with them, they will be encouraged to contact property management by phone, or visit the leasing office and inform property management what change is being requested. This can include requests for notices and applications in large print, for those with a visual impairment, or to have applications sent to those with mobility impairments. In addition, property management can be reached by TTY line for those with a hearing impairment by calling the California Relay Service at (888) 877-5379.

Item 6 Supportive Services Plan

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

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

1. A description of the anticipated needs of the MHSA SNHP tenants;
2. The supportive service provider's initial and ongoing process for assessing the supportive service needs of the MHSA SNHP tenants;
3. A description of each service to be made available to the MHSA SNHP 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 use 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 MHSA SNHP 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 MHSA SNHP 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 MHSA SNHP tenants. This description should also include the identification of staff (the responsible service provider) and specific strategies for working with MHSA SNHP 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 MHSA SNHP 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 MHSA SNHP tenants who do not speak English and how communication between the property manager and the non-English speaking MHSA SNHP tenants will be facilitated;

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9. Describe the process to ensure effective communication between the service provider and the property manager regarding the status of MHSA SNHP 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, attach "House Rules".

Response:

Telecare AgeWise will be the primary supportive services provider for MHSA SNHP tenants residing at the New Palace Hotel. Telecare is a family- and employee-owned company that has been treating individuals with serious mental illness since 1965. Telecare specializes in innovative, outcomes-driven services for high-risk individuals with complex needs. Programs are recovery-focused and clinically effective and are designed in partnership with local, county, state and other behavioral health organizations.

Mission: Telecare provides excellent services and systems of care for people with serious mental illness and complex needs.

Telecare's core values include: Respect/Security by balancing the important need for client safety with the vital need for clients to be personally empowered in their lives and recovery process; Recovery/Growth by focusing on creating an environment where people can work toward their hopes, dreams, and full potential; and Results/Partnership by engaging and collaborating with all stakeholders involved.

Opened in 2012, Telecare AgeWise was created to improve the quality of life and promote recovery for older adults. The program provides most supports in the community, but includes two unique components: a Strengths-Based Case Management FSP and the Institutional Case Management Program. The Strengths-Based Case Management component provides comprehensive case management, crisis prevention and intervention, skill building and community integration services.

1. A description of the anticipated needs of the MHSA SNHP tenants

Tenants will be MHSA-eligible older adults who are homeless and have a serious mental illness. Tenants may have a range of special needs and may be users of acute inpatient care, have co-occurring mental illness and substance use, and/or chronic medical conditions. Members may also have a need to use adaptive devices including wheelchairs, walkers, canes, hearing aids, and portable oxygen. Members may have difficulty in accessing and managing public assistance and cash benefits, and may be experiencing cognitive decline issues that impact their ability to manager household. These factors have contributed to the difficulty older adults experience in maintaining independence and adequate housing. Supportive services for the New Palace Hotel's MHSA SNHP tenants will be focused on assisting them in maintaining their wellbeing and successfully attaining tenancy in supportive housing. Telecare AgeWise will be the primary supportive services provider for the sixteen (16) MHSA SNHP tenants. Telecare and the Resident Manager will collaborate to support these MHSA-eligible tenants by providing them with the tools necessary for maintaining housing, sustaining independence, and becoming active members of their community.

2. The supportive service provider's initial and ongoing process for assessing the supportive service needs of the MHSA SNHP tenants

Telecare AgeWise will identify prospective tenants from its own case management and outreach systems. Intake will involve a comprehensive mental health assessment to verify that prospective residents meet MHSA requirements. Qualified applicants will also be financially evaluated and linked to appropriate public assistance programs to ensure that they have maximum access to benefits that assist in maintaining residency in a permanent supportive housing environment.

Supportive services will be jointly developed with the client/tenant, client-centered and client-directed, and voluntarily chosen by the client/tenant, utilizing a strengths-based approach.

3. **A description of each service to be made available to the MHSA SNHP 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 use services**
 - f) **Budget and financial training**
 - g) **Assistance in obtaining and maintaining benefits/entitlements**
 - h) **Linkage to community-based services and resources**

The intent of the New Palace Hotel is to provide high quality, safe, and affordable permanent supportive housing to MHSA-eligible households and to offer supportive services that will enable them to maintain their housing and meet their personal goals. The owner/developer and property management company will maintain a Memorandum of Agreement with the County of San Diego Behavioral Health Services and Telecare Age Wise.

Telecare AgeWise will utilize a strengths-based approach that encourages and supports choice and empowerment. The approach focuses on the strengths of the individual and the belief in recovery and the promotion of wellness. Telecare AgeWise services are designed to be comprehensive and individualized. While all services are voluntary, Case Managers pursue engagement and participation by offering and brokering a range of mental health services and resources. The supportive services program will include, but not be limited to: assessment and evaluation, emergency assistance with food and clothing on a limited basis, individual goal/service planning, assistance in accessing mainstream benefits, case management, independent living skills development, transportation assistance, money management and financial education, treatment and referral, social recreation goals, employment services and opportunities, educational goals, wellness goals, crisis intervention, community building, and any other services as identified.

Telecare AgeWise services are community-based, meaning that services can take place in the client's home or in a community setting such as a store or coffee shop, but clients may also visit program staff at the Telecare AgeWise offices at 6160 Mission Gorge Road #108 in San Diego, CA 92120. Telecare AgeWise staff members are "on call" 24/7 continually for crisis intervention. Client contact is twice a month as a standard with the ability to assess for additional services if clinically indicated. Staffing is one case manager per 25 members.

4. **Indicate whether or not there will be an onsite service coordinator, and include the ratio of onsite staff to MHSA SNHP tenants. If there is no onsite service coordination, provide a description of service coordination for the development**

Property management staffing at New Palace Hotel will include 1 full-time, on-site Resident Manager and 1 full-time, on-site Maintenance Manager. These positions will serve all 79 residents at the development. The Resident Manager will work closely with the Telecare AgeWise staff to ensure that all MHSA SNHP residents are accessing needed services. Telecare AgeWise staff will meet with the Resident Manager at least once a month to discuss tenant status and support tenant success in permanent supportive housing.

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**

Telecare AgeWise will provide intensive supportive services to the client and work toward attaining the goals created by the client. Clients will learn and practice necessary independent living skills, including

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the development of a support network, connecting to primary and specialty care for physical health needs, and accessing employment and/or income supports. This strengths-based approach encourages and supports choice, which empowers the young adult and promotes wellness.

Additionally, *Serving Seniors* will provide onsite services including medical support, daily living support, nutrition support, transportation assistance, and other needed services.

6. A description of how the MHSA SNHP 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 MHSA SNHP tenants. This description should also include the identification of staff (the responsible service provider) and specific strategies for working with MHSA SNHP tenants to maintain housing stability and plans for handling crisis intervention

The Resident Manager and Telecare AgeWise staff will collaborate to ensure that each MHSA SNHP tenant is engaged in the residential community and has access to needed services. The owner/developer, property management staff, and Telecare AgeWise staff will meet on a regular basis at Crosswalk meetings to develop a strong working relationship.

The goal of the property manager is to facilitate a strong sense of community at the apartment complex, thereby decreasing crime and increasing the safety and marketability of the development. A collaborative effort between Resident Manager and Telecare AgeWise staff will help to reduce apartment turnover and damage by intervening and assisting with resolution of any lease violations before any problems escalate. The Property Management firm will respond to complaints and concerns from Telecare AgeWise staff and/or MHSA SNHP tenants. The onsite Resident Management and Maintenance staff will be trained on when to call emergency service providers, when to communicate with their supervisors and with Telecare in the event of an emergency Client contact is twice a month as a standard with the ability to assess for additional services if clinically indicated.

By working closely with clients to help them meet their basic needs, such as affordable housing and food, Telecare AgeWise staff members form positive relationships that typically generate a desire in clients to engage in further supportive services. Telecare AgeWise will utilize strategies to help ensure that clients remain engaged in treatment and continue working towards long-term treatment goals.

Depending on the needs of individual tenants, MHSA SNHP tenants may receive essentials such as food, clothing, household items, medication, bus tokens, and hygiene products, if needed. Additionally, Telecare AgeWise will support clients in accessing community resources, and will seek out area partner agencies and businesses to increase each resident's community supports. Telecare AgeWise staff members will work with tenants to build skills to pay rent on time, keep a clean and safe home, and be neighborly. Telecare AgeWise staff will also collaborate with the Resident Manager to share information about on-site events, such as seasonal celebrations, or off-site opportunities, such as coordinated outings to community events. Activities are intended to decrease isolation behaviors and increase natural supports. Tenants will have many opportunities to identify areas of interest and will be assisted in implementing social-recreational activities at the New Palace Hotel and in the surrounding neighborhood, such as barbeques, monthly birthday parties, and walking clubs. Tenants will be advised of the services and activities available on-site through flyers posted on doors, monthly calendar of events posted in public places, and casual contact with service staff in common spaces. In order to ensure that activities are culturally sensitive to the residents, property management staff will elicit input and discussion from the diverse community.

Finally, each tenant will sign a lease and will have all of the rights and responsibilities of tenants living in San Diego, California including abiding by the rules of the lease and payment of rent. Case managers will work with tenants, as part of the development of the individualized service plan and ongoing service provision, to help tenants understand their rights and responsibilities and provide assistance in abiding by the lease and paying rent and other bills on time. When warning signs of lease violations or nonpayment of rent have been identified early, Telecare AgeWise staff will work in coordination with property management staff to intervene to prevent eviction by identifying needs and

providing an infusion of supportive services.

- 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 MHSA SNHP tenants will be assisted in transitioning to other permanent housing once they reach 25 years of age**

N/A

- 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 MHSA SNHP tenants who do not speak English and how communication between the property manager and the non-English speaking MHSA SNHP tenants will be facilitated**

Telecare, through its own internal resources, and through linkages and collaboration with community resources, offers the knowledge, skills, and experience to provide culturally and linguistically competent services to many diverse ethnic groups with different languages and culture-specific needs. On most occasions, Telecare staff will be able to meet the cultural and language needs of its participants due to the acquisition and retention of a culturally/linguistically diverse workforce that mirrors the diversity of the community. Telecare makes every effort to hire staff that is bilingual in San Diego's threshold languages, which apply to our target population. However when necessary, Telecare may require the assistance of either a Language Line that utilizes telephone interpreters or a local translation service. Telecare recognizes that diversity is not limited to ethnic, gender, or religious groups. Hearing impairment, as well as speech and language problems, creates special needs that require different communication modes.

- 9. Describe the process to ensure effective communication between the service provider and the property manager regarding the status of MHSA SNHP 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**

Every effort will be made to facilitate the achievement of consensus among property management, service provider, and project sponsors on decisions affecting residents of the New Palace Hotel. The service providers and property manager will each designate a point-of-contact to facilitate this communication. For several months before and after initial lease-up, the County of San Diego, property management firm, and service provider will meet regularly to collaborate during regular Crosswalk meetings. After the general communication procedures have been established, the principals of each agency will meet at least every 6 months to review the effectiveness of the collaborative relationship.

The property management firm for the New Palace Hotel will employ a full-time, on-site Resident Manager and a fulltime, on-site Maintenance Manager. There will be ongoing, regular communication and meetings between the service providers and the property management team regarding the tenant/building issues, overall performance of the supportive housing program, and coordination of on-site activities. Each agency will designate a primary point-of-contact to facilitate this communication. Confidential client information will not be discussed at these meetings without the client being present or providing prior written consent. In addition, service staff will have an open door policy, creating an environment that is conducive to clients raising issues and concerns. These efforts will help in the early identification of problems/issues and rapid resolution. When urgent client issues arise, supportive services staff and property management will be connected through a conference call or will meet to discuss the issue. Most decisions will be reached and disagreements resolved through this process and by adhering to the terms of the Memorandum of Agreement between the project sponsors, property manager, and service provider. When parties cannot reach agreement on a course of action about tenant selection or eviction, the owners will make the final determination. When tenants' behaviors place an individual at risk of eviction, property management staff will communicate with the service provider for prompt meeting and discussion (within 72 hours). With a clear delineation of roles and responsibilities between the service provider and property management, the goal of all communication will be to support retention for the tenants.

10. If proposing to develop Shared Housing units within a Rental Housing Development, attach "House Rules"

N/A

MHSA Special Needs Housing Program (SNHP) Application Supportive Services Plan

Item 7 Supportive Services Chart

Complete the Supportive Services Chart. The Chart must list all services that will be provided to MHSA SNHP tenants, including any in-kind services essential to the success of the Supportive Services Plan.

Supportive Service	Service Location	
	Onsite	Off-Site
<i>Additional services not listed below may be added at the bottom of the checklist.</i>		
Comprehensive Assessment	X	X
Development of Coordinated Care Plan/Treatment Plan	X	X
Mental Health Services	X	X
Case Management Services	X	X
Individual and Group Psychosocial Rehabilitation	X	X
Housing Retention Services	X	X
Co-Occurring Disorder Services	X	X
Employment Services	X	X
Education Support Services	X	X
Medical and Wellness Services	X	X
Recovery Services	X	X
Transportation Assistance	X	X
Benefits Counseling	X	X
Social Skills Development	X	X
Community Linkage	X	X
Peer Support Services	X	X
Basic Needs and Emergency Financial Assistance (food, clothing, furniture and household supplies, on a limited basis)	X	X
24/7 Crisis Intervention	X	X

*Transportation, assistance with, or access to transportation, will be provided for all off-site services.

Item 8 Design Considerations for Meeting the Needs of the MHSA SNHP 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 MHSA SNHP units will be designed to provide appropriate accommodations for physically disabled MHSA SNHP tenants, if appropriate.

Response:

1. Physical space, including common areas, outdoor areas, landscaping, physical access to the property, security

New Palace Hotel is an 80-unit low rise apartment complex for seniors located in the historic Banker's Hill neighborhood of San Diego.

Common area amenities for the project include a lobby, terrace, full service commercial kitchen and dining hall, laundry room, community storage, media room, and landscaped courtyard. New Palace Hotel is close to several bus lines, and the walkable neighborhood provides easy access to restaurants, shopping, and Balboa Park.

2. Supportive services space (if any), including any quiet area on site for tenants to meet service staff

The ground floor of the New Palace Hotel includes ample community space than can be used by tenants and service providers.

3. How the MHSA SNHP units will be designed to provide appropriate accommodations for physically disabled MHSA SNHP tenants, if appropriate

In order to provide appropriate accommodations for physically disabled MHSA SNHP tenants, five (5) of the sixteen (16) MHSA SNHP units will be ADA units. Furthermore, if a tenant requires ADA accessibility in the unit due to physical disability, grab bars may be added if needed and cabinets under sinks may be removed to allow access to the required knee space for a forward approach.