

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

4.2.1 Project Overview: Development Summary Form

Development Information

County Mental Health Department: Santa Barbara County Department of Alcohol, Drug and Mental Health Services (ADMHS)

Name of Development: Rancho Hermosa

Site Address: 190 East Inger Drive
Santa Maria, CA 93455

Development Sponsor: Santa Barbara Housing Assistance Corporation

Development Developer: Santa Barbara Housing Assistance Corporation

Primary Service Provider: ADMHS

MHSA Service Provider: Telecare, Transitions – Mental Health Association & ADMHS SPIRIT

Type of Development: New construction
Rental Housing
Apartment building

Total Units: 47

Total MHSA Units: 12

Total Cost of Development: \$25,219,701

Amount of MHSA Funds Requested (Capital): \$1,200,000

Request MHSA Funds for Capitalized Operating Support: \$600,000

Other Rental Subsidy Sources: Tenant-Based Section 8, VASH

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

County Contact: John Truman, Division Chief, Special Projects
Alcohol, Drug & Mental Health Services
500 West Foster Road
Santa Maria, CA 93455
(805) 689-1269

B) Narrative Development Description

Permanent Supportive Housing

The Santa Barbara Housing Assistance Corporation's (SBHAC) Rancho Hermosa building project will provide new permanent supportive housing for Mental Health Services Act (MHSA) target population Children/Family, TAY & Adults/Older adults residing in 12 units set aside for MHSA housing. The 12 units are part of an affordable rental housing development that has a total of 47 units of mixed-population housing. Of the 12 MHSA units 4 will be one bedroom, 2 will be two bedrooms and 6 will be 3 bedrooms. The other units in the development will include 12 or more permanent supportive housing units for individuals with mental illness and/or for other households in recovery from substance abuse. Two on-site positions, a residential manager and a residential service coordinator, will each occupy a unit.

The project site is located in the downtown Santa Maria in the city's main commercial zone. Rancho Hermosa provides easy access to grocery stores, retail stores, pharmacies, banks and the Santa Maria Assertive Community Treatment (ACT) program site.

The MHSA housing program at Rancho Hermosa will serve individuals (families) of all ages who are homeless or at risk of homelessness and have a serious mental health condition. Consistent with the Community Services and Supports (CSS) Plan and the MHSA definition of the target population, individuals must be Children, TAY or Adults/Older Adults with an untreated or under-treated severe emotional disorder or major mental illness, especially persons with schizophrenia, schizoaffective disorders, psychotic disorders, major depression, bipolar disorders, severe personality disorders such as paranoid personality disorder and borderline personality disorder, as well as persons who have co-occurring disorders (mental illness and substance abuse or mental illness and developmental disability). All potential residents must be referred to the project through the County MHSA program. Occupancy will be limited to those whose income does not exceed 20% - 30% of the area median income.

Supportive Services Program

The supportive service programs will support the Rancho Hermosa project in meeting anticipated outcomes by supporting MHSA participants to succeed in their wellness, allowing for re-integration into the community, reduced out of home placements, reduced hospitalizations, reduced incarcerations, and increased employment.

MHSA services will be full wrap-around integrated services provided by Santa Maria Children's Services/MHSA's SPIRIT Program for Children and TAY with Adults/Older Adults being served by the Santa Maria (SM) ACT and Santa Maria (SM) Supportive Housing Services. Based in the city of Santa Maria, the SM ACT, SM Supportive Housing Services, ADMHS SPRIT program and ADMHS engages a region with an ethnically diverse population.

Services and goals will be developed in partnership with the tenant and will be client directed, using a strengths-based model. Services will include a "whatever-it-takes" approach to support the tenant in maintaining housing. Through a multi-disciplinary, community-based team model, staff who reflect the ethnic and cultural make-up of the tenants will provide a range of specialty and generic treatment, rehabilitation and support services, including psychiatry, nursing, social work, service coordination, peer support, supported employment and co-occurring disorders treatment. While all services will be voluntary, a range of mental health services shall be offered and available to all MHSA eligible tenants who express a desire for such services. All Santa Barbara County MHSA funded programs are required to have staffing that includes a 20% ratio of bi-lingual/bi-cultural treatment personnel.

Support services will include, but not be limited to: assessment and evaluation, emergency assistance

with food and clothing as needed, individual goal/service planning, case management, independent living skills development, transportation assistance, money management and financial education, medical assessment, treatment and referral, addiction disorder treatment, employment services and opportunities, crisis intervention, and any other services as needed. Services will be delivered on-site and off-site and occur with a frequency that is individually determined, but no less than weekly for individuals in Full Service Partnership programs. Supportive services staff will also assist tenants in accessing County and other community resources as appropriate to meet all of a resident's needs. Assertive engagement, focusing on developing relationship and trust, shall be provided to those individuals who initially decline services.

Unit and Site Design

Rancho Hermosa is a new construction project on a vacant site and when completed the building will include 47 dwelling units in nine structures on a 2.89 acre site that has a perimeter wall or fence. There are three building types, 1) a group of eight 3 bedroom townhouses situated on the second and third floors in a podium building with 35 parking spaces at the ground floor, 2) three mixed use buildings along Inger Drive with 2 one and 6 two bedroom apartment flat units over 8,923 square feet of non-residential space (available to the service provider and others), and 3) a group of five townhouse buildings in two stories with 30 three bedroom units. The site is nearly flat includes children's play areas and significant open space. There is a central driveway with double-loaded surface parking between the buildings and a second row of open parking behind the non-residential first floor of three buildings facing Inger Drive. The surrounding structures are one story, but there are two story structures across G Street. Construction will commence in July, 2010 for an expected 14 month period for completion in September, 2011.

Project Partners and Funding

Santa Barbara Housing Assistance Corporation (SBHAC) is the project sponsor and developer. SBHAC has over 10 years experience developing, owning and operating low and very low income rental housing. Day to day operations for the project is carried out by Frank Thompson, Housing Consultant under a consulting contract with SBHAC. Mr. Thompson has over 30 years' experience in planning, development, finance, and management of low income and special needs rental developments.

The **County of Santa Barbara Department of Alcohol, Drug and Mental Health Services** provide supportive housing and psychiatric services and will verify homelessness and psychiatric disability. The Department will also submit outcome measure reports to DMH.

Telecare and Transitions-Mental Health Association will provide supportive services through the MHSA funded SM ACT and SM Supportive Housing Services program. Telecare Corporation has 17 years of providing ACT programs in California and 14 in Santa Barbara County and TMHA has 30 years of varied service provision in California including a 16-year tenure in North Santa Barbara County.

Good Samaritan Shelters, Inc. operates shelter facilities, transitional housing, and supportive services for the homeless and risk of homeless population in Santa Maria, including the Recovery Point program, providing continuing support services for client households in recovery from alcohol and drug addictions. It is anticipated that the Recovery Point program will relocate to the non-residential space along Inger Drive to provide on-site support for residents of Rancho Hermosa and the larger Santa Maria community.

The **Housing Authority County of Santa Barbara (HASBC)** will be engaged as property manager for the project, with the goal of assuming co-ownership of the property with TMHA in 15 to 20 years.

In addition to this application for capital funding and operating subsidies from the MHSA Housing

Program, SBHAC has funding commitments from the California Tax Credit Allocation Committee, the ARRA Tax Credit Assistance Program (TCAP), HCD Backfill Loan Program, City and County HUD HOME and CDBG funds, and Energy System Incentives funds. Construction will commence in July, 2010.

D.1 Consistency with Three-Year Program and Expenditure Plan

This project is consistent with priorities identified in the ADMHS Community Services and Support (CSS) component of the County's Three-Year Program and Expenditure Plan. Priorities identified by the Children, TAY and Adult Stakeholder Committees at the Community Services and Support Planning Summit included: 24 hour service availability, alcohol and drug counseling, employment services, family counseling, independent living skills development and housing/services for individuals and their families who are homeless or at risk of homelessness. Priorities of the Older Adult Stakeholder Committee at the Community Services and Support Planning Summit were identified as 24 hour service availability, home-based services, alcohol and drug counseling, peer and family member support services and outreach/placement to those who are homeless.

The SM ACT and SM Supportive Housing Services and ADMHS Spirit programs are described in the CSS Plan submitted to and approved by the California State Department of Mental Health. SM ACT, SM Supportive Housing Services and SPIRIT, as Full Service Partnership programs, will provide integrated, comprehensive and culturally competent supportive housing services to the residents of the MHSAs funded units who need and choose to have that level of service.

D.2 Description of Target Population to be Served

The MHSAs housing program at Rancho Hermosa will serve Children, TAY (families) and Adult/Older Adult males and females who are homeless or at risk of homelessness and have a mental health condition. 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 untreated mental health conditions and lack of a support system. For many, psychiatric hospitalizations and hospital emergency room visits will be the only "treatment" they will have received. A high percentage of the individuals will have no income, having either no work history and/or lost connection with the Social Security Administration for benefits. Occupancy will be specifically limited to those whose income does not exceed 20 - 30% of the area median income.

D.3 Tenant Selection Plan

The MHSAs Tenant Selection Plan for Rancho Hermosa incorporates relevant portions of the overall Tenant Selection Plan for this mixed-population and mixed-income housing development project. The Tenant Selection Plan for MHSAs applicants has been developed through the collaboration of ADMHS and HASBC.

A full marketing effort will be made to inform and encourage individuals to apply for these new housing units by creating written material in both English and Spanish. The materials will be distributed to all SM ACT and SM Supportive Housing Services consumers and their families, the Santa Maria Homeless Coalition and the ADMHS Santa Maria Children and Adult Outpatient Clinics. Other marketing will include Craig's List, other mental health private providers, display advertising in Santa Maria SUN, Santa Maria Times and Santa Barbara News Press North County edition.

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

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

i. Referrals

Potential tenants for the 12 MHSA-units reserved for persons with emotional disorders or mental illness must be referred to Rancho Hermosa through ADMHS. Any person who contacts the project directly will be directed by SM ACT and SM Supportive Housing Services, ADMHS SPIRIT or HASBC staff to contact ADMHS for certification of eligibility and subsequent referral to the project.

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

In addition to accepting individuals reached through direct outreach methods, ADMHS will accept referrals from an extensive county-wide network of varied government and non-profit organizations and service agencies. Other sources of referrals will include but not be limited to law enforcement; the local homeless shelter, food programs and other nonprofit and government agencies that provide outreach and services to the homeless; hospitals, mental health facilities, and other health care providers; local veterans agencies; religious organizations; ethnically and linguistically diverse community-based organizations, and self-referrals.

ii. Program Eligibility

Consistent with the CSS Plan and the MHSA definition of target population, individuals must be Children or Youth with an untreated or under-treated severe emotional disorder or Adults/Older Adults with an untreated or under-treated major mental illness. Another factor contributing to MHSA-eligibility is functional impairments due to an untreated or under-treated emotional disorder or mental illness that prevents engagement in meaningful age-related activities and inability to remain in housing.

For this program, homelessness shall be defined as follows: an individual must be moving from an emergency shelter or transitional housing, or must be currently homeless. Currently homeless means lacking fixed, regular and adequate nighttime residence or having a nighttime residence that is (1) a publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for persons with mental illness), (2) an institution that provides a temporary residence for individuals intended to be hospitalized, or (3) a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.

ADMHS will document emotional disorder or mental illness and homeless status. For emotional disorder

or mental illness, the documentation process may include verifying an eligible diagnosis through access to County-held records of diagnoses determined in jail or the Crisis and Recovery Emergency Services (CARES) or other mental health service programs. If there is no documented history in the County records, ADMHS will arrange for assessment and diagnosis by a clinician or psychiatrist through its own staff. In some cases, an applicant will be referred to ADMHS by a treatment center or institution that will provide a diagnosis as part of the referral.

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

iii. Referrals to Housing Authority County of Santa Barbara

SM ACT, SM Supportive Housing Services, ADMHS SPIRIT and the ADMHS Children/Adult Outpatient Clinics will assist persons determined to be eligible for MHSA housing in contacting HASBC. The applicant will be encouraged to apply for Section 8 assistance but is not required to do so. HASBC will place the individual on a wait list for a Section 8 voucher. The applicant will be encouraged to apply, where relevant for a VASH voucher but is not required to do so. The partners involved with Rancho Hermosa acknowledge the multiple processes involved and that navigating this process may be very challenging for the MHSA Housing Program applicant. To that end the service provider is committed to assisting the applicant, if he/she so wishes, throughout and during each process.

iv. HASBC Screening

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

SM ACT, SM Supportive Housing Services, ADMHS SPIRIT and the ADMHS Children/Adult Outpatient Clinics will provide all necessary support during the screening process, including, if desired by the applicant, assisting the applicant to complete the required paperwork and accompanying the applicant during interviews with HASBC staff.

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

- Demonstrated an ability to pay rent on time and in full.
- Followed the rules and regulations.
- Kept his or her residence in a clean and sanitary manner.
- Kept his or her residence undamaged.

- At no time received a notice for lease violation(s).
- Behaved as a good neighbor and resident.

v. MHSA Housing Program Wait List

ADMHS shall certify a pool of eligible MHSA program participants and HASBC will maintain the list once clients are certified.

When a Rancho Hermosa MHSA unit is expected to become vacant HASBC will notify ADMHS. If the MHSA unit becomes available a relevant provider staff member will verbally notify the consumer. The communication will include:

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

vi. Notice of Decision

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

vii. Fair Housing

This project will comply with all federal, state, and local fair housing and civil rights laws, as well as with all equal opportunity requirements during marketing, rent-up and ongoing operations. Specifically, the project is committed to requirements of Title VI of the Civil Rights Act of 1964, Title VIII and Section 3 of the Civil Rights Act of 1968 (as amended by the Community Development Act of 1974), Executive Order 11063, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Fair Housing Amendments of 1988, and legislation which may subsequently be enacted protecting the individual rights of residents, applicants, or staff.

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

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

rental assistance must meet all eligibility requirements. The Property will work closely with legal counsel and regulatory agencies throughout the marketing and outreach process to ensure full compliance with all applicable requirements.

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

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

viii. Reasonable Accommodation and Right to Appeal

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

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

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

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

D. 3.a Tenant Referral and Certification Process

i. Application Process

Referrals for application will come from a variety of sources. Santa Barbara County ADMHS has an extensive system of care for individuals and families who are homeless. Examples of potential sources of referral include several single adult shelters, both emergency and short-term, family shelters, outreach and case management teams, transitional residential programs, hospitals, acute psychiatric facilities, jails, as well as self-referrals. Any potential applicants who contact Rancho Hermosa development directly will be informed by the HASBC or program staff at the development to contact the County MHSA program for MHSA certification.

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

The criteria for the MHSA Housing Program are (1) being homeless or at risk for being homeless and (2) meeting Santa Barbara County's children or adult target population criteria for emotion disorder or mental illness. The MHSA program eligibility, however, is the standard criteria as defined for the MHSA Housing Program eligibility and certification. ADMHS will assess applicants for homelessness and at-

risk of homelessness as well as mental health disability. Those clients who are eligible for the MHSA Housing Program will be certified by the ADMHS Director or designee.

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

A. MHSA Housing Program Eligibility

1. Homelessness

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

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

2. At Risk for Homelessness

The individual must be:

- a. children and youth with severe emotional disorders
- b. transition age youth exiting the child welfare or juvenile justice systems,
- b. an individual discharged from an institutional setting, which includes hospitals and acute psychiatric hospitals/health facilities,
- c. an individual currently residing at a skilled nursing facility with a certified special treatment program for persons with mental illness (STP),
- d. an individual currently residing at a crisis and transitional residential setting,
- e. an individual released from County jail,
- f. an individual temporarily living in a Board and Care facility upon discharge from one of the institutional settings cited above
- g. an individual who is currently receiving Santa Barbara County Mental Health Services and is at imminent risk for homelessness. Imminent risk is defined as individuals or families becoming homeless within 14 days.

3. CHILDREN and YOUTH

To qualify:

Children and Youth must have at least one of the following diagnoses:

- i. Bi-Polar Disorder
- ii. Major Depression
- iii. Post Traumatic Stress Disorder
- iv. Attention Deficit Disorder
- v. Other diagnoses or criteria established in the future by Santa Barbara County's Mental

Health Division as allowed by the Mental Health Services Act and in accordance with the priorities identified in the Community Services Supports component of Santa Barbara County's Three-year Program and Expenditure Plan.

AND

- b. Children and Youth must also meet the following criteria:
 - i. As a result of the emotional disorder the child has substantial impairment in at least two of the following areas: self-care, school functioning, family relationships, or ability to function in the community.

4. Adult/Older Adult Target Population Criteria for Mental Illness

To qualify:

- a. Adults must have at least one of the following diagnoses:
 - i. Schizophrenia
 - ii. Schizoaffective Disorders
 - iii. Psychotic Disorders
 - iv. Major Depression
 - v. Bipolar disorder

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

AND

- b. Adult/Older Adults must also meet at least one of the following criteria:
 - i. Functional impairments due to an untreated or under-treated mental illness that prevents engagement in meaningful activities and inability to remain in housing
 - ii. Frequent incarceration or psychiatric hospitalizations due to untreated or under-treated illness
 - iii. Special consideration will be given to the ethnically and culturally unserved/underserved populations among the homeless and mentally ill, especially in the Latino community

B. Determination of Eligibility

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

1. Certification of Diagnoses

ADMHS will obtain verification and certification of eligible target population diagnoses by:

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

2. Certification of Homelessness

- a. For homelessness, Santa Barbara County ADMHS will obtain written verification from the staff of the following:
 - i. a transitional housing facility, emergency shelter, other shelter designed to provide temporary living accommodations for homeless individuals
 - ii. an acute psychiatric facility which admitted the individual from homelessness
 - iii. a hospital which admitted the individual from homelessness
 - iv. Santa Barbara County jail which admitted the individual from homelessness
 - v. If a homeless applicant is coming directly from the streets or other place not meant for human habitation, the verification could come from staff of an outreach, service or other organization that has assisted the applicant in the recent past.
 - vi. If unable to obtain third-party verification, the applicant or supportive services program staff may prepare a short statement about the person's previous living situation for the applicant to sign.
- b. For at-risk-of-homelessness, ADMHS will obtain written verification from the staff of the following systems and/or institutions:
 - i. for transitional age youth, from the agency in which the youth shall be exiting (child welfare or juvenile justice systems)
 - ii. hospitals, including acute psychiatric hospitals, psychiatric health facilities, skilled nursing facilities with a certified special treatment program for persons with mental illness, and mental health rehabilitation centers
 - iii. crisis and transitional residential settings
 - iv. Santa Barbara City and County jail
 - v. Residential care facilities
 - vi. Certification from an ADMHS service provider when the individual is at imminent risk of homelessness

D.4 Supportive Services Plan

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

i. Overview and Description of Services

While each consumer of SM ACT, SM Supportive Housing Services, ADMHS SPIRIT and ADMHS Children & Adult Outpatient Clinics requires a different, individualized level of service, the core needs the programs meet are:

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

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

The SM Supportive Housing Services is a Full Service Partnership Team, operated by Transitions – Mental Health Association. The program uses a multidisciplinary team-based approach that provides wrap-around treatment, rehabilitation and support services. The composition of the team is as follows: 1 Team Leader, 2 Registered Nurses, 1 Master's level Lead Clinician, 5 Rehabilitation Specialists and a

.75 FTE Psychiatrist. Staff will be available 24 hours a day, 6 days per week if a psychiatric emergency should arise.

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

The 12 MHS Housing Program residents at Rancho Hermosa will also have the services of the onsite Residential Manager and the Residential Services Coordinator. SM ACT, SM Supportive Housing Services, ADMHS SPIRIT and ADMHS will provide access to the Public Health Clinic for regular medical assessments, referrals and appropriate treatment. On a daily basis, each SM ACT, SM Supportive Housing Services and ADMHS SPIRIT client's team will meet to discuss issues of treatment and progress. The majority of services will be provided at Rancho Hermosa although group meetings and Wellness Recovery Action Plan (WRAP) modules will be available at the Santa Maria Recovery Learning Community (operated by TMHA). The SM ACT and SM Supportive Housing Services, ADMHS SPIRIT and ADMHS teams do a full assessment of each client, understanding their history and current goals, and the teams will provide assistance with independent living skills, individual and family counseling, and assistance and education with medication self-management. The SM ACT, SM Supportive Housing Services, ADMHS SPIRIT and ADMHS Children and Adult Outpatient Clinic teams will also provide outreach and transportation for clients to and from their appointments when necessary.

ii. Promoting Recovery, Work and Self-Sufficiency

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

Individuals served by this housing program will be individuals with complex and long-term social and medical issues. Each person's history of homelessness and untreated disabilities will require an individualized approach to assessment of needs and goals. The services and goals will be developed in partnership with the tenant and will be client directed, using a strengths-based approach. Services will include a "whatever-it-takes" approach to support the tenant in maintaining housing. A multi-disciplinary team, including recovering consumers and staff reflecting the ethnic and cultural make-up of the tenants, will provide the services. While all services will be voluntary, a range of mental health services shall be offered and provided to all MHS eligible tenants who express a desire for such services.

iii. Strategies and Assistance with Maintaining Housing and Supporting Wellness, Recovery and Resiliency

Employing the "whatever-it-takes" approach allows staff to identify what is needed to support the tenant in maintaining his/her housing. Beginning where the individual is in his/her recovery will identify where to start and focus. This usually begins with the fundamentals – an income and health assessment. When indicated, an application for financial and health care benefits shall begin as soon as possible. Further, the range of services as described above shall be offered. A strength-based approach that encourages and supports choice, empowerment and focusing on the strengths of the individual has

proven successful in recovery, fostering resiliency and the promotion of wellness. Based on the tenants' wishes, employment opportunities and supports will be made available, including assistance with transportation, job coaching and any other items that will be important for the tenant to be successful. Educational supports shall also be made available including tuition and financial assistance with books and supplies. Working with the tenant and HASBC staff when behaviors have been identified that place the tenant at risk for potential eviction will proactively support both the tenant and HASBC in avoiding this decision.

iv. Tenant Engagement

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

v. SM ACT, SM Supportive Housing Services, ADMHS SPIRIT, HASBC, ADMHS & Tenant Relationship

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

SM ACT, SM Supportive Housing Services, ADMHS SPIRIT, ADMHS, HASBC, Residential Property Manager, Residential Services Coordinator and the Rancho Hermosa residents will create a Resident Advisory Council that will be completely client-driven and meet regularly on site with both residents and Resident Caretakers. These meetings will address the practical operation of the housing project; division of jobs, of program rules and regulations, maintenance & upkeep, security and activity planning. Additional meetings may be held in the community room addressing relationships and social skills: the building of peer support networks, WRAP, Double Trouble Recovery (DTR), interpersonal relationships, effective communication, and conflict resolution; the accessing of community resources such as therapeutic, health, vocational, educational and leisure time activities; and the strengthening of bonds with family, friends, and significant others.

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

D.5 SUPPORTIVE SERVICES CHART

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

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

Primary Service Provider: ADMHS