



Department of Health Services  
Mental Health Administration

August 22, 2011

Dear Community Member:

The City of Berkeley Mental Health Division (BMH) is working with the California Department of Mental Health (DMH) and the California Housing Finance Agency (CalHFA) to develop permanent, affordable supportive housing for individuals or families (who have a member) with serious mental illness or a serious emotional disturbance that are homeless or at risk of homelessness. BMH has \$758,600 remaining MHSAs Housing funds to invest in the creation of new housing opportunities that meet the requirements of the MHSAs Housing Program.

To access these funds, BMH must partner with a housing developer/owner and propose a particular housing project to DMH and CalHFA. The MHSAs Housing Review Committee, a local advisory group on the MHSAs Housing Program, and the BMH MHSAs Advisory Committee, recommended moving forward with the rehab of a proposed Adult housing project with Resources for Community Development (RCD). The proposed project, University Avenue (UA) Homes located at 1040 University Avenue in Berkeley, is a housing development consisting of 74 subsidized Single Room Occupancy (SRO) units for individuals who are homeless. Initially constructed in 1926, the building is in need of targeted renovations. The proposed rehab will provide upgrades to the buildings operating systems, improve energy efficiency, and renovate community meeting spaces and individual units to create a more supportive living environment. The proposed MHSAs Housing funds will be leveraged with various other funding sources to support the renovations on this project and as such will create 7 dedicated units for adults that meet the MHSAs housing program criteria. As part of the process of preparing the application, DMH and CalHFA require a 30-day public comment and review period on the proposed project.

Enclosed with this letter are key documents outlining the proposed UA Homes project. BMH and the project developer would greatly appreciate your feedback and questions related to this project over the next month. We will be accepting public comment on the project through Wednesday September 21<sup>st</sup>, 2011. Comments that we receive will be utilized in developing our final project proposal for submission to DMH and CalHFA. **Please send your comments by 9/21/11 to:**

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Mental Health Administration  
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## RENTAL HOUSING DEVELOPMENT SUMMARY FORM

County Mental Health Department: Berkeley Mental Health Division

Name of Development: UA Homes

Site Address: 1040 University Avenue

City: Berkeley State: CA Zip: 94704

Development Sponsor: Resources for Community Development

Development Developer: Resources for Community Development

Primary Service Provider: Berkeley Mental Health

New Construction                       Acquisition/Rehabilitation of an existing structure

Type of Building:     Apartment Building                       Single Family Home  
                                   Condominium     Other

Total Development		MHSA Funds	
Total Number of Units:	74	Total Number of MHSA Units:	7
Total Cost of Development:	\$15,000,000 <i>(approximately)</i>	Amount of MHSA Funds Requested:	\$758,600
		Capital:	\$758,600
		Capitalized Operating Subsidies:	\$0

Other Rental Subsidy Sources (if applicable): Section 8 Moderate Rehab Program

Target Population (please check all that apply):

Adults                       Transition-Age Youth                       Older Adults

**County Contact**

Name and Title: Karyn Tribble, LCSW, Manager of Mental Health Services

Agency or Department Address: 1947 Center Street, 3<sup>rd</sup> floor, Berkeley, CA 94704

Agency or Department Phone: (510) 981 - 5213

Agency or Department Email: ktribble@ci.berkeley.us

## Item D.2 Development Description

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

1. Name and location of the proposed housing development;
2. Service goals of the development;
3. Characteristics of tenants to be served;
4. Type of housing to be provided (new construction or acquisition/rehab.);
5. How the building(s) in which housing and services will be provided will meet the housing and service needs of the MHSA 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:

University Avenue Homes (UA Homes) is an existing affordable housing development located at 1040 University Avenue in Berkeley, California. The development consists of 74 Single Room Occupancy (SRO) units, all of which are restricted to individuals who are homeless and are available at deeply affordable levels. Resources for Community Development (RCD), the Project Sponsor, will acquire and rehab the building, and at that time seven (7) units will be set aside for mental health consumers served through the Mental Health Services Act (MHSA). UA Homes was initially constructed in 1926 and, though it is in fair condition for its age, it is an aging building in need of targeted renovations. The property is located in one of the City's main commercial corridors, providing tenants with nearby access to transportation, amenities, and other resources. On-site service providers, in addition to offering a variety of services at UA Homes, help connect tenants with these many other local resources. This acquisition/rehabilitation project will ensure UA Homes' long-term viability as an affordable housing resource for the community.

All units at UA Homes are reserved for individuals with incomes below 30% of the Area Median Income (30 units) or 50% of the Area Median Income (44 units). All units are reserved for individuals who are homeless. Of the 74 units at UA Homes, 73 are part of the Berkeley Housing Authority's Section 8 Moderate Rehabilitation Program for Single Room Occupancy Dwellings for Homeless Individuals. This rental subsidy program allows rents to be fixed at 30% of tenants' incomes, ensuring deep affordability for the residents.

UA Homes' MHSA units will serve adults (ages 18 and older) who are certified by the Berkeley Mental Health Division as severely mentally ill and are certified by the COBHA as homeless. The MHSA units will consist of seven (7) SRO apartments and will target households with incomes below 30% of AMI. The Section 8 rental subsidy will ensure affordability for MHSA households by limiting their rental payment to 30% of their income. Households who are certified and eligible under MHSA criteria may require specialized support services due to their mental health disability. The service needs of these individuals can include case management; employment counseling; health information and programming; transportation; meals and nutritional advice; addiction management; conflict resolution; housing retention services; benefits and money management assistance; life-skills training; and community building social activities to reduce isolation. Especially in the first year of tenancy, it is anticipated that intensive on-site supports may be necessary to assist in acclimating the residents to their new living surroundings and integrating them into the UA Homes community.

The primary service provider for the MHSA tenants at UA Homes is Berkeley Mental Health. MHSA tenants at UA Homes may be assigned to the Berkeley Mental Health - Full Service Partnership (FSP), which involves intensive, collaborative, wraparound services by a team of licensed clinicians. Clients/tenants must meet the California Code of Regulations, Title 9, Section 3200.130 defining this service plan and outlined in Appendix A. Other tenants who meet MHSA tenant eligibility may not meet FSP eligibility but are still eligible to receive a host of mental health services, which support individuals' mental health, medical, employment, educational, and

financial needs. All staff work in collaboration with the resident and the resident's other service providers to identify service needs, locate resources, provide referrals and linkage to outside services, and follow-up to ensure that needs are being met. These services might include vocational training, educational services, independent living skills classes, financial literacy training, religious or community groups, health care, benefits applications, or medication management services.

All tenants at UA Homes will have access to on-site services provided by LifeLong Medical Care, Toolworks, and Resources for Community Development. RCD has worked with the LifeLong Medical Care team for many years at three existing RCD properties and LifeLong has demonstrated the organizational skill and capacity to effectively provide primary medical care and mental health services, along with intensive site-based case management, within a team approach. The on-site services team at UA Homes includes two licensed clinic social workers and a case manager. The services team offers residents a variety of services, including individual and group counseling; regular group meetings on educational topics; case management focusing on housing retention, social skills, self sufficiency, health outcomes and access to benefits and resources; community building activities including celebrations and trips to local attractions; and a weekly hot breakfast. A primary care provider and clinic coordinator from LifeLong Medical Care offer a weekly primary care clinic for preventative health care, health screening exams, chronic disease management, medication management, and referrals for diagnostic and specialty services. On-site service providers will work collaboratively with each MHSA tenant's other care providers to ensure streamlined support is offered to each tenant.

UA Homes' location, at the corner of University Avenue and 10<sup>th</sup> Street in Berkeley, is central to many of the amenities needed or desired by MHSA tenants. Multiple forms of public transportation, grocery stores, pharmacies, social services, and other essential amenities are located within blocks of the property. The building design accommodates MHSA tenants' needs by maximizing individual unit space and common area space. All residential units have a sink and come furnished with a bed, cabinets, microwave, and mini-fridge. A portion of the units contain individual baths and, as part of the renovation, a portion will include stovetop burners. The stovetops, where installed, will include built-in features to ensure the building's safety, including automatic shut-off after a specified period of time. Other design features that will meet MHSA tenants' needs include multiple on-site counseling rooms, a community lounge, an on-site health clinic, and designs to make the building as accessible as possible to individuals with disabilities.

The scope of work for the property's renovation was shaped to meet three major targets: addressing ongoing concerns about major building systems, improving the building's energy efficiency, and upgrading community and social service spaces to create a more supportive living environment. Measures to ensure the on-going functioning of building systems include a complete renovation of the plumbing system, the installation of new ventilation, the addition of insulation to the roof, and replacement of the heating system. Additional energy efficiency measures include new, double-pane windows; the use of low-flow toilets and showerheads; and the introduction of solar hot water. The common space upgrades include the addition of three ground-floor social service meeting rooms, which allow for the three on-site case managers to engage residents in private one-on-one, HIPAA-compliant counseling. The renovation will also substantially improve the on-site kitchen, where weekly meals are prepared, and the primary care clinic. Finally, building security will be enhanced by improving the 24-hour desk clerk's view outside the building and communication with visitors. Additional security measures include comprehensive exterior lighting and a locked fence around the surface parking lot.

Multiple partners will play a role in the continued successful operation of UA Homes. Resources for Community Development, the Project Sponsor, will also be managing general partner of the entity that acquires UA Homes. Property management is currently and will continue to be provided through the John Stewart Company, with oversight by RCD. The John Stewart Company has been providing high quality management for affordable housing in the Bay Area since 1978. They currently manage hundreds of properties in California, including dozens that serve special needs tenants. The primary service provider for the MHSA tenants is Berkeley Mental Health. The lead service provider for other tenants is LifeLong Medical Care, with service partners including Toolworks and RCD.

The UA Homes' renovation will be financed with 9% low income housing tax credit equity, City of Berkeley Housing Trust Funds, Affordable Housing Program funds, MHSA funds, and conventional permanent debt.

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

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

#### Response:

Berkeley Mental Health (BMH) identified housing as a critical issue for its target populations prior to the passage of the Mental Health Services Act (MHSA). In early 2004, BMH partnered with other city and county departments to create a countywide housing and services plan that addressed significant unmet needs that contribute to homelessness and housing instability. The plan seeks to end homelessness in Alameda County by 2020.

This plan was officially released in April 2006 as the "Alameda Countywide Homeless and Special Needs Housing Plan." The plan's central goal is the creation of 15,000 new affordable housing opportunities by 2020. The plan recommends the creation of nearly 3,700 new affordable housing opportunities linked with appropriate supportive services for extremely low income households living with serious mental illness. One of the initial results of this planning process was the creation of a new nonprofit organization named EveryOne Home that was charged with overseeing the implementation of the Plan. The City of Berkeley Housing and Community Services and Health Departments remain active sponsors and participants in Every One Home.

The BMH MHSA Community Services and Supports (CSS) planning process reinforced findings outlined in the aforementioned Housing Plan. Across age groups and geographic districts of the City a lack of high quality affordable housing with appropriate supports was identified as a key barrier to the promotion of wellness and recovery in the BMH system. Berkeley's final approved CSS plan included specific funding for the development of supportive housing for severely mentally ill people, in particular underserved age groups and ethnic populations. The proposed UA Homes Project furthers the plans goals to create more high quality affordable housing with appropriately linked supportive services. The project is consistent with the BMH CSS and Every One Home Plans.

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

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

1. Age group, i.e., adults, older adults, children, transition-aged youth;
2. The anticipated income level of the MHSA 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:

UA Homes provides permanent affordable housing for seventy-four (74) homeless households with incomes ranging between 30% and 50% of the Area Median Income. Seven (7) units will be set-aside for mental health consumers served through the Mental Health Services Act (MHSA). The Single Room Occupancy (SRO) development will undergo a substantial renovation to improve energy efficiency, community spaces, unit interiors, and building systems. UA Homes enables individuals to maintain their self-sufficiency in a safe, stable residential community close to jobs, transportation, retail, recreation, health care and commercial amenities.

The project's MHSA units will serve adults (ages 18 and older), one of the identified Mental Health Services Act (MHSA) target populations under the City of Berkeley's MHSA Community Services and Supports Plan. Adults served in the MHSA Housing program at UA Homes must have a diagnosis of serious mental illness (SMI), as certified by the Berkeley Mental Health Division, and may have a co-occurring substance abuse disorder or suffer from functional impairments. Eligible individuals will also be certified by the City of Berkeley Housing Authority as homeless. The MHSA units will consist of seven (7) SRO units and will target households with incomes below 30% of the Area Median Income (AMI). All MHSA tenants will have their rent subsidized through the City of Berkeley Housing Authority's Moderate Rehab Section 8 program, so no tenant will pay more than 30% of their income towards rent.

Households who are certified and eligible under MHSA criteria may require specialized intensive support services due to their mental health disability. Especially in the first year of tenancy, it is anticipated that intensive supports on-site will be necessary to assist in acclimating the resident to their new living surroundings and integrating themselves into the UA Homes community. The service needs of these individuals can include social work; case management; employment counseling; health information and programming; conflict resolution; housing retention services; benefits and money management assistance; and community building social activities to decrease isolation. Service provision will include a consumer-driven team approach utilizing the principles of resiliency and recovery. Berkeley Mental Health staff will coordinate services with on-site service providers LifeLong Medical Care, Toolworks, and RCD.

## Item D.5 Tenant Eligibility Certification

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

1. How an individual applies to the county to become certified as eligible for an MHSA 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:

Only applicants that have been certified as eligible for MHSA Housing may obtain tenancy in MHSA Housing Program funded units. Applicants interested in an MHSA unit at UA Homes can apply directly to BMH through the coordinator of Housing Services, through their case manager (if already an existing BMH client), or through direct communication with UA Homes. The application for UA Homes will contain an option for the applicant to identify if they want to be considered for an MHSA unit. The application materials will also clearly state the eligibility criteria for the MHSA units and guidelines that list the supporting documents required to demonstrate eligibility.

BMH will process Certification Applications within ten (10) working days of receiving a certification request and will notify the applicant about the status of the certification (i.e., eligible, not eligible, or more information needed to complete the certification process (pending)). BMH will also notify the housing provider of the status of the certification, but in no event will BMH provide details to the housing provider about the nature or the severity of the applicant's disability. Applicant's income certification will be conducted by the housing owner. Those applicants that are certified as eligible can then proceed with the general application and tenant selection process through the housing owner. Final selection of tenants for move-in to MHSA Units is made by the owner of the housing.

Both the housing owner and the tenant will receive written notification about the status of their certification application. Individuals that submit incomplete applications will be notified and given an opportunity to complete their certification application within ten (10) working days of receiving notice about the incomplete nature of their application. Since someone's eligibility may change over time due to a change in their income or housing status, the certification process may need to be repeated within 30 days of an MHSA unit being offered to a potential MHSA tenant.

MHSA Certification does not take into consideration factors such as credit history, eviction history, or criminal history. The housing owner prior to certification by BMH will collect this background check information. MHSA Housing Providers are expected to work with applicants and BMH service providers to provide reasonable accommodations around tenant selection criteria when requested and appropriate.

### Eligibility for Certification

The property owner or the applicant may request MHSA Housing eligibility certification from the BMH Housing Services Coordinator at any time. The certification process will only proceed with permission from the applicant. The Certification process will document that the applicant meets ALL of the following eligibility criteria determined by BMH:

- Eligibility Criteria #1: The applicant must be an adult (18 years or older) with a serious mental illness as defined in California Welfare and Institutions Code Section 5600.3 (b) (1) [See Appendix B]. Applicants can provide records that document their eligibility, they may authorize BMH to contact a specific provider for verification, or they may request an assessment from a Berkeley Mental Health provider.

- Eligibility Criteria #2: The household must meet the criteria of being “homeless” or “at-risk of homelessness.” [See Appendix C]. In order to verify that someone meets the eligibility criteria of “homelessness/at-risk of homelessness”, the applicant must provide written third party verification of their current housing status. The BMH MHSA Housing Program–Eligibility Certification Application outlines the type of verification required for a particular housing status. When submitting a certification application, the applicant needs to submit the documentation as outlined in the application.
- Eligibility Criteria #3: Households that meet the criteria above will be certified as *eligible* for MHSA housing units. Eligibility does not guarantee acceptance into housing.] According to guidelines established by the California Department of Mental Health (DMH) and the California Housing Financing Agency (CalHFA), county mental health departments are responsible for certification of eligibility for MHSA housing units. Berkeley Mental Health is the City of Berkeley mental health organization and functions independently of Alameda County. BMH is therefore responsible for completing the certification process. Only households with BMH certification are eligible for MHSA housing units. BMH staff will make the ultimate determination regarding whether or not the applicant meets the eligibility criteria for MHSA housing units.

### **Appeals of BMH Certification Decisions**

Applicants that do not meet the certification criteria will be given written notice that clearly identifies the certification criteria that the applicant currently does NOT meet. Applicants may appeal this decision by addressing any of the eligibility documentation gaps listed in the notification. In most circumstances, MHSA Housing units must be filled within 30 days of becoming vacant. Individuals that cannot provide appropriate documentation of eligibility within this critical time period will miss an opportunity to move into a vacant unit. The housing owner will make the ultimate determination regarding the length of time they are willing to wait for MHSA eligibility certification for a particular applicant on their waiting list. Applicants can decide to appeal eligibility determinations made by BMH. However, the housing owner is under no obligation to hold a vacant unit during an appeals process with BMH. Individuals that are appealing a BMH eligibility determination may lose their opportunity to move into a vacant unit. However, they will not necessarily lose their place on the housing project interest list for the next available unit.

There are several methods consumers can utilize to appeal BMH MHSA Housing eligibility decisions. If applicants are not satisfied with a certification decision made by BMH they may contact the BMH Quality Improvement Supervisor at (510) 981-5229. If the applicant continues to not be satisfied with the resolution, they may file a formal grievance with the Consumer Assistance Specialist and have a Grievance Hearing with the Alameda County Behavioral Health Care Services Grievance Committee. At any time during this process, a consumer may request a State Fair Hearing at (800) 743-8525. They may also contact Patients’ Rights Advocates at (800) 734-2504 regarding a patient’s rights issue or the California Department of Mental Health Ombudsman at (800) 896-4042 for advice and counseling.

### **Appeals of Housing Provider Decisions**

BMH only provides certification of eligibility for MHSA Housing units. Final tenant selection decisions are made by housing owners. Each housing owner will have their own unique appeals process regarding tenant selection decisions and this appeals process will be clearly identified in the housing owners’ policies and procedures. BMH will maintain centralized information regarding building specific appeals processes for individuals unable to obtain this information from the housing owner. In addition to appeals processes maintained by the housing owner, a variety of public and private organizations exist to address discrimination and other legal issues related to housing owner decisions, policies, and procedures.

## Item D.6 Tenant Selection Plan

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

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

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

### Response:

Key principles of tenant selection criteria at UA Homes are as follows:

1. Resources for Community Development (RCD) shall not discriminate in violation of any federal, state or local law governing discrimination or based on any arbitrary factor.
2. There will be no local residency requirements or local preferences applied.
3. Tenant selection procedures will be handled on a first come, first served basis.
4. Targeting of the specific Special Needs Population will be in accordance with recorded Regulatory Agreements pursuant to various funding sources and all applicable laws.
5. Affirmative fair marketing procedures in accordance with HUD regulations will be followed at all times in lease-up of units.

The property management will be carried out under contract with the John Stewart Company (JSCO).

### I. GENERAL INFORMATION

UA Homes offers single room occupancy units with access to community room facilities and on-site social and medical services. The building is located in Berkeley on University Avenue, one block west of the intersection of University Avenue at San Pablo Avenue. All units are restricted for occupancy by individuals that are homeless, as defined by HUD, at the time of lease commencement.

Therefore, the only households eligible for tenancy are those whose primary nighttime residence is: a publicly or privately operated shelter designed to provide temporary living accommodations; transitional housing, provided that prior to such housing they were homeless and upon leaving transitional housing have no resources to obtain permanent housing; an institution that provides a temporary residence for individuals intended to be institutionalized, provided that the individual has spent less than 30 days there and prior to that was homeless; or a place not designed for, or ordinarily used as, a regular sleeping accommodation. UA Homes does not accept households who are at-risk of homelessness or otherwise do not meet HUD's homeless definition.

Affordable rents are restricted to 30% of the tenant's adjusted gross income. Income is restricted to 30% to 50% of the area median income for the area as adjusted annually by HUD. Current income limits are:

No. of Units	Unit Type	Special Needs Criteria	Maximum Tenant Income	Maximum Tenant Income (2011)
7	Studio	Homeless with serious mental illness (certified by BMH)	30% of AMI	\$ 19,410
23	Studio	Homeless	30% of AMI	\$ 19,410
44	Studio	Homeless	50% of AMI	\$ 32,350
74	Total Units			

## II. FAIR HOUSING & DISABLED ACCESSIBILITY

To comply with the Affirmative Fair Housing Marketing guidelines, prospective residents will be recruited in a strategy designed to ensure equal access to units at UA Homes for all persons. This strategy includes the marketing of any available units by distributing flyers, announcing vacancies to service agencies and community organizations, and on-line advertisements. All advertising will include the Equal Housing Opportunity and ADA logos and slogans.

During marketing and lease up, any open house, application hand-out, interview appointment or other event shall be made accommodating for people with disabilities. Outreach materials will state that people with disabilities are encouraged to apply and the applicant letter, attached to each application, will describe eligibility criteria, application procedures and all handicapped accessible features of the apartments. The outreach materials will include the use of a welcoming statement to encourage people with disabilities to apply.

Property management will give priority preference to people with disabilities when renting the units. Any person with a disability who requests accommodation shall receive priority for accessible units.

## III. OUTREACH PROCEDURES

Marketing and outreach efforts will engage persons not likely to otherwise apply for housing, including those living with HIV/AIDS, with disabilities, language barriers, seniors, people of color and ethnic minorities. This outreach will include a large network of local social service agencies such as:

- LifeLong Medical Care
- Toolworks
- Catholic Charities
- Alameda County Office of AIDS Administration (OAA)
- Building Opportunities for Self-Sufficiency (BOSS)
- Berkeley Food and Housing Project (BFHP)
- Women's Daytime Drop-In Center
- Homeless Action Center
- Options for Recovery Services, Inc.
- Youth Emergency Assistance Hostel (YEAH!)
- Bonita House
- City of Berkeley Departments and Divisions that provide services directly to the homeless, such as the Division of Mental Health, Senior Services/Aging, and the Department of Public Health
- Known churches, synagogues, and other religious organizations with homeless outreach programs
- Other formal homeless outreach organizations as they are identified

A notice describing the Property's features and rental rates will be distributed to the following groups: local social service agencies; local community centers; Berkeley Housing Authority. Advertising will be done in accordance with the Property's regulatory agreements, AFHMP and the Administrative Plan of the Berkeley

Housing Authority.

#### **IV. APPLICATION, INTEREST LIST MANAGEMENT AND SCREENING PROCEDURES**

##### **A. APPLICATION, INTEREST LIST MANAGEMENT**

Marketing planning efforts will begin at least seven months prior to project completion to ensure a timely lease-up of the property. Approximately five months prior to project completion, a marketing campaign will begin to market and advertise the property. Marketing materials and applications will be circulated among partnering service agencies and community organizations that serve the designated property populations. The applications circulated during the marketing campaign will request basic income, family composition and disability information.

The application for UA Homes will contain an option for the applicant to identify if they want to be considered for an MHSA unit. The application materials will also clearly state the eligibility criteria for the MHSA units and guidelines that list the supporting documents required to demonstrate eligibility.

Applications received for the property, including those indicating possible eligibility for MHSA units, will be added in the order they are received to the existing Interest List for the property, as required by the Administrative Plan of the Berkeley Housing Authority (COBHA). The Interest List shall remain open after the completion of the initial lease-up. The Owner shall purge the Interest List every twelve months to ensure the list is kept up-to-date. The process for purging the list shall include contacting the interested individuals via 1st class mail AND phone to the interested individual and the interested individual's designated representative as it appears on the interest card.

Interested individuals will be required to submit an update form and return it within thirty calendar days of mailing/phone contact to remain on the Interest List. If an interested individual fails to respond within the specified time period, the Owner shall withdraw the interested individual from the list and send the interested individual a notice that includes:

- The reason for the determination; and
- Information on how to request an informal review with the property Owner to retain their place.

##### **B. SELECTION OF TENANTS**

Potential MHSA tenants will undergo three rounds of screening. Interested applicants will be asked to submit a MHSA Housing Program Eligibility Certification Application to Berkeley Mental Health (BMH). Property management and/or services staff will be available to assist with the completion of this application if necessary.

BMH will provide this certification within ten (10) working days of receiving a certification request and will notify the applicant about the status of the certification (i.e., eligible, not eligible, or more information needed to complete the certification process (pending)). BMH will also notify the housing provider of the status of the certification, but in no event will BMH provide details to the housing provider about the nature or the severity of the applicant's disability. The Tenant Eligibility Certification section describes the criteria used by BMH to determine eligibility as well as the appeals process available to applicants.

Those applicants that are certified as eligible can then proceed with the general application and tenant selection process through the Owner. As provided for by the Administrative Plan of the Berkeley Housing Authority, :

- The Owner is responsible for identifying and referring potentially eligible Applicants to the COBHA for a final determination of eligibility.
- The Owner may serve interested individuals from the Interest List out of order if it is unable to reach the individual after utilizing reasonable efforts (i.e. mail or telephone).
- The Owner may refuse any Applicant, provided the Owner does not unlawfully discriminate.

Once an applicant is certified as MHSA eligible by BMH, the Owner will request that the City of Berkeley Housing Authority (COBHA) verify the individual's homeless status. Homeless verification is performed by the

COBHA as the administrator of the Mod Rehab Section 8 contract. Homeless verification is based on the definition adopted by the COBHA in their Administrative Plan, namely:

“Homeless”: An individual who has a primary nighttime residence that is:

- A supervised publicly or privately operated shelter to provide temporary living accommodations (including welfare hotels, and motels paid for with emergency shelter vouchers);
- Transitional housing, and prior to that was homeless and living on the streets or in an emergency shelter, and upon leaving transitional housing has no resources to obtain permanent housing
- An institution that provides a temporary residence for individuals intended to be institutionalized, provided that the applicant has spent less than 30 days there and prior to that had been staying in one of the three categories listed above; or
- A public or private place not designed for, or ordinarily used as, regular sleeping accommodation for human beings.

If an applicant is certified by both BMH and COBHA, a final round of screening will be conducted by the Owner. If an Applicant declines an available apartment when notified, he/she will be offered a second unit when available. If an Applicant declines an apartment a second time, his/her application will be removed from the Interest List. After receiving the notification of unit availability, applicants have five days to respond to management regarding the available apartment. If there is no response, the offer will be deemed to have been declined by the Applicant. If there are verifiable mitigating medical reasons that prevent an Applicant from moving at the time of offer, the Applicant will receive another unit offer.

#### C. LEASING VACANCIES

When leasing vacancies, and as provided for by the Administrative Plan of the Berkeley Housing Authority, the Owner will:

- Conduct a thorough screening and evaluation of Applicants for tenancy on a uniform, consistent and non-discriminatory basis;
- Keep on site, and provide to all Applicants, tenants and outreach agencies, a copy of the grounds for non-acceptance of the rental application; and
- Advise COBHA in writing of the Applicant selected for tenancy in order to initiate rental subsidy payments. Said notice shall be accompanied by all documentation required to establish eligibility.

COBHA will:

- Contact the Applicant to obtain any additional documents required to determine program eligibility;
- Inspect the unit within 10 business days of a request for inspection from the Owner;
- Advise the Applicant (and Owner) of the tenant rent portion in writing; and
- Review and obtain the Applicant's signature on the “Section 8 Moderate Rehabilitation Program Statement of Family Responsibility (HUD Form 52578A).

Additionally, each prospective resident will receive either a letter requesting an interview, complete with an interview checklist, or if ineligible, a denial letter.

The property will consider applicants that fail to respond or who do not show up for the scheduled interview as no longer interested in residency at the property. The applicant will remain on the Interest list as inactive with a chance to re-activate their status for a period of one year.

The approved applications will proceed to the next level of review, which includes the following:

- a) Credit/criminal checks
- b) Landlord verifications
- c) Third-party verifications of income and assets
- d) Approval or denial.

All denial letters will describe the reason for ineligibility as well as an appeal timeframe.

During the application process persons with disabilities may be entitled to reasonable accommodations that supersede the following and allow for approval. Such accommodations may be immediately awarded at the time of the full family interview.

Applicants will be rejected for any of the following:

- a) Failure to present all adult members of the family at the full family interview (or some other time acceptable to management);
- b) Blatant disrespect, disruptive or anti-social behavior toward management, the property or other residents exhibited by an applicant or family member any time prior to move-in (or a demonstrable history of such behavior);
- c) A negative landlord or other reference, encompassing failure to comply with the lease, poor payment history, poor housekeeping habits, eviction for cause; or criminal activity outlined above;
- d) A negative credit or criminal report (see Grounds For Denial)
- e) Falsification of any information on the application;
- f) Eligibility income exceeding the maximum allowed for the specific program or failure to demonstrate the ability to pay rent (minimum income – not required for PBS8 units);
- g) Family composition not appropriate for available bedroom size;
- h) Failure to update application for the Interest List within specified time when notified.
- i) Invitations to schedule an appointment will be sent out in writing. UA Homes will consider no longer interested applicants that fails to respond or who doesn't show up for the scheduled interview. There will be a 14 day grace period.
- j) Other good cause

All approval letters will be sent in the mail. If an applicant declines an apartment, his/her application will be removed from the Interest List. After receiving the notification of unit availability, applicants have five days to respond to management regarding the available apartment. If there is no response, the offer will have been declined by the applicant. If there are verifiable mitigating medical reasons that prevent them from moving at the time of offer, applicant will receive another unit offer.

If an applicant is rejected, management will promptly notify the applicant in writing explaining in the notice:

- a) The specifically stated reason(s) for the rejection; and that the applicant has a right to respond to the owner in writing or request a meeting within 14 days to dispute the rejection;
- b) Persons with disabilities have the right to request reasonable accommodations to participate in the appeal process;
- c) Any meeting with the applicant to discuss the applicant's rejection must be conducted by the Property Manager first, then the Regional Manager.
- d) Prior to making a final decision to reject an applicant, the project will consider mitigating circumstances and evaluate reasonable accommodations and/or structural modifications which might make rejection unnecessary;
- e) If an applicant feels they have been discriminated against based on a disability they may contact the local 504 Coordinator for the property management company.

## **V. APARTMENT ASSIGNMENT & MOVE-IN**

To ensure random distribution, apartments will be pre-designated by unit size, rent and income level. After a prospective resident receives an offer of an apartment, the applicant will be invited back to view the apartment that has been chosen for them based on their qualified income. Accommodations will be made for special disability needs. Offers of apartments will be made in writing only, through the use of a Conditional Offer of an Apartment letter from property management.

Also, all apartments will be offered on a first qualified first offered. All applicants must qualify based upon the established income/asset, and household size requirements. Applicants must also have acceptable credit status and rental history as outlined in our Grounds for Denial. Those applicants failing to meet these established criteria will be sent a letter of rejection outlining the specific reasons for the denial. This letter will include instructions for appealing a denial. Only one offer will be made to qualified applicants.

Once an eligible applicant accepts an offer of an apartment, and a move-in date is confirmed, a lease is prepared. In order to take possession of the apartment, the resident is asked to pay the full move-in costs (security deposit and first month's rent), and sign a lease and Tenant Income Certification. To comply with the development's financing agreement, the lease term will not be for less than one year.

Rent is due thirty days after the offer of an apartment is made and on the 1st of the month thereafter.

## Item D.7 Supportive Services Plan

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

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

1. A description of the anticipated needs of the MHSA tenants;
2. The supportive service provider's initial and ongoing process for assessing the supportive service needs of the MHSA tenants;
3. A description of each service to be made available to the MHSA tenants, to include where and how the service will be delivered, the frequency of the service delivery and identification of the service provider. A description of the available services and supports should include, but not be limited to:
  - a) Mental health services
  - b) Physical health services (including prevention programs)
  - c) Employment/vocational services
  - d) Educational opportunities and linkages
  - e) Substance abuse services
  - f) Budget and financial training
  - g) Assistance in obtaining and maintaining benefits/entitlements
  - h) Linkage to community-based services and resources
4. Indicate whether or not there will be an onsite service coordinator, and include the ratio of onsite staff to MHSA 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 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 tenants. This description should also include the identification of staff (the responsible service provider) and specific strategies for working with MHSA 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 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 tenants who do not speak English and how communication between the property manager and the non-English speaking MHSA tenants will be facilitated;

9. Describe the process to ensure effective communication between the service provider and the property manager regarding the status of MHSAs tenants in the development and any other issues regarding the development, including but not limited to regularly scheduled meetings and the identification of a single point of contact for communication and coordination of supportive services; and,
10. If proposing to develop Shared Housing units within a Rental Housing Development, attach "House Rules".

**Response:**

The Services Plan for UA Homes draws on the expertise of highly experienced and specialized service providers to offer MHSAs residents the support necessary to retain housing, improve their health, and maximize their ability to live and, (in some cases) work in the community. The services plan adopts a consumer-driven team approach. Services for MHSAs tenants will be provided by Berkeley Mental Health, LifeLong Medical Care and Toolworks. All services and service provision will be coordinated by RCD. Tenants' participation in all services is voluntary.

**Description of Anticipated Needs of Tenants**

MHSAs tenants may require assistance and care for various challenges, including minor to significant medical problems, psychiatric symptoms related to a Major Mental Illness, substance abuse, financial mismanagement, and/or social isolation. It is anticipated that tenants will need a variety of services available to them, including monitoring and treatment of various physical health problems; monitoring and treatment of psychiatric symptoms including medication, therapy, symptom management groups; drug and alcohol treatment; payee assistance or education around managing money; and socialization activities.

**Initial and Ongoing Assessment of Tenant Supportive Services Needs**

MHSAs tenant needs assessment will be conducted by Berkeley Mental Health. BMH conducts full assessments that address all major life domains, including but not limited to psychiatric, medical, psychosocial, vocational, substance use, and financial responsibility. This assessment will be done as part of the initial MHSAs certification process, and will be repeated as necessary to determine on-going needs.

**Description of Services**

Berkeley Mental Health is a division of the City of Berkeley's Health Department, and it has 3 sites serving adults, family/youth/children, and schools throughout the City of Berkeley. Berkeley Mental Health employs licensed mental health professionals, case managers, psychiatrists, nurses, peer counselors, and specialists in the areas of Alcohol and Drug Services, Housing services, Employment and Education services, Family Advocacy and Support Services, and Wellness and Recovery activities.

Berkeley Mental Health's sources of funding include California mental health realignment funds, Medi-Cal and Medicare reimbursements, City of Berkeley general funds, MHSAs funds allocated to Berkeley Mental Health, and Alameda County MHSAs funds contracted with BMH. All clients eligible for BMH services have access to a case manager/therapist, psychiatrist, and therapy and wellness groups. BMH staff work closely with service providers around Alameda County as an important part of client care.

Some MHSAs tenants may be assigned to the Full-Service Partnership program at BMH, which provides wraparound services, meeting the client/tenant where they are, and assisting them with a myriad of needs. The FSP team is made up of a small group of clinicians who work closely together to provide intensive services to those clients assigned to that team. Regardless of whether a tenant is assigned to the FSP team or another BMH service, a unique set of services can be provided to each consumer and potentially include any or all of the following options:

- a. **Mental Health and Case Management Services:** Mental health services support people in managing or eliminating psychiatric symptoms, decreasing isolation, and preventing lease violations, hospitalization, and incarceration. Staff employs individualized interventions that may include the tenant's support system including their family and friends, and other community supports. Interventions could include formal therapy, crisis intervention, linkage to various supports and resources, and medication

management. Each tenant is assigned a psychiatrist for ongoing medication monitoring, and a Registered Nurse is assigned to work with FSP clients/MHSA Tenants, and is able to see them in the community. Group therapy, including symptom management, drug and alcohol (abstinence and harm-reduction), and general support groups are offered at Berkeley Mental Health, and other groups are offered at UA Homes.

Case management services will be provided to all MHSA tenants at UA Homes. Staff work in collaboration with the resident and the resident's other service providers to identify service needs, locate resources, provide referrals and linkage to outside services, and follow-up to ensure that needs are being met. These services might include vocational training, educational services, independent living skills classes, financial literacy training, religious or community groups, health care, benefits applications, or medication management services.

- b. **Medical Services (including Prevention Programs):** Lifelong Medical Care is a Federally Qualified Health Center that operates six primary care sites, an adult day health center and a dental clinic in Oakland and Berkeley. As an on-site service provider at UA Homes, LifeLong offers medical case management, individual and group therapy by a licensed clinician, preventative health care, health screening exams, chronic disease management, medication management and referrals for diagnostic and specialty services. A weekly primary care clinic, staffed by a physician, is open on-site at UA Homes. Berkeley Mental Health psychiatrists and nurses collaborate with primary care staff as needed, and also screen, support, and treat tenants with medical problems. BMH staff will provide referrals and linkages to local primary health care providers with which they have an existing referral relationship.
- c. **Employment/Vocational Services:** Toolworks is a non-profit agency that has been working in partnership with people diagnosed with disabilities since 1975, and has been working at UA Homes for over a decade. Their expertise is providing the tools and resources that increase the independence, equality and personal satisfaction of residents living out in the community. Toolworks' "Housing Partnerships Program" provides supportive housing services that include vocational assessment, training, job development and placement, as well as independent living skills supports, and group wellness and recovery groups. The Toolworks Vocational Service Coordinator works closely with Lifelong Medical Care to identify those tenants who need Toolworks assistance to increase their income, skill level and level of self-sufficiency. In addition, Berkeley Mental Health employs an Employment and Education Specialist, funded by MHSA, to assist clients/tenants who are interested in employment readiness through career exploration, job search techniques, resume writing, and interview preparation.
- d. **Educational Opportunities and Linkages:** The BMH Employment and Education Specialist can also assist MHSA tenants with returning to school in order to complete their GED, develop special skills to use toward employment, or just build community and supports in an academic setting. The service provider will share information about Disabled Student's Services at schools, as well as financial assistance when available. On-site staff will provide support and linkages to assist residents with enrollment and completion of GED and community college programs.
- e. **Substance Abuse Services:** Individual and group education and support will be provided to tenants on-site, and referrals will be made to community support resources and substance abuse treatment facilities as needed. Harm reduction techniques and abstinence models are used in treatment on site, around the Berkeley community, and at BMH.
- f. **Budget and Financial Training:** BMH works with the Alameda County Subpayee Program, providing clients/tenants with payee assistance. Case Managers work with consumers on an ongoing basis as needed with money management planning, budgeting, and bill recording.
- g. **Assistance with Benefits/Entitlements:** BMH staff work with clients when problems arise with their benefits, advocating with SSI, SDI, and GA. BMH also works collaboratively with the Homeless Action Center and Mental Health Advocates, who assist consumers with troubleshooting and accessing benefits. BMH staff also do extended evaluations for consumers who are applying for benefits.

- h. Linkage to Community Resources: Linking clients/tenants to community resources is a natural part of case management and treatment. Berkeley is rich in community resources, ranging from medical and psychiatric care, substance abuse treatment, social activities, and academia.

### **Service Coordination**

An extensive network of service providers works on-site to provide case management, living skills counseling and job readiness training for interested residents. The On-Site Services Program for UA Homes is an Integrated Service Model, in which service providers coordinate their efforts to actively engage tenants around their supportive service needs. Services are provided on-site through a collaboration of three primary partners: LifeLong Medical Care, Toolworks, and the RCD Resident Services.

Along with medical case management, LifeLong staff at UA Homes offer assistance with daily living tasks, benefits advocacy, money management, vocational services in conjunction with Toolworks' staff, housing retention, relationship & community building, and food management. On-going weekly groups promote wellness, life skills and social connections among tenants. Periodic group education presentations and discussion relevant to the tenants of UA Homes are also provided.

The RCD Director of Resident Services works with all of the UA Homes service providers to develop program policy and procedures. In addition, the Director interfaces with and advocates for the project with Berkeley city services and funding, works on regulatory issues including resident relocation, and facilitates and participates in the collaborative process. RCD's Director of Resident Services meets regularly with the LifeLong Medical team to insure that UA Homes tenants are receiving all the services they require. RCD staff also provides an important link with the UA Homes property manager in order to focus on keeping tenants in housing and dealing with any issues that tenants may be experiencing that would jeopardize their housing.

Between LifeLong, Toolworks, and RCD, over 3.0FTE services staff work on-site with the UA Homes residents. Such support may be in addition to BMH services provided to clients at UA Homes and/or off-site as needed.

### **Wellness and Recovery Services**

BMH employs a Full-time Consumer Liaison/Advocate who works with other BMH staff to deliver a host of Wellness and Recovery Services. Those activities are continuing to be developed and implemented, and include a creative milieu for art, music and movement, Advance Directive coaching, leadership training, and Wellness and Recovery Action Planning (WRAP). Berkeley Mental Health has the Mental Health Commission, made up of consumers and family members of a mentally ill person, and this group, along with others, help shape the services of BMH.

Peer mentoring is critical to resident engagement and retention. Residents will work with peer mentors to develop life skills, find inspiration and hope, maintain motivation, develop social skills, engage with the broader community, and manage stress.

### **Tenant Engagement**

Tenants will not be required to participate in any services. Services will be rendered in an inviting, friendly manner with hours of operation and style of services delivery designed to encourage tenant participation. The Owner will work collaboratively with services staff to develop community events including picnics, recreational activities, gardening and other on-site events to develop community and provide entry to services.

UA Homes will follow a staged approach to tenant engagement. These steps can be modified on a case-by-case basis, as some residents will be more receptive to connecting with services than others. Some residents may be coming to UA Homes with a service plan that they are already engaged in. The framework below is designed to present steps that may be critical to engagement when receptivity is limited and trust not yet built.

- Setting the Stage: Orientation following lease signing. Becoming familiar with the residents, having face recognition in a non-threatening manner, so as to begin the process of establishing credibility.
- Initiating Engagement Tactics: Involving residents in conversation on non-threatening subjects, providing information, incentives. Examples might be informing a resident about a recreational

activity or the availability of a food distribution opportunity.

- Continuing Engagement Tactics: Spending time with residents in a casual, “hanging out” manner, and helping residents meet some important, basic needs such as access to transportation, medical care, etc.
- Proceeding with Outreach/Maintaining the Relationship: Helping the resident define service goals and activities as trust is established, and moving into a formal assessment and creation of an individualized service plan.

Persistence is a critical attribute of successful tenant engagement, and will be employed with sensitivity (cultural and otherwise), care and creativity.

The initial contact will consist of welcoming the new resident and “setting the stage.” When a new tenant moves into UA Homes, the case manager meets with the tenant to let them know about the services that are available (both individual case management and group services) and the tenant is asked about their interest in receiving services. Tenants who are interested in receiving services will participate in an intake with the case manager and, upon completion of the interview, sign a services consent form. Consent for services can be revoked at any time by contacting the case manager, if the tenant wishes to do so.

Outreach to tenants is also done on a continual basis both to tenants who initially declined services and to those who previously signed up for services but whose participation has lapsed. Every group and social event is advertised to tenants by distributing flyers, putting up signs, talking to residents, etc. If a group activity is intended for a specific sub-population (e.g., women), special effort will be made to assure that those residents are aware of the event. Such special effort may include posting notices on front doors or making personal contacts to encourage tenant participation. All non-therapeutic group services are available to all residents, whether they have signed a consent form or not. Therapeutic group services with the Licensed Clinical Social Worker are limited to those tenants who have gone through intake and signed a consent form.

The case manager works closely with the property manager to identify people who might benefit from services, and conducts outreach to all tenants who are in jeopardy of losing their housing. Property management and RCD ensure that the case manager receives a notice to provide outreach services whenever an issue arises that may result in a tenant’s eviction (such as nonpayment of rent or violation of house rules). The case manager receives the information about the situation through a referral to services form and is kept advised through discussion at a weekly meeting. In such situations, the case manager conducts outreach and reports back to the property manager about the resident’s willingness to engage in services. The case manager only reports information specifically released by the resident on a release of information form.

LMC case managers and social workers understand that engaging in services is a process that happens at different times and rates for each tenant. The case managers are, therefore, persistent in contacting tenants, but respectful of decisions to refuse services. Often a tenant is approached several times before he or she agrees to a service relationship with a case manager. Success is achieved by building trust and supporting residents as they address the issues in their lives that most concern them.

### **Culturally and Linguistically Competent Services**

Berkeley Mental Health and RCD strive to employ staff of diverse cultural and linguistic backgrounds, and train staff on an ongoing basis about culturally competent best practices. BMH is contracted with a Language and Interpretation Service provider that assists with the translation of BMH documents to various languages, and interpreters when needed for communicating with tenants who speak languages other than those spoken by BMH staff.

### **Communication between Support Service Providers and Property Management**

Berkeley Mental Health staff will see tenants on site, at BMH, and in the community and collaborate with other service providers and property managers as needed. The FSP Team works closely together to serve tenants assigned to that level of care and staff are aware of client circumstances when primary staff are absent or unavailable. Further, the BMH Housing Coordinator will act as a liaison to UA Homes when no other provider can be reached. After business hours, the BMH Mobile Crisis Team is available for consultation and crisis intervention for any Berkeley/Albany residents, until 11pm - 7 days/week.

**Item D.8 Supportive Services Chart (Attachment C)**

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

## Supportive Services Chart (Attachment C)

List all the services to be provided to MHSA tenants in the MHSA Rental Housing Development, including any in-kind services essential to the success of your Supportive Services Plan. Add additional lines to the Supportive Services Chart as needed.

Supportive Service		Target Population	Service Provider(s)	Service Location
List each service separately (e.g., case management, mental health services, substance abuse services, etc.)		Name the target population(s) that will be receiving the supportive service listed.	List the name of the proposed service provider.	Indicate where the service is to be provided - onsite or offsite. For offsite services, indicate the means by which residents will access the service.
1	Assessment and Service Plan Development	Adults and Older Adults who are homeless and are diagnosed with a mental illness	BMH, Lifelong Medical, Toolworks	On-site, at BMH, or in the community as appropriate
2	Case Management	(same)	BMH and Lifelong Medical	On-site, at BMH, or in the community as appropriate
3	Mental Health Services	(same)	BMH and Lifelong Medical	On-site, at BMH, or in the community as appropriate
4	Substance Abuse Treatment	(same)	BMH and Lifelong Medical, and other providers as appropriate (e.g. AA and DRA groups, Bonita House, Options)	On site, at BMH, or in the community as appropriate
5	Nutritional Support	(same)	BMH and Lifelong Medical	On-site, at BMH, or in the community as appropriate
6	Employment and Vocational Training	(same)	BMH and Toolworks, and other providers as appropriate (e.g. Alameda County Vocational Rehabilitation, Rubicon)	On-site, at BMH, or in the community as appropriate
7	Benefits Eligibility Case Management	(same)	BMH and Lifelong Medical	On-site, at BMH, or in the community as appropriate
8	Life Skills	(same)	BMH, Lifelong Medical, and Toolworks (and other supports as appropriate)	On-site, at BMH, or in the community as appropriate
9	Primary Health Care	(same)	Lifelong Medical Clinic	On-site or in the community as appropriate

10	Education	(same)	BMH and Toolworks in collaboration with educational institutions around Alameda County	On-site, at BMH, or in the community as appropriate
11	Peer Mentoring	(same)	BMH, Lifelong Medical and Toolworks	On site, at BMH, or in the community as appropriate
12	Community Building	(same)	BMH, Lifelong Medical, and in the community	On site, at BMH, or in the community as appropriate
13	Housing Services	(same)	BMH and Lifelong Medical	On site, at BMH, or in the community as appropriate
14	Family Advocacy	(same)	BMH	On site, at BMH, or in the community as appropriate
15	Service Coordination	(same)	Resources for Community Development	On-site and at RCD

## Item D.9 Design Considerations for Meeting the Needs of the MHSA 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 units will be designed to provide appropriate accommodations for physically disabled MHSA tenants, if appropriate.

### Response:

UA Homes has long offered substantial on-site services to residents, and a primary goal of the renovation is to create a physical space which matches the high quality of these services. The scope of work includes improvements to the building's common areas, social service spaces, and individual units in order to improve the quality of life for all tenants. Many of the improvements have been planned specifically to address the needs of MHSA tenants and other individuals with special needs.

#### Description of Physical Space

UA Homes is located at the corner of University Avenue and 10<sup>th</sup> Street in Berkeley, a location that provides tenants with easy access to public transportation, grocery stores, pharmacies, social services, and other essential amenities. The building faces onto University Avenue, a main commercial street in Berkeley, and the ground floor is home to four retail stores. A surface parking lot contains over 20 parking spaces with driveway access just west of the building. This lot is used by tenants, employees, and visitors to the retail establishments. A locked fence separates visitor parking in order to maintain the property's security.

Pedestrian access to the building is on University Avenue; the renovation will ensure that this entrance is fully accessible. This entrance is staffed by a desk clerk 24 hours per day to maximize building security. The project's scope of work calls for improving communication between the desk clerk and visitors via a window that connects to the building's exterior; any visitors must be buzzed into the building by the desk clerk. New comprehensive exterior lighting, linked to a timer to ensure complete lighting at night, will provide additional building security.

Beyond the commercial stores, the ground floor of UA Homes contains a property management office, offices for social services staff, and a maintenance workroom. A new rear addition will be added to the building in order to substantially expand social service space on the ground floor. All residential units are located on the second through fourth floors. These upper floors are served by an elevator and multiple staircases. The property has 74 Single Room Occupancy (SRO) units in total, with an average size of 150 square feet. All units have a sink and come furnished with a bed, cabinets, microwave, and mini-fridge. A portion of the units contain individual baths and, through the course of the renovation, several will receive stovetop burners. The stovetops, where installed, will include built-in features to ensure the building's safety, including an automatic shut-off after a specified period of time.

All residential floors in the building include shared bathrooms and laundry facilities. The third floor contains a community lounge furnished with couches, tables, and a television. Tenants can freely use this space. Social service programming occasionally takes place in this lounge, including a weekly hot breakfast, weekly group meetings, and special events.

### Supportive Service Space

Space for supportive services at UA Homes will be substantially improved as a result of the renovation. Over three (3.0) FTE social service staff work at UA Homes, and the new rear addition to the building will provide them each with individual ground-floor offices. These individual offices will allow for all staff to engage residents in private case management and counseling. Counseling groups, which address issues such as addiction and stress, meet weekly in the community lounge (which is temporarily closed off to residents not participating in the activity). The lounge is also used several times per week as a computer lab, when services staff set up laptops and support residents in navigating the computers as needed.

Additional supportive service space in the building includes a kitchen used to prepare meals for the residents and a primary care clinic where, once a week, a doctor is available for on-site consultations. The building's rehabilitation will upgrade both of these spaces and relocate them to the third floor, in order to concentrate social services and community space on one floor. The 150 square foot kitchen contains a full fridge, oven, and stove, and will be large enough to also use for small group meetings (three to five participants). Adjacent to the kitchen will be a renovated 150 square foot clinic fully equipped for the weekly doctor's hours. This clinic will include a small waiting area where the clinic assistant can take blood pressure, measure pulses, and perform other simple diagnostics.

### Accommodations for Physically Disabled Tenants

The common spaces described above, including the common room, laundry rooms, shared bathrooms, clinic, and services offices, will be accessible to physically disabled persons. The scope of work calls for measures to ensure accessibility, addressing features such as access controls, door widths, turning radius within rooms, lighting controls, emergency signals, ramps and floor slopes.

Six of the SRO units will be fully accessible for physically disabled tenants using wheelchairs and mobility devices of sizes anticipated within California Building Code standards. These units will also feature devices which assist the hearing and sight impaired. The owner and management agent of UA Homes are prepared to meet the reasonable accommodation requests of residents and potential residents to modify the equipment and features of the rental units (excluding the room dimensions and/or wall locations) in order to better meet the unique needs physically disabled residents.

## APPENDIX A

### Full Service Partnership Criteria under the Mental Health Services Act (MHSA)

#### California Code of Regulations, Title 9, Section 3200.130

"Full Service Partnership (FSP)" is defined as "the collaborative relationship between the County and the client, and when appropriate the client's family, through which the County plans for and provides full spectrum of community services so that the client can achieve the identified goals."

Adults identified to have a serious mental disorder are eligible for FSPs if they meet the **criteria** set forth in subdivision (b) of section 5600.3. In addition to meeting that criteria for 'Severe Mental Illness (SMI)', they must also meet the following:

1. Their mental disorder results in substantial functional impairments or symptoms, or they have a psychiatric history that shows that, without treatment, there is an imminent risk of decompensation with substantial impairments or symptoms.
2. Due to mental functional impairment and circumstances, they are likely to become so disabled as to require public assistance, services, or entitlement.

AND

3. They are in one of the following situations:
  - a. They are unserved and one of the following:
    - i. Homeless or at risk of becoming homeless
    - ii. Involved in the criminal justice system
    - iii. Frequent user of hospital or emergency room services as the primary resource for mental health treatment.
  - b. They are underserved and at risk of one of the following:
    - i. Homelessness
    - ii. Involvement in the criminal justice system
    - iii. Institutionalization

## APPENDIX B

### Welfare and Institutions Code Section 5600.3 (b) (1)

*Serious mental disorder* means a mental disorder which is severe in degree and persistent in duration, which may cause behavioral functioning which interferes substantially with the primary activities of daily living, and which may result in an inability to maintain stable adjustment and independent functioning without treatment, support, and rehabilitation for a long or indefinite period of time. Serious mental disorders include, but are not limited to, schizophrenia, bipolar disorder, post-traumatic stress disorder, as well as major affective disorders or other severely disabling mental disorders. This section shall not be construed to exclude persons with a serious mental disorder and a diagnosis of substance abuse, developmental disability, or other physical or mental disorder.

Members of this target population shall meet all of the following criteria:

- (A) The person has a mental disorder as identified in the most recent edition of the diagnostic and Statistical Manual of Mental Disorders, other than a substance use disorder or developmental disorder or acquired traumatic brain injury pursuant to subdivision (a) of Section 4354 unless that person also has a serious mental disorder as defined in paragraph (2).
- (B) (i) As a result of the mental disorder the person has substantial functional impairments or symptoms, or a psychiatric history demonstrating that without treatment there is an imminent risk of decompensation to having substantial impairments or symptoms. (ii) For the purposes of this part, *functional impairment* means being substantially impaired as the result of a mental disorder in independent living, social relationships, vocational skills, or physical condition.
- (C) As a result of a mental functional impairment and circumstances the person is likely to become so disabled as to require public assistance, services, or entitlements.

For the purpose of organizing outreach and treatment options, to the extent resources are available, this target population includes, but is not limited to, persons who are any of the following:

- (A) Homeless persons who are mentally ill.
- (B) Persons evaluated by appropriately licensed persons as requiring care in acute treatment facilities including state hospitals, acute inpatient facilities, institutes for mental disease, and crisis residential programs.
- (C) Persons arrested or convicted of crimes.
- (D) Persons who require acute treatment as a result of a first episode of mental illness with psychotic features.

## APPENDIX C

### BMH MHSA Housing Program Definition of “Homeless/At risk of homelessness”

BMH will utilize the following definition during its certification process. A client is considered homeless if the answer to the question "Where did you primarily sleep and stay over the last week?" is one of the following:

- Place not meant for human habitation (e.g., a vehicle, an abandoned building, bus-train/subway station/airport or anywhere outside)
- Emergency shelter
- Transitional housing for homeless persons/Transitional residential treatment program
- Persons fleeing a domestic violence situation
- Apartment or house that you own (but are within 7 days of eviction)
- Room, apartment or house that you rent (but are within 7 days of eviction)
- Psychiatric hospital or other psychiatric facility (for less than 30 days, on the streets or in a shelter prior to that)
- Substance abuse treatment facility or detox center (for less than 30 days, on the streets or in a shelter prior to that)
- Jail, prison, or juvenile detention facility (for less than 30 days, on the streets or in a shelter prior to that)
- Hospital (non-psychiatric) (for less than 30 days, on the streets or in a shelter prior to that)
- Residing in one of the aforementioned institutions or treatment facilities for longer than 30 days and being discharged within the week with no identifiable place to reside
- Living in housing that has been condemned by housing officials and is no longer considered meant for human habitation AND lack the resources needed to obtain alternative housing
- Living in someone else's housing because they do not have the resources to obtain other housing AND are being evicted or forced to leave within one week

Qualification under one of the above categories does not guarantee an individual's eligibility for a given MHSA unit. Specific housing providers may have more restrictive requirements than those listed above.