



County of San Bernardino Department of Behavioral Health



The project proposal for Fontana-Siena Family Housing was reviewed and approved by the County of San Bernardino Executive Housing Committee on September 24, 2013.

On September 30, 2013, the Department of Behavioral Health (DBH) intends to release a notice of initiation of a 30-day public review for the Fontana-Siena Family Housing project under the Mental Health Services Act (MHSA) Housing program.

The plan for the MHSA Housing Program, Fontana-Siena Family Housing in the city of Fontana, will be posted online for review and public comment from September 30, 2013 - October 30, 2013 at www.sbcounty.gov/dbh.

Comment forms are posted in both English and Spanish for you to provide feedback.

The California Housing Finance Agency and the State Department of Mental Health have jointly allocated approximately \$20 million in funds to the Department of Behavioral Health Housing Program.



For questions, concerns, interpretation services or requests for disability-related accommodations please call Doug Fazekas at (909) 387-8619 or 7-1-1 for TTY users.

Please request accommodations at least 7 business days prior to the meeting.



Condado de San Bernardino Departamento de Salud Mental



La propuesta del proyecto de Vivienda Familiar Siena-Fontana fue revisado y aprobado por el Comité Ejecutivo de Vivienda del Condado de San Bernardino el 24 de septiembre del 2013.

El 30 de septiembre del 2013, el Departamento de Salud tiene la intención de publicar el anuncio del comienzo de revisión publica de 30 días para el proyecto de Vivienda Familiar Siena-Fontana bajo la el Programa de Vivienda de la Ley de Servicios de Salud Mental (MHSA por sus siglas en inglés)

El plan del Programa de Vivienda de la Ley de Servicios de Salud Mental para el proyecto de Vivienda Familiar Siena-Fontana en la ciudad de Fontana será publicado en el Internet para consulta y comentarios públicos del 30 de septiembre al 30 de octubre del 2013 en: www.sbcounty.gov/dbh.

Formularios de comentario están publicados en inglés y en español para que provee su opinión.

La Agencia para el Financiamiento de Vivienda en California, conjuntamente con el Departamento de Salud Mental han destinado aproximadamente \$20 millones en fondos al Programa de Vivienda del Departamento de Salud Mental del Condado de San Bernardino.



Para preguntas, dudas, servicios de interpretación o petición de acomodados relacionados con alguna incapacidad, por favor llame a Doug Fazekas al (909) 387-7238; o marque el: 7-1-1 si usted es usuario de TTY.

Por favor, solicitar acomodados por lo menos 7 días hábiles antes de la reunión.



**County of San Bernardino
Department of Behavioral Health
Mental Health Services Act**

**30-Day Posting
Public Review Period for
Fontana-Siena Apartment Housing
Under the MHSA Housing Program**

September 30, 2013

Administration

268 W. Hospitality Lane, Suite 400 • San Bernardino, CA 92415 • (909) 382-3133 • Fax (909) 382-3105



CaSonya THOMAS, MPA, CHC
Director

September 30, 2013

Notice of Initiation of 30-Day Public Review Period for Fontana – Siena Housing Under the MHSA Housing Program

A 30-day public review and comment period is required for the County of San Bernardino Department of Behavioral Health (DBH) to submit an application to the State-administered Mental Health Services Act (MHSA) Housing Program to secure funding for any proposed housing development intending to provide permanent supportive housing for mental health clients. This public review pertains to the Fontana – Siena Housing development, which intends to provide permanent supportive housing for selected mental health clients.

Comment on the proposed development, as attached, must be received by DBH prior to close of business on October 30, 2013 to be considered for inclusion in the County's final analysis and certification of the application to the State.

The following sections of the application are attached for consideration, review and comment:

- Item D.1 Development Summary (Attachment B)
- Item D.2 Development Description
- Item D.3 Consistency with the Three-Year Program and Expenditure Plan
- Item D.4 Description of Target Population to be Served
- Item D.5 Tenant Eligibility Certification
- Item D.6 Tenant Selection Plan
- Item D.7 Supportive Services Plan
- Item D.8 Supportive Services Chart
- Item D.9 Design Considerations for Meeting the Needs of the MHSA Tenants

We appreciate your feedback and encourage you to direct any questions or comments regarding the proposed development to Douglas M. Fazekas as follows:

Douglas M. Fazekas, Administrative Manager
Department of Behavioral Health
Housing and Employment Program
909 387-8619
Fax: 909 386-8578
dfazekas@dbh.sbcounty.gov

Sincerely,

CaSonya Thomas, MPA, CHC
Director

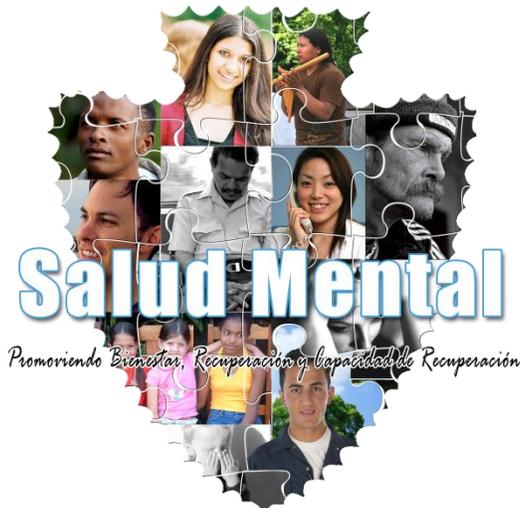
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cc: Linda Haugan, Assistant Executive Officer, Human Services
Dena Fuentes, Director, Community Development & Housing
Sharon Nevins, Deputy Director, DBH
Doug Fazekas, Housing and Employment Program, DBH
Dennis Terrones, Staff Analyst II, DBH
Dan Nackerman, Housing Authority County of San Bernardino
Gus Joslin, Housing Authority County of San Bernardino
Anthony Perez, Community Development & Housing
Tom Hernandez, Homeless Services Manager, DBH
Karen Cervantes, Mental Health Consultant, DBH

Board of Supervisors

GREGORY C. DEVEREAUX
Chief Executive Officer

ROBERT A. LOVINGOODFirst District
JANICE RUTHERFORD.....Second District
JOSIE GONZALES Fifth District
JAMES RAMOS.....Third District
GARY C. OVITT.....Fourth District



**Condado de San Bernardino
Departamento de Salud Mental
Ley de Servicios de Salud Mental**

**Aviso de 30 Días
Periodo de Revisión Publica
para el proyecto de
Vivienda Familiar Siena-Fontana
Bajo el Programa de Vivienda de la Ley de
Servicios de Salud Mental
(MHSA por sus siglas en inglés)**

30 de septiembre de 2013

Administración

268 W. Hospitality Lane, Suite 400 • San Bernardino, CA 92415 • (909) 382-3133 • Fax (909) 382-3105



CaSonya THOMAS, MPA, CHC
Directora

30 de septiembre del 2013

Aviso de Inicio del Periodo de Revisión Pública de 30 Días para la Vivienda Fontana – Siena Bajo el Programa Habitacional de MHSA

Es obligatorio un periodo de 30 días de revisión y comentarios para que el Departamento de Salud de Conducta del Condado de San Bernardino presente una solicitud al Programa de Viviendas administrado por el Estado para la Ley de Servicios de Salud Mental (MHSA) a fin de afianzar fondos para cualquier intención de desarrollo de viviendas propuestas a fin de proveer viviendas permanentes de apoyo para los clientes de salud mental. Esta revisión del público tiene que ver con el desarrollo habitacional Fontana – Siena, cuya intención es de proveer vivienda permanente de apoyo para algunos de los clientes de salud mental del Condado.

Los comentarios en el desarrollo propuesto, como se anexa, deben ser recibidos por el Condado antes de finalizar los 30 días contando desde la fecha en que se publica este aviso para ser considerado para inclusión en el análisis y certificación final del Condado para su aplicación al Estado.

Las siguientes secciones de la aplicación se anexan para consideración, revisión y comentarios:

- Elemento D.1 Resumen del Desarrollo (Anexo B)
- Elemento D.2 Descripción del Desarrollo
- Elemento D.3 Consistencia con el Programa a Tres Años y el Plan de Gastos
- Elemento D.4 Descripción de la Población Destinataria a la que se Dará el Servicio
- Elemento D.5 Certificación de Elegibilidad del Inquilino
- Elemento D.6 Plan de Selección de Inquilinos
- Elemento D.7 Plan de Servicios de Apoyo
- Elemento D.8 Cuadro de Servicios de Apoyo
- Elemento D.9 Consideraciones de Diseño para Satisfacer las Necesidades de los Inquilinos de MHSA

Agradecemos sus opiniones y fomentamos que dirija sus preguntas o comentarios relacionados con el desarrollo propuesto a Douglas M. Fazekas como se indica a continuación:

Douglas M. Fazekas, Administrative Manager
Department of Behavioral Health
Housing and Employment Program
909 387-8619
Fax: 909 386-8578
dfazekas@dbh.sbcounty.gov

Atentamente,

CaSonya Thomas, MPA, CHC
Directora

CT:SN:DF:bs

cc: Sharon Nevins, Tom Hernandez, Dennis Terrones, y Karen Cervantes, Salud de Conducta del Condado de San Bernardino
Dena Fuentes y Anthony Perez, Agencia de Desarrollo Económico del Condado de San Bernardino
Dan Nackerman y Gus Joslin, Autoridad de Viviendas del Condado de San Bernardino

GREGORY C. DEVEREAUX
Director Ejecutivo

Junta de Supervisores			
ROBERT A. LOVINGOOD	Primer Distrito	JAMES RAMOS	Tercer Distrito
JANICE RUTHERFORD	Segundo Distrito	GARY C. OVITT	Cuarto Distrito
JOSIE GONZALES	Quinto Distrito		

**Section D: Supportive Services Plan
Instructions**

1. Submit the MHSA Supportive Services Information, Section D, Items D.1 through D.16, as listed on the Application Index & Checklist.
2. Enter required information into the yellow box marked "Response".
3. Items D1 through D9 must be circulated for local review for 30 days.

Item D.1 Development Summary Form (Attachment B)

Instructions: Complete and submit the Development Summary Form (**Attachment B**)

RENTAL HOUSING DEVELOPMENT SUMMARY FORM

County Mental Health Department: County of San Bernardino

Name of Development: Siena Apartments

Site Address: 7807 & 7833 Juniper Ave

City: Fontana State: CA Zip: 92336

Development Sponsor: Fontana-Siena Partners, LP

Development Developer: Palm Communities

Primary Service Provider: LifeSTEPS, Inc.

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:	61	Total Number of MHSA Units:	15
Total Cost of Development:	\$22,087,299	Amount of MHSA Funds Requested:	\$3,234,400
		Capital:	\$1,750,000
		Capitalized Operating Subsidies:	\$1,484,400

Other Rental Subsidy Sources (if applicable): N/A

Target Population (please check all that apply):

Adults Transition-Age Youth Older Adults

County Contact

Name and Title: Douglas Fazekas, Administrative Manager

Agency or Department Address: Department of Behavioral Health, County of San Bernardino

Agency or Department Phone: 909-387-7238

Agency or Department Email: dfazekas@dbh.sbcounty.gov

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:

1. Name and location of the proposed housing development

Siena Apartments
7807 & 7833 Juniper Ave.
Fontana, CA 92336

2. Housing Service Goals

The overall service goal for this project is to provide sixty plus one manager unit (60+1) of high quality and safe multi-family housing at affordable rent levels in compliance with the low income housing tax credit program. The project allows residents to acquire safe, affordable and permanent supportive housing, maintain housing-stability and the development of life skills necessary for household and personal care management.

3. Tenant Characteristic

Tenant characteristic will be large families with incomes from 30% to 60% AMI, which is in compliance with the low income housing tax credit program. Forty-five (45) of the units will be rented to low income families and fifteen (15) of the units will be rented to Mental Health Service Act (MHSA) program's permanent supportive housing for eligible individuals with serious mental illness, as defined by MHSA program definitions.

4. Type of Housing to be Provided

This will be new construction of 61 units comprised of 1 manager's unit, 45 units will house families, and 15 units will be restricted as permanent supportive housing through the MHSA program administered by San Bernardino County Department of Behavioral Health. The units are a mix of one, two, and three bedrooms, located in five two-story buildings. The development will also include two recreational buildings, which will accommodate the residents, community at large and a meeting space, plus active and passive amenities, maintenance, and laundry facilities.

5. Meeting the Needs of the Population

Each unit includes central heating/cooling, ceiling fans and blinds. Kitchens are equipped with upgraded cabinets, an Energy Star rated frost-free refrigerator, combination range/oven, dishwasher, garbage disposal, microwave oven and solid surface countertops. All units have a private outdoor area in the form of either a patio or balcony (depending on floor level). Siena's recreation areas include a tot lot and swimming pool. Ample open space will provide passive/active recreational opportunities, including a low-impact cardio walking circuit, and picnic areas. The project will have two multi-purpose areas including a large community center

which include indoor communal and education space, a computer room, ample meeting space, a kitchen, dining area and restrooms. Siena will also have a security system with web access. Residents will be assigned carpools. Laundry facilities will be located on-site. To meet the needs of the MHSa tenant and Mental Health staff, the MHSa units and office will be fully furnished. The project will also provide confidential office space, with a private entrance, for supportive services staff to meet with project residents that are participants in the supportive housing program. The surrounding area is identified as Urban, based on the 2010 census information. A public park is located adjacent to the site. The bus service, elementary school, medical clinic, pharmacy and grocery store are all located within ¼ mile from the property. The Project's varied unit size, ADA compliance and overall design are responsive to the housing needs of Child, TAY, Adult and Older Adult FSP programs.

6. Primary Service Provider, Property Manager, and other Development Partners

Fontana-Siena Partners, LP in conjunction with the San Bernardino Department of Behavioral Health (SBDBH) will be partnering with Mesa FSP. The primary objective of the Mesa FSP Program is to support the individual in establishing and maintaining psychiatric stability and community funding such that the individual maintains his/her housing. The Mesa FSP Program is designed to assist adults to maintain self-sufficiency and or to succeed in their wellness, reduce hospitalizations, reduce incarcerations, increase employment, and successfully re-integrate into the community.

ConAm Property Management is the property management team. ConAm Management Corporation is part of The ConAm Group of Companies, a multi-disciplined real estate investment and services firm based in San Diego, CA. Established in 1975, The ConAm Group has become recognized as one of the nation's most astute multifamily investment firms and an experienced and dependable provider of multifamily real estate services. ConAm currently manages a diverse portfolio of multifamily properties comprising more than 46,000 units located in 12 states and 26 metropolitan areas. ConAm will have an on-site Resident Manager and maintenance staff.

LifeSTEPS is the social service provider. LifeSTEPS brings years of experience and specialization in social services to serve low-wage earners living in affordable housing, including children, teens, and adults. The STEP in LifeSTEPS stands for 'Skills Training and Educational Programs' and is the heart of our mission. LifeSTEPS' professional social service staff provide a wide variety of programs and services, depending on the needs of each senior or multifamily community. Our services meet all state and federal social service requirements for affordable housing communities. The combination of individual services and community-wide programs enable us to help build strong, vibrant and resilient residential communities.

The Limited Partnership will be Fontana Siena Partners LP and is comprised of:

Housing Corporation of America (HCA):

HCA is a 501(c)(3) non-profit organization which strives to not only provide affordable housing, but to improve the communities wherein these projects are located and offer the residents a sense of dignity and pride associated with an improved standard of living. Since its inception in 1988, HCA has sought to preserve and provide quality affordable housing by building better communities. In order to accomplish this objective, HCA have found success in combining resources and expertise from various organizations, including governmental agencies, financing institutions, for-profit developers, property management firms, and service organizations; thereby forming unique joint ventures wherein this goal may be accomplished. HCA'S portfolio currently consists of 74 properties consisting of over 7,300 units of low-income and affordable apartments located in California and Missouri.

Palm Communities (Palm):

Palm is a California corporation that specializes in the planning, financing, building, and operating affordable multi-family communities. Over a 34 year history, Palm has been successful in obtaining low-income housing tax credits for 23 affordable multi-family communities, as well as secondary gap financing from several cities and redevelopment agencies. Palm was the first affordable housing developer in Riverside County to collaborate with the County of Riverside Department of Mental Health (DoMH) to receive approval for Mental Health Services Act (MHSa) financing to develop 60 Units of Permanent Supportive Housing in four affordable housing communities in Riverside County. Over a four year period, Palm has worked with DoMH stakeholders,

site neighborhood groups, lenders and investors to overcome the many challenges associated with including MHSA Permanent Supportive Housing in our family and senior affordable communities.

7. Development Financing

Financing for Siena Apartments includes approximately:

- Low Income Housing Tax Credit Equity
- Construction and Permanent Financing
- City HOME Funds
- City Waived Impact Fees
- County NSP3 Funds
- MHSA Funds
- Deferred Developer Fee

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:

The County of San Bernardino Department of Behavioral Health (SBDBH), through the Fiscal Year 2010-11 Annual Update to the Three Year Program and Expenditure Plan for MHSA Community Services and Support (CSS), identified a need for permanent supportive housing for Adults with Serious Mental Illness (SMI) who are homeless or at risk of being homeless and are underserved. Additionally, the County's original MHSA Three Year Program and Expenditure Plan (for Fiscal Years 2005-06, 2006-07 and 2007-08), prepared following an intensive collaborative effort and input from consumers, family members, community leaders, service providers and other interested parties which included community forums and age-specific workgroups and surveys, found that the provision of supportive permanent housing for Adults, who are homeless or in danger of homelessness, was ranked among the top five issues identified by workgroups for Adults. The County of San Bernardino MHSA Housing program is expected to generate approximately 150 Supportive Housing units across all the age categories served. The MHSA Housing program proposal for the Siena Apartments responds to this identified community need and County priority by directly serving the Adult population with SMI who are homeless or at risk of homelessness.

Siena Apartments Responds to Identified Need for Adult Housing

Fontana Siena Partners, LP partnering with Mesa Counseling as the full service provider (FSP) for MHSA specific resident services, is requesting MHSA capital and operating subsidy funding for Fontana Siena Apartments. Siena Apartments will provide fourteen (14) one-bedroom units and one (1) two bedroom unit of permanent supportive housing for fifteen (15) MHSA-eligible Adult clients within the larger Sixty One (61) unit development. Siena Apartments will collaborate with the SBDBH and Mesa FSP to provide voluntary supportive services to these fifteen (15) MHSA-funded units. SBDBH, through Mesa FSP will support the clients in these fifteen (15) units by providing the clients with the tools necessary for maintaining their housing, sustaining independence, and transitioning into active members of their communities.

Consistent with the goals outlined in the CSS plan, supportive services at Fontana Siena are detailed in sections D.7 and D.8 of this notice.

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:

The Siena Apartments will provide 15 units of permanent supportive housing for families, one of the identified Mental Health Services Act (MHSA) target populations under the County of San Bernardino MHSA Housing plan. Families served in the MHSA Housing program at the Siena Apartments will be age 18 to 59 (with an occasional older consumer/resident) with a diagnosis of serious and persistent mental illness (SPMI). As Outlined in the County 10-year CSS plan, eligible individuals may be un-served, underserved, inappropriately served and may have been hospitalized, at risk of institutionalization or been involved in the criminal justice systems. Individuals currently on parole are not eligible for MHSA programs. Individuals served may have a co-occurring substance abuse disorder, be homeless or at risk of becoming homeless, and may suffer from functional impairments. Families in the program will be of very low income with an annual income not to exceed 30% of Area Median Income (AMI), and many adults may have incomes considerably less than 30% AMI. At the time of entrance into the housing, it is anticipated that many of the adults may have no income other than SSI.

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:

The County of San Bernardino Department of Behavioral Health Housing and Employment Program invited a range of stakeholders to participate in discussions of San Bernardino's Mental Health Services Act Housing Program Tenant Referral and Certification Process. Meetings were held in various parts of the County between March and August 2009 and included members of the Housing Policy Advisory Committee, the Technical and the Executive MHSA Housing Committees; all Full Service Partnerships; and Peer Family Advocates. Feedback from these meetings has been incorporated into the final version of the Tenant Referral and Certification Process

Application Process:

San Bernardino County Department of Behavioral Health (SBDBH) MHSA Housing Program commits to a standardized tenant referral and certification application process for all potential tenants in the program. The process will involve two steps:

- 1) Potentially eligible consumers will have the option of entering the Full Service Partnership (FSP) or being certified as eligible for MHSA FSP program by the FSP staff. Potentially eligible consumers may be directed to the FSP through a variety of sources such as SBDBH outreach, case management teams, county outpatient programs and contract agency outpatient programs, transitional residential programs, hospitals, acute psychiatric facilities, jails, referrals from housing managers and self-referrals.
- 2) Any FSP enrolled or FSP eligible consumer may apply for MHSA Housing once they have been assessed as MHSA FSP eligible. Property management screening for housing will be conducted by the housing provider, and will be separate from eligibility determination for MHSA services.

The criteria for eligibility under the MHSA Housing Program are (1) being homeless, at risk of homelessness, or at risk of institutionalization and (2) meeting San Bernardino County’s adult criteria for serious and persistent mental illness. Applicants will be screened by the SBDBH MHSA FSP program staff for homelessness, at-risk of homelessness, and at risk of institutionalization, have a mental health disability, and are able to live safely in independent, unsupervised housing. Those clients who are FSP enrolled/eligible will be certified by the FSP staff as meeting the above criteria and document following processes and procedures outlined in Department of Behavioral Health Standard Practice Manual.

SBDBH and its contractors will use culturally competent efforts to outreach to and engage members of the target population, including those among un-served, underserved, or inappropriately served ethnic communities and other minority populations, and will utilize a variety of proven outreach strategies to recruit consumers for FSP enrollment. In addition to accepting referrals from individuals reached through direct outreach methods, the SBDBH MHSA Housing Program will review for eligibility referrals from an extensive county-wide network of government and nonprofit organizations and service agencies. Examples of potential sources of referral include Behavioral Health Access and Crisis Hotlines and mental health clinical programs, including the Adult – Psychiatric Triage Diversion Team at County Hospital, shelters for single adults and families (both emergency and short-term), outreach and case management teams, transitional residential programs, hospitals, acute psychiatric facilities, jails, and self-referrals. Mentally ill potential applicants who contact housing developments directly will be informed by the property management to contact the SBDBH Housing and Employment program to be referred to the Mesa FSP staff and assessed for MHSA Housing Program certification of eligibility.

Notification:

All applicants shall be notified in writing by FSP program staff of a decision regarding their eligibility in the MHSA FSP Housing Program within a reasonable time from the date the completed referral for acceptance/certification was received by the FSP. If the referral is denied because the consumer did not meet the MHSA or MHSA Housing Program criteria as evaluated by the FSP staff, the referring party and the prospective tenant will be notified in writing and informed of the reason for the denial. The referring party and/or consumer may resubmit their request for MHSA FSP Housing Program enrollment/eligibility for reconsideration, on a quarterly basis, if the conditions that resulted in the original denial change.

Applicants meeting all of the above eligibility requirements will be certified by the FSP staff. The applicant, the referring agency (if applicable) and the Property Manager will be notified in writing that the Certification of Eligibility for Participation in the MHSA Housing Program has been granted. However, certification of MHSA Housing Program eligibility will not automatically grant inclusion on the site specific waiting list, which will be separate and maintained by the Property Manager. It should be noted that to be included on the site specific waiting list, applicant may be required to submit additional documentation to the Property Manager after they have received the MHSA Housing Program Eligibility certification.

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 MHSA 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 MHSA tenants, including the criteria that will be used to determine a prospective MHSA tenant's eligibility for occupancy in the development;
5. The appeals process for individuals who are denied tenancy in an MHSA unit; and,
6. The reasonable accommodations policies and protocols.

NOTE: The Department's approval of the MHSA 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:

Siena Apartments will designate fifteen (15) units out of a total of sixty-one (61) units as permanent supportive housing for Adult MHSA-eligible clients referred by the County of San Bernardino Department of Behavioral Health Housing Program. The rent for the designated MHSA units will be limited to the greater of 30% of SSI or 30% of actual tenant income, up to a maximum of 30% of AMI. The designated units are one bedroom, one bath units including full kitchens and one two bedroom, two bath units, which will be dispersed throughout the community.

All tenants will have access to the on-site community room and other amenities of the property. A separate office space will be provided where MHSA tenants can meet privately with case managers to receive necessary mental health and case management services.

ConAm Management Corporation (ConAM) will act as property manager for the Fontana-Siena Apartment project. ConAm has over 38 years of experience providing quality property management for both affordable and supportive housing projects. ConAm currently manages a diverse portfolio of multifamily properties comprising more than 46,000 units located in 12 states and 26 metropolitan areas. ConAm provides strong property management expertise to the Fontana Siena Apartment team. ConAm will draw on its significant expertise in working with tenants with special needs and in partnership with Mesa Counseling to ensure maximum available support to MHSA eligible applicants as they complete the application process. This experienced team approach offers flexible and responsive assistance as applicants negotiate the tenant selection process.

MHSA Housing Program Unit Availability Notification

Prospective tenants will be notified of available MHSA Housing Program units through the following process:

1. ConAm Management Corp, property manager will coordinate with the San Bernardino Department of Behavioral Health (SBDBH) Housing Program to fill vacancies in MHSA units with applicants that meet the MHSA criteria and are enrolled in or are eligible for the FSP program. Any prospective tenants not referred by SBDBH will be directed to the SBDBH for certification of eligibility for MHSA housing. SBDBH will provide confirmation of MHSA housing unit eligibility to the applicant and to ConAm Management Corp if the applicant meets the MHSA Housing Program criteria.
2. Prospective tenants must complete the rental application process at Fontana Siena Apartments after being referred by SBDBH.
3. Siena Apartments will keep a site specific wait list. The wait list will be updated on a regular basis by contacting the prospective tenant and SBDBH/Mesa to inquire on their continued interest in applying for the MHSA unit.

Rental Application Process and Wait List Procedures

At initial lease up and thereafter, SBDBH will refer enrolled or eligible FSP clients to Siena Apartments to apply for MHSA housing. During initial lease up, all prospective tenants will be required to complete and

submit a rental application. Applications will be processed in the order their certification of MHSA eligibility is received and will be dated and time stamped upon receipt. If the number of applicants exceeds the number of available units they will be placed on the waiting list in accordance with the time date stamp on the application. Upon request, ConAm will provide the wait list status for prospective tenants to DBH.

Eligibility Criteria

In order to be eligible for tenancy in one of the fifteen (15) MHSA units at Siena Apartments the following criteria must be met in addition to the Applicant Interview requirements: At least one (1) occupant of the unit must be eligible or enrolled in the MHSA program and referred by DBH and verification of MHSA Housing Program Eligibility will be provided by SBDBH.

Reasonable Accommodations

Reasonable accommodations will be made to meet the needs of disabled applicants, including applicants with both physical and/or mental disabilities.

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

If applicant has a physical or mental disability, and as a result of this disability there are reasonable accommodations that should be considered in your application, please attach a note to your application describing the reasonable accommodation(s) you are requesting and why they should be considered in your application. You may be asked to fill out a Reasonable Accommodation Request form upon receipt of your application and further information may be required from a certified medical provider to verify need for reasonable accommodations.

If as a result of a disability you need changes in the way we communicate with you, please contact us by calling ConAm at (818) 956-1587, faxing us at (818) 956-9786, or visit the leasing office and tell us what change you are requesting. This can include requests for notices and application in large print, for those with a visual impairment, or to have applications sent to those with mobility impairments.

In addition, you may request that a Residential Service Coordinator (RSC) be assigned to you to help you with the application process. Services offered by the RSC include:

- Explaining and filling out the application form
- Obtaining supportive documents needed to complete your application
- Attending the property management interview with you
- Help with the appeal process
- Help with a reasonable accommodation

APPLICANT INTERVIEW AND SCREENING REQUIREMENTS

The information provided below is a summary of the Rental Application process of Siena Apartments. If you have any questions please contact ConAM, the management company at: (818) 956-1587.

I. OCCUPANCY STANDARDS

- a) Every household resident will be counted when determining unit size. This includes household

members in the military or at school; anyone that will occupy the unit during the upcoming 12 months.

- b) Applicants must be able to maintain the housing unit in accordance with local health standards, with or without assistance.
- c) All applicants must have a valid Social Security Number and legal photo ID.
- d) Assigned unit must be household's primary place of residence.
- e) Total household income cannot exceed 60% of the area median income.

All applicants must meet certain underwriting guidelines. This project is subject to the requirements of several funding sources that have made it feasible. The above information reflects these requirements to the best of management's knowledge at this time but is subject to change if required for compliance with law, regulations or policy changes.

II. VERIFICATION PROCESS

Due to the low income nature of the residents housed at affordable communities, like Siena Apartments, many applicants have no or negative credit. Accordingly we cannot rely on customarily used credit scoring devices when assessing an applicant's credit worthiness. Although applications with excessive collection accounts may be the basis for denial of applicants, we apply a holistic approach to review credit reports and consider mitigating circumstances including domestic issues, recent job losses, disproportional housing cost to income ratios and student loan or medical debt situations before making rental decisions.

A. Financial

- 1. All income will be verified in writing by the income source indicated on income certification form.
- 2. All assets, including bank accounts, will be verified in writing.
- 3. Upon initial occupancy, resident's income cannot exceed 60% of the area median income (depending on the unit applied for) as published annually by the U. S. Department of Housing and Urban Development and The California Tax Credit Allocation Committee.
- 4. Applicants with Section 8 certificates and vouchers will be processed under the same criteria.
- 5. To protect the property from rent charge loss or delinquency, household's where projected rent obligation will be more than 30% or 50% (depending on unit) of their household's combined monthly income on rent will not be accepted.
- 6. Third-party income verification will be required from all sources, including but not limited to:
 - a. Employment, Self-Employment
 - b. Savings and checking
 - c. Pension
 - d. Disability
 - e. Asset verification, property, home, stocks, bonds, annuities, IRA, etc.
 - f. Government assistance, A.F.D.C., food stamps, etc
 - g. Social Security
 - h. Child Support/Alimony
 - i. Non-Tuition Financial Aid.
- 7. Income calculations are based on the applicant's annual gross (anticipated) income for the following 12 months. Annual gross income includes income from any and all assets.

8. A credit reference will be required for all household members over eighteen years of age covering the last five years. Five or more negative credit references or collection accounts exceeding \$5,000 may be grounds for denial.
9. Applicants will have the option to include supplementary information with their application to explain any issues such as foreclosures, bankruptcy and negative credit.

B. Criminal Background Checks

1. Criminal record checks will be conducted on all household members over eighteen years of age who have satisfied the income requirements, credit report and tenancy requirements. This process will also apply for attendant care providers that will be occupying the unit. A criminal history or misdemeanor offense (s) could be grounds for denial:
 - a. Applicants convicted of acts of violence will be denied occupancy.
 - b. Applicants with child molestation and/or sexual misconduct convictions will be denied occupancy.
 - c. All applicants with a criminal conviction relating to the manufacturing or sale of illegal drug or controlled substances will be denied occupancy.
2. At the request of an applicant, a reasonable accommodation request will be considered. In addition, with the approval of the applicant, the referring case manager will be given an opportunity to appeal any application denial based on information obtained from criminal record checks. However all applicants will have to demonstrate that they meet program requirements.

3. History of Responsible Tenancy, Behavior and Conduct

Current housing references will be obtained. Previous landlords during the past two years may also be contacted. Housing references will help determine rental history including but not limited to non-payment of rent, repeated disruptive behavior, and chronic late rent payments. A determination will be made regarding whether or not the applicant has demonstrated a record of conduct which could constitute a material violation of Siena Apartments Occupancy Agreement provisions or applicable tenancy law. If such a record of violations is documented, that will be considered grounds for a determination of ineligibility.

If housing references are not available, applicants will be asked to provide as much information as possible regarding where they have been living for the past two years. On a case by case basis, if sufficient landlord references are not available staff may require written references of social workers or others involved with the applicant in a professional capacity. Based upon these references, staff will decide if the applicant has demonstrated an ability and willingness to live peacefully with neighbors and refrain from behavior that jeopardizes the safety, security and peaceful enjoyment of the community. The level of support an applicant has, transitional living programs completed, and the appropriateness of an applicant's needs with the services offered will be considered.

III. WAITING LIST

Offer of Apartment:

Applicants will be offered only one apartment and have fourteen days to accept this offer. Mitigating circumstances may be taken into account, such as an emergency situation or hospitalization. In such a case, if an applicant cannot accept an apartment during the initial lease-up of the building, the applicant will be placed on the waitlist in chronological order.

- A. In the event that the volume of applications received exceeds the number of available apartments; the MHSA and non-MHSA applications will be processed in the order received. All applicants who initially apply, but are not offered housing, will be added to the initial waiting list

- B. Applicants will be added to a waiting list based upon the priority number assigned to them during the application process.
- C. When the next 30-day notice is received by management, it will be the responsibility of the manager to notify the applicant at the top of the waiting list. If that applicant turns down the unit, management will then proceed to the next person on the waiting list.
- D. If an applicant on the waiting list rejects the unit offered to him/her it is considered to be a withdrawal of the application by the applicant.

IV. GENERAL

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

V. REJECTED APPLICATIONS

- A. Applications may be rejected for any of the following:
 - 1. 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 demonstrable history of such behavior);
 - 2. A negative landlord or other reference, encompassing failure to comply with the lease, poor payment history, poor housekeeping habits (when house visits apply), or eviction for cause;
 - 3. A negative credit report, as described in paragraph II (A) 8;
 - 4. Felony conviction as described in paragraph 11 (B) 1;
 - 5. Rent exceeding 50% of monthly income without a demonstrated ability to pay;
 - 6. Falsification of any information on the application;
 - 7. Household size that does not conform to the stated minimum and maximum sizes;
 - 8. Income exceeding the area median based upon income limits established at the property;

B. Personal History:

- 1. A history of violent or abusive behavior (physical or verbal), in which anyone in the applicant's household was determined to be the offender.
 - 2. Other good cause, including, but not limited to, failure to meet any on the resident selection criteria in this document.
- C. All rejected applicants will have the right to appeal the decision. The appeal must be received by the administrator or managing agent no later than fourteen (14) days after the rejection letter is received. Within three (3) working days of receipt of an appeal, the appeal will then be forward to the Regional Director or the Regional Manager of ConAM and to the assigned Residential Service Coordinator for

the property and a decision will be rendered within seven (7) days.

VI. FAIR HOUSING

The property will comply with all federal, state, and local fair housing and civil rights laws and with all equal opportunity requirements. The Management Agent will not discriminate against any individual or family because of race, color, creed, national or ethnic origin or ancestry, religion, sex, sexual preference, gender identity, age, disability, handicap, military status, source of income, marital status or presence of children in a household, acquired immune deficiency syndrome (AIDS) or AIDS-related conditions (ARC), or any other arbitrary basis. No criteria will be applied or information considered pertaining to an attribute of behavior that may be imputed by some to a particular group or category. All criteria shall be applied equitably and all information considered on an applicant shall be related solely to the attributes and behavior of individual members of the household as they may affect residency.

VII. MENTAL HEALTH SERVICES ACT (MHSA)

Fifteen (15) units are designated for Adult residents who are eligible and actively receiving services under the Mental Health Services Act (MHSA).

Welfare and Institutions Code Section 5813.5 specifies who is eligible for services under the MHSA, by reference to Welfare and Institutions Code Section 5600.3(b) and (c).

VIII. POLICY ON PRIVACY

The privacy of applicants will be guarded as conferred by the Federal Privacy Act of 1974.

This in no way limits the management's ability to collect such information as may need to determine eligibility, compute rent, or determine an applicant's suitability for tenancy.

IX. PET POLICY

Residents may not keep any type of pet on the premises, with the exception of those persons with disabilities requiring service animals, or as otherwise required by law.

X. ACCESSIBLE UNITS

Units are accessible for residents with mobility impairments. Preference will be given to applicants who require a unit with the specific design features offered in accessible units in the development. All reasonable efforts will be made to rent accessible units to applicants who require or who could benefit from such units. In the case of an accessible unit, when no qualified household has applied that requires the design features offered, then the unit will be offered to the next qualified household. This applicant will be required to complete a Lease Addendum form, whereby they agree to transfer to a non-accessible unit within the development should a tenant or applicant require an accessible unit.

The addendum states:

"Resident acknowledges that the unit now occupied by Resident was specifically designed and adapted for occupancy for persons living with mobility, visual and hearing impairments needing accessible units. Resident further acknowledges that Resident does not need an accessible unit and that Management retains the right to allocate accessible units to those who have the greatest needs for units. Resident agrees that should another existing resident, or applicant, need an accessible unit that Resident, will upon (30) days written notice from Management, move to a different dwelling unit of comparable size and rent. Failure to accept or move to the offered unit shall be deemed material non-compliance with this Occupancy Agreement and be cause for termination of the Agreement."

If after occupying the accessible unit, the physical condition of a member of the household changes and a household member would then benefit from continued occupancy in the accessible unit, the household would not be required to move.

Failure to accept or move to the offered unit shall be deemed material non-compliance with the lease and would be cause for termination of tenancy.

XI. OUTREACH

LifeSTEPS and Mesa Counseling will be the designated supportive service providers for Fontana-Siena Apartments. LifeSTEPS and Mesa will provide information about all aspects of the application process in order to eliminate as many obstacles to applying as possible for their clients. This will enable their clients to anticipate and positively address issues such as providing identifications, birth certificates, landlord references, credit reports, criminal background reports and other applicable supportive documentation needed to complete the application process.

In addition during the formal lease up period, LifeSTEPS and/or Mesa will also provide support to individual applicants as requested by any applicant.

Item D.7 Supportive Services Plan

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

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

1. A description of the anticipated needs of the MHSAs tenants;
2. The supportive service provider's initial and ongoing process for assessing the supportive service needs of the MHSAs tenants;
3. A description of each service to be made available to the MHSAs tenants, to include where and how the service will be delivered, the frequency of the service delivery and identification of the service provider. A description of the available services and supports should include, but not be limited to:
 - a) Mental health services
 - b) Physical health services (including prevention programs)
 - c) Employment/vocational services
 - d) Educational opportunities and linkages
 - e) Substance abuse services
 - f) Budget and financial training
 - g) Assistance in obtaining and maintaining benefits/entitlements
 - h) Linkage to community-based services and resources
4. Indicate whether or not there will be an onsite service coordinator, and include the ratio of onsite staff to MHSAs tenants. If there is no onsite service coordination, provide a description of service coordination for the development;
5. A description of how services will support wellness, recovery and resiliency. It is anticipated that the supportive services plan for the development will include services that are facilitated by peers and/or consumers. If this is not part of your service delivery approach, please provide an explanation;

6. A description of how the 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 MHSA 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:

SUPPORTIVE SERVICES PLAN – Siena Apartments

It is the primary objective of the Mesa FSP program to support the individual in establishing and maintaining psychiatric stability and community functioning such that the individual maintains his/her housing. The overarching principles of the MHSA housing service plan are resident/consumer choice and that services are voluntary. The supportive services program will assist adult resident/consumers to maintain self-sufficiency, succeed in their wellness, reduce hospitalizations, reduce incarcerations, increase employment, and successfully re-integrate into the community.

Service Needs of the Target Population

The target population for this project consists of fifteen (15) Adults, who have been diagnosed with a serious and persistent mental illness and who are homeless, at risk of homelessness or at risk of institutionalization. The Adult FSP population, in general, faces some unique issues that can cause increased difficulty in providing services. Some of the particular difficulties faced by the Adult FSP population include depression, chronic health problems, loss of family & peers support systems, sleep disruption, and isolation (both physical and social). To address these particular difficulties, Mesa FSP program has developed a comprehensive plan consisting of case management, assessment, medication support services, mental health services, co-occurring disorder referral services, crisis intervention, and housing support services. These combined services are intended to help consumer/tenants to maintain self-sufficiency, succeed in their wellness, reduce hospitalizations, reduce incarcerations, increase housing stability, and successfully re-integrate into the community.

Overview and Description of Services

The services and goals will be developed in partnership with the adult resident/consumer and will be directed towards utilizing a strengths-based approach. Services will be directed towards supporting the older adult resident/consumer in maintaining long-term housing. A multi-disciplinary team reflecting the ethnic and cultural make-up of the resident/consumers will provide the services. Bi-lingual services are available and will be provided both on-site and off-site. Services will be provided with a frequency that is individually determined, but no less than weekly. Supportive services staff will also assist the adult resident/consumers in accessing County and other outside services as appropriate to meet all of the resident/ consumer's needs. Engagement in the overall Mesa Outpatient program shall be offered to those individuals who decline FSP services.

While all services will be voluntary, a range of mental health services shall be offered and provided to all MHSA

eligible tenants who express desire for such services. The core supportive services will include:

- Access to psychiatric services: assessments, evaluation & medication management
- Mental health treatment, case management and Activities of Daily Living (ADL) skills. ADL skill building includes: social skill development, budgeting/money management, leisure activities skill development, grooming and hygiene, use of public transportation and other public resources, and nutrition/cooking assistance.
- Crisis intervention and follow up care
- Emergency assistance with food and clothing as needed
- Individual goal/service planning
- Weekly Wellness therapy groups as individually determined
- Assistance in accessing and keeping mainstream benefits
- Assistance in accessing primary healthcare services
- Coordination of care and primary care provider
- Assistance in accessing public transportation
- Employment services and opportunities through DBH Housing and Employment
- Family and other support system interventions
- 24/7 availability of staff knowledge of and known by the resident/consumer and their family. Note: In-person and onsite services are provided during regular work hours; after-hour and weekend staff are available by phone. If an in-person visit is required afterhours or weekend, this will be coordinated with DBH CCRT unit and the FSP Clinic Supervisor.

Mesa FSP staff will provide all direct mental health maintenance and case management services. All psychiatric services and medications will be provided by the Mesa Community Counseling of the San Bernardino Department of Behavioral Health. Mesa FSP staff will use a multidisciplinary team-based approach that will provide treatment, rehabilitation and support services. Staffing will meet the service needs and access to afterhours care will be provided as dictated by the resident consumer's needs and stated above.

The 15 adult resident/consumers will also be able to access the County's Public Health Clinics for regular medical assessments, referrals and appropriate treatment. On a regular basis, each resident/consumer's case will be reviewed to discuss issues of treatment and progress. The multi-disciplinary team will provide on-going assistance with independent living skills, individual and family counseling, and assistance and education with medication self-management. Case management is a crucial service that is shared by the entire team. The FSP team members are familiar with all the resident/consumers and are prepared to step in and coordinate service and case management on any given day (or night).

Promoting Recovery, Work and Self-Sufficiency

The adults served by the Mesa FSP program will be individuals with complex and long-term psychiatric, social and often medical issues. Each person's history requires an individualized approach to assessment of needs and goals. Resident/consumers are assisted to gain the skills needed to make choices that reflect their own values, preferences, and goals. Support systems will be developed to meet each person's needs and to empower each individual to attain their highest level of independence and employment. The program assists resident/consumers in developing and refining community living skills through individual as well as peer support. Resident/Consumers will be assessed, referred and supported in the development of independent life skills such as stated above. Resident/ consumers will also be assessed, referred and supported in accessing employment resources in the community and supported in obtaining their career goals.

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

Employing the "strength-based" approach and in partnership residents/consumers allow identification of what is needed to support them in maintaining his/her housing. As stated above, a comprehensive treatment plan is developed beginning where the individual is at in his/her recovery and will identify a starting point and treatment focus. A recovery oriented, strength-based approach 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 resident/consumer's wishes, employment opportunities and supports will be made available, including assistance with transportation, job coaching and any other items that will be

Mesa FSP Supportive Services Chart

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 - on-site or offsite. For offsite services, indicate the means by which residents will access the service.
1 Comprehensive Assessment	Adults	MESA FSP	On-site or Off-site (transportation assistance)
2 Psychiatric Evaluation and Medication Support	Adults	MESA FSP	Off-site (transportation assistance)
3 Development of Coordinated Care Plan	Adults	MESA FSP	On-site or Off-site (transportation assistance)
4 Ongoing Case Management	Adults	MESA FSP	On-site or Off-site (transportation assistance)
5 Mental Health Services	Adults	MESA FSP	On-site or Off-site (transportation assistance)
6 Individual and Group Psychosocial Rehabilitation	Adults	MESA FSP	On-site or Off-site (transportation assistance)
7 Social Skills Development	Adults	MESA FSP	On-site or Off-site (transportation assistance)
8 Life Skills Development	Adults	MESA FSP	On-site or Off-site (transportation assistance)
9 Dual Diagnosis Group	Adults	MESA FSP	On-site or Off-site (transportation assistance)
10 New tenant orientation/move-in assistance/tenant rights education	Adults	HOUSING AND EMPLOYMENT PROGRAM	On-site or Off-site (transportation assistance)
11 Tenants council	Adults	HOUSING AND EMPLOYMENT PROGRAM	On-site or Off-site (transportation assistance)
12 24/7 Crisis intervention	Adults	MESA FSP	On-site or Off-site (transportation assistance)

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ATTACHMENT C

13	Information and referrals to other services and programs	Adults	MESA FSP	On-site or Off-site (transportation assistance)
14	Peer mentoring/support	Adults	MESA FSP	On-site or Off-site (transportation assistance)
15	Transportation (Assistance to access only)	Adults	MESA FSP	On-site or Off-site (transportation assistance)
16	Recreational/socialization opportunities	Adults	MESA FSP	On-site or Off-site (transportation assistance)
17	Independent living/life skills: budgeting, money management, meal preparation, housekeeping, self-care	Adults	MESA FSP	On-site or Off-site (transportation assistance)
18	Benefits assistance	Adults	MESA FSP	On-site or Off-site (transportation assistance)
19	Relapse prevention planning	Adults	MESA FSP	On-site or Off-site (transportation assistance)
20	Community engagement and linkages	Adults	MESA FSP	On-site or Off-site (transportation assistance)

Primary Service Provider: *MESA Full Service Partnership (MESA FSP)*

(Indicate the primary service provider, i.e., entity responsible for providing services to the tenants of the MHSA Housing Program units, and for overall implementation of the Supportive Services Plan, including coordination between multiple service providers where applicable.)

important for the tenant to be successful. Rehabilitation supports shall also be made available by assisting the resident/consumers in enrolling and completing educational and job training/coaching programs. In supporting tenancy retention, service staff shall be available 24/7 to respond to crisis or other tenant issues requiring this level of support as described above. Working with the tenant and the property management staff when behaviors have been identified that place the tenant at risk for potential eviction will proactively support both the tenant and the property management in avoiding this decision.

Communication

The Mesa FSP Supervisor/designee is the primary point of contact between Mesa FSP program and the Property Manager. The Mesa FSP Supervisor/designee and the Property Manager will have regularly scheduled meetings, not less than once per quarter, to ensure adequate communication and to address overall program and tenant issues. Of course, meetings between Mesa FSP staff, residents/consumers and the Property Manager can be arranged as needed and quickly as issues arise to ensure prompt resolution to the issues. Mesa FSP Clinic Supervisor and the Property Manager will meet on-site and coordinate goals that will lead to tenant housing stability. The focus of the meetings will be to maintain open communication and a collaborative relationship between Mesa FSP Supervisor and the Property Manager which will lead to optimal housing outcomes for tenants and take advantage of the resources that are available.

Item D.8 Supportive Services Chart (Attachment C)

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

Item D.9 Design Considerations for Meeting the Needs of the 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:

1. Physical Description of the Development

Siena Apartments is situated on 4.76 acres of vacant land in the NSP3 Target Area in the City of Fontana, California. The project consists of 61 (60 affordable and one manager's unit) multi-family affordable housing units. 45 units will house large families and 15 units will be restricted as MHSA supportive housing units. The units are a mix of 1-, 2-, and 3-bedrooms, located in five two-story buildings and two community buildings. The affordability will range from 30% - 60% of AMI. Unit sizes include one-bedroom at 881 square feet, two-bedroom ranging from 974 to 1,017 square feet, and three-bedroom at 1,093 square feet. Each unit includes central heating/cooling, ceiling fans and blinds. Kitchens are equipped with upgraded cabinets, an Energy Star rated frost-free refrigerator, combination range/oven, dishwasher, garbage disposal, microwave oven and solid surface countertops. All units have a private outdoor area in the form of either a patio or balcony (depending on

floor level).

Construction type will be two and three-story Type V-B wood framing with stucco exterior and concrete slab-on-grade foundations. Exterior design details include Spanish tile roofs, varied colored stucco with architectural projections around selected windows/doors and stone veneers. Siena Apartments will implement building technologies that produce "green" and are within sustainable renewable energy development standards. Siena will exceed California Code of Regulations Title 24 building standards by 25% or more achieving a baseline level of quality and performance. The design of Siena will include the use of alternative sources of energy. In addition, the project will utilize the following: energy star appliances, water saving faucets and fixtures, low VOC paint & glues, fluorescent lighting, no use of construction materials containing formaldehyde, recycled construction materials, and drought tolerant landscaping.

Siena Apartments will be staffed by full-time on-site property management personnel. Recreation areas include picnic areas, generous open areas that contain passive seating/reading areas, tot lots, low impact cardio walking circuit, and swimming pool. The project's community center will provide indoor communal and education space. The community center includes a computer room, ample meeting space, a kitchen and restrooms. The meeting space will be available to the community at large. A security system with web access will be available. Residents will have assigned carports. Laundry facilities will be located on-site.

Siena Apartments close proximity to amenities makes it an ideal location. Omnitrans bus service is available within 800 feet of the property. A public park, public school, medical clinic and pharmacy are within 1/4 mile of the property. A grocery store is located less than 1/2 mile from the property. The Project's varied unit size, and overall design are responsive to the housing needs of the Mesa FSP.

2.Supportive Services Space

The project will promote tenant interaction with the placement of property management, residential services coordinator and FSP case worker office spaces, a computer room, and two large flexible community rooms, totaling approximately 6,112 square feet including a small kitchen with stove and refrigerator. The space will also provide an opportunity to participate in community sponsored activities that will be designed to develop a sense of community and be the central hub for life-enhancing education and social interaction activities provided by the resident services coordinator, LifeSTEPS. The project will respond to the unique needs of these target populations by providing intensive case management services through the FSP (Mesa) which will connect residents to the full range of support services they need to gain increased independence and remain stably housed, including: safe and secure housing environment, linkages to health and dental care, mental health care, after school tutoring, job and educational services, life skills workshops, and more. The FSP provider will be able to provide services within the individual units or use one of the offices and/or community room spaces to provide a safe quiet place to render services. LifeSTEPS will supplement the FSP services by providing a linkage to a network of providers in range of supportive services in the area.

Siena Apartments was designed with the needs of the MHSA tenant and Mental Health staff in mind. Siena Apartments will provide a confidential office space for supportive services staff to meet with project residents that are participants in the MHSA supportive housing program. A fully-integrated social service program design ensures each MHSA program resident has the opportunity to participate in classes that are offered to the entire community. MHSA program residents not only benefit from these classes, but also the social interaction and normalization opportunity.

Additional project amenities include:

- Scattered unit sites to assist with MHSA resident integration into the community
- Fully furnished units
- A dedicated fully furnished MHSA office in the community center for the use of SBDBH MHSA Case Manager and Housing Coordinator.
- A separate entrance to the MHSA office, which ensures privacy.

3.Features for physically disabled participants of the MHPA Housing Program

The two community centers, pool area, and common areas within the development will be accessible to physically disabled persons including access controls, door widths, turning radius within rooms, lighting controls, emergency signals, ramps and floor slopes. All ground floor MHPA unit entrances will be accessible for physically disabled using wheelchairs and mobility devices of sizes anticipated within California Building Code and ADA standards.

The owner and management agent of these apartments are prepared to meet the reasonable accommodation request of residents and potential residents to modify the equipment and features of the rental units (excluding the room dimensions, door sizes, and/or wall locations) in order to better meet the unique needs of physically disabled residents.