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

30-Day Posting
Public Review Period for
Coy D. Estes Expansion (CDE II)
Under the MHSA Housing Program

September 1, 2010

County of San Bernardino

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

ALLAN RAWLAND, MSW, ACSW
Director

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Assistant Director

September 1, 2010

Notice of Initiation of 30-Day Public Review Period for Coy D. Estes Expansion (CDE II) 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 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 Coy D. Estes Expansion (CDE II) development, which intends to provide permanent supportive housing for some of the County's mental health clients.

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

The following sections from Section D: Supportive Services Plan 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 (Attachment C)
- 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
County of San Bernardino
Administrative Manager
Housing and Employment Program
Tel: (909) 387-8619
Fax: (909) 386-8578
dfazekas@dbh.sbcounty.gov

Sincerely,

for Allan Rawland

Allan Rawland, MSW, ACSW
Director

GREGORY C. DEVEREAUX
County Administrative Officer

Board of Supervisors
BRAD MITZELFELT, First District
PAUL BIANE, Second District
JOSIE GONZALES, VICE CHAIR, Fifth District
NEIL DERRY, Third District
GARY C. OVITT, CHAIR, Fourth District

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)

RENTAL HOUSING DEVELOPMENT SUMMARY FORM

County Mental Health Department: San Bernardino County Behavioral Health Department

Name of Development: Coy D. Estes Senior Housing Project

Site Address: 290 North Third Avenue

City: Upland State: CA Zip: 91786

Development Sponsor: Upland Community Housing, Inc.

Development Developer: Upland Community Housing, Inc.

Primary Service Provider: Age Wise Supportive Services of the Dept. of Behavioral Health

X New Construction ☐ Acquisition/Rehabilitation of an existing structure

Type of Building: X Apartment Building ☐ Condominium ☐ Single Family Home ☐ Other

Total Development		MHSA Funds	
Total Number of Units:	72	Total Number of MHSA Units:	10
Total Cost of Development:	$ 14,847,179	Amount of MHSA Funds Requested:	$ 708,860
		Capital:	$ 708,860
		Capitalized Operating Subsidies:	$0

Other Rental Subsidy Sources (if applicable): Project Based Section 8

Target Population (please check all that apply):

☐ Adults ☐ Transition-Age Youth X Older Adults

County Contact

Name and Title: Douglas Fazekas, Administrative Manager, Dept. of Behavioral Health

Agency or Department Address: 700 E. Gilbert Street, Building 6, S. Bernardino, CA 92415

Agency or Department Phone: (909) 387-8619

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

Item D.2 Development Description

The Development Description is 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:

Residential and Building Descriptions

Coy D. Estes Expansion (CDE II) is a new construction project, which will provide 72 senior apartments (71 affordable and 1 management unit) and a full-service kitchen and dining facility situated on 1.1 acres in the City of Upland. The proposed development is located adjacent to the existing George Gibson Senior Center, owned and operated by the City of Upland Department of Parks and Recreation, which will provide services to the residents of CDE II, and the existing Coy D. Estes Senior Apartments consisting of 130 senior housing units owned and developed by Upland Community Housing, Inc. in 1997. The project will consist of 1 three-story building with a basement, which will provide 72 one-bedroom apartments and 16,825 sq. ft. of community space on-site.

CDE II has been designed with a community room/dining facility which includes a full kitchen for preparation of 3 meals per day, dining facility to accommodate all residents of the apartment complex, computer lab, on-site leasing/manager office, 3 laundry rooms, laundry facilities for use by the optional housekeeping staff, basement with maintenance facilities and storage for on-site kitchen, including walk-in freezers, in an architectural style that reflects and enhances the surrounding community and existing facilities. There will be two elevators, which provide for basement, second and third floor access. The project will be of conventional wood stud framing. The ground floor will be reinforced concrete slab with conventional three-story footings. Interior designs incorporate wood hardboard doors, aluminum anodized windows, painted drywall walls and ceilings. A generous closet as well as linen storage will be provided in each unit. Bathrooms will include fiberglass tubs or shower combinations, mirror and Pullman sink and medicine cabinet. Landscaped area comprises approximately 20% of the parcel. This project has been designed to offer the maximum in comfort, convenience, security and livability.

Ten, one-bedroom units interspersed throughout the complex will be designated for the MHSA tenants. In addition, the project includes an office space specifically for MHSA tenants and Age Wise Supportive Services, the service provider.

Tenant Characteristics and Housing Servicing Goals

CDE II consists of 72 units, 71 of which will be rented to qualified seniors from the general population at affordable rents (50% of median income). The project applied for and received an allocation of Section-8 Project Based Vouchers (PBV) from the Housing Authority of the City of Upland. The application is pending HUD Subsidy Layering Review, which should be approved prior to completion of construction. The PBV subsidy will ensure that all residents of the CDE II expansion will pay no more than 30% of their adjusted gross income for rent, with the Housing Authority's Section 8 rental subsidy making up the difference between tenant payment and contract rents. Ten of the 71 affordable units will be designated as the MHSA Housing Program's permanent supportive housing for eligible older adults with serious mental illness, as defined by MHSA program definitions. Older adults in the program will be "very-low income" with an annual income not to exceed 50% of

Area Median Income (AMI). The property owner will employ the Housing Authority of the City of Upland as property manager, and require an on-site Resident Manager, and maintenance staff. The Resident Manager will meet regularly with the MHSA Full Service Provider, Age Wise Supportive Services (AWSS), to discuss relevant tenant/client issues, overall performance of the supportive housing program, coordination of voluntary on-site supportive services and activities, and other relevant matters. The goal of CDE II MHSA Housing Program is to provide safe and affordable housing that is linked to comprehensive services that supports each tenant's self sufficiency and overall quality of life.

Primary Service Provider

CDE II has partnered with Age Wise Supportive Services (AWSS), a Full Service Partnership operated by the County of San Bernardino Department of Behavioral Health. AWSS will assist older adult resident consumers to maintain self-sufficiency, succeed in their wellness, reduce hospitalizations, reduce incarcerations, increase employment, if applicable or desired, and successfully reintegrate into the community.

Other Development Partners

CDE II is a partnership of Upland Senior Housing II Limited Partnership (USH II LP) and Santa Barbara Housing Assistance Corporation. Santa Barbara Housing Assistance Corporation has extensive experience in the development of affordable rental housing throughout Southern California. Upland Community Housing, Inc. (UCHI), the General Partner of USH II LP is the General Partner of USHLP I, the owner and developer of the successful existing Coy D. Estes I 130 unit senior apartment complex, constructed in 1997, which is located adjacent to the CDE II project. UCHI is a non-profit, established in 1989 with a mission to provide affordable housing and social service programs and low and moderate-income seniors residing in affordable rental housing communities.

Development Financing – Permanent

Permanent Loan
Net Equity
City of Upland RDA Loan
AHP Loan
RDA Grant
Upland Housing Authority
Developer Fee
MHSA Capital Funding

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 (DBH), through the *Fiscal Year 2009-10 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 Older 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 Older Adults, who are homeless or in danger of homelessness, was ranked among the top five issues identified by community workgroups for this age group. 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 Coy D. Estes Senior Apartments directly responds to this identified community need and County priority by serving the Older Adult population with SMI who are homeless or at risk of homelessness.

Coy D. Estes Senior Apartments Responds to Identified Need for Adult Housing

Upland Senior Housing II, LP partnering with the Department of Behavioral Health's Age Wise Supportive Services (AWSS) as the full service provider (FSP) for MHSA specific resident services, is requesting MHSA capital subsidy funding for the Coy D. Estes Senior Apartments. The Coy D. Estes Senior Apartments will provide ten (10) one-bedroom units of permanent supportive housing for ten (10) MHSA-eligible Older Adult clients within the larger seventy-two (72) unit development, offering a larger sense of community to the MHSA residents. Each unit will have a full kitchen, private bedroom, bathroom and living room allowing the residents privacy and independence. Additionally, Coy D. Estes Senior Apartments will collaborate with the local FSP, Age Wise Supportive Services, to provide voluntary supportive services to these ten (10) MHSA-funded units. *AWSS* will support the clients in these ten (10) 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 the Coy D. Estes Senior Apartments are detailed in section D.7 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, including 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 Coy D. Estes Senior Apartments will provide 10 units of permanent supportive housing for Older Adults (aged 62 or older), one of the identified Mental Health Services Act (MHSA) target populations under the County of San Bernardino MHSA Housing plan. Older Adults served in the MHSA Housing program at the Coy D. Estes Senior Apartments will be age sixty-two or older with a diagnosis of serious mental illness (SMI). They may be unserved or underserved and may have been hospitalized, at risk of institutionalization or been involved in the criminal justice systems. Individuals served may have a co-occurring substance abuse disorder, be homeless or at risk of becoming homeless, and may suffer from functional impairments. Older Adults in the program will be of very low income with an annual income not to exceed 50% 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. Included is 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 County'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 housing by the FSP. Potentially eligible consumers may be directed to the FSP through a variety of sources such as the Adult – Psychiatric Triage Diversion Team at County Hospital, outreach and case management teams, county 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 certified as MHSA 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 or at risk of homelessness and (2) meeting San Bernardino County's adult, older adult or TAY target population criteria for serious mental illness and/or the target population criteria for serious emotional disturbance for children and their families. Applicants will be screened by the SBDBH MHSA programs for homelessness and at-risk of homelessness as well as mental health disability. Those clients who are FSP enrolled/eligible will be certified by the FSP, and verification of homelessness, at-risk of homelessness, and mental health disability will be documented following processes and procedures outlined in the 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 unserved or underserved ethnic communities and other minority populations, and will utilize a variety of proven outreach strategies to recruit consumers for FSP enrollment. In addition to soliciting applications from individuals reached through direct outreach methods, the SBDBH MHSA Housing Program staff will accept 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 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. Any potential applicants who contact housing developments directly will be informed by the property management or program staff at the development to contact the SBDBH MHSA Program for certification of eligibility.

Notification:

All applicants shall be notified in writing by the FSP of a decision regarding their eligibility within a reasonable time from the date the complete Application for Certification was received by the FSP. If the certification is denied because the consumer did not meet the MHSA criteria as evaluated by the Full Service Partnership, the referring party and the prospective tenant will be notified in writing and informed of the reasoning for the denial. The referring party and/or consumer may resubmit their request for FSP enrollment/eligibility for reconsideration if the conditions that resulted in the original denial change.

Applicants meeting all eligibility requirements will be certified by the FSP and the applicant, the referring agency (if applicable) and the Property Manger will be notified in writing that the Certification of Eligibility for Participation in the MHSA Housing Program has been granted. However, certification of MHSA 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 Eligibility certification.

Item D.6 Tenant Selection Plan

Provided is 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.

Response:

Coy D. Estes II Senior Apartments (CDE II) will designate ten (10) one-bedroom units for Older Adult MHSA housing out of the total of 72 units. CDE II has applied for and been approved (pending HUD subsidy layering review) by the Housing Authority of the City of Upland (HACU) for Tenant-Based Housing Choice Vouchers for 100% of the units in the complex. The rents for the MHSA units will be capped at the HACU's authorized Payment Standards for the Project-Based Section 8 Voucher (PBV) program, and all residents of the apartments will receive Section 8 vouchers from the housing authority. As a result, all tenants will pay no more than 30% of their adjusted annual income for rent. Applicants for the MHSA units must also apply for the UHA's Section 8 PBV program.

The MHSA units will be dispersed throughout the property.

The Housing Authority of the City of Upland will act as property manager for the Coy D. Estes II complex. The HACU has 70 years experience providing affordable housing property management, and 13 years providing property management for Upland Community Housing, Inc. at the Coy D. Estes I 130-unit senior housing complex located adjacent to the Coy D. Estes II property. HACU will draw on its significant expertise in working with special needs individuals in partnership with Age Wise Support Services (AWSS) to ensure maximum available support to MHSA-eligible applicants as they complete the application process. The experienced team approach offers flexible and responsive assistance as applicants negotiate the application and tenant selection process for the PBV and MHSA programs.

<u>Notification of Unit Availability</u>
As MHSA Housing Program units become available the prospective tenants are notified through the following process:

1. HACU, the Section 8 PBV administrator, will maintain a separate waiting list for the Section 8 PBV program. AWSS will refer applicants that meet the MHSA criteria and are enrolled/eligible in the County's Full Service Partnership (FSP) program to the HACU's PBV waiting list. The waiting list software utilized by the HACU will allow the HA to identify those PBV applicants that qualify for the MHSA units in the CDE II housing complex.
2. HACU, as the project manager, will coordinate with AWSS and the HACU PBV departments to fill vacancies in MHSA units with applicants from the HACU PBV waiting list that meet the MHSA criteria and are enrolled in the County's FSP program.
3. CDE II will not maintain a separate, site-specific waiting list. The HACU Section 8 department will maintain the PBV wait list for the CDE II property, keeping it current by contacting the prospective

tenant/AWSS on a regular basis, in accordance with the HACU's Section 8 Administrative Plan, to inquire on their continued interest in a PBV/MHSA funded unit.

Project Waiting List

CDE II screening protocol is outlined in section C.2 of the MHSA Housing Program Application. Applications will be processed in the order in which they are received upon issuance of a PBV voucher from the HACU. Issuance of a PBV voucher by the HACU Section 8 Department does not ensure, nor imply, that an application will be approved by the project manager. Additional tenant selection criteria, as outlined in the HACU Property Management tenant selection plan, shall also apply.

Property Management Screening

The PBV Holder/MHSA FSP enrolled/eligible applicant will be screened by HACU Property Management and is expected to include review of the completed CDE II housing application.

Applicants successfully passing this screening will be subject to third party income verification, and review of landlord and or personal references. If the potential tenant is acceptable at this point, a credit report and criminal background check will be performed by the project manager. If the credit report and criminal background check are acceptable, verification of MHSA eligibility from AWSS will occur as the last step for obtaining a specific available unit. HACU Property Management and AWSS will work collectively to determine reasonable accommodations that may be helpful to ensure MHSA-eligible applicants with disabilities are able to access the MHSA designated units.

References

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

- Demonstrated an ability to pay rent on time and in full;
- Follow the rules and regulations outlined in the lease agreement;
- Keep his or her residence in a clean and sanitary manner;
- Keep his or her residence undamaged;
- At no time received a notice for lease violations;
- At all times behaved as a good neighbor and tenant.

Notice of Decision

HACU HCV department will provide applicants written notification of assignment to the Section 8 PBV waiting list, or reason for denial after consideration of the application for Section 8 project based vouchers.

HACU Property Management will provide applicants with written notification of specific occupancy date or reason for denial after final processing of application to rent. All notices of denial will include information on the rights to appeal, an explanation of the appeals process, and a reminder notice of the right to reasonable accommodation for disability.

In order to ensure seamless communication between the housing and service providers, copies of any denial notice for MHSA-enrolled applicants will also be sent by HACU Property Management to AWSS and DBH Housing Department. In the event of successful application for housing, AWSS will be available to assist the tenant in making arrangements for and completing the move-in process.

Fair Housing

HACU Property Management will comply with all federal, state, and local fair housing and civil rights laws, as well as with all equal opportunity requirements during marketing, rent-up and ongoing

operations. HACU Property Management is committed to requirements of Title VI of the Civil Rights Act of 1964, Title VIII and Section 3 of the Civil Rights Act of 1968 (as amended by the Community Development Act of 1974), Executive Order 11063, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Fair Housing Amendments of 1988, and legislation which may subsequently be enacted that protects the individual rights of residents, applicants or staff.

HACU Property Management will not discriminate against prospective residents on the basis of the fact or perception of their race, religion, creed, national origin, age, color, sex, physical or mental disability, marital status, domestic partner status, ancestry, sexual orientation, or other considerations made unlawful by Federal, State or local law.

HACU Property Management will not discriminate against prospective resident on the basis of their receipt of housing assistance under any Federal, State, or local housing assistance program. All applicants must meet all eligibility requirements for the Section 8 HCV programs, and cannot be housed until the HACU issues a Section 8 Project Based Voucher, per the HACU's project based-contract with CDE II Property. HACU Property Management will work closely with legal counsel and regulatory agencies throughout the marketing and outreach process to ensure full compliance with all applicable requirements.

Reasonable Accommodation and Right to Appeal

All applicants will be given notice in the project-specific application package of their right to reasonable accommodation as well as their right to appeal screening decisions. All background information obtained from credit reports and or/landlord or other personal references will be considered in the light of the project's commitment to provide housing for people in transition who have special needs. Applicants with negative background information will have the opportunity to demonstrate that past behavior causing those issues were related to a disability, and request reasonable accommodation. In addition, the availability of supportive social services that can assist the applicant in meeting the conditions of tenancy will be considered in evaluating such information before a decision on an applicant's assignment to a MHSA unit.

All notices of denial will include information on the right to appeal and reminder notice of the right to reasonable accommodation for disability.

Rental Application and Wait List Procedure

For initial lease-up and thereafter, AWSS will refer MHSA eligible/enrolled clients to the HACU for placement in the HACU's Project Based Voucher waiting list for the HACU's Section 8 program. CDE II will notify the HACU Section 8 Department when vacancies in the MHSA designated units are anticipated, and the HACU will issue Section 8 Project Based Vouchers to Section-8 eligible applicants on its PBV voucher that have been referred to the HACU's PBV waiting list by AWSS.

All prospective tenants will be required to complete and submit a CDE II rental application upon referral by HACU Section 8 Department for initial lease-up and subsequent unit turnover, in accordance with the HACU's Section 8 Administration Plan governing the waiting list for the PBV program.

Due to building restriction and Section 8 HCV guidelines, certain questions may be asked of perspective tenants such as full-time student status, Registered Sex Offense (RSO), and homeless/disabled status for the MHSA Housing Program units. HACU will provide training for the AWSS case manager on the pre-qualification process for the Section 8 PBV program, as well as the application process for the CDE II property.

Following initial lease-up, Property Manager will notify the HACU's Section 8 department when vacancies in the MHSA designated units are anticipated, in order for the HACU to select and qualify applicants from the PBV waiting list and for issuance to eligible applicants of a Project Based Voucher. Upon referral by the HACU Section 8 Department, Property Manager will provide PBV Voucher Holders with a full rental application, which the applicant will be required to complete and return to the CDE II leasing office. Once the applicant submits the completed full application, he or she will be screened by

Property Manager. Upon request HACU will provide the wait list status for prospective AWSS assisted tenants to AWSS and DBH Housing Department. Reasonable accommodations, such as alternative means of receiving or submitting applications, will be made for persons with disabilities. HACU Property Management and AWSS will work collectively to determine the types of accommodations that may be helpful to ensure MHSA-eligible application are able to access the MHSA designated units.

Applicant Interview and Screening

When there is an anticipated or vacant MHSA Housing Program unit, the Property Manager will contact the HACU and ask that the HACU Section 8 department process the next eligible applicant(s) on the HACU's PBV waiting list. Upon issuance of a Section 8 Project Based Voucher to an MHSA-eligible applicant, the HACU Property Manager will schedule an interview with the applicant. For the interview, the applicant must be prepared to provide: 1) The HACU issued project based voucher and referral letter, 2) a state issued identification card, 3) a social security card or number, 4) and income verification (SSI award letter, pay stubs, etc.); 5) and any other document required by funding agencies, such as the California Tax Credit Allocation Committee, California Housing Finance Agency, etc. If all required documentation is in order, the below interview and screening process takes place:

a. Applicants will be asked to sign forms used by the Property Manager to verify the information on the application including, but not limited to: income, homeless and disability status, value of assets. Property Management must obtain verification on the application information prior to any offer of a unit.
b. Criminal/Credit Background Check
    1. Criminal Background Check. The criminal background check may be utilized by Project Manager for history of criminal convictions. Criminal history will be evaluated based on severity, timeframe, and pattern of offenses.
    2. Credit Check. Credit report information may not disqualify an applicant for tenancy. The purpose of obtaining a credit report is to establish current level of debt. Only severe current level of debt that would prevent a tenant from making rent payment would disqualify an applicant for tenancy. *Unlawful Detainer reports that show termination of previous tenancy for failure to pay rent, destruction of property, or serious and repeated lease violations would be grounds for denial of tenancy.*
c. Other Tenant Screening Criteria
    1. Property Management staff will perform case note documentation of tenant screening of applicant utilizing the information provided in criminal background, credit check, references and previous rental history reports.
    2. Tenant behaviors that may affect selection for tenancy include an applicant's illegal use (or pattern of illegal use) of a controlled substance that may interfere with the health, safety, or right to peaceful enjoyment of the premises.
d. An interview with the potential tenant is conducted by the Project Manager.
e. A move-in date is scheduled with eligible tenant.

Tenant Eligibility Criteria

In order to be eligible for tenancy in one of the ten (10) MHSA set-aside units at the Coy D. Estes II Senior Apartments, prospective MHSA tenants must meet the following eligibility criteria:

- Must be a senior (age 62 and above) with diagnosis of serious mental illness (SMI);
- Must be homeless or at risk of homelessness;
- Must meet the low-income requirements of the California Tax Credit Allocation Committee (CalTCAC), the MHSA Housing Program, and the HACU's Section 8 PBV program.
- Must be eligible for and have received a Project Based Voucher from the HACU's Section 8 program. Note that the tenant's portion of the rent will be 30% of the household's adjusted gross income under the Section 8 rental assistance program.

Definitions

Serious Mental Illness:
Applicant is an adult 18 years or older with a verifiable serious and persistent mental illness as defined in the Welfare and Institutions Code Section 5600.3(b).

Homeless:
"Homeless" means living on the streets, or lacking a fixed, regular, and adequate nighttime residence. This includes shelters, motels, and living situations in which the individual has no tenant rights. (Source: MHSA Housing Program Term Sheet.)

At Risk of Homelessness:
At risk of becoming homeless due to one of the following situations:

(i) Transitional age youth existing the child welfare or juvenile justice systems.
(ii) Individuals discharged from institutional settings including:
- Hospitals, including acute psychiatric hospitals, psychiatric health facilities (PHF), skilled nursing facilities (SNF), with a certified special treatment program for the mentally disordered (STOP), and mental health rehabilitation centers (MHRC).
- Crisis and transitional residential settings.

(iii) Release from local city or county jails.
(iv) Temporarily placed in a residential care facility upon discharge from (ii) or (iii) above.
(v) Certification by the county mental health director as an individual who has been assessed by and is receiving services from the county mental health department and who has been deemed to be at imminent risk of being homeless.

(Source: MHSA Housing Program Term Sheet.)

Verification of Compliance with Tenant Eligibility Criteria
HACU Property Management will require third-party documentation of applicant's compliance with eligibility criteria prior to approving for tenancy.

- Verification of MHSA Housing Program Eligibility will be provided by the Full Service Partnership Provider.
- Verification of Section PBV eligibility will be provided by the Housing Authority of the City of Upland's Section 8 Department.
- Verification of income is documented via completion of the Tenant Income Certification Questionnaire, Tenant Income Certification, Employment and Third Party verification forms, and all other required tax credit forms in accordance with the regulations of the California Tax Credit Allocation Committee.

Appeals Process
If a rental application is denied, HACU Property Management will send the applicant a letter of denial, which will specify the reason for the denial. In order to ensure seamless communication with AWSS, a copy of the denial letter will be mailed to the applicant's case worker at AWSS and to DBH Housing Programs. The notice will advise applicant that they have fourteen (14) calendar days after the date of the denial letter to submit a written appeal to HACU Property Management.

HACU Property Management will consider any mitigating circumstances that the applicant feels would have an effect on their application and that would overcome or outweigh information already gathered in the tenant screening process. The written appeal must consist of documentation refuting the stated reason for rejection of the rental application or supporting the mitigating circumstances to be considered in the appeal. If a letter of denial is sent to an applicant, and no response or new evidence is received within fourteen (14) calendar days, HACU Property Management will close the file permanently.

HACU Property Management will notify the applicant of the final decision on the appeal within fourteen (14) calendar days of receiving the applicant's written notice of appeal, unless further information or research is required to give full consideration to the appeal. A copy of the decision letter will be mailed to AWSS at the same time it is mailed to applicant.

For additional details refer to the County of San Bernardino Mental Health Services' "Tenant Referral and Certification Process" (portions of which are included as Section D.5 of this document).

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 is 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 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:

The *Age Wise Supportive Services (AWSS)* program is a Full Service Partnership operated by the County of San Bernardino Department of Behavioral Health to address the identified service needs of Older Adults with serious mental illness. It is the primary objective of the *Age Wise Supportive Services* program to support the individual in maintaining tenancy. The overarching principles of the MHSA housing service plan are client/tenant choice and voluntary services. The supportive services program will assist older adult resident consumers to maintain self-sufficiency, succeed in their wellness, reduce hospitalizations, reduce incarcerations, increase employment and/or assist to be gainfully occupied, and successfully re-integrate into the community.

Service Needs of the Target Population

The target population for this project consists of ten (10) Older Adults, age 62 and above who have been diagnosed with a serious mental illness and who are homeless or at risk of homelessness. The Older Adult population, in general, faces some unique issues that can cause increased difficulty in providing services. Some of the particular difficulties faced by the Older Adult Population include depression due to chronic health deterioration and loss of family & peers, sleep problems, and isolation (both physical and social). To address these particular difficulties, AWSS has developed a comprehensive plan consisting of case management, assessment, psychiatric care, mental health services, educational and social services, co-occurring disorder services, crisis intervention, medical support and housing support services. These combined services are intended to help tenants to maintain self-sufficiency, succeed in their wellness, reduce hospitalizations, reduce incarcerations, increase housing stability, and successfully re-integrate into the community. While the specific level of care of each tenant will be dependent on that tenant's need and desire for services, AWSS has tailored a plan that can be both flexible and comprehensive to address all needs as they arise.

Service Provider Staffing

AWSS has a multi-disciplinary staff that will provide an array of services both on and off-site, depending on the needs and preferences of the Tenant. Because the tenants are expected to have a range of goals, AWSS's service plan calls for flexibility in staffing to maximize how and when services are provided. It is AWSS's intention to have at least one full time staff member on site at the development at all times, and AWSS may provide additional staff on an as-needed basis to fulfill the goals of the program. Due to the unique needs of the Older Adult population AWSS will utilize a staffing model that responds to the needs of the population by including an array of staff and a multi-disciplinary approach. The Age Wise team will utilize peer and family advocates and staff reflecting the ethnic and cultural make-up of the resident consumers. Overall, AWSS expects to deliver quality services to the tenants by providing a high staff ratio (1:10) which will allow clinical and support staff the opportunity to provide significant interaction with the 10 older adult tenants. Additionally, to better serve the tenants, AWSS will have the ability to work with tenants in group settings at the development.

Overview and Description of Services

The AWSS program will provide access to services based on tenant needs. Services will include clinical based services, housing assistance, access to medication support, co-occurring disorder treatment services, educational and life-skills support, linkage to benefits and entitlements and peer and family support. The services and goals will be developed in partnership with the older adult tenant and will be directed towards utilizing a strengths-based approach. Services will be directed towards supporting the older adult resident in maintaining long-term housing. AWSS will provide targeted services that directly address the unique needs of each tenant. This will include bi-lingual services which will be provided both on-site and off-site and occur with a frequency that is individually determined, but no less than weekly. Supportive services staff will also assist the older adult resident in accessing County and other outside services as appropriate to meet all of the tenants' needs. Assertive engagement focusing on strengthening skills for successful tenancy shall be provided to those individuals who decline 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 a desire for such services. The core supportive services will include:

- Access to psychiatric services: assessments, evaluation & medication support
- Mental health treatment, case management and independent living skills development
- Crisis intervention and follow up care
- Dual Diagnosis support groups and individualized treatment options for resident consumers who experience challenges with substance use
- Emergency assistance with food and clothing as needed
- Individual goal/service planning
- Wellness psycho- education groups
- Assistance in accessing and keeping mainstream benefits
- Assistance in accessing public health services
- Assistance in accessing public transportation
- Assistance in accessing educational and volunteer experiences
- Money management and financial education
- Employment services and opportunities
- Family and other support system interventions as appropriate

AWSS will provide mental health maintenance and case management services. All psychiatric services and medications will be provided by the Age Wise Support Services Program (AWSS). The 10 older adult tenants will also be able to access the county's Public Health Clinics for regular medical assessments, referrals and treatment as appropriate. On a regular basis, each tenant'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; on any given day, one team member is the on-site, on-call coordinator. The service team will be familiar with all the ten (10) older adult tenants and every team member is prepared to step in to coordinate and provide case management services. The majority of services will be provided at the Coy D. Estes Senior Apartments although other county facilities and programs may be used as dictated by program needs.

Promoting Recovery, Work and Self-Sufficiency

The older adults served by this housing program will be individuals with complex and long-term social and medical issues. Each person's history of homelessness and untreated disabilities will require an individualized approach to assessment of needs and goals. Residents 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 tenant's needs, to including assistance in accessing educational and volunteer experiences. These experiences are designed to empower each individual to attain their highest level of self sufficiency. The program assists tenants in developing and refining community living skills through individual, as well as, peer support. Tenants will be assessed, referred and supported in the development of independent life skills such as apartment maintenance, money management, cooking and shopping. Tenants will also be assessed, referred and supported in accessing employment and/or gainfully occupied activities in the community and supported in obtaining their career goals as dictated by client ability and need.

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

Employing the "strength-based" approach allows staff to identify what is needed to support the tenants in maintaining his/her housing. Beginning where the individual is in his/her recovery will identify where to start and focus. This usually begins with the fundamentals – an income and health assessment. If not done already, applications for financial and health care benefits shall begin as soon as possible. Further, the range of services as described above shall be offered. A strength-based approach that encourages and supports choice, empowerment and focusing on the strengths of the individual has proven successful in recovery, fostering resiliency and the promotion of wellness. Based on the tenants' wishes and ability, employment opportunities and supports will be made available, including assistance to access transportation, job coaching and any other items that will be important for the tenant to be successful. Educational supports shall also be made available by assisting the resident in enrolling and completing educational and self-enhancement activities. In supporting tenancy retention, service staff shall be accessible to respond to crisis or other tenant issues requiring this level of support. AWSS will work with the tenant and the property management staff when behaviors have been identified that place the tenant at risk for potential eviction. AWSS will proactively support both the tenant and

the property management in avoiding this decision.

Community Services

The Coy D. Estes Senior Apartments project will consist of 10 designated MHSA units out of a total of 72 planned units (including 1 manager's unit). It is anticipated that the units will be integrated throughout the project. The project is located close to North Euclid Avenue and East Arrow Highway, a major commercial and transportation corridor. Nearby amenities include restaurants, San Antonio Community Hospital, Upland public library, Upland Country Village shopping center, convenience stores, and a pharmacy. Transportation is easily accessible through Upland's bus system, Omnitrans, which includes a dial-a-ride option for handicapped and elderly passengers. The Coy D. Estes Senior Apartments will also offer a range of amenities including a clubhouse with community activity space including a full kitchen. The location and amenities associated with the project are expected to provide opportunities to promote social and interpersonal interaction as well as support the activities and services that lead to wellness. In addition, the Coy D. Estes Senior Apartments project is next door within walking distance to a County Senior Center which conducts a full array of activities for older adults. County departments provide socialization opportunities, low cost meals, educational trainings, health information and timely information on current issues dealing with topics of interest to older adults.

Communication

The AWSS Program Manager/designee is expected to be the primary point of contact between AWSS and Property Manager. The Housing Authority of the City of Upland will interface with DBH Housing Program. AWSS and the property manager will have regularly scheduled meetings, not less than once per month, to ensure adequate communication and to address any tenant issues. AWSS 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 AWSS 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)

The Chart lists 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

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	Comprehensive Assessment	Older Adult	Age Wise Supportive Services	On-site or Off-site (transportation assistance)
2	Psychiatric Evaluation and Medication Support	Older Adult	Age Wise Supportive Services	On-site or Off-site (transportation assistance)
3	Development of Coordinated Care Plan	Older Adult	Age Wise Supportive Services	On-site or Off-site (transportation assistance)
4	Ongoing Case Management	Older Adult	Age Wise Supportive Services	On-site or Off-site (transportation assistance))
5	Mental Health Services	Older Adult	Age Wise Supportive Services	On-site or Off-site (transportation assistance)
6	Individual and Group Psychosocial Rehabilitation	Older Adult	Age Wise Supportive Services	On-site or Off-site (transportation assistance)
7	Social Skills Development	Older Adult	Age Wise Supportive Services	On-site or Off-site (transportation assistance)
8	Life Skills Development	Older Adult	Age Wise Supportive Services	On-site or Off-site (transportation assistance)
9	Dual Diagnosis Group	Older Adult	Age Wise Supportive Services	On-site or Off-site (transportation assistance)
10	New tenant orientation/move-in assistance/tenant rights education	Older Adult	DBH Housing Program	On-site or Off-site (transportation assistance)
11	Tenants council	Older Adult	Age Wise Supportive Services	On-site or Off-site (transportation assistance)
12	24/7 Crisis intervention	Older Adult	Age Wise Supportive Services and Community Crisis Response Team	On-site or Off-site (transportation assistance)

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

Primary Service Provider:	Age Wise Supportive Services

(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.)

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:

Design Considerations for Meeting the Needs of the MHSA Tenants

The Coy D. Estes Expansion Project includes 72 dwelling units for seniors aged 62 and older in a three story building with extensive common areas intended to serve the needs of seniors with physical and mental disabilities and benefitting from increased social interaction and availability of nutrition, cleaning, social, and recreational services. Within this community, ten (10) units will be maintained as available for extremely-low income Older Adults with Serious Mental Illness (SMI) which will comprise the MHSA Housing Program.

Physical Description of the Development

The Coy D. Estes Expansion Project includes 72 new one bedroom apartments in a single, three story building on a one acre parcel adjacent to the existing Gibson Senior Center and the Coy D. Estes Apartments, 130 one and two bedroom units situated on five acres. The Coy D. Estes Expansion Project is intended to complement and supplement the services available to low income seniors in the downtown area of historic Upland.

The Coy D. Estes Expansion Project will be located in Upland's downtown area. The Upland Public Library, City Hall, Fire Department, Metro Station, Grove Theater and many shops and restaurants are located within a 3-block radius of the development.

The Coy D. Estes Expansion Project building is designed to provide a secure and stable living environment, with available supportive services, and physical features intended to enhance group cohesion and promote social interaction. From the main entrance, residents and guests will enter a lobby adjacent to staff work areas, a large living-room type common area, and the corridor to the elevator and dwelling units. The access to all dwelling units radiates from the elevator lobby on each floor, where there is a small lounge and seating area as well as resting points along the interior corridor to each unit's front door vestibule. Although there are numerous stairways for emergency access and egress to the outdoors, we do not anticipate that the stairs will provide the primary access and the emergency exits may not be used as entry points to the building.

The common spaces of the project, accessed from the main lobby, include the "living room" and a large resident dining room. These two spaces may be combined for performance events and large group events. The kitchen and cafeteria style serving areas are at the far end of the "L" shaped common areas. Along the center of the common area there are two multi-purpose small group rooms and connected offices, as well as a staff break room and two enclosed staff offices. These spaces may be used by the MHSA direct service providers for resident participants in the MHSA Housing Program. Additionally, we anticipate the availability of Visiting Nurse and home health care provider services for health maintenance.

The front ground floor of the building facing North Third Avenue and the project entry will have a generous arcade to permit outdoor seating and a smoking area. Additionally, there is an over-looking enclosed game room at the corner of the building directly above the arcade and an open sun patio in the same location at the third floor which would permit smoking. There are resident laundry rooms on each of the three floors, and a large commercial laundry for sheets, towels and kitchen linens in the basement. The basement will also be

used to store all food for the kitchen and will provide spaces for utility distribution and metering, as well as maintenance and janitorial supplies and equipment.

This project will be of conventional wood stud framing. The ground floor will be reinforced concrete slab with conventional three-story footings. Second and third floor joists are of wood panel trusses. Roof structure is a pitched roof with concrete tiles. The exterior siding will be primarily stucco with wood trim.

Interior walls and ceilings will be drywall construction. The exterior design of the buildings incorporates a "Mediterranean cottage" style, with divided light windows and porches and balconies on a body of stucco.

Interior designs incorporate wood hardboard doors, aluminum anodized windows, wood casings and trim, painted drywall walls and ceilings. All floors will be carpeted except for the entries, kitchen areas and bathrooms, which will be covered with sheet vinyl or wood laminate. Kitchens will include a stove, sink, range hood, garbage disposal and refrigerator.

A generous closet as well as linen storage will be provided in each unit. Bathrooms will include, fiberglass tubs or shower combinations, mirror and Pullman sink and medicine cabinet. Both the walls and ceilings of the kitchens and bathrooms will be painted with enamel paint. Heating will be by a properly sized electric through-wall heater. It has been determined that with the high insulation values, individual electric heat is an economically competitive source.

Landscaped area comprises approximately 20% of the parcel, and border the perimeter of the building. Shrubs and trees will be incorporated into the landscaped areas. The parking area for the site will be located at the easterly end of the site and along the connecting throughways.

Spaces for Delivery of Supportive Services

The service providers of supportive services for the MHSA Housing Program participants will be free to use any of the common spaces in the buildings for necessary activities, and the two suites of small group space and attached office will be available on a regular basis for use. These two spaces, each total 16 feet by 24 feet, and include the meeting room in the front 16 by 16 foot area and private office in the 16 by 8 foot rear portion. These are spaces with air conditioning in the center of the building. A window may be included for occupants of the meeting space to look out across the common dining and living room areas through to the exterior windows to the landscaped area beyond.

Each of these rooms will have available telephone, intercom, computer network and television service, as well as electrical outlets, individually controllable heating/cooling thermostats, and a range of lighting options. It is anticipated that one space will have a small sink, cabinets and a counter-top, but not a stove or refrigerator.

Features for Physically Disabled Participants of the MHSA Housing Program

All of the common spaces in the development will be accessible, barrier-free, to physically disabled persons including access controls, door widths, turning radius within rooms, lighting controls, emergency signals, ramps and floor slopes.

Within the dwelling units, all units are minimally accessible for physically disabled using wheelchairs and mobility devices of sizes anticipated within California Building Code standards. Two units are designated as Fully Accessible which includes larger room dimensions for larger mobility devices, as well as adaptable counter heights, a wider range of standard grab bar locations, and hard surface flooring. The owner and management agent of the Coy D. Estes Expansion Project are prepared to meet the reasonable accommodation requests of residents and potential residents to modify the equipment and features of the apartments (but not the room dimensions or wall locations) to better meet the unique needs of future residents.