



**COUNTY OF ORANGE
HEALTH CARE AGENCY**

BEHAVIORAL HEALTH SERVICES

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December 22, 2010

Notice of Initiation of 30-Day Public Review Period for Avenida Villas Apartments under the MHSA Housing Program

A 30-day public review and comment period is required for the Orange County Health Care Agency 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 AMCAL Multi-Housing Incorporated's Avenida Villas Apartments development, which intends to provide permanent supportive housing to a number of selected adults (ages 26 through 59) enrolled in Full Service Partnerships.

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

- Development Summary Form: D.1 (Attachment B)
- Supportive Housing and Services Information: (D.2 through D.7)
- Supportive Services Chart: Item D.8 (Attachment C), and
- Design Considerations for Meeting the Needs of the MHSA Tenants : Item D.9

We appreciate your feedback and encourage you to direct any questions or comments regarding the proposed development to Judy Iturriaga as follows:

Judy Iturriaga, PhD., MFT
Service Chief II
Orange County Health Care Agency
Tel: (714) 834-5048
Mhsahousing@ochca.com

Sincerely,


Mark A. Refowitz
Behavioral Health Director



County of Orange
Health Care Agency, Behavioral Health Services
Mental Health Services Act (MHSA) Office
600 W. Santa Ana Blvd., Suite 510
Santa Ana, CA 92701

Avenida Villas Apartments

30-Day Public Comment Form
December 22, 2010 to January 20, 2011

PERSONAL INFORMATION

Name			
Agency/Organization			
Phone number		E-mail	
Mailing address (street)			
City, State, Zip			

MY ROLE IN THE MENTAL HEALTH SYSTEM

<input type="checkbox"/>	Person in recovery	<input type="checkbox"/>	Probation
<input type="checkbox"/>	Family member	<input type="checkbox"/>	Education
<input type="checkbox"/>	Service provider	<input type="checkbox"/>	Social Services
<input type="checkbox"/>	Law enforcement/criminal justice	<input type="checkbox"/>	Other (please state)

COMMENTS

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Submit Your Comments to

Judy Iturriaga, PhD., MFT
Service Chief I

Phone: (714) 834-5048

E-mail: mhsahousing@ochca.com

Mail: 405 W. 5th Street, Suite 500
Santa Ana, CA 92701

RENTAL HOUSING DEVELOPMENT SUMMARY FORM

County Mental Health Department: Orange County Health Care Agency

Name of Development: Avenida Villas Apartments

Site Address: 9602-9612 W. Ball Road, APN # 127-341-01 & 127-341-52

City: Anaheim State: CA Zip: 92804

Development Sponsor: AMCAL Multi-Housing

Development Developer: AMCAL Multi-Housing

Primary Service Provider: Telecare and Orange

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:	29	Total Number of MHSA Units:	29
Total Cost of Development:	\$11,975,550	Amount of MHSA Funds Requested:	\$6,406,800
		Capital:	\$3,259,600
		Capitalized Operating Subsidies:	\$3,147,200

Other Rental Subsidy Sources (if applicable): Requesting 28 Project Based Section 8 Vouchers from the County of Orange Housing Authority for the MHSA Units. Need COSR for after year 15 when Vouchers run out.

Target Population (please check all that apply):

Adults Transition-Age Youth Older Adults

County Contact

Name and Title: Judy Iturriaga, Service Chief II

Agency or Department Address: 405 W. 5th Street, Suite 500

Agency or Department Phone: (714) 834-5664

Agency or Department Email: jiturriaga@ochca.com

30-Day Review and Comment

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	Adult	TAO	On-site or Off-site
2	Psychiatric Evaluation and Re-Evaluation	Adult	TAO	On-site or Off-site
3	Development of Coordinated Care Plan	Adult	TAO	On-site and off-site working with participants
4	Ongoing Case Management	Adult	TAO	On-site and off-site
5	Mental Health Services	Adult	TAO	On-site or Off-site
6	Medical screening, referral, and follow up	Adult	TAO	On-site or off-site
7	Medication support	Adult	TAO	On-site or off-site
8	Individual and Group Psychosocial Rehabilitation	Adult	TAO	On-site or Off-site
9	Social Skills Development	Adult	TAO	On-site or Off-site
10	Life Skills Development	Adult	TAO	On-site or Off-site
11	New tenant orientation/move-in assistance/tenant rights education	Adult	TAO	On-site
12	Tenants council	Adult	TAO	On-site

MHSA Housing Program Rental Housing Application

ATTACHMENT C

13	Psychiatric services	Adult	TAO	On-site or off-site
14	Crisis intervention	Adult	TAO	Wherever needed
15	Information and referrals to other services and programs	Adult	TAO	On-site or Off-site
16	Peer mentoring/support	Adult	TAO	On-site or Off-site
17	Emergency financial assistance	Adult	TAO	On-site or Off-site
18	Recreational/socialization opportunities	Adult	TAO	On-site or Off-site
19	Independent living/life skills: budgeting, money management, meal preparation, housekeeping, self-care	Adult	TAO	On-site or Off-site
20	Benefits assistance	Adult	TAO	On-site or off-site
21	Relapse prevention planning	Adult	TAO	On-site or Off-site
22	Community engagement and linkages	Adult	TAO	On-site or Off-site

Primary Service Provider:	Telecare and Orange Corporation (TAO)
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(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.1 Development Summary Form (Attachment B)

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

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:

Avenida Villas Apartment Homes
 9602-9612 W. Ball Road, Anaheim, California
 (29 Units)

Project Summary:

AMCAL Multi-Housing, Inc. has proposed the development of a new construction apartment community in Anaheim, CA at the intersection of Ball Road and Gilbert Street. The new community will include 29 units in a combination of one and two bedroom units. The units will be affordable to individuals and families earning 30%-50% of the Orange County Area Median Income. Additionally, 100% of the units (except the manager’s unit) will be reserved for households eligible under the Mental Health Services Act (“MHSA”) who are homeless or at risk of homelessness and have been diagnosed with a serious mental illness. The units and community amenities will be located in a single three-story building. Community amenities include a community “clubhouse” with offices, recreation areas and a computer lab, on-site laundry, and both private and public open space. The courtyard of the building will include grassy open-space and a tot-lot for children living on-site. Parking will include both tuck-under and surface parking.

The following specifications/unit amenities will be incorporated in the project design to promote the health and safety of the residents, as well as the affordability and durability of the units: balcony/patio, refrigerator, microwave, garbage disposals, dishwashers, and stoves. The MHSA units (which include 24-1 BD units and 5 2-BD units with one of the 2-BD units reserved for the full-time property manager) will also be fully furnished and will be adaptable to meet any specific physical impairments/ disabilities of the target population. All units are accessible via stairs or elevators. Additionally, the community building includes office space for the provision of supportive services by the Full Service Partner – Telecare and Orange (TAO) Program, and office space for an additional services provider to coordinate social activities and events. The proposed on-site property management company for this development is anticipated to be an experienced supportive housing property manager who will also have office space within the community building

The Avenida Villas Apartments will also have an on-site resident services program, designed to meet the specific needs of the residents. The on-site Service Coordinator will keep up to date information on local services, publicize them to residents, help residents determine their need for services and assist them in accessing them. The Service Coordinator will facilitate and bring programs on site to address common educational and economic needs of the residents. The type of programs that are anticipated may include: parenting classes, computer classes, financial literacy workshops, bicycle safety programs, stranger danger programs and first time homebuyer programs.

Financing Structure

The proposed financing structure includes 9% tax credits, a section 8 loan, County of Orange Community Services department funding, and Mental Health Services Act funding.

Site Amenities

The subject site is located within close proximity to a wide array of amenities:

- Grocery Stores
 - Ralphs (0.5 miles)
- Medical
 - Walgreens Pharmacy (0.5 miles)
 - Central City Community Health Clinic (0.5 miles)
- Parks
 - Modjeska Park (0.6 miles)
 - Maxwell Park (0.7 miles)
 - Barton Park (0.9 miles)
- Public Transportation
- Orange County Transport Authority (OCTA) Bus stop within 500 feet served by multiple bus lines (each line having 30 minutes or less between stops).
- Schools:
 - Magnolia High School (0.25 miles)
 - Jonas Salk Elementary School (0.4 miles)
 - Bel-Air Christian School (0.5 miles)
 - Amaanah Greenbrier Montessori (0.5 miles)
 - Dale Junior High School (0.8 miles)
 - Orangeview Junior High School (0.9 miles)

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:

Orange County Health Care Agency's (HCA) and Behavioral Health Services (BHS) 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 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, 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 surveys, found that the provision of supportive permanent housing for Adults, who are homeless or in danger of homelessness, was ranked first among the top six issues identified by community stakeholders for this age group. The Orange County MHSA Housing program is expected to generate approximately 185 Supportive Housing units across all the age categories served. The MHSA Housing program at Avenida Villas Apartment directly responds to this identified community need and County priority by directly serving the Adult population with SMI.

Avenida Villas Apartments Responds to Identified Need for Adults

AMCAL Multi-Family Housing has proposed the development of a new apartment community in unincorporated Anaheim, CA at the intersection of Ball Road and Gilbert Avenues. The new community will include 29 units in a combination of one, and two bedroom units. The units will be affordable to individuals and families earning between 30% and 50% of the Orange County Area Median Income (AMI). And all of the units will be reserved for households eligible under the Mental Health Services Act ("MHSA") who are homeless or at risk of homelessness and have been diagnosed with a serious mental illness.

AMCAL Multi-Family Housing in partnership with The Telecare And Orange (TAO) Program as the Adult full service provider (FSP) for resident services associated with this MHSA Housing Project, is requesting MHSA capital and operating subsidy funding for Avenida Villas Apartments. This affordable housing project is designed to offer a larger sense of community to MHSA residents. Each unit will have a full kitchen, private bedroom, bathroom and living room allowing the residents privacy and independence. The project is to be 100% affordable for no less than 55 years with the main financing source coming from 9%tax credits, the MHSA program, and other State and County public funding sources.

In addition to onsite amenities such as a community room, community kitchen, computer lab, and a tot-lot play area there are a number of amenities within walking distance to the project, including a bus stop, full scale grocery store, pharmacy, medical clinic, a variety of restaurants and coffee shops. . Offices for the services coordinator and MHSA full service provider will also be onsite.

Avenida Villa Apartments will provide much needed high quality permanent supportive housing for adults with serious mental illness who are homeless or at risk of homelessness. The MHSA units will have the benefit of comprehensive services provided by TAO. The TAO program will focus on attaining and maintaining maximum independence in the community for each of the participants and will utilize an approach based on individualized goals. Overall wellness, both physical health care and mental health treatment, will be stressed.

The MHSA units at Avenida Villa Apartment Homes Apartment Homes will substantially contribute to the County's goal of creating 185 supportive housing units.

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:

Avenida Villas Apartments will provide 28 units of permanent supportive housing for Adults, one of the identified Mental Health Services Act (MHSA) target populations under the Orange County MHSA Housing plan. The Adults served in the MHSA Housing program at Avenida Villas Apartments will have a diagnosis of serious mental illness (SMI) and be homeless or at risk of becoming homeless. They may be unserved or underserved and may have been hospitalized, at risk of institutionalization or been involved in the criminal justice system. Individuals served may have a co-occurring substance abuse disorder, and may suffer from functional impairments. Supportive services that are offered to MHSA tenants at Avenida Villas Apartments are voluntary, and the TAO program is designed with comprehensive and intensive services in response to the varied, identified client needs. TAO services include, but are not limited to: emergency assistance with housing, food, transportation and/or clothing; individual goal/service planning; assistance in accessing and maintaining mainstream benefits; case management; independent living skills development; budgeting, money management and financial education; assessment, treatment and/or referral for addiction disorder, mental and physical health services; employment services and opportunities; crisis intervention; community building; linkage to community-based services; assistance in maintaining residential stability; and any other services as needed that respond to the special needs of this tenant population.

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 50% 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 Orange Health Care Agency (HCA) in collaboration with OC Community Services (OCCS) has developed a standardized application and certification process for the Orange County Mental Health Services Act Housing Program. The HCA MHSA Housing Program is the central point of coordination for MHSA Housing Program certification.

Application Process

The HCA MHSA Housing Program staff will certify applicants as MHSA Housing Program eligible; creating a single point of certification for the MHSA funded units.

The standardized Tenant Certification and Referral Application is designed for the referring party to complete in collaboration with the potential tenant. The application is designed to assess the applicant’s eligibility for an Orange County MHSA Housing Program funded unit and assist in determining housing need and preference (i.e., household size and tenant housing preference.)

Each site specific MHSA Housing Project Property Management company will accept applications during lease up of a new development and as vacancies in projects with MHSA Housing Program units become available, following the outreach and marketing outlined in the Marketing Plan. The Full Service Partnership(s) (FSP) providing services at MHSA housing projects will work with the other supportive service providers to meet the challenge of attracting eligible applicants. The HCA 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 connect with and refer potential residents to permanent supportive housing. Outreach will include visiting areas known to be places where homeless adults spend their days and nights. In addition to soliciting applications from individuals reached through direct outreach methods, County HCA MHSA Housing Program staff will accept referrals from an extensive county-wide network of varied government and nonprofit organizations and service agencies. Other sources of referrals will include, but certainly not be limited to law enforcement; local shelters, food programs and other nonprofit and government agencies that provide outreach and services to the homeless; hospitals, mental health facilities and other health care providers; local veteran’s agencies; religious organizations; ethnically and linguistically diverse community-based organizations, and self-referrals.

The referring agency is responsible for gathering the supporting documentation of an applicant’s eligibility utilizing the standard MHSA Housing Program Certification and Referral Application. Required documents include a release of information authorizing the referring agency to share certification information with the HCA MHSA Housing Program. It is expected the referring party will assist the applicant as needed in completing the certification application, as well as any additional requirements related to the project screening process. Support Service Workers/Personal Services Coordinators of the identified Full Service Partnership (or referring agency if the applicant is not enrolled in an FSP) will provide support throughout the entire application and project screening process.

Eligibility Determination

The HCA MHSa Housing Program staff will review the application and supporting documentation for completeness and certify the applicant meets the Orange County MHSa Housing Program eligibility criteria. These criteria must all be met in order to be MHSa Housing Program eligible. If the application is incomplete, the HCA MHSa Housing Program staff will contact the referring agency to request missing information.

Certification Denial

If the certification is denied because the prospective tenant did not meet the MHSa Housing Program criteria, the referring party and the prospective tenant are notified and informed of the reason for the denial in writing, as well as a phone call from the HCA MHSa Housing Program staff. The referring party and/or prospective tenant may resubmit the application for reconsideration if the conditions that resulted in the original denial change.

Certification Approval

Prospective tenants apply for tenancy at the specific MHSa Housing Program funded site. The prospective tenant will directly approach the Property Management Company to inquire about applying for tenancy for one of the units. The prospective tenant will complete the MHSa Housing Program Certification Application and, working with the Property Manager and Full Service Partnership provider(s), will submit this Certification Application to the HCA MHSa Housing Program. HCA MHSa will provide confirmation of MHSa housing unit eligibility to the property management company and Full Service Partnership Provider if the applicant meets the MHSa Housing Program criteria.

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:

Project Description

AMCAL Multi-Housing Corporation has proposed the development of a new apartment community in unincorporated Anaheim, CA at the intersection of Ball Road and Gilbert Avenue. The new community will include 29 units in a combination of one and two bedroom units. The units will be affordable to individuals and families earning between 30% and 50% of the Orange County Area Median Income. With the exception of the manager's unit, all of the units will be reserved for households eligible under the Mental Health Services Act ("MHSA") who are homeless or at risk of homelessness and have been diagnosed with a serious mental illness. Community amenities include a community "clubhouse" with offices, recreation areas and a computer lab, on-site laundry, and both private and public open space. Parking will include single and tandem spaced, all of which will be covered.

Policy on Non-discrimination

With respect to the treatment of applicants, the Management Agent will not discriminate against any individual or family because of race, color, creed, national or ethnic origin or ancestry, religion, sex, sexual preference, gender identity, age, disability, handicap, military status, source of income, marital status or presence of children in a household, acquired immune deficiency syndrome (AIDS) or AIDS-related conditions (ARC), or any other arbitrary basis. No criteria will be applied or information considered pertaining to 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.

Reasonable Accommodations

Reasonable accommodations will be made to meet the needs of any disabled applicants, including applicants with physical, sensory, 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. Note that 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, sensory, or mental disability, and as a result of this disability there are reasonable accommodations that should be considered in an application, a note is attached to the tenant’s application describing the reasonable accommodation(s) requested. A Reasonable Accommodation Request form may also be completed upon receipt of the application and further information may be required to verify need for reasonable accommodations.

The information provided below is a summary of the proposed Rental Application process for Avenida Villas Apartments.

I. OCCUPANCY STANDARDS

- a) Units will be occupied in accordance with the following standards:

<u>UNIT SIZE</u>	<u>MINIMUM</u>	<u>MAXIMUM</u>
1 Bedroom	1	3
2 Bedroom	2	4

- b) 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.
- c) The head of household must be 18 years of age or older, unless he or she is an emancipated minor. All household members, age 18 years or over, and emancipated minors, must sign the appropriate consent forms and comply with the verification process.
- d) Applicants must be able to maintain the housing unit in accordance with local health standards, with or without assistance.
- e) All applicants must have a valid Social Security Number and legal photo ID. Birth certificates and/or proof of guardianship will be required of dependant minors.
- f) Personal care attendants will be given a separate bedroom.
- g) When a medical hardship is verified to the satisfaction of the managing agent, persons who would generally share sleeping quarters may be assigned separate bedrooms.
- h) Assigned unit must be household’s primary place of residence.
- i) Total household income cannot exceed 50% of the area median income.

AFFORDABLE UNITS

# of Units	Unit Size	Gross Rent*	AMI %	1 Person Max. Income	2 Person Max. Income	3 Person Max. Income	4 Person Max. Income	5 Person Max. Income	6 Person Max. Income	7 Person Max. Income
5	1BD	\$523	30%	\$19,530	\$22,230	\$25,110				
19	1BD	\$871	50%	\$32,550	\$37,200	\$41,850				
1	2BD	\$627	30%		\$22,230	\$25,110	\$27,870			
3	2BD	\$1,046	50%		37,200	41,850	46,500			

*Approximate rental rates based upon current income limits published by U. S. Dept. of Housing & Urban Development and current housing authority utility allowances. Rental rates subject to change.

** Note: the MHSA tenant portion of the rent set at 30% of the current SSI amount, or 30% of total household income, whichever is higher (up to 30% of 50% of area median income)

*** Note: there is also one Manager’s unit, which will be rented at market rates.

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

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 50% of the area median income as published annually by the U. S. Department of Housing and Urban Development and The California Tax Credit Allocation Committee.
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% 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 adult household members over 18 years of age covering the last five years. Any outstanding collections (medical expenses exempt from this standard) may be a basis for denial of applicant. Foreclosure and bankruptcies are also basis for denial. Applicant will be considered for residency if he/she can prove that he/she moved due to divorce and spouse was responsible for all debt.
9. Criminal record checks will be conducted on all adults in the qualified households 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.
 - d. Applicants that have been evicted from a federally-assisted housing project within the past 3 years will be denied occupancy.

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.

10. History of Responsible Tenancy, Behavior and Conduct

Current landlord references will be obtained. Previous landlords during the past five years may also be contacted. Landlord 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 Avenida Villas Apartment Home's 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. Evictions that are three years or older will not be grounds for ineligibility. One eviction and Unlawful Detainer within the last three years may be grounds for ineligibility.

If landlord references are not available, applicants will be asked to provide as much information as possible regarding where they have been living for the past three 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, and/or transitional living programs completed will be considered as well.

III. WAITING LIST

Offer of Apartment:

Applicants will be offered only two apartments. 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 would be placed on the waitlist in chronological order.

- A. Applicants will be added to a waiting list in chronological order.

- B. In the event that the volume of applications received exceeds the number of available apartments and more than one applicant qualifies for the unit; the application with the earliest date will be approved. The other will go to the top of the list until the next unit is available.
- C. When the next 30-day notice is received by management, it will be the responsibility of the site administrator to notify the applicant at the top of the waiting list. If that applicant turns down the unit, management will then proceed to the next person on the waiting list. With the approval of the applicant, the site manager will also notify the referring case manager.
- D. If an applicant on the waiting list rejects the two units 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 a representative of the management agent.. The applicant may invite their service provider to accompany them to this interview or other appointments with the property manager.
- B. It will be the responsibility of the management agent to inform the applicant and the referring agency or case manager 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.
- D. All background information obtained from previous landlord or other personal references will be considered in light of the project's commitment to provide housing for people in transition and with special needs. Applicants with negative background information will have the opportunity to demonstrate that past behavior causing those issues was related to a disability and request reasonable accommodation. The availability of supportive social services that can assist the applicant in meeting the conditions of tenancy may also be considered in evaluating such information

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;
 - 4. Felony conviction; or non-felony conviction relating to the manufacturing or sale of illegal drug or controlled substances;
 - 5. Rent exceeding 30% of monthly income without a demonstrated ability to pay;

- 6. Falsification of any information on the application;
- 7. Family 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;
- 9. A history of poor housekeeping (either reported by prior landlord reference or when house visits apply);

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. Current abuse of alcohol or use of illegal drugs (unless required by a doctor's verification).
- 3. Anyone in the household is subject to lifetime registration requirements under any state sex offender program.
- 4. No references from social workers or others involved with the applicant in a professional capacity are submitted if required.
- 5. Other good cause, including, but not limited to, failure to meet any of 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 3 working days of receipt of an appeal, the appeal will then be forwarded to the Director of Compliance or the Regional Manager of The Property Management Company and to the assigned Residential Service Coordinator for the property. Appeals based on requested accommodations dealing with issues where applicant is receiving direct assistance from the service provider may be considered as mitigating factors by Property Management.

VI. FAIR HOUSING

The property will comply will all federal, state, and local fair housing and civil rights laws and with all equal opportunity requirements.

EVALUATION OF APPLICANT'S CREDIT REPORT

I. Reasons for rejection (all adult family members must meet same standards)

- A. Prior eviction(s) within the last three years;
- B. Any outstanding collections which exceed \$5,000 (medical expenses exempt from this standard);
- C. Bankruptcies filed within last five years.

II. Management/resident selection reasons to overturn rejection

- A. Eviction / bad credit - if applicant can prove that he/she moved due to divorce or annulment and spouse was evicted later, in court settlement, spouse was responsible for all debt, etc.
- B. If applicant provides proof of adherence to a payment plan for past-due collections.

VII. PREFERENCES

An occupancy preference will be given to applicants who are homeless or currently living in substandard or dilapidated housing. Such standards shall be established by a Code Enforcement Notice or Notice to Comply directive issued by a governmental agency.

VIII. MENTAL HEALTH SERVICES ACT UNITS

All apartment units, excluding the manager's unit are designated for households who include one adult member who (1) is eligible for 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). As outlined in Welfare and Institutions Code, Eligible applicants must have a serious Mental Illness or Severe Emotional Disorder and be "Homeless" Or "At-Risk of Homelessness" and be eligible to receive services under the MHSA Act.

IX. 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.

X. 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.

XI. ACCESSIBLE UNITS

All units are adaptable to meet the needs of residents with disabilities, as defined by the California Building Code.

Two (2) units will be accessible for residents with mobility impairments and one unit will be accessible for residents with sensory 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.

XII. OUTREACH

Telecare Corporation will be the designated supportive service provider for Avenida Villas Apartments. Telecare Corporation 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, Telecare Corporation 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 MHPA units.

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

1. A description of the anticipated needs of the MHPA tenants;
2. The supportive service provider's initial and ongoing process for assessing the supportive service needs of the MHPA tenants;
3. A description of each service to be made available to the MHPA 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 MHPA 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 MHPA 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 MHPA tenants. This description should also include the identification of staff (the responsible service provider) and specific strategies for working with MHPA 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 MHPA 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 MHPA tenants who do not speak English and how communication between the property manager and the non-English speaking MHPA 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 TAO program is a Full Service Partnership contracted by Orange County Health Care Agency to provide voluntary, client centered, culturally sensitive mental health services. TAO is a division of Telecare Corporation; an organization dedicated to helping people with mental impairments realize their full potential. TAO provides services throughout Orange County. The program was created to meet identified service needs for adults who were homeless or at risk of homelessness and have a serious and persistent mental illness. TAO was formed as a result of the Mental Health Services Act and has been in operation since July 2006. The program consists of a multiple disciplinary team of professionals all working together to improve the overall quality of life for participants in the program, helping them regain independence and achieve their goals. TAO is dedicated to providing comprehensive services that are coordinated, proactive and effective in promoting wellness and recovery for adults with mental illness living in Orange County.

All MHSA eligible tenants will generally be linked to the Full Service Partner (FSP) program in collaboration with the proposed development. Engagement activities are conducted by the County's Outreach and Engagement unit and referrals from this program to TAO or La Palma would be coordinated. A potential MHSA tenant who is not receiving services from the proposed projects' assigned FSP or other county program will be referred to TAO to initiate an eligibility assessment.

RECOVERY APPROACH

TAO approaches services with the Recovery Model as its foundation. Recovery is the awakening of hopes and dreams. It is a deeply personal, unique process of understanding one's attitudes, values, feelings, goals, skills, and/or roles. It is a way of living a satisfying, hopeful, and contributing life. Recovery involves the development of new or rediscovered meaning and purpose in one's life as one grows beyond the effects of untreated mental illness. The recovery process involves gaining the knowledge to reclaim one's power and achieve one's desires by learning to make choices that bring strength rather than harm. It is essential that program participants who are facing the challenges of mental illness and homelessness obtain permanent housing as both a springboard and a platform for recovery to occur.

PRIMARY SERVICE NEEDS OF THE TARGET POPULATION

The target population for this program consists of adults who have a serious and persistent mental illness and who are homeless or at risk of homelessness. The National Institute of Mental Health estimates that one in four Americans suffers from a diagnosable mental illness. The TAO target population consists of those who are diagnosed with serious and persistent mental illnesses, as well as co-occurring disorders. Primary service needs include case management, assessment, psychiatric care, mental health services, educational and vocational services, co-occurring disorder services, crisis intervention, medical support, peer support, and housing services to facilitate participants' journeys toward wellness and recovery. A significant goal of all participants in the program is establishing permanent housing and the ability to live independently. The independence level varies based on individual needs and goals with the primary focus being a safe and stable environment which provides security and consistency. At TAO, the philosophy is to meet clients where they are, doing "whatever it takes" to collaboratively offer client-centered services focused on recovery.

IDENTIFICATION OF LEAD SERVICE PROVIDER/OTHER SIGNIFICANT SERVICE PARTNERS

TAO utilizes the recovery model philosophy in providing services that focus on helping participants to attain

maximum independence by promoting participant strengths and self-identified goals and objectives. The program's multi-disciplinary staff partners with participants to offer a full array of mental health and case management services which are provided in the field or whatever location is convenient for the participant. TAO participants have a range of goals, which call for flexibility in how and when services are provided. An important aspect of the program is that it provides intensive case management to this unserved/underserved population. To manage the program administratively, staffing includes a clinically licensed Program Administrator and Clinical Director. Program staffing consists of Bachelor's and Master's level Personal Service Coordinators who are supervised by Masters or Doctoral Level team leaders, two Board Certified Psychiatrists, Licensed Vocational Nurses, a Housing Specialist, an Employment Specialist and a Substance Abuse Specialist. The program also utilizes a Peer Mentor volunteer team to work with TAO members on problems of daily living. They function as peer counselors to the participants and offer a very insightful perspective. A Data Analyst is an administrative position at TAO that tracks and reports in the CAMINAR system data points required of the FSPs. The Data Analyst works with staff and members to look at data and look for ways to improve the quality of services. For those MHSa tenants who participate in TAO FSP services, their treatment information related to achievement of personal milestones of "recovery" will be gathered by the PSC and reported to the Data Analyst responsible for reporting in CAMINAR. Language capabilities among staff include bilingual Vietnamese, Spanish, Tagalog, Hindi, Cantonese and Farsi.

The TAO program offers a high staff ratio (1:15) of direct service clinical staff to participants and provides services in the community, with a significant amount of interaction provided at the participants' residences. Services are also provided at the TAO office and public places, where the participants are familiar and feel safe. The services are provided through a contract with the Orange County Health Care Agency with funding through the Mental Health Services Act.

DESCRIPTION OF KEY SERVICES

The TAO program includes community based wrap-around recovery services that include: intensive case management, flexible funds for immediate needs such as housing, food or transportation, twenty-four (24) hours a day, seven (7) days a week clinical availability, housing assistance, transportation assistance, medication support, co-occurring disorders treatment services, vocational and educational services, linkage to financial benefits/entitlements, family and peer support, and support groups. Services are provided to assist participants in retaining and maintaining their housing.

Each participant interested in the TAO program is assessed for appropriateness based on their individual needs. A full history is received during the initial assessment meeting including discussion about participants' past and present living situation, history of mental illness, substance abuse issues, medical issues, financial situation, housing, social supports, and more. Once admitted to the program, every participant is assigned a dedicated Personal Service Coordinator (PSC) who works closely with them to reach their goals. The PSC functions as a case manager, providing primary oversight to participants on an individual basis and coordinating linkage to all services, both internal and external. The PSC provides ongoing assessment and support to participants through regular visits in any location that is convenient for the participant. The PSC works in coordination with other TAO staff such as the Housing Specialist, Psychiatrist, Nursing staff, Employment Specialist and Substance Abuse Specialist to service the needs of the participant. The PSC is responsible for developing master treatment plans for each participant on their caseload, and to develop along with the member, individualized goals with plans to help participants establish a progressively higher level of independence. The PSCs work collaboratively with the multi-disciplinary treatment team under the direction and guidance of the Team Leader.

TAO employs a Data Analyst to provide ongoing data analysis through collaboration with TAO and the County of Orange. Data is collected from a primary database and disseminated to provide ongoing feedback to the program on trends and outcomes in a wide variety of areas including, but not limited to residential reports, admission/discharge statistics, diagnosis queries, employment, and volunteerism. These findings are shared with participants in the program and are also made public through the posting of aggregate de-identified data on the County of Orange website. The collected data helps to identify trends and shifts and allows the

opportunity for continued shaping of the program.

TYPICAL SERVICES PROVIDED BY TAO STAFF

- Intensive case management and service coordination, with personalized, focused treatment plans.
- Symptom management, using counseling and psychotherapy services.
- Medication education and/or medication support services; assistance with medication administration as needed, both on and off-site.
- Nursing staff work closely with medical providers, maintaining a relationship with a local clinic and coordinating care with participants who have their own medical provider.
- Educational and employment support to develop further independence for those who are interested in volunteer activities, work, or pursuing educational endeavors.
- Mental health symptom management skills such as keeping appointments with doctors and labs and developing new ways to cope with stressful and general life situations without symptom exacerbation.
- Developing independent living skills including, but not limited to budgeting, grooming, cleaning, cooking, and navigating public transportation.
- Developing coping skills to manage the following: crisis, relationships, conflict resolution, unhealthy thoughts, and help with family and social relationships.
- Discussions regarding making positive choices, assessing harm potential and limiting possible adverse effects on daily living such as safety, medication compliance, healthy eating habits, etc.
- Drug and alcohol counseling, education, and linkage as indicated.
- Education and graduated practice accessing resources and referrals to build self-sufficiency and resiliency.
- Staff-led groups on a variety of topics including socialization, understanding emotions and feeling, crafts, and exercise groups.
- Vocational rehabilitation and educational skill development and assistance.
- Assistance with legal issues through referral and partnership with legal resources in the community.
- Assistance in obtaining benefits. The staff works to provide a link with participants to Social Security or will work with Medicare and Medi-Cal to coordinate benefits for participants as possible.
- Community-building to establish connections and stability for participants in their individual community including linkage as appropriate to places of worship, medical care, and shopping.

TAO members are encouraged to participate in volunteer activities and often do so as a way to "give back." A number of "participant-led" groups are offered as participants realize their strengths and desire to share this with others. Some of the groups include learning how to work on a computer, painting classes, cooking of meals, and even a sports group.

The anticipated service model will make most services available at both the clinic and the apartment site as needed. Personal Services Coordinators (PSC) from TAO will be onsite approximately 15-20 hours per week. They will vary their hours at the site based on the needs of the MHSAs tenants. They will provide individual and group services, including activities that will assist the MHSAs tenants to integrate within the community, such as assisting with locating and accessing needed services. Some examples of local services to which TAO anticipates linking tenants are medical appointments and pharmacy services. They will also work with residents on managing public transportation to get to surrounding points of interest including premier shopping centers, the beach, supermarkets, post office, and churches. The PSCs will also assist MHSAs tenants in their efforts to integrate within the larger community at the proposed project.

TAO will also work with tenants to identify opportunities for community involvement in this vibrant neighborhood. The Avenida Villas Apartments site provides easy access to a wide array of amenities which easy access to the Brookhurst or Ball Road public transportation lines, a total of 6 schools elementary, junior high and high schools and Fullerton College located approximately 2.5 miles from the site and two other higher educational institutions located within 6 miles; three (3) public parks; two (2) supermarkets; and two (2) pharmacies. Opportunities for employment and social activities include the Buena Park Mall, a local movie theater, multiple fast food locations and assorted other restaurants within walking distance.

In addition, services (and the TAO community) will remain available at the TAO site, and residents will be encouraged to continue accessing support and services as needed including psychiatry and medication management, case management, assessment, and groups.

FAMILY INVOLVEMENT:

An unfortunate reality is that a significant number of our participants are estranged from their families. Whenever possible, TAO works toward encouraging the reuniting of participants with their families. The program is often successful in achieving this goal. During the initial phases of the program, TAO staff secures releases of information from participants as a first step toward engagement with family members. If a participant's goal is to reconnect with family, staff works with them to engage the family member. Staff will coordinate with family members to provide support for participants in a variety of ways. Some family members provide transportation for participants to attend activities in the program and are actively involved as part of the recovery process. Others visit participants on a regular basis and engage in socializing and other activities. Family members often want to see where participants are living to share in the joys of transitioning from a homeless or temporary setting to a home they can call their own. Many participants do not have family living locally, but the program still works to coordinate a connection and ensure that there is some form of engagement as family can provide support regardless of their physical location. When a participant reaches a level in their recovery where they are ready to live independently in an area of their choosing, the TAO program ensures they are well-connected in their community, including being connected with family.

ASSESSMENTS AND TREATMENT PLANS

Each participant of TAO receives an assessment that covers the major areas of one's life and is based on input from a wide variety of sources. The treatment plan focuses on the participant's strengths and identified areas of need. Each participant actively develops their Individual Recovery Plan. This plan contains goals and objectives which incorporate their unique strengths, needs, abilities, and preferences, as well as identified challenges and problems. All TAO members who live at the Avenida Villas Apartments will have a Treatment Plan goal which includes housing stability. Through a combination of Mental Health Services, Supportive Services, and Housing Services, this is a goal which can be achieved by all participants. By obtaining stable and supportive housing, TAO members will gain a sense of belonging to an apartment community, and enjoy the feeling of being capable and able to live in a community setting. Participants will be empowered by supportive services that help them redevelop social and independent living skills. TAO PSC's may role model social and independent living skills and provide different options for addressing various situations and support participants as they try out new things. These staff will provide a range of off-site services as well, including linkages to community resources for food, entertainment, recreation, exercise, faith-based, mental health, medical and dental needs.

Each participant's plan is reviewed and updated at least two times per year as participants achieve goals. TAO functions in a team approach whereby treatment plans are developed and enhanced through discussion at the daily team meetings. The Team Leader works closely with all PSCs ensuring clinically appropriate treatment planning. This person coordinates the multidisciplinary treatment team and works closely with the Quality Improvement Coordinator to effectively manage staff compliance with expected guidelines and documentation. The nursing staff work to provide general medical assessment and support to TAO members. This includes taking vitals, providing medical health screenings, assisting participants with medications, and coordinating services with medical providers in the community with referral and often transportation of participants.

PROJECT STAFFING

The Avenida Villas Apartments project in Unincorporated Anaheim will consist of 28 designated MHTA units. The project will be staffed by assigned PSCs who will be on site 15 hours per week. They will vary their hours at the site based on the needs of the MHTA tenants. They will provide individual and group services, including activities that will assist the MHTA tenants to integrate within the community, such as assisting with locating and accessing needed services. They will also work with residents on managing public transportation to get to surrounding points of interest including premier shopping centers, the beach, supermarkets, post office, and

churches. The PSCs will also assist MHSAs tenants in their efforts to integrate within the larger community.

The services (and the TAO community) will remain available at the TAO site, and residents will be encouraged to continue accessing support and services as needed including psychiatry and medication management, case management, assessment, and groups.

The PSCs will operate within the multidisciplinary treatment team which includes a Board Certified Psychiatrist, Nurse Practitioner, Licensed Vocational Nurse, Program Administrator, Clinical Director, Team Leaders, and Specialists with backgrounds in drug/alcohol, educational/vocational rehabilitation and housing/ community services. Generally, psychiatric assessments from the psychiatrist will be provided at the TAO office, but they can also be provided on-site as needed. Participants will be able to attend the TAO Activity Center which is 1.5 miles away. As needs and interest dictate, groups will be offered onsite to participants to provide support in a variety of areas. The ultimate goal of the TAO program is independence and transitioning away from dependency upon the TAO Program rather, focusing on integration into the community through community based organizations. For participants who are diagnosed with co-occurring substance abuse disorders, TAO works to find supportive resources in the participant's local community including connecting with groups such as 12-step programs.

COMMUNITY SERVICES

The Avenida Villas Apartments (Ed, please research this section and all similar sections) site is conveniently located on a major street with bus stops located about 100 yards from the property. A major grocery chain and drug store are less than half a mile away from as the property with easy bus stop access. There is a major shopping mall within three (3) miles of the property with easy bus stop access. There are places of worship, restaurants, and a movie theater. There is a theme park a short bus ride away.. The project is located near a full service medical center and hospital to meet any needs of the residents and is only 3.5 miles from the TAO program which can also be easily reached by bus.

COMMUNICATION

The TAO Housing Coordinator will be the primary point of contact between TAO members and the Avenida Villas Apartments property management, having weekly meetings to ensure a smooth flow of communication between the TAO team and the property manager. The PSC and Housing Coordinator will meet regularly with property management onsite to exchange information, review participants progress made toward goals and adjust level of support to ensure housing stability and address problems before they become crises. In addition, as an essential part of the TAO service team, the Housing Coordinator meets with the assigned PSCs and assigned medical staff that ensure care for participants is coordinated in a timely manner, and individually and appropriately designed.

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

Primary pedestrian access to the community building and property will be restricted to the front Avenida Villas entrance which will be lushly landscaped. The community building with office space for the on-site property manager will be located in the front of the courtyard style building on Ball Road. Pedestrians entering the property will have access to their units via an elevator that services all three floors within the development. Vehicular ingress and egress will be restricted to a single driveway off Ball Road. Common areas will include the community room, media room, computer room, community kitchen, tot-lot, outdoor open-space, and laundry facilities. Security cameras will be located throughout all common area spaces, corridors, and elevators.

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

Our proposed design includes an approximately 2,400 square foot community building that will be designed as a central meeting space for all residents and will include an office for the Full Service Partner to meet with MHSA households, and an office for the services coordinator. In addition, there will also be office space set aside for the on-site property manager. The community building will also incorporate a resident seminar/meeting room, a social gathering space with television, a computer lab, and a kitchen.

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

While the neighborhood, nearby educational centers, and other amenities are well suited for the needs of the MHSA adult population, this section will focus on the design of the site and buildings. We understand that important touch points for the adult MHSA population are the need for security, privacy, and a welcoming environment for social interaction should they choose to participate.

Physical accessibility

All MHSA units are designed to be ADA adaptable to meet the mobility or sensory impairments of any proposed resident who is disabled. Access to the residential units on each of the three floors is provided via an elevator. Unit modifications will be specific to the physical/sensory disability of the residents but may include: Installation of roll-in showers, shower seats, grab bars, lowered height of cabinets and countertops, counter mounted microwaves, and smoke detectors with visual alarms. Our building design provides for ADA accessibility not only within the residential units but also within all common areas of the development.

Site Plan

We have made a concerted effort to provide private, secure and serene spaces. The overall building form is in a classic courtyard shape to generate social intimacy with constant public area awareness to reduce alienation.

At the same time, MHSa residents will be able to choose privacy if desired. The architecture also features ample natural lighting and views that will be calming and will make the units and common spaces inviting livable spaces.

The site plan provides heavy landscaping at the front where the private meets public to provide a protective edge, while enhancing the streetscape. A community garden park is safely situated in the courtyard for the residents to enjoy the outdoors in a secure area at the sunlit green space. Mature trees will be planted on the east to provide privacy and serenity.

Promoting Community

AMCAL emphasizes the importance of community at all its properties and designs the community amenities to promote social interaction – this will be particularly important for the MHSa population so that they have adequate space to relax and interact with their other residents.

The community room is designed to create a social hub as it is embraced by all supporting spaces such as the computer room, media room, manager's office, social services offices, and community kitchen. These facilities are close to the vertical circulation point of the elevator and also to the laundry room so that residents will have more opportunity to interact with others as they go about their daily activities.

The property features both a community room and media room which will enable residents to share in social recreational events planned and provided by the social services program. The community room will feature seating areas for residents to interact, and the media room will provide a space for all residents to watch television or movies together. Finally there are outdoor gathering spaces in the courtyard where residents can gather with friends to socialize.

Programming Space

The common space features a computer room where residents can access the internet without needing to purchase their own computers, or pay for internet service.

The community room can also be closed and used as a classroom. These sessions will include opportunities open to all residents and provided by the social services coordinator, and also other programs provided by the FSP. The space is approximately 500 square feet and is more than ample for group sessions with all residents participating.

Units

The courtyard design allows all the rooms to have ample natural lighting while giving privacy within their homes. The entrance to each unit is defined with subtle architectural articulation to give a sense of a semi-private entrance while keeping a natural flow in the corridors.

Additionally each home has a private deck for relaxation and for providing views of the building and outside to give a sense of privacy, security, and safety.

Safety

Though this is suburban Orange County and the area has a relatively low crime rate, AMCAL has been proactive in designing a site that is safe and secure. Ensuring a crime-free property promotes the safety of our residents in addition to the safety of the community at large.

The building will be well lit by installing and maintaining overhead lighting at the exterior gate to the property, at appropriate places around the periphery of the property, and in public places, hallways and pathways. In addition, the property will be surrounded by secure and attractive fencing.

Property Management will also maintain a close relationship with neighbors and with the local patrol officers.

An ongoing and friendly relationship with the neighbors will allow property management to be informed of any issues or concerns within the neighborhood so that we can be proactive in addressing any issues. It is also important to maintain close relations with police officers to address any illegal activity that may happen on or near the property.