

COUNTY OF SONOMA DEPARTMENT OF HEALTH SERVICES
MENTAL HEALTH DIVISION
MHSA HOUSING PROGRAM
DEVELOPMENT SUMMARY FORM

WINDSOR REDWOODS AFFORDABLE HOUSING DEVELOPMENT

Development Information

County Mental Health Department: Department of Health Services, Mental Health Division

Name of Development: Windsor Redwoods Affordable Housing Development In Windsor

Site Address: 6065 Old Redwood Highway, Windsor, CA

Development Sponsor: Burbank Housing Development Corporation

Developer: Burbank Housing Development Corporation

Primary Service Provider: Sonoma County Mental Health Division

MHSA Service Provider: Sonoma County Mental Health Division

Type of Development: New construction Rental Housing Apartment buildings

Total Units: 65

Total MHSA Units: 8

Total Cost of Development: \$ 25,921,165

Amount of MHSA Funds Requested: \$ 1,000,000

Request MHSA Funds for Capitalized Operating Support: No

Other Rental Subsidy Sources:

Target Population: Adults/Children/Families

County Contact:

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COUNTY OF SONOMA DEPARTMENT OF HEALTH SERVICES
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MHSA HOUSING PROGRAM
PROJECT OVERVIEW

WINDSOR REDWOODS AFFORDABLE HOUSING DEVELOPMENT

4.2.1 Project Overview

A) See attached Development Summary Form

B) Narrative Development Description

Permanent Supportive Housing

Windsor Redwoods Affordable Housing Development (Windsor Redwoods) will provide new permanent supportive housing for 8 Mental Health Services Act (MHSA) target population adults and children residing in 8 units set aside for MHSA housing in an affordable rental housing development with a total of 65 units of mixed-population low-income housing. The other units in the development will include 56 affordable housing units which will primarily serve families.

The project is located on a 2.77-acre site which fronts onto Old Redwood Highway with 10-acre Esposti Community Park across the street. A regional retail center and business parks are nearby to the west, and will provide both services, shopping and employment opportunities for Windsor Redwoods residents. The existing neighborhoods nearby includes retail development, single family residential developments, and market rate properties which are for sale, in development, or under construction for mixed-use developments. Windsor Redwoods will also be served by convenient bus stops for two Sonoma County Transit bus lines along Old Redwood Highway.

The MHSA housing program at Windsor Redwoods will serve adults who are homeless or at risk of homelessness and have a psychiatric disability as well as families with a

child who has a psychiatric disability and are homeless or at risk of homelessness. Consistent with the CSS Plan and the MHSA definition of target population, the individual must be an adult with an untreated or under-treated major mental illness, especially persons with Schizophrenia, Schizoaffective Disorders, Psychotic Disorders, Major Depression, Bipolar disorders, severe Personality Disorders such as Paranoid Personality Disorder and Borderline Personality Disorder, as well as persons who have Co-occurring Disorders (mental illness and substance abuse or mental illness and a developmental disability) and homeless families with Seriously Emotionally Disturbed (SED) children. All potential residents must be referred to the project through the Sonoma County Mental Health Division (SCMHD) MHSA Housing Unit.

Supportive Services Program

The supportive services program will support Windsor Redwoods in meeting anticipated MHSA outcomes by supporting residents to succeed in their wellness, allowing for re-integration into the community, reduced hospitalizations, reduced incarcerations, and increased employment.

MHSA services will be full wrap-around integrated services provided by a SCMHD multi-disciplinary team responsible for their Mental Health services. The services and goals will be developed in partnership with the tenant and will be client-directed utilizing a strengths-based approach. Services will include “whatever-it-takes” to support the tenant in maintaining housing. The multi-disciplinary team will include a psychiatrist, nurse, social workers, consumers and personal service coordinators. While all services will be voluntary, a range of mental health services shall be offered and available to all MHSA eligible tenants who express desire for such services.

The complete supportive services program will include, but not be limited to: assessment and evaluation, emergency assistance with food and clothing as needed, individual goal/service planning, assistance in accessing mainstream benefits, case management, independent living skills development, transportation assistance, money management and financial education, medical assessment, treatment and referral, addiction disorder treatment, employment services and opportunities, crisis intervention, leadership development, community building and any other services as needed. Services will occur primarily on-site and occur with a frequency that is individually determined. Supportive services staff will also assist tenants in accessing County and other outside services as appropriate to meet all of a resident’s needs. Assertive engagement focusing on developing relationship and trust shall be provided to those individuals who initially decline services.

Unit and Site Design

There are 8 MHSA housing units, including 5 one-bedroom and 3 two-bedroom units. The housing units will be in attractive two- and three-story stucco buildings with smaller units in flats on the first floor and larger units in two-story townhouses spanning the second and third floors. There will be a community building with a laundry containing energy efficient washers and offices for on-site managers and service coordinator, and an adjacent tot-lot. Two- and three-bedroom units will have dishwashers and hookups for

washer and dryer. Townhouse units will have two baths. Units will be good sized and have many windows.

Windsor Redwoods is expected to have a Build It Green Greenpoints checklist rating of 135 Greenpoints; the Town's minimum requirement is 50 Greenpoints. Planned "green" design elements include passive solar building orientation, "Low E" glass, Energy Star appliances, water-efficient fixtures, including tankless water heaters, permeable concrete for parking areas, bio-swales for stormwater filtration, drought-tolerant landscaping, and water-conserving irrigation. It is anticipated that the project will achieve well over 15% better efficiency than current Title 24 requirements. Additionally, it is expected that the community center will be run on solar power.

The site plan encourages pedestrian-oriented behavior and community connectedness with front and rear entries designed to link easily with future developed areas of the neighborhood, private patios and balconies, trellised pathways linking buildings, plentiful yet conservation-minded landscaping, and shaded gathering spots. Public improvements include the construction of a future road, Kendall Way, straddling the northern property line and running east to west, offsite underground storm drainage, and water and sewer lines. Significant design elements of the Town of Windsor's Shiloh Road Village Vision Plan are being incorporated into the design as well and it is expected that Windsor Redwoods will be a "signature" development in this portion of the Town of Windsor.

Project Partners and Funding

Burbank Housing Development Corporation (BHDC) is the project sponsor and developer. Sonoma County Mental Health Division (SCMHD) will be the lead service provider for MHSA target individuals and families. Burbank Housing Management Corporation (BHMC) will provide property management services. In addition to this application for capital funding from the MHSA Housing Program, BHDC will also be seeking capital funding through the State of California Multifamily Housing Program and through the syndication of federal low income housing tax credits.

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WINDSOR REDWOODS AFFORDABLE HOUSING DEVELOPMENT

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

The Sonoma County Mental Health Division (SCMHD) Mental Health Services Act (MHSA) Community Support and Services (CSS) Adult Stakeholder committee ranked housing and support services as the number two priority for the adult population. Safe and adequate housing, including safe living environments for families, was also included as one of the CSS plans “Outcomes To Be Achieved For Individuals” served by the MHSA programs.

The Permanent Supportive Housing Program for Individuals and Families is described in the CSS Plan submitted to and approved by the State DMH as a Full Service Partnership which provides integrated, comprehensive, culturally-competent, supportive housing subsidies and services to the underserved population and anticipates that permanent housing units will be developed through SCMHD partnership with private nonprofit developers. Windsor Redwoods, developed through a partnership between SCMHD and BHDC, a local nonprofit housing developer, will be an important element of the MHSA program. It will provide new permanent supportive housing with full wrap-around, integrated services for 8 MHSA target population adults and families with SED children residing in 8 MHSA set-aside housing units in a 65 unit affordable housing development. The supportive services program will support Windsor Redwoods MHSA tenants in meeting anticipated outcomes by supporting these participants to succeed in their wellness, allowing for re-integration into the community, reduced hospitalizations, reduced incarcerations, and increased employment.

D. 2 Description of Target Population to be Served

The MHSA housing program at Windsor Redwoods will serve adults who are homeless or at risk of homelessness and have a psychiatric disability as well as homeless/at-risk families with SED children. Experience and history indicates individuals served will have multiple challenges, including co-occurring addiction disorders and complex medical and health issues. People in the MHSA target population often have frequent contact with law enforcement primarily as a result of their untreated disability and lack of a support system. For some, psychiatric hospitalizations and hospital emergency room visits will be the only “treatment” they will have received. A high percentage of the individuals will have SSI/SSDI or no income, having either no work history and/or lost connection with the Social Security Administration for entitlements.

D. 3 Tenant Selection Plan

(1) Threshold Eligibility Criteria:

Windsor Redwoods will have 64 housing units for tenants. At least 60% of the units will be affordable to very low-income households (with affordability tiers identified for 30%, 40% and 50% AMI) and the balance affordable to low income households earning 60% AMI. The development will accommodate large families as it will have 32 two-bedroom units and 21 three-bedroom units. However, the project is not exclusively for families as BHDC is also building 12 one-bedroom units.

We will target the eight MHSA-designated units to households with residents who meet the MHSA definition of being homeless or at risk of homelessness and also meet the DMH definition of the MHSA Housing Program target population including SPMI adults and older adults as well as families with an SED child.

(2) Other Eligibility Criteria:

Other criteria all relate to the prospective tenant's ability to comply with the terms of the lease, including paying rent, maintaining the apartment and not presenting an unacceptable risk to the health, safety and right to peaceful enjoyment of other tenants.

The standard Burbank Housing "Resident Selection Protocol & Criteria" statement is attached to this narrative. It outlines Burbank's policies regarding income, credit reports, evictions, felony convictions, rental history and behavior during the application process. The policy clearly states the conditions under which negative information may prevent an applicant from qualifying for a unit.

(3) Marketing/Outreach:

The owner will indicate very clearly that we are an equal-opportunity housing provider that does not discriminate on the basis of race, color, religion, national origin, sex and more. Housing opportunities will be provided to households with persons with disabilities in accordance with state and federal policies that allow targeting to such households to ensure equal access to affordable housing.

We will have an affirmative marketing plan that provides for the project to be publicized to minorities using minority media and other outlets; use the HUD equal opportunity logo in all advertising and literature; use a multi-lingual, multi-cultural and racially-diverse team of men and women to publicize the project and interview applicants; and train all interviewers in the areas of non-discrimination and fair housing.

(4) Referral Sources:

The project has received an enormous amount of publicity already within government and non-profit agencies serving target populations in Sonoma County. Burbank Housing and SCMHD are both very active members of the Sonoma County Continuum of Care

and collaborate on a regular basis with virtually all service providers in the Continuum. We will use meetings, email, letters and other vehicles to keep interested parties posted on the progress of the project.

We expect referrals from many agencies. For example, we work closely with the following agencies: Catholic Charities, which serves homeless people and has a strong multi-lingual, multi-cultural team for working with the County's large Hispanic population; the Committee on the Shelterless (COTS), which provides a wide array of services to homeless people in southern Sonoma County, Disability Services and Legal Center, staffed by people with a disability, who work with us to house and serve the physically disabled; and Community Support Network and Buckelew Programs, serving the mentally disabled, with whom we collaborate in housing our mentally disabled clients.

(5) Application Process:

We plan to pursue a clear and simple application process to ensure fairness and consistency. We will use one housing application which asks all of the questions to determine eligibility for each type of housing offered by the project. We will accept applications on a first-come, first served basis, time-stamping and numbering applications for this purpose. We will maintain a single waiting list with each applicant's eligibility noted. When a unit is available, the highest eligible applicant on the listed will be notified.

For MHSA-designated units, the Sonoma County Mental Health Division (SCMHD) will conduct an initial interview to i) assist the applicant in determining if the project makes sense in terms of the applicant's needs and goals; ii) help the applicant assess and document eligibility as well as assist the applicant in understanding the key conditions of the leasing agreement; and iii) discuss how services may assist in achieving the applicant's goals and in meeting the conditions of the leasing agreement.

Burbank Housing, the property manager, will: i) determine if the applicant is eligible for the project; ii) determine if the applicant's paperwork is complete and satisfactory, iii) determine whether the applicant has the ability and the intent to comply with the conditions of the lease; and iv) make the final decision whether or not to rent to the applicant.

(6) Tenant Screening:

Screening will focus primarily on the following subjects:

- Applicant's ability to meet the requirements of tenancy, particularly income.
- Applicant's qualification for a dwelling available only to certain persons, such as those that are homeless or at-risk of homelessness and/or with a qualifying disability.
- Applicant's current use/abuse of controlled substances.

- Applicant’s conviction of crimes that involve physical violence to persons or property, drug-related crimes, sex-related crimes and crimes that would affect the health and safety of other tenants if a like crime occurred in the project.

The screening will be conducted at the Windsor Redwoods site, in the large Commons Building by the on-site Property Manager. The on-site services manager or Mental Health case worker may be present if the applicant and the Property Manager both consent. The applicant will be given an opportunity to tour the site as part of the process.

Third party verification of eligibility will include the following:

- Income – We will accept Section 8 vouchers, we will use a “demonstrated ability to pay rent” vs. a “minimum income standard” and we will count the collective income of all members of the household. Pay stubs, bank account statements showing SSI/SDI credits and similar documents will serve to establish the applicant’s income levels.
- Homeless/At-Risk of Homelessness – we will use the DMH definition for MHSA Housing target population as verified by the Mental Health Team responsible for provision of Mental Health services to document participant eligibility. We are very familiar with these procedures.
- Disability Status – SSI award letters and letters from a doctor or other licensed medical professional indicating the applicant is disabled will be used to verify disabilities.
- Severe and Persistent Mental Illness/Severe Emotional Disorder – SCMHD client plan will be used to verify SPMI/SED status.

(7) Fair Housing:

SCMHD has extensive experience in working with people with a wide range of disabilities as well as backgrounds/records that prevent them from establishing stable, productive lives for themselves and their children. With this experience, SCMHD will be able to assist the property manager in evaluating negative information and determining when and under what conditions reasonable accommodation should be made. Our experience has taught us that a negative history can be overcome with the right intention and the proper support.

D. 3.a SCMHD Tenant Referral and Certification Process

I. Application Process

SCMHD MHSA Housing Unit commits to a standardized tenant application and certification for all potential tenants of the program. At the time the request is made, the applicant will be informed that a decision as to MHSA eligibility will be made within 14

days of receipt of his/her application. The criteria for the MHSA Housing Program are (1) being homeless or at risk for being homeless and (2) meeting Sonoma County's adult target population criteria for mental illness and/or the target population criteria for serious emotional disturbance for children and their families. It should be noted that the listed criteria may not be congruent for specific housing developments such as those designed to provide family housing or housing just for single adults. The MHSA program eligibility, however, is the standard criteria for the MHSA Housing Program eligibility and certification. The SCMHD MHSA Housing Unit or its designee will assess applicants for homelessness and at-risk of homelessness as well as mental health disability. Those clients who are MHSA Housing program-eligible will be certified and verification of homelessness, at-risk of homelessness, and mental health disability will be documented. Referrals for application will come from a variety of sources. Sonoma County has an extensive system of care for individuals and families who are homeless. Examples of potential sources of referral include several single adult shelters, both emergency and short-term, family shelters, outreach and case management teams, transitional residential programs, hospitals, acute psychiatric facilities, jails, as well as self-referrals. Any potential applicants who contact housing developments directly will be informed by the property management or program staff at the development to contact the SCMHD MHSA Housing Unit for MHSA certification. County staff or its designee shall offer assistance to all applicants, if desired by the applicant, with completing the application. Once certified, the appropriate SCMHD team shall assist with all related application procedures for a specific project. This shall include assistance with all required documentation (background checks, credit checks, third-party income verification, landlord and other references) as well as transportation and accompanying the individual to any required interviews.

A. MHSA Housing Program Eligibility

1. Homelessness

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

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

2. At Risk for Homelessness

The individual must be:

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

3. Adult Target Population Criteria for Mental Illness

To qualify:

- a. Adults must have at least one of the following diagnoses:
 - i. Schizophrenia
 - ii. Schizoaffective Disorders
 - iii. Psychotic Disorders
 - iv. Major Depression
 - v. Bipolar disorder
 - vi. Paranoid Personality Disorder
 - vii. Borderline Personality Disorder
 - viii. Co-occurring Disorders (mental illness and substance abuse or mental illness and a developmental disability)
 - ix. Other diagnoses or criteria established in the future by Sonoma County’s Mental Health Division as allowed by the Mental Health Services Act and in accordance with the priorities identified in the Community Services Supports component of Sonoma County’s Three-year Program and Expenditure Plan.

AND

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

4. Criteria for Seriously Emotionally Disturbed Children Target Population

To be eligible for services the children or youth must meet the criteria in one or more of the following three categories.

- a. As a result of a mental disorder the child has substantial impairment in at least two of the following areas:
 - i. Self Care
 - ii. School Functioning
 - iii. Family Relationships
 - iv. Ability to Function in the Community

AND

one of the following conditions exists

- v. The child is at risk for removal from his / her home
 - vi. The child has been removed from his / her home
 - vii. The mental disorder / impairments have been present for six months OR are likely to continue for more than one year without treatment
- b. The child displays at least one of the following:
 - i. Psychotic Features
 - ii. Risk of Suicide
 - iii. Risk of Violence due to a Mental Disorder
 - c. The child meets special education eligibility requirements under Chapter 26.5 (commencing with Section 7570) of Division 7 of Title 1 of the Government Code B.

B. Determination of Eligibility

Upon receipt of the application for certification, SCMHD MHSA Housing Unit staff or its designee shall make sure all the information is complete and/or request the referral source or the applicant to either explain the incomplete information or provide the missing information.

1. Certification of Diagnoses

SCMHD MHSA Housing Unit will obtain verification and certification of eligible target population diagnoses by:

- a. accessing SCMHD-held records of diagnoses determined in jail or the Sonoma County Mental Health Treatment Center or other Sonoma County contracted mental health service programs

- b. arranging for assessment and diagnosis by a licensed mental health clinician through its own staff or other SCMHD-contracted eligibility agency in situations where there is no documented history in SCMHD records
- c. accepting a diagnosis provided by a treatment center or institution referring the applicant to the MHSA program

2. Certification of Homelessness

- a. For homelessness, Sonoma County SCMHD will obtain written verification from the staff of the following:
 - i. a transitional housing facility, emergency shelter, other shelter designed to provide temporary living accommodations for homeless individuals
 - ii. an acute psychiatric facility which admitted the individual from homelessness
 - iii. a hospital which admitted the individual from homelessness
 - iv. Sonoma County jail which admitted the individual from homelessness
 - v. If a homeless applicant is coming directly from the streets or other place not meant for human habitation, the verification could come from staff of an outreach, service or other organization that has assisted the applicant in the recent past.
 - vi. If unable to obtain third-party verification, the applicant or supportive services program staff may prepare a short statement about the person's previous living situation for the applicant to sign.

- b. For at-risk-of-homelessness, Sonoma County will obtain written verification from the staff of the following systems and/or institutions:
 - i. for transitional age youth, from the agency in which the youth shall be exiting (child welfare or juvenile justice systems)
 - ii. hospitals, including acute psychiatric hospitals, psychiatric health facilities, skilled nursing facilities with a certified special treatment program for the mentally ill, and mental health rehabilitation centers
 - iii. crisis and transitional residential settings
 - iv. Sonoma City and County jail vs. Residential care facilities
 - v. Certification from a Sonoma County Mental Health service provider when the individual and/or family is at imminent risk of homelessness

II. MHSAs Housing Program Wait List

SCMHD shall maintain the housing wait list for all certified MHSAs Housing Program applicants. This list shall be maintained according to the following procedures:

Notification Letter

When a new development in the MHSAs Housing program is being rented up, or when existing units are expected to become vacant, the housing provider will notify MHSAs of available units. MHSAs will then notify applicants of appropriate household size, in writing, according to the order of the wait list. The letter shall:

1. State the type of housing available.
2. Indicate that the applicant shall have five working days in which to respond to the letter.
3. Ask the applicant if he/she wishes to be screened for the unit by the housing provider.
4. Inform the applicant that if he/she declines the unit he/she will not lose his/her place on the wait list.
5. Inform the applicant that if he/she declines a second time to a further notice, he/she will be informed that he/she will go to the bottom of the wait list.
6. Inform the applicant that if he/she accepts the referral, the mental health service provider for the housing project will assist him/her with the application process, including documentation, transportation, and support during any required property management interviews. The applicant has the right to accept or decline this and other assistance offered by services staff.

D.4 Supportive Services Plan

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

Overview and Description of Services

For purposes of this application, SCMHD shall be the designated service provider.

It is recognized that individuals targeted for the housing program will be individuals with complex and long-term social and medical issues. Each person's history of homelessness and untreated disabilities will require an individualized approach to assessment of needs and goals. The services and goals will be developed in partnership with the tenant and will be client directed utilizing a strengths-based approach. Services will include "whatever-it-takes" to support the tenant in maintaining housing. A multi-disciplinary team will provide the services. The multi-disciplinary staff will include a psychiatrist, nurse, social workers, consumers, and personal service coordinators. While all services will be voluntary, a range of mental health services shall be offered and provided to all MHSAs eligible tenants who express desire for such services. The complete supportive

services program will include, but not be limited to: assessment and evaluation, emergency assistance with food and clothing as needed, individual goal/service planning, assistance in accessing mainstream benefits, case management, independent living skills development, transportation assistance, money management and financial education, medical assessment, treatment and referral, addiction disorder treatment, employment services and opportunities, crisis intervention, leadership development, community building and any other services as needed. Services will occur primarily on-site and occur with a frequency that is individually determined. Supportive services staff will also assist tenants in accessing County and other outside services as appropriate to meet all of a resident's needs. Assertive engagement focusing on developing relationship and trust shall be provided to those individuals who initially decline services.

Strategies and assistance with maintaining housing and supporting wellness, recovery, and resiliency

Employing the whatever-it-takes approach allows staff to identify what is needed to support the tenant in maintaining his/her housing. Beginning where the individual is in his/her recovery will identify where to start and focus. This usually begins with the fundamentals – an income and health assessment. When indicated, an application for financial and health care benefits shall begin as soon as possible. Further, the range of services as described above shall be offered. A strength-based approach that encourages and supports choice, empowerment and focusing on the strengths of the individual has proven successful in recovery, fostering resiliency and the promotion of wellness. Based on the tenants' wishes, employment opportunities and supports will be made available, including assistance with transportation, job coaching and any other items that will be important for the tenant to be successful. Educational supports shall also be made available including tuition and financial assistance with books and supplies. Working with the tenant and property management staff when behaviors have been identified that place the tenant at risk for potential eviction will proactively support both the tenant and property management in avoiding this decision.

Tenant Engagement

Frequent opportunity for service provider contact with tenants will support tenants toward housing stability. The types and frequency of services shall be directed by where the tenant is in his/her recovery. Examples include frequent yet non-threatening contacts to establish a supportive and trusting relationship for individuals in pre-contemplative stages, to supporting the individual by making available transportation to any appointments for the individual in recovery. Consumer staff will be critical to the successful support in assisting tenants in maintaining housing and are frequently employed as personal service coordinators. Lastly, a strong working relationship between the service provider and property management is crucial to supporting the MHSA clients in maintaining tenancy. This relationship is described below.

Service Provider(s) and Property Management Relationship

A critical element of supporting tenants in maintaining housing is the communication and relationship between the service providers and the property management staff.

The supportive services program at Windsor Redwoods will be led by SCMHD, which will act as the lead service provider and coordinator. As such, SCMHD will provide the single point of contact for communications and coordination of supportive services regarding the MHSA clients. Additional supportive services will be provided by the appropriate SCMHD team. Appropriate SCMHD team members will meet as necessary with the Property Managers for Multi-Disciplinary Team meetings where individual client cases will be reviewed. Release of Information forms will be presented to each client for signature in order to allow for maximum sharing of information. To address urgent issues staff will be connected through a conference call to discuss the issue and create a combined supportive services plan. All service staff will work as a unified team to help tenants reach their goals and will meet regularly. When tenant behaviors place an individual at risk for eviction, property management staff will communicate with the appropriate SCMHD team. With a clear delineation of roles and responsibilities between service providers and property management, the goal of such communications will be to support housing retention for tenants.

D.5 SUPPORTIVE SERVICES CHART

Supportive Service	Target Population	Service Provider(s)	Service Location
Case Management: Needs assessment, develop goals/action plans, resource advising/referrals, advocacy with other service providers, life skills training.	Adults or Older Adults with Serious and Persistent Mental Illness (SPMI) and children or adolescents with Severe Emotional Disorders (SED) and their families	Sonoma County Mental Health Division(SCMHD) Team based Individual Service Coordinator	Primarily on-site with *transportation assistance provided to off-site services when needed.
Psychiatric Service: psychiatric assessment, & medication services	SPMI & SED	SCMHD Team based Psychiatrist/Nurse	Primarily off-site with transportation provided when needed. Nursing services (not including the dispensing of medications) may be provided on-site when appropriate.
Substance Abuse Services: Chemical dependency assessment and counseling, resource advising/referrals, AA/NA meetings	SPMI & SED with substance abuse problems/All residents with substance abuse problems	SCMHD Team	On-site if sufficient interest and resources allow, otherwise off-site with transportation assistance when needed
Referrals to and Advocacy with health Care Providers	SPMI & SED	SCMHD Team	On-site
Personal Financial management Support: budgeting, credit repair, money management	SPMI & SED	SCMHD Team based Individual Service Coordinator	On-site if sufficient interest and resources allow, otherwise off-site with transportation assistance when needed
Parenting Education and Support	Parents who are SPMI and parents of SED children	SCMHD Team based Individual Service Coordinator	On-site if sufficient interest and resources allow, otherwise off-site with transportation assistance when needed
Rental Assistance:	SPMI & SED	SCMHD	On-site

One-time emergency assistance with move-in costs, rent, utilities			
Employment Assistance: skills assessment, job search coaching, career plan development	SPMI & SED	SCMHD	On-site if sufficient interest and resources allow, otherwise off-site with transportation assistance when needed
Children's Support Services: linkage with childcare, after-school tutoring, summer enrichment activities SCMHD team based specialized services to assist SED child engage as needed	SED child residents	SCMHD Team based Individual Service Coordinator	On-site if sufficient interest and resources allow, otherwise off-site with transportation assistance when needed
Peer Counseling: peer mentoring services to assist in reducing homelessness and improving independent living skills; assistance with Wellness Recovery Action Plans.	Parents who are SPMI and parents of SED children	Independent Living Skills Peer Mentor Program	On-site
Facility Support: Regular tenant meetings with facility manager	All residents	Property Manager	On-site

*Transportation assistance may include: the direct provision of transportation by car or van; bus passes; cab vouchers; carpool assistance; arrangements for para-transit; bus use training, etc.

Primary Service Provider: County of Sonoma, Department of Health Services, Mental Health Division