



**COUNTY OF ORANGE
HEALTH CARE AGENCY
BEHAVIORAL HEALTH SERVICES**

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March 16, 2010

Notice of Initiation of 30-Day Public Review Period for Hillpointe Senior 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 Vesta Development Corporation Hillpointe Senior Apartments development, which intends to provide permanent supportive housing to a limited number of selected MHSA clients 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:

- Section 4.2.1 – Project overview
- Section 4.2.5 (D.1 through D.5) – MHSA Housing Program supportive housing and services information
- Development Summary Form
- Sections A and B

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 I
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

Hillpointe Senior Apartments

30-Day Public Comment Form
March 16, 2010 to April 15, 2010

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

DEVELOPMENT SUMMARY FORM

MHSA Housing Program

Development Information

County Mental Health Department: Orange County Health Care Agency/Behavioral Health Services

Name of Development: Hillpointe Senior Apartments

Site Address: 400 N. Walnut Street, La Habra, CA

Development Sponsor: Vesta Development Corp.

Development Developer: Vesta Development Corp.

Primary Service Provider: OASIS

Type of Development: **New Construction** **Acquisition/Rehab**

Type of Building:

Apartment **Shared** **Condominium** **Single** **Other** _____

Total number of units and bedroom types: 30 one-bedroom units and 8 two-bedroom units

Total number of MHSA units and bedroom type: 8 one-bedroom units

Total Cost of MHSA Units: \$2,580,000 (estimated)

Amount of MHSA Funds Requested: \$860,000

Requested MHSA funds for Capitalized Operating Subsidies: **YES** **NO**

Square footage by bedroom of MHSA units: 550 sq.ft. (approximately)

Contact Information: Judy Iturriaga
Service Chief I
405 W. 5th Street, Suite 500
Santa Ana, CA 92701
714-796-0200
mhsahousing@ochca.com

**Orange County
County of Orange Health Care Agency
Mental Health Services Administration**

Section 4.2.1 Project Overview

**Hillpointe Senior Apartments
400 N. Walnut Street,
La Habra, CA**

OVERVIEW

Located at 400 N. Walnut Street in La Habra, the proposed Hillpointe Senior Apartments will be a 38-unit affordable apartment community available exclusively to lower income seniors. There will be 30 one-bedroom units and 8 two-bedroom units. The two-story design incorporates a 2,000 sq. ft. (approx.) clubhouse/leasing facility, elevator, park like setting landscaping, barbecue and sitting areas, and open parking. This property will be professionally managed so as to ensure the long term quality housing needs of our residents and the community are met.

INCOME, RENT, AND AGE LIMITS

All residents will be qualified on basis of age and household income. Potential residents must be at least 55 and their household income will be restricted to between 30%-60% of the Orange County Area Median Income (AMI). The unit mix of the apartments will include eight (8) of the one-bedroom units which will be MHSA-designated for permanent supportive housing for Older Age adults diagnosed with serious mental illness. The household rent levels for each of these units will be restricted to 30%-40% AMI for a minimum of 20 years. The MHSA units will be dispersed throughout the 38 total units. Rents for all units are approximately 10% - 50% below comparable market rate rents

ON-SITE AMENITIES

The proposed development design is a single two-story building with elevator service available to all 2nd story units. Parking will be on-grade. The 1-bedroom units will be approximately 555 square feet and the 2-bedroom units will be approximately 811 square feet. All of the units will have a private balcony/patio. Each unit will have washer and dryer hookups. There will also be on-site laundry facilities available to all residents. The residents will share landscaped common areas with seating and barbecue facilities, and an approximately 2,000 sq. ft. clubhouse/leasing center. This facility will house the on-site administrative offices, an interior mailroom, private meeting rooms, kitchen, and a large multi-purpose social room equipped with a television, comfortable seating, game tables, and library. On-site management staff will work with

OASIS to identify and accommodate the physical and social needs of MHSA residents. Private meeting areas will be available for use by the MHSA residents and their OASIS Personal Service Coordinator. Resident oriented social services and programs, including classes, social events, and high-speed internet service will be offered free of charge to residents. There will, also, be a full-time services manager who will work with OASIS and the non-profit Managing General Partner to develop and provide services and programs tailored to meet the unique needs of all of the residents.

AREA AMENITIES

The City of La Habra's Community Center is located within a ¼ mile of the proposed development site. The center provides daily lunches for seniors along with a wide array of classes and programs oriented exclusively toward handling the needs of senior citizens. Also within a ¼ mile of the development is a full service grocery store, drug store, parks, library, and churches. Within walking distance are OCTA bus stops with regular bus service every 30-40 minutes throughout the day. Additionally, the City of La Habra offers a Dial-A-Ride service (the La Habra Shuttle) for its senior citizens.

Section D1: Consistency with Three Year Program and Expenditure Plan

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 Older Adults aged 60 and above 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 Older 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 Hillpointe Senior Apartments directly responds to this identified community need and County priority by directly serving the Older Adult population with SMI.

Hillpointe Senior Apartments Responds to Identified Need for Older Adults

Vesta Development Corp, partnering with OASIS as the Older Adult full service provider (FSP) for MHSA specific resident services, will provide much needed services and housing options to MHSA clients in Orange County. The overwhelming community need for housing and access to supportive services for older adults afflicted with serious mental illness, as outlined in the County's CSS plan led Vesta to develop the Hillpointe Senior Apartments with eight one-bedroom units designated for the MHSA Housing program.

Section D2: Description of Target Population to be Served

Hillpointe Senior Apartments will provide eight (8) units of permanent supportive housing for Older Adults (aged 60+), one of the identified Mental Health Services Act (MHSA) target populations under the Orange County MHSA Housing plan. Older Adults served in the MHSA Housing program at Hillpointe Senior Apartments will be age 60 or older with a diagnosis of serious mental illness (SMI). They may be unserved or underserved and may have been hospitalized, at risk of institutionalization or been involved in the criminal justice systems. Individuals served may have a co-occurring substance abuse disorder, be homeless or at risk of becoming homeless, and may suffer from functional impairments. Older Adults in the program will be of very low income with an annual income not to exceed 40% of Area Median Income (AMI), and many older adults may have incomes considerably less than 40% AMI. At the time of entrance into the housing, it is anticipated that many of the older adults may have no income other than SSI.

Section D3: Tenant Selection Process

This Tenant Selection Process plan for the Hillpointe Senior Apartments ("Hillpointe") has been developed in collaboration between HCA, OASIS, Vesta, and Western Seniors Housing ("Western"), Hillpointe's property manager.

1. Referrals

Hillpointe will seek to identify potential eligible tenants for the development's eight (8) MHSA set-aside units utilizing referrals from OASIS, Western and other sources. Interested individuals who contact the project directly will be directed to OASIS for certification of eligibility and subsequent referral to the project.

OASIS

HCA has selected OASIS to be the Full Service Partnership provider for Hillpointe. OASIS is a division of Providence Services Corporation which is a national organization dedicated to providing accessible, effective, and high quality community based counseling and social services. OASIS' Housing Coordinator will work with Western to identify and refer prospective tenants to the Property Manager to initiate the application process. OASIS will submit the MHSA Housing Program Certification and Referral application to HCA's MHSA Housing Program for certification of eligibility to participate in the MHSA Housing Program. OASIS staff will assist prospective tenants with the property management's application and with securing all needed documentation to complete both the MHSA Housing Program certification and property application processes.

Western and Other Referral Services

Western is a leader in providing high quality marketing, leasing, property management, and activities program supervision to senior housing communities throughout Southern California. Their mission is to enhance the quality of life for residents of multi-unit senior housing properties, providing a safe and decent residential environment, as well as an atmosphere of dignity and respect. Its partner agency, EngAGE: theArt of Active Aging, employs a staff of full-time case managers who may also refer clients to either the wait list or, in the case of potential MHSA eligible clients, to OASIS for assistance.

Western will coordinate with OASIS' Housing Coordinator to direct MHSA eligible clients currently on Western's wait list to OASIS so that OASIS can assist those individuals in obtaining certification as MHSA Housing Program eligible participants. Western's current wait list has individuals referred from many sources, including various social service agencies from throughout Orange County. Also, additional referral sources include the local Public Housing Authority, crisis houses, hospitals, and others.

2. Tenancy Application Process and Screening

Rental Application and Wait List Procedure

Western will request all prospective Hillpointe tenants to fill out and submit a Pre-Application. The Pre-Application enables Western's staff to assess whether an interested person meets certain program requirements prior to requesting

prospective tenants to complete a full rental application. The Pre-Application will collect information about the applicant including their name and contact information, household composition, and income. Due to various program restrictions and guidelines certain additional questions may be asked of prospective tenants such as their status as a full-time student and whether they are a Registered Sex Offender (RSO). Western will work with OASIS to provide training and assistance to OASIS' staff so that they will be able to assist eligible prospective tenants to successfully complete the pre-application qualification process.

Applicants who pre-qualify will be requested to complete and return to Western a full rental application. After the full application is received it will be date and time stamped and applications for all units will be processed in the order in which they are received. If no unit is available, the eligible applicant will be placed on the project's wait list in accordance with the time/date stamp on the application. Applicants will be given written notification from Western of their assigned waiting list number. Western will work with OASIS to ensure reasonable accommodation, such as alternative means of receiving or submitting applications, will be made for persons with disabilities. Additionally, Western and OASIS will work collaboratively to determine types of accommodations which may be helpful to MHSA-eligible applicants so that they are able to access MHSA Housing Program units.

Applicant Interview and Screening

When there is a vacant MHSA Housing Program Unit, Western's on-site property manager will contact the next MHSA eligible applicant on the wait list to schedule an interview for housing eligibility screening. The property management screening will occur on-site or at another location as may be appropriate to provide accommodation. The screening will include review of the completed application and program verification forms from OASIS, proof of social security numbers, third party income verification, review of landlord and/or other references, credit report, and criminal history check.

The landlord reference check is conducted to determine that an applicant has:

1. Demonstrated an ability to pay rent on time and in full
2. Followed rules and regulations
3. Kept their residence in a clean and sanitary manner
4. Kept their residence undamaged
5. Behaved as a good neighbor and resident

If landlord references are not available, three personal references other than family members will be required. Required references can be provided by the staff of a homeless shelter, other homeless service providers, social workers, or other involved with the applicant in a professional capacity, together with as much information as possible about where the applicant has been living for the past 3 years. Landlord, personal, or other references must indicate the

applicant's ability to care for the property, pay rent on time, live independently, and peacefully co-habit with other residents.

As necessary, an interpreter and/or translator services will be provided by Western and/or OASIS during the application process. The property manager makes a practice of providing a copy of the lease in Spanish and is willing to provide the lease in other languages. However, the signed lease, as a legal document must be in English. Understanding that individuals have different learning styles, Western's staff will 'walk through' the paperwork with applicants and also do a physical walk-through of the living unit with successful applicants in advance of, and at move-in, to familiarize residents with the working of the unit and the housing development.

Applications may be rejected for any of the following reasons:

1. Household income exceeds the Area Median Income guidelines;
2. Household size is not appropriate for the size apartment available;
3. The submitted application contained false, incorrect and/or incomplete information, in addition to failure to sign or submit appropriate consent forms to allow verification of screening information;
4. The application for housing is withdrawn by applicant, or referring agency withdraws their request for consideration;
5. No response to correspondence or communications from property management and/or applicant's repeated failure to keep scheduled appointments to complete the screening process;
6. The apartment would not be the applicant's sole residence; or
7. Household composition does not comply with restricted use of the apartment as required by regulatory agencies.

All background information obtained from criminal history checks and/or landlord or other personal references will be considered in the light of the project's commitment to provide housing for people in transition and with special needs. Credit report information will not disqualify an applicant for tenancy. The purpose of pulling a credit report is to establish current level of debt. Only severe current level of debt that would prevent a tenant from making rent payments would disqualify an applicant for tenancy.

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 provided by OASIS may assist the applicant in meeting the conditions of tenancy may also be considered as mitigating circumstances in evaluating such information.

Applicants will be given written notification of a specific occupancy date or reason for denial from the property manager within fourteen (14) calendar days after the Property Manager screening. All notices of denial will include

information on the right to appeal and a reminder notice of the right to reasonable accommodation for disability. A copy of denial notices for MHSA eligible applicants will be sent to OASIS.

Western will offer assistance to applicants who successfully qualify for housing at Hillpointe with making arrangements for and completing the move-in process.

3. Tenant Eligibility Criteria

In order to be eligible for tenancy in one of the eight (8) MHSA set-aside units at Hillpointe prospective tenants must meet the following eligibility criteria:

- a. Must be older adult (age 60 and above) with diagnosis of serious mental illness
- b. Must be homeless or at-risk of homelessness, **AND**
- c. Must meet the low-income requirements of the California Tax Credit Allocation Committee and the MHSA Housing Program.

4. Definitions

Serious Mental Illness:

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

Homeless:

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

At Risk of Homelessness:

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

- (i) Transitional age youth exiting the child welfare or juvenile justice systems
- (ii) Individuals discharged from institutional settings including:
 - Hospitals, including acute psychiatric hospitals, psychiatric health facilities (PHF), skilled nursing facilities (SNF) with a certified special treatment program for the mentally disordered (STP), and mental health rehabilitation centers (MHRC)
 - Crisis and transitional residential settings
- (iii) Released from local city or county jails
- (iv) Temporarily placed in a residential care facility upon discharge from (ii) or (iii) above
- (v) Certification by the county mental health director as an individual who has been assessed by and is receiving services from the county mental health department and who has been deemed to be at imminent risk of being homeless. (*Source: MHSA Housing Program Term Sheet*)

5. Verification of Compliance with Tenant Eligibility Criteria

Property Management will require third-party documentation of Applicant's compliance with eligibility criteria prior to approving for tenancy.

- a. Verification of serious mental illness must be provided by HCA or its designee.
- b. Verification of income is documented via completion of the Tenant Income Certification Questionnaire, Tenant Income Certification, and Employment Verification Forms in accordance with the regulations of the California Tax Credit Allocation Committee.
- c. Verification of homelessness or risk of homelessness must be provided by HCA or its designee.

6. Consistency with HCA Plan and MHSA Housing Program Target Populations

The eligibility criteria for the eight (8) MHSA set-aside units at Hillpointe come directly from Orange County's 'Mental Health Services Act Housing Program' (MHSAHP). The tenant eligibility criteria for Hillpointe targets one of the specific target population groups identified in the MHSAHP.

7. Fair Housing and Reasonable Accommodation

This project will comply with all federal, state, and local fair housing and civil rights laws, as well as with all equal opportunity requirements during marketing, rent-up and ongoing operations. Specifically, the project is committed to requirements of Title VI of the Civil Rights Act of 1964, Title VIII and Section 3 of the Civil Rights Act of 1968 (as amended by the Community Development Act of 1974).

In accordance with all federal, state, and local laws, this project will not discriminate against prospective applicants or tenants on the basis of or perception of their race, creed, color, religion, sex, national origin, blindness or other physical or mental disability, ancestry, marital status, domestic partner status age, disability, actual or perceived sexual orientation, gender identity, HIV/AIDS status, medical condition, height, weight, political affiliation, place of residence or other consideration made unlawful by federal, state, or local laws. Hillpointe and Western will promote fair housing in all interaction with applicants and tenants with necessary accommodations for the handicapped and disabled. Hillpointe and Western will assess and respond to all requests for reasonable accommodations by persons with disabilities. Examples of reasonable accommodations may include those requesting physical modifications to the building to accommodate a disability. Reasonable accommodations may also include exceptions to certain policies such as approval of an applicant for tenancy despite poor credit or criminal background; persons undergoing treatment for drug abuse, allowing a certified service animal, or a companion animal under certain limitations.

8. Appeals Process

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

Western will notify the applicant of the final decision on the appeal within fourteen (14) calendar days of receiving the applicant's written notice of appeal, unless further information or research is required to give full consideration to the appeal.

Please refer to the Orange County Health Care Agency's "MHSA Housing Program Certification and Referral Process" (attached at the end of this document) for additional details.

D.4 Supportive Services Plan

The OASIS program is a Full Service Partnership contracted by Orange County Health Care Agency to provide voluntary, client centered, culturally sensitive mental health services. OASIS is a division of Providence Services Corporation, a national organization dedicated to the provision of accessible, effective, high quality community-based counseling and social services as an alternative to traditional institutional care. OASIS provides services throughout Orange County in locations that are comfortable and safe for clients. The program was created to meet identified service needs for older adults who were homeless or at risk of homelessness and have a serious and persistent mental illness. OASIS was formed as a result of the Mental Health Services Act and has been in operation since July of 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. OASIS is dedicated to providing comprehensive services that are coordinated, proactive and effective in promoting wellness and recovery for homeless older adults with mental illness living in Orange County. The Mental Health Services Act in defining the eligibility for clients states: Older Adults 60 years and older with serious mental illness – including older adults with co-occurring disorders and a primary diagnosis of mental illness – who are not currently being served and have a reduction in personal or community functioning, are homeless, and/or at risk of homelessness or institutionalization, nursing home care, hospitalization and emergency room services. Older adults who are so underserved that they risk any of the above are also included.

PRIMARY SERVICE NEEDS OF THE TARGET POPULATION

The target population for this program consists of older adults, age 60 and above 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. Older adults in general face some unique issues which can lead to increased difficulty. Depression is very common among the older adult population as issues such as medical problems and death of peers is a frequent occurrence. Older adults are often isolated or reluctant to talk about their issues. Depression is such a major issue that the National Institute of Mental Health (NIMH) has reported that older adults are disproportionately likely to die by suicide compared to other age groups. Symptoms of depression can also be triggered by other chronic medical-related illnesses common in the older adult population. Older adults also often suffer from sleep problems, leading to increased depressive symptoms or self-medicating options such as overusing both prescription and over the counter medication or alcohol and drug abuse. The OASIS Geriatric pharmacist plays a very important role in assessing and educating participants on the potential dangers and adverse effects of medication non-compliance. Over half of the OASIS participants are diagnosed with some form of Major Depression and a significant percentage include a co-occurring disorder. 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 with the primary focus being a safe and stable environment which provides security and consistency. At OASIS, the philosophy is to meet clients where they are at, doing “whatever it takes” to collaboratively offer client centered services focused on recovery.

IDENTIFICATION OF LEAD SERVICE PROVIDER/OTHER SIGNIFICANT SERVICE PARTNERS

OASIS 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. OASIS 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. The program is designed to respond to the needs of the older adult population who tend to have increased physical health ailments; therefore the staffing model also includes medical staff. To manage the program administratively, staffing includes a clinically licensed Program Director and Clinical Manager. Program staffing consists of Bachelor's and Master's level Personal Service Coordinators who are supervised by a Master's Level team leader, a Board Certified Geriatric Psychiatrist, Geriatric Pharmacist, Nurse Practitioner, Licensed Vocational Nurse and an Registered Nurse, Housing Specialist, and a Pre-licensed Therapist. Staffing also includes four paid part-time peer positions called Life Skills Coaches. These are individuals who have a mental health diagnosis and who have achieved independence and overcome any stigma associated with their diagnosis. They function as peer counselors to participants and offer a very insightful perspective. A full time Lead Life Skills Coach coordinates participant program activities and peer support groups. A Benefits Specialist and Data Analyst provide ongoing support to both participants and staff alike. Language capabilities among staff include bilingual Vietnamese, Spanish and Farsi.

The OASIS program offers a high staff ratio (1:16) of direct service clinical staff to participants and provides services in the community, with a significant amount of interaction provided at the participant’s residences. Services are also provided at the OASIS office and public places, where the participants are familiar and feel safe. The services are provided through a contract with Orange County Health Care Agency with funding through the Mental Health Services Act.

DESCRIPTION OF KEY SERVICES

The OASIS 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 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, peer support and support groups. Services are provided to assist participants in retaining and maintaining their housing.

Each participant interested in the OASIS 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 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 whatever location is convenient for the participant. The PSC works in coordination with other OASIS staff such as the Housing Coordinator, Benefits Coordinator, Medical Team, and Life Skills Coaches to service the needs of the participant. The PSC is responsible for developing master treatment plans for each participant on their caseload and to provide individualized goals with plans to help participants establish a level of independence. The PSCs work collaboratively with the multi-disciplinary treatment team under the direction and guidance of the Clinical Manager.

OASIS employs a Data Analyst to provide ongoing data analysis through collaboration with OASIS 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. The Data Analyst identifies discrepancies found in the data which is then shared with all appropriate parties to correct any errors. Data is shared with participants in the program and is also made public through posting 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. The OASIS Benefits Coordinator is responsible for interacting with all participants upon admission and providing support throughout as needed to help manage any areas in regards to medical or financial benefits. This person works to ensure that participants apply for and receive entitlements that they are eligible for in order to further their goal of independence.

Typical Services Provided by OASIS 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.
- Linkage and financial support as needed to provide dental care for participants. The OASIS population often has severely neglected dental issues as many have had limited or no access to dental services.
- Education support to develop further independence for those who are interested in, and able to work or pursue 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 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 in a variety of topics including socialization, understanding emotions and feeling, crafts, and exercise groups tailored to the senior population.
- 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 through a dedicated Benefits Coordinator. This individual works to provide a link with participants to Social Security or will work with Medicare/Medi-Cal to coordinate benefits for participants as possible. Every participant who comes into OASIS is reviewed for benefits. The Benefits Coordinator helps participants in filling out all necessary paperwork; will accompany them to appointments, and works with all PSC staff to coordinate services.
- Community-building to establish connections and stability for participants in their individual community including linkage as appropriate to senior centers, places of worship, medical care, and shopping.
- OASIS hosts a bi-weekly Ambassador's group which is comprised of program participants who have reached a level of recovery independence in their lives to the point where they desire to give back and share with others. Ambassadors act as the voice of the program participants and help shape activities and offered by the program. Ambassadors provide resources and emotional support to participants from the perspective of someone who has truly "been in their shoes." Ambassadors will work to coordinate speakers and help in designing social activities for participants in the program.

- OASIS participants are encouraged to participate in volunteer activities and often do so as away 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, providing a painting class in water-colors, running a Tai Chi class, weekly Bingo, cooking of meals, and even a participant teaching other seniors how to use the Wii arcade system as a way to engage and stay in shape.

RECOVERY APPROACH

OASIS 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.

In-line with the recovery approach OASIS employs a team of Life Skills Coaches. These are consumer level staff who hold paid positions in the program. Each of the Life Skills Coaches has an "included diagnosis" similar to the program participants. This provides them with additional insight and highlights the fact that there is no reason for participants to be limited in their abilities to achieve success and they can achieve successes by effectively managing their own diagnoses. The role of Life Skills Coaches is to provide ongoing support and encouragement as a peer mentor to participants in the program. Rather than being assigned to specific participants similar to a PSC, the Life Skills Coaches work in conjunction with each other to provide services to all program participants. Life Skills Coaches may provide assistance in helping participants move into a new home or to assist them in obtaining clothing or food. They are often called upon to help ensure participants are able to make scheduled appointments in the community by providing transportation and individualized support depending upon the specific situation.

ASSESSMENTS AND TREATMENT PLANS

Each participant of OASIS 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 incorporates their unique strengths, needs, abilities, and preferences, as well as identified challenges and problems. All OASIS participants who live at the La Habra property 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, OASIS participants 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. OASIS PSC's and Life Coaches 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.

Due to the high frequency of depression in older adults, OASIS has a number of participants who have been hospitalized for suicidal ideation and want to reduce their suicidality. The participant and her/his assigned PSC will work together to develop a treatment plan and goal which includes preventive and responsive steps that the participant will take to reduce suicidal thoughts and feelings. For example, a peer of a resident may notice something different in the resident's behavior, perhaps a lack of desire to socialize or some increased anger in their interactions. This can be brought to the attention of the assigned PSC or other staff member on-site who will be able to "check-in" on the resident. Through this peer support, participants can help each other and provide ongoing support to prevent adverse situations. In this case, the resident may have been down about something as innocuous as a television show focusing on death which brought up issues. The PSC or other OASIS staff will be able to process accordingly to ensure there is a plan and direction to deal with the situation.

Each participant's plan is reviewed and updated at least two times per year as participants achieve goals. OASIS functions in a team approach whereby treatment plans are developed and enhanced through discussion at the weekly multi-disciplinary treatment team. This team consists of a variety of levels of individuals all familiar with the individual participant, including the coordinating PSC, three peer level PSCs, the Clinical Manager, Life Skills Coaches, medical nurses, geriatric pharmacist, benefits specialist, housing coordinator, therapist and the nurse practitioner. The OASIS Psychiatrist or Nurse Practitioner will conduct a thorough clinical assessment and provide a complete diagnosis for each participant. This individual will also make the determination for the prescribing of psychotropic medication and will provide ongoing, regular assessment and medication evaluation. The Nurse Practitioner also reviews all clinical documentation presented by the medical team to ensure accuracy. The geriatric pharmacist will perform a pharmaceutical assessment with all OASIS participants which includes, among other things, a brief cognitive assessment to ensure participant is able to understand the purpose of medication and the importance of following prescribed protocols. A great deal of education is provided to participants to help them understand the ramifications of medications; the older adult population tends to be on multiple medications and are often unaware of interactive effects and the importance of following prescribed protocols. The OASIS Clinical Manager is a licensed clinician who is responsible for oversight of all clinical services including approval of participant Master Treatment Plans. The Clinical Manager is also responsible for clinical review of all non-medical documentation provided by staff in their work with participants in the program. The Clinical Manager 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 OASIS participants. This includes taking vitals, providing medical health assessments, assisting participants with medications, and coordinating services with medical providers in the community with referral and often transportation of participants.

PROJECT STAFFING

The La Habra project will consist of 8 designated one-bedroom MHSA units out of 38 planned apartments. The MHSA designated units will be integrated throughout the property as to eliminate any stigma attached by identifying individuals as MHSA clients. The project will be staffed by at least one Personal Service Coordinator (PSC) who will provide daily services at the residence. The PSCs will operate within the multidisciplinary treatment team which includes the Board Certified Geriatric Psychiatrist, Nurse Practitioner, Geriatric Pharmacist, Licensed Vocational Nurse, Registered Nurse, Program Director, Clinical Manager, Lead Personal Service Coordinator and Life Coaches with backgrounds in community mental health, drug/alcohol, educational/vocational rehabilitation and housing/ community services. The medical nursing staff will provide on-site visits at least monthly to meet with the participants. They will coordinate care with local medical providers in community as needed for each participant. As necessary, psychiatric assessments from the geriatric psychiatrist or nurse practitioner will be provided on-site. Structured group outings provided by OASIS staff will generally be provided by Life Skills Coaches who will provide regular visits to the property. Participants will be able to attend the OASIS Activity Center which is less than 5 miles away and easily accessible via OCTA bus lines. As needs and interest dictate, groups will be offered onsite to participants to provide support in a variety of areas. OASIS will arrange for transportation for residents to participate in OASIS sponsored, agency-wide activities which are typically provided on-site or in the general Anaheim area. The ultimate goal of the OASIS program is independence and transitioning away from dependency upon the OASIS Activity Center and office; rather, focusing on integration into the supportive community through established resources such as senior centers and community based organizations. For participants who are diagnosed with co-occurring substance abuse disorders, OASIS works to find supportive resources in the participant's local community including connecting with groups such as 12-step programs.

COMMUNITY SERVICES

The Hillpointe project is located within walking distance from the La Habra Community Center which features numerous services catered to the senior population including meals on wheels, health screenings and a senior lunch program. The Community Center works in conjunction with the Social Services program in the city and they offer residents senior outreach, volunteer opportunities, legal aid and exercise classes catered to the older adult. They also sponsor an annual Senior Services health fair. The

city of La Habra sponsors a curb-to-curb free shuttle for seniors operating throughout the city. A local thrift store is two blocks away from the property. OCTA bus stops are located within two blocks of the property. Within one mile, there are two major grocery stores and four smaller, independent grocery stores within a quarter mile. There are over 20 places of worship located within a one mile radius of the property, four of those within easy walking distance and one that is less than a block away. There is a full service hospital and medical center less than half a mile away from the site. The property will offer private office space for participants to meet with OASIS staff or other individuals. It will also feature a community activity room with on-site supportive activities and engagement opportunities to promote social and interpersonal interaction.

COMMUNICATION

The OASIS Housing Coordinator will be the primary point of contact between OASIS participants and Hillpointe property management, having regular scheduled meetings to ensure a smooth flow of communication between the OASIS team and the property manager. The PSC and Housing Coordinator will meet 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 OASIS service team, the Housing Coordinator meets with the assigned PSC, Life Coaches and assigned medical staff that ensure care for participants is coordinated in a timely manner, and individually and appropriately designed. Note that the Housing Coordinator would also follow-up with Hillpointe management on an as-needed basis. The focus of the program is maintaining open communication and a collaborative relationship between all supportive service areas including OASIS staff, property management and local community resources.

Section D5: Supportive Services Plan Chart

Supportive Service	Target Population	Service Provider(s)	Service Location
Comprehensive Assessment	Older Adult	OASIS	On-site or Off-site (transportation provided)
Psychiatric Evaluation and Re-Evaluation	Older Adult	OASIS	On-site or Off-site (transportation provided)
Development of Coordinated Care Plan	Older Adult	OASIS	On-site and off-site working with participants
Ongoing Case Management	Older Adult	OASIS	On-site primarily
Mental Health Services	Older Adult	OASIS	On-site or Off-site

Supportive Service	Target Population	Service Provider(s)	Service Location
Medical screening, referral, and follow up	Older Adult	OASIS	Off-site initially, will schedule on-site
Medication support	Older Adult	OASIS	Off-site initially, will schedule on-site
Individual and Group Psychosocial Rehabilitation	Older Adult	OASIS	On-site or Off-site
Social Skills Development	Older Adult	OASIS	On-site or Off-site (transportation provided)
Life Skills Development	Older Adult	OASIS	On-site or Off-site (transportation provided)
New tenant orientation/move-in assistance/tenant rights education	Older Adult	OASIS	On-site
Tenants council	Older Adult	OASIS	On-site
Psychiatric services	Older Adult	OASIS	Off-site initially, will schedule on-site
Crisis intervention	Older Adult	OASIS	On-site or Off-site (transportation provided)
Information and referrals to other services and programs	Older Adult	OASIS	On-site or Off-site (transportation provided)
Peer mentoring/support	Older Adult	OASIS	On-site or Off-site (transportation provided)
Emergency financial assistance	Older Adult	OASIS	On-site or Off-site (transportation provided)
Recreational/socialization opportunities	Older Adult	OASIS	On-site or Off-site
Independent living/life skills: budgeting, money management, meal preparation, housekeeping, self-care	Older Adult	OASIS	On-site or Off-site (transportation provided)
Benefits assistance	Older Adult	OASIS	Off-site – can schedule onsite
Relapse prevention planning	Older Adult	OASIS	On-site or Off-site (transportation provided)
Community engagement and linkages	Older Adult	OASIS	On-site or Off-site (transportation provided)

SECTION A

MHSA Housing Program Certification and Referral

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 using a standardized process for the MHSA funded units. The Tenant Certification and Referral Application is designed for MHSA Full Service Partnerships (FSPs) to complete in collaboration with the potential tenant. Upon enrollment in an FSP, the MHSA client can apply for MHSA Housing. Note that property management screening for housing will be conducted by the housing provider, and will be separate from eligibility determination for MHSA services.

Each site specific MHSA Housing Project Property Management company will accept applications from FSP enrolled clients 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 HCA and its MHSA FSP providers 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 FSPs. MHSA FSP outreach includes visiting areas known to be places where homeless adults spend their days and nights.

The referring MHSA FSP is responsible for documenting an applicant's eligibility utilizing the standard MHSA Housing Program Certification and Referral Application, by securing all required eligibility documentation; including a release of information authorizing the referring FSP to share certification information with the HCA MHSA Housing Program. It is expected the FSP 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 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 are outlined below and 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 FSP to request missing information.

MHSA Housing Program Threshold Eligibility:

1. **Applicant has a Serious Mental Illness or Severe Emotional Disorder**

Applicant is an adult aged 18 years old or older with a verifiable serious and persistent mental illness as defined in Welfare and Institutions Code Section 5600.3 (b) (1) or a child or adolescent (<18 years old) with a severe emotional disorder as defined in Welfare and Institutions Code 5600.3 (a) (1).

2. **Applicant is either "Homeless" OR "At-Risk of Homelessness"**

Homeless:

"Homeless" means living on the streets, or lacking a fixed, regular, and adequate night-time residence. (This includes shelters, motels and living situations in which the individual has no tenant rights.)

(Source: MHSA Housing Program Term Sheet.)

At Risk of Homelessness:

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

- (i) Transitional age youth exiting the child welfare or juvenile justice systems
- (ii) Individuals discharged from institutional settings including:
 - Hospitals, including acute psychiatric hospitals, psychiatric health facilities (PHF), skilled nursing facilities (SNF) with a certified special treatment program for the mentally disordered (STP), and mental health rehabilitation centers (MHRC)
 - Crisis and transitional residential settings
- (iii) Released from local city or county jails
- (iv) Temporarily placed in a residential care facility upon discharge from (ii) or (iii) above.
- (v) Certification by the county mental health director as an individual who has been assessed by and is receiving services from the county mental health department and who has been deemed to be at imminent risk of being homeless.

(Source: MHSA Housing Program Term Sheet.)

3. Applicant had difficulty obtaining/maintaining housing

In addition to being either homeless or at-risk of homelessness, the certification must demonstrate that the issues and/or conditions that establish the individual's eligibility for the housing program are the same issues and/or conditions that significantly interfere with his/her ability to obtain and maintain housing; and without services linked to the MHSA Housing Program, the individual will not be able to obtain or maintain housing.

4. Eligible for MHSA services

Applicant is enrolled in an MHSA FSP program funded and approved by the State as part of the County's Community Services and Support Plan. In Orange County, other factors besides mental illness and homelessness that contribute to MHSA eligibility include:

- Functional impairments due to an untreated or under-treated mental illness that prevents engagement in meaningful activities and inability to remain in housing.
- Frequent incarceration or psychiatric hospitalizations due to untreated or under-treated illness.
- Special consideration is given to the ethnically and culturally unserved/ underserved populations among the homeless and mentally ill, especially in the Latino and Asian/Pacific Islander communities.

Note that the Property Management of each project will verify applicants' income, along with other eligibility factors, in relation to the funding restrictions on the MHSA Housing Program rental units.

Certification Denial

If the certification is denied because the prospective tenant did not meet the MHSA Housing Program criteria, the referring MHSA FSP and the prospective tenant is 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 FSP and/or prospective tenant may resubmit the application for reconsideration if the conditions that resulted in the original denial change.

SECTION B:

MHSA Housing Unit Marketing and Tenant Selection

HCA MHSA housing staff certifies applicants as to their eligibility for the MHSA Housing Program. The site specific property management company will conduct the marketing of units as well as the selection of a tenant for a specific unit. The next section discusses the process by which units are marketed to potential applicants and then how MHSA-certified applicants are selected as tenants for MHSA Housing Units

Notification of Unit Availability

As MHSA Housing Program units become available, the prospective tenants are notified through the following process:

1. The Project Sponsor/Developer or Property Management Company will post vacancies using the marketing plan described in the MHSA Housing Application (as described in section D.13 of the MHSA Housing Application).
2. 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 applicant, the property management company, and the Full Service Partnership Provider if the applicant meets the MHSA Housing Program criteria.
3. Each individual MHSA property will maintain a site specific wait list, keeping it current by contacting the prospective tenant/referring FSP on a regular basis (as defined in their site specific property management plan) to query their continued interest in an MHSA funded unit.

Project Waiting List

Each MHSA Housing Program funded development will have a discrete screening protocol that is site-specific as outlined in section D.13 of the MHSA Housing Program application. Applications will be processed in the order in which they are received. If no units are available, eligible applicants will be placed on the property management's project waiting list, upon favorable review of a credit report and criminal background check. The processing of credit and criminal reports does not assure, nor does it imply, that an application will be approved, or that property management is preparing a particular application for a unit that may be available. Additional tenant selection criteria for the property, as outlined in the project specific tenant selection plan, also apply.

Property Management Screening

The MHSA FSP enrolled applicant will be screened by the property manager and is expected to include review of the completed project-specific housing application, credit report, and criminal history check. Applicants successfully passing this screening will be placed on a property management waiting list (see above), if necessary, with third-party income verification, review of landlord and/or other references, and collection of verification forms from the Health Care Agency occurring as the final step for obtaining a specific available unit.

Screening Assistance to the Applicant

The FSP(s) providing services to tenants at a particular project will provide all necessary support during the screening process, including -- if desired by the applicant - assisting the applicant to complete the required paperwork, securing required documentation, and accompanying the applicant during interviews with property management staff.

References

If landlord references are not available, personal references, other than family members, will be required. Required references can be provided by staff of a homeless shelter, other homeless service providers, social workers or others involved with the applicant in a professional capacity, together with as much information as possible about where the applicant has been living for the past 3 years. Landlord, personal, or other references must indicate the ability to care for the property and pay rent on time, as well as the ability to peacefully co-habit with other residents. The landlord reference check is conducted to determine that an applicant has:

- Demonstrated an ability to pay rent on time and in full,
- Followed the rules and regulations,
- Kept his or her residence in a clean and sanitary manner,
- Kept his or her residence undamaged,
- At no time received a notice for lease violation(s),
- Behaved as a good neighbor and resident

Notice of Decision

Property Management will provide applicants written notification of assigned waiting list number or reason for denial after consideration of the credit and criminal background checks. The applicant will also be given written notification by Property Management of specific occupancy date or reason for denial after final processing. All notices of denial will include information on the right to appeal and a reminder notice of the right to reasonable accommodation for disability. A copy of any denial notice for MHSA enrolled applicants will also be sent to the Full Service Partnership(s) identified as the service provider(s) for the property. In the event of successful application for the housing, the FSP(s) will be available to assist the tenant in making arrangements for and completing the move-in process.

Fair Housing

This project will comply with all federal, state, and local fair housing and civil rights laws, as well as with all equal opportunity requirements during marketing, rent-up and ongoing operations. Specifically, the project is committed to requirements of Title VI of the Civil Rights Act of 1964, Title VIII and Section 3 of the Civil Rights Act of 1968 (as amended by the Community Development Act of 1974), Executive Order 11063, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Fair Housing Amendments of 1988, and legislation which may subsequently be enacted protecting the individual rights of residents, applicants, or staff.

The project will not discriminate against prospective residents on the basis of the fact of perception of their race, religion, creed, national origin, age, color, sex, blindness or other physical or mental disability, marital status, domestic partner status, ancestry, actual or perceived sexual orientation, gender identity, AIDS, AIDS-Related Complex, HIV, medical condition, height, weight, political affiliation or other consideration made unlawful by federal, state or local laws.

The project will not discriminate against prospective residents on the basis of their receipt of, or eligibility for, housing assistance under any Federal, State or local housing assistance program or on the basis that prospective residents have minor children. While the Property will not discriminate against those using Section 8 certificates or vouchers or other rental assistance, applicants with such rental assistance must meet all eligibility requirements. The Property will work closely with legal counsel and regulatory agencies throughout the marketing and outreach process to ensure full compliance with all applicable requirements.

Reasonable Accommodation and Right to Appeal

All applicants will be given notice in the project specific application package of their right to reasonable accommodation as well as their right to appeal screening decisions. All background information obtained from credit reports, criminal history checks and/or landlord or other personal references will be considered in the light of the project's commitment to provide housing for people in transition who have special needs. Applicants with negative background information will have the opportunity to demonstrate that past behavior causing those issues 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.

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