

COUNTY OF PLACER
DEPARTMENT OF HEALTH AND HUMAN SERVICES

RICHARD KNECHT, M.S.
DIRECTOR, CHILDREN'S SYSTEM OF CARE



MAUREEN F. BAUMAN,
L.C.S.W.
DIRECTOR, ADULT SYSTEM OF CARE



April 23, 2009

**RE: Mental Health Services Act (MHSA)/Prop. 63
2009-2010 Annual Plan**

Dear Placer County Community Member:

Attached please find a copy of the Placer County MHSA Housing Program Timberline Plan.

About MHSA and the Campaign for Community Wellness

The Mental Health Services Act (MHSA) is one of several initiatives currently underway in Placer County working to transform mental health services. Together, these various funding streams and initiatives are part of a coordination effort called the Campaign for Community Wellness. The overall goal of the Campaign for Community Wellness is to transform and support traditional and non-traditional mental health services in Placer County that use innovative, collaborative, culturally competent and consumer-guided approaches. For more information about the Campaign or MHSA/Prop 63 please visit: www.campaignforcommunitywellness.org

About Placer's MHSA Housing Program Plan

Placer County's MHSA Adult Work Group and Steering Committee identified three high priority groups of adults age 18-59 for Full Service Partnerships, to be served in the following order: 1) Adults with Serious Mental Illness (SMI) at risk of psychiatric hospitalization, leaving jails, hospitals, and Institution of Mental Diseases (IMDs) without additional services 2) Adults with SMI, identified but not receiving services 3) Adults SMI, homeless. The Full Service Partnership teams will provide wrap around services to the residents of Timberline, using the "Whatever it Takes" model to help the residents maintain their housing. The Full Service Partnership team will work collaboratively with the AMIHousing in assisting the residents to succeed in meeting program goals and maintaining their housing.

We Appreciate Your Feedback

In an effort to continually improve this Plan through community input, we welcome your comments for a 30-day review from the date of posting. Below are the various ways to submit your ideas. All written comments (including email) must be submitted by May 23, 2009 at 5 PM.

Transforming the Mental Health System

Ways to give input.

By Mail

Michele Zavoras
Health and Human Services/Adult System of Care
101 Cirby Hills Drive
Roseville, CA 95678

By Email

mzavoras@placer.ca.gov

Thank you for your continued interest and assistance toward improving the quality of life for individuals in our community and their families who are living with mental illness. Together, we can transform mental health services in Placer County.

Sincerely,

Maureen F. Bauman, L.C.S.W., M.P.A
Mental Health Director

Attachment: Placer County MHSA Housing Program Timberline Plan

**Placer County Health and Human Services- Adult System of Care
MHSA HOUSING PROGRAM
DEVELOPMENT SUMMARY FORM
TIMBERLINE**

Development Information

County Mental Health Department: Placer County Health and Human Services-
Adult System of Care

Name of Development: Timberline

Site Address: 321 Timberline Auburn CA 95603

Development Developer/Sponsor: Advocates for the Mentally Ill Housing, Inc.

Primary Service Provider: Placer County Health and Human Services- ASOC

Type of Development: Shared Housing - Acquisition/Rehabilitation of an existing structure

Type of Building: Single Family Home

Total number of units: 5

Total number of MHSA units: 5

Total cost of the Development: \$874,300

Amount of MHSA Funds Requested: \$874,300

Request MHSA Funds of Capitalized Operating Subsidies: \$350,000

Other Rental Subsidy Sources: None

Target Population: Adults, Transition-Age Youth (18-25) and Older Adults

County Contact: Kathie Denton, LCSW
530-886-2974
kdenton@placer.ca.gov

**Placer County Health and Human Services- Adult System of Care
MHSA HOUSING PROGRAM
PROJECT OVERVIEW**

TIMBERLINE

4.2.1 Project Overview

- A) See attached Development Summary Form
- B) Narrative Development Description, see page 4

Permanent Supportive Housing

Advocates for the Mentally Housing (AMIHousing) will purchase a single family home that consists of 5 bedrooms and 3 bathrooms. The home is located at 321 Timberline in a residential neighborhood in the city limits of Auburn, California. The home is within walking distance of downtown Old Auburn (.4) miles which offers employment, dining and shops. The home is located within (.3) miles of an Auburn Transit bus stop; Auburn Transit covers the city limits of Auburn and connects to Placer County Transit at the transfer station in Auburn. The transfer station in Auburn also serves as the Amtrak station connecting the Capital Corridor. Placer County Transit has several bus stops and transfer stations throughout Placer County and connects services to Light Rail in Sacramento.

Supportive Services Program

The MHSA Housing Project at Timberline will serve adult women and men enrolled in a Placer County Full Service Partnership for Adults, Older Adults or Transition Age Youth (18-25 years). Support services to the residents will be offered by the Full Service Partnership teams and the MHSA Program Housing Service Coordinator. Full Service Partnerships in Placer County are provided by contract Agencies or Placer County Adult System of Care. The supportive services are designed to meet the Full Service Partnership goals and help maintain the individuals' housing. Services will be provided both on and off site.

Unit and Site Design

The front door of the home is at street level. There is one bedroom, bathroom, a full kitchen, dining area, family and living room on the street level. There is a deck that runs most of the length of the back of the house that is reached through sliding glass doors and side sun room. There is access to the two car garage through the kitchen.

The lower level of the home is accessed through the stairs in the upper level family room, through an outside door or through a sliding glass door in one of lower level bedrooms, currently the master bedroom. The remaining four bedrooms are located on the lower level with two bathrooms, laundry and a second family room.

Each resident will have their own room with locking door; two residents will share one of the three bathrooms. There is a backyard cement patio area under the upper level deck; the remaining backyard is sloped, with planted ivy and no fence. There is also a side patio that has a picnic table for additional socializing outside.

The house has parking for four cars in the driveway and on the street. The two car garage will be used for storage for the project manager and residents. The yard maintenance is limited to pruning and trimming of established trees, shrubs and vines in addition to a small lawn in the front of the house. The yard maintenance will be managed by the Advocates for the Mentally Ill Housing.

Rehabilitation Plan

The proposed rehabilitation plan will start with building a hallway from the downstairs family room through the master bedroom walk in closet to the master bedroom bathroom. This bathroom & the 2nd existing bathroom will then be available for all 4 bedrooms downstairs. The master bedroom closet will be decreased in size, but still available to the person living in that room.

Next, the contractors will put in new wiring to each of the bedrooms so that every room in the house has its own smoke detector. Locks will be installed in every bedroom for consumer privacy. All bathrooms will be receiving new low maintenance tile flooring instead of the existing linoleum. All bathroom toilets will be replaced at the same time with water efficient models. The house will get new carpet and new paint. There are three windows in the home that will be replaced because of damaged seals making them foggy.

The next step in the rehabilitation is to update items that will need to be replaced in the next couple of years because of the age of this home. The roof will be replaced. Both A/C and heating units will be replaced with high efficiency units. The water heater will be replaced and ductwork will be repaired as needed. The 20 year old appliances in the kitchen will also be replaced.

The last step in the rehabilitation process will be to install a concrete patio in the back of the house and a fence along the side of the property.

Project Partners and Funding

Legacy Land Ventures, a for-profit developer is the owner of the property and is in agreement to sell the property to Advocates for the Mentally Ill Housing, a nonprofit housing and services agency. Placer County Adult System of Care and County-contracted mental health services agency- Turning Point will be the Full Service Partnership Providers.

**Placer County Health and Human Services- Adult System of Care
MHSA HOUSING PROGRAM
TIMBERLINE**

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

Placer County’s MHSA Adult Work Group and the steering Committee identified three high priority groups of adults age 18-59 for Full Service Partnerships, to be served in the following order: 1) Adults with SMI at risk of psychiatric hospitalization leaving jails, hospitals and IMDs without additional services 2) adults with SMI, identified but not receiving services 3) Adults SMI, homeless. The Full Service Partnership teams will provide wrap around services to the residents of Timberline, using the “Whatever it Takes” model to help the residents maintain their housing. The Full Service Partnership team will work collaboratively with the AMI Housing in assisting the residents to succeed in meeting program goals and maintaining their housing.

D.2 Description of Target Population to be Served

The Timberline MHSA Housing Project will serve adult woman and men who are homeless or at risk of homelessness and are enrolled in a Placer County Full Service Partnership. If and when vacancies can not be filled with FSP enrolled clients, then the units will be made available to certified eligible consumers. Occupancy will be specifically limited to those who meet the MHSA Housing Program guidelines.

Tenant Selection Plan

Referrals

At this time, there is only one project available in the county. Potential tenants for the 5 MHSA units must be referred to the AMIH-Timberline Project through the Placer County MHSA Housing Program. Persons who contact the project directly will be referred back to the Placer County MHSA Housing program for eligibility screening and certification. Placer County MHSA Housing Program will accept referrals from all Full Service Partnership providers. For individuals not enrolled in a Full Service Partnership, individuals will be screened for eligibility and certification.

Program Eligibility

Program eligibility will be consistent with both MHSA and DMH regulations, which state that participants must be adults with severe mental illness. A household may only qualify to occupy an MHSA Housing Program unit if it includes an adult who has a serious mental illness. Under the MHSA Housing Program, the individual must also be homeless or at risk of homelessness.

Property Management Screening

Once an individual has been identified as being eligible for the MHSA Housing Program, the applicant will be screened by the property manager. This screening will consist of a rental application. Applicants who are successful in passing the screening phase will be placed on a waitlist maintained by the property manager. Additional information such as third-party income verification, review of landlord and/or other references, and collection of verification forms from Placer County MHSA Housing program may be obtained as the final step when a unit becomes available. Individuals will also be required to sign Release of Information forms for the Property Management Company, the FSP providers, and the client.

The FSP staff will provide all necessary support during the screening process, including (if desired by the applicant) assisting the applicant to complete the required paperwork and accompanying the applicant during interviews with property management staff. FSP staff will offer assistance to individuals throughout the application process. Individuals may request assistance at any time (also described in the Reasonable Accommodation section).

If landlord references are not available, three personal references, other than family members, will be required. Examples of acceptable required references would be staff of a homeless shelter, other homeless service providers, social workers or others involved with the applicant in a professional capacity. Documents should include as much information as possible regarding the whereabouts of the applicant for the last three years, as well as the individual's ability to care for the property and pay rent on time, as well as the ability to co-habit with other residents in a peaceful manner. 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.

Waiting List

Applications to the AMIH-Timberline Project will be processed as first-come, first-serve. The Placer County MHSA Housing program will screen individuals for eligibility and send the lists of eligible applicants to Advocates for the Mentally Ill Housing who will maintain the list of eligible candidates.

When the AMIHousing receives a thirty-day notice of pending departure from an existing tenant, AMIHousing will notify the first individual on the waitlist of the upcoming unit. AMIHousing will certify that the individual still meets the tenant criteria and offer the unit. If the individual declines the unit, the next person on the list will be contacted.

Notice of Decision

Applicants will be given written notification by the Placer County MHSA Housing program that they meet the eligibility requirement, their waitlist number, and that their name has been forwarded to AMIHousing, or that they have been denied. The letter will include that AMIHousing will contact them once a unit becomes available to complete an application. All notices of denial will include information on the right to appeal and reminder notice of the right to reasonable accommodation for disability. If a client does not meet the AMIHousing criteria, a copy of the denial notice will be sent to the Placer County MHSA Housing program.

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 on-going 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 or 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 application package of their right to reasonable accommodation as well as their right to appeal screening decisions.

All background information obtained from previous landlord or other personal references will be considered in light of the project's commitment to provide housing for people in transition and with special needs. Applicants with negative background information will have the opportunity to demonstrate that past behavior causing those issues was related to a disability and request reasonable accommodation. The availability of supportive social services that can assist the applicant in meeting the conditions of tenancy may also be considered in evaluating such information.

Applicants will be given written notification of assigned waiting list number or notice of denial after consideration of their application. All notices of denial will include information on the right to appeal and reminder notice of the right to reasonable accommodation for disability. Applicants will be entitled to receive a copy of the standard Grievance and Appeal procedure as used by Placer County and the AMIHousing.

A copy of any denial notice from AMIHousing will also be sent to the Placer County MHSA Housing program. In such cases, the Placer County Patient Rights may assist applicants in appealing denials.

D. 3.a Tenant Referral and Certification Process

I. Application Process

Placer County MHSA Housing program commits to a standardized tenant application and certification process 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 Placer County's adult target population criteria for mental illness. It should be noted that this particular project priority will be individuals enrolled in an MHSA FSP. The Placer County MHSA Housing program will be responsible for assessing applicants for homelessness or 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 or at risk of homelessness and mental health disability will be documented.

At this time, for this project, referrals will come from the current Placer County MHSA FSPs. Any potential applicants who contact the Advocates for the Mentally Ill directly will be directed to contact the Placer County MHSA Housing program.

County staff or its designee shall offer assistance to all applicants, if desired by the applicant, with completing the application. This shall include assistance with all required documentation 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 an 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 resident that is a public or private place not designed for, or ordinarily used as a regular sleeping accommodations 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 institution settings cited above.
- g. An individual who is currently receiving Placer 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 Disorder
 - iii. Bipolar Disorders

- iv. Major Depression
- v. Delusional Disorder
- vi. Psychotic Disorders
- vii. Co-occurring Disorders (mental illness and substance abuse or mental illness and a developmental disability).

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.

B. Determination of Eligibility

Upon receipt of the application for certification, County 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 Diagnosis

Eligible applicants for this project must be currently enrolled in an FSP, therefore, certification of these individuals is not necessary. However, if an applicant is not enrolled in an FSP the following process will take place by a county staff or designee:

- a. Records of diagnoses from either Placer County or other mental health service programs will be reviewed to certify diagnosis.
- b. Arranging for assessment and diagnosis by a licensed mental health clinician through its own staff or other Placer County contracted eligibility agency in situations where there is no documented history in County mental health 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, Placer County MHSA Program 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.
 - iii. an acute psychiatric facility which admitted the individual from homelessness.
 - iv. A hospital which admitted the individual from homelessness
 - v. Placer County jail which admitted the individual from homelessness
 - vi. 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.

- vii. 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, Placer 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. Placer county jail
 - v. residential facilities
 - vi. certification from a Placer County Mental Health service provider when the individual and/or family is at imminent risk of homelessness.

II. MHSA Housing Program Waitlist

The Placer County MHSA Housing Program will forward a list of eligible applicants to the AMIHousing at least once a month following initial lease up. The AMIHousing will be responsible for maintaining the waitlist for all certified MHSA Housing Program applicants. This list shall be maintained according to the following procedures:

Notification Letter

When a unit is available in the AMIH-Timberline Project, the Advocates for the Mentally Ill Housing will notify the first person on the waitlist. The letter shall include:

1. Provide the location of the unit available.
2. Indicate that the applicant shall have five working days in which to respond to the letter.
3. Inform the applicant that if they accept the offer, they will need to complete an AMIHousing application.
4. Inform the applicant that if he/she declines the unit he/she will not lose his/her place on the waitlist.
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 waitlist.
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.
7. Provide information on Reasonable Accommodation and appeal procedures.

D.4 Supportive Service Plan

The primary objective of the supportive services plan is to support the residents in maintaining their housing at Timberline. The principles of the MHSA housing services are tenant choice, voluntary services, and for the Full Service Partnership team to do "whatever-it-takes" to help maintain the individuals' housing.

Overview and Description of Services

Placer County Health and Human Services- Adult System of Care and Turning Point will be the designated Full Service Partnership providers for Timberline. The County, as the contract monitor, will ensure service delivery. The MHSA Housing Service Coordinator will provide direct support related to an individual's housing at the Timberline Project and assist with coordination between the Full Service Partnership providers.

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

Placer County and its partners (Turning Point and AMIHousing) will contribute to the MHSA approach of "whatever-it-takes" to assist and support tenants in maintaining their housing. Services will be client centered and will begin with a needs assessment. The needs assessment for supportive services will be completely separate from the property management screening process, and all documentation will be kept separately. The initial needs assessment will include, but is not limited to areas such as financial needs, mental and physical health, transportation, employment/vocation, and independent living skills. Identifying the needs of the client will be imperative to providing a complete range of supportive services. The core mental health services will be provided by a multi-disciplinary team that includes psychiatrists, nurses, and case managers. Additional support services will be provided by a variety of resources such as Department of Rehab, Alcohol and Other Drug services (AOD), transportation services, community clinic, etc. Services will be coordinated by the FSP staff, along with input from the client, the MHSA Housing Service Coordinator, and other appropriate parties. With the assistance of FSP staff, clients will design individual, strength based plans. The focus of services that are provided (AOD, mental health, vocation, etc) will be to assist the individual in retaining housing. Assisting individuals in identifying the actions or behaviors that may have caused them to lose their prior housing and developing strategies to prevent such actions or behaviors will be the primary role of the FSP providers. While services are voluntary, a range of services shall be offered and provided to all MHSA eligible tenants who express a desire for such services. All tenants will be notified of events/groups that are available. For individuals who decline to participate in services, the MHSA Housing Service Coordinator will send a letter to the individual once a month to notify he/she of activities, groups, meetings, etc. and provide contact information for services. The Coordinator will also check in with the Property Management once a week to see if there are any concerns that may need to be addressed. Services will be available both on and off site and the frequency of such services will be determined by client need. However, initially FSP staff will provide weekly check-ins to assist in the transition. In addition, tenants will be encouraged to develop and build a community. Support will be provided by FSP staff to assist tenants in creating such a community. Examples of such support might be to develop support groups, weekend outings, movie nights, etc. Such activities can take place in both the home as well as within the larger community. Tenants will also have access to the Welcome Center which is located at Placer County Adult System of Care. It is a "drop-in" center that encourages client run, client driven activities. Tenants will be encouraged to participate in activities at the Welcome Center.

In order to retain tenants and reduce challenges, staff will be available 24/7 to respond to crisis or other tenant issues that require this level of support. The Advocates for the Mentally Ill Housing staff and the supportive staff will work together to identify behaviors that place the tenant at risk for eviction. The support staff will be proactive in supporting both the tenant and the property management to avoid such an action.

Tenant Engagement

Transitioning from homelessness to permanent housing can be difficult for some. The service providers, Placer County Adult System of Care and Turning Point, will provide frequent opportunities to support the tenants. The service providers are well trained and knowledgeable in identifying the challenges that tenants may face during such a transition and will work closely with the tenant to establish an intervention that allows for the tenant to continue his/her recovery and maintain his/her housing. At the request of the tenant, the service providers will be available for a range of services that can happen as frequently as several times per day to as few as once a month. The priority is to work to build a trusting and supportive relationship with the tenants. A strong working relationship between the service providers and the Advocates for the Mentally Ill Housing will also be required for the success of tenant residency. As stated above, FSP providers will make every effort to assist the individual in identifying past/current behaviors that have caused the individual to be homeless and also work on identifying solutions to avoid such occurrences.

Service Provider(s) and Property Management Relationship

A critical element in supporting the tenants will be the relationships between the service providers and the property management. Both will need to maintain effective communication in order for the relationship to be successful.

The main service providers will be Placer County Adult System of Care (ASOC) and Turning Point; the two entities will coordinate the services and work with the Advocates for the Mentally Ill Housing.

Services will be closely coordinated by FSP staff and the service providers will meet monthly to review individual cases. Each service provider will also meet weekly to discuss their own cases. The MHSA Housing Service Coordinator will be available to tenants on a weekly basis. The MHSA Housing Service Coordinator will also check in with the Property Management once per week to identify any concerns. As stated previously, the entire group (which includes the service providers, Property Management, and the Service Coordinator) will meet monthly to review progress and challenges. All service providers will work closely together to provide the best services possible. They will work together to achieve the goals of the tenant. Release of information forms will be signed by the tenant allowing for information sharing between the service providers. As stated previously, this will take place during the initial property management screening. Urgent issues will be addressed by phone conferencing as needed. AMIHousing, the property manager will contact the service provider when behaviors are placing an individual at risk for eviction. These issues will be addressed during the monthly meetings to develop a plan to retain that tenant. Meetings can be scheduled at any time to discuss urgent concerns regarding behaviors. Communication and understanding the roles of the property management and the service providers will be key in supporting and retaining the tenants. There will be defined roles and responsibilities between service providers and property management, with the common goal of supporting each other to maintain retention of tenants.

In addition training and team building activities will take place on a monthly basis. Additional support and education to all staff will be available as the need arises. Areas that may need additional training and attention are substance use/abuse, employment, and finances. Placer County will be responsible for overseeing and ensuring that the coordination is taking place and is successful.

D.5 Supportive Services Chart

Supportive Service	Target Population	Service Provider(s)	Service Location
Service Coordination	All Residents	FSP service providers and MHSA Housing Program Service Coordinator	On-site and provider office locations
Intake/Assessment	All FSP enrollees and those who may be FSP eligible	FSP service providers	ASOC office or client's current placement
Mental Health Services	All residents	FSP service providers	On-site, FSP provider offices, community provider
Case Management	All residents	FSP service providers	On-site and provider offices
Housing Retention	All residents	FSP service providers and MHSA Housing Program Service Coordinator	On-site and provider offices
Community Building	All residents	FSP service providers	On-site, provider offices and Welcome Center
Substance Abuse Counseling	All residents	FSP service providers	Provider offices
Employment	All residents	FSP service provider, Pride Industries	On-site and provider office locations
Transportation	All residents	Public transport	On-site