Contra Costa County Mental Health Administration
Mental Health Services Act Housing Program Project Overview
Lillie Mae Jones Plaza

Contra Costa County - MHSA Housing Program
DEVELOPMENT SUMMARY FORM

Development Information
County Mental Health Department: Contra Costa County Mental Health Administration
Name of Development: Lillie Mae Jones Plaza
Site Address: 214 and 249 MacDonald Avenue
City: Richmond
State: CA
Zip: 94801

Development Sponsor
Community Housing Development Corporation of North Richmond and East Bay Asian Local Development Corporation (Limited Partnership to be formed)

Development Developer
Community Housing Development Corporation of North Richmond and East Bay Asian Local Development Corporation

Primary Service Provider
Rubicon Programs Inc.

☐ New Construction
☐ Acquisition/Rehabilitation of an existing structure

Type of development:
☐ Rental Housing
☐ Shared Housing

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

Total number of units 26
Total number of MHSA units 8

Total cost of the development $12,194,112
Amount of MHSA funds requested $600,000

Request MHSA Funds for Capitalized Operating Subsidies: Yes
Other Rental Subsidy sources (list if applicable): Project based Section 8 - Richmond Housing Authority

Target Population (please check all that apply):
☐ Adults
☐ Transition-Age Youth
☐ Children
☐ Older Adults

County Contact
Name and Title: Kara Douglas, Affordable Housing Program Manager
Phone Number: (925) 335-7223
Email: kdoug@cd.cccounty.us

Lillie Mae Jones Plaza
Section 4.2.1 Project Overview

Development Description

Lillie Mae Jones Plaza is a 26 unit new construction rental housing development located at the corner of MacDonald Avenue and Second Street in Richmond. The development will include one, two, three, and four bedroom units serving very low income households. Eight of the units will serve individuals and families with a serious and persistent mental illness who are homeless or at risk of homelessness (MHSA targeted units), five units will be reserved for and restricted to persons with HIV/AIDS (HOPWA targeted units) and the remaining units will serve very low income individuals and households as well as one manager’s unit. The five HOPWA targeted units serving persons with HIV/AIDS will be a combination of one and two bedroom units. It is expected that the two bedroom units will serve households comprised of families with children. The eight MHSA targeted units will consist of five 1-bedroom units and three 2-bedroom units. The project includes twenty project-based Section 8 vouchers, of which thirteen will be utilized to provide operating subsidies for the thirteen MHSA target and HOPWA target units of supportive housing.

An array of supportive services will be available to MHSA tenants through their designated FSP provider that will serve a variety of needs including mental health and substance abuse, vocational training, and life skills training. In addition an on-site service coordinator will provide service coordination and information and referral to all tenants in the building including the MHSA tenants. The lead service provider will be Rubicon Programs who will provide the on-site service coordinator. It is expected that Rubicon will also be the primary provider of FSP services for the tenants, although children, transitional age youth and seniors in the building will work with the FSP provider designated by the County to provide services to those populations. Rubicon is an experienced social services agency that has been providing direct services, including services to residents of supportive housing, for the past thirty-three years. Their experience providing integrated services include: employment services, mental health care, housing and case management and legal services.

The project concept seeks to create an integrated approach to the long-term process of building community in this sector of the MacDonald Avenue corridor. The Brookside Community Health Center is developing a full scale primary health care clinic on an adjacent property due west of the housing parcels, located at 1st and MacDonald Avenue. The availability of primary health care services in immediate proximity to Lillie Mae Jones Plaza is a substantial asset to all of the residents, and Brookside will also serve as a supportive services partner, providing in-kind services to residents. The Bay Area Rescue Mission runs an emergency shelter for homeless men across Second Street. CHDC is also developing a Phase II homeownership component of this project, Nevin Court, to be located on a separate parcel across the street from Lillie Mae Jones Plaza. Phase II entails the development of ten affordable first-time homebuyer units. All together, these various components—emergency shelter, permanent rental, and for-sale housing—will create a true continuum of housing options for people who are homeless, disabled, with
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very low and low incomes. The Phase II housing component is not the subject of this application.

The housing is a low-rise three story Type IV building with a gross area of 32,493 sq ft. The 26-unit building will be laid out in a U-shape around a courtyard allowing for clear visibility of the common area from all the units in the building. The ground floor includes: a residential lobby and waiting area, resident manager office, 2 resident service staff offices, a private conference/meeting room for case managers to work one-on-one with clients, a computer learning center, and a multipurpose community room including a kitchen, laundry room, and public restrooms. The residential units are along the two wings from the main management/service area. The second floor is mostly residential and includes an outdoor terrace for social gatherings around the elevator waiting area and a laundry room. The third floor is mostly residential with a laundry room. The building will be serviced by one elevator. Twenty seven uncovered parking spaces will be provided at the project. All units are designed to be adaptable to tenants with physical handicaps. Wall-to-wall carpet flooring is available in all bedrooms and living spaces.

CHDC of North Richmond and EBALDC have jointly over 50 years experience in developing affordable housing with over 1,700 completed units and 400 units in the pipeline. For this joint venture, CHDCNR is the lead developer with the responsibilities of acquiring the site, applying for and securing financing, assembling the design and construction team, securing entitlements and building permits as well as accounting for the Project. CHDCNR has developed primarily in North Richmond and Richmond. Projects exceeding 30 units were developed jointly with other non-profit developers, and over time the organization has significantly built up its own development capacity. EBALDC will be assisting in development responsibilities as well as complete property management of building operations. EBALDC’s extensive multifamily experience (from family housing to senior housing and from 14 unit buildings to over 300 units HOPE VI developments) has been in the nearby cities of Oakland and Emeryville of Alameda County as well as San Pablo in Contra Costa County.

This $12.2 million development was conceived with financing from 4% tax credit equity and bond financing. The supportive housing component will be supplemented with funds from the federal HOPWA program, the state Department of Housing and Community Development (HCD)’s Multifamily Housing Program (MHP), MHSA program and Federal Home Loan Bank (FHLB)’s Affordable Housing Program (AHP). The project has also received an allocation of MHSA one-time funds from Contra Costa County for two of the eight MHSA units. In addition, the building’s green features will be subsidized by the Enterprise Green Communities program, the state New Solar Homes Partnership, the PG&E California Multifamily Homes Program (CMFH) as well as the state CalReUse Program.
D.1 Consistency with Three-Year Program and Expenditure Plan

Contra Costa County conducted a wide-ranging community input process in order to develop the Community Supports and Services plan. Over 1,100 consumers, providers, family members, and community members had the opportunity to provide meaningful input into the process and product. Extensive outreach was conducted to consumers, family members, service providers and other stakeholders. Information was obtained through a variety of methods including public forums, written surveys and focus groups.

Throughout the planning process, in all regions of the county and across all target populations, housing was identified as one of the most crucial needs for MHSA eligible individuals and families. Housing costs throughout the County are high and access to housing for MHSA target populations is very difficult. This is true across the spectrum of target populations including adults, transitional age youth, families and seniors. The need for affordable, accessible, safe and supportive housing also spans the geography of Contra Costa County as the need exists in all regions of the County. Lillie Mae Jones Plaza, in accordance with this priority will begin to address this need by providing 8 units of housing targeted to MHSA participants.

All tenants residing in MHSA designated units will be enrolled with an FSP service provider and will have access to the array of services provided by the FSP. This includes mental health services, vocational services, substance abuse treatment, life skills training and a range of other services designed to support homeless individuals with severe and persistent mental illness move forward into permanent housing and mental health recovery.
D.2 Description of Target Population to be Served

The Lillie Mae Jones Plaza’s supportive housing component will serve a variety of needs. The 26-unit development will include one, two, three, and four bedroom units serving low and very low income households. Thirteen of the one bedroom and two bedroom units will serve individuals and families with a disability who are homeless or at risk of homelessness. Eight (8) of the units will be designated for households who meet MHSA criteria for mental illness and homelessness or risk of homelessness (MHSA Units). The remaining five (5) supportive housing units will be designated for households with HIV/AIDS who are either homeless or at-risk of homelessness (HOPWA Units).

The target household incomes will be 20% up to 45% AMI, earning between $17,220 and $38,745 annually. All of the supportive housing units will receive Project Based Section 8 subsidies. Although rent levels for the MHSA and HOPWA units will be set at fair market rents tenants are only expected to pay 30% of their income.

The chart below details the target incomes for each unit type and size.

<table>
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<th>Bedrooms</th>
<th># Units</th>
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<th>Sec 8</th>
<th>HOPWA</th>
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D.3 Tenant Selection Plan

A. Referral and Selection

Lillie Mae Jones Plaza contains 26 units, of which 8 will be designated as MHSA units. The Contra Costa County Mental Health Administration (CCMH) has developed a universal tenant referral and certification process that will be utilized by all developments receiving funds from the MHSA Housing program including Lillie Mae Jones Plaza. The process detailed below refers only to the designated MHSA units. Referrals to Lillie Mae Jones Plaza MHSA units will be made by the CCMH directly to the development per the Tenant Referral and Certification Plan outlined below in Section D.3.a. Applications for all units will be screened and processed by the property manager, East Bay Asian Local Development Corporation (EBALDC), to determine if they meet qualifications for housing. In addition, MHSA units will also receive Project-based Section 8 vouchers and will be screened according to Richmond Housing Authority (RHA) requirements as well. All income and asset information will require third-party verification as part of meeting the regulatory requirements of the housing program.

Any prospective tenant who contacts the project directly will be given information regarding the application process for any units for which they may meet the basic eligibility criteria. This information will include information regarding eligibility criteria for the MHSA units and contact information for CCMH. MHSA eligible tenants have the right to also apply for non-MHSA units in the project for which they meet basic eligibility criteria.

Once a prospective tenant is referred by CCMH to the project, the application and screening process by EBALDC and RHA are as follows:

Applicant will be contacted by EBALDC to schedule an interview. At the time of the interview, all members of the household must be in attendance. They will be asked to bring prior three months’ pay stubs, if employed, and information on where to verify income sources, assets, and previous rental history. Other documents or identification to determine household composition, income, and assets may be requested. During the interview, staff will clarify any information provided by the applicant household and answer questions regarding admission procedures. At the interview the following items will be completed by or obtained from the household:

1. A Tenant Income Certification Questionnaire form completed by each adult.

2. Applicant shall execute any releases and consents authorizing any private sources of income, or any federal, state, or local agency, to furnish or release to management such information as management and the applicable program regulations determine to be necessary.

3. All income will be verified in writing from the income source on appropriate income verification forms. For recipients of Social Security income or public
assistance, current Notice of Action letters of Statement of Benefits will be accepted.

4. All assets, including bank accounts, will be verified in writing from the financial institution, unless the household signs an affidavit verifying its combined assets total less than $5,000.

5. Applicants will be asked to verify their student status to ensure compliance with tax credit requirements.

6. Both the current and previous landlords will be contacted by mail or fax for information concerning the history of complying with lease requirements, payment records, destruction of property or interference with the rights of others, unhealthy or unsanitary conditions. Absence of prior rental history will not automatically disqualify an otherwise eligible applicant; however, we may request alternative means of verifying prior residence or lack of residence, as well as request provision of personal references.

7. A credit report indicating financial responsibilities and a comprehensive unlawful detainer check will be obtained for each adult applicant, as well as a criminal record search report (a non-refundable fee of $31 will be charged for each report).

Applicants will be rejected for any of the following:

1. Eligibility income that exceeds the maximum allowed by program regulations.

2. Family composition that does not meet the established occupancy standards.

3. The household is comprised entirely of full-time students who do not meet any of the exceptions permitted under Section 42 of the I.R.S. Code.

Applicants may be rejected for any of the following:

1. Failure to present all members of the applicant's household at the full family interview (or some other time acceptable to management).

2. Blatant disrespect, disruptive or antisocial behavior toward the management staff, the Development, or other applicants/residents exhibited by an applicant or family member any time prior to move-in (or a demonstrable history of such behavior).

3. A negative credit report containing more than $10,000 in unmet debt/financial obligations.

4. A negative unlawful detainer report indicating failure to meet financial obligations in past tenant history. An eviction within the past three years may be grounds for rejection.

5. A negative landlord recommendation, encompassing failure to comply with the lease, poor payment history, poor housekeeping habits, crimes of violence to persons, destruction or theft of property, sales of narcotics, eviction for cause or other criminal acts which would adversely affect the health, safety, or welfare of other tenants.
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6. Falsification of any information on the application.

7. History of engaging in violent or drug-related criminal activity, or other criminal activity that may threaten the health, safety, or right to peaceful enjoyment of the premises by other residents or community.

8. Submission of more than one application per household.

9. Other good cause.

Once an applicant is accepted by EBALDC, the prospective tenant will be screened for eligibility for Project Based Section 8 by the Richmond Housing Authority. EBALDC staff will collect the information required by RHA to determine eligibility and will transmit this information to RHA. RHA will perform a check to ensure the applicant is in good standing with the Housing Authority, meets criminal background check requirements and meets immigration status requirements. RHA will inform EBALDC once eligibility has been confirmed. Applicants must be deemed eligible by RHA in order to qualify for the project.

B. Program Eligibility

Lillie Mae Jones Plaza contains 26 units, of which 8 are designated as MHSA units. In order to qualify specifically for the designated MHSA housing units, clients must satisfy the MHSA Housing program eligibility criteria as detailed in the Tenant Referral and Certification Plan. The project sponsor will not be responsible for determining eligibility. CCMH will determine basic eligibility and maintain a centralized referral list of qualified applicants. Referrals of eligible applicants will be made by CCMH directly to the development.

Project eligibility criteria include:

- Enrolled in a Full Service Partnership in Contra Costa County
- Household contains adult with Serious Mental Illness and/or child with Severe Emotional Disorder
- “Homeless” OR “At-Risk of Homelessness”
- Applicant has had difficulty obtaining/maintaining housing

Applicants must also meet Project-based Section 8 eligibility criteria as per 24 CFR 982.551, 24 CFR 982.553, 24 CFR 5, and Chapter 3 of the Richmond Housing Authority’s Model Administrative Plan. These include and are not limited to engagement in certain types of criminal activity, previous behavior in assisted housing with a Housing Authority and meeting legal residency requirements.

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1 CFR Code of Federal Regulations
C. Consistency with CSS Plan and MHSA Housing Program target populations

The criteria above are consistent with Contra Costa County’s CSS Plan. The CSS Plan identifies the following target populations as priority populations for FSP services.

- Unserved children, 0-18 years of age, who have a history of repeated failure in learning environments including home, childcare, preschool and school and who are from families who are at or below 300% of the poverty level.

- Transition age youth, 16-25 years of age, with serious emotional disturbance or serious and persistent mental illness, who are homeless or at imminent risk of homelessness.

- Adults with serious and persistent mental illnesses who are homeless without shelter or those at serious risk of homelessness.

- Seriously disabled consumers, 60 years of age and up in the county who are living in the community without adequate supports and resources (including inadequate insurance).

Throughout the CSS planning process, community members including consumers, family members and service providers identified housing as one of the most essential priorities for MHSA eligible individuals and families. The MHSA units at Lillie Mae Jones Plaza will be a mix of one and two bedroom units in order to accommodate members of the different target populations including both single individuals and families.

D. Reasonable Accommodation

CCMH application materials and East Bay Asian Local Development Corporation (EBALDC) application materials will contain a notice of the applicant’s 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 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 support services that can assist the applicant in meeting the conditions of tenancy may also be considered in evaluating such information.
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The project sponsor will make reasonable accommodations/modifications in policies, procedures, services and facilities, if necessary, to afford a person with disabilities equal opportunity to use and enjoy a dwelling unit or the common area and facilities of the property. Reasonable accommodations and/or modifications will be offered when feasible to all disabled persons who request accommodations and/or modifications due to verified disability and verified need for the requested accommodation/modification, at any time during the application, resident selection and lease process. Requests will be reviewed in accordance with state and federal laws.

People with disabilities requiring accessible features will receive priority for accessible units; the application for the property will include a section to be completed by any applicant requesting an accommodation detailing any special needs for accessible features or other accommodations. Wherever possible, project sponsor will offer an accessible unit to an eligible individual whose disability requires the accessibility features of the particular unit; when offering an accessible rental unit to applicants without disabilities, such applicants will be required to agree to move to a non-accessible unit when one becomes available or when the accessible unit is needed by a disabled household.

E. 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, The State of California Unruh Civil Rights Act 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
F. Appeals Procedure

CCMH Appeal Process
An individual attempting to access MHSA Housing Program units may request an appeal of a negative action from the CCMH Office, their service provider agency, and/or the developer at any stage during the application process. Service providers and developers must develop and maintain their own internal policies and procedures for handling appeals to decisions made by their organizations.

CCMH decisions that may warrant appeal include initial attempt to gain certification, denial of recertification, or if a previously certified applicant is removed from the referral list for failure to comply with any of the above procedures. CCMH will ensure that the individuals making the decision on the appeal were not involved in any previous level of review or decision-making.

Applicants or their representatives may file an appeal orally, or in writing. Standard oral appeals must be followed up with written, signed appeals. CCMH will use the time that the oral appeal was filed to establish the earliest possible filing date. The written appeal should be sent as soon as possible after the oral appeal, but must be sent within 45 days or no decision will be made by CCMH regarding the action.

Consumer Assistants are available to assist consumers with appeals. Consumer Assistants are designated staff who are familiar with the Appeals process and can assist consumers by answering general questions about the process and assisting in the completion and/or submission of related forms. Consumers may file a verbal or written appeal to the Consumer Assistant, Grievance Advocate or any FSP provider agency. Verbal appeals may also be made by calling the Office of Quality Improvement. Written appeals should be sent to the Quality Improvement Coordinator. Any county staff, direct service provider, or Consumer Assistant receiving a verbal or written request for appeal shall be responsible for communicating the appeal request to the QI Coordinator.

CCMH will have 15 business days to respond to a written request for an appeal. The Quality Improvement Coordinator will receive all appeal requests and will contact the applicant requesting an appeal for an initial phone review. If the applicant is not satisfied with the results of this initial phone consultation, a formal appeal review meeting will be convened within 30 days of the initial phone consultation. This meeting will include the applicant, the Quality Improvement Coordinator and other appropriate personnel as designated by the CCMH Director. The applicant is entitled to bring an advocate or service provider to the meeting. If necessary the County will provide a translator. At this
meeting, the applicant will be able to present his/her case and the QI Coordinator will describe the reasons for the original decision on the matter. The QI Coordinator will ask any clarifying questions he/she has regarding the situation in question. The applicant will be notified of the decision in writing within the next 10 business days. The decision made regarding the appeal request is final.

The QI Coordinator shall maintain a secure, confidential appeal log. Appeals shall be recorded within one working day of the date of receipt of the appeal. An acknowledgement of receipt letter shall be sent to the appellant. All appeal procedures shall ensure the confidentiality of consumer records and defined by State and Federal laws. Consumers shall not be subject to any discrimination, penalty, sanction, or restriction for filing an appeal.

EBALDC Appeal Process
CCMH does not have the authority to overturn a non-selection decision made by EBALDC. The appeals process for a non-selection decision is as follows:

Management will consider appeals based on family circumstances that no longer apply. Written notice will be sent by EBALDC advising applicants of their final eligibility status. All applicants will be advised that they may appeal the decision on their application and be given a deadline in which to do so. The notice will include their right to request reasonable accommodation for a disability. Residents rejected due to information obtained from the credit / background check will be notified per the requirements of the Fair Credit Reporting Act.

If an applicant is rejected, then a denial letter specifying the reason(s) for the denial will be mailed. The applicant has 10 days from the date of the letter to submit an appeal to EBALDC. Any requests for a review of the decision must be written and must be accompanied by supporting documentation and/or information not previously submitted and which refutes the stated reason(s) for the rejection. If the applicant does not respond or provide new evidence within 10 days, the file will be permanently closed.

RHA Appeal Process
If an applicant is deemed ineligible by the Richmond Housing Authority the applicant will be assisted to appeal the decision using the RHA’s standard appeal process.

D.3.a TENANT REFERRAL AND CERTIFICATION PROCESS

CCMH has developed a universal tenant referral and certification process that will be utilized by all developments receiving funds from the MHSA Housing program. The process described below refers only to the designated MHSA units in a project. Referrals to the existing MHSA scattered site housing subsidy program will be made through this same mechanism. All references to housing sites below include the Master Leased housing program as a “site”. In the case of the Master Leasing program the use of the term “site” refers to an available rental subsidy slot.
A. Application Process

Referrals can be made by any designated MHSA Service Provider (the Referral Agency). The Referral Agency shall assist the client to complete the application and gather necessary documentation. The Referral Agency shall also review the screening criteria with the client and assist the client to prepare for the screening process.

With the assistance of the Referral Agency, the applicant will complete the Application Form. In addition to establishing basic program eligibility, the referral form shall indicate which housing site(s) the client would like to apply for. Clients can designate that they would like to be considered for any sites for which they meet basic eligibility criteria.

Referrals shall be made by the Referral Agency directly to Contra Costa Mental Health Administration (CCMH). CCMH staff will review the application and determine if all required documentation is included. If information is missing, the reviewer will alert the Referral Agency and request that the missing information be provided. CCMH will only be establishing basic eligibility for MHSA housing. CCMH will complete the review within ten business days from the receipt of a complete application. MHSA Certification does not take into consideration factors such as credit history, eviction history, or criminal history. This background check information may be collected by the housing provider after a certified applicant is referred for a particular unit.

Once eligibility is confirmed, if a vacancy is available at one of the indicated sites, the applicant will be referred to the appropriate site by CCMH. If vacancies are available at more than one site, the applicant will be given the option to choose his/her preferred site. If no vacancies are available, the eligible applicant will be placed on the referral list in the order the application was received, and will be given the next appropriate referral.

Applicants deemed ineligible for MHSA Housing units will be given written notification within 10 business days of receipt of their application; this notification will clearly delineate the unmet eligibility criteria and the rationale for the rejection of the application. Eligibility decisions can be appealed with CCMH within 15 days of issuance of the rejection letter. Details of the appeal process will be provided in the ineligibility notification letter.

During the initial rent up of the project, if no referral list has yet been established, CCMH will utilize a lottery system to identify the initial referrals to the project. The referral list shall be opened to applicants for a period of time to be designated by the County. Once this time period has ended, all qualified applicants will be placed on the referral list in a random order determined by lottery. Referrals will be made in order from the list. Moving forward, applicants will be referred based on the date of application as described above.
B. Certification Process
Certification will be based on satisfaction of the basic eligibility criteria. Eligibility will be established as follows:

- **Enrolled in MHSA funded Full Service Partnership:**
  Clients must be enrolled in an MHSA-funded Full Service Partnership program that is funded and approved by the State as part of the County’s Community Services and Support Plan. This will be verified by the Referral Agency.

- **Person in household with SMI/SED:**
  Households must meet at least one of the following criteria:

  1. The household contains as least one adult (18-59 years old) or older adult (60+ years old) who has been diagnosed with a serious mental illness as defined in Welfare and Institutions Code Section 5600.3 (b).
  2. The household contains at least one child or adolescent (<18 years old) who has been diagnosed with a severe emotional disorder as defined in Welfare and Institutions Code 5600.3(a).

  As this criterion is a precondition to enrollment in an FSP, verification of FSP enrollment will serve as verification of SMI/SED.

- **“Homeless” OR “At-Risk of Homelessness”**
  Clients must be either homeless or at-risk of homeless as defined below:

  Homeless, defined as living on the streets or lacking a fixed and regular night-time residence. This includes living in a shelter, motel or other temporary living situation in which the individual has no tenant rights.

  OR

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

  (i) Transition age youth exiting the child welfare or juvenile justice systems.
  (ii) Discharge from crisis and transitional residential settings; a hospital, including acute psychiatric hospitals; psychiatric health facilities; skilled nursing facilities with a certified special treatment program for the mentally disordered; and mental health rehabilitation centers.
  (iii) Release from city or county jails.
  (iv) Temporary placement 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.
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As this criterion is a precondition to enrollment in an FSP, verification of FSP enrollment will serve as verification of homeless status.

- **Applicant has 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.

At its discretion, CCMH may at some future date expand eligibility requirements to include non-FSP clients who are MHSA eligible and satisfy all other eligibility requirements.

C. **Referral List**

If no vacancies are available at any of the requested sites, CCMH will add the client’s name to the Referral List. The list will include information about which sites the client is applying for as well as the date of receipt of the application. Applicants will be referred to requested sites for which they are eligible in the order in which applications are received. On an ongoing basis, CCMH will update the list and verify the continuing eligibility of those on the list.

D. **Referral Process**

When a unit becomes available, the site will notify CCMH and request that at least three (3) applicants be referred. CCMH will determine who the next eligible clients are based on application submission date and will forward the clients’ names and contact information to the housing site. The housing provider will contact the applicants and screen the applicants using its usual screening criteria and will notify the CCMH of the outcome (accepted housing, rejected, no-show or declined housing).

Clients who are housed, who reject two or more offers of housing or who are no-shows at two or more housing sites will be removed from the referral list. Clients who are removed from the list due to two no-shows may reapply, however they will be placed at the bottom of the list at the time of reapplication. Clients who are rejected from one housing site may maintain their spot on the referral list and be subsequently referred to other sites.

The Referral List may be closed to new applications at the County’s discretion when the number of applicants on the list exceeds two times the total number of MHSA Housing units/slots in the stock. The list will be reopened as the current clients are removed from the list. At the County’s discretion, eligibility certification may be conducted only for specific target population groups for whom there are vacancies if the certified referral list does not have sufficient eligible applicants to fill the units.
**D.4 Supportive Services Plan**

**A. Philosophy/Objective of the Supportive Housing Component**

The services philosophy at Lillie Mae Jones Plaza (LMJP) is that residents in the MHSA targeted units need affordable housing that is safe and stable, and where there is a commitment to helping the residents to maintain housing, accompanied by a package of support services tailored to the individual needs of the household.

The supportive housing component of the Lillie Mae Jones Plaza (LMJP) is dedicated to providing permanent housing to formerly homeless individuals and families who live with mental illness, HIV, or other disabilities. Eight of the twenty-six units will be designated for people with mental disabilities who are homeless or at risk of homelessness and are enrolled in a Mental Health Service Act (MHSA) Full Service Partnership (FSP). These individuals often do not perceive themselves as capable of finding housing or work. Life circumstances, poor and compromised physical health, lack of support, limited access to systems, limited or no income, no shelter, homelessness and an overall diminished quality of life is the container in which they live. The MHSA Full Service Partners who will be housed in the LMJ Plaza development are survivors of multiple life traumas. Many have had negative experiences and are distrustful of mainstream service providers, hence their reluctance to come off the streets, out of the shelters and into services and a space of their own.

The level of tenant involvement in services largely depends on staffs’ method of engagement and support of the MHSA households. Rubicon operates under an “Integrated Services” service delivery model. Under this model, program participants experience their many services and supports as seamless and complete. All service pieces will be integrated and the tenant Individual Service Plan serves as their roadmap to effecting change in their lives and being successful at maintaining in supportive housing.

The concepts of independence, dignity, and self-determination are fundamental to this project. The Lillie Mae Jones Plaza site environment, program design, staff, and services will assist residents to achieve their highest level of functioning and independence. The emphasis is on assisting those who have not in the past been able to acquire and maintain housing to remain stable in their community. This project is designed to provide the necessary support so that these households will be able to overcome the barriers contributing to their homelessness.

**B. Primary Service Needs of Target Population:**

Residents who have previously been homeless or at risk of homelessness and have been identified as eligible MHSA Full Service Partners will need a comprehensive, integrated service delivery strategy. It is anticipated that the primary service needs of the MHSA tenants will include: assessment and evaluation; individualized service planning and coordination; case management; mental health group and individual counseling and rehabilitation services; support with medication management; substance abuse counseling/recovery services; crisis intervention
services; representative payee services; benefits advocacy; legal services; money management; access to basic supports such as food and clothing; housing retention and eviction prevention supports; employment and vocational service; independent living skills and peer support activities. For those tenants who are parents, additional service needs include childcare, parenting skills, and access to respite care to support their ability to function effectively as parents.

In addition to the 8 units reserved for MHSA tenants, there will be at least five households with an adult member with HIV/AIDS. The five households will also have been formerly homeless. The needs of this population are similar to those mentioned above, and also include a more significant focus on primary health care, preventative health care, access to benefits advocacy and connection to a support system that can provide flexible, ongoing care during swings in health condition.

C. Lead Service Provider and Other Significant Partners

Rubicon Programs will be the lead service provider, and will work in coordination with the other community service provider Partners. Two key partners will join Rubicon: Brookside Health Center and the Contra Costa County Department of Public Health’s AIDS Program. In addition, Rubicon will work closely with the other Full Service Partnership providers serving West Contra Costa County including Fred Finch Youth Center (serving MHSA youth) and the county’s oversight entity, the Contra Costa County Department of Mental Health, who is also the service provider for MHSA seniors.

D. Support Services

Support services will be provided both on and off site. The Support Services Coordinator (SSC) will be responsible for coordinating services to tenants and more specifically for service delivery to Full Service Partners by MHSA Personal Service Coordinators (PSC). The SSC will also function as a point person for property management staff and will facilitate coordination between property management and support services. The plan is to have services available at least six days a week, with some group meetings in the evenings. Residents will play a large role in determining how the spectrum of services will be scheduled. Each supportive housing tenant will also be an active participant in the service plan and the Self-Sufficiency Matrix that they develop with their case manager. The goal of the on and off site services is to have them be accessible and appropriate to tenants’ needs. The formal tenant orientation will be the first step in developing peer support for incoming residents so that community participation is a norm and is comfortable for all who live at LMJ Plaza.

(i) Plan for helping MHSA tenants maintain their housing and achieve independence, wellness and recovery

For each household that agrees to receive services, a comprehensive assessment and evaluation will be conducted with each adult tenant and household. In addition to the assessment and evaluation, each tenant will participate in developing their own Self-Sufficiency Matrix. The
Self-Sufficiency Matrix is a tool that will assist each resident to clearly measure his or her progress towards independence and increased self-sufficiency over time. The Self-Sufficiency Matrix is repeated three times per year. The information collected from the assessment and evaluation and the Self-Sufficiency Matrix will be the basis for the Individual Service Plan.

MHSA PSCs will provide most services, with face-to-face contact occurring at least twice per week unless the service team agrees upon and documents a need for less frequent contact, or a tenant expresses a wish for less frequent contact. Visiting and partner providers will provide other services on site.

MHSA Personal Service Coordinators will assist tenants at Lillie Mae Jones Plaza in attaining and maintaining their highest personal levels of stability and independence. PSCs will begin by thoroughly assessing each tenant to, in partnership with the tenant, determine necessary services and supports. Some tenants will require assistance in securing the benefits for which they are eligible so that they may pay rent and meet other financial obligations. PSCs will assist with applications and advocacy as needed. Some tenants may have been denied benefits in the past and may need a higher level of advocacy. In these cases, the residents will be referred to the Rubicon Hawkins Center for legal counseling and services. For tenants who require assistance with money management or need a representative payee, staff will work directly with the client and make referrals to Rubicon’s Resources Services program or to other community groups who provide this service.

Other tenants will need assistance in training for and securing employment. Staff will work with tenants to prepare to take advantage of educational, training and employment opportunities based on their choices and interests, and link them to community resources. MHSA Personal Service Coordinators will utilize Rubicon’s Work Force Services, Contra Costa College, and the State Department of Rehabilitation as resources for residents interested in accessing vocational counseling and employment. Another important issue for promoting housing retention is providing services to address issues that have been barriers to housing retention in the past, such as untreated addiction, mental illness, substance abuse, co-occurring issues and health concerns. It will be the goal of the MHSA PSCs to pro-actively connect tenants with such services so as to minimize the likelihood of eviction, incarceration, and/or involuntary hospitalization. PSCs will encourage and facilitate participation in recovery services and counseling as necessary to optimize wellness and stability.

In addition to the services listed above, a PSC will provide additional intensive support services to MHSA tenants. This may include hands-on training in apartment living, how to be a good tenant and neighbor, assistance with shopping and help managing outstanding financial and/or legal difficulties that could threaten their housing situation.

Finally, Rubicon’s Support Services Coordinator along with the PSCs will integrate peer-based program components into the service design at Lillie Mae Jones Plaza so that residents may support one another as they work toward wellness and recovery. Personal Service Coordinators will encourage MHSA tenants to start consumer self-help groups such as W.R.A.P. (Wellness Recovery Action Plan) and Dual Recovery groups (specifically for individuals with mental
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health diagnoses) in which tenants will learn how to provide peer support to their fellow building residents, including facilitation of regular peer-led support groups on site. Staff will also assist residents in the creation of a peer-led Residents Council, which will serve in an advisory capacity to management and have an important voice in decisions that affect the building. The Council will meet at least once monthly.

(ii) Strategies for engaging tenants in supportive services and community life

The Rubicon Support Services Coordinator and the MHSA Personal Services Coordinators will seek to create a residential community that invites maximum participation by and engagement of residents. Rubicon understands that for tenants who have been homeless and living with mental illness, the establishment of trust between tenants and staff is an incremental process. In this setting, staff must be creative, using non-traditional ways of reaching out to and engaging tenants, as well as providing culturally competent services, ensuring an inclusive environment where diversity is valued and celebrated. The Support Services Coordinator will implement and coordinate regular activities as listed below that provide an opportunity for staff and clients to interact less formally as a way of building rapport. MHSA PSCs will reach out to residents on a regular basis, letting them know of the services available.

The PSCs will meet with each resident at least twice per week unless the service team agrees upon and documents a need for less frequent contact, or a tenant expresses a wish for less frequent contact. The LMJ Plaza Resident Service Team including the SSC, PSCs, and other Case Managers with whom a tenant is working, along with Property Management staff will check in regularly regarding any tenant issues or concerns that affect residents’ stable housing. This check-in could be in the form of a brief morning team meeting as well as a weekly staff meeting/case conference where tenant issues are discussed in depth. The LMJ Resident Service team will determine a regular meeting time to discuss any issues that might be affecting a tenant’s housing stability. LMJ Resident Service Team will work with other on-site service providers/case managers, Property Management (PM) and tenant leaders to determine frequency and agenda for building wide tenant meetings.

The goal will be face-to-face contact between staff and tenants no less frequently than two times per week until less frequent contact is warranted. Finally, the Support Services Coordinator and the PSCs will be kept apprised by Property Management of incidents or occurrences that could threaten the tenant’s housing stability. Working within established norms of confidentiality, the staff will offer services and support to address problems as they occur.

(iii) Key Services

The following services will be provided by this project and unless otherwise noted are provided by Rubicon staff:

- a) New Tenant Orientation: provided by Rubicon Support Services Coordinator, residents, the property manager, MHSA Personal Services Coordinators.
- b) Assessment and Evaluation: provided by the MHSA PSCs in conjunction with the SSC.
c) **Case Management**: provided by the MHSA PSC, with individual counseling, support with an Individual Service Plan, support with a Self-Sufficiency plan and linkage to community supports as the primary tasks.

d) **Crisis Intervention**: provided by MHSA PSCs in conjunction with the SSC when appropriate and off-site staff of the appropriate partner group.

e) **Support Groups**: provided by MHSA PSCs and by partner providers both on and off site.

f) **Life Skill Education**: Coordinated by the SSC and provided by MHSA PSCs and other providers who will come on site to provide this service.

g) **Conflict Resolution/Mediation**: Coordinated by the SSC and provided by MHSA PSCs in conjunction with partner providers.

h) **Psychiatry Services**: provided by County Mental Health partners or private doctors and when appropriate through the Rubicon Day Treatment Program, depending on the tenant’s medical plan and medication regime.

i) **Recovery Services**: Coordinated by the SSC and provided by MHSA PSCs and other community substance abuse providers. Whenever possible the SSC will make available various types of self-help support groups including W.R.A.P (Wellness Recovery Action Plan) and Dual-Recovery (both groups specifically for people w/ a mental health diagnosis); Rational Recovery; Twelve Step; Hep C Support groups and others.

j) **Substance Abuse Services**: same as above. MHSA residents who require substance abuse support and intervention will be referred to substance abuse treatment and will be assisted to create a Harm Reduction-based relapse prevention plan and contract that will be supported by the PSC.

k) **Daily Living Skills Assistance**: provided by MHSA PSCs, service partner providers and contracted in-home health providers. The SSC, who will work directly with providers to evaluate and determine resident care needs, will coordinate these services.

l) **Counseling/Individual and Group**: provided by MHSA PSCs both on-site and in the community.

m) **Recreational/Socialization Opportunities**: provided by MHSA PSCs and coordinated by the SSC for activities that are on- and off-site. Partner providers will also coordinate activities for population specific residents.

n) **Job/Educational**: provided by MHSA PSCs and other off-site Rubicon vocational counselors and job placement staff. Educational support will be provided through the Richmond Library Literacy for Every Adult Program (LEAP) and the West County Police Activity League computer lab.

o) **Personal Finance Management**: provided by MHSA PSCs and when possible by the Rubicon Money Management Program.

p) **Entitlement Programs Assistance/Benefits Counseling**: provided by the Hawkins Center of Rubicon Programs.

q) **Legal Assistance**: Coordinated by the Support Services Coordinator and provided by the Hawkins Center and/or other specialty legal consultants.

r) **Transportation**: provided by MHSA PSCs via leased van provided through this project and/or by partner providers when appropriate.

s) **Food/Nutritional Services**: The SSC will assure that local free food and nutrition services and resources are available on and off-site to all LMJ Plaza tenants who qualify for the program. Bus tickets will be provided to assist tenants with transportation to food programs.
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t) **Resident Suggestion Box:** Rubicon will provide a “Resident Suggestion Box” at the LMJ Plaza as at all Rubicon housing sites. The SSC will check the box for resident feedback each week. Suggestions will be shared/posted in a tenant common area and discussed at resident counsel meetings.

u) **Housing Retention and Eviction Prevention:** Services coordinated by the Rubicon SSC, provided by MHSA PSCs and other agencies that provide this service.

v) **Parenting Support:** parenting classes; childcare; access to respite care.

The project is designed so that many of the services will be provided on-site, whether they are provided by Rubicon or service partner staff. It is expected, however, that residents will have appointments off-site with doctors or with providers with whom they already have relationships. The on-site SSC will work with other providers to make sure that residents have transportation plans that meet their needs.

The goal of on-and off-site services is that they be appropriate and accessible to all LMJ Plaza residents. Services will be provided in a way that allows tenants to maintain their dignity and be self-sufficient in their housing while receiving high quality support.

E. **Staffing**

The goal will be to have services and activities available to MHSA tenants at LMJ Monday through Saturday. Staffing is designed to support a six-day services model. Best Practice Supportive Housing crisis intervention procedures will be in place that utilize Rubicon staff, MHSA PSCs and partner service providers.

i. **Director of Case Management Services:** will provide oversight for all of the Lillie Mae Jones Project and service coordination at the Lillie Mae Jones Plaza. Initially the Director of Case Management Services will work closely with the Property Management Company to integrate the rent up process with the services program. It is very likely that upon entering the LMJ Plaza housing program, the MHSA tenants will need household start up kits. The Director of Case Management Services will be responsible for working with the community to identify donors and facilitate a plan to supply each household with what it needs to get started prior to tenant move-in. EBALDC and the Director of Case Management Services will conduct a team orientation.

ii. **Support Services Coordinator:** This critical program component will ensure the ongoing implementation of the Individualized Service Plan, and modification of that plan over time, as needed and the overall coordination of all on-site activities. The Support Service Coordinator facilitates a program and services orientation with each Full Service Partner and their other providers upon entry to the LMJ Plaza Project. Initially the SSC will review tenant progress with the PSCs at least one time per week. The Support Services Coordinator (SSC) will identify activities and projects of interest to tenants; plan and coordinate classes for adults; coordinate after-school activities for children; plan weekend and holiday community building events; work with PSCs and partner Case Managers to
convene tenant meetings; and assist tenants in assembling a tenant council as requested. The SSC will also serve as a central point of contact for property management staff.

iii. **MHSA Personal Service Coordinator**: The Contra Costa County Mental Health Administration is the oversight entity for the MHSA program in the county. As the lead service agency, Rubicon hires Personal Service Coordinators to provide “Wrap Around” case management services for each FSP tenant. The Rubicon Support Services Coordinator will work closely with the PSCs to assure that LMJ Plaza MHSA residents receive integrated seamless services.

iv. **HIV/AIDS Case Management**: The County AIDS Program provides an array of services that include medical case management; benefits counseling; legal (non-criminal) services through Rubicon’s Hawkins Center; limited emergency financial assistance; van transportation; food bank services and meals; access to support services provided through an adult day center; home-based attendant care; substance abuse and mental health counseling and treatment referrals; AIDS Drug Assistance Program (certification for State HIV medication assistance); and care coordination (re-establishing linkages back into primary medical services).

v. **Nursing Services**: A Health Services Nurse will be available on site for all supportive housing residents to access.

vi. **Health Educator**: A Health Educator will provide workshops, lead classes and provide one-on-one counseling to residents on a variety of issues such as nutrition, specific health concerns and preventative health care.

F. Management

i. Records will be kept on all supportive housing residents. The extent of records will depend on the level of service participation of each consumer. At a minimum, supportive service records will include the initial application, intake form, initial service plan, quarterly updates on that plan, and logs of client encounters. Beyond this, the record would include consents for release of information, progress notes made in between quarterly service plan reviews, correspondence between the consumer and providers including meeting reminders, and correspondence from property management to tenant which was copied to supportive services. Original records will be kept at Rubicon Programs and will be handled in accordance with Rubicon Programs’ policies. Working files will be kept on-site in a locked file cabinet. Resident files will be retained for three years after the consumer exits housing and off-site thereafter on a permanent basis.

ii. The crisis management plan and incident review process will entail joint responsibilities by both Rubicon and property management. The Rubicon Director of Case Management Services, the Support Services Coordinator and property management will jointly identify
critical types of incidents ahead of time, and establish a coordinated responsibility list to address these situations. The coordinated responsibility list will lay out a plan for response by each party. Each incident meeting the criteria requiring a coordinated responsibility list will generate an incident report. Copies of this incident report will flow from the Support Services Coordinator to both the EBALDC Property Manager and Rubicon’s Director of Case Management.

iii. Evaluation and monitoring of the project will occur at several levels. The site Support Services Coordinator in conjunction with the MHSA Personal Services Coordinators will follow the progress of each tenant in their service plan on-site, and will monitor participation in the project including off-site services, utilizing Rubicon’s client database. The Support Services Coordinator will meet with the service team weekly to discuss the status of each tenant.

iv. Rubicon Programs requires that all staff certify their understanding of agency confidentiality protocol initially upon employment and at regular intervals thereafter. The agency’s confidentiality protocols comply with those established by the US Dept of Health and Human Services as mandated by HIPAA, the American Psychological Association, the American Personnel and Guidance Association, and the Welfare and Institutions Code of the State of California. In general, staff do not release any information regarding a client, verbally or in writing, to any person, with the following exceptions: the individual who made the initial referral, an individual who obtains a signed release of information form from the client; and, in the case of a minor, an individual who obtains a signed release of information from the client’s conservator or legal guardian. Separate and specific releases of information must be obtained relating to HIV/AIDS. These boundaries also apply to the release of information between supportive services staff and property management staff.

v. Rubicon’s grievance procedure encourages consumers to first attempt to resolve the dispute with the staff person directly involved (either support services or property management). If the tenant is not satisfied with the outcome of that attempt, the tenant is to submit a written complaint to that employee’s supervisor. If the tenant is not satisfied with the outcome at that stage, he or she is to submit a written complaint to the Executive Director. Finally, if the dispute is still not resolved, it can be formally submitted to the Board of Directors. Each tenant reviews and signs an agreement to abide by the grievance procedure upon occupancy.

G. Coordination between Property Management and Services

Meetings will be held at least twice monthly between Rubicon services staff and EBALDC property management staff in accordance with the terms of an MOU for Services. In addition to a meeting schedule, the MOU will establish communication protocols pertaining to issues such as property management concerns regarding a supportive housing tenant, service provider concerns regarding property management practices, property management concerns regarding needs of non-supportive housing tenants, supportive housing unit turnovers and the integration of supportive housing tenants into the larger LMJP community.
### D.5 Supportive Services Chart

<table>
<thead>
<tr>
<th>Supportive Service</th>
<th>Target Population</th>
<th>Service Provider(s)</th>
<th>Service Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Tenant Orientation</td>
<td>All Lillie Mae Jones Tenants</td>
<td>This service will be provided by Rubicon Support Services Coordinator, residents, the property manager, MHSA Personal Services Coordinators and specified population Case Managers</td>
<td>On site and off site (transportation assistance provided as needed)</td>
</tr>
<tr>
<td>Assessment and Evaluation</td>
<td>MHSA tenants</td>
<td>This service will be provided by MHSA PSCs in conjunction with the SSC</td>
<td>On-site</td>
</tr>
<tr>
<td>Case Management:</td>
<td>MHSA tenants</td>
<td>This service will be provided by the MHSA Personal Services Coordinators (PSC), with individual counseling support with an Individual Service Plan, support with a Self-Sufficiency plan and linkage to community supports as the primary tasks.</td>
<td>On site and off site (transportation assistance provided as needed)</td>
</tr>
<tr>
<td>Crisis Intervention:</td>
<td>MHSA Tenants</td>
<td>This service will be provided by MHSA PSCs in conjunction with the SSC when appropriate and off-site staff of the appropriate partner group</td>
<td>On site and off site (transportation assistance provided as needed)</td>
</tr>
<tr>
<td>Support Groups:</td>
<td>MHSA Tenants</td>
<td>Provided by MHSA PSCs and by partner providers both on and off site.</td>
<td>On site and off site (transportation assistance provided as needed)</td>
</tr>
<tr>
<td>Life Skills Education</td>
<td>MHSA Tenants</td>
<td>Coordinated by the SSC and provided by MHSA PSCs, partner Case Managers and other providers who will come on site to provide this service. Rubicon Staff / Community Presenters / CCC Health Teams / Tenants and Consumers/Peers.</td>
<td>On site</td>
</tr>
<tr>
<td>Supportive Service</td>
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<tr>
<td>Conflict Resolution/ Mediation:</td>
<td>MHSA Tenants</td>
<td>Coordinated by the SSC and provided by MHSA PSCs in conjunction with partner providers and community conflict resolution agencies.</td>
<td>On site and off site (transportation assistance provided as needed)</td>
</tr>
<tr>
<td>Psychiatry Services</td>
<td>MHSA tenants</td>
<td>Provided by County Mental Health partners or private doctors, depending the tenant’s medical plan and when appropriate through the Rubicon Day Treatment Program.</td>
<td>On site and off site (transportation assistance provided as needed)</td>
</tr>
<tr>
<td>Recovery Services</td>
<td>MHSA Tenants</td>
<td>Coordinated by the SSC and provided by MHSA PSCs and other community substance abuse providers. Whenever possible the SSC will make available various types of self-help support groups including W.R.A.P (Wellness Recovery Action Plan and Dual-Recovery (specifically for people w/ a mental health diagnosis); Rational Recovery; Twelve Step; Hep C Support groups and others.</td>
<td>On site and off site/ Consumer Run (transportation assistance provided as needed)</td>
</tr>
<tr>
<td>Substance Abuse Services</td>
<td>MSHA tenants who require substance abuse and co-occurring disorder support and intervention</td>
<td>MHSFSP will be referred to treatment and contracted to a Harm Reduction relapse prevention plan that will be supported by the PSC.</td>
<td>On-site and off-site (transportation assistance provided as needed)</td>
</tr>
<tr>
<td>Supportive Service</td>
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<tr>
<td>Daily Living Skills Assistance</td>
<td>MHSA Tenants</td>
<td>These services will be provided by MHSA PSCs, service partner providers and contracted in-home health providers. The SSC, who will work directly with these providers to evaluate and determine resident care needs, will coordinate these services.</td>
<td>On-site and off site; Rubicon Independent Living Services classes in the community (transportation assistance provided as needed)</td>
</tr>
<tr>
<td>Counseling/ Individual and Group</td>
<td>MHSA tenants</td>
<td>This service will be provided by MHSA PSCs both on-site and in the community.</td>
<td>On site and off site (transportation assistance provided as needed)</td>
</tr>
<tr>
<td>Recreational/ Socialization Opportunities</td>
<td>All Tenants</td>
<td>These services will be provided by MHSA PSCs, and is coordinated by the SSC for activities that are on- and off-site. Partner Case Managers/providers will participate and coordinate activities for population specific residents.</td>
<td>On site and off site (transportation assistance provided as needed)</td>
</tr>
<tr>
<td>Job/Educational</td>
<td>MHSA Tenants</td>
<td>MHSA PSCs and other off-site Rubicon vocational counselors and job placement staff will provide these services. Educational support will be provided through the Richmond Library LEAP and the West County Police Activity League computer lab.</td>
<td>On site and off site Rubicon Programs Inc.; Richmond Works One Stop; Richmond Library L.E.A.P; Police Activities League Computer Lab (transportation assistance provided as needed)</td>
</tr>
<tr>
<td>Personal Finance Management</td>
<td>MHSA Tenants</td>
<td>This service will be provided by MHSA PSCs via working with the tenant to establish resident budget and savings plan, and when possible by the Rubicon Money Management Program.</td>
<td>On site and off site - Rubicon Programs Inc. Community Workshops (transportation assistance provided as needed)</td>
</tr>
<tr>
<td>Entitlement Programs Assistance/Benefits Counseling</td>
<td>MHSA Tenants</td>
<td>These services will be provided by the Hawkins Center of Rubicon Programs.</td>
<td>On site and off site (transportation assistance provided as needed)</td>
</tr>
<tr>
<td>Supportive Service</td>
<td>Target Population</td>
<td>Service Provider(s)</td>
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</tr>
<tr>
<td>Legal Assistance</td>
<td>MHSA Tenants</td>
<td>Coordinated by the Support Services Coordinator and provided by the Hawkins Center and/or other specialty legal consultants.</td>
<td>On site and off site (transportation assistance provided as needed)</td>
</tr>
<tr>
<td>Transportation</td>
<td>MHSA Tenants</td>
<td>This service will be provided by MHSA PSCs via leased van provided through this project and/or by partner providers when appropriate.</td>
<td>On-site</td>
</tr>
<tr>
<td>Food/Nutritional Services</td>
<td>All tenants</td>
<td>The SSC will assure that local free food and nutrition services, programs and resources are available on and off-site for all LMJ Plaza tenants who qualify for the program.</td>
<td>On site; West CCC Food Bank (food for tenants and nutrition classes for tenants) (transportation assistance provided as needed)</td>
</tr>
<tr>
<td>Resident Suggestion Box</td>
<td>All tenants</td>
<td>This service will be provided by all members of the LMJ Plaza Service team/Rubicon’s SSC; MHSA PSCs; partner Case Managers.</td>
<td>On-site</td>
</tr>
<tr>
<td>Information and Referral</td>
<td>All tenants</td>
<td>This service will be provided by all members of the LMJ Plaza Service team/Rubicon’s SSC; MHSA PSCs; partner Case Managers.</td>
<td>On-site; Referrals to community Resources (transportation assistance provided as needed)</td>
</tr>
<tr>
<td>Housing Retention and Eviction Prevention Services and Information</td>
<td>MHSA Tenants</td>
<td>Services coordinated by the Rubicon SSC, provided by MHSA PSCs and other agencies that provide this service.</td>
<td>On site and off site (transportation assistance provided as needed)</td>
</tr>
<tr>
<td>Parenting Support</td>
<td>MHSA households with children</td>
<td>Services provided are parenting classes; child care; access to respite care.</td>
<td>On site and off site (transportation assistance provided as needed)</td>
</tr>
</tbody>
</table>

Primary Service Provider: Rubicon Programs Inc