

**Alameda County Behavioral Health Care Services (BHCS)
MHSA Housing Program
Tenant Referral and Certification
Policy and Procedure**

Background

According to the Mental Health Services Act (MHSA) Housing Program guidelines (See http://www.dmh.ca.gov/mhsa/docs/MHSAApplication_rev08-13-07.pdf) established by the California Housing Financing Agency (CalHFA) and the California Department of Mental Health (DMH), BHCS must establish policies and procedures for the certification and referral of eligible tenants to designated MHSA housing units developed through MHSA Housing Program funds. This document contains these required policies and procedures. These policies and procedures are designed to facilitate initial rent-up within a reasonable timeframe and to establish a consistent ongoing process for tenant certification and referral of eligible MHSA tenants to a particular development.

Master Leased and Open Leased MHSA Units

In applying for MHSA Housing funds, developers have an opportunity to select between two housing partnership and tenant selection strategies. One strategy involves a partnership with a specific service provider agency or agencies that master lease MHSA units from a particular developer. The service provider agency takes responsibility for paying the full rent for the unit to the developer, filling the unit with MHSA certified tenants, and addressing any tenant violations of the service provider agency's sublease agreement with the tenant. It is important to note that not all MHSA service provider agencies have the capacity to enter into this type of master lease arrangement. Not all development projects and funding sources allow for such master lease arrangements. Fair housing laws should also be considered by developers in entering into master leasing arrangements.

For developers that cannot or choose not to enter into master lease partnerships, they will be using an open lease strategy. This strategy requires that the developer maintain their own waiting list for MHSA units at a particular project. This list can only contain applicants certified as eligible by the BHCS Housing Services Office.

Application for Certification

Only applicants that have been certified as eligible for MHSA Housing may be referred to and obtain tenancy in MHSA Housing Program funded units. To be considered a certified applicant, an individual must submit an MHSA Housing Program –Application for Eligibility Certification [See Attachment G - *Pending*] that documents their eligibility for an MHSA unit. The application contains questions and requires documentation to determine if the individual meets MHSA Housing Program requirements and any specific requirements that may pertain to a particular housing development, e.g., age in a transitional age youth project. Individuals will be certified as eligible by BHCS Housing Services Office Staff.

Completed and received applications will be processed within 10 business days of receipt of the application. Applications will only be accepted during open application periods. Applications will be processed and reviewed on a first-come, first-served basis.

Eligibility for Certification

Individuals certified as eligible for an MHSA Housing Unit can be placed on a project-specific waiting list managed by the developer/owner (Open Leasing) or certified for move-in to a master-leased unit (Master Leasing). The Certification process will document that the applicant meets all of the following criteria.

- **Person in household with SMI/SED:** Adults (18-59 years old) or Older Adults (60+ years old) means adults with serious mental illness as defined in Welfare and Institutions Code Section 5600.3 (b) (1) [See Attachment A] or Children or adolescents (<18 years old) with severe emotional disorders as defined in Welfare and Institutions Code 5600.3 (a) (1), and their families [See Attachment B].
- **Income:** Household income falls below 30% of the current Area Median Income for a given household size [See Attachment C].
- **Eligible for MHSA services:** Enrolled in an MHSA-funded services program funded and approved by the State as part of the County’s Community Services and Support Plan or eligible for such an MHSA-funded services program [See Attachment D for a list of current MHSA-funded programs and their eligibility criteria].
- **“Homeless” OR “At-Risk of Homelessness”** [See Attachment E for definitions of these terms].
- **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.
- **Other Allowable Project criteria:** A particular project may have additional eligibility criteria that only pertain to that project. For example, a building may be restricted to individuals 62 and older or to transition age youth between the ages of 18 and 24. Eligibility criteria for specific projects will be noted in MHSA Housing Program materials and in the MHSA Housing Program –Application for Eligibility Certification.

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. MHSA Housing Providers are expected to work with BHCS service providers to provide reasonable accommodations to individuals with poor tenant histories given the intention of the MHSA Housing Program.

Certification Process

The Alameda County Behavioral Health Care Services (BHCS) Housing Services Office will serve a centralized function of eligibility certification but will not maintain a centralized waiting list. The certification process requires that BHCS staff review all applications to determine if applicants meet the specific eligibility criteria for MHSA housing units. For applicants not currently enrolled in MHSA funded services programs, BHCS staff must verify that the individuals are eligible for MHSA-funded services.

BHCS will maintain copies of all completed applications and a list of all certified applicants in chronological order according to the date applications were received. This list will also identify which project-specific waiting lists that an applicant is currently on and any master-lease service partnerships that might apply.

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 the MHSA Housing Services Office within 10 business days of issuance of the rejection letter. Details of the appeal process will be provided in the ineligibility notification letter.

Referral Process

The Alameda County Behavioral Health Care Services (BHCS) Housing Services Office will utilize their current list of certified applicants to refer individuals to project-specific waiting lists or master leased units. In master leasing arrangements, individual MHSA service providers will be responsible for filling the master leased units by referring their participants to BHCS for MHSA Housing certification. Once certified, these participants can move into master-leased units according to the policies and practices of the particular service provider(s).

Developers with open leasing arrangements will need to establish a waiting list strategy with their particular housing project that allows for the appropriate number of designated MHSA Housing units to be occupied by MHSA certified tenants. The BHCS Housing Services Office will accept certification applications requesting placement on project specific waiting lists when the developer notifies the Office that additional individuals are needed for the project-specific MHSA unit waiting list. Developers can determine how many MHSA certified individuals to maintain on their waiting list. When BHCS publicizes they are open for receiving certification applications BHCS will receive and accept applications for a minimum of 14 days from the date of the announcement. BHCS will continue to accept certification applications for referral to particular developers until all of the waiting lists are full. Certification applications will be processed and referrals to developers made in chronological order based on the date the MHSA Housing Program Application was received by BHCS.

Developers are responsible for contacting potential MHSA tenants from their waiting list when a unit becomes available. BHCS staff will provide developers with appropriate background and contact information for certified applicants. BHCS certification of MHSA housing eligibility does not imply that a particular developer must accept this tenant into a designated MHSA unit.

Individuals may seek tenancy in developments funded by the MHSA Housing Program through directly approaching the property manager and/or the developer to inquire about qualifying for one of the MHSA Housing Program units. Each property manager and/or developer with MHSA Housing Units will be given appropriate written information to distribute to such interested individuals. At a minimum this information will include a description of the eligibility criteria for the unit, a list of MHSA service providers and appropriate contact information, a copy of the

MHSA Housing Program –Application for Eligibility Certification, and contact information for the BHCS Housing Services Office.

Eligibility Determination for a Specific Open Leasing Unit

Note: This section only applies to developments with open leasing units. The process for moving tenants into vacant master-leased units is outlined above in the previous section.

When a designated open leasing MHSA unit becomes available the developer must contact MHSA certified applicants on their current project specific waiting list. The developer or their designee will screen applicants from their list according to their internally established policies and procedures. The developer must provide BHCS and MHSA service providers with written information outlining their process for screening applicants at their site, as well as copies of the forms that need to be completed as part of the tenant screening process. The developer must notify the BHCS Housing Services Office when they accept a MHSA certified tenant into one of their MHSA units.

When the housing provider meets with a certified applicant for their screening, the housing provider may only ask the individual questions that are directly related to the individual's ability to meet the requirements of tenancy. This may include questions about source of income to pay rent; a history of nonpayment of rent, or a history of evictions for failure to maintain the premises. Housing providers may also ask the individual if he or she has a criminal conviction, but the request should be related to the terms and conditions of tenancy and determining whether the individual can comply with the lease.

In screening the individual for tenancy, the housing provider should consider whether any conditions described by the applicant that might typically be grounds for denying tenancy (e.g. non-payment of rent, failure to maintain the premises) could be due in part to the circumstances that resulted in the individual being eligible for MHSA services. For example, a seriously mentally ill individual may have had difficulty maintaining his/her apartment and may thus have been evicted. Consistent with the intent of the Mental Health Services Act, the housing provider should consider whether the MHSA services available to the housing unit will likely enable the prospective tenant to meet the conditions of tenancy.

Once an individual has been selected for tenancy in a specific unit, that individual should be notified in writing and provided a specific occupancy date. A designated staff member from a service provider agency will be available to assist the individual in making arrangements for and completing their move in to the specific unit.

If the individual is not selected for tenancy in a specific unit, the housing provider should notify the individual in writing and provide a basis for non-selection. A copy of this non-selection notice will also be sent to the BHCS Housing Services Office. The housing provider should also notify the individual of his/her right to appeal the decision according to the policies and procedures of the particular housing site.

Maintenance of the Certification List

The BHCS MHSAs Housing Program certified applicant list will contain enough applicants to fill MHSAs unit vacancies in a timely fashion. This number will fluctuate over time depending on a variety of factors such as when units become available and the proportion of open and master leased units among all the MHSAs units. BHCS staff will meet with MHSAs Housing providers at least twice per year to determine whether or not the certification process is meeting the needs of the housing providers.

Initially, the MHSAs Housing Program certified applicant list will remain open until all of the projects with MHSAs units have an appropriate number of individuals on their project-specific waiting lists. As stated previously, the BHCS office will be open to receiving applications again when the project-specific waiting lists become too low.

A certified applicant may be on multiple, personally-selected, project-specific waiting lists as a result of this process. An applicant that rejects an offer of housing from a particular housing site will be removed from that project's waiting list but can remain on other project waiting lists. If a certified applicant rejects two offers of MHSAs housing, BHCS will request that this individual be removed from all project-specific waiting lists unless the individual has circumstances that justify the rejections, e.g., hospitalization. Individuals that are removed from project-specific waiting lists because of two rejections will be moved to the bottom of the centralized certification list maintained by BHCS.

Applicants that do not respond to referrals for property management screening within the designated time frame established by a developer can be moved to the bottom of the project-specific waiting lists unless there are extenuating circumstances that prevented the applicant from meeting with the property manager. After three missed opportunities to meet with a property manager for screening regardless of the reason, the applicant can be removed from the project-specific waiting lists. Applicants that meet with the property manager for screening that are not accepted for move-in will maintain their place chronological place on the certification list. An applicant can request that their name be removed from the certification list at any time.

The certification list will be reviewed and updated on an ongoing basis. To remain on the certification list, an applicant must remain eligible for the MHSAs Housing Program, i.e., they must continue to meet all of the aforementioned eligibility criteria. If one or more of the eligibility criteria is no longer met, the applicant will be removed from the list. Applicants will be notified in writing about any pending removal from the certification list and will be given an opportunity to appeal this decision within 10 business days. An applicant that was once removed from the certification list can re-apply when the list reopens and the applicant meets ALL eligibility criteria.

Marketing Plan

In order to provide maximum possible access to members of the eligible population, the BHCS Housing Services Office will routinely provide notification to the following entities when the MHSA Housing Program certification list becomes open:

- BHCS system providers through a web page update and e-mails to those signed up for BHCS Housing Services Office email updates
- MHSA-funded service providers, specifically their designated housing liaisons
- Alameda County Continuum of Care Council and/or EveryOne Home e-mail distribution lists
- Eden Information and Referral – 2-1-1 – centralized housing information and referral via a toll-free number
- All of the Housing Authorities and City Housing Department staff within Alameda County
- Mental health consumer and family resource centers and drop-in programs

In some circumstances, project-specific marketing plans may need to be approved by various funding agencies, regulatory bodies, and legal counsel. The BHCS Housing Services Office will work with developers and property managers to ensure appropriate marketing of MHSA Housing Units.

Appeals

At several steps in the process of attempting to access MHSA Housing Program units an individual denied access may request an appeal from the BHCS Housing Services Office, their service provider agency, and/or the developer. Service providers and developers must develop and maintain their own internal policies and procedures for handling appeals to decisions made by their organizations.

BHCS decisions that may warrant appeals include initial attempt to gain certification, denial of recertification, or if a previously certified applicant is removed from the certification list for failure to comply with any of the above procedures.

The BHCS Housing Services Office appeals process requires that applicants provide a written request for a formal appeal to a BHCS Housing Services Office decision. BHCS Housing Services Office will have 10 business days to respond to a written request for an appeal. The BHCS Housing Services Director 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 BHCS Housing Services Director, a consumer representative, a family representative, and a BHCS System of Care Director. At this meeting, the applicant will be able to present his/her case to the review panel and the BHCS Housing Services Director will describe the reasons for their original decision on the matter. The review panel will ask any clarifying questions they have regarding the situation in question. The applicant will then be asked to leave the room and will be notified of the review panel's decision in writing within the next 10 day business days. The decision of the review panel is final.

The BHCS Housing Services Office staff members DO NOT have the authority to overturn a non-selection decision made by an individual developer or property manager. However, BHCS Housing Services Office staff members can serve as a mediator in such situations and can work to ensure that an individual's rights are honored throughout the process. Each property manager or developer must maintain their own process for appeals to their non-selection decisions that is independent of the appeals process through the BHCS Housing Services Office.

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ATTACHMENT A

Welfare and Institutions Code Section 5600.3 (b) (1)

For the purposes of this part "serious mental disorder" means a mental disorder which is severe in degree and persistent in duration, which may cause behavioral functioning which interferes substantially with the primary activities of daily living, and which may result in an inability to maintain stable adjustment and independent functioning without treatment, support, and rehabilitation for a long or indefinite period of time. Serious mental disorders include, but are not limited to, schizophrenia, as well as major affective disorders or other severely disabling mental disorders. This section shall not be construed to exclude persons with a serious mental disorder and a diagnosis of substance abuse, developmental disability, or other physical or mental disorder.

Members of this target population shall meet all of the following criteria:

- (A) The person has a mental disorder as identified in the most recent edition of the diagnostic and Statistical Manual of Mental Disorders, other than a substance use disorder or developmental disorder or acquired traumatic brain injury pursuant to subdivision (a) of Section 4354 unless that person also has a serious mental disorder as defined in paragraph (2).*
- (B)*
 - (i) As a result of the mental disorder the person has substantial functional impairments or symptoms, or a psychiatric history demonstrating that without treatment there is an imminent risk of decompensation to having substantial impairments or symptoms.*
 - (ii) For the purposes of this part, "functional impairment" means being substantially impaired as the result of a mental disorder in independent living, social relationships, vocational skills, or physical condition.*
- (C) As a result of a mental functional impairment and circumstances the person is likely to become so disabled as to require public assistance, services, or entitlements.*

For the purpose of organizing outreach and treatment options, to the extent resources are available, this target population includes, but is not limited to, persons who are any of the following:

- (A) Homeless persons who are mentally ill.*
- (B) Persons evaluated by appropriately licensed persons as requiring care in acute treatment facilities including state hospitals, acute inpatient facilities, institutes for mental disease, and crisis residential programs.*
- (C) Persons arrested or convicted of crimes.*
- (D) Persons who require acute treatment as a result of a first episode of mental illness with psychotic features.*

California veterans in need of mental health services who are not eligible for care by the United States Department of Veterans Affairs or other federal health care provider and who meet the existing eligibility requirements of this section, shall be provided services to the extent resources are available. Counties shall refer a veteran to the county veterans service officer, if any, to determine the veteran's eligibility for, and the availability of, mental health services provided by the United States Department of Veterans Affairs or other federal health care provider.

ATTACHMENT B

Welfare and Institutions Code 5600.3 (a)(1)

For the purposes of this part, "seriously emotionally disturbed children or adolescents" means minors under the age of 18 years who have a mental disorder as identified in the most recent edition of the Diagnostic and Statistical Manual of Mental Disorders, other than a primary substance use disorder or developmental disorder, which results in behavior inappropriate to the child's age according to expected developmental norms.

Members of this target population shall meet one or more of the following criteria:

- (A) As a result of the mental disorder the child has substantial impairment in at least two of the following areas: self-care, school functioning, family relationships, or ability to function in the community; and either of the following occur:
 - (i) The child is at risk of removal from home or has already been removed from the home.*
 - (ii) The mental disorder and impairments have been present for more than six months or are likely to continue for more than one year without treatment.**
- (B) The child displays one of the following: psychotic features, risk of suicide or risk of violence due to a mental disorder.*
- (C) The child meets special education eligibility requirements under Chapter 26.5 (commencing with Section 7570) of Division 7 of Title 1 of the Government Code.*

ATTACHMENT C

Area Median Income Table for Alameda County (2007)

Median Income = \$83,000

		Alameda County, California								
FY 2007 Income Limit Area	<u>Median Income</u>	FY 2007 Income Limit Category	1 Person	2 Person	3 Person	4 Person	5 Person	6 Person	7 Person	8 Person
Alameda County	\$83,000	<u>Very Low (50%) Income Limits</u>	\$29,350	\$33,500	\$37,700	\$41,900	\$45,250	\$48,600	\$51,950	\$55,300
		<u>Extremely Low (30%) Income Limits</u>	\$17,600	\$20,100	\$22,650	\$25,150	\$27,150	\$29,150	\$31,200	\$33,200

Source: <http://www.huduser.org/datasets/il/il2007/st.odt>.

Oakland-Fremont, CA HUD Metro FMR Area.

ATTACHMENT D

Current MHSAs Programs Appropriate for Partnership with a Developer

List includes Community Services and Supports (CSS) programs that provide ongoing, wraparound, intensive services only. It is possible that some Prevention and Early Intervention Programs may meet this criterion. However, these programs are not likely to be developed and operational until at least July 2008.

Key for terms below:

FSP = Full Service Partnership

OE/SD = Outreach Engagement/System Development

A = Adult (18-59 years old)

OA = Older Adult (60 + years old)

TAY = Transition Age Youth (16-25 years old)

Proposal #	Region	Age Group	DECREASE HOMELESSNESS	Program Management
FSP 1	North, Central	A	Host (Homeless Outreach & Stabilization Team): Multidisciplinary ACT team engages homeless adults and links them to a range of services, including peer support, the means to obtain and maintain housing, and community based supports.	Contract awarded to Bonita House
FSP 2	North	OA	North County Senior Homeless Program: Multidisciplinary ACT team engages homeless seniors and links them to a range of services, including peer support, the means to obtain and maintain housing, and community based supports.	Contract awarded to BACS
FSP 3	County-wide	TAY	STAY (Supportive Housing for Transition Age Youth): Multidisciplinary ACT team engages transition-age-youth who are homeless, (have aged out of foster care, are leaving the justice system or residential treatment) and links them to a range of services, including peer support, the means to obtain and maintain housing, and community based supports.	Contract awarded to Fred Finch & Tri-City Homeless Coalition (housing component)
FSP 4	South, East	A	Greater HOPE Project: Adds housing, personal service coordination and medication capacity to an existing mobile homeless outreach provider in South and East County.	Sole Sourced to Tri-City Homeless Coalition
OE/SD 10	County-wide	TAY, A, OA	Creating Homes Program: Creates a Housing Office (<i>with a Housing Services Administrator – Robert Ratner</i>) within BHCS to develop system wide housing strategy and develop housing units. Adds peer-based, vocational and housing financial supports to a select group of current mental health service team clients. There are 18 such teams operated by 13 different organizations.	BHCS and Housing & Community Development

Proposal #	Region	Age Group	DECREASE EMERGENCY MEDICAL CARE AND FREQUENT HOSPITALIZATION (via primary care integration with mental health services)	Program Management
OE/SD 4a	South	OA	Mobile Integrated Assessment & Treatment Team for Seniors: Increases access for homebound seniors through the use of mobile geriatric mental health teams.	Sole Sourced to City of Fremont
OE/SD 4b	Central	OA	Integrated MH & Primary Care for Latino Seniors: Deploys mental health staff in one primary care clinic serving Spanish-speaking older adults. Trains primary care professionals in mental health screening. Provides mental health services and supports.	TBD
OE/SD 4c	Central	OA	Integrated MH & Primary Care for Asian & Pacific Islander Seniors: Deploys mental health staff in one primary care clinic serving Asians & Pacific-Islanders. Trains primary care professionals in mental health screening. Provides mental health services and supports.	TBD
OE/SD 4d	Central	OA	Integrated MH & Primary Care – Emergency Room Services for Seniors: Serves seniors who are frequent users of emergency rooms. Develop integrated management teams that link emergency room services with mental health services.	TBD

Proposal #	Region	Age Group	DECREASE / PREVENT INCARCERATION AND INVOLVEMENT WITH THE JUSTICE AND CHILD / ADULT WELFARE SYSTEMS	Program Management
FSP 6	County-wide	TAY	Transition to Independence Process (TIP) : Provides services to transition-age youth who are homeless, leaving foster care or criminal justice system through a multidisciplinary "TIP" team connected with an existing CBO. U.S. Center for Mental Health Services "Best Practice."	Sole Sourced to the City of Berkeley
FSP 5	County-wide	A	FACT (Forensic Assertive Community Treatment) Team: Creates a multi-disciplinary ACT team and community support center for adults with extensive criminal justice histories and experience in the public mental health system.	Contract awarded to East Bay Community Recovery Project
OE/SD 9	County-wide	C&Y	MST (Multisystemic Therapy): Family preservation strategy that serves chronic juvenile offenders with Severe Emotional Disturbance (SED) that co-occurs with substance abuse and violent behavior.	Contract awarded to Seneca Center

ATTACHMENT E

MHSA Housing Program - “Homeless” and “At Risk of Homelessness” Definitions:

- “Homeless” means living on the streets, or lacking a fixed, regular, and adequate night-time residence. (This includes shelters, motels and living situations in which the individual has not tenant rights).
- Individuals who are “at risk of homelessness” include:
 - ❖ Transition-age youth [16-25 years old] (as defined in Welfare and Institutions Code Section 5847(c), and in Title 9, California Code of Regulations, Section 3200.80) exiting the child welfare or juvenile justice systems.
 - ❖ Individuals discharged from institutional settings including:
 - Hospitals, including acute psychiatric hospitals, psychiatric health facilities (PHF), skilled nursing facilities (SNF) with a certified special treatment program for the mentally disordered (STP), and mental health rehabilitation centers (MHRC)
 - Crisis and transitional residential settings
 - ❖ Individuals released from local city or county jails
 - ❖ Individuals temporarily placed in Residential Care Facilities upon discharge from one of the institutional settings cited above.
 - ❖ Individuals who have been assessed and are receiving services funded through Alameda County Behavioral Health Care Services (BHCS) and who have been deemed to be at imminent risk of homelessness, as certified by the BHCS Director or their designee.

ATTACHMENT F

MHSA Housing Program – Supportive Service Standards

The MHSA Housing Program, as administered in Alameda County, is designed to provide housing with accompanying supportive services to eligible applicants to promote housing stability, wellness and recovery. The provision of appropriate, voluntary services is a critical component of the MHSA Housing Program and requires a significant services commitment by the service provider(s) as well as a strong working relationship between the Property Management agency and the service provider(s). These standards describe basic expectations regarding how services are to be provided, their frequency and availability, and anticipated coordination with property management and with BHCS.

Service Principles

- **Voluntary Services:** The housing and supportive services provider acknowledge and understand that in nearly all cases receipt of services is voluntary and that individual tenants CANNOT be mandated to participate in services as a condition of their tenancy. However, tenants that are unable to meet their tenancy obligations may need to access and utilize services to maintain their housing. Tenants that repeatedly fail to meet their tenancy obligations and refuse the supports necessary to meet these obligations may lose their housing. In addition, some tenants may lose their MHSA-based housing subsidy if they do not maintain appropriate housing-related contact (e.g., change in income, change in household status) with their service provider. Loss of this subsidy may make the unit unaffordable for the tenant and ultimately lead to the loss of the unit.
- **Confidentiality:** Support service providers will provide contact information to housing developers and/or property managers for individual tenants that they work with in a particular development. Client specific service provider information can only be shared with explicit permission from the client. Support service providers agree to work to receive this consent as part of their work with individual clients. In situations, where individual clients refuse to provide this information the BHCS Housing Services Office staff will serve as a central resource for property managers and developers; these staff members can contact providers for a particular tenant and request immediate follow-up when necessary.

Contact and Coordination

- **24/7 access:** The service provider(s) agree to provide appropriate contact information and resources for potential service-related needs for MHSA Housing Program tenants on a 24 hour, 7 day per week basis. This may not include a guarantee of a direct visit to the site but is intended to provide ongoing phone consultation as a MINIMUM standard.
- **24-hour response time:** Service provider(s) commit to responding to requests for support from property managers/developers on behalf of MHSA Housing Program tenants within 24 hours of receiving such requests. At a MINIMUM service provider staff must follow-up with a phone response to the property manager or developer.

- **Frequency of services contact with tenant:** During the first six months of a new tenant moving into an MHSA Housing unit, the service provider commits to at least weekly visits to the housing site to meet with the tenant. After six months, the provider agrees to maintain at least monthly home visit contact with the tenant.
- **Appropriate caseloads:** Programs that provide supportive housing services will work toward having minimum effective caseloads of 1.0 FTE for every 20 clients served in a particular program.
- **Regular communication:** The service provider agrees to maintain at least monthly contact with the property manager via the phone or through a formal meeting.
- **Coordination and trouble shooting:** The BHCS Housing Services Office will meet with property managers and developers on a regular basis according to terms outlined in the original MHSA Housing Program application. Staff from this office will help to ensure that tenants living in MHSA units are receiving appropriate supportive services and that concerns raised by property managers and developers are addressed in a timely fashion.