

Supportive Services Plan

Waverly Place Apartment Support Services in collaboration with the ICM services will be directed to target specific and unique needs of the tenants, particularly around their ability to become and remain good tenants, to maintain their housing without disruption, to identify and achieve goals associated with their own wellness and recovery, and the opportunity to feel connected to a larger community. MHA will be the ICM provider. The agency will contract with BHRS to provide housing and case management services to tenants. Case management services include medication support, continuity of care during hospitalization, medical treatment support, vocation and educational services, etc.

Services

MHA of San Mateo County will be the identified, on-site service provider and will make use of its extensive network of support services and programs on behalf of Waverly Place tenants. MHA will hire one, part-time Support Service Coordinator who will be available to provide on-site services to tenants, and will connect tenants to services at other locations based on request, need and interest. The Support Service Coordinator will work closely with other support staff and property management personnel for each tenant. A resident property manager will also work and live on-site. MHA anticipates adding hours to expand the services of its Public Health Nurse on contract, consumer-staffed Community Friends team, and will dedicate Friendship Center Activity Coordinator time to the site and to work with the individuals. Additional hours from MHA's Occupational Therapist and interns will be directed to the site, particularly during lease up and initial occupancy.

Assessment

The initial engagement of each tenant will be a critical component in providing ongoing, appropriate and necessary supportive services. Outreach and engagement activities will begin upon referral to Waverly Place Apartments in an effort to identify the personal needs and interests of each client. An initial annual assessment will be provided by the MHA LCSW working with each client to identify goals for themselves. MHA Case Management Supervisor will identify the MHA Case Manager who will be the best match for the client based on language needs, experience, culture and potential for positive engagement. Case Manager and client will work together to create a treatment plan that addresses the steps needed to accomplish the goals including but not limited to maintaining housing, daily living skills, medical and mental health treatment, budgeting and finance, education and employment. Treatment plans and ongoing service needs will be reviewed and amended based on emerging issues as needed. Engagement between clients and staff is critical to ensuring the work is relevant and timely.

Ongoing engagement activities will take the form of identifying shared interests, helping to work side by side with residents in completing forms, obtaining needed documentation, unpacking, shopping, cleaning, learning to use the computer, and a host of other practical, helpful assistance which can be useful in developing trust and breaking down barriers.

Support Services for tenants will include, but are not limited to:

- Comprehensive Case Management Services including regular visits, referral for medical or mental health services, assistance with completion of forms and applications, medication management and regular support and assistance in symptom and illness management.
- Daily Living Skills Training including cooking, budgeting, money management, cleaning, and more.
- Transportation Assistance and Training which will include support and assistance to complete transit discount application, help using schedules and one-on-one support in using any and all needed forms of public transportation.
- Pre-Employment Activities, e.g., resume writing, employment interview technique practice and job search
- Supported Employment Activities through Vocational Rehabilitation Services which may have groups at Waverly Place open to residents and non-residents to make use of the Community Room. Residents will also be referred to the Jobs Plus Program through Caminar.
- Social and Recreational Activities through MHA's Friendship Center Programs, on-site social activities and participation in Heart and Soul sponsored activities.
- Occupational Therapy and Treatment, including an assessment of daily living skills and follow-up treatment recommendations for deficits, inventory of learning styles, etc.
- Coordination of services provided by other programs in which the client is enrolled.

Some of these services will also be available, sometimes more appropriately, at other sites, such as Vocational Services for pre-employment and supported employment activities, and the use of existing Friendship Center and Heart and Soul sites for activities. The Chart in D8 delineates which services are expected to be provided on or off site and by whom. Efforts will be made to make a variety of services available on-site as needed, and desired by tenants.

Typically support services will be available Monday through Friday, with some services available evenings and weekends. There will be an on-site resident manager available for after hours and overnight assistance and an emergency number for hours when staff is not on-site.

It is anticipated that services will be made available through a mix of staff which will include self-identified consumers. MHA also offers a Community Friends Program which is staffed exclusively by self-identified consumers, and it is expected that staff from this program will have a significant and valuable role at Waverly Place.

Strategies and Assistance in Maintaining Housing and Supporting Stability and Recovery

The support services plan includes things that have all been identified as critical elements in helping tenants to successfully maintain their housing, build community and useful in helping

each tenant set and achieve personal goals to move him/her forward in a recovery plan. MHA staff will continue to listen closely to what tenants believe helps them feel healthy, successful and part of a community and then make every effort to secure that item or resource. To that end MHA has been able to obtain funding for the services of a nurse who has been able to provide traditional and non-traditional care and services for tenants in MHA other housing sites. MHA also obtained funding for a Lifestyle Enrichment Program which paid for MHA clients to identify something they felt would significantly improve their life, but which was financially unaffordable. The program paid for people to obtain gym memberships, see a play, take an art class, buy roller blades, obtain orthotic devices for shoes, pay for a dental bridge, and go camping. Elements of what was learned from this program will be incorporated into the program at Waverly Place.

Additionally and on a practical level, support service staff will be available to assist tenants in all activities of daily living and will work side by side with tenants to ensure they are able to make best use of their units, and access needed services on-site and off.

Linguistic and Cultural Competence

MHA makes every effort to recruit and hire a culturally and linguistically diverse workforce. Over time it has been possible to identify and respond to different needs as stated by clients including matching clients with staff by culture, gender, age and linguistics. Our goal is to provide clients with a level of comfort and support that allows for the highest degree of cooperation and collaboration possible. Currently MHA has staff that is culturally diverse and current language skills include Spanish, French, German, Korean, Russian and Arabic. Unfortunately it is not always possible to hire individuals with the language skills needed for a client and when or if that happens, MHA makes every effort to identify a program or agency that can provide assistance, or if appropriate, engage a volunteer to provide assistance. These efforts will increase the potential for effective communication between client and property managers as well. Current Property Management staff has language proficiency in Arabic, Spanish and English.

Property Management

The Resident Property Manager will be available for after hours and emergencies, e.g. lockouts. The daily property manager for the building will have regularly scheduled office hours during which time (s)he will be available to answer questions, accept rental payments, review or discuss issues of concern for tenants. The property manager will also work with other staff to discuss any issues that have arisen that jeopardize a clients' tenancy in the building with a goal of problem solving a strategy to correct or successfully address the issue and maintain residency.

Prior to the site opening, property management and support service staff will begin regular meetings to review leases, community rules, use of space, roles and responsibilities so staff have greater familiarity and can begin problem-solving responses to issues that might arise. Upon opening, a weekly meeting will be scheduled between Property Management staff and Support Service staff to continue these discussions as well as to problem solve any issues or problems. The goal for all involved will be to support tenants to maintain housing. In other MHA sites that

has involved determining and implementing reasonable accommodations, creating payment plans for rent and/or security deposits, modifying units that were not handicap accessible, as well as increasing security cameras to ensure tenants feel safe or adding to or modifying community rules. As the tenants become more familiar and comfortable with the site, regular meetings between property management staff and residents will be scheduled, with support staff present, to review and discuss what is or isn't working, and suggest changes.

Tenants will have the choice of working directly with the property manager on any property related issue, or working with support staff to make requests, ask for clarification, or support them in working with property manager.

Community Advisory Committee

Residents will be invited to join a monthly Community Advisory Committee which will be established once all units have been filled. The Committee will meet monthly with support staff and property management staff in attendance. The purpose of the meeting will be to identify needed improvements for the site, to plan and implement community activities, to identify new or unmet needs and plan for services to address them, and to establish and maintain effective and respectful communication among all parties. As stated, all tenants will be eligible to attend. However, over time it is anticipated that members may be selected by tenants to serve as representatives. The meetings will be announced in advance and tenants will be asked to submit agenda items for each meeting. Minutes of the meetings will be recorded and distributed to all tenants to keep them informed.