

The example below is the Supportive Services Plan for a project from 2018. While this example is does include the outline of a supportive service plan with the County as Lead Service Provider that the County has been willing to work with, County reserves the right to work with the Development Organization about the details of specific projects. County does not necessarily commit to using the service description as written below for any future project.

Attachment 9 - Supportive Services Plan

Part I. Target Population Narrative

Persons to receive voluntary no-cost supportive housing services to accompany permanent affordable rental housing at <PROJECT NAME> will be Contra Costa County households with adults or older adults clinically diagnosed with a Serious Mental Disorder or Seriously Emotionally Disturbed Children or Adolescents as defined per California Welfare and Institutions Code Section 5600.3(a)(b), and who are homeless or at-risk of chronic homelessness (as defined per 24 Code of Federal Regulations Section 578.3), to include persons exiting locked facilities, or experiencing co-occurring mental and physical disabilities, or co-occurring mental and substance use disorders, and who require services and supports to maintain themselves and their home in the community.

Part II. Tenant Outreach, Engagement, and Retention Strategies

Persons meeting the above target population authorized by a designated licensed mental health clinician will be assessed and assigned a vulnerability score via a Service Status Matrix and enrolled in Contra Costa's Coordinated Entry System via the Contra Costa Homeless Management Information System (HMIS) Intake Form. This will ensure that all people experiencing a housing crisis will be assessed for and connected to the continuum of available homeless modalities, services and permanent supportive housing, as appropriate.

Outreach, engagement and retention strategies to potentially eligible persons will come from two primary avenues. First, persons and professionals can utilize the County's 211 number that is available 24/7 for referral to the County's CORE Outreach Teams. The Coordinated Outreach, Referral, and Engagement (C.O.R.E.) Program works to engage and stabilize homeless individuals living outside through consistent outreach to facilitate and/or deliver health and basic need services and to secure permanent housing. C.O.R.E. teams serve as an entry point into Contra Costa's coordinated entry system for unsheltered persons and work to locate, engage, stabilize and house chronically homeless individuals and families. The outreach teams identify individuals living on the streets, assess their housing and service needs, and facilitate connection to shelter and services. Homeless persons experiencing serious mental illness will be referred to Contra Costa's Full Service Partnership (FSP) Programs to receive Assertive Community Treatment (ACT) level of the full array of mental health services and supports on a 24/7 basis. Contra Costa's FSP Programs offer a multi-disciplinary team approach, and bring voluntary, flexible and individualized mental health, health, and substance use disorder care to their clients.

The second avenue is persons who are seriously mentally ill, homeless or at risk of chronic homeless, and are currently participating in the County's FSP Programs will be considered for the proposed permanent supportive housing units by being enrolled in the County's Coordinated Entry System and assessed for vulnerability in order to prioritize those with the highest needs for available housing.

Contra Costa's Coordinated Entry System utilizes a low-barrier tenant selection process, and implements Housing First practices, consistent with the core components set forth in Welfare and Institutions Code Section 8255(b). FSP provider will annually assess NPLH tenants strengths and needs, re-assess after any crises or hospitalizations, formulate person-centered treatment plans based on the assessment to identify appropriate frequency of contacts, scope of services, and intensity of support. FSP provider has designed its' services to be attractive, impactful, and tailored to the unique needs of each tenant. While services are voluntary, the FSP provider will continue to outreach and contact all NPLH tenants to build relationships and share available resources even if a tenant has declined services in the past.

Additionally, <DEVELOPER> will assist in retention by providing general supportive services on-site via a <DEVELOPER> Resident Services Coordinator (SC). The SC will coordinate on-site community building activities, assess and assist with activities of daily living, and coordinate with health and behavioral health treatment providers, such as the FSP team, and to assist and facilitate coordination with community resources, such as community social activities and food distribution. The SC meets regularly with the <DEVELOPER> property manager and is immediately notified of all lease violations, warning letters, and critical incidents. The SC outreaches to tenants after any and all incidents that could impact their housing retention, and works collaboratively with the tenant and other service providers to resolve the underlying challenges that put a tenant's housing at-risk.

Part III. List of Services

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Pursuant to §203(c) and (d), identify all required services, and any other services that are encouraged to be part of the SSP, in the table below. Provide a detailed description of each service to be offered, the frequency of each service, the proposed service provider, location, and general hours of availability of the services.					
Type of Service	Description	Provider	Location and Distance in Miles from Project Site	Frequency of Offered Service	Hours of Availability (for example) 8:30 am - 5:15 pm
Case management	Contra Costa Behavioral Health Services (CCBHS) will assign a personal services coordinator to each client and develop an individualized that provides or coordinates the full spectrum of behavioral health and primary care services and supports.	CCBHS has a contract provider and adult mental health clinic that partners to provide FSP services.	Both clinic and contract provider are within 5 miles of project site, with the FSP teams	As needed	24 hours/day, 7 days/week

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			providing services on site		
Peer support activities	Each FSP Program team contains both a peer specialist and family partner with lived experience, and assists with benefits and resource navigation and Wellness Recovery Action Planning (WRAP).	CCBHS has a contract provider and adult mental health clinic that partners to provide FSP services.	Both clinic and contract provider are within 5 miles of project site, with the FSP teams providing services on site	As needed	24 hours/day, 7 days/week
Mental health care	Trauma informed specialty mental health services provided to Assertive Community Treatment (ACT level of fidelity by licensed clinicians trained in cognitive behavioral therapy in both individual and group modalities.	CCBHS has a contract provider and adult mental health clinic that partners to provide FSP services.	Both clinic and contract provider are within 5 miles of project site, with the FSP teams providing services on site	As needed	24 hours/day, 7 days/week
Substance use services	Certified Substance Abuse Counselor is available on the FSP Team, with psychiatrist available to prescribe appropriate medications as needed.	CCBHS has a contract provider and adult mental health clinic that partners to provide FSP services.	Both clinic and contract provider are within 5 miles of project site, with the FSP teams providing	As needed	24 hours/day, 7 days/week

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			services on site		
Linkage to physical health care	Nursing staff on the FSP Team, with psychiatrist available to prescribe appropriate medications as needed. Health care monitoring, wellness education, consultation and referral to specialty care within the county's primary care system.	CCBHS has a contract provider and adult mental health clinic that partners to provide FSP services.	Both clinic and contract provider are within 5 miles of project site, with the FSP teams providing services on site	As needed	24 hours/day, 7 days/week
Benefits counseling and advocacy	Benefits planning, counseling and management, to include obtaining and retaining SSI/SSDI benefits, provided by trained staff within the FSP Teams, complemented by the County's Money Management Program.	CCBHS has a contract provider and adult mental health clinic that partners to provide FSP services.	Both clinic and contract provider are within 5 miles of project site, with the FSP teams providing services on site	As needed	24 hours/day, 7 days/week
Basic housing retention skills	The FSP Team Housing Specialist works with the <DEVELOPER> Service Coordinator to assist clients move in and retain housing with education and training in activities of daily living, to include budgeting, cooking, cleaning and maintenance, and acquisition of social skills to facilitate positive relationships with fellow	CCBHS has a contract provider and adult mental health clinic that partners to provide FSP services.	Both clinic and contract provider are within 5 miles of project site, with the FSP teams and <DEVELOPER> SC	As needed	24 hours/day, 7 days/week

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	tenants and the property manager.		services on site		
Services for co-occurring mental and physical disabilities	Both physician and nursing care are staffed and provided on the contract FSP Team as well as the adult behavioral health clinics. Specialty primary care is accessed through Contra Costa's Regional Medical Center and health clinics.	CCBHS has a contract provider and adult mental health clinic that partners to provide FSP services.	Both clinic and contract provider are within 5 miles of the project site.	As needed	24 hours/day, 7 days/week
Recreational and social activities	The <DEVELOPER> Service Coordinator is responsible for organizing social and recreational activities on site.	<DEVELOPER>	On site	As needed	9AM-5PM
Educational services	The County's Vocational Services Program and staff are available to provide career counseling and financial educational support that lead to an employment objective.	CCBHS Vocational Services Program	Within 5 miles of project site	As needed	9AM-5PM
Employment services	The County's Vocational Services Program and staff are available to provide job search and job coaching services to persons placed in competitive employment..	CCBHS Vocational Services Program	Within 5 miles of project site	As needed	9AM-5PM
Access to other services	Each FSP Program contains flexible funds to enable purchase and acquisition of basic living necessities, such as move in expenses, food and clothing, as well as emergent needs to maintain their living situation.	CCBHS has a contract provider and adult mental health clinic that partners to provide FSP services.	Both clinic and contract provider are within 5 miles of project site.	As needed	24 hours/day, 7 days/week

Part IV. Transportation Plan

FSP Programs have the capacity to bring needed staff and services to the project site. For services provided offsite the FSP Program has the capacity to transport clients unable to utilize public transportation or their own privately owned vehicle. The project site is located in < eg: a downtown urban

area, with walking access to neighborhood services. Public bus stops are within 1/2 mile walking distance. The bus stop for bus line 381 is located 0.3 miles from the site at Railroad Ave and East 8th Street. The bus line runs every 15 minutes during peak hours. Destinations along the route include Los Medanos College, Pittsburg Center BART, WalMart, Atlantic Plaza, Pittsburg Health Center, East CC Clinic, Downtown Pittsburg (restaurants, shops, Pittsburg Marina, Pittsburg High School, City Park, Pittsburg Senior Center, Courthouse, Pittsburg Library and more.>

Part V. Services Competency

A) CCBHS maintains and implement a robust Cultural Competency Plan that incorporates best practices into the protocol and procedures of this Supportive Services Plan to ensure equal access to services of equal value is provided, without disparities to persons with non-dominant racial/ethnic, cultural and linguistic differences. This is accomplished by yearly mandatory training and certification on cultural competency for all staff involved, as well as a number of voluntary trainings and forums specific to expanding service provider sensitivity, knowledge base and expertise in adapting effective approaches to the numerous under or un-served cultures in the County, such a African American, Latinx, Native American, non-English speaking immigrant populations, Asian-American and Pacific Islander and individuals who identify as lesbian, gay, bi-sexual, transgender, or questioning (LGBTQ). B) CCBHS has on staff or on contract language proficient staff who have the capacity to communicate with project tenants who do not speak English or have other communication barriers, including sensory disabilities. These communication capabilities will be directly applied or coordinated through a well-established network of communication resources already in place. The FSP Personal Service Coordinators and their supervisors/managers are responsible for facilitating communication among the <DEVELOPER> service coordinators, property manager and the tenants. An FSP individualized service plan will be maintained that delineates the services voluntarily agreed to by the client, and will be the source document for providing or coordinating the appropriate array of services and supports. Additionally, <DEVELOPER> utilizes phone interpretation service with 40+ languages available 24/7, and in-person interpretation during lease signing, Townhall meetings, and critical tenant meetings.

Part VI. Estimated Itemized Budget

See attached

Part VII. Collaboration of Supportive Services and Property Management Staff

<DEVELOPER> property management and appropriate services staff meet weekly to review property issues, staff tenant issues, and coordinate needed on and off site services. During the meeting property management share any and all incident reports, warning letters and lease violations with services staff. This flow of communication from property management to services enable staff to effectively outreach and address emerging issues that could jeopardize residents' housing stability and quality of life.

Services staff receive training on harm reduction, regular supervision that includes case consultation, and focus on helping the resident balance lease compliance and their right to self-determination.

<DEVELOPER> has an internal MOU and delineation of duties that each site team sign and review annually. Specific guidance is given which explains the shared and specific information about health and behavioral

conditions, services they are receiving, or about the specific type of interventions being used by services staff without violating confidentiality protections for the tenant. CCBHS has identified a Housing Coordinator for overall assurance that behavioral health treatment and other ancillary services and supports are available, coordinated and applied in a timely fashion. CCBHS Housing Coordinator will meet with the property manager monthly as outlined in the MOU, and be the liaison between the project and the CCBHS system of care. The regular meetings with a structured agenda will prevent immersing issues from following through the cracks. Each NPLH tenant is assigned a CCBHS Personal Services Coordinator, who will be responsible for coordinating the full spectrum of services and supports needed and requested by the tenant under the purview of CCBHS, and this individual will coordinate service delivery with <DEVELOPER> staff, and participate in weekly meetings as needed and appropriate. <DEVELOPER> explains the availability of a reasonable accommodation process in the housing application, and lease.

On-going residents can request a reasonable accommodation verbally and in writing at anytime, and services staff may assist residents in navigating the health care system when additional documentation is needed. <DEVELOPER> services and property management staff explain the reasonable accommodation process to service providers and tenants. <DEVELOPER> will work to identify alternative accommodations that would support NPLH resident housing stability if a reasonable accommodation request is denied, and if a resident is at risk of eviction.

Part VIII. Communication Protocols

Communication will flow from and to <DEVELOPER> staff, CCBHS Housing Coordinator, CCBHS Personal Services Coordinators, and direct service and support providers via delineation of respective responsibilities, weekly site staff meetings, monthly coordination meetings and ad hoc exchanges involving appropriate parties needed to support tenants in maintaining their residency. This crucial communication and collaboration among all parties involved will honor applicable HIPAA laws and regulations, while ensuring appropriate service interventions are applied in a timely manner. The CCBHS Housing Coordinator will be responsible for maintaining communication protocols between <DEVELOPER> staff, CCBHS Personal Service Coordinators, and agreed upon direct services and supports staff.

Part IX. Project Physical Design <PROJECT SPECIFIC example provided>

<EG: This project site incorporates key urban design elements that promote both community building and mental health in several ways. It will include a community room adjacent to a fully landscaped courtyard to promote connectivity to green space. The community room will incorporate a full kitchen and separate meeting space so that small activities, programming or meetings can occur without disruptions to the informal gathering lounge area. The courtyard can be used for community gardening, exercise and meditation, as it includes seating areas. The first floor has separate building entrances so the private management office, private services offices and amenities, such as laundry, community room, bathrooms and mailboxes are placed around the lobby areas to encourage social connectivity among residents and staff. This physical design promotes building safety and security by way of an enclosed, locked courtyard with fob access for tenants. The location is in a desirable location with nearby public transportation stops with multiple routes, and easy walking access to community resources.>

Part X. Other Additional Information <PROJECT SPECIFIC, example provided>

<DEVELOPER> has provided <Number (#)> permanent supportive housing units over the last <#> years, with <Number (#)> MHSAs funded units across multiple projects. This includes project sites in Contra Costa County where successful relationships have been built with Contra Costa's Behavioral Health Services Division, Health Housing and Homeless Services Division, and the Department of Conservation and Development's Affordable Housing Management Division.

Part XI. Memorandum of Understanding

See attachment 17 for draft MOU between Contra Costa County and <DEVELOPER>.

CONTRA COSTA COUNTY – NPLH Supportive Services Plan

Annualized Estimated Itemized Budget

	annualized salary	% FTE to project	amount	income source
PERSONNEL				
Program Manager	89,000	.2	17,800	Contra Costa MHSA Fund
Case Manager	69,000	.2	13,800	Contra Costa MHSA Fund
Peer Provider Family Partner	38,000	.2	7,600	Contra Costa MHSA Fund
Mental Health Clinician	69,000	.2	13,800	Contra Costa MHSA Fund
Psychiatrist (.2 FTE)	37,530	.2	7,506	Contra Costa MHSA Fund
Nurse Practitioner (.5 FTE)	76,000	.2	15,200	Contra Costa MHSA Fund
Resource Specialist	51,500	.2	10,300	Contra Costa MHSA Fund
Substance Use Disorder Counselor	51,500	.2	10,300	Contra Costa MHSA Fund
Housing Specialist	42,630	.2	8,526	Contra Costa MHSA Fund
Administrative Support Staff (2 FTE)	95,000	.2	19,000	Contra Costa MHSA Fund
Total Salaries and Wages			123,832	
Employee Benefits and Taxes			39,382	
TOTAL – PERSONNEL			163,214	
TOTAL – OPERATING EXPENSE			51,197	Contra Costa MHSA Fund
INDIRECT @ 15%			37,216	Contra Costa MHSA Fund
TOTAL - ANNUALIZED COST			251,627	

NOTE: All above listed costs are “in kind”; i.e. all supportive services costs will be paid from revenue sources other than the NPLH funds requested to finance the capital costs of this proposed project.

<DEVELOPER> Services Budget

<DEVELOPER> will provide resident services for the <Number (#)> income-restricted households at <Project Name>. Resident Services will be provided on-site by a <#> FTE <DEVELOPER> Resident Service Coordinator (RSC). The annual services budget is \$<as proposed; 62,283 in example> and will be paid out of the project’s operating budget. <DEVELOPER> will work in collaboration with Contra Costa County Behavioral Health Services to provide services for the residents of <Project Name>.

Anticipated Services Budget

Salary	\$ 39,696
Payroll Tax	\$ 3,017
Workers Comp	\$ 5,513
Health Ins & Benefits	\$ 7,654
401k ER Contribution	\$ 1,348
Office Supplies	\$ 300
Telephone	\$ 210
Memberships - Software	\$ 595
Travel & Mileage	\$ 250
Other Expenses	\$ 2,000
Training	\$ 1,200
Translation	\$ 500
TOTAL	\$ 62,283