

Dedicated to the Health  
Of the Whole Community



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## Section D.5..... Tenant Eligibility Certification

**ENCLOSURES:** MHSa Housing Program Application Form  
MHSa Housing Program Tenant Certification Form  
Consent to Release Confidential Health Information Form

**REFERENCE:** Behavioral Health Department's Policies and Procedures, #222 ("Client Problem Resolution Process")

### Referral Process

1. Service Coordinators from the Department of Family and Children's Services prioritizes and refers potential candidates to the Project Manager of the Care Coordination Project (CCP). Taking into consideration the qualifying criteria established by the State (as stated in the MHSa application) and the additional criteria specified by the BHD (as stated in D.6, Tenant Selection Plan), CCP Manager will assign the identified applicants to a CCP Intensive Case Manager (ICM). The ICM will engage the applicants, contact the their service provider and, at the appropriate time, fill out the required documentation (as specified in D.6.) and submit it to the BHD's designated staff person, who will continue the tenant selection process (as noted in D.6).
2. The BHD Homeless Concerns Coordinator will inform the service providers in the BHD System of Care of the eligibility criteria and the Care Coordination Project's process so they will know if they have individuals who are potentially qualified.

### Certification Process

1. Once the required documentation is turned into the CCP Manager, the BHD will verify that the information presented in the enclosed forms is accurate—thereby certifying that the individuals are indeed qualified for this housing—fill out and sign the *MHSa Housing Program Tenant Certification Form*, and inform (in writing, within seven (7) business days of the receipt of the names) the appropriate service provider of the certification of its respective applicants. If any applicants are not certified, the BHD will inform the service provider of the reason(s). Only applicants that have been certified as eligible for MHSa housing may obtain tenancy in MHSa Housing Program-funded units.
2. MHSa certification does not take into consideration factors such as credit history, eviction history, or criminal history. The housing provider (landlord) may collect this background information after a certified applicant is referred for a particular unit. MHSa housing providers are expected to work with BHD service providers to provide reasonable

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accommodations to individuals with poor tenant histories given the intention of the MHSA Housing Program.

**Maintenance of Housing Registry**

1. The BHD will track the tenants to be housed in all MHSA designated units. For reporting purposes, BHD staff will maintain the list of referred applicants and the list of all MHSA tenants housed in the MHSA housing units. BHD staff will maintain copies of all completed *Consent to Release Confidential Health Information Forms, MHSA Housing Program Application Forms* and a list of all certified applicants, which includes the date their applications were received. This approach will ensure that there will be enough applicants to fill MHSA unit vacancies in a timely fashion.
2. For this project, the BHD staff person will maintains the list of applicants as follows:
  - a) For the initial rent-up, after all the MHSA applicants have been certified as qualified MHSA tenants, a letter is sent to the Property Manager indicating that they are certified applicants for the MHSA designated units.
  - b) In the future, when the BHD staff person sees that a MHSA unit will become available, he/she contacts the Service Coordinators from the Department of Family and Children’s Services who will refer potential candidates to the CCP Manager who will take the necessary steps to get that person connected to a Case Manager who will prepare the applicant to apply for his/her unit.
  - c) The qualified applicant has already signed the *Consent to Release Confidential Health Information Form*, granting the BHD Housing administrative staff and the Property Management Company access to the specified information. After the applicant is certified as a qualified applicant, the BHD staff person sends a letter to the property management staff (with a copy to the Case Manager) indicating that the tenant is a qualified applicant for the MHSA-designated unit at the housing complex.
  - d) The applicant’s Case Manager or the Housing Support Liaison will guide the qualified tenant in filling out the application and lease documentation required for the respective housing site.
  - e) If a qualified applicant is not approved for tenancy in a specific unit, the Property Manager will notify the individual in writing and provide a basis for non-selection; and the Property Manager also will notify the individual of his/her right to appeal the decision.

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**Compliance with Fair Housing Law**

1. All BHD staff and contractors shall adhere to this policy, whose governing laws shall include the provisions of Title VI of the Civil Rights Act of 1964 (42 USC 2000d et seq.), Title VIII of the Civil Rights Act of 1968 (42 USC 3601 et seq.), and the provisions of the Rumford Act and Unruh Act in California Law.
2. All advertising shall conform to Section 804 (c) of Title VIII of the Civil Rights Act of 1968 (42 USC 3604 (c)), as amended, which makes it unlawful to make, print or publish, or cause to be made, printed, or published any notice, statement or advertisement, with respect to the sale or rental of a dwelling, that indicates any preference, limitation, or discrimination based on race, color, religion, ancestry, sex, national origin, age, sexual orientation, gender identity, marital status, families with children, medical condition, source of income, and physical or mental disability, or an intention to make such preference, limitation or discrimination.
3. All radio, TV, or newspaper advertising, pamphlets, or brochures used will identify the

project's handicapped accessibility and contain the appropriate fair housing logotype or the equal housing opportunity slogan. In all space advertising, the equal housing opportunity logotype statement or slogan shall be of a size which conforms to the standards of Fair Housing Advertising. Any human models used in photographs, drawings or other graphic techniques shall portray persons in an equal social setting and shall indicate that the housing is open to all without regard to race, color, religion, ancestry, sex, national origin, age, sexual orientation, gender identity, marital status, families with children, medical condition, source of income, and physical or mental disability (must possess capacity to enter into legal contract) and is not for exclusive use of one such group.

4. Each and every BHD and contractor staff person must take the time to ensure that this policy is carried out when dealing with persons who inquire or apply for housing.
5. All involved personnel will be willing to take the time to explain to the applicants the requirements and benefits of this housing program. It is the responsibility of the staff person to refer the client to the appropriate person if they do not have the information. Staff shall make a positive effort to provide all applicants with all the assistance and information they need. Periodically, the BHD will arrange for training on fair housing issues for all those involved in this project.

#### **Appeals Process**

If a consumer has any problem with the tenant selection or certification processes, he/she can follow the established appeals process, delineated in the *BHD Policies and Procedures, #222* ("Client Problem Resolution Process").