

*Dedicated to the Health
Of the Whole Community*



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Section D.5..... Tenant Eligibility Certification Process

ENCLOSURES: MHSA Housing Program Application Form
MHSA Housing Program Tenant Certification Form
Verification of Homelessness Form
Consent to Release Confidential Health Information Form

Referral Process

1. The MHD Homeless Concerns Coordinator will inform the service providers in the MHD System of Care of the eligibility criteria delineated in the Tenant Selection Plan (D.6). Any service provider that participates in the MHD's System of Care and that serves the adult population and that participates in the Care Coordination Project (CCP) can refer a consumer to this housing program. The CCP is a principal entity in the County that identifies, does outreach and engagement and case manages chronically homeless households in order to place and support them in permanent supportive housing. A program is able to "participate" in the CCP when it agrees, by signing a Memorandum of Understanding, to serve the chronically homeless by doing intensive case management (1:20 staff: client ratio), enter the client information into the Help Management Information System, assess the household using the Self-Sufficiency Matrix and track/report on outcome measures.
2. Being aware of the qualifying criteria of the MHSA Housing Program project (as stated in the MHSA application and the additional criteria specified by the MHD as stated in D.6, The Tenant Selection Plan), the CCP Coordinator will review those chronically homeless individuals that are a part of the Housing 1000 registry, identify those individuals who could qualify for this project and set up a meeting with the members of the CCP Review Team. This team is comprised of the CCP Coordinator, a Mental Health clinician from the Valley Health Care for the Homeless Program clinic and the County Homeless Concerns Coordinator (the MHSA Housing Program Manager).
3. The CCP Review Team reviews the potential applicants and certifies them as qualified applicants for this MHSA Housing Program project. During this meeting the CCP Review Team will certify at least double the number of applicants as there are units available. The Team will then refer the certified applicants to the applicant's Case Manager, who will fill out the required documentation (as specified in D.6) and submit it to the MHD's designated staff person, the Homeless Concerns Coordinator, who will continue the tenant selection process (as noted in D.6).

Certification Process

1. Once these forms are turned in, the MHD will verify that the information presented in the enclosed forms is accurate—thereby certifying that the individuals are indeed qualified for this housing, 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. Only applicants that have been certified as eligible for MHSA housing may obtain tenancy in MHSA Housing Program-funded units.
2. MHSA certification takes into consideration whether the applicant is chronically homeless.
3. MHSA certification does not take into consideration factors such as credit history, eviction history, or criminal history. The housing provider may collect this background information after a certified applicant is referred for a particular unit. MHSA housing providers are expected to work with MHD service providers to provide reasonable accommodations to individuals with poor tenant histories given the intention of the MHSA Housing Program.

Maintenance of Waitlist

1. The MHD will track the tenants to be housed in all MHSA designated units. For reporting purposes, MHD staff will maintain the waitlist by project site and the list of all MHSA tenants housed in the MHSA housing units. MHD staff will maintain copies of all completed *MHSA Housing Program Eligibility Forms*, *Verification of Homelessness Forms*, *Consent to Release Confidential Health Information Forms*, *MHSA Housing Program Tenant Certification Forms* and a list of all certified applicants in chronological order according to the date applications were received. This list will contain enough applicants to fill MHSA unit vacancies in a timely fashion.
2. The MHD staff person establishes the waitlist by project site and maintains it as follows:
 - a) The waitlist will be comprised of all certified qualified MHSA tenants in the chronological order in which they were certified.
 - b) On an as-needed basis, the MHD staff person reviews the updated waitlist in order to select the next applicant when a unit becomes available.
 - c) When the MHD staff person sees that an appropriate unit will become available, he/she contacts in writing the Case Manager of the next prospective tenant on the waitlist in order to take the necessary steps to get that person ready to move into his/her unit. If that person does not want to be considered for that unit, he/she may maintain his/her place on the waitlist and be notified of the next available unit.
 - d) The qualified tenant has already signed the *Consent to Release Confidential Health Information Form*, granting the Mental Health Department Housing administrative staff and the Property Management Company access to the specified information. After the applicant is certified as a qualified tenant, the Homeless Concerns Coordinator or his designee informs in writing the tenant and the property management staff indicating that the tenant is a qualified applicant for the MHSA-designated units at the housing complex.
 - e) The Housing Support Liaison will guide the qualified tenant in filling out the lease documentation required for the respective housing site.

- f) After the tenant moves into his/her unit, the MHD staff person updates the waitlist appropriately.
 - g) Since the waitlist is established and maintained for each MHSA Housing Program project site, certified tenant applicants can be on more than one waitlist at a time.
 - h) If at any time more applicants are needed to fill a unit in this project, MHD staff will inform the Coordinator of the CCP, who will start up the referral process as stated in the “Referral Process” paragraphs #1-3 above.
3. The certification waitlist will be reviewed and updated on an ongoing basis. To remain on the list, an applicant must remain eligible for the MHSA Housing Program, i.e., they must continue to meet all of the aforementioned eligibility criteria. If the applicant no longer meets one or more of the eligibility criteria, the consumer’s Case Manager will notify MHD and the individual will be removed from the list. The MHD will notify the applicant in writing about any pending removal from the list and will give him/her an opportunity to appeal this decision within fourteen (14) business days. The applicant’s service provider will submit the appeal request to MHD within fourteen (14) business day of receipt. The MHD will respond to the applicant’s service provider within the appeal decision notification period with the final decision. If applicant’s service provider does not submit the appeal within the above-stated time period, MHD will understand that the decision to remove the application from the waitlist is acceptable.
 4. The MHD will monitor and promote fair representation from different age and ethnic populations that are to be housed through this program.

Compliance with Fair Housing Law

1. All MHD 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 handicap 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 MHD 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. It should be noted that persons applying as a result of special outreach may be ill at ease and may appear unwilling to cooperate with staff in the application process. All personnel must be willing to take the time to explain the housing program, the requirements and the benefits. 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 MHD 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 *MHD Policies and Procedures*, #222 (“Client Problem Resolution Process”).