

City Gardens

Resident Selection Plan

I. INTRODUCTION

The purpose of the Resident Selection Plan is to establish fair and equitable guidelines for selecting applicants to occupy permanent supportive housing units at 333 12th Street (the “Project”), in accordance with the State of California Department of Housing and Community Development Homekey Program and policies and procedures established by the Department of Homelessness and Supportive Housing for permanent supportive housing programs.

The Project is a supportive housing development targeting Families who are experiencing homelessness or who are at risk of homelessness defined in Section 578.3 of Title 24 of the Code of Federal Regulations. This project proposes that 170 of the 200 units in the building will be occupied by Homekey eligible households, including two (2) employee units; 30 units are occupied by market rate tenants and will be leased to families who are experiencing homelessness or at risk of homelessness when those units turn over.

II. POLICY ON NON-DISCRIMINATION

It is the policy of the City and County of San Francisco (the “Owner”) to comply fully with Title VI of the Civil Rights Act of 1964, Title VIII and Section 3 of the Civil Rights Act of 1968 (as amended by the Community Development Act of 1974), Executive Order 11063, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Fair Housing Amendments of 1988, American with Disabilities Act, the California Fair Employment and Housing Act, the Unruh Act, Government Code Section 11135, and any legislation which may subsequently be enacted protecting the individual rights of residents, applicants, or staff.

The Owner shall not discriminate because of race, color, religion, sex, gender, gender identity, gender expression, sexual orientation, marital status, national origin, ancestry, familial status, source of income, disability, age, medical condition, genetic information, citizenship, Acquired Immune Deficiency Syndrome (AIDS) or HIV status, primary language, immigration status (except where explicitly prohibited by federal law), arbitrary characteristics, and all other classes of individuals protected from discrimination under federal or state fair housing laws, individuals perceived to be a member of any of the preceding classes, or any individual or person associated with any of the preceding classes, in the leasing, rental, or other disposition of housing or related facilities.

III. POLICY ON PRIVACY

It is the policy of the Owner to guard the privacy of clients as conferred by the Federal Privacy Act of 1974, and other applicable confidentiality laws to ensure the protection of such clients' records maintained. Therefore, neither Owner nor its agents or employees shall disclose any personal information contained in its records to any person or agency unless the individual about whom

information is requested shall give written consent to such disclosure. This Privacy Policy in no way limits Owner’s ability to collect such information as it may need to determine eligibility, compute rent, or determine an applicant's suitability for tenancy. Consistent with the intent of Section 504 of the Rehabilitation Act of 1973, any information obtained regarding disability will be treated in a confidential manner.

IV. ELIGIBILITY FOR SELECTION

Program Type	# of units	Eligibility requirement
State of California Housing and Community Development Department – Homekey Program	170	Target Population is identified in HSC Section 50675.1.3 170 units will house families who are homeless or at- risk of homelessness as defined by Part 578.3 of Title 42 of the United States Code.
Department of Homelessness and Supportive Housing’s Permanent Supportive Housing Program	168	All 168 units will be Homekey Assisted Units serving homeless families as defined by Part 578.3 of Title 42 of the United States Code. All new residents will be referred by the Department of Homelessness and Supportive Housing (HSH) via the Coordinated Entry System.

All units must be made available to Homekey eligible households for a period of 55 years pursuant to the recorded Declaration of Restrictions.

The Owner will employ the core components of Housing First, as set forth in the Welfare and Institutions Code Section 8255. Examples of these core components include:

- 1) Tenant screening and selection practices that promote accepting applicants regardless of their sobriety or use of substances, completion of treatment, or participation in services.
- 2) Applicants are not rejected on the basis of poor credit or financial history, poor or lack of rental history, criminal convictions unrelated to tenancy, or behaviors that indicate a lack of “housing readiness.”
- 3) Supportive services that emphasize engagement and problem solving over therapeutic goals and service plans that are highly tenant-driven without predetermined goals.
- 4) Participation in services or program compliance is not a condition of permanent housing tenancy.
- 5) Tenants have a lease and all the rights and responsibilities of tenancy, as outlined in California’s Civil, Health and Safety, and Government codes.
- 6) The use of alcohol or drugs in and of itself, without other lease violations, is not a reason for eviction.
- 7) In communities with coordinated assessment and entry systems, incentives for funding promote tenant selection plans for supportive housing that prioritize eligible tenants based on

criteria other than “first-come-first-serve,” including, but not limited to, the duration or chronicity of homelessness, vulnerability to early mortality, or high utilization of crisis services. Prioritization may include triage tools, developed through local data, to identify high-cost, high-need homeless residents.

- 8) Case managers and service coordinators who are trained in and actively employ evidence-based practices for client engagement, including, but not limited to, motivational interviewing and client-centered counseling.
- 9) Services are informed by a harm-reduction philosophy that recognizes drug and alcohol use and addiction as a part of tenants’ lives, where tenants are engaged in nonjudgmental communication regarding drug and alcohol use, and where tenants are offered education regarding how to avoid risky behaviors and engage in safer practices, as well as connected to evidence-based treatment if the tenant so chooses.
- 10) The project and specific apartment may include special physical features that accommodate disabilities, reduce harm, and promote health and community and independence among tenants. Units can come equipped with overdose detection devices if the tenant is willing to participate in Brave Button program though this program is voluntary.

All units except for the two resident staff units must be made available to Homekey eligible households for a period of 55 years pursuant to the recorded Declaration of Restrictions.

Applicants must complete and sign an application form in order to be considered for occupancy. Applicants will be considered conditionally eligible for housing based solely on statements given on the application form and any required third-party verification forms. Background checks (i.e. criminal, credit, or tenant history) shall not be used to screen applicants for housing. However, this information can be used to tailor appropriate support plans for residents after placement into housing.

Applicants shall sign releases and consents authorizing any depository or private sources of income, or any federal, state, or local agency, to furnish or release such information and the applicable program regulations determined to be necessary.

Applicant must meet other program regulated eligibility requirements, if applicable.

V. OCCUPANCY STANDARDS

Applicants’ household size must be appropriate for the unit sizes available in accordance with the following occupancy standards:

<u>Unit Size*</u>	<u>Minimum</u>	<u>Maximum</u>
2- Bedroom	2	4
4-Bedroom	4	6
5-Bedroom	5	8

*As per San Francisco Housing Code, children under the age of 6 shall not be counted towards the maximum occupancy standard for eligibility. Households of three persons, regardless of the age of children in the household, meet the minimum occupancy.

VI. REFERRALS

There is not an open application process for the units at the Project. No waiting list is being established. The 170 available units are part of the SF Coordinated Entry (CE) process, designated to serve homeless households referred through HSH's Online Navigation and Entry (ONE) system which serves as San Francisco's federally compliant HMIS system). Families referred to vacancies through CE have been prioritized via an assessment administered by the CE Access Points. Families who are prioritized for housing meet the definition of homelessness as defined by Part 578.3 of Title 42 of the United States Code. Factors that affect prioritization for housing are vulnerability, chronicity of homelessness, and barriers to housing.

VII. APPLICANT INTERVIEWS

Applicants will be interviewed in the order of referrals received from HSH. Applicants are required to attend the interview. Property management will clarify any information provided and answer any questions applicant may have.

Property Management will conduct the housing interview to review the application documents and eligibility criteria, explain the application process and timeline, answer questions from the applicant and show the building and unit to the applicant. Support Services will make all efforts to meet with the applicant after the housing interview to discuss the services provided and discuss resources available to the applicant.

VIII. VERIFICATION PROCEDURES

Property Management will follow the HSH low-barrier documentation policy. The following screening criteria will be used for each applicant:

- Homeless status will be verified in writing and documented in the ONE system.
- Copies of identifications obtained from government databases will be accepted to process housing applications for residents that don't have original documents.
- All income and assets will be verified in writing from the income source on appropriate income verification forms, including the use of MEDS, CALWIN, and/or CHANGES for verification, in order for the tenant share of rent to be calculated at 30% of income.
- Applicant must have the ability to maintain the housing unit in accordance with local health standards. No distinction will be drawn between a person who keeps his/her own unit and one who does so with the assistance of an attendant.

IX. REASONS FOR DENIAL

1. Applicant who fails to attend multiple scheduled interviews.

2. Applicant has falsified information on the application.
3. Applicant's household size does not meet the established occupancy standards.
4. Applicant declines a unit when offered.
5. Applicant has engaged in or exhibited abusive or violent behavior towards staff or Project residents during the housing application process.
6. Applicant is listed in the National Sex Offender Registry and per legal mandates (ex. court order) are unable to reside in the building.

X. RIGHT TO REASONABLE ACCOMODATION

If a client has a disability and as a result of the disability needs: a change in the rules or policies, a change or repair to a unit or a special type of unit, a change or repair to some other part of the Project, that would give client an equal chance to live at the Project and use the facilities and take part in any programs offered on-site, a change in the way Property Management communicates or gives information to client, client may ask for a Reasonable Accommodation. Property Management will respond to the request for a reasonable accommodation or modification within ten (10) business days. Property Management shall determine if the request for accommodation is reasonable. Property Management will work with the client and referring agency to determine if there are ways to accommodate the client.

Client will be asked to provide documentation of their request, with information from— client's medical/health care provider for verification that the requested accommodation is necessary due to a disability. If the client's disability is obvious and the need for the requested accommodation is apparent, Property Management will make a determination without requesting additional verification. If the request is reasonable and does not pose undue financial or administrative burden to the Project, Property Management shall make the requested changes. If the request is denied, the rejection will explain the reasons in writing.

XI. SELECTING RESIDENTS AND RIGHT TO APPEAL

The Resident Selection criteria discussed above are designed to satisfy the requirements of San Francisco Police Code Article 49, Sections 4901-4920 or the Fair Chance Ordinance. Owner seeks to screen in applicants, rather than screen out. An applicant meeting the eligibility requirements and passing the Project's Resident Selection Criteria will be contacted by Property Management to finalize all lease documents and to set a move-in date.

If an applicant does not meet the established eligibility criteria, Property Management will issue a written denial letter within two (2) business days of the decision to deny, and will include a clearly identified reason for denial and instructions on how to file an appeal. Upon request, Property Management will provide the applicant with additional information used to make the denial decision. Applicants will have fourteen (14) calendar days to appeal the decision to deny, and may work with a

Case Manager, Housing Navigator, or community advocate to submit their appeal and any supporting documentation. Property Management will review the appeal and consider the individual circumstances of each applicant and any mitigating factors, and will issue a response within 5 (five) calendar days of receiving the appeal.

XII. MITIGATING CIRCUMSTANCES

If applicant fails to meet one or more of the Resident Selection Criteria, Property Management will determine whether it is possible to admit applicant through consideration of mitigating circumstances or by applying reasonable accommodation.

Mitigating circumstances are verifiable facts that would overcome or outweigh information already gathered in the resident screening process. The verifier must corroborate the reason(s) given by applicant for the disqualifying circumstances and determine that the prospect for lease compliance in the future is good because the reason for the applicant's disqualifying circumstances is either no longer in effect or otherwise controlled.

If the evidence of mitigating circumstances presented by applicant relates to a change in medical condition or course of treatment, Property Management shall have the right to refer such information to persons qualified to evaluate the evidence and verify the mitigating circumstance(s).

XIII. UNIT ASSIGNMENTS

Property Management, in consultation with Service Provider when necessary, makes unit assignment decisions. Consideration must be given to the preferences expressed by applicant at the time of the interview process and any special needs identified and verified at that time.

Accessible units will be offered to eligible applicants with disabilities requiring the accessibility features of the unit in accordance with 24 CFR Paragraph 8.27. Preference/priority will be given based upon verifiable information provided by applicant during the application process. If an accessible unit is offered to an applicant not having a disability, Property Management requires the lease to include a provision requiring a transfer to a non-accessible unit when an applicant or existing resident with disabilities requires the accessibility features of the unit.

XIV. LANGUAGE ACCESS

Reasonable steps will be taken to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in our services, activities, programs and other benefits. Property Management ensures meaningful communication with LEP applicants and residents and their authorized representatives. Interpreters, translators and other aids needed to comply with this policy shall be provided free of charge to the person being served, and residents and their families will be informed of the availability of such assistance. Language assistance will be provided through use of a contracted telephonic interpretation service, competent bilingual staff, staff interpreters, or formal arrangements with local organizations providing interpretation or translation services or technology.

XV. SUPPORT FOR RESIDENTS AFTER INITIAL OCCUPANCY

A. HOUSING STABILITY

On-site Support Services will assess residents' skills and goals at intake and encourage all residents to participate in educational and employment services. The goals of these services are to increase education levels, skill levels, and find employment all geared towards increasing the resident's income. Additionally, clients will be asked to provide written verification of current income and assets to help with goal planning and housing stability support. Support Services will provide assistance to all residents in obtaining or maintaining benefits and income, and in solving problems related to county, state, and federal benefits programs.

Residents will be provided with assistance in identifying, applying for, and establishing appointments with available services such as food programs, medical clinics, in-home support, transportation services, and services for youth and children in the community.

Residents will also receive support in identifying and accessing services available within the community that meet specific needs or support progress toward identified goals. This may include providing information about services, calling to help establish appointments, assisting with the completion of applications, helping with appointment reminders, following up/checking in with clients regarding the process, and, as necessary, re-referral. Youth will be referred to appropriate community resources, and age-appropriate activities and groups will be provided on-site.

The on-site support services will identify residents and their children with unmet behavioral health needs that are impacting their ability to be stably housed. Support Services will also collaborate with property management to identify clients who have not been seen or have shown signs of concern to staff on at least a weekly basis. Outreach efforts shall be used to make contact with and check in with these residents.

B. TRANSFERS

Unit transfers may take precedence over new move-ins. A unit transfer may be approved when a resident is eligible for continued occupancy and when at least one of the following conditions exists:

- a) A resident's dwelling unit has been damaged by fire or other cause(s) to such a degree that the unit is not habitable.
- b) Resident is experiencing an immediate verifiable life safety or violence issue.
- c) To accommodate a person with a disability who has requested a unit transfer subject to the Reasonable Accommodation Policy.
- d) Resident is no longer eligible for the unit or the subsidy for the unit.

Priority for unit transfers will be given based upon the following ranking:

1. Unit is not habitable
2. Violence Against Women Act (VAWA)/Life Safety
3. Reasonable Accommodation
4. Eligibility for unit

C. EVICTION PREVENTION

Communication and collaboration between Property Management and Support Services is critical in order for residents to achieve and maintain stability in housing. Property Management and Support Services will meet routinely to resolve issues that put tenants at risk for eviction. If a resident is facing housing instability, Support Services shall coordinate with Property Management to find proactive ways to engage with tenants to prevent housing loss.

Support Services will assist tenants in communicating with, responding to, and meeting with Property Management. This may include helping a tenant to understand the communications from Property Management, helping to write requests, responses, or complaints to Property Management, and attending meetings between the tenant and Property Management to facilitate communication.

Property Management shall ensure there is a process for Support Services to receive timely communication and copies of correspondence (e.g. notices, warning letters, lease violations, etc.) issued. Support Services will outreach to and offer on-site services and/or referrals to all tenants who display indications of housing instability, within a reasonable timeframe. Housing instability indicators include but are not limited to, discontinuance from benefits leading to non-payment of rent, lease violations or warnings from Property Management, and conflicts with staff or other tenants.

Any urgent resident incidents or time-sensitive information shall be communicated as they occur and as needed rather than reserving such communication for ongoing meetings, so that service connections and resources can be made as quickly as possible.

D. MOVING ON STRATEGIES

Support Services will work with residents to identify goals related to income and housing, and create services plans accordingly, to help residents achieve their goals. Households interested in moving to other types of housing in the future will be given linkages to resources and referrals appropriate for their housing goals. Residents may be referred to: job training programs and resume building workshops; agencies in the community that provide financial empowerment such as budgeting and increasing savings, and improving credit scores; affordable housing opportunities and/or opportunities for rental subsidies and housing vouchers. Support Services will assist residents in the application for other housing opportunities, and work with the residents on exit planning to ensure continuity of external services and supports which may be needed to maintain stability.