



California State Treasurer
Fiona Ma, CPA



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CALIFORNIA TAX CREDIT ALLOCATION COMMITTEE

9% Applications Requesting Federal and State Credits

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- [CA-24-071 The Garvey](#)
- [CA-24-072 Letzring Senior Housing](#)
- [CA-24-073 Summer Oaks](#)
- [CA-24-074 Rio Linda Manor](#)
- [CA-24-075 Wasco Senior Apartments](#)
- [CA-24-076 Tracy Senior Housing Phase I](#)
- [CA-24-077 Westside Subdivision](#)
- [CA-24-078 Fontana Courtplace I](#)
- [CA-24-079 Cambria Pines Apartments](#)
- [CA-24-080 Seventh Street Village](#)
- [CA-24-081 Lakeridge Circle Apartments](#)
- [CA-24-082 Highland Manor](#)
- [CA-24-083 Casa Longwood](#)
- [CA-24-084 Livingston B Street](#)
- [CA-24-085 Cherry Street Commons](#)
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- [CA-24-087 Sierra Madre Apartments](#)
- [CA-24-088 Santa Fe Springs Village](#)
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- [CA-24-137 Exeter Elderly](#)
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CTCAC 2024 Second Round 9% Final Approved Recommendations for the Set-Aside Projects

October 2, 2024

Funding Order	Point Score	Final Tie Breaker Score	Project Number	Project Name	Project City	Housing Type	Federal Credits	State Credits
<u>NONPROFIT SET ASIDE</u>				Set-Aside Credit Available \$3,832,480				
1	109.00	120.715%	CA-24-150	Valentine Road Apartments - NPHA	Ventura	Special Needs	\$2,500,000	\$11,238,143
2	109.00	93.532%	CA-24-103	Hill Street - NPHA	Belmont	Large Family HR	\$2,014,263	\$0
							\$4,514,263	\$11,238,143
Remaining Balance in Set-Aside							(\$681,783)	
<u>RURAL SET ASIDE</u>				Set-Aside Credit Available \$9,813,729				
3	109.00	77.761%	CA-24-073	Summer Oaks - HOME	Sonoma (Unincorporated)	Large Family	\$2,500,000	\$8,555,188
4	109.00	64.678%	CA-24-077	Westside Subdivision - Native American	Tuolumne	Large Family HR	\$2,500,000	\$0
5	109.00	81.770%	CA-24-142	Eureka Scattered Site Project	Eureka	Large Family	\$2,500,000	\$14,652,743
6	109.00	75.380%	CA-24-130	Maple Meadows I	Chowchilla	Large Family	\$2,500,000	\$0
							\$10,000,000	\$23,207,931
Remaining Balance in Set-Aside							(\$186,271)	
<u>AT-RISK SET-ASIDE</u>				Set-Aside Credit Available \$3,750,629				
7	109.00	36.216%	CA-24-082	Highland Manor	Santa Ana	At-Risk	\$481,847	\$0
8	109.00	26.832%	CA-24-083	Casa Longwood	Los Angeles	At-Risk	\$547,138	\$0
9	109.00	20.166%	CA-24-160	Ramona Park Apartments	Baldwin Park	At-Risk	\$1,741,487	\$5,728,683
10	109.00	16.239%	CA-24-149	Sundance Apartments	Bakersfield	At-Risk	\$1,688,763	\$5,564,616
							\$4,459,235	\$11,293,299
Remaining Balance in Set-Aside							(\$708,606)	
<u>SPECIAL NEEDS SET-ASIDE</u>				Set-Aside Credit Available \$1,902,722				
11	109.00	84.665%	CA-24-071	The Garvey	Compton	Special Needs	\$2,500,000	\$0
							\$2,500,000	\$0
Remaining Balance in Set-Aside							(\$597,278)	
							Total Annual Federal Credits from Set Aside Projects	Total State Credits from Set Aside Projects
							\$21,473,498	\$45,739,373

CTCAC 2024 Second Round 9% Final Approved Recommendations for the Geographic Regions

October 2, 2024

Funding Order	Point Score	Final Tie Breaker Score	Project Number	Project Name	Housing Type	Federal Credits	State Credits	Federal/State
<u>CITY OF LOS ANGELES</u>				Geographic Region Credit Available \$4,077,300				
12	109.00	75.032%	CA-24-133	Harmony Senior Apartments	Seniors	\$2,500,000	\$0	\$2,500,000
						\$2,500,000	\$0	\$2,500,000
						Remaining Balance in Geographic Region		\$1,577,300
<u>BALANCE OF LOS ANGELES COUNTY</u>				Geographic Region Credit Available \$4,793,188				
13	109.00	87.941%	CA-24-141	Fountain Street Apartments	Large Family HR	\$2,500,000	\$1,678,678	\$2,667,868
24	109.00	83.711%	CA-24-154	The 101	Special Needs	\$2,249,775	\$0	\$2,249,775
						\$4,749,775	\$1,678,678	\$4,917,643
						Remaining Balance in Geographic Region		(\$124,455)
<u>CENTRAL VALLEY REGION</u>				Geographic Region Credit Available \$2,672,426				
14	109.00	81.887%	CA-24-072	Letzring Senior Housing	Seniors	\$2,500,000	\$6,076,797	\$3,107,680
						\$2,500,000	\$6,076,797	\$3,107,680
						Remaining Balance in Geographic Region		(\$435,254)
<u>SAN DIEGO COUNTY</u>				Geographic Region Credit Available \$2,155,445				
15	109.00	66.354%	CA-24-147	Rose Creek Village	SRO	\$2,340,177	\$0	\$2,340,177
						\$2,340,177	\$0	\$2,340,177
						Remaining Balance in Geographic Region		(\$184,732)
<u>INLAND EMPIRE REGION</u>				Geographic Region Credit Available \$4,235,773				
16	109.00	71.451%	CA-24-092	Cambern Avenue Apartments	Large Family HR	\$2,500,000	\$2,949,121	\$2,794,912
25	109.00	63.239%	CA-24-132	Arc Village Apartments	Large Family HR	\$1,532,725	\$0	\$1,532,725
						\$4,032,725	\$2,949,121	\$4,327,637
						Remaining Balance in Geographic Region		(\$91,864)

CTCAC 2024 Second Round 9% Final Approved Recommendations for the Geographic Regions

October 2, 2024

Funding Order	Point Score	Final Tie Breaker Score	Project Number	Project Name	Housing Type	Federal Credits	State Credits	Federal/State
<u>EAST BAY REGION</u>				Geographic Region Credit Available \$2,105,987				
17	109.00	96.489%	CA-24-070	Pacific Avenue Senior Homes	Seniors	\$2,500,000	\$1,324,821	\$2,632,482
						\$2,500,000	\$1,324,821	\$2,632,482
						Remaining Balance in Geographic Region		(\$526,495)
<u>ORANGE COUNTY</u>				Geographic Region Credit Available \$2,399,234				
18	109.00	64.164%	CA-24-171	Lincoln Beach	Seniors	\$1,923,622	\$0	\$1,923,622
						\$1,923,622	\$0	\$1,923,622
						Remaining Balance in Geographic Region		\$475,612
<u>SOUTH AND WEST BAY REGION</u>				Geographic Region Credit Available \$1,668,748				
19	109.00	86.770%	CA-24-085	Cherry Street Commons	Large Family HR	\$2,085,934	\$0	\$2,085,934
						\$2,085,934	\$0	\$2,085,934
						Remaining Balance in Geographic Region		(\$417,186)
<u>CAPITAL REGION</u>				Geographic Region Credit Available \$2,388,062				
20	109.00	61.402%	CA-24-116	Central Sacramento Studios II	Special Needs	\$2,497,453	\$0	\$2,497,453
						\$2,497,453	\$0	\$2,497,453
						Remaining Balance in Geographic Region		(\$109,391)
<u>CENTRAL COAST REGION</u>				Geographic Region Credit Available \$2,244,848				
21	109.00	97.043%	CA-24-172	Bella Vista	Large Family HR	\$2,380,366	\$0	\$2,380,366
						\$2,380,366	\$0	\$2,380,366
						Remaining Balance in Geographic Region		(\$135,518)
<u>NORTHERN REGION</u>				Geographic Region Credit Available \$1,535,350				
22	109.00	69.114%	CA-24-135	Oak Park Senior Apartments	Seniors	\$1,024,105	\$0	\$1,024,105
						\$1,024,105	\$0	\$1,024,105
						Remaining Balance in Geographic Region		\$511,245

CTCAC 2024 Second Round 9% Final Approved Recommendations for the Geographic Regions

October 2, 2024

Funding Order	Point Score	Final Tie Breaker Score	Project Number	Project Name	Housing Type	Federal Credits	State Credits	Federal/State
<u>SAN FRANCISCO COUNTY</u>				Geographic Region Credit Available \$5,098,819				
23	109.00	22.531%	CA-24-087	Sierra Madre Apartments	SRO	\$2,500,000	\$8,200,000	\$3,320,000
						\$2,500,000	\$8,200,000	\$3,320,000
						Remaining Balance in Geographic Region		\$1,778,819

Total Annual Federal Credits from Geographic Regions	Total State Credits from Geographic Regions	Total Federal/ State from Geographic Regions
\$31,034,157	\$20,229,417	\$33,057,099

**DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT
DIVISION OF FINANCIAL ASSISTANCE**

2020 W. El Camino Avenue, Suite 500, 95833
P. O. Box 952054
Sacramento, CA 94252-2054
(916) 263-2771 / FAX (916) 263-2763
www.hcd.ca.gov



November 9, 2018

Steve Peck, President and CEO
U.S.VETS
800 West 6th Street, Suite 1505
Los Angeles, CA 90017

Dear Steve Peck:

**RE: Award Announcement – U.S.VETS: E Street San Bernardino
Contract #: 18-VHHP-12264**

The Department of Housing and Community Development (Department) is pleased to announce that U.S.VETS has been conditionally awarded a Veterans Housing and Homelessness Prevention Program (VHHP) rental housing loan in the amount of \$4,426,369. This letter constitutes notice of the award of VHHP funds for use at E Street San Bernardino in the city of San Bernardino in San Bernardino County.

Based upon the representations made by or on behalf of U.S.VETS in the Application, and the information contained in the Department's completed Project Report, and pursuant to the authority granted in this award letter, the Department offers this conditional award to make a permanent loan to U.S.VETS. This award is conditioned upon the Department's ability to secure budgetary approval. Please be advised that this award is subject to the terms and conditions of the Standard Agreement, which must be fully executed within 90 days of the date of this award letter. Failure by U.S.VETS to sign and return the Standard Agreement upon receipt from the Department within this timeframe, may result in award cancellation.

Congratulations on your successful application. For further information, please contact John Nunn, Program Manager, at (916) 274-0575 or John.Nunn@hcd.ca.gov.

Sincerely,

A handwritten signature in blue ink that reads "Lisa Bates". The signature is written in a cursive, flowing style.

Lisa Bates
Deputy Director

Michelle Johnson

From: Smith, Debora@HCD <Debora.Smith@hcd.ca.gov>
Sent: Thursday, January 16, 2025 10:33 AM
To: David Paredes; Kent Trimble
Cc: Steve Peck; lallgood@usvets.org; Mattes, Stephanie@HCD; Laney Kapgan; Grant Stephens; Harty-Swaleh, Melissa@HCD; Mo, Siyao@HCD; Alvarez, Temo@HCD; Balan-Hodgkins, Anna@HCD; Scott, Donna@HCD; Mattes, Stephanie@HCD
Subject: RE: Modified Disencumbrance Extension Plan: 18-VHHP-12264, E Street San Bernadino,

E Street Team,

Thank you for your correspondence, your Disencumbrance Extension Plan is modified as follows.

HCD does not take the disencumbrance of funding lightly and fully recognizes the time and financial resources at stake in each project's development potential. **With this in mind, HCD will be offering a short-term extension to all projects that submitted a survey response. This email serves as official notification of that extension.**

Unlike the prior extension which was for a fixed 6-month period, this second extension is based on the individual survey responses provided, specifically on the most feasible path forward for the project as provided in the survey.

You indicated that you would be submitting a 9% TCAC application for gap financing, therefore this extension is tied to the application date **3/18/2025** and successful receipt of 9% TCAC funding **6/18/2025**.

HCD will monitor for both the submittal of this application and the status of the application through the review and award process. If no application is submitted or if the submitted application is unsuccessful in securing funding, the project will be immediately disencumbered.

If at any point during the outlined path, you either 1) do not submit an application or 2) are unsuccessful in securing funding through either of these funding rounds, HCD will immediately disencumber funds.

If you have any questions or need further clarification, don't hesitate to reach out.

Thank you,



Debora Sue Smith

Representative II | Program, Design, & Implementation (PDI)
Division of State Financial Assistance
California Department of Housing & Community Development
651 Bannon Street, 8th Floor | Sacramento, CA 95811
[*Debora.Smith@hcd.ca.gov](mailto:Debora.Smith@hcd.ca.gov) | (916) 247.7017



Housing Choice Voucher Program

**Allowances for
Tenant-Furnished Utilities
and Other Services**

**U.S. Department of Housing
and Urban Development**
Office of Public and Indian Housing

Locality San Bernardino County	Age mixed	Unit Type Apartment	Date (mm/dd/yyyy) 11/1/2024
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Utility or Service		Monthly Dollar Allowances						
		0 BR	1 BR	2 BR	3 BR	4 BR	5 BR	6 BR
Heating	a. Natural Gas	24	28	30	33	37	40	42
	b. Bottle Gas	58	68	73	80	90	97	102
	c. Electric	32	40	53	63	74	84	95
Cooking	a. Natural Gas	4	5	7	9	11	13	14
	b. Bottle Gas	10	12	17	22	27	31	34
	c. Electric	13	16	23	32	44	52	61
Other Electric		51	60	83	107	131	159	180
Air Conditioning		27	33	50	69	85	100	133
Water Heating	a. Natural Gas	9	10	15	21	26	32	34
	b. Bottle Gas	22	24	36	51	63	77	83
	c. Electric	31	36	52	67	82	98	112
Water		47	49	64	87	110	132	149
Sewer		45	45	45	45	45	45	45
Trash Collection		31	31	31	31	31	31	31
Range/Microwave		6	6	6	6	6	6	6
Refrigerator		4	4	4	4	4	4	4
Other - specify		0	0	0	0	0	0	0

Actual Family Allowances to be used by the family to compute allowance. Complete below for the actual unit rented.	Utility or Service	Monthly Cost
Name of Family	Heating	
	Cooking	
	Other Electric	
Address of Use	Air Conditioning	
	Water Heating	
	Water	
	Sewer	
	Trash Collection	
	Range/Microwave	
Number of Bedrooms	Refrigerator	
	Other	
	Total	\$

Spreadsheet based on form HUD-52667 (4/2023).

Previous editions are obsolete

ref. Handbook 7420.8

Any individual, company, corporation, government agency or organization using these utility allowances shall indemnify, defend, and hold harmless the Housing Authority of the County of San Bernardino, its officers, officials, employees, and volunteers from and against any and all liability, claims, damage, cost, expenses, awards, fines, judgments, and attorney fees (including, without limitation, costs, attorney fees, expert witness fees, and other expenses of litigation) of every nature arising out of or in connection with the use of these utility allowances under any circumstances.



Housing Choice Voucher Program

**Allowances for
Tenant-Furnished Utilities
and Other Services**

**U.S. Department of Housing
and Urban Development**
Office of Public and Indian Housing

Locality San Bernardino County	Age mixed	Unit Type Detached Houses	Date (mm/dd/yyyy) 11/1/2024
--	--------------	-------------------------------------	---------------------------------------

Utility or Service	Monthly Dollar Allowances							
	0 BR	1 BR	2 BR	3 BR	4 BR	5 BR	6 BR	
Heating	a. Natural Gas	33	38	43	48	53	58	62
	b. Bottle Gas	80	92	104	116	128	140	151
	c. Electric	73	86	98	110	121	133	151
Cooking	a. Natural Gas	4	5	7	9	11	13	14
	b. Bottle Gas	10	12	17	22	27	31	34
	c. Electric	13	16	27	36	47	56	64
Other Electric		75	88	123	163	204	247	280
Air Conditioning		21	26	68	106	144	182	201
Water Heating	a. Natural Gas	11	13	20	26	33	40	43
	b. Bottle Gas	27	31	48	63	80	97	104
	c. Electric	39	50	69	89	106	122	137
Water		47	49	64	87	110	132	151
Sewer		45	45	45	45	45	45	45
Trash Collection		31	31	31	31	31	31	31
Range/Microwave		6	6	6	6	6	6	6
Refrigerator		4	4	4	4	4	4	4
Other - specify		0	0	0	0	0	0	0

Actual Family Allowances to be used by the family to compute allowance. Complete below for the actual unit rented.	Utility or Service	Monthly Cost
Name of Family	Heating	
	Cooking	
	Other Electric	
Address of Use	Air Conditioning	
	Water Heating	
	Water	
	Sewer	
	Trash Collection	
	Range/Microwave	
Number of Bedrooms	Refrigerator	
	Other	
	Total	\$

Previous editions are obsolete

Spreadsheet based on form HUD-52667 (4/2023).
ref. Handbook 7420.8

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Housing Choice Voucher Program

**Allowances for
Tenant-Furnished Utilities
and Other Services**

**U.S. Department of Housing
and Urban Development**
Office of Public and Indian Housing

Locality San Bernardino County	Age mixed	Unit Type Manufactured homes	Date (mm/dd/yyyy) 11/1/2024
--	--------------	--	---------------------------------------

Utility or Service		Monthly Dollar Allowances						
		0 BR	1 BR	2 BR	3 BR	4 BR	5 BR	6 BR
Heating	a. Natural Gas	29	33	37	41	45	50	55
	b. Bottle Gas	70	80	90	99	109	121	132
	c. Electric	80	93	96	98	101	103	115
Cooking	a. Natural Gas	4	5	7	9	11	13	14
	b. Bottle Gas	10	12	17	22	27	31	34
	c. Electric	13	16	27	36	47	56	58
Other Electric		75	88	123	163	204	247	288
Air Conditioning		26	33	63	89	115	142	180
Water Heating	a. Natural Gas	11	13	20	26	33	40	43
	b. Bottle Gas	27	31	48	63	80	97	104
	c. Electric	39	50	69	89	106	122	135
Water		47	49	64	87	110	132	149
Sewer		45	45	45	45	45	45	45
Trash Collection		31	31	31	31	31	31	31
Range/Microwave		6	6	6	6	6	6	6
Refrigerator		4	4	4	4	4	4	4
Other - specify		0	0	0	0	0	0	0

Actual Family Allowances to be used by the family to compute allowance. Complete below for the actual unit rented.	Utility or Service	Monthly Cost
Name of Family	Heating	
	Cooking	
	Other Electric	
Address of Use	Air Conditioning	
	Water Heating	
	Water	
	Sewer	
	Trash Collection	
	Range/Microwave	
Number of Bedrooms	Refrigerator	
	Other	
	Total	\$

Previous editions are obsolete

Spreadsheet based on form HUD-52667 (4/2023).
ref. Handbook 7420.8

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U.S.VETS – E Street

1351 N. E Street, San Bernardino, CA 92405

19. CEQA

The CEQA analysis was determined to be a Categorical Exemption under Section 15331 with the adoption of Resolution 2022-001 and approval of CUP 21-02. CUP 21-02 had expired but has since been resubmitted and a new case number of CUP 25-04 has been assigned. Although an updated CEQA analysis will be performed for CUP 25-04, The City of San Bernardino Planning Division can confirm that there are 1) no changes to the project that would result in a significant impact and 2) no significant circumstances have changed for the project that would result in a severe impact. Therefore, the Categorical Exemption of Section 15332 for Infill Development would not change under the new CUP 25-04, and therefore the CEQA analysis would be adopted the same as under the original adoption of Resolution 2022-001.

RESOLUTION NO. 2022-001-PC

A RESOLUTION OF THE PLANNING COMMISSION OF THE CITY OF SAN BERNARDINO, CALIFORNIA, APPROVING CONDITIONAL USE PERMIT 21-02 ALLOWING THE DEVELOPMENT, ESTABLISHMENT AND OPERATION OF A SOCIAL SERVICE RESIDENTIAL FACILITY (VETERAN’S HOUSING) COMPRISED OF THIRTY (30) RESIDENTIAL UNITS FOR LOW-INCOME MILITARY VETERANS ON A PARCEL CONTAINING APPROXIMATELY 0.76 ACRES; AND FINDING THE PROJECT SUBJECT TO A CATEGORICAL EXEMPTION UNDER THE CALIFORNIA ENVIRONMENTAL QUALITY ACT.

WHEREAS, on January 4, 2021, Pursuant to the requirements of Chapter 19.36 (Conditional Use Permits), Section 19.06.020(2)(Y) (Commercial Zones Specific Standards – Social Service Uses/Centers), and Section 19.19A (Transit Overlay District) of the City of San Bernardino Development Code, an application for Conditional Use Permit 21-02, was duly submitted by:

Property Owner/
Project Applicant: U.S. VETS – E Street LLC
800 West Sixth Street
Suite 1505
Los Angeles, CA 90017

Parcel Address: 1351 N. E Street
APN: 0145-211-55
Lot Area: 0.76 acres

WHEREAS, Conditional Use Permit 21-02 to allow the development, establishment, and operation of a social service residential facility (Veteran’s Housing) comprised of thirty (30) residential units for low-income military veterans on a parcel containing approximately 0.76 acres;

WHEREAS, the Planning Division of the Community and Economic Development Department has reviewed Conditional Use Permit 21-02 for consistency with the City of San Bernardino General Plan, and compliance with the City of San Bernardino Development Code;

WHEREAS, pursuant to the requirements of the California Environmental Quality Act (“CEQA”), the Planning Division of the Community and Economic Development Department has evaluated Conditional Use Permit 21-02 and determined that it is exempt from CEQA pursuant to Categorical Exemption (listed in CEQA Guidelines Article 19, commencing with Section 15300) and the application of that Categorical Exemption is not barred by one of the exemptions set forth in CEQA Guidelines Section 15300.2;

WHEREAS, on December 29, 2021, pursuant to the requirements of Section 19.52.020 (Hearings and Appeals – Application Processing) of the City of San Bernardino Development Code, the City gave public notice by advertising in the San Bernardino Sun, a newspaper of general circulation within the City of San Bernardino, and by mailing notices to the property owners within 500 feet of the subject property of the holding of a public hearing at which Conditional Use Permit 21-02;

WHEREAS, on January 11, 2022, pursuant to the requirements of Section 19.52.040 (Hearings and Appeals – Hearing Procedures) of the City of San Bernardino Development Code, the Planning Commission held the duly-noticed public hearing at which interested persons had an opportunity to testify in support of, or opposition to Conditional Use Permit 21-02 and at which meeting the Planning Conditional Use Permit 21-02; and

WHEREAS, pursuant to the requirements of Chapter 19.36 of the City of San Bernardino Development Code, the Planning Commission has the authority to take action on Conditional Use Permit 21-02.

NOW THEREFORE, the Planning Commission of the City of San Bernardino does hereby resolve, determine, find, and order as follows:

SECTION 1. ENVIRONMENTAL DETERMINATION:

As the decision-making body for the project, the Planning Commission has reviewed and considered the information contained in the administrative record Subdivision Conditional Use Permit 21-02. Based upon the facts and information contained in the administrative record, including all written and oral evidence presented to the Planning Commission, the Planning Commission finds, as follows:

(1) The administrative record has been completed in compliance with CEQA, the State CEQA Guidelines, and the City’s Local CEQA Guidelines, and

(2) The proposed project is categorically exempt from the requirements of the California Environmental Quality Act pursuant to Section 15332 (In-Fill Development Projects) of the CEQA Guidelines; and

(3) The application of the categorical exemption is not barred by one of the exceptions set forth in the CEQA Guidelines Section 15300.2; and

(4) The determination of CEQA exemption reflects the independent judgment of the Planning Commission.

SECTION 2. FINDINGS FOR CONDITIONAL USE PERMIT 21-02:

Section 19.36.050 (Findings) and Section 19.06.030(2)(B) (Article II) (Section VII) (Action on Permit Application) of the City of San Bernardino Development Code requires that Conditional Use Permit applications meet certain findings prior to their approval by the Planning Commission. Accordingly, the following findings are provided in support of the recommendation by the Planning Commission for the approval of Conditional Use Permit 21-02:

Finding No. 1: The proposed use is conditionally permitted within and would not impair the integrity and character of the subject land use district and complies with all of the applicable provisions of the Development Code.

Finding of Fact: The proposed social services housing facility is a conditionally permitted use, pursuant to Development Code Section 19.06.020(2)(Y) and Section 19.19A. The project site is located within the Commercial General (CG-1) Zone and Transit Overlay District (TOD) and is substantially surrounded by existing residential and commercial uses. The proposed development will be developed in compliance with all applicable provisions of the City of San Bernardino Development Code, including development standards and applicable design guidelines. Further, the development of the subject property will enhance the appearance of the blighted and undeveloped/underutilized vacant site. Therefore, the project would not impair the integrity and character of the subject land use district or be detrimental to surrounding properties.

Finding No. 2: The proposed use is consistent with the General Plan.

Finding of Fact: The City of San Bernardino General Plan includes goals and policies to guide future development within the City, including the following:

- ✓ *General Plan Land Use Element Policy 2.2.1: Ensure compatibility between land uses and quality design through adherence to standards and regulations in the Development Code and policies and guidelines in the Community Design Element.*
- ✓ *General Plan Housing Policy 3.2.1: Protect the quality of the existing housing stock through the rehabilitation and improvement of market rate neighborhoods and affordable housing projects.*
- ✓ *General Plan Housing Policy 3.3.3: Support innovative public, private, and not-for-profit efforts for the development and financing of affordable housing.*

- ✓ *General Plan Housing Policy 3.5.4: Encourage and facilitate the construction, maintenance, and preservation of a variety of housing types adequate to meet a range of household needs.*
- ✓ *General Plan Housing Policy 3.6.1 states: Promote infill rehabilitation and new construction projects through increasing housing potential in already developed areas of the community.*
- ✓ *General Plan Community Design Element Goal 5.6 Ensure that multi-family housing is attractively designed and scaled to contribute to the neighborhood and provide visual interest through varied architectural detailing.*

The proposed project is permitted within the Commercial General (CG-1) Zone and Transit Overlay District (TOD), subject to the approval of a Conditional Use Permit with the appropriate Conditions of Approval and CEQA determination. The proposed project will provide an attractive housing opportunity that will bring a traditional design with modern hints of architecture to an underdeveloped/underutilized vacant site. The proposed development, establishment and operation of a social service housing facility will provide additional housing opportunities that will promote the City's collaboration with entities that aim at improving the housing stock and align with the State of California Housing requirements. The existing vacant site is immersed within an existing neighborhood that has a combination of various residential types and commercial uses, thus preserving the integrity of the existing neighborhood. Furthermore, the proposed project will reduce the need for vehicle trips as the development is located along the Baseline Avenue/E Street Boundary within the Transit Overlay District (TOD), giving the residents access to the site via the sbX rapid transit bus line. Additionally, by adding thirty (30) units of affordable housing to an existing vacant site, the City policies are realized through the support of an innovative not-for-profit development that encourages and facilitates new construction and maintenance of affordable housing. Therefore, the proposed project would be compatible with surrounding land uses and consistent with the City's General Plan.

Finding No. 3: Approval of the Conditional Use Permit for the proposed use complies with the requirements of the CEQA and §19.20.030(6) of the Development Code.

Finding of Fact: In accordance with the California Environmental Quality Act, the Planning Division of the Community Development Department evaluated the proposed project and has determined that it is categorically exempt from CEQA Guidelines, pursuant to Section 15332 (In-Fill Development Projects) of the CEQA Guidelines and Conditions of Approval will be imposed to alleviate potential impacts. Therefore, the proposed project site

is in compliance with the requirements of CEQA and Section 19.20.030(6) of the Development Code.

Finding No. 4: There will be no potentially-significant negative impacts on environmental quality or natural resources that could not be properly mitigated and monitored.

Finding of Fact: The project site is located within an urbanized area and is generally surrounded by existing commercial and industrial development. Therefore, no significant negative impacts on the environment are anticipated to result from the proposed development.

Finding No. 5: The location, size, design, and operating characteristics of the proposed use are compatible with the existing and future land uses within the general area in which the proposed use is to be located and will not create significant noise, traffic, or other conditions or situations that may be objectionable or detrimental to other permitted uses in the vicinity or adverse to the public interest, health, safety, convenience, or welfare of the City.

Finding of Fact: The location, size, design, and operating characteristics of the proposed use are compatible with the existing and future land uses within the general area. The proposed use will not create significant noise, traffic or other conditions or situations that may be objectionable or detrimental to other permitted uses in the vicinity or adverse to the public interest, health, safety, convenience, or welfare of the City. Access to the subject site will be from N. E Street with an ingress/egress roadway onto N. Stoddard Avenue. On-site vehicular circulation has been adequately accommodated to access the site through both N. E Street and N. Stoddard Avenue. emergency and trash/refuse services will be able to adequately access and circulate through the site via N. E Street, while safely exiting through N. Stoddard Avenue. Therefore, the design of the project will ensure that the project will not create any significant noise, traffic, or other conditions that would be detrimental or objectionable to other uses in the vicinity or adverse to the public health, safety, convenience, or welfare of the City.

Finding No. 6: The subject site is physically suitable for the type and density/intensity of use being proposed.

Finding of Fact: The site is physically suitable for the type and density/intensity of the project being proposed as evidenced by project compliance with the applicable Development Code Standards. The proposed building meets all lot coverage, setback and height requirements. The size of the project site is adequate to accommodate the proposed improvements, in compliance with the requirements of the Development Code.

Finding No. 7: There are adequate provisions for public access, water, sanitation, and public utilities and services to ensure that the proposed use would not be detrimental to public health or safety.

Finding of Fact: The site has direct access off of N. E Street. All agencies responsible for reviewing access and providing water, sanitation and other public services to the site have had the opportunity to review the proposal, and none indicated inability to serve the project site. Establishment of the proposed social service housing facility, subject to Conditions of Approval, will not be detrimental to public services or public health and safety.

SECTION 3. CONDITIONS OF APPROVAL:

The approval of Conditional Use Permit 21-02 shall be subject to the following Conditions of Approval:

- 1) This approval is to allow the development, establishment, and operation of a social service residential facility (Veteran’s Housing) comprised of thirty (30) residential units for low-income military veterans on a parcel containing approximately 0.76 acres. The project site is located at 1351 N. E Street (APN: 0145-211-55).
- 2) The project site shall be developed and maintained in accordance with: (i) the plans stamped January 11, 2022 (EXHIBIT “A”), approved by the City, which includes a site plan, floor plan, exterior-elevations plan, and conceptual-landscaping plan on file with the Planning Division; (ii) the Conditions of Approval contained herein; and (iii) the City’s Municipal Code regulations.
- 3) Within two (2) years of the approval of the Subdivision and Conditional Use Permit, the commencement of construction shall have occurred or the permit/approval shall become null and void. In addition, if at any time after the commencement of construction, work is discontinued for a period of one (1) year, then the permit/approval shall become null and void. However, approval of the Subdivision and Conditional Use Permit does not authorize the commencement of construction. All necessary permits must be obtained prior to the commencement of specified construction activities included in the Conditions of Approval.

EXPIRATION DATE: JANUARY 11, 2024

- 4) The review authority may grant a time extension, for good cause, not to exceed twelve (12) months. The applicant must file an application, the processing fees, and all required submittal items thirty (30) days prior to the expiration date. The review authority shall ensure that the project complies with all Development Code provisions in effect at the time of the requested extension.
- 5) In the event this approval is legally challenged, the City will promptly notify the applicant of any claim, action, or proceeding and will fully cooperate in the defense of this matter. Once notified, the applicant agrees to defend, indemnify, and hold harmless the City of San Bernardino (“City”), any departments, agencies, divisions, boards, and/or commissions of the City, and any predecessors, successors, assigns, agents, directors, elected officials, officers,

employees, representatives, and attorneys of the City from any claim, action, or proceeding against any of the foregoing persons or entities. The applicant further agrees to reimburse the City for any costs or attorneys' fees, which the City may be required by a court to pay as a result of such action, but such participation shall not relieve applicant of his or her obligation under this condition. The costs, salaries, and expenses of the City Attorney and employees of his office shall be considered "attorneys' fees" for purposes of this condition. As part of the consideration for issuing this Conditional Use Permit, this condition shall remain in effect if the Conditional Use Permit is rescinded or revoked, whether or not at the request of applicant.

Planning Division

- 6) The applicant, facility operator, and/or property owner shall submit Operational, Management and Security Plans for the social services housing facility to the Planning Division for review and approval prior to the issuance of any grading or building permit.
- 7) Hours of operation for the on-site service office shall be restricted to between the hours of 8:00 a.m. to 5:00 p.m., seven (7) days a week.
- 8) This approval shall not permit drop-in "shelter style" or "itinerant style" overnight stay.
- 9) Public distribution of food, clothing or any other items shall not be permitted.
- 10) The social services housing facility shall provide for 24-hour security personnel to monitor the property, seven (7) days a week and shall be equipped with a security camera monitoring system.
- 11) If the property is sold by United States Veterans Initiative (U.S. VETS), the City shall review and approve the new owner and operator.
- 12) A six (6) foot high decorative masonry block wall with a twenty-four (24) foot gate shall be maintained along the north property line with a six (6) foot high decorative masonry block wall along the east and south property lines.
- 13) Every six (6) months, over two (2) years from the issuance of the Certificate of Occupancy, the Planning Division shall conduct an inspection of the business operations and property to ensure compliance with the Conditions of Approval to the satisfaction of the Community Development Director. In the event that an unresolved issue continues to exist, the applicant shall submit an application, along with the appropriate fee, for Reconsideration by the Planning Commission.
- 14) Construction-related activities may not occur between the hours of 8:00 pm and 7:00 am. No construction vehicles, equipment, or employees may be delivered to, or arrive at, the construction site before 7:00 am or leave the site after 8:00 pm.

- 15) If the colors of the buildings or other exterior finish materials are to be modified beyond the current proposal and improvement requirements, the revised color scheme and/or finish materials shall be reviewed and approved by the Planning Division prior to the commencement of work.
- 16) The project landscape plans shall be in substantial compliance with the Conceptual Landscape plan and prepared in accordance with the Development Code, section 19.28.120 (Water Efficient Landscaping Standards).
- 17) Minor modifications to the plans shall be subject to approval by the Director through the Minor Modification Permit process. Any modification that exceeds 10% of the allowable measurable design/site considerations shall require the re-filing of the original application.
- 18) The facility operator and property owner shall be responsible for regular maintenance of the project site. The site shall be maintained in a clean condition and free of litter or any other undesirable material(s). Vandalism, graffiti, trash, and other debris shall be removed and cleaned up within twenty-four (24) hours of being reported.
- 19) The applicant and/or owner shall always maintain all future landscaping in the parking lot and setbacks in a weed and disease-free condition and any dead or missing vegetation must be promptly replaced.
- 20) Signs are not approved as part of this permit. Prior to establishing any new signs, or to replacing existing signs, the applicant shall submit an application and receive approval for a Sign Permit from the Planning Division. Banners, flags, pennants, and similar signs are prohibited unless a Temporary Sign Permit is obtained.
- 21) All exterior lighting shall be contained within property lines and be energy efficient, with the option to lower or reduce usage when the facility is closed.
- 22) Submittal requirements for permit applications (site improvements, landscaping, etc.) to Building Plan Check and/or Land Development must include all Conditions of Approval issued with this approval, printed on the plan sheets.
- 23) All new construction shall require permits prior to commencement.
- 24) All Conditions of Approval shall be completed prior to final inspection and sign-off.
- 25) No Final Certificate of Occupancy will be issued until all Conditions of Approval have been completed.
- 26) The project shall comply with all applicable requirements of the City of San Bernardino Community Development Department, Land Development and Building and Safety Divisions, Fire Department, Police Department, Municipal Water Department, Public Works Department, and the City Clerk's Office/Business Registration Division.

Public Works Department**27) Drainage and Flood Control**

- a) A local drainage study will be required for the project. Any drainage improvements, structures or storm drains needed to mitigate downstream impacts or protect the development shall be designed and constructed at the developer's expense, and right-of-way dedicated as necessary.
- b) The detention basin shall be designed in accordance with "Detention Basin Design Criteria for San Bernardino County." Retention basins are not acceptable.
- c) The development is located within Zone X of the Federal Insurance Rate Maps on booklet #06071C8681J with year 09/02/2016.
- d) All drainage from the development shall be directed to an approved public drainage facility. If not feasible, proper drainage facilities and easements shall be provided to the satisfaction of the City Engineer.
- e) If site drainage is to be outlet into the public street, the drainage shall be conveyed through a parkway culvert constructed in accordance with City Standard No. 400. Conveyance of site drainage over the Driveway approaches will not be permitted.
- f) A Preliminary WQMP was submitted, and the proposed underground chamber system was conceptually approved. The system shall include but not limited to pretreatment mechanism and emergency overflow outlet in the final design.
- g) A Full-Categorical Water Quality Management Plan (WQMP) is required for this project. The applicant is directed to the County of San Bernardino's Flood Control web page for the template and Technical Guidance Document. The Land Development Division, prior to issuance of any permit, shall approve the WQMP. A CD copy of the approved WQMP is required prior to grading permit issuance.
- h) The Land Development Division, prior to grading plan approval, shall approve an Erosion Control Plan. The plan shall be designed to control erosion due to water and wind, including blowing dust, during all phases of construction, including graded areas which are not proposed to be immediately built upon.

28) Grading and Landscaping

- a) The grading and on-site improvement plan shall be signed by a Registered Civil Engineer and a grading permit will be required. The grading plan shall be prepared in strict accordance with the City's "Grading Policies and Procedures" and the City's "Standard Drawings", unless otherwise approved by the Building Official.
- b) If the grading plan indicates export or import, the source of the import material or the site for the deposition of the export shall be noted on the grading plan. Permit numbers shall be noted if the source or destination is in the City of San Bernardino.
- c) If more than 50 cubic yards of earth is to be hauled on City Streets then a special hauling permit shall be obtained from the City Engineer. Additional conditions, such as truck route approval, traffic controls, bonding, covering of loads, street cleaning, etc. may be required by the City Engineer.

- d) Wheel stops are not permitted by the Development Code, except at designated accessible parking spaces. Therefore, continuous 6" high curb shall be used around planter areas and areas where head in parking is adjacent to walkways. The parking spaces may be 16.5' deep and may overhang the landscaping or walkway by 2.5'. Overhang into the setback area or into an ADA path of travel (minimum 4' wide) is not permitted.
- e) Continuous concrete curbing at least 6 inches high and 6 inches wide shall be provided at least 3 feet from any wall, fence, property line, walkway, or structure where parking and/or drive aisles are located adjacent thereto. Curbing may be left out at structure access points. The space between the curb and wall, fence, property line, walkway or structure shall be landscaped, except as allowed by the Development Review Committee.
- f) The refuse enclosure(s) shall be constructed in accordance with City Standard Drawing No. 508 with modification to provide ADA access. The minimum size of the refuse enclosure shall be 8 feet x 15 feet for bins storage area. Where a refuse enclosure is proposed to be constructed adjacent to spaces for parking passenger vehicles, a 3' wide by 6" high concrete planter shall be provided to separate the enclosure from the adjacent parking. The placement of the enclosure and design of the planter shall preclude the enclosure doors from opening into drive aisles or impacting against adjacent parked cars.
- g) Retaining walls, block walls and all on-site fencing shall be designed and detailed on the on-site improvement Plan. This work shall be part of the on-site improvement permit issued by the Building Official. All masonry walls shall be constructed of decorative block with architectural features acceptable to the City Planner.
- h) No construction on a site shall begin before a temporary/security fence is in place and approved by the Building Official or his designee. Temporary/security fencing may not be removed until approved by the Building Official or his designee. The owner or owner's agent shall immediately remove the temporary/security fencing upon the approval of the Building Official or his designee. Sites that contain multiple buildings shall maintain the temporary/security fencing around the portion of the site and buildings under construction as determined by the Building Official or his designee. All temporary/security fencing for construction sites shall include screening, emergency identification and safety identification and shall be kept in neat and undamaged condition.
- i) The on-site improvement plan shall include details of on-site lighting, including light location, type of poles and fixtures, foundation design with structural calculations, conduit location, material and size, and Photometric plot shall be provided which show that the proposed on-site lighting design will provide:
 - 1 foot-candle of illumination uniformly distributed over the surface of the parking lot during hours of operation, and
 - 0.25 foot-candles security lighting during all other hours.
- j) The design of on-site improvements shall also comply with all requirements of The California Building Code, Title 24, relating to accessible parking and accessibility, including retrofitting of existing building access points for accessibility, if applicable.
- k) An accessible path of travel shall be provided from the public way to the building entrance. All pathways shall be paved and shall provide a minimum clear width of 4 feet. Where parking overhangs the pathway, the minimum paved width shall be 6.5 feet.

- l) The project Landscape Plan shall be reviewed and approved by the Land Development Division prior to issuance of a grading permit. Submit 3 copies to the Land Development Division for Checking.
- m) Prior to occupancy of any building, the developer shall post a bond to guarantee the maintenance and survival of project landscaping for a period of one year.
- n) The public right-of-way, between the property line and top of curb (also known as “parkway”) along adjoining streets shall be landscaped by the developer and maintained in perpetuity by the property owner. Details of the parkway landscaping shall be included in the project’s on-site landscape plan.
- o) All electrical transformers located outdoors on the site, shall be screened from view with a solid wall or landscaping and shall not be located in any setback/right-of-way area. If the transformer cannot be screened, it shall be located in an underground vault unless approved by the City Engineer pursuant to Section 19.30.110.

29) On-site Utilities

- a) Design and construct all public utilities to serve the site in accordance with City Code, City Standards and requirements of the serving utility, including gas, electric, telephone, water, sewer and cable TV (Cable TV optional for commercial, industrial, or institutional uses).
- b) The project site shall be provided with separate water and sewer facilities so the City or the agency providing such services in the area can serve it.
- c) Backflow preventers shall be installed for any building with the finished floor elevation below the rim elevation of the nearest upstream manhole.
- d) This project is located in the sewer service area maintained by the City of San Bernardino therefore, any necessary sewer main extension shall be designed and constructed in accordance with the City's "Sewer Policy and Procedures" and City Standard Drawings.
- e) Utility services shall be placed underground, and easements provided as required.
- f) All existing overhead utilities adjacent to or traversing the site on either side of the street shall be placed underground in accordance with Section 19.20.030 of the Development Code.
- g) Existing Utilities which interfere with new construction shall be relocated at the Developer's expense as directed by the City Engineer, except overhead lines, if required by provisions of the Development Code to be undergrounded.

30) Street Improvement and Dedications

- a) For the streets listed below, dedication of adequate street right-of-way (R.W.) to provide the distance from street centerline to property line and placement of the curb line (C.L.) in relation to the street centerline shall be as follows:

Street Name	Dedication shall be <u>Right-of-Way (feet)</u> From Centerline	Curb Widening shall be <u>Curb Line (feet)</u> From Centerline
“E” Street (145-211-55)	41.25’ Existing 8.75’ Dedication for a total ½ width of 50’ “Major Arterial”	33’± Existing None-Proposed (Future 36’ to 40’) Per General Plan
Stoddard Avenue (145-211-55)	41.25’ Existing No Dedication for a total ½ width of 44’ “Secondary Arterial”	28’± Existing Required 32’ to 33’ Per General Plan

- b) “E” Street – TI = 9.0:
- i) The street is in fair condition and no ac improvements are needed at this time.
 - ii) All striping shall be thermoplastic paint per section 84 of the Caltrans specifications.
 - iii) The existing curb & gutter, sidewalk, and driveway fronting the site are in good condition, if any curb & gutter panels, sidewalk panels, and driveways are lifted, cracked, or do not meet current ADA requirements, each of the panels shall be replaced per city standards.
 - iv) Remove existing driveways that are not being used under the project plans and replace with Curb Gutter and Sidewalk per city Standards.
 - v) Construct Commercial Driveway Approach per City Standard No. 204, Type II, including an accessible by-pass around the top of the drive approach. Minimum Width is 26’. No Driveways closer than 100’ from BCR/ECR as directed by the City Engineer.
 - vi) When Replacing/Reconstructing Curb and Gutter panels, Construct 8" Curb and Gutter per City Standard No. 200, type “B”.
 - vii) When Replacing or reconstructing Sidewalk panels, Construct Sidewalk per City Standard No. 202; Case "A" (6’ wide adjacent to curb).
 - viii) Install (Ornamental) LED Street Lights System adjacent to the site in accordance with City Standard No’s. SL-1, SL-2, and SL-3. Also, a separate light plan shall be submitted in accordance with the City of San Bernardino Street Lighting Design Policies. Install ID Plate on Street light pole. Connect to Existing Street Light System.
 - ix) Survey Monuments and ties shall be placed, replaced, tied out and recorded at any corner or alignment changes that are adjacent to the project area in accordance to California Land Surveyors Association – Monument Preservation Guidelines, Copies of Recorded Monuments/Ties shall be delivered to Public Works/Engineering.

Stoddard Avenue – TI = 5.5:

- x) The first 100' from the southerly property curb to curb shall be rehabilitated to meet the requirements detailed in a soils report based on the "R" value of the subgrade and the traffic Index. The City's has a minimum of 2" Grind and Overlay; However the Soils Report may indicate a thicker or different improvement.
- xi) All striping shall be thermoplastic paint per section 84 of the Caltrans specifications.
- xii) Construct Commercial Driveway Approach per City Standard No. 204, Type II, including an accessible by-pass around the top of the drive approach, Minimum width 26'
- xiii) When Replacing/Reconstructing Curb and Gutter panels, Construct 8" Curb and Gutter per City Standard No. 200, type "B".
- xiv) When Replacing or reconstructing Sidewalk panels, Construct Sidewalk per City Standard No. 202; Case "A" (6' wide adjacent to curb).
- xv) No Parking will be allowed on Stoddard Avenue for the first 10' to 20' south of the southerly property line, install signs per city standards and paint curb Red.
- xvi) Access to Stoddard Avenue shall be limited to site exit only. A "Do Not Enter" or "Wrong Way" sign shall be posted by the driveway at the end of Stoddard Avenue.
- xvii) Survey Monuments and ties shall be placed, replaced, tied out and recorded at any corner or alignment changes that are adjacent to the project area in accordance to California Land Surveyors Association – Monument Preservation Guidelines, Copies of Recorded Monuments/Ties shall be delivered to Public Works/Engineering.
- xviii) Non-Entry Access on Stoddard Avenue. Striping (Island) shall be placed to direct traffic out of exit area.

* These Conditions are set for an estimated construction with-in two years. If construction exceeds two years from DERC Approval these conditions shall be reviewed and updated as needed.

- c) With Submittal of improvement plans including but not limited to grading plans, Street improvement plans, storm drain and retention/detention basin plans, and erosion/sediment control plans, The Applicant shall cause to be formed, or shall be annexed into an existing, Community Facilities District(s) (CFD) for landscaping, lighting, streets, drainage facilities, street sweeping, graffiti removal, or other infrastructure as required by the City to the satisfaction of the City Engineer. The Applicant shall initiate the maintenance and benefit assessment district(s) formation, or annexation, by submitting a landowner petition and consent form (provided by the City) and deposited necessary fees concurrent with the application for street and grading plan review and approval; and said maintenance and benefit assessment district(s) shall be established concurrent with the approval of the final map in the case of the subdivision of land, or prior issuance of any certificate of occupancy where there is no subdivision of land, and as approved by the City Engineer.
- d) If a drainage report is required by Land Development, A second copy of the drainage report will be delivered to public works, if offsite or overflow storm drain systems are identified, all systems shall be identified on the street improvement plans, and public storm drain shall be on a separate set of plans.

- e) A temporary construction encroachment permit from Public Works Department shall be required for utility cuts into existing streets or any work within City's right-of-way. Pavement restoration or trench repair shall be in conformance with City Standard No. 310. Public facilities shall be restored or constructed back to Public Works Department satisfaction.
- f) Any pavement works affecting the traffic loop detectors shall be coordinated and subjected to Public Works Traffic Division requirements.
- g) The applicant must post a performance bond prior to issuance of the off-site permit. The amount of the bond is to be determined by Public Works Department.
- h) The above conditions shall comply with current codes, policies, and standards at time of construction.
- i) Prior to Certificate of Occupancy or Completion of Project all As-builts shall be submitted to Public Works.
- j) The Street Improvements and Dedications hereinabove may be amended subject to the approval of the City Engineer.

31) Traffic Requirements

- a) A Traffic Study is not required for the proposed project.

32) Required Engineering Plans

- a) A complete submittal for plan checking shall consist of:
 - street improvement plans (may include street lights or street lighting may be separate plan),
 - sewer plans (Private sewers may be shown on on-site improvement plan; public sewers must be on a separate plan with profile),
 - storm drain plans (Private storm drains may be shown on on-site improvement plans; public storm drains must be on a separate plan with profile),
 - signing and striping plan (may be on sheets included in street improvement plan),
 - lighting (on-site lighting may be included in on-site improvement plan or may be on a separate stand-alone plan),
 - grading (may be incorporated with on-site improvement plan),
 - on-site improvement plans and on-site landscaping and irrigation,
 - water plans (shall be submitted to San Bernardino Municipal Water Department),
 - All required supporting calculations, studies and reports must be included in the initial submittal (including but not limited to drainage studies, soils reports, structural calculations)
- b) All off-site improvement plans submitted for plan check shall be prepared on the City's standard 24" x 36" sheets. A signature block satisfactory to the City Engineer or his designee shall be provided.

- c) After completion of plan checking, final mylar drawings, stamped and signed by the Registered Civil Engineer in charge, shall be submitted to the City Engineer and/or Building Official for approval.
- d) Copies of the City's design policies and procedures and standard drawings are available at the Public Works Counter for the cost of reproduction. They are also available at no charge at the Public Works Web Site at <http://www.sbcity.org>

33) Required Engineering Permits

- a) Grading permit.
- b) On-site improvements construction permit (except buildings - see Development Services-Building Division), including landscaping.
- c) Off-site improvement construction permit.

34) Applicable Engineering Fees

- a) All plan check, permit, inspection, and impact fees are outlined on the Public Works Fee Schedule. A deposit in the amount of 100% of the estimated checking fee for each set of plans will be required at time of application for plan check. The amount of the fee is subject to adjustment if the construction cost estimate varies more than 10% from the estimate submitted with the application for plan checking.
- b) The current fee schedule is available at the Public Works Counter and at <http://www.sbcity.org>

35) Integrated Solid Waste Management

- a) During demolition/construction developer and contractor to use services through the City of San Bernardino's exclusive franchised hauler Burrtec Waste Industries.
- b) The proposed location for the refuse enclosure is acceptable with adequate turning radius for the service vehicle. Inadequate turning radius may require additional services. Additional services may be subject to additional monthly charges by the City's franchised hauler.
- c) As there is no onsite turnaround area, Burrtec will need to enter the site off North E St and exit onto Stoddard Ave. However, the 20-foot-wide exit off Stoddard Ave does not meet Burrtec's minimum requirements for accessibility. Therefore, Burrtec will need a "No Parking" zone to be installed for 20 feet along the west side of Stoddard Avenue from the project's south property line extending southerly, in order to safely exit the site.
- d) On the Site Plan, dated 12.21.2020, it appears there is some type of curbing separating the containers inside the refuse enclosure. The minimum interior dimensions of 8'x15' for bin storage shall be always kept. All the gates need to open toward the south, into the drive aisle.
- e) Construct a modified Standard Plan 508 refuse enclosure with 8'X15' interior dimensions for bin storage.
- f) Work with the Building Division to modify the refuse enclosure to meet ADA access requirements. ADA access requirements are in addition to the 8'X15' interior dimension for bin storage.
- g) If gated provided access by mean of a gate key, code, or remote.

- h) Assembly Bill 341 Mandatory Commercial Recycling may apply.
- i) Assembly Bill 1826 Mandatory Commercial Organics Recycling may apply.
- j) Upon completion service is provided through the City of San Bernardino's exclusive franchised hauler Burrtec Waste Industries.

San Bernardino Municipal Water District

36) Engineering Division

- a) Rule & Regulation No. 5 application required for the new services and abandonment of the two (2) existing services. could possibly use existing sewer lateral. owner would need to camera lateral to verify usable condition.
- b) Sewer capacity, connection, and inspection fees are due prior to the issuance of a city building permit.
- c) If street improvement plans are prepared for the project, a copy must be routed to the water dept. in advance for review simultaneous with the review by public works.

San Bernardino County Consolidated Fire District

- 37) Shall comply with all current Building, Fire Codes and Fire Department Standards requirements based on occupancy classification.
- 38) Any changes to this proposal shall require new Fire Department condition letter.
- 39) Interior/exterior Fire Department access roadways/fire lanes shall be per Fire Department Standard. If gates installed, must comply with Fire Department Standards.
- 40) Paved access from 2 points is required to be 30 feet in width 3 or more stories in height or over 300,000 square feet.
- 41) Paved access from 2 points shall be required for completion and occupancy.
- 42) Monitored fire sprinkler systems are required for the proposed building(s). Plans shall be submitted to FD prior to construction.
- 43) Any changes to the approved life safety system shall require plans to be submitted to the FD prior to construction including the following: Fire Sprinklers, Fire Alarms, Underground water supply for fire protection, Cooking appliances and Hood protections.
- 44) Knox Box/Key Box is required and shall be provided an installed in accordance with CFC and Fire Department Standard.
- 45) Required fire flow for this project shall meet the minimum requirements established in the California Fire Code.
- 46) An approved on-site fire protection water system, in accordance with Fire Department Standard is required. The system is required to be in place and serviceable prior to building construction.
- 47) An approved water supply system, complete with street fire hydrants complying with Fire Department Standard, shall be in place prior to any combustible construction.

- 48) Provide a complete on-site fire protection plan to the FD which indicates the location of all required fire protection appliances (FDC's, PIV's, DDC's, proposed and existing fire hydrants, etc.).
- 49) Fencing, walls or carports shall not obstruct Fire Department access to fire hydrants and property.
- 50) Blue reflective pavement markers indicating fire hydrant locations shall be installed as specified by the Fire Department. In areas where snow removal occurs or non-paved roads exist, the blue reflective hydrant marker shall be posted on an approved post along the side of the road, no more than three (3) feet from the hydrant and at least six (6) feet high above the adjacent road.
- 51) Hand portable fire extinguishers are required. The location, type, and cabinet design shall be approved by the Fire Department.
- 52) The applicant shall submit a fire lane plan to the Fire Department for review and approval. Fire lane curbs shall be painted red. The "No Parking, Fire Lane" signs shall be installed on public/private roads in accordance with the approved plan.
- 53) A separate permit is required by the Fire Department for installation of on-site water systems. No work may begin until the permit has been obtained. A permit application may be obtained from Fire Prevention.
- 54) Commercial and industrial developments of 100,000 sq. ft or less shall have the street address installed on the building with numbers that are a minimum six (6) inches in height and with a three quarter (3/4) inch stroke. The street address shall be visible from the street. During the hours of darkness, the numbers shall be electrically illuminated (internal or external). Where the building is two hundred (200) feet or more from the roadway, additional non-illuminated contrasting six (6) inch numbers shall be displayed at the property access entrances.
- 55) Construction permits, including Fire Condition Letters, shall automatically expire and become invalid unless the work authorized by such permit is commenced within 180 days after its issuance, or if the work authorized by such permit is suspended or abandoned for a period of 180 days after the time the work is commenced. Suspension or abandonment shall mean that no inspection by the Department has occurred with 180 days of any previous inspection. After a construction permit or Fire Condition Letter, becomes invalid and before such previously approved work recommences, a new permit shall be first obtained and the fee to recommence work shall be one-half the fee for the new permit for such work, provided no changes have been made or will be made in the original construction documents for such work, and provided further that such suspension or abandonment has not exceeded one year. A request to extend the Fire Condition Letter or Permit may be made in writing PRIOR TO the expiration date justifying the reason that the Fire Condition Letter should be extended.

SECTION 4. PLANNING COMMISSION ACTION:

The Planning Commission hereby takes the following action:

- 1. Adoption of Planning Commission Resolution No. 2022-001:
 - a. **FINDING** the Categorical Exemption, pursuant to Section 15332 (In-Fill Development Projects) of the CEQA Guidelines for Conditional Use Permit 21-02 in accordance with the California Environmental Quality Act, and directing the Planning Commission Secretary to prepare and file with the Clerk of the County of San Bernardino a Notice of Exemption as provided under Public Resources Code Section 21152(b) and CEQA Guidelines Section 15062; and
 - b. **APPROVING** Conditional Use Permit 21-02 based on the Findings of Fact and subject to the recommended Conditions of Approval.


SECTION 5. SEVERABILITY:

If any provision of this Resolution or the application thereof to any person or circumstance is held invalid, such invalidity shall not affect other provisions or applications, and to this end the provisions of this Resolution are declared to be severable.

SECTION 6. CUSTODIAN OF RECORDS.

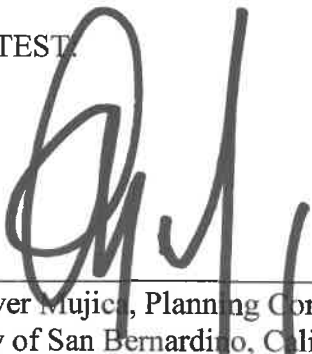
The location and custodian of the documents and any other material, which constitute the record of proceedings upon which the Planning Commission based its decision, is as follows: Genoveva Rocha, City Clerk, 201 North E Street (Building A), 909-384-5002.

PASSED, APPROVED, AND ADOPTED this 11th day of January, 2022.



 Monique Guerrero, Chairperson
 San Bernardino Planning Commission

ATTEST



 Oliver Mujica, Planning Commission Secretary
 City of San Bernardino, California

CERTIFICATION:

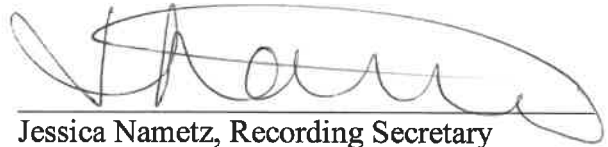
I, Jessica Nametz, Recording Secretary of the Planning Commission of the City of San Bernardino, California, do hereby certify that the foregoing Resolution No. 2022-001, was duly adopted by the Planning Commission of the City of San Bernardino, California, at a regular meeting thereof held on the 11th day of January 2022, by the following vote, to wit:

AYES: Guerrero, Lopez, Sanchez, Quiel, Flores, Armstead, and Lewis

NOES: None

ABSENT: Morales

ABSTAIN: None

A handwritten signature in black ink, appearing to read 'Jessica Nametz', is written over a horizontal line. The signature is cursive and somewhat stylized.

Jessica Nametz, Recording Secretary
City of San Bernardino, California

EXHIBIT “A”
APPROVED PLANS

B1 ARCHITECTURAL SITE PLAN
 A1 / A-04

1" = 20'-0"

Scale: 1" = 20'-0"

North Arrow

City of San Bernardino
 Economic Development Department
 Community Planning Division
 Approved
 Date: 1/1/22

By: [Signature]

West Virginia Street

North Tustin Street

North Sycamore Avenue

U.S. VETS NORTH E STREET

1931 NORTH E ST. SAN BERNARDINO, CA 92405

PROJ. NO. 19189
 REV. DATE ISSUED REASON

APPL. & PREP. OWNER: **AUS**
 800 W. 80TH ST. STE. 100A
 LOS ANGELES, CA 90017
 213-425-8201

DEC 21, 2020
 Sheet Title: ARCHITECTURAL SITE PLAN

Sheet No. AS

SHEET KEYNOTES

001 EXISTING CURB/SEWER/UTILITY/EGH
 002 EXISTING CONCRETE/PAVEMENT/STREET
 003 EXISTING SIDEWALK/BIKEWAY
 004 EXISTING DRIVEWAY/SECURITY GATE/MANAL
 005 EXISTING FENCE/POST/STAKE
 006 EXISTING SIGNAGE

1. All setbacks within 100 FT of subject property are within the Transit Overlay District (TOD).
 2. Please see cover sheet for site information not shown here.

ZONE: CO-1 (R) USE: Retail
ZONE: CO-1 (R) USE: Community
ZONE: CO-1 (R) USE: Medium Density Residential
ZONE: CO-1 (R) USE: Single-Family Residential

1931 NORTH E ST. SAN BERNARDINO, CA 92405

U.S. VETS NORTH E STREET

1931 NORTH E ST. SAN BERNARDINO, CA 92405

PROJ. NO. 19189
 REV. DATE ISSUED REASON

APPL. & PREP. OWNER: **AUS**
 800 W. 80TH ST. STE. 100A
 LOS ANGELES, CA 90017
 213-425-8201

DEC 21, 2020
 Sheet Title: ARCHITECTURAL SITE PLAN

Sheet No. AS

NOTES

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1931 NORTH E ST. SAN BERNARDINO, CA 92405

U.S. VETS NORTH E STREET

1931 NORTH E ST. SAN BERNARDINO, CA 92405

PROJ. NO. 19189
 REV. DATE ISSUED REASON

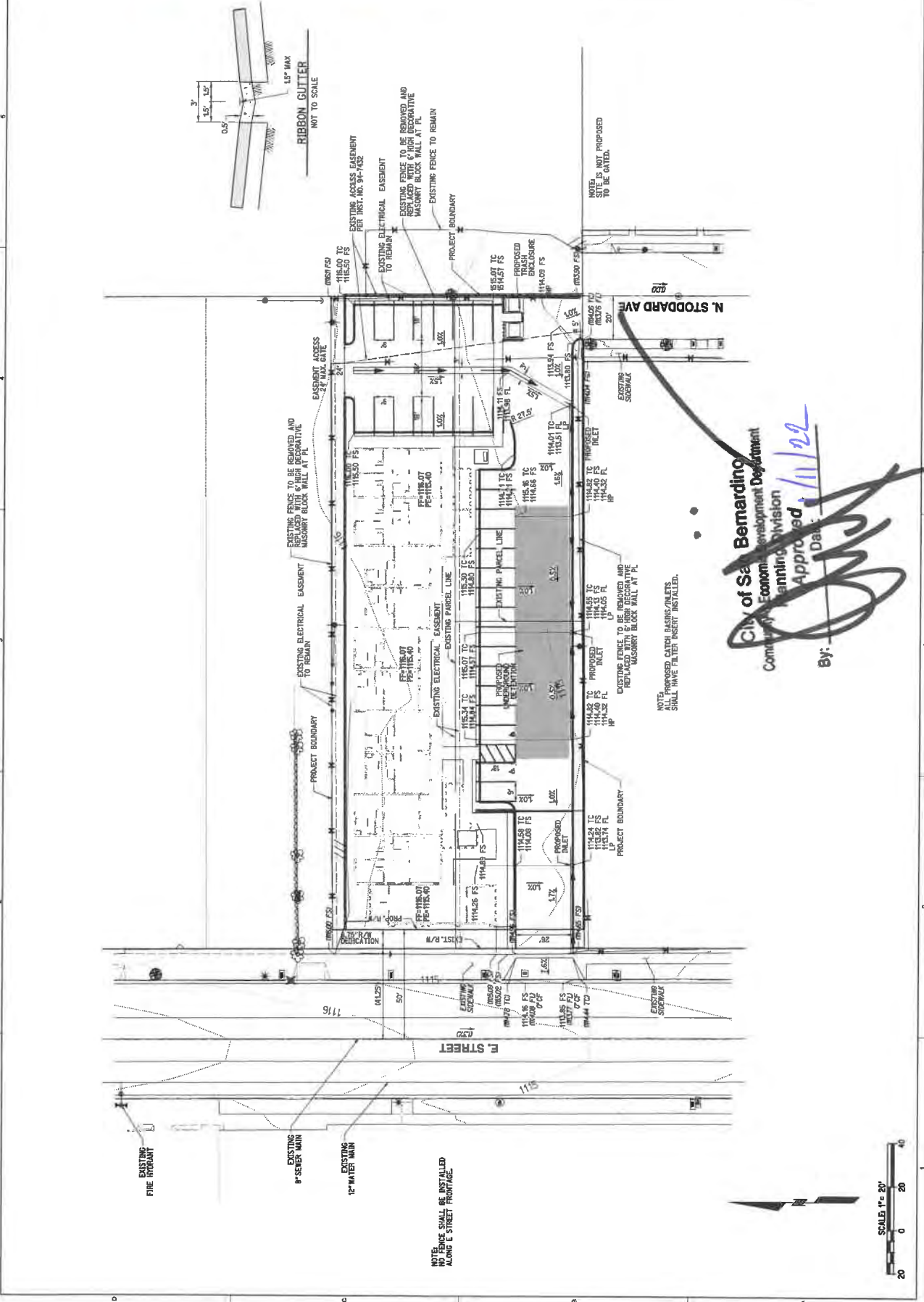
APPL. & PREP. OWNER: **AUS**
 800 W. 80TH ST. STE. 100A
 LOS ANGELES, CA 90017
 213-425-8201

DEC 21, 2020
 Sheet Title: ARCHITECTURAL SITE PLAN

Sheet No. AS

delaware
 Architecture • Interiors • Interim
 1515 Mirana Blvd
 San Diego, CA 92110
 (619) 288-6690
 delaware.com

AUS
 ARCHITECTURE • INTERIORS • INTERIM
 800 W. 80TH ST. STE. 100A
 LOS ANGELES, CA 90017
 213-425-8201



City of San Bernardino
 Community Economic Development Department
 Community Planning Division
 Approved: *[Signature]* Date: 11/12/20
 By: *[Signature]*

delawtie
 Architecture - Experience - Integrity
 1515 Montana Blvd.
 San Diego, CA 92110
 (619) 239-0690
 delawtie.com

RICK
 1775 W. 17th Street, Suite 100
 Torrance, CA 90501
 (310) 571-1111
 rick.com

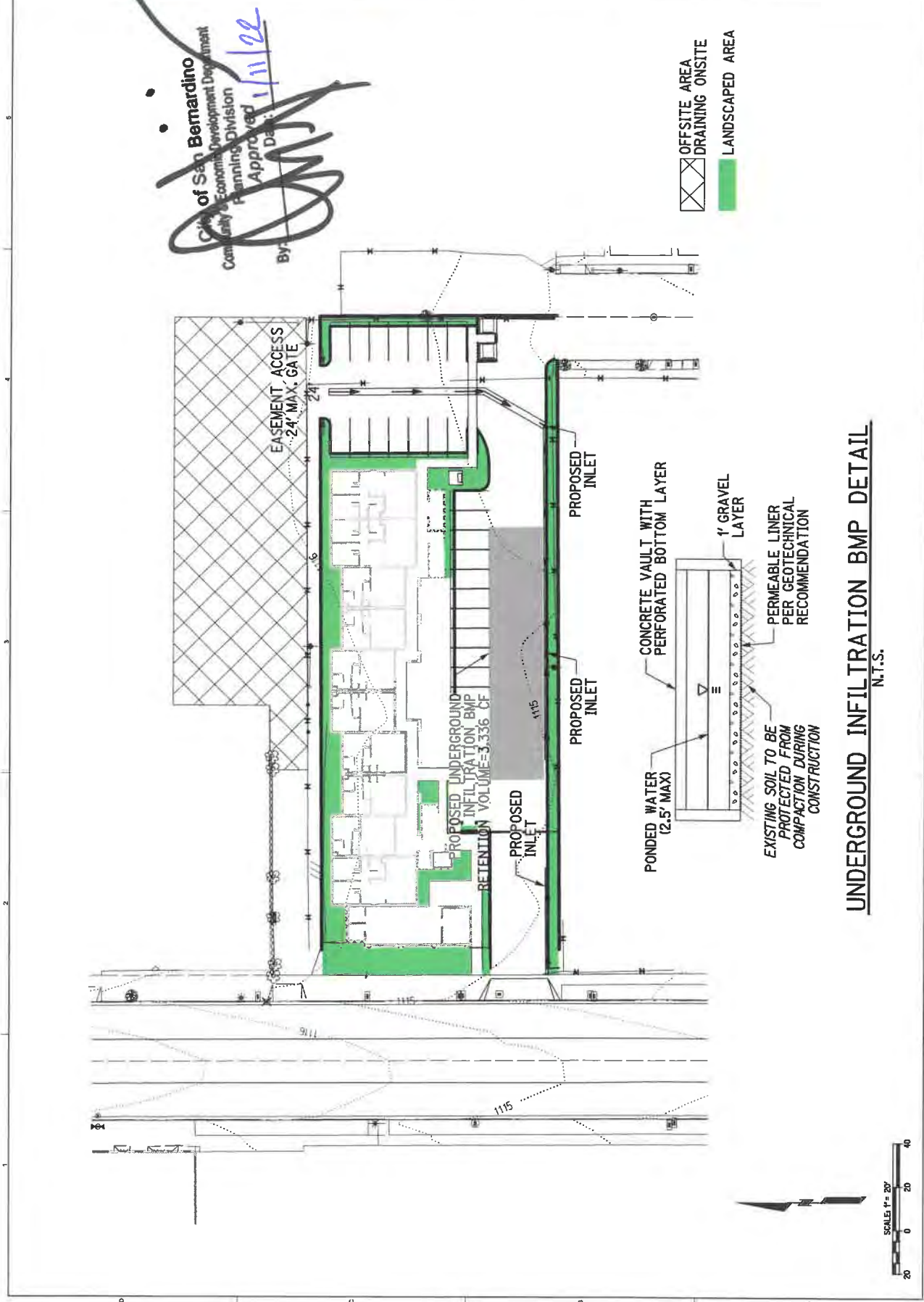
US
 800 N. WILSON ST. STE. 1000
 LOS ANGELES, CA 90017
 213.222.2287

U.S. VETS NORTH E
 STREET
 1091 NORTH E ST. SAN BERNARDINO,
 CA 92405
 April 01/45/21-45-0000
 PROJECT NO. 18188
 DATE ISSUED: REVISION

DEC 21, 2020
 Sheet Title
**CONCEPT
 GRADING PLAN**

Sheet No.
C1

12/22/2020 8:48:33 AM
 ALL DESIGN AND CONSTRUCTION NOTICES ON THESE DRAWINGS ARE THE PROPERTY OF THE ARCHITECT AND ARE TO BE USED IN CONNECTION WITH THIS PROJECT AND SHALL NOT BE USED OTHERWISE WITHOUT THE EXPRESSED CONSENT OF THE ARCHITECT. THERE SHALL BE NO CHANGES OR DEVIATION FROM THE DRAWINGS OR ACCOMPANYING SPECIFICATIONS WITHOUT THE EXPRESSED CONSENT OF THE ARCHITECT.



UNDERGROUND INFILTRATION BMP DETAIL
 N.T.S.

EXISTING SOIL TO BE PROTECTED FROM COMPACTION DURING CONSTRUCTION

PERMEABLE LINER PER GEOTECHNICAL RECOMMENDATION
 1' GRAVEL LAYER
 CONCRETE VAULT WITH PERFORATED BOTTOM LAYER
 PONDED WATER (2.5' MAX)

PROPOSED INLET

PROPOSED INLET

PROPOSED INLET

EASEMENT ACCESS
 24' MAX. GATE

City of San Bernardino
 Community & Economic Development Department
 Planning Division
 Approved
 Date: 1/11/22

OFFSITE AREA
 DRAINING ONSITE
 LANDSCAPED AREA



ALL DRAWINGS, REPORTS AND ACCOMPANYING SPECIFICATIONS LOCATED ON THESE DRAWINGS ARE THE PROPERTY OF THE ARCHITECT. THESE SHALL BE LOANED TO YOU FOR YOUR USE ONLY AND ARE NOT TO BE REPRODUCED OR COPIED IN ANY MANNER WITHOUT THE WRITTEN CONSENT OF THE ARCHITECT. THERE SHALL BE NO CHANGES OR DEVIATIONS FROM THE DRAWINGS OR ACCOMPANYING SPECIFICATIONS WITHOUT THE WRITTEN CONSENT OF THE ARCHITECT.

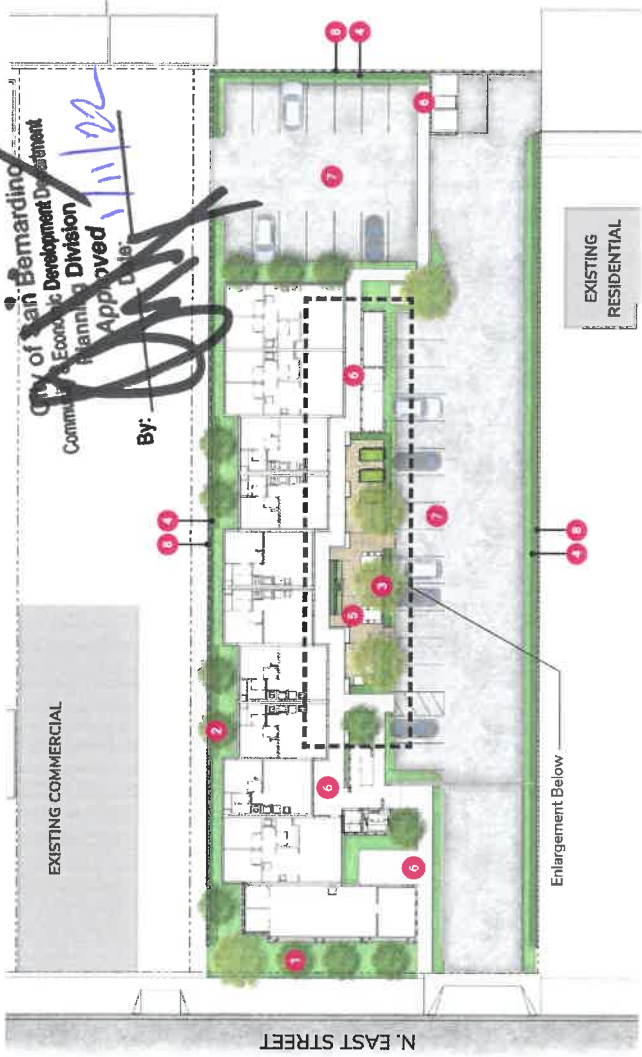
GENERAL LANDSCAPE NOTES

- Planting palette will be primarily comprised of drought tolerant and water-efficient species.
- Plant species will vary in height, texture and color in order to create visual interest and effectively soften architectural elevations.
- Edges adjacent to residential lots will be adequately screened using evergreen trees and large shrubs.
- Trees will help to provide shade to the project interior while also aiding in climatic cooling of building interiors.
- All landscape areas shall have an automatic irrigation system following state regulations for water efficiency.
- Trees and shrubs shall be planted so that at maturity they do not interfere with service lines, Traffic Safety Sight Areas, or basic property rights of adjacent property owners.
- All trees within 5 feet of hardscape or curbs shall receive root barriers per project specifications.
- Street tree varieties and exact location shall be determined by the Director of Community Development.
- Street trees shall be 2.4" box or larger in size.

PROJECT VALUATION

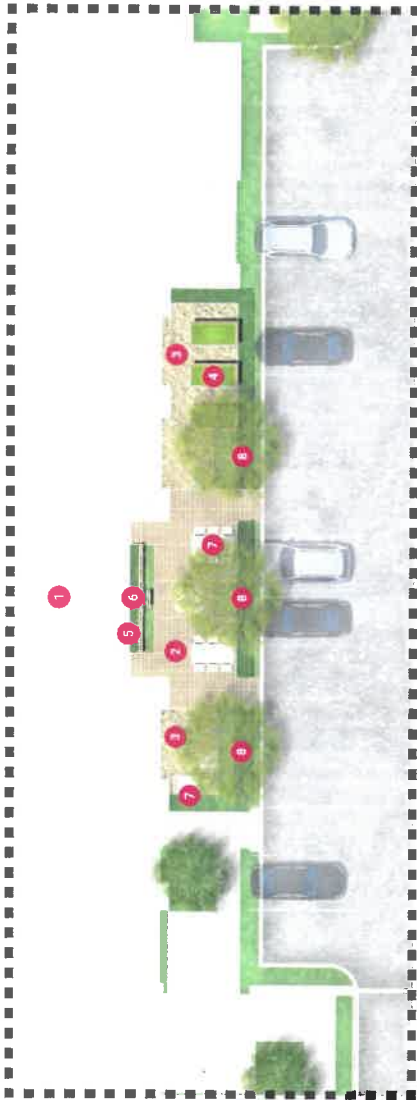
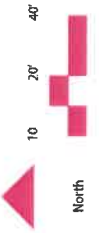
Approximate cost of Landscape Improvements : \$120,000

*Estimate based on conceptual landscape design. The sole purpose of this estimate is for use in calculating permit fees. Estimate does not include FFE items such as site furniture.



Legend:

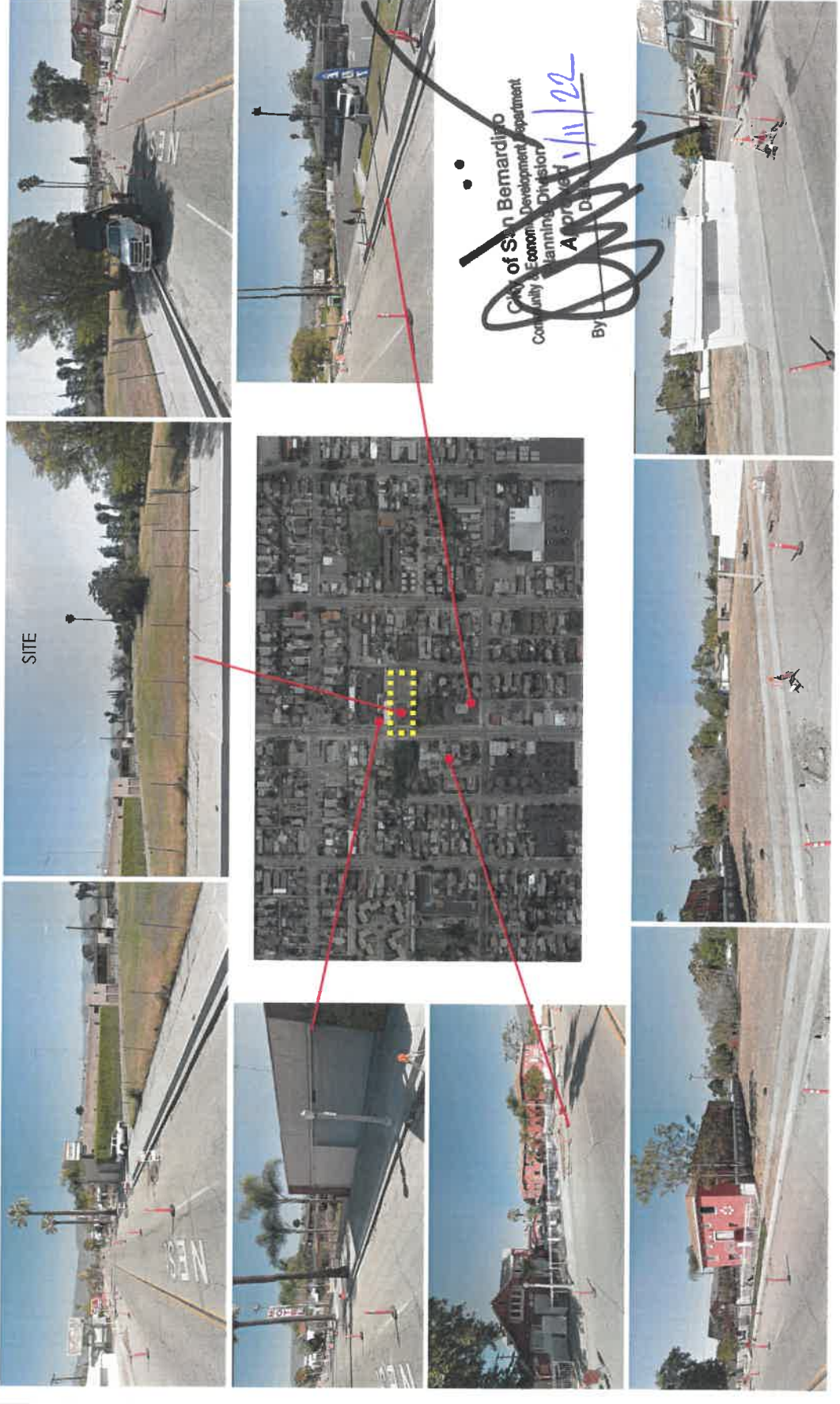
- 1 Street Tree
- 2 Perimeter Evergreen Tree
- 3 Canopy Tree
- 4 Perimeter Screen Planting
- 5 Landscape Garden - See Enlargement Below
- 6 Concrete Paving
- 7 Parking Lot
- 8 Perimeter masonry block wall per civil plans



Legend:

- 1 Building per Architecture Plans
- 2 Enhanced Concrete Paving
- 3 Stabilized Decomposed Granite
- 4 Raised Garden Planter
- 5 Privacy Screen
- 6 Focal Feature
- 7 Loose Site Furniture
- 8 Canopy Tree





City of San Bernardino
 Community Planning Department
 Community Planning Division
 Approved
 11/11/22
 By: *[Signature]*
 Date: 11/11/22

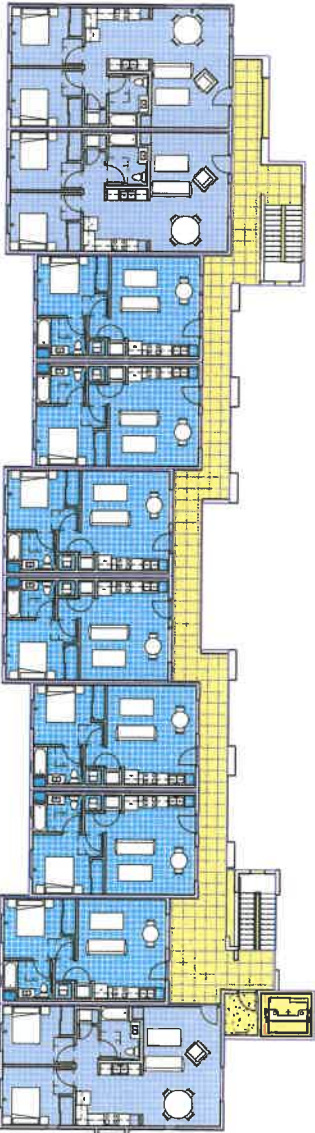
DEC 21, 2020
 Sheet Title
SITE PHOTOS

REV	DATE	ISSUED	REASON
1	12/21/2020		

U.S. YETS NORTH E STREET
 1391 NORTH E ST., SAN BERNARDINO, CA 92405
 APN: 0145211-05-0000

AUS ARCHITECTURAL
 8001 NORTH GLENN BLVD
 LOS ANGELES, CA 90017
 213.421.2887

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 San Diego, CA 92110
 (619) 288-6690
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LEVEL 03-GROSS AREA PLAN



LEVEL 02-GROSS AREA PLAN



LEVEL 01-GROSS AREA PLAN

BUILDING AREA

LEVEL	AREA
LEVEL 01	9,400 SF
LEVEL 02	4,106 SF
LEVEL 03	25,500 SF
GRAND TOTAL	39,006 SF

UNIT MIX

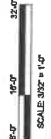
APARTMENT TYPE	COUNT
1 BEDROOM	21
2 BEDROOM	21

*PER CBC 108A.3, 10% OF UNITS SHALL BE ACCESSIBLE

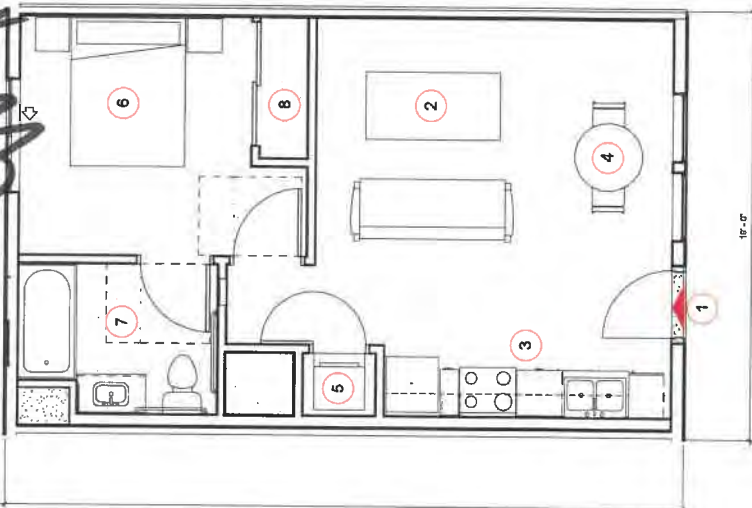
BUILDING AREA LEGEND

- 1 BEDROOM
- 2 BEDROOM
- CIRCULATION / ACCESSORY
- OFFICE

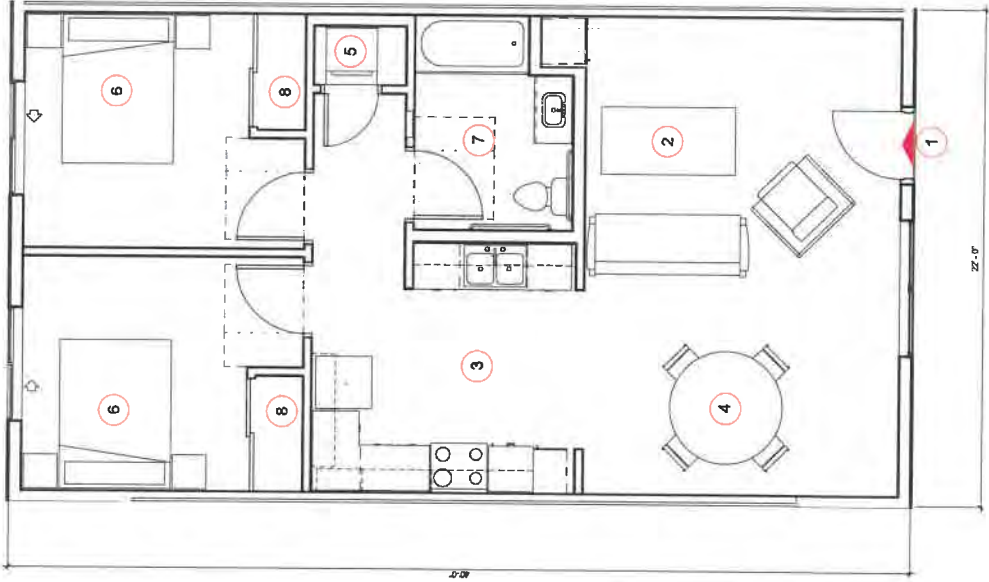
[Signature]
 Approved: 1/11/22
 City of San Bernardino
 Community & Economic Development Department
 Planning Division



City of San Bernardino
 Department of Planning & Economic Development
 Planning Division
 Approved: *[Signature]*
 Date: 11/11/20

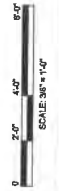


A1 1 BEDROOM UNIT - 570 SF
 B1/A-103 35' x 19'-0"



A2 2 BEDROOM UNIT - 880 SF
 B1/A-103 45' x 22'-0"

- ROOM KEY**
- 1. ENTRY
 - 2. LIVING ROOM
 - 3. KITCHEN
 - 4. DINING ROOM
 - 5. STACKED WASHER/ DRYER
 - 6. BEDROOM
 - 7. BATHROOM
 - 8. CLOSET



Sheet No. **A3**

DEC 21, 2020
 ENLARGED
 UNIT PLANS

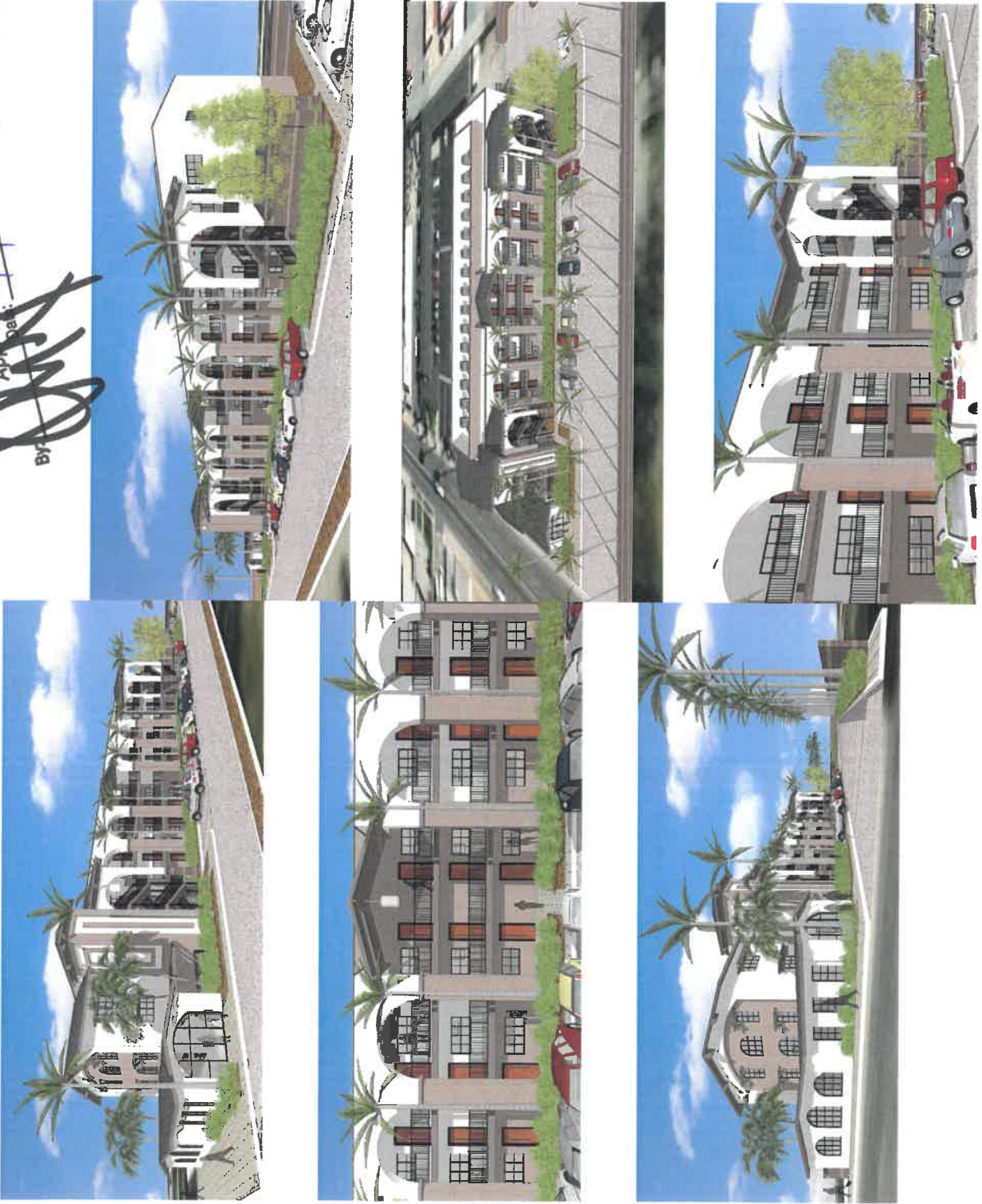
PROJ. NO. 16166
 DATE ISSUED REASON

U.S. VETS NORTH E STREET
 1351 NORTH E ST. SAN BERNARDINO, CA 92405
 APN: 0145-21-05-0000

AUS ARCHITECTS
 100 W. 5TH ST. STE. 1005
 SAN ANTONIO, TX 78207
 214.442.2847

delawie Architecture - Experience - Integrity
 1515 Marina Blvd.
 San Diego, CA 92110
 (619) 298-6800
 delawie.com

1/22/2020 2:27:43 PM
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By: *[Signature]*
 City of San Bernardino
 Economic Development Department
 Planning Division
 Approved: 1/17/20

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 San Diego, CA 92110
 (619) 299-6630
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AUS
 ARCHITECTURAL
 SYSTEMS & PROGRAMS
 800 W. 10TH ST. STE. 400
 LOS ANGELES, CA 90017
 213.642.5887

**U.S. VETS NORTH E
 STREET**
 1351 NORTH E ST. SAN BERNARDINO
 CA 92405
 APN: 0145-014-05-0000

REV. NO.	DATE	ISSUED	REASON
15	08		

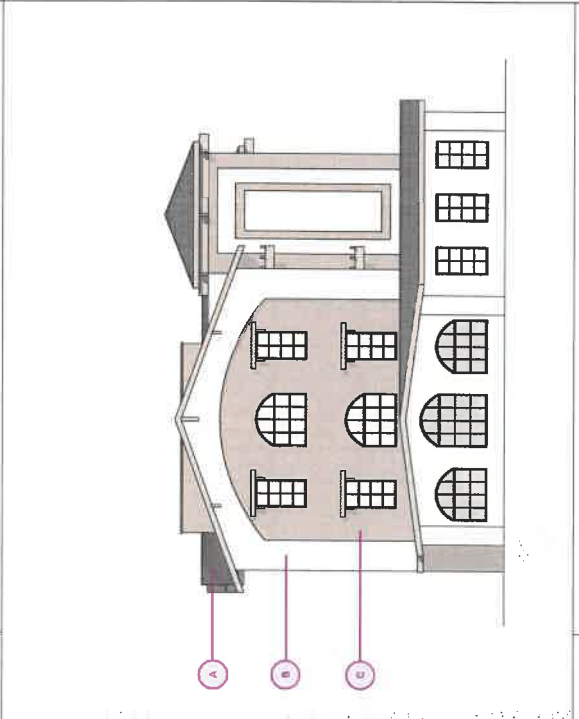
PROJ. NO. 15188
 SHEET TITLE
**PERSPECTIVE
 VIEWS**

DEC 21, 2020
 SHEET NO.
A4

12/21/2020 11:17:31 PM
 ALL BLOCK CHANGES AND REVISIONS TO THESE DRAWINGS ARE THE PROPERTY OF THE ARCHITECT AND ARE TO BE USED IN CONNECTION WITH THIS SPECIFIC PROJECT AND SHALL NOT BE USED OTHERWISE WITHOUT THE EXPRESSED CONSENT OF THE ARCHITECT. THERE SHALL BE NO CHANGES OR DEVIATION FROM THE DRAWINGS OR ACCOMPANYING SPECIFICATIONS WITHOUT THE EXPRESS WRITTEN CONSENT OF THE ARCHITECT.



C1 EAST ELEVATION
 B1/A-101 1/8" = 1'-0"



A1 WEST ELEVATION
 B1/A-101 1/8" = 1'-0"



A Roofing
 Certimbleed - Landmark Pro - Max Del Georgetown Gray



D Decorative CMU
 Angeles Black - Ladera Brown Split Face



B Stucco Color 1
 La Palma - Crystal White



C Stucco Color 2
 La Habra - Trabuco



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 Architecture • Experience • Integrity
 1515 Moreno Blvd.
 San Diego, CA 92110
 (619) 238-6690
 delawie.com

US VETS
 Applicant & Property Owner
 600 W. 282nd ST., #1E 1005
 SAN BERNARDINO, CA 92407
 951.462.2847

U.S. VETS NORTH E STREET
 APR 04/21-05/2000
 CA 92405
 1351 NORTH E ST., SAN BERNARDINO.

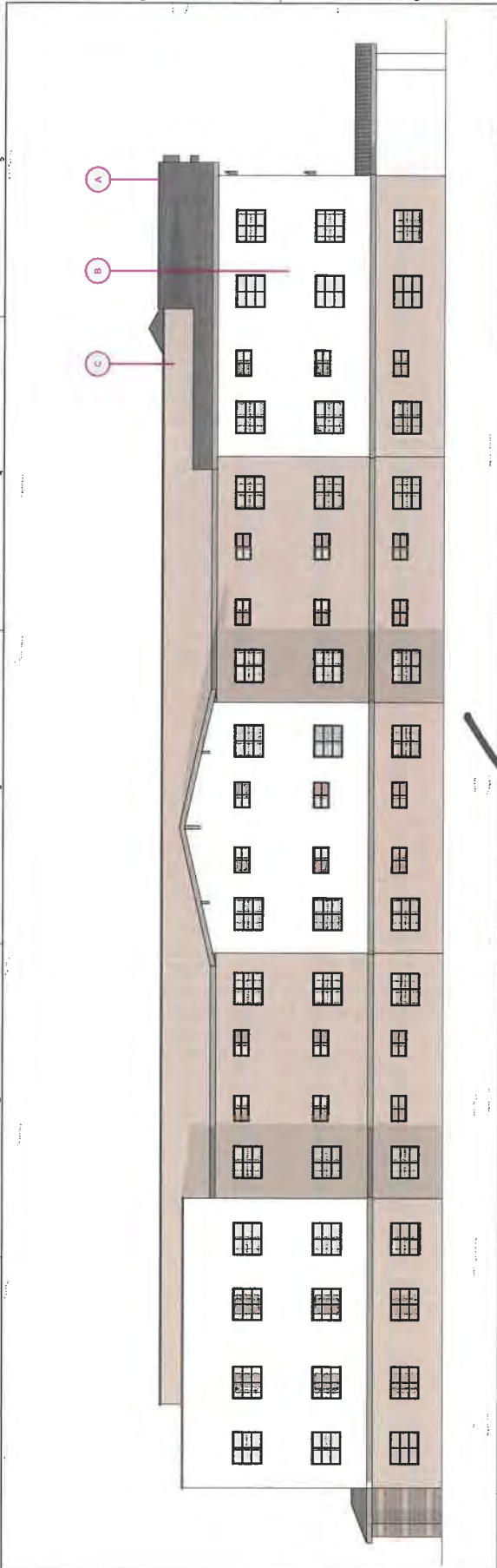
PROJECT NO.	1818B
REVISION NO.	1
DATE ISSUED	REASON

DEC 21, 2020
 Sheet Title
BUILDING ELEVATIONS AND MATERIALS

Sheet No.
A5

12/17/2020 2:25:32 PM
 ALL DIMENSIONS AND ANNOTATIONS INDICATED ON THESE DRAWINGS ARE THE PROPERTY OF THE ARCHITECT AND ARE TO BE USED AS A GUIDE ONLY. THE DRAWINGS OR ACCOMPANYING SPECIFICATION WITHOUT THE EXPRESSED CONSENT OF THE ARCHITECT. THESE SHALL BE NO CHANGES OR DEVIATION FROM THE DRAWINGS OR ACCOMPANYING SPECIFICATION WITHOUT THE EXPRESSED CONSENT OF THE ARCHITECT.

REV.	DATE	ISSUED	REASON
16188			



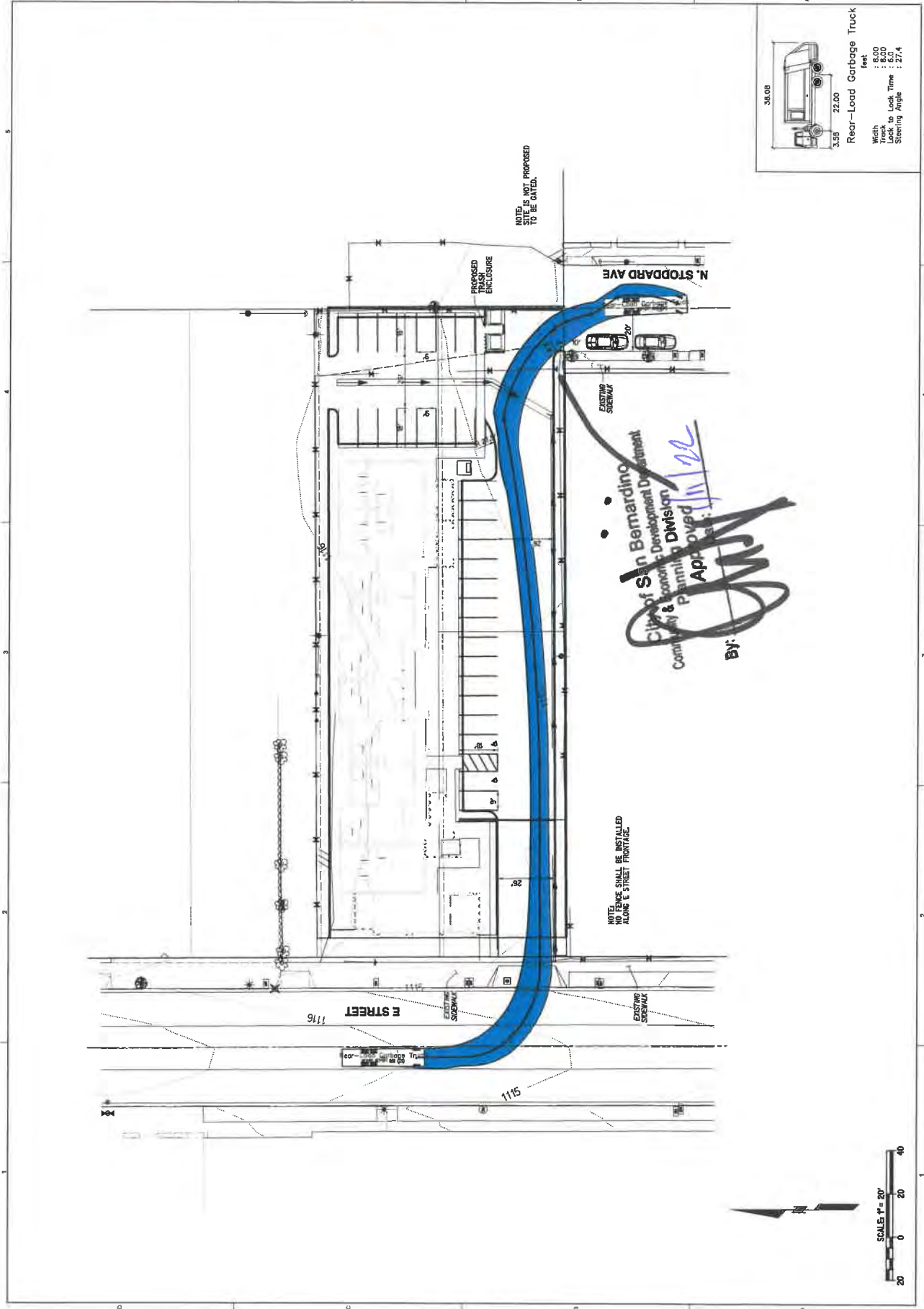
B1 NORTH ELEVATION
 B1/A-101 1/8" = 1'-0"

City of San Bernardino
 Economic Development Department
 Community Planning Division
 Approved 1/11/20
 By: *[Signature]*

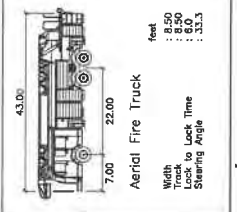
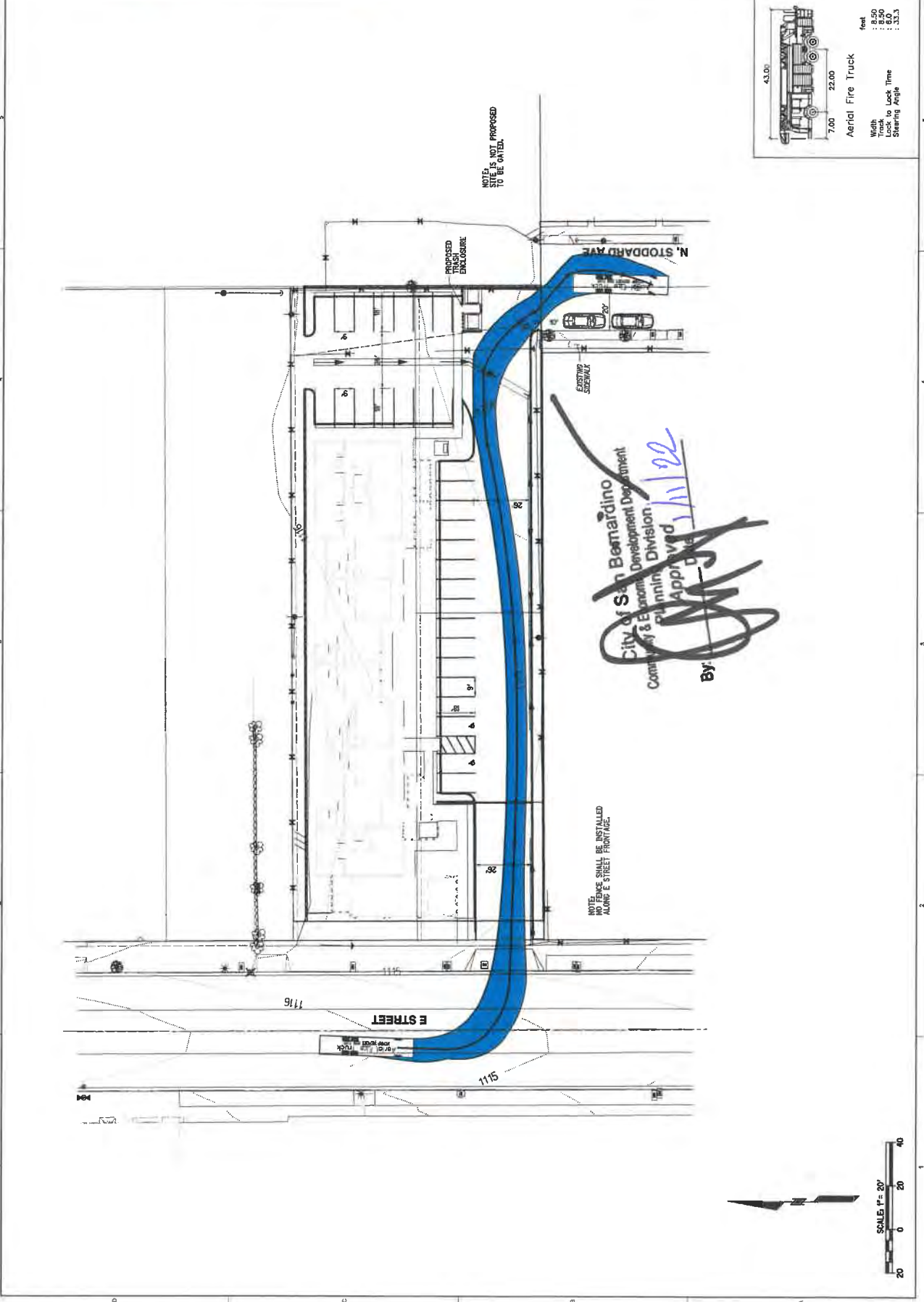


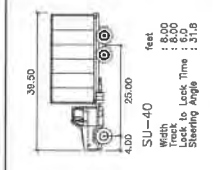
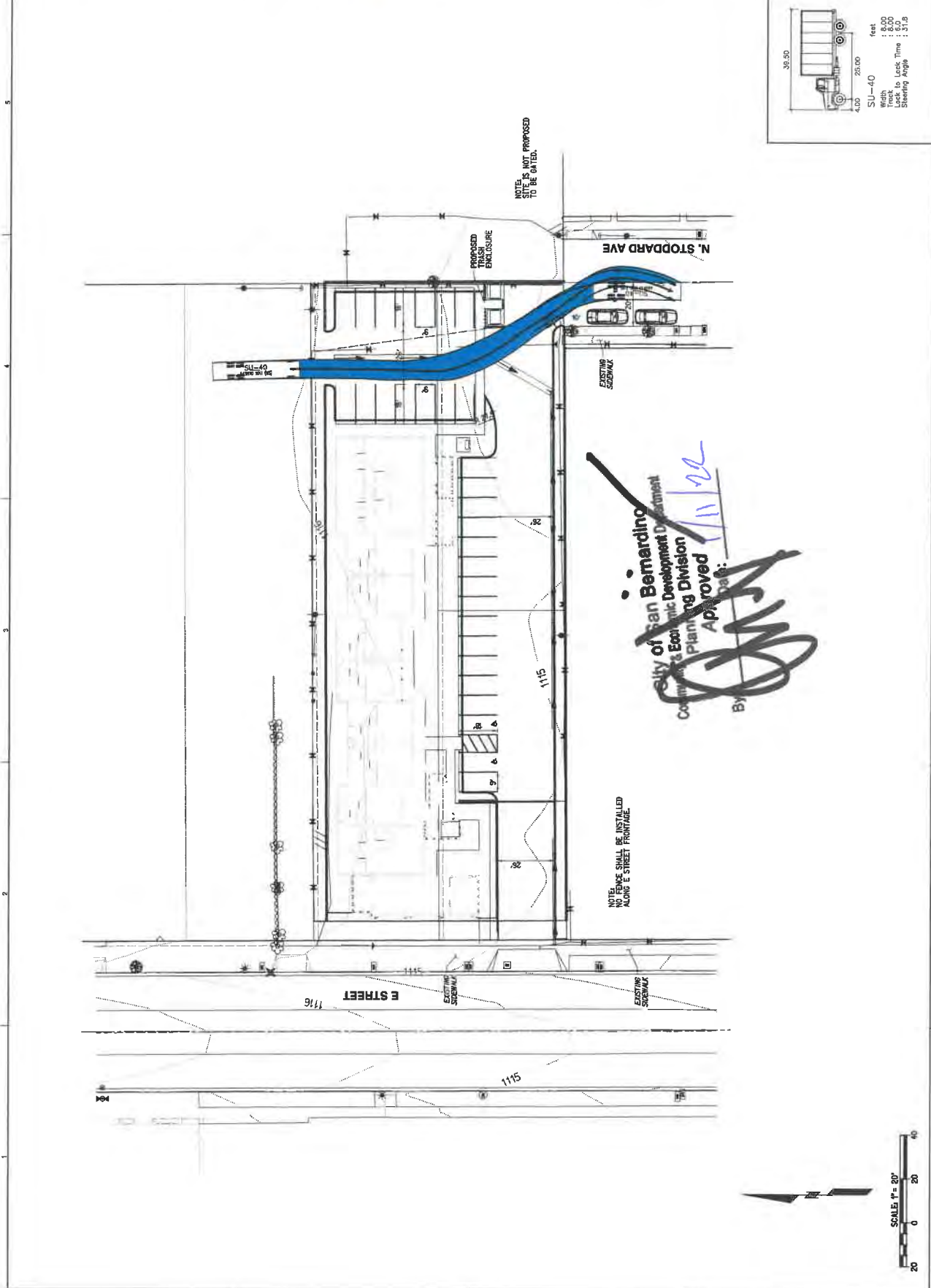
A1 SOUTH ELEVATION
 B1/A-101 1/8" = 1'-0"

REV.	DATE	ISSUED	REASON
1	12/21/2020		



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Sheet Title
A TRUCK DELIVERY ACCESS EXHIBIT

DEC 21, 2020

Sheet No. **C5**

REV.	DATE	ISSUED	REASON
1816B			

PROJECT NO. 1816B
 U.S. VETS NORTH E STREET
 1351 NORTH E ST, SAN BERNARDINO, CA 92405
 APR 01-15-21-05-000

US VETS
 ARCHITECTURE
 800 W 80TH ST, STE 1505
 LOS ANGELES, CA 90077
 FOUNDATION

RICK
 ARCHITECTS
 1700 S. GLEN AVE, SUITE 100
 PASADENA, CA 92305
 626.792.2222
 www.rickarchitects.com

delawie
 Architecture • Interiors • Identity
 1515 Marina Blvd.
 San Diego, CA 92110
 (619) 288-6690
 delawie.com

City of San Bernardino
 Community & Economic Development Department
 Planning Division
 Approved: *[Signature]*
 Date: 11/11/20





Memorandum of Understanding
Between

**U.S.VETS Housing Corporation
(USVHC, Managing Partner of To-be-formed Limited Partnership)
AND
United States Veterans Initiative (U.S.VETS)**

This Memorandum of Understanding (“MOU”) establishes an agreement between United States Veterans Initiative, (“U.S.VETS Inland Empire”) whose administrative address is 15305 6th Street, March ARB, CA, 92518, and U.S.VETS Housing Corporation (USVHC), a Managing Partner of To-be-formed Limited Partnership, to enter into a service agreement wherein U.S.VETS Inland Empire will be the primary Lead Service Provider for U.S.VETS – E Street (“Project”) located at 1351 North E. Street, San Bernardino CA 92405.

I. Agency Description

Founded in 1992, U.S.VETS is a 501(c)(3) non-profit organization that provides housing, employment, and counseling services to military veterans and their families.

U.S.VETS is on a mission to end and prevent veteran homelessness. We empower veterans and families through housing, comprehensive services, and advocacy.

U.S.VETS is now the largest nonprofit veteran services provider with operations at 42 residential sites and service centers in 18 locations in 7 states across the country plus the District of Columbia and Territory of Guam. Making a significant difference in the lives of veterans and their families since its inception, U.S.VETS has:

- Engaged over 179,000 veterans through outreach;
- Provided over 57,000 veterans with housing and supportive services;
- Secured full-time employment for more than 14,100 veterans; and
- Received CARF (Commission on Accreditation of Rehabilitation Facilities, International) accreditation of all U.S.VETS sites.

The U.S.VETS - National Office is located at 800 West Sixth Street, Suite 1505 Los Angeles, CA 90017.

Together, the Parties enter this MOU to mutually promote the housing and supportive services for veterans and their families. Accordingly, U.S.VETS Inland Empire and U.S.VETS Housing Corporation operating under this MOU, agree as follows:

II. Purpose and Scope

U.S.VETS Inland Empire and U.S.VETS Housing Corporation are entering into this MOU is for the purpose of supporting veterans and their families in a Permanent Supportive Housing environment.



Permanent Supportive Housing (PSH) is permanent housing in which housing assistance (e.g., long-term leasing or rental assistance) and supportive services are provided to assist households in achieving housing stability. Demographics will include:

- Veterans experiencing homelessness
- Veterans with disabilities
- Veterans with low income
- Veteran families (at least 1 veteran, and nucleus family members)
- Acceptable project subsidies for eligible veterans: able to be applied to veterans.

III. Responsibilities

Each party will appoint a person to serve as the official contact and coordinate the activities of each organization in carrying out this MOU. The initial appointees of each organization are:

For U.S.VETS Inland Empire

<u>Contact Person</u>	<u>Address</u>	<u>Telephone</u>
Nicole Murray	15301 6 th St. March ARB, CA, 92518	951-212-0277

For U.S VETS Housing Corporation

<u>Contact Person</u>	<u>Address</u>	<u>Telephone</u>
Lori Allgood	800 W 6 th Street, Suite 1505 Los Angeles CA 90017	213-610-7649

The organizations agree to carry out the following tasks for this MOU:

U.S.VETS Inland Empire will:

Staffing:

- U.S.VETS Resident Services Coordinator/Veteran Support Specialist: minimum of 0.50 FTE.
- U.S.VETS Case Manager; minimum of 1 FTE

Services:

- Provide screening and intake of potential residents.
- Keep a screened and active referral list of those interested in housing programs.
- Provide community support services to residents of the project when needed.
- Provide information, linkage, and referrals to services where applicable.
- Provide access to applicable prevention resources when needed.
- Provide educational and skill building access and information.
- Provide workforce and employment support.
- Provide substance abuse and health related support or coordination and linkage.
- Provide mental health and whole-body health support or coordination and information.
- Provide staffing to residents for the safety and continuity of the community.



- Case management with individual service plans for VA-eligible tenants (secondary to any VA/VASH services if applicable and needed) and for non-VA-eligible/non-VASH tenants
- Benefits counseling and advocacy for VA-eligible (secondary to VA/VASH services if applicable and needed) and for non-VA-eligible
- Mental health care coordination or directly provided for VA-eligible and non-VA-eligible
- Substance use services coordination or directly provided for VA-eligible and non-VA-eligible
- Employment & OJT placement/training for VA-eligible and non-VA-eligible
- Education assistance/benefits information for VA-eligible and non-VA-eligible
- Financial counseling/debt counseling for VA-eligible and non-VA-eligible
- Childcare assistance/service coordination for VA-eligible and non-VA-eligible
- Family law service coordination with partner for VA-eligible and non-VA-eligible
- Life skills/soft skills for VA-eligible and non-VA-eligible
- Legal service coordination with partner for VA-eligible and non-VA-eligible
- Out-patient family therapy/counseling coordination or directly provided for VA-eligible (secondary to VA/VASH services if applicable and needed) and for non-VA-eligible
- Links to outplacements for VA-eligible (secondary to VA/VASH services if applicable and needed) and for non-VA-eligible
- Peer Support & advocacy for VA-eligible and non-VA-eligible
- Community building activities (including programming such as social and recreational activities, resident council, town hall meetings, and/or peer support activities)
- Service Coordinator or Other Services Specialist responsibilities include, but are not limited to:
 - providing tenants with information about available services in the community,
 - assisting tenants to access services through referral and advocacy, and
 - organizing community building and/or other enrichment activities for tenants (such as holiday events, tenant council, etc.).
 - Other services specialist include individualized assistance, counseling and/or advocacy to tenants, such as to assist them to access education, secure employment, secure benefits, gain skills or improve health and wellness.

The Case Management and Resident Service Coordination staff will be available throughout the week at a schedule that best meets the needs of the tenants, which may include normal business hours of 9:00am to 5:00pm, swing shifts, or weekend shifts while also coordinating schedules with leveraged resources or other service providers such as the VA and any VASH staff. These positions will also support tenants to access additional services throughout the community.

The Parties will:

- comply with the core components of Housing First as follows:
 - (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) Acceptance of referrals directly from shelters, street outreach, drop-in centers, and other parts of crisis response systems frequented by vulnerable people experiencing homelessness.
- (4) Supportive services that emphasize engagement and problem solving over therapeutic goals and service plans that are highly tenant-driven without predetermined goals.
- (5) Participation in services or program compliance is not a condition of permanent housing tenancy.
- (6) Tenants have a lease and all the rights and responsibilities of tenancy, as outlined in California's Civil, Health and Safety, and Government codes.
- (7) The use of alcohol or drugs in and of itself, without other lease violations, is not a reason for eviction.
- (8) 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.
- (9) 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.
- (10) 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.
- (11) The project and specific apartment may include special physical features that accommodate disabilities, reduce harm, and promote health and community and independence among tenants.

IV. Terms of Understanding

Commencement of Services: U.S.VETS and USVHC will enter into a service agreement prior to commencement of supportive services. U.S.VETS will commence these supportive services to the tenants of the Project, on-site, within the first month of the Project's placed-in-service date and continue for the life of the project or until otherwise negotiated and agreed upon by both parties in writing or in accordance with Termination terms as set forth below.

The Parties understand that this MOU is contingent upon U.S.VETS Inland Empire continuing to receive sufficient funding and the absence of which may be cause for immediate, no-fault termination.

- For the life of the Property Ownership, and in no case less than 15 years.
- All Social Services shall be provided to all residents at the housing site, on a regular, ongoing basis.
- All services and/or classes will be voluntary and provided to the tenants at no charge.



- For service coordinator and case management services rendered, the service fee shall be a minimum of \$96,348 annually paid monthly at a minimum flat rate of \$8,029 with allowable CPI increases (3% minimum) each year, unless otherwise negotiated and agreed upon by both parties in writing.

Termination: This MOU may be terminated if funds are no longer available for U.S.VETS or with 90-day written notice by either party. The service agreement to be entered into shall have these same termination terms.

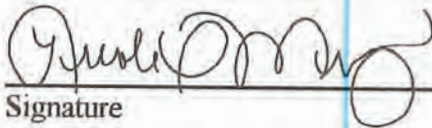
Amendments: The Parties understand this MOU may be further amended upon mutual written consent of both parties. Either party may request an amendment at any time. Any amendment will be effective upon mutual written consent from both parties and implemented on an agreed upon date. To the extent there is any conflict between the terms of the Amendment and this MOU, the terms of the Amendment shall control and govern. Except as amended, the MOU is otherwise ratified and affirmed. The Amendment may be executed in multiple counterparts, each of which shall have the force and effect of an original.

V. Authorization

The MOU signifies that the Parties agree to work together to achieve the objectives stated in the MOU. The preceding agreements in this MOU have been reviewed and agreed upon by authorized representatives of each Party.

I am authorized to sign this MOU on behalf of the organization I represent, named below.

United States Veterans Initiative:


Signature

6-21-24

Date

Nicole Starks-Murray
Executive Director
U.S.VETS-Inland Empire

U.S.VETS Housing Corporation:


Signature

06/21/24

Date

Lori Allgood
Vice President,
U.S.VETS/COO,
USVHC



NICOLE STARKS-MURRAY

1313 Venus Drive ☐ Beaumont, CA 92223 ☐ (310) 413-2932 ☐ n-murray@hotmail.com

EXECUTIVE SUMMARY

COMMITMENT | LEADERSHIP | INTEGRITY

A proven visionary and strategic leader that translates business strategies into stabilized business processes commensurate with the best interest of shareholders, customers and those being served. An expert in Management, Finance, Contract Compliance and Quality Assurance; known for developing foundational structures in various types of business environments which result in sustainability. Expert in leveraging services to grow each segment of a business to achieve the highest outcome. Very knowledgeable of government, state, federal and county grant funding and program requirements along with regulatory requirements of licensed entities. Proven track record of turning trouble organizations, programs, or contracts around by mitigating issues and delivering desired outcomes within reasonable timelines. Dedicated to maintaining a work ethic established by integrity, exemplary work history, proven and measurable outcome-based performance, building successful teams and establishing community relationships. I have had the pleasure of serving those with disabilities, the dually diagnosed, children, families, and veterans.

AREAS OF EXPERTISE

- Housing Development
- Contract Management
- Team Building & Mentor Programs
- Business Administration
- Grand Writing & Fund Development
- Strategic Planning
- Regional Policy Development
- Training & Development
- Chain Management
- Operations Management
- Quality Assurance
- Risk Assessment & Management
- Finance /Accounting Management

PROFESSIONAL EXPERIENCE

UNITED STATES VETERANS INITIATIVE - INLAND EMPIRE, CA EXECUTIVE DIRECTOR

2019 - PRESENT

Responsible for the overall operation, coordination and supervision of all services and programs delivered by United States Veterans Initiative for two large service areas (San Bernardino and Riverside County). Oversight of core program services which is to assist homeless veterans in achieving their highest level of independence by providing comprehensive services such as housing, counseling, case management, mental health services and supportive services. My role and responsibility include the evaluation of trends, needs & gaps, develop programs to meet needs, develop a therapeutic milieu in accordance with United States Veterans Initiative Mission and Philosophy, oversight of sites staff recruitment, hiring, disciplinary actions and supervision of direct reports. Oversight and management of the \$8.1 million dollar budget and 54 full time employees. Multiservice management, training and development of outcomes driven workforce, budget management and preparation, growth strategies that result in successful annual audits and overall solvency of the program services provided in the Inland Empire. Key competencies in overall organizational management with aptitudes in budget/finance, contract compliance, fundraising and fund development, strategic planning, and global policy development. Deliberate in diversified funding to balance grants, restricted, unrestricted, federal, and state funding streams to meet best program administration for the region we serve. In this role I have been successful in maintaining favorably relationships with grantors, funders, corporate sponsors, and stakeholders of the organization growing the sites funding streams to almost double in one year.

COMMUNITY ACTION PARTNERSHIP OF SAN BERNARDINO COUNTY - SAN BERNARDINO, CA PROGRAM DIRECTOR - ENERGY EDUCATION & ENVIRONMENTAL SERVICES

2013 - 2019

Responsible for the general direction, planning and organization of the Energy, Education and Environmental Services Program (BEES) which is responsible for the energy efficiency and safety dwellings occupied by low-income residents. Responsible for comprehensive program containing multiple components which include weatherization, energy education, appliance repair and replacement, lead hazard control, warehouse, and weatherization training center. Management of the BEES program budget which is 16 million annually with a staff of 68 full-time employees. Supported fund development and donor relations, grant writing and compliance oversight for all agency programs and services.

ASSISTANCE LEAGUE OF SO. CALIF - LOS ANGELES, CA

2010 - 2013

EXECUTIVE DIRECTOR - CHILDREN'S SERVICES

Expert and proven record of reducing overall budget deficit by 35 percent in 8-month time frame. Highly effective in streamlining cost to save the agency money along with continuing to provide accredited high-quality services to the children and families we serve. Chief Executive Director appointed to triage programmatic issues in other programs to bring leverage and stability to overall agency programs. Managed two programs in the absence of Executive Management and two multi-funded budgets totally over 6.2 million dollars. Instrumental in program turnaround after loss of program funding and high staff turnaround by leveraging funding and the implementation of program development strategies for contracts that were in deficiency.

EXECUTIVE DIRECTOR - FAMILY SERVICE AGENCY

2008 - 2010

Oversight of the functions relative to serving Children and Families at-risk for detention under the Department of Children and Family Services (DCFS). Programs such as Family Preservation, Up Front Assessments, Family Support, Family Source, Department of Mental Health, Department of Public Social Service, Department of Children Service (DCF) and a therapeutic fee for service component. Service continuum to four Service Planning Areas (SPA) and one service area reaching Las Vegas Nevada. Instrumental in vision and planning of technology, customer service, and document processing infrastructure to maximize contracts and show outcome measures for services. Responsible for 107 staff within two agencies, budgets, finance planning, strategic planning, training and team development, liaison for agency on state and federal funding and program processes, various reports, accreditation and licensure facilitation and maintenance, funding reporting to Board of Directors and Chief Executive Director

METROPOLITAN TRANSPORTATION AUTHORITY (METRO) -LOS ANGELES, CA

2003 - 2008

PROCUREMENT ADMINISTRATIVE SUPERVISOR

Responsible for the administration of all procurement projects for Construction, Professional Services, Ethics, Metro Art, and IT/Communications departments. I also was responsible for administrative staff that were contracted and non-contracted employees. My department covered the contract (RFP, IFB's & Bid's) administration, file room and vendor services which took care of external businesses wanting to do business with METRO. My role also included oversight and management of I-Supplier system geared towards maintaining vendor information in METRO's data base for buying, procurements, contracts, etc. I also was Project Manager for one of the largest vendor fairs in LA County (LA Vendor Fair) during the five years of employment with the agency. I was also voted as Treasurer and Vice Chair of the fair committee. Instrumental in putting contract and fiscal protocols in place along with establishing the fair as an "entity." Well noted for the development of new outreach efforts for vendors and business training processes. Participated on Metro Contract Bargaining Team for renewal of labor contracts. Linkages and support to other departments such as Real Estate and Small Business Development Departments.

PARA LOS NIÑO'S -LOS ANGELES, CA

1998 - 2003

DIRECTOR OF CONTRACT MANAGEMENT

Responsible for the creation and development of what is now known as the "Contracts Department." Responsible for overall day-to-day operations of the department. Liaison for agency on contracts, audit, compliance and internal linkage between programs and accounting department. Development of department budgets, fiscal planning, and billing of all contracts, assist VP of Programs and Area Directors in developing new programs and policies relative to contract compliance and administrative processes. Indirectly supervised administrative team at program sites and responsible for all agency training surrounding contracts and program administration. Was promoted 3 times within tenure and appointed Project Team Leader on Continuous Quality Improvement (CQI) program. Highly noted for establishing agency protocols, maximization of contracts, team building, program development and successful grant writing.

PROFESSIONAL ORGANIZATIONS AND AFFILIATIONS

State of California Appointed Self Determination Advisory Council Member (Inland Regional Center), IE Rise, National Coalition for Homeless Veterans (NCHV), County Continuum of Care Member (San Bernardino & Riverside), South Coast Air Quality District Advisory Board Member (SCAQD), California Nonprofits Member, Child Welfare League of America (CWLA), County Advisory Board (CAB), California Participating Partners Association (CAPPA), National Association for the Homeless, Environmental Justice Community Partner Advisory Board Member, National Contract Management Association (NCMA), Black Administrators in Child Welfare (BACW), California Child Development Administrators (CCDA), Inland Empire Family Resource Center Coalition Board Member (IEFRC), Road 2 Samaria Board Chair

EDUCATION

MASTERS IN BUSINESS ADMINISTRATION M.B.A. - GRADUATED 2006
University of Phoenix, Los Angeles, CA

BACHELORS IN BUSINESS MANAGEMENT B.A. - GRADUATED 2001
University of Phoenix, Gardena, CA

Skills/Training

Expert in PC processes and software such as Microsoft Word, Excel, PowerPoint, Access, Publisher, Project, Office Accounting, Outlook, QuickBooks, Oracle FIS iSupplier & Enterprise Content Management Systems (ECMS), Crystal Reports, Customized Care Management Systems (through various organizations), Internet, 10 key by touch, Typing 90 wpm, CPR/First Aid for Children and Adults, Certified Parenting Instructor.

References Upon Request

Aranya Huour-MSW

Rialto, CA 92376 | aranyahuour@gmail.com | 909-363-5009

PROFESSIONAL PROFILE

My mission is to create and support professional relationships through services that promote the worth of an individual to meet their fullest potential

EDUCATIONAL

California State University, San Bernardino

Master of Social Work

San Bernardino, CA

June 2019

California State University, San Bernardino

Bachelor of Arts, Social Work

San Bernardino, CA

June 2016

HIGHLIGHTS

Program Compliance | Case Management | Social Work | Project Management |
Service Coordinating | Agency Relations | Client Empowerment | Mentorship | Crisis Intervention

PROFESSIONAL EXPERIENCE

Community Action Partnership of San Bernardino County (Food Bank)

San Bernardino, CA

Program Assistant/Coordinator

October 2019-Present

- Serve as the agency relations coordinator and the primary contact for partner agency organizations and is responsible for development and ongoing implementation of all agency relation activities
- Provide technical assistance and trainings for developing programs in the areas of food safety, record keeping procedures, and civil rights provisions
- Conduct program compliance monitoring with partnered agencies to ensure all agencies comply with program requirements
- Coordinate and execute program trainings and orientations with partnered agencies in one-on-one and group settings
- Continually monitor partner agencies for growth and decline and assist in making appropriate changes to help develop or support partnership
- Develop effective collaboration among partner agencies and provide technical assistance and training for developing programs related to food safety, record keeping procedures, and civil rights provisions
- Engage in volunteer recruitment efforts to assist with special events, solicitations, sales, volunteer spotlights, community engagement, and food drives
- Review and qualify program applicants, perform on site evaluations, and submit recommendations to acting Program Manager
- Prepare correspondence and compile data to create program reports
- Assist Program Manager with development and preparation of proposals, budgets, program planning, and grant project activities
- Cultivate partnerships with multiple organizations to increase resources for partnered agencies
- Maintain regular contact with staff team to respond to ensure great customer service and prompt responses to requests, complaints, or incidents

Superior Court of California, County of San Bernardino (Family Court Services) San Bernardino, CA
Child Custody Recommending Counselor Intern (Field Practicum) September 2018-June 2019

- Co-mediated child custody recommending counseling sessions and mediating services with parents and guardians to resolve child custody and visitation disputes
- Created training material and resource directory for internal court division use
- Assisted Child Custody Recommending Counselors with formulating custody schedules and parenting plans for families and guardians
- Completed risk assessments for matters related to domestic violence, substance abuse, child abuse, and other safety concerns
- Participated in collateral efforts with departments of San Bernardino County, such as Child Protective Services, therapists, and minors counsel to provide necessary recommendations to court judges
- Handled confidential information and assisted with administrative tasks in providing documentation of facts and solution recommendations to supervisors of the family court division
- Prepared parenting plans and court reports with summary of issues and information presented during counseling sessions
- Developed and updated multiple resource directories of services and resources for litigants of family court
- Participated in monthly case conference meetings and staff meetings to discuss caseloads, current developments pertaining to family law, and new policies and regulations pertaining to family court

California State University, San Bernardino (Obershaw DEN/Housing) San Bernardino, CA
Student Specialist Professional (SSP IA)/DEN Service Coordinator June 2018-June 2019

- Reviewed and verified background file of referred students, conducted personal interviews, and recommended services from campus food pantry program
- Conducted intake and assessment with students for strengths and barriers and develop a plan for appropriate service delivery for each assigned students
- Created various policy and procedure manuals for internal use and reference
- Evaluated various functioning's of students through interviews and consultations with relevant campus departments to determine eligibility and specific social service needs
- Administered the general operations of the campus food pantry on a regular basis
- Engaged with community and campus departments to create volunteer events to assist with agency solicitations and sales through various forms of training
- Developed programming that focuses on educational topics that include: food insecurity, basic needs, mental health, and nutrition
- Provided comprehensive advisement and academic advising to assist students to identify their academic challenges and assisted in resolving barriers related to their basic needs
- Participated in service planning in collaboration with the campus departments to identify effective interventions that will help the students meet health needs, treatment goals, and improve educational habits
- Utilized established social work theory and methods to assess and develop plans to resolve student barriers and meet treatment plan goals
- Coordinated ongoing assessment of student needs and made campus referrals for life skills training, mental health services, health and nutritional related services, and academic services

- Scheduled and conducted meetings with students on a regular basis to discuss current plan of action
- Assisted students with CalFresh applications and monitored progress of application status
- Served as a member of an interdisciplinary team, assessing students' psychosocial status, strengths, and areas of need that may affect treatment outcomes
- Reported student progress to supervisor and campus CARE team by presenting completed assessments, service plans, and release forms
- Supervised program service team that consists of student employees and graduate student interns

Scripps College (Student Affairs-Academic Resources & Services)

Claremont, CA

Academic Coach Internship

August 2017-May 2018

- Mentored students to reach their potential through one on one coaching sessions
- Formulated short-term and long-term goal plans with students experiencing significant mental health issues
- Assisted students with resource referrals and applications to community resources
- Collaborated with university program directors to evaluate existing support programs and designed an educational group to improve student's success
- Planned and facilitated group sessions for students focused on improving social skills as well as strengthening self-esteem and coping mechanisms
- Facilitated multiple group workshops focused on skill development for various student groups
- Participated in the efforts of forming a sub-organization to raise awareness of mental health trends on campus

TRAININGS/CERTIFICATIONS/SKILLS

Computer: Windows, Macintosh WPM: 45

Programs: Microsoft Office Software (Word, Excel, Access, PowerPoint, Outlook, Project)

Salesforce

Google Docs

Handshake

PeopleSoft

Maxient

Knowledgeable: FERPA, HIPAA, CPS, APS, FMCNA Social Work Policy

Certifications: Certified Mandated Reporter

Trainings: Child & Family Focused Education (Title IV-E Curriculum)

Domestic Violence

Substance Abuse

Civil Rights

Accelerating Non-Profit Success


Languages: English

Cambodian


JESSICA VEGA

CASE MANAGER II

CONTACT

 951-581-2886

 JESSICAVEGA09@GMAIL.COM

 RIVERSIDE, CA 92508

PROFILE

Experienced Case Manager with the capacity to help guide veterans towards achieving independence through a collaborative process. Proficient in assessing, planning, implementing, coordinating, and evaluating services to meet the unique needs of each client. Ability to lead and inspire teams, drive program success, and optimize service delivery. Seeking to leverage my expertise in case management and leadership skills to excel within the program, where I can contribute to achieving impactful outcomes for veterans and their families.

SKILLS

- SAFE Talk
- SOAR Certified
- Collaboration and Coordination
- Teamwork
- Time Management
- Documentation and Reporting
- Motivational Interviewing and Active Listening
- Effective Communication
- Solution Focused
- Conflict Resolution
- Critical Thinking
- Data Input
- Cultural Competency

EDUCATION

University of California, Riverside

2017

- Bachelor of Arts in Psychology

Riverside Community College

2014

- Associate of Science in Math and Science
- Associate of Arts in Social and Behavioral Studies
- Associate of Arts in Humanities, Philosophy, and Arts
- Associate of Arts in Communications, Media, and Languages

WORK EXPERIENCE

Case Manager II, Supportive Services for Veterans and Families

2023-Present

U.S.VETS

- Conducts rapid rehousing and homeless prevention services for veterans and their families aiding in the processes of sustain housing
- Coordinates care with VA, being the main point of contact for COC, and community partners on behalf of veterans for eligibility, documentation, health services, and housing placement and case manages them while in program.
- Assists in rapidly placing homeless veteran families into housing.
- Collaborates with clients to develop individual housing plans to aid in achieving goals.
- Assists veterans with identifying appropriate service providers and resources to help meet their needs
- Assists with the training and development of new and old staff members and interns, providing knowledge that is necessary to excel in their roles.
- Currently I act as a point of contact for current staff, providing guidance, direction, and support to the SSVF direct service staff, particularly in the absence of a Coordinator and Team Lead.
- Perform case file and database audits in both MCR and HMIS systems and identify discrepancies and areas for improvement.
- Capable of reviewing Temporary Financial Assistance requests, ensuring proper verification of eligibility in HMIS and other relevant agencies. Maintains records to support accurate and efficient processing of requests.

Case Manager II, Permanent Supportive Housing

U.S.VETS

2018-2023

- Collaborated with veterans to complete Individual Housing and Employment Plans addressing any problems, needs, or barriers identified in the following areas: Medical/Psychiatric, Sobriety Support/Addiction Treatment, Legal, Financial, Housing, and Employment,
 - Conducted home visits at scattered sites to provide case management services and ensure health and welfare of veterans and their families that result in clients obtaining and maintaining permanent housing.
 - Provided intensive case management services helping veterans in permanent housing connect to wraparound services to achieve and maintain health, mental health, and housing stability.
 - Practiced De-escalation techniques utilizing Conflict Resolution Interventions in shared housing to establish solutions to roommate and landlord concerns.
 - Acted as a key liaison between veterans and property managers as a master lease holder, addressing and resolving concerns to facilitate smooth interactions. Consulted regularly with property managers to ensure their concerns were addressed and to foster a positive working relationship.
 - Coordinated care with community partners include InnovAge, SBC RBEST, APS and DBH.
 - Completed Housing Quality Standard Inspections prior to enrollment and at annual review
-

KEVIN MONROY

CONTACT



951- 746-0208



kevinmonroy92@gmail.com



Perris, CA 92570

SKILLS

- Client-Centered Case Management
- Crisis Intervention & De-escalation Techniques
- Housing Navigation & Stability Services
- Community Resource Coordination
- Data Compliance & Documentation
- Advocacy & Relationship Building
- Interpersonal Skills
- Adaptability and Flexibility
- Teamwork and Collaboration

LANGUAGES

- **Spanish**
Conversational

PROFESSIONAL SUMMARY

Compassionate and results-oriented social services professional with over five years of experience in case management, crisis intervention, and housing stability for underserved populations. Demonstrates an exceptional ability to connect clients to critical resources, navigate complex social systems, and implement effective care plans. Skilled in fostering community partnerships, engaging clients to build self-sufficiency, and advocating for holistic support solutions. Committed to advancing social welfare through a client-centered and collaborative approach.

EXPERIENCE

October 2023 - Present

SSVF HUD-VASH Housing Navigator

U.S.VETS

- Acts as the central liaison between U.S.VETS and the Veterans Administration (VA), managing a caseload of veteran clients within HUD-VASH programs to secure stable housing placements
- Strengthened relationships with landlords and property managers, expanding housing options for clients with complex needs through regular outreach and advocacy
- Executes comprehensive housing navigation, assisting clients in all aspects of securing housing—application processing, documentation, overcoming tenant-screening barriers, and lease signings
- Provides initial case management services post-housing placement, facilitating smooth transitions and stable client engagement
- Developed innovative outreach strategies to engage non-participatory clients through targeted community meetings and personalized follow-up.

October 2020 - October 2023

Case Manager II

U.S.VETS

- Managed individualized care plans for a diverse client base, focusing on improving biological, psychological, and social well-being while maintaining high levels of client satisfaction
- Enhanced documentation and compliance practices through internal audits and quality assurance, improving data accuracy and organizational efficiency
- Provided critical crisis intervention, successfully reducing adverse incidents among clients through de-escalation techniques and trauma-informed care
- Collaborated with multiple community partners and service providers to ensure continuity of care, increasing client access to support services

- Played an integral role in the implementation of best practices within the SSVF program, contributing to streamlined case management processes and better client outcomes.

October 2019 - October 2020

Case Manager

Illumination Foundation

- Delivered client-focused case management, resulting in improved client stability and engagement in the community
- Maintained rigorous documentation standards, adhering to best practices in case file management and program evaluations
- Leveraged crisis intervention skills to support clients through psychosocial challenges, de-escalating situations effectively and maintaining a safe, supportive environment
- Built relationships with community agencies, securing additional resources for clients and enhancing overall service delivery.

March 2016 - May 2020

Community Services Specialist II

City of Fullerton, Fullerton

- Promoted public safety through city park patrols and supported large-scale community events, ensuring a secure and positive environment
- Acted as a community resource navigator, connecting individuals to social services within the Fullerton area, which improved public access to health, housing, and social support
- Coordinated logistics for recreational activities and city events, fostering community engagement and supporting organizational objectives.

EDUCATION

May 2019

Bachelor of Arts in Sociology in Health and Social Welfare

California State University, Fullerton

Todd Miller

Housing Coordinator

CONTACT

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📍 Chino, CA

🌐 [linkedin.com/in/todd-miller-920815125](https://www.linkedin.com/in/todd-miller-920815125)

KEY SKILLS

- Customer Focused
- Adaptable
- Collaborative
- Resourceful
- Detail Oriented
- Time Management

SOFTWARE

- Salesforce
- Microsoft Office
- Asana
- Adobe Photoshop
- DocuSign
- Foxit PDF

TRAINING

- Fair Housing
- Trauma Informed Care
- Section 8

PROFILE SUMMARY

Results driven Housing Coordinator experienced in finding affordable housing options throughout the Inland Empire. Successful at implementing rent subsidy programs using different funding sources. Effective at finding creative solutions to help participants move closer to self-sufficiency.

PROFESSIONAL EXPERIENCE

Housing Specialist

Foothill AIDS Project | 2024 - Present

- Assess client needs to develop individualized housing plans for ten clients that aligns with their financial and personal goals
- Coordinated with landlords and housing authorities to secure permanent housing agreements for three clients so far
- Collaborated with community resources and social services to connect six clients with additional support, like financial assistance and healthcare
- Completed six enrollments in the crisis motel program to give them stability to accomplish their goals

Housing Coordinator

Brilliant Corners | 2018 - 2024

- Linked over one hundred individuals and families in the Inland Empire to housing
- Administered rent subsidies for four separate housing programs
- Took on the role of liaison with landlords and property managers to troubleshoot payment related issues
- Managed a caseload of forty participants with supportive housing needs

Inventory Specialist

Kwikē Systems (Sgsco) | 2017- 2018

- Developed efficient shipping and receiving processes to ensure seamless tracking and organization of products
- Optimized the inventory process by streamlining the preparation process and reducing setup time, allowing photographers to work more efficiently
- Ensured all daily tasks were completed with no carryover, maintaining efficient workflows and ensuring a smooth transition to the following day

Volunteer Experience

Homeless Outreach | 2014-2018

- Breaking Invisible <https://www.facebook.com/breakinginvisible/>
- Passion <https://www.facebook.com/groups/volunteers-with-passion/>
- Monday Night Mission <https://facebook.com/mondaynightmission/>

Education

Bachelor of Arts Degree

Biola University | Sociology

**MANAGEMENT PLAN
FOR
U.S. VETS- E STREET**

1. **THE ROLE AND RESPONSIBILITY OF THE OWNER AND RELATIONSHIP AND DELEGATIONS OF AUTHORITY TO THE MANAGING AGENT.**

U.S. VETS - E Street LLC (Owner) appoints Hyder & Company (Agent), as agent for the management of the residential units at U.S VETS - E Street located at 1351 North E. Street, San Bernardino, CA 92405 and Agent accepts the appointment.

The Owner has entered into a Management Contract with Hyder & Company, hereinafter referred to as Agent or Managing Agent.

- a. There is no legal or corporate relationship between the Owner and the Agent with the exception of the Management Contract. There is no identity of personnel, proximity or sharing of offices, or any other identity of interest. There is no relationship that would create a conflict of interest.
- b. The Site Manager will supervise the activities of the administrative and maintenance staff on the project. The Site Manager will be directly responsible to the Managing Agent who will set forth the responsibilities of day-to-day operations. The Managing Agent will be directly responsible to the Owner.

The Agent will make all decisions regarding the day-to-day operations of the project without consulting the Owner or in the event of extreme emergency, make decisions without consulting the Owner. The Agent will notify the Owner as soon as possible after any emergency decisions are implemented.

- c. The Agent will consult the Owner regarding all policy matters or those which the Agent is not authorized to handle under the terms of the Management Contract, and on all other matters which are of significance to the project. The Agent will meet with the Owner at regular intervals established by the Owner to review all project business and to update the Management Plan as directed by the Agency.
- d. The Owner will name an authorized contact person who will have total authority to act on behalf of the Owner and make all necessary decisions on Owner's behalf. The Owner will notify the Agent in writing of the name of the contact person prior to the inception of the Agreement, and thereafter when the contact person is changed. Agent will deal directly and exclusively with the authorized contact person.
- e. This Management Plan identifies decisions and requirements of the Owner including but not limited to disbursement amounts requiring Owner approval and documents required from the Owner.

- f. The responsibilities of the Owner and the Agent are clearly set forth in this document. All basic responsibilities and duties are clearly covered in this document and Agency's rules and regulations.
- g. The pro-rata division of singularly incurred operating expenses that are common to the parties and purchased by the Managing Agent are:
Fidelity insurance, errors and omissions insurance, employee practices liability insurance, cyber insurance, tenant discrimination insurance & workers compensation insurance, all which are allocated to each project and the corporate office by number of employees at each location.

2. **PERSONNEL POLICY AND STAFFING ARRANGEMENTS.**

- a. All on-site personnel shall be contracted service providers or employees of Agent and shall be paid from the Operating Account as an expense of the project. Pursuant to the amounts provided in the Budget, Agent shall at all times have sufficient personnel physically present at the Project for the full and efficient performance of its duties under the Management Contract, including physical presence of responsible persons at such times as reasonably may be requested by Owner. The employees, their job descriptions, and salaries, shall be determined by Agent. All hiring will be in strict conformance with equal employment opportunity requirements provided by the Department of Fair Employment and Housing with regard for race, color, religion, sex, handicap, familial status, or national origin.
- b. The staffing plan for this property will include a manager and office staff as necessary to operate the project together with maintenance staff as required and as approved in the budget. Employees are never "on call" outside of normal duty hours, unless specifically required to cover emergency calls on a particular project.

Mandatory Prerequisites for All Employees:

Must possess high moral character, sound fiscal integrity, and qualify for fidelity bond.

Must be able to speak, read, write and understand English at least to the level of understanding the Injury and Illness Prevention Plan, and the ability to read all safety and warning labels and follow written or verbal instructions. Must be able to report in English to supervisory staff and authorities any emergency conditions that may exist from time to time.

Must additionally be able to understand and comply with both written and verbal instructions given in English regarding office operations, computer operations and technical Agency Requirements.

Job Descriptions:

Site Manager: The Site Managers are in sole charge of the housing community to which they are assigned and as such must manage and direct operations of the housing community in accordance with the policies and procedures prescribed by the Owner, the Governing Agency, Management Agent and Fair Housing Laws.

In order to qualify for this position an employee:

- Must be competent in basic computer skills, typing, spelling, telephone techniques and basic mathematics.
- Must have the ability to speak, read, write and understand English. Be able to comply with both the written and verbal instructions given in English.
- Must be able to follow the Injury and Illness Prevention Plan and have the ability to read all safety and warning labels and follow written and verbal instructions.
- Must have the specific ability to follow & give technical instructions.

The Employee will be expected to:

- Become proficient in the operation of the property computer, scanner, copier, calculator and any other office machines necessary.
- Adhere to office schedule as approved by supervisor and according to the needs of the property.
- Present a professional appearance, dressing according to business etiquette.
- Attain a working knowledge of the following software: Yardi.
- Attend educational courses as directed by Human Resources or Supervisor and pass Agency-required or Employer tests.
- Become fully competent in Agency rules and procedures within ninety days of hire. Must be able and willing to follow all procedures in Manager's Handbook and Agency Instructions. Maintain property in compliance with the appropriate agency.
- Supervise personnel; keep staff personal calls, social networking, cell phone usage limited to breaks and emergency needs.

The Employee's responsibilities will include but are not limited to the following:

- Implementation of the Management Plan, Affirmative Fair Housing Marketing Plans, Agency and Company policies and the Manager's Handbook provided by employer.

- Review of prospective resident's rental applications for initial eligibility. Rental of Apartments in accordance with Agency Requirements, Tenant Selection Plan and the Wait List. Completion of lease agreements and conducting entry interviews with new tenants outlining conditions and terms for occupancy along with the completion of the entire application and Agency certification. The application process for move in (when a unit is available) should take no more than 14 working days and commence no later than 24 hours after a 30-day notice to vacate is given.
- Providing residents with their interim and annual recertification paperwork along with conducting recertification interviews assuring all paperwork is done on time and in accordance with Agency requirements.
- Collection of rent in a timely manner, issuance of receipts and serving the appropriate late rent notices on time. Making daily bank deposits.
- Walking the property at least once a week for physical inspections and vacancy verifications and one time per month at night to check lighting. Completing semi- annual unit inspections twice a year.
- Perform and report all business and transactions to the Corporate Office on a timely basis in accordance with the Manager's Handbook and monthly Site Manager Calendar.
- Proper preparation and submission in a timely manner of timecards, corporate reporting and required property reports as stated in the Monthly Site Calendar and Manager's Handbook.
- Supervision of maintenance and other personnel which includes performance of annual evaluations and documented interim consultations. These are to be reviewed by the Supervisor prior to presentation to employee after which the original is sent to the Corporate Office to be filed in the employee's personnel file.
- Selection of outside contractors in accordance with the Manager's Handbook. This includes but is not limited to obtaining competitive bids, initiating approval of contractors, and verifying and collecting insurance certificates for workers compensation and liability insurance from all contractors and their sub- contractors.
- Handling the Purchasing process for the community. This includes but is not limited to the preparation of Purchase Order Requests, verification of receipt of purchases, and first review and submission of invoices to accounts payable in accordance with the written OPS procedures. Accounting for petty cash. Arranging for approved outside services, such as trash collection, utility service, mail service, telephone installation, exterminators, etc., as required.

- Establishing good resident relation policies and adhering to housing assignment procedures. Promoting harmonious relationships among residents, housing personnel, and persons of neighboring communities. In resolving complaints of residents, the manager must be able to handle problems with discretion and fairness in accordance with Fair Housing.
- The position requires a great deal of personal contact with other people and agencies. Manager must maintain good working relations with the local police and fire departments, governing officials, any other community resources that are programmed and designed to assist the residents as well as owners, vendors and other employees.
- Being available to assist, in any means necessary, for all file audits and physical inspections by Government Agencies or the Management Company.
- Keep proper documentation of resident files, incident reports, and other events related to the property.

In some instances, the employee will:

- Be required to be bilingual in English and Spanish.
- Be able to report in English to supervisory staff and authorities any emergency conditions that may exist from time to time. Then must have the flexibility to follow through on the handling of said emergencies in accordance with the Crisis Management Procedure.
- Be asked to assist in the management of other properties or the training of a new manager.
- Need to go to court on an eviction, small claims issue or another legal situation that may arise.
- Perform such duties as may be requested from time to time by their Supervisor or other Corporate personnel.

Assistant Site Manager: The Site Manager and Assistant Site Managers are in charge of the housing complex and as such must manage and direct operations of the housing project in accordance with the policies and procedures prescribed by the Owner, the governing agency and Management Agent.

The position requires a great deal of personal contact with other people. The assistant manager must be able to handle problems with discretion and fairness. Their independent judgment can determine the success or failure of the project. In order to qualify for this position an employee must be competent in typing, spelling, telephone techniques and basic mathematics. In some instances, the

employee will be required to be bilingual in English and Spanish.

The Assistant Site Manager will follow the instructions of the Site Manager in all of the following areas:

Make certain that all outside contractors or sub-contractors provide certificates that provide proof of liability and workers compensation insurance before any work can be done on the property.

Prepare payment requests and accounts payable, receive and account for funds. Purchase approved supplies and arrange for approved outside services, such as trash collection, utility service, mail service, telephone installation, exterminators, etc., as required.

Become proficient in the operation of the project computer and software. Computer literacy is preferred.

Assist prospective tenants in preparing applications for initial eligibility and recertification. Rent apartments. Complete lease agreement forms and conduct entry interviews with new tenants, outlining conditions and terms for occupancy. Review housing applications, select tenants, and assign dwelling units. Collect rent and issue receipts. Implement this Management Plan and Agreement and the Affirmative Fair Housing Marketing Plan. Be totally familiar with company policy and the Manager's Handbook provided by employer.

Establish good tenant relation policies and adhere to housing assignment procedures. The Assistant Manager is a key part of promoting harmonious relationships among tenants, housing personnel, and persons of neighboring communities. Resolving complaints of tenants. Maintaining good working relations with the local police and fire departments, governing officials, and other community resources and social programs designed to assist the tenants and enhance the quality of life at the complex.

Must attend educational courses as directed and pass Agency-required and Employer tests. Must become fully competent in agency rules and procedures. Must be able and willing to follow all procedures in Managers Handbook and Agency Instructions.

Office Clerk: In order to qualify for this position an employee must be competent in typing, spelling, telephone techniques and basic mathematics. In some instances, the employee will be required to be bilingual in English and Spanish.

The employee will assist the Site Manager in qualifying applicants and leasing units in compliance with the appropriate agency requirements. Additionally, the employee must be competent in filing and all other office procedures. The clerk will be trained in computer operations for the specific program of the apartment complex. The employee must have good "people skills" in order to deal with the public in an

efficient and courteous manner. The clerk will represent the "front line" in meeting the public and in dealing with tenant complaints.

This position requires a person with a professional and friendly disposition who can work with people on a regular daily basis, follow instructions, and learn reasonably quickly.

All clerical staff members must be trained in the program requirements and pass all required tests so as to be certified in the appropriate subsidy program.

Employee must be able to speak, read, write and understand English in order to read and understand the Injury and Illness Prevention Plan and to converse with others in case of emergencies. Must also be able to follow written and spoken instructions regarding office and computer procedures and the handbook instructions.

This position does not include showing apartments, inspecting apartments, maintenance work or any other activities outside the office.

Maintenance Director: Assist in the development of the maintenance plan for the overall efficient operation of the project, perform all necessary work, inspect and evaluate physical condition of buildings and grounds, plus schedule and provide continuing repair and maintenance work as prescribed below.

In order to qualify for this position an employee:

- Must have the ability to speak, read, write and understand English. Be able to comply with both written and verbal instructions given in English.
- Must be able to follow the Injury and Illness Prevention Plan, and have the ability to read all safety and warning labels and follow written and verbal instructions.
- Must have the specific ability to follow & give technical instructions.
- Must be able to on a daily basis, lift up to 50 pounds, have manual dexterity with both hands and arms, climb stairs, and ladders. On a daily basis it may be necessary to move heavy objects, such as, furniture and major appliances.

The Employee will be expected to:

- Become knowledgeable in all safety precautions to be taken when working at various jobs. Any violation of Company Safety Policies may be cause for immediate termination.
- Work on a continuous basis and be prompt.
- Adhere to the work schedule as approved by supervisor and according to the needs of the property.

- Attend educational courses as directed by Human Resources or Supervisor and pass Agency-required or Employer tests.
- Supervise personnel; keep staff personal calls, social networking, cell phone usage limited to breaks and emergency needs.
- Present a professional appearance, dressing according to Employee Handbook, wearing the appropriate shoes and clothes as per Hyder's Injury and Illness Prevention Plan.

The Employee's responsibilities will include but are not limited to the following:

- Meet with site manager weekly to discuss the needs of the property and monthly to go over the budget.
- Assist in planning and implementation of Preventive Maintenance Plan and semi- annual inspections for the property.
- Prepare and post daily work schedule, coordinate activities of all workers, including self, to assure timely completion of work orders, repairs to the buildings, and exterior areas. Set an on call schedule for weekend and after hour maintenance emergencies including assignment of the after-hours emergency phone and following the Crisis Management Plan when needed.
- Plan and perform all work in house at no additional labor cost to the project, this includes but is not limited to: electrical, plumbing, heating, ventilating, air-conditioning, watering systems, mechanical equipment, exterior lighting and perform all interior and exterior janitorial work, maintaining public areas, such as, halls, common areas and laundry rooms. Maintain parking lots and other common areas to include sweeping, striping, patching and policing, as well as playground equipment maintenance and repair. Interior apartment maintenance, painting and cleaning vacant apartments, repairing doors, locks, screens, windows, and cabinets. If applicable maintaining plantings and irrigation system including all mowing, trimming, edging, pruning, cultivating, aerating, fertilizing and watering.
- Respond to written requests from tenants reporting a need for repairs (work orders). Take prompt corrective action on deficiencies, completing emergency requests right away and non-emergency requests in 24 to 72 hours.
- Safeguard, account for and maintain tools, equipment and inventory supplies, and all property owned by the project.
- Maintain OSHA/MSDS/Safety Center/Safety Meetings
- Obtain labor and material costs and completion estimates for major repairs, renovations or replacement of equipment. Be responsible for the completion of any such work or purchases once approved by the supervisor. Make certain that

no purchases of supplies, equipment or services are made by anyone without the prior approval of the project manager and supervisor along with PO#.

- Make certain on a daily basis that timecards of all maintenance employees are updated.
- The position requires a great deal of personal contact with other people. The Maintenance Director must maintain good working relations with vendors, other employees and establish good resident relations in a strictly professional manner.

In some instances the employee will:

- Be required to be bilingual in English and Spanish.
- Be able to report in English to supervisory staff and authorities any emergency conditions that may exist from time to time. Then must have the flexibility to follow through on the handling of said emergencies in accordance with the Crisis Management Procedure.
- Be asked to assist in the maintenance of other properties or the training of new maintenance personnel.
- Perform such duties as may be requested from time to time by their Supervisor.

Housekeeper: This position provides clean, sanitary, comfortable, orderly and satisfying surroundings for residents and employees. The housekeeper promotes sanitary conditions cleaning floors, walls, windows, furniture, kitchens and appliances, bathrooms and fixtures. The housekeeper will be required to lift, carry, walk, sit, push, pull and work a flexible schedule, must be able to move continuously during work hours and able to lift and/or carry 50 to 75 pounds.

Specific duties may include but are not limited to: vacuuming floors and furnishings, mopping hard surface floors, cleaning, dusting and polishing furniture, cleaning walls and windows, cleaning and disinfecting kitchen and bathroom, emptying and sanitizing waste baskets. Clean all air vents. Damp mop all corridor floors, lobby, dining areas and others daily.

Operates various mechanized cleaning equipment, such as vacuums, polishers, buffers, etc... If required, strip beds and gather all laundry for delivery to laundry service; make beds and set towels.

Maintain vacuums, cleaning caddies and supplies used to perform job. Record supply inventory at home as directed by supervisor. Inform supervisor when cleaning or house supplies are low.

Dust, vacuum and clean leasing office. Water plants in office and office buildings.

Report any needed repairs immediately to supervisor (such as leaky faucets or toilets, loose tile, broken windows, etc).

Perform errands and special projects as requested by supervisor. Observe established policies and procedures.

Perform other job duties including but not limited to grounds maintenance or other property management functions as needed and requested by supervisor.

Contact with all levels of personnel within company, temporary help, owners, residents, vendors and contractors.

Working Conditions: Full-time and to cover other employee vacations or time off. Requires some weekends, holidays and occasional evenings.

Skills and Educational Requirements:

- a. Ability to communicate effectively both verbally and in writing. Possess basic math skills.
- b. Ability to perform a variety of tasks often on short notice.
- c. Ability to handle a fast-paced, varied and busy work environment.
- d. Ability to work alone and to be self-motivated and organized.
- e. Ability to lift 50 to 75 pounds
- f. Possess positive teamwork attitude.

Company Standards:

- 1. All company and client information must be kept strictly confidential.
- 2. The highest standards of accuracy will be maintained in all data recorded and work performed.
- 3. Conformance to the rules and regulations of property management as set forth by California Residential Landlord/Tenant Statutes and Federal Fair Housing Laws.
- 4. All temporary help, owners, tenants, vendors and contractors and any other person contacted on the telephone or in person will be treated in a friendly, personable and professional manner.
- 5. Neat and well-maintained attire, hair and appearance to be maintained at all times. Uniform and dress code in accordance with personnel policies to be maintained at all times.

All Employees:

Employees will conform to all Agency requirements as well as the policies established by the Owner, which become part of the Agent's policies. All employees will be paid by the Agent including state and federal payroll taxes and unemployment taxes, FICA taxes, and all other costs of employment including workers

compensation insurance, employment practices liability insurance, employee medical insurance, overtime pay, bond and any other compensation or related costs. Agent will be reimbursed for all costs made to or on behalf of all employees including, but not limited to, the aforementioned list.

Agent will advise Owner of all employee or former employee claims for compensation that Agent believes are unwarranted. Owner will instruct Agent as to Owner's desire in the disposition of the claim (payment, negotiation, hearing, or litigation). Agent will proceed according to Owner's directive. Any compensation or award to any employee or former employee including all related costs, legal fees and other fees, will be paid to Agent from the project operating account upon final disposition of the claim.

- c. The Site Manager will be directly accountable to the Managing Agent. All other on-site personnel will be directly accountable to the Site Manager.
- d. All employees (and contractors) will be oriented to comply with the program requirements. All managers are fully trained in the Agency rules and regulations. The Managing Agent is fully trained and knowledgeable in all aspects of assisted housing management and regulations. The Agent trains all management employees in the certification process and all management functions. The Agent sends staff personnel to training programs on HOME, RDS, HCD, CalHFA, Fair Housing, Section 504, and L.I.H.T.C., as appropriate.

3. **PLANS & PROCEDURES FOR MARKETING UNITS: ACHIEVING AND MAINTAINING FULL OCCUPANCY AND MEETING HUD FORM 935.2 AFFIRMATIVE FAIR HOUSING MARKETING PLAN" REQUIREMENTS.**

- a. Agent shall carry out the marketing activities including tenant screening interviews prescribed in this Management Plan or consistent with current practices used to market the property to potential tenants.
- b. The Agent is in charge of marketing the property. We will make certain that all groups, both minority and non-minority, handicapped persons and those least likely to apply are given the opportunity to have the knowledge that our subsidized housing project exists and that they will not be discriminated against on any basis.
- c. The Site Manager will refer new applicants to Housing Authority's Coordinated Entry System (CBS) when required. Low Barrier Tenant Selection Practices will be used including that participation in services cannot be a condition of tenancy and all tenants will have their own lease.
- d. The Site Manager will place new applicants on the waiting list after complying with the procedures established. The waiting list will conform to the requirements of the Agency. The "Fair Housing" poster, "Justice for All" poster, will be displayed on site.

A Project Information Package will be prepared. This will contain the following:
A description of the project location. The size and number of dwelling units. A summary of eligibility requirements. Application Form.

- f. Should it be necessary, marketing will be done by local radio and newspaper advertising in both English and in non-English media where there is a concentration of non-English speaking residents.

Any advertising, electronic or printed, will identify the project with the international symbol of handicapped accessibility and contain the Fair Housing Logo or Equal Opportunity Slogan.

The project will be advertised as appropriate. Marketing material will be sent to the appropriate social services agencies listed on the AFHMP. Listed below is a sample local newspaper ad for your approval.

Now Accepting Applications
Low Income Housing
U.S. VETS- E STREET
APARTMENTS
1351 NORTH E. Street,
San Bernardino, CA
92405

1 and 2-bedroom units including units with special design features for individuals with a disability. Inquire as to the availability of subsidy. Call (000) 000-0000, Mon-Fri, 9am - 5pm or TDD #1-800-735-2929.



- e. To ensure effective communications with applicants, residents and members of the public that have sight or hearing impairments, each project will contact the California Relay Service at (800) 735-2929 when necessary. The Managing Agent will provide sign language interpreters for the hearing impaired if requested and if available within the community. Other reasonable accommodations will be available for visually impaired. Assistance will be given for completing the application when necessary.

- f. Reasonable accommodations must be requested in writing. Appropriate modifications, if not already installed, and within reason, will be made if at all possible if it does not impose a financial or administrative overburden. Structural changes would require consultation with the Owner and architect; therefore, each case would be reviewed based on its own merit and the economic hardship to the property.
- g. The Agent will use the attached waiting list format.
- h. The attached Unit Inspection Report will be used for all move-in's and move-out's. Prior to occupancy, each approved applicant will inspect his/her assigned unit with the manager who will be required to fill out and sign the Unit Inspection Report. This is a certification on the part of the applicant that the premises is in good and clean condition prior to their occupancy. Each tenant will receive a copy of the Unit Inspection Report, and another copy will be kept in the tenant's file at the project office.
- i. Applicants are initially notified in writing as to their status detailing selection, rejection, or waiting list placement. Once selected, and at the time each applicant executes their lease, they will be given a thorough orientation with regard to the terms and conditions of the lease, rules and regulations, all addendums, and also will receive instructions on how to operate various appliances found in each unit during their walk-through inspection of the premises.
- J. It is the primary responsibility of the Site Manager and Regional Supervisor to select tenants using the policies and guidelines established by the Agent and the Owner and approved by the Agency as required. However, if there is a question regarding which applicant should be selected, they will request assistance from the Managing Agent. All applicants are notified in writing as to their status on the waiting list.
- k. All tenants are selected in accordance with this Management Plan and Agreement and the attached Resident Selection Procedure.

4. **PROCEDURES FOR DETERMINING TENANT ELIGIBILITY AND FOR CERTIFYING AND RECERTIFYING INCOMES.**

- a. All interested persons may obtain and submit an application for housing. All personnel in the project office are required to be knowledgeable and have on hand a copy of the agency's management handbook which encompasses the occupancy and continuing occupancy requirements of the Agency. Completed applications are processed in chronological order of the date the fully completed application was received based on eligibility within each income group. Additionally, applications will be logged by date and time when received and placed on the waiting list or processed for a vacancy. The attached Resident Selection Procedure details the process. No application fees are anticipated.

- b. The Site Manager will be thoroughly trained by the Managing Agent and/or Agency in program requirements and State Law including but not limited to, the following: interviews, tenant selection, certification and recertification requirements and leases. Each month the project will be audited by the Managing Agent for compliance to make certain that all requirements are closely adhered to regarding tenant qualifications and certifications. In addition, Site Managers will attend Agency- sponsored training courses.

5. **LEASING & OCCUPANCY POLICIES:**

Agent shall offer for rent and shall rent the units in the Project. Units shall be made available in accordance with a rent schedule approved in writing by Owner and the leasing guidelines and form of lease referred to herein below. The following provisions shall apply:

- a. Agent shall show dwelling units for rent in the Project to all prospective Tenants.
- b. Agent shall take and process applications for rentals, including prospective Tenant interviews and Background check. If an application is rejected, the applicant shall be advised of the reason for rejection in accordance with applicable laws.
- c. Agent shall, subject to prior written approval by Owner of any deviation from Owner's approved rent schedule, Lease form, and leasing guidelines, execute all Leases in the Property's Name.
- d. Agent shall collect, deposit, and disburse security deposits, if required, in accordance with the terms of each Lease and applicable Law.

The agent shall be responsible for safekeeping of these Tenants' security deposits which shall be held by Agent in an account at the Bank separate from all other accounts and funds (the "Security Deposit Account") and in accordance with applicable Law.

- e. Agent shall maintain a current list of acceptable prospective Tenants and undertake all arrangements necessary and incidental to the acceptance of rental applications and the execution of Leases. Agent shall exercise its best efforts (including, but not limited to placement of advertising, interview of prospective Tenants, assistance in completion of rental applications and execution of Leases, processing of documents, employment verifications, and explanation of the program and operations of Owner), to effect the leasing of dwelling units, and renewal of Leases in the Project.
- f. In accordance with Housing First principals, applicants will not be screened out or rejected based on sobriety, substance use in and of itself, completion of treatment, agreement to participate in services, poor credit, lack of rental history, or reasonable accommodation requests, so long as they are otherwise eligible under applicable Program requirements. Residents will be screened and must qualify for household status, income qualifying requirements and criminal background.

Criminal Background Check: A nationwide criminal background check is processed for every occupant 18 years of age and older. The household is deemed ineligible for tenancy for the following reasons within the last 5 years (includes live in aide):

- 1) If any household member is subject to a lifetime sex offender registration requirement
- 2) If any household member has been arrested, convicted or otherwise have determined to engage in* illegal drug related or violent criminal activity
- 3) If any household member has been convicted of manufacturing or producing methamphetamine in violation of any federal or state law, on federal property or on a federally assisted housing facility
- 4) If any household member has had certificate or voucher assistance terminated from any participating housing authority (PHA), for example the Housing Authority of the County of Riverside/San Bernardino.
- 5) If any household member has been evicted from federally assisted housing within the last 10 years

*"Engaged in or engaging in" violent criminal activity means any act by applicant, participant household member or guests which involved criminal activity that has as one of its elements the use, attempted use, or threatened use of physical force substantial enough to cause, or be reasonably likely to cause, serious bodily injury or property damage, including lewd and lascivious acts with a minor, which did or did not result in the arrest and/or conviction of the applicant, participant, household member, or guests.

NOTE: Live-in attendants are subject to the criminal and landlord provisions of this plan with the exception of criteria that determines ability to pay rent. Exceptions to these Occupancy Standards may be made when required as a reasonable accommodation for a disabled household member.

- g. Agent shall perform such other acts and deeds requested by Owner as are reasonable, necessary, and proper in the discharge of Agent's rental duties under this Management Plan.
- h. Agent shall prorate the first month's rent collected from a Tenant should the Lease term commence on any other day than the first day of the month.
- i. Agent shall participate in the inspection of the dwelling unit (at least yearly) identified in the Lease together with the Tenant prior to move-in and upon move-out and shall record in writing any previous damage to the unit and any damage occurring during the Tenant's occupancy.
- j. A description of occupancy standards for the project is described in the Resident Selection Procedure. Refer to attached selection criteria.

- k. Prospective tenants will complete an application. This is designed to give the Site Manager basic data about the tenant with which the Site Manager can determine whether there are factors of income, family size, or others which would effectively eliminate the applicant from further consideration. A criminal background check will be obtained for each applicant after it is determined that the tenant qualifies with regard to the Agency regulations.

Income verification authorization forms will be signed by the prospective tenant. It will be explained at that time that their criminal background will be thoroughly investigated. The Site Manager will request that the prospective tenant give information in advance of any unusual situation that the manager is likely to encounter in investigating the tenant. In this way prospective tenants have an opportunity to explain in advance, any unresolved criminal records, unfavorable reports from former landlords (this will not affect the HOMEkey units of the project), employment problems and other factors, which might otherwise disqualify them. As confirmation from the application is completed, the tenant's file is assembled. The Site Manager will evaluate each tenant in light of the information in his or her file as well as the program requirements and objectives established for the project by the Owner. The Site Manager and Agent will determine which tenants are to be accepted based on program requirements, Owner's objectives and criteria identified in the Resident Selection Procedures.

Having determined to accept a prospective tenant, the Site Manager will then assign that tenant to an apartment matching as closely as possible the tenant's desired accommodation. At this time, the tenant certification will be completed in its final form, approved by upper management and then executed by the tenant. The policies for the apartment project are then reviewed with the tenant in detail, including their rights and responsibilities.

The tenant is then advised of the unit in which he/she has been placed, and the Site Manager goes with the tenant to the specific unit selected and they complete the unit inspection report.

All the supporting documentation and data are placed in that particular tenant's file.

- l. The Site Manager is knowledgeable in all areas regarding Agency rules and regulations and personally trained in the certification process and in all management functions. In addition, Site Managers are aware of State Law and Agency regulations.

- m. Guest/Visitor Policy

Visitors and guests must be in the company of a resident at all times. Residents are responsible for the actions of their visitors. Failure of visitors to follow the rules and regulations of the property may result in the termination of the resident's Lease Agreement. Visitors on the property not in the presence of a resident are considered to be trespassing. Residents may have a maximum of two (2) guests with them when using the common area amenities unless Management has approved a greater number in writing.

The appeals process for individuals who are denied tenancy in a unit.

For those who do not pass the initial tenant screening process, the property manager will provide written notification to the applicant and their provider in writing. The applicants will be informed of their option to appeal this decision. All denied applicants will have the right to appeal the decision. There is a formal and informal hearing process by a unbiased third party. The appeal must be received by the managing agent no later than fourteen (14) days after the rejection letter is received.

The reasonable accommodations policies and protocols.

Reasonable accommodations will be made available to meet the needs of disabled applicants, including applicants with both physical and/or mental disabilities.

Management will apply the same screening criteria to all applicants. However, management is obligated to offer qualified applicants with disabilities additional consideration in the application of rules, practices, or services and structural alterations if the said accommodation will enable an otherwise eligible applicant or tenant with a disability an equal opportunity to access and enjoy the housing program. Management is not, however, required to make a reasonable accommodation or physical modification if the accommodation or modification will result in an undue financial burden to the property that will impact the ability to operate normally, when considering the overall financial resources of the entity involved.

If an applicant has a physical or mental disability, and as a result of their disability, there are reasonable accommodations that should be considered in an application, the applicant must answer yes to the reasonable accommodation question on the application. If the applicant answers yes to the reasonable accommodation question on the application, they will be asked to fill out a Reasonable Accommodation Request form upon receipt of their application and further information may be required from a certified medical provider to verify need for reasonable accommodations.

If, as a result of a disability, an applicant needs changes in the way property management communicates with them, they will be encouraged to contact property management by phone or visit the leasing office and inform property management what change is being requested. This can include requests for notices and applications in large print, for those with a visual impairment, or to have applications sent to those with mobility impairments. In addition, property management can be reached by TTY line for those with a hearing impairment by calling the California Relay Service at (888) 877-5379.

Owner agrees that examples of reasonable accommodation during the application process shall include, but are not limited to:

- a. Waiving a credit requirement if at the time of commencement of occupancy, the applicant will have access to rental assistance sufficient to pay the rent and the applicant has adequate procedures in place, such as a Service Provider or a Representative Payee, to ensure such rental assistance will be paid to Owner on a monthly basis in accordance with Owner's standard form of lease.
- b. Waiving a criminal history requirement if such criminal history does not result in a current threat to the health and safety of other residents in the Development, or if the applicant demonstrates that he/she has adequate supports or supportive services that will assist applicant to mitigate any current threat to the health and safety of other residents in the Development, each as reasonably determined by Owner; **Note: This protocol will not apply to HOMEkey Units.**
- c. Waiving requirements related to past drug use or past/current alcohol abuse if such past drug use or past/current alcohol abuse does not currently affect the applicant's ability to meet the terms of the tenancy, if such past drug use or past/current alcohol abuse does not violate any occupancy requirements of other funding sources and if the applicant demonstrates that he/she has adequate supports or supportive services that will assist the applicant to meet the terms of the tenancy, if necessary. Owner will provide a copy of the reasonable accommodation procedure and any amendments of such procedure to the Service Provider at least thirty (30) days prior to implementing such procedure. **Note: This protocol will not apply to HOMEkey Units.**

Property management staff participates in the Violence Against Women Act of 1994 a United States federal law signed as Pub..L. 103-322 by President Bill Clinton on September 13, 1994.

VAWA--how it is used.

- Form #1 Certification of Domestic Violence, Dating Violence, Sexual Assault, Or Stalking, And Alternate Documentation
- Form #2 To Be Completed by or on Behalf of The Victim of Domestic Violence, Dating Violence, Sexual Assault, Or Stalking
- Form #3 Lease Addendum
- Form #4 The Entire 8-Page Act.
- ALL THE FORMS MUST BE INITIALLED AND THE ADDENDUM SIGNED BY ALL RESPONSIBLE PARTIES LISTED ON THE LEASE.

The Entire 8-Page Act is required to serve this attachment ONLY with each and every.

- 3 Day to Pay Rent or Quit
- 3 Day to Covenant or Quit

- 30 Day Termination of Tenancy
- 60 Day Termination of Tenancy
- 90 Day Termination of Tenancy
- 120 Day Termination of Tenancy

The development will conduct targeted marketing to special needs populations. In conducting targeted marketing, the property management company will follow all applicable fair housing and non-discrimination legislation and regulations and adhere to Housing First practices.

Orientation Procedures.

Prior to move-in or soon after move-in, Service Provider and Property Manager shall meet with each MHHP-Eligible Household referred to orient the Household to the Development. The orientation shall include an explanation of the expectations of tenancy, the availability of supportive services to assist in meeting those expectations, the opportunities for personal and social engagement in the Development which will help support tenant well-being, community resources, maintenance request procedures, house rules, Development's common area, and rent collection requirements.

Eviction Prevention Procedures and Eviction Procedures.

Parties agree that early, consistent intervention with tenants who are out of compliance with their lease or are exhibiting signs of Relapse or Symptom Exacerbation are key to avoiding escalating problems that lead to disruptions in the Development and evictions. Parties agree to work together to find resolutions that avoid eviction whenever possible. The Parties understand that eviction is sometimes necessary for the safety and well-being of residents. The Parties also understand the importance of minimizing tenant turnover and evictions and minimizing management related costs. All parties agree to work together to secure the safety of the residents and prepare for any repercussions of any eviction.

The Property Manager shall notify the appropriate Service Provider if it has concerns of a potential Relapse or Symptom Exacerbation with a tenant. The Property Manager shall notify the appropriate Service Provider of arrests, hospitalizations, and any other critical incidents that come to Property Manager's attention.

If an eviction is imminent, the Property Manager shall communicate with the appropriate Service Provider regarding the process of notices, responses and court dates; and if eviction is successful, regarding the lockout date.

Collaboration with Supportive Services Staff.

To ensure the success of the residency of the residents, the Resident Manager

and the Supportive Services Staff will be required to meet on a weekly basis to communicate any challenges that a resident may be experiencing, understanding that the goal is to see the residents succeed in their environment and maintain housing stability. If a need arises for the Resident Manager or Supportive Services Staff to reach out to one another prior to the weekly meeting, they will be expected to do so keeping a constant line of open communication to ensure the success of the resident.

Every effort will be made to facilitate the achievement of consensus among property management, service providers, and project sponsors on decisions affecting residents. The service providers and property manager will each designate a point-of-contact to facilitate this communication. For several months before and after the initial lease-up, the service providers and property management firm, will meet regularly to collaborate. After the general communication procedures have been established, the principals of each agency will meet at least every 6 months to review the effectiveness of the collaborative relationship.

Employees shall employ Housing First practices that are documented in the application, property management plan and supportive services plan. Adherence to Housing First practices shall be subject to periodic compliance monitoring. For Supportive Housing units, Housing First property management and service delivery practices shall be followed. Housing First practices include the following: Tenant selection practices that promote the acceptance of (1) applicants regardless of their sobriety or use of substances in and itself, completion of treatment, or agreement to participate in services; Applicants are seldom rejected on the basis of poor credit or (2) financial history, poor or lack of rental history, or minor criminal convictions; Applicants are assisted in making application for tenancy and (3) reasonable accommodation requests.

There will be ongoing, regular communication and meetings between the service providers and the property management team regarding the tenant/building issues, overall performance of the supportive housing program, and coordination of on- site activities. Each agency will designate a primary point-of-contact to facilitate this communication. In addition, property management and services staff will have an open-door policy, creating an environment that is conducive to clients raising issues and concerns. These efforts will help in the early identification of problems/issues and rapid resolution. When urgent client issues arise, supportive services staff and property management will be connected through a conference call or will meet to discuss the issue. Most decisions will be reached and disagreements resolved through this process and by adhering to the terms of the Memorandum of Agreement between the project sponsors, property manager, and service provider. When parties cannot reach agreement on a course of action about tenant selection or eviction, the owners will make the final determination. When tenants' behaviors place an individual at risk of

eviction, property management staff will communicate with the service provider for prompt meetings and discussion (within 72 hours). With a clear delineation of roles and responsibilities between the service provider and property management, the goal of all communication will be to support retention for the tenants.

Client confidentiality.

Obtaining Written Authorization for Disclosure: If disclosure of Confidential Information is not authorized or required by law; a Party shall obtain written permission: from the Eligible Household prior to disclosing any Confidential Information.

If the information to be disclosed is protected health information, a Party shall obtain a signed Authorization to Disclose Protected Health Information from the individual or their legal representative when appropriate before disclosing such information. This Authorization shall be compliant with the Health Insurance Portability and Accountability Act (HIPAA) and any other applicable federal and state laws.

The Parties will obtain permission from Eligible Household members, receiving supportive services from the Service Providers to disclose Confidential Information of such disclosure is necessary to protect an Eligible Household member's housing status or if such disclosure relates to a health and safety issue. Releases of confidentiality and "Authorization to Release Information" will be renewed each year during a Tenant's annual recertification.

Confidential client information will not be discussed at meetings between property management staff and supportive services staff without the client being present or providing prior written consent.

The applicant will have a resident file that will be kept at the property under the supervision of the Resident Manager. This resident file will contain records pertinent to the applicant/residents' residency only. Residency records may include income verifications, past residence history, communications to applicant/resident in regard to residency and rent calculations. All resident files will be kept in a locked file cabinet with only the Resident Manager and the Regional Supervisor having access to the resident files. Any additional paperwork regarding the applicant/resident supportive services will be kept in a separate file in the security of the Supportive Services Staff.

6. AFFORDABLE HOUSING REQUIREMENTS:

Subject to the Budget, Agent acknowledges that Owner is required to use its best commercial efforts to lease all available residential units in the project (excluding one

manager's unit), at the rent and income level designated by the Owner.

Agent is familiar with affordable housing requirements as they relate to Agent's leasing and management duties hereunder and shall put its best efforts to comply with such requirements and to the extent Agent is unable to do so, Agent shall promptly notify Owner of such fact and the reasons, therefore. Incident thereto, the following provisions shall apply:

- a. Agent shall require each prospective tenant to certify, on the Lease application or Lease, the amount of such tenant's annual household income, household size, and any other information required to enable Owner to maintain the affordability or otherwise reasonably requested by Owner. Manager shall require Tenants to certify in writing as to such matters on an annual basis, prior to such time as the information is required for reporting purposes.
- b. Owner shall from time to time furnish Agent with a written schedule of maximum rents for the apartments, which complies with the Requirements. Without Owner's express prior written consent, Agent shall not enter into any lease on behalf of Owner at a rental amount exceeding the applicable maximum. **Note:** Tenant rents can only be adjusted once year on the schedule of rental income that needs to be submitted and approved through HCD.
- c. Agent shall maintain and preserve all written records of Tenant family income and size, and any other information necessary to comply with the Requirements or otherwise reasonably requested by Owner throughout the term of the Management Contract and shall turn all such records over to Owner upon the termination or expiration of the Management Contract.
- d. If requested by Owner, Agent shall prepare customary reports of low-income leasing and occupancy, and other matters related to Manager's obligations.

7. **RENT OCCUPANCY CHARGE AND OCCUPANCY SURCHARGE COLLECTION POLICIES AND PROCEDURES.**

- a. Agent shall use its best commercial efforts to collect when due, directly or through an on-site manager, all rents, charges, and other amounts receivable on Owner's account in connection with the management and operation of the Project. Such receipts shall be held in the Operating Account, separate from all other accounts and funds.
- b. Rent payments are due on the first day of each month and are delinquent after the first of each month. Any tenant who has not paid their rent by the end of 5 days will be assessed a late charge. Three-day notices are delivered on the 6th day of each month to tenants who have not paid by the 5th day of each month. All rent payments are to be made to the Site Manager at the office

during normal office hours, which are posted in the office. If this is impossible, the tenant may pay their rent by the U.S.

Mail. Any tenant who has not paid their rent before the end of the tenth day of the month will receive a late charge assessment. Said late charge will be levied against the tenant, however, eviction proceedings will not be instituted against the tenant for nonpayment of late charges.

The Site Manager is responsible for the collection of all rents and the issuance of all rent receipts. As stated above, rents will be paid at the office on the complex or by U.S. Mail. Cash payment is unacceptable for security reasons. All payments are made by check, cashier's check or money order.

Rent payments, as they are received, are entered electronically into the accounting system through the onsite computer terminal. If necessary, rent payments are entered into the accounting system by way of a rent receipt which carbons through to the tenant's ledger card which in turn carbons through to the cash receipts journal. The rent receipt that the tenant receives is stamped with the name of the project or printed on the computerized receipt, the amount of money received for, and is signed by the authorized person receiving the funds. We encourage all tenants to keep their receipts for their own protection. All funds received are deposited in a separate account depending on the nature of the deposit. The project maintains an operating account as well as a separate security deposit account.

- c. Upon termination of the lease, the deposit is to be refunded to the tenant within 21 days, except as may be used by the Owner toward reimbursement of the cost of repairing any damage to the property (normal wear and tear excepted) caused by the tenant, his family or guests and any rent or other charges owed as per state law. The Owner shall provide the tenant with an itemized statement of any security deposit retention.

8. **PROCEDURES FOR REQUESTING AND IMPLEMENTING A RENT OR OCCUPANCY CHARGE.**

- a. Rent increases shall be anticipated and implemented as the needs of the Project dictate, in conjunction with the preparation of the Annual Operating Budget. The Project's senior management representative, in consultation with the Regional Supervisor and Site Manager, shall prepare the Annual Operating Budget for approval by the Owner. Rent increases shall be implemented in conformance with the requirements of any Agency regulations. Rent increase requests normally will be processed 60-90 days prior to the end of the borrower's fiscal year. Rent increases are only allowed once a year when the schedule of rental income is submitted and approved by HCD. It is anticipated that a rent increase would not be necessary more than once a year. Once it has been determined by an Owner that a rental increase is necessary, the Managing Agent will adhere to the

Agency's instructions and conform to the requirements. The Managing Agent will develop the information necessary so that a request can be made to the Agency that gives:

- a. Facts demonstrating the need and justification for a rent increase.
- b. A new operating budget for the borrower's fiscal year showing:
 - a) current approved budget
 - b) actual income and expenses to date
 - c) proposed new budget with new rents

Current tenant certifications must be on file. The Agent will provide utility allowance survey data each time they are revised.

Tenants will be notified of a rent/utility allowance increase with the use of Agency's rent increase exhibit at the time the proposed rent increase is being forwarded to the Agency. This form will be posted in a conspicuous place and will, in addition, be delivered to all effected tenants. Tenants will be advised that during the waiting period in which the notice will be posted, they have the opportunity to inspect, copy, and make written comments and objections to all materials justifying the proposed rental increase. Additionally, in accordance with California State Law, tenants will be advised in writing in advance of any rental increase.

- b. The Managing Agent will be responsible for all the processing of rental increases and/or changes.
- c. If expenses increase during the budget year, a rent increase may be requested at that time and submitted to HCD to be reviewed for potential approval. Normal rent increases will be submitted 90 days prior to implementation. Prior to requesting a rent increase, the Managing Agent will carefully review the existing comparable rents and potential effects on existing residents and applicants.

9. **PLANS FOR CARRYING OUT AN EFFECTIVE MAINTENANCE AND REPAIR PROGRAM.**

Agent shall cause the Project to be maintained in a decent, safe, and sanitary condition and in a rental and tenantable state of repair, all in accordance with local codes, and Agent shall maintain the Project at all times in a condition acceptable to Owner. The Owner will be notified if there is a budget deficit to fund for the ongoing building maintenance. Incident thereto, the following provisions shall apply:

- a. Special attention shall be given to preventive maintenance, and to the greatest extent feasible, the services of regular maintenance personnel shall be used.

- b. Agent shall contract with contractors and vendors for the maintenance and repair of major mechanical systems, and for the performance of extraordinary repairs beyond the capability of regular maintenance personnel. Owner must approve all contracted repair work not approved in the budget and in excess of \$5,000 before executing contracts.
- c. Agent shall systematically and promptly receive and investigate all service requests from Tenants, take such action thereon as may be justified, and keep records of the same. Emergency requests shall be received and serviced on a 24-hour basis. Complaints of a serious nature shall be reported to Owner after investigation. Owner shall have the right to receive copies of all service requests and the reports of action taken thereon.
- d. Agent shall use its best commercial efforts to take such action as may be necessary to comply with any and all orders or requirement of federal, state, county, or municipal authorities having jurisdiction over the Project and orders of any board of fire underwriters, insurance companies, and other similar bodies.
- e. With Owner's permission, Agent is authorized to purchase all materials, equipment, tools, appliances, supplies, and services necessary for property maintenance or repair of the Project. All existing and new accounts used to purchase materials, supplies and services shall be in the name of the Property.
- f. Notwithstanding any of the foregoing provisions, the prior approval of Owner shall be required for expenditures exceeding \$5,000 over the operating budget except for emergency repairs involving manifest danger to persons or property or required to avoid imminent suspension of any necessary service to the Project. In the event of emergency repairs, Agent shall notify Owner of the fact promptly, and in no event later than 72 hours from the occurrence of the event.
- g. Preventative maintenance will be an important part of the maintenance program. All appliances, water heaters, AC/heaters, weatherstripping, windows, fans, and smoke detectors are inspected on a regular basis. Each unit is inspected at least once a year to ascertain the condition of all items. This is a part of the normal preventative maintenance program. In addition, all appliances and mechanical equipment will be inspected prior to initial occupancy and prior to each tenant occupying the unit thereafter.
- h. Copies of the "as-built" plans will be provided by the Owner and maintained on site. In the case of any future work, it will be the responsibility of the contractor or subcontractor to provide the Owners and Agent with "as-built" updated plans and specifications upon the completion of their work. The manager will

notify the Owner of all construction defects as soon as possible.

i. General Maintenance Procedures:

- 1) All appliances and mechanical equipment are inspected on a regular basis. Each unit is inspected at least once a year to ascertain the condition of all of the appliances. This is a part of the normal preventive maintenance program. In addition, all appliances and mechanical equipment will be inspected prior to initial occupancy and prior to each new tenant occupying the unit thereafter.

Should a warranty item or plumbing/electrical problem be involved, a local professional or the building contractor will be contacted. Any regularly scheduled major improvements, such as repaving, will be coordinated with the Managing Agent and Owner for approval prior to commencement of work.

- 2) City, State, and Federal regulations will be complied with as to the installation and maintenance of smoke detectors and fire extinguishers. Smoke detectors are checked at least twice a year during maintenance inspections. The Regional Supervisor also inspects smoke detectors of vacant units during their monthly inspection. Fire extinguishers are spot checked during monthly inspection visits to ensure service dates are current and have not lapsed. Outside lighting will be provided as required for proper security on the project. Outside lighting is checked on a regular basis to ensure proper light coverage and bulbs are operational.
- 3) When a tenant gives notice to vacate the unit and immediately after a move-out, the Site Manager is required to inspect each unit including the appliances of that unit to ascertain whether or not there has been any damage or any maintenance is required. Any necessary work is entered to a work order, which then is performed by the maintenance staff. All work must be completed prior to re-renting the unit.
- 4) Each unit is inspected at least once a year to determine the need for any maintenance work. If the unit is in need of repainting, it is then put on the paint schedule and completed by our staff or an outside vendor. Repainting of a unit will include doors and trim. Window coverings are inspected each time a unit is vacated. If the window coverings are worn, they are replaced at that time. For long-term tenants, the window coverings, security hardware such as door locks and lights are inspected at the time of the semi-annual inspection. After five years, the unit would become eligible for new window coverings. The exterior of the project, roofs and gutters are monitored regularly to determine the need for repainting, replacement or repairs. The repainting of exterior trim, fences, and doors will begin as needed.

- 5) All major repairs that are beyond the capabilities of our own maintenance staff will be handled on a bid basis notwithstanding emergencies. We will solicit bids from at least three qualified subcontractors on all major repairs and replacements, if possible, to be assured the best possible quality and price. In case of emergency, the Site Manager will use good judgement on how to best handle the situation. In any emergency situation, the Site Manager will contact the Managing Agent as soon as possible with a full report.

The grounds upkeep and maintenance will be carried out by a landscape subcontractor in most cases. When it is more cost effective, the on-site staff will perform the grounds upkeep and maintenance. In most instances, outside contract labor or contractors may be used for exterior painting, parking lot sweeping, major landscape renovation, exterminating, and plumbing.

- 6) The on-site staff will also be responsible for the cleanliness of the common areas of the complex. The first item on the agenda on the daily maintenance schedule will be policing the grounds and common areas. This will be accomplished by staff members. The on-site staff will also be responsible for maintaining indoor common areas such as the laundry and recreation room.
- j. The tenants will be instructed to make reports to the office for any maintenance or repairs needed. When a tenant comes to the office or telephones with a problem, a work order is filled out by the office staff and entered into the maintenance schedule. Upon completion of the work, the tenant is notified that the work is completed, given a copy of the completed work order and a copy is entered into the permanent maintenance log. An additional copy of the completed work order is also placed in the tenant's file. Except when required parts are not readily available, work orders should be completed within 72 hours and emergencies within 24 hours.
 - k. All equipment and supplies are purchased only after shopping for the best price. A minimum of three bids will be required, if possible, for any major equipment purchase. Neither the Owner nor the Agent have any identity of interest with any supplier of products or services on the project.

Our projects have a purchase order system. Goods and services are entered into the system prior to being ordered by the Site Manager, depending on the amount of the order it will go through several authorization levels from Supervisor to Director of Operations. After approval the Site Manger will order the product. Invoices are verified by the Site Manager to ensure goods were received and services were performed and acceptable. Site Manager then

turns the order into an invoice, uploading the invoice into the PO System where it will go to the Regional Supervisor for approval and on to our accounting department for payment.

- I. Reserve for replacement requests are made with appropriate supporting documentation, bids and justifications, for approval by Managing Agent and Owner where necessary.

10. **PLANS AND PROCEDURES FOR PROVIDING SUPPLEMENTAL SERVICES**

- a. Laundry and vending machines are provided from vendors when not owned by the property. All vending services and equipment are owned by the vendor. Any cash collected is paid in the form of checks to the appropriate projects and are deposited into the general operating account of the project.
- b. All equipment will be owned by vendor, if not owned by the property.
- c. Vendor forwards a monthly check to be deposited into the operating account of the project. No cash is accepted.
- d. Vendor will be responsible for all maintenance, serv1cmg, and stocking any machines.
- e. Laundry contracts are normally initiated for a five-year term and renewed every five (5) years at which time the terms and conditions are renegotiated. A new contract is written and signed by both parties. This is a Managing Agent standard contract. Vending machine contracts are negotiated in the same fashion as laundry contracts.

11. **PLANS FOR ACCOUNTING, RECORD KEEPING AND MEETING REPORTING REQUIREMENTS.**

- a. All project records will be developed by the Agent and maintained in accordance with Agency regulations and policies governing fiscal operations, accounting and financial reports for multifamily housing projects, and will comply with generally-accepted accounting procedures. Required reports will be prepared and submitted from the Managing Agent to the Owner using a modified cash reporting system.

The Agent will be responsible for the preparation and submission of the monthly financial statements. The Owner will contract for the annual audit. The Agent will cooperate with and make all records available to the CPA for the preparation of the audit. The accounting records will be set up and maintained by the Agent in the Agent's office. The records will be kept on a modified cash basis and will comply with generally accepted accounting practices.

- b. Project funds will not be co-mingled.
- c. The project chart of accounts and bank accounts are either directly or indirectly (through our mapping strategy) compatible with multiple family housing project budgets.
- d. The accounting department will be responsible for the preparation and submission of the quarterly and annual reports to the lender, if necessary.
- e. An independent CPA not associated with the project will provide the annual audit or review.
- f. Individual folders will be kept on the project site for all tenants and will contain completed applications, verification of income and certification, lease agreement, security deposit data, rent receipts, work orders, and correspondence. All folders for tenants who have vacated an apartment will be kept a minimum of three (3) years and/or a maximum of seven (7) years.
- g. Tenant records and copies of initial tenant certifications will be retained at the Site Manager's office and will be available during normal business hours for review. Accounting records will be maintained at the Agent's office and will be available during normal working hours for review. All records are maintained for a minimum of seven years.

12. **PROPERTY ACCOUNTS**

Disbursements from the Operating Account shall be governed by the following:

- a. From the funds collected and held by Agent in the Operating Account and subject to Owner's approved operating budget, Agent shall make the following disbursements promptly when payable, in the following order of priority: (i) salaries and other compensation due and payable to the employees together with related payroll taxes; (ii) real estate taxes and assessments, and fire and other hazard insurance premiums, (including any required monthly escrow payments therefore), utilities, interest on the mortgages, amortization of the principal of the mortgages, fees, and establishment and maintenance of all required reserve funds; and (iii) other payments due and payable by Owner as operating expenses incurred pursuant to Owner's approved operating budget and in accordance with the Management Contract, including Agent's compensation.
- b. In the event that the balance in the Operating Account is at any time insufficient to pay disbursements due and payable, Agent shall promptly inform Owner of the fact and Owner may then remit to Agent sufficient funds to cover the deficiency. In no event shall Agent be required to use its own funds to pay such

disbursements.

- b. Owner shall maintain and fund separate accounts for operating reserves and replacement reserves. Agent shall maintain a separate account for security deposits. All accounts shall be maintained separately from all other funds unless instructed differently by Owner.

13. **OPERATING BUDGETS**

The Budget shall be mutually agreed to by Owner and Agent. Agent shall control expenses in accordance with the agreed upon Budget. Both the Agent and the Owner will promptly notify the other if either accounts for, is informed of, or anticipates an increase for any particular item included on the operating budget or any project expense that will impact the total projected operating expense for the Project. The Budget shall include a schedule of recommended rents to be charged for each dwelling unit, including recommended rent increases with respect to Lease renewals and new Leases. In preparing each proposed Budget, Agent and Owner shall each use their best efforts to take account of anticipated increases in real estate taxes, utility charges, and other operating costs including all anticipated office and administrative expenses of the Agent that may be considered Project expenses. If there is any monthly deficiency to pay expenses from income received, Agent shall bill Owner for such deficiency and Owner shall use its best efforts to pay Agent such deficient amount within fourteen (14) days, but no later than thirty (30) days.

14. **RECORDS AND REPORTS**

In addition to any requirements or other provisions of the Management Contract, in accordance with amounts provided in the Budget, Agent shall have the following responsibilities with respect to records and reports:

- a. Agent shall establish and maintain a system of records, books, and accounts, including computerized systems, in a manner satisfactory to Owner. All records, books, and accounts shall be subject to examination at reasonable hours by any authorized representative of Owner.
- b. Agent shall prepare a monthly report containing and including at least the following for the month just completed: (i) a statement of income and expenses and accounts; (ii) a rent roll; (iii) balance sheet; Agent shall submit each such report to Owner on or before the twenty-fifth (25th) day of each month.
- c. Agent shall prepare, execute, and file all forms, reports, and returns required by law in connection with the employment of personnel, unemployment insurance, worker's compensation insurance, disability benefits, Social Security, and other similar insurance.
- d. Agent shall establish tenant files containing copies of leases, certification forms,

notices, and other documentation required by any lender or the affordability program, if and to the extent applicable.

- e. Agent shall file on behalf of Owner, the customary property management compliance reports. Agent shall cooperate fully with all necessary activities of the auditor and paid tax preparer. Agent shall also file compliance reports required by the first mortgage lender and the limited partner.
- f. Agent shall promptly furnish such additional information (including monthly occupancy reports) as may be requested from time to time by Owner with respect to the renting and financial, physical, or operational condition of the Project. If Agent is requested to provide any additional reporting other than those outlined specifically in paragraph 14, Sections (b), additional charges will apply.

15. **UTILITIES, SERVICES AND ENERGY CONSERVATION MEASURES.**

- a. In accordance with the Budget, Agent shall make arrangements and continue to pay for water, electricity, gas, cable, sewage, and trash disposal, vermin extermination, decorating, laundry facilities, telephone service and other services in connection with the Project.
- b. Each tenant will be in direct control over their consumption of gas and electricity. The manager will carry out orientation programs to educate the tenants in regard to the conservation procedures. Each tenant will be advised how to best maintain their equipment to the best of their ability and to call the office for assistance for those who are unable to maintain the equipment. Items such as filter changes, thermostat settings, and water temperature control will be an integral part of the program. The manager will develop orientation programs that will include energy conservation measures that consider not only the items listed here, but also optimum times of cooking and not cooking, as well as doing laundry and other household chores. This information will be included at the tenant move-in orientation.
- c. Management will be involved in conservation at all levels. Particular attention will be paid to conservation of energy in all common areas of the project.
- d. Management will be involved in all energy conservation programs on the complex. All-night lighting systems will be on photoelectric cells to go on at dark and off at daybreak; and all watering systems will be set to not over water to the extent that water consumption is escalated and water runs down the street. Upon a tenant moving out, prior to re-renting the unit, all hot water tanks will be reset to a maximum of 120 degrees. The management will provide filters as necessary to keep the HVAC clean and efficient as well as make service calls on all HVAC that are not operating properly. At the time of the maintenance visit, the maintenance staff is instructed to educate the

tenants with regard to conservation of utilities. Additionally, with each visit to a unit the maintenance staff is instructed to inspect the hot water tank for malfunctions. The manager will make available free pamphlets distributed through the utility companies with household hints on conservation when available.

16. PLANS FOR TENANT PARTICIPATION IN HOUSING AND TENANT'S RELATIONSHIP WITH MANAGEMENT.

- a. Every effort will be made to encourage residents to initiate, conduct and participate in neighborhood watch programs, resident councils and/or resident social activities. Managers are likewise encouraged and prompted to facilitate such activities.
- b. The Tenant Grievance and Appeals Procedure is posted in the Site Manager's office. The tenant/member will submit all grievances to the manager who will be responsible for initial review of the complaint, discussion with their Regional Supervisor and coordination and delivery of the response.

17. MANAGEMENT AGENT & CASE MANAGEMENT

The property manager will referral resident to U.S. VETS or Case Management if a resident is in needed of the following assisted services may include, but limited to benefits counseling, non-cash benefits to support household stability and housing retention through a structured process:

1. Initial Assessment & Case Management

- Upon entry into the project, tenants are offered case management to include an assessment to identify financial and non-financial needs.
- U.S. VETS staff evaluate potential eligibility for assistance programs.

2. Identification of Available Benefits

- U.S. VETS provides information and guidance on benefits such as:
- Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI)
- Temporary Assistance for Needy Families (TANF)
- Supplemental Nutrition Assistance Program (SNAP)
- Veterans benefits (VA Pension, Service-Connected Compensation, HUD-VASH)
- Energy and utility assistance programs

- Unemployment Insurance Benefits
 - VA Healthcare
 - Medicaid/Medicare
 - Public Transit Vouchers for reduced fare
3. Application Assistance & Advocacy
- Staff assist tenants with completing and submitting applications for relevant benefits as needed
 - Staff facilitate connections with benefit agencies and provide advocacy when necessary to resolve application barriers.
4. Coordination with Community Partners
- U.S. VETS collaborates with local social service organizations, workforce development agencies, and veterans' service providers to streamline the application process.
 - If legal assistance is needed for benefits appeals, referrals are made to legal aid services
5. Ongoing Support & Follow-Up
- Staff assist veterans and needed in tracking application progress to support tenants in receiving approved benefits.
 - Regular check-ins help tenants maintain eligibility and renew benefits as needed.
 - Financial counseling and budgeting support are offered to help tenants manage income effectively.
6. Emergency Assistance Options
- In cases of immediate financial hardship, emergency rental and utility assistance programs may be available.
 - Short-term financial assistance may be provided through partnerships with local nonprofits.

The Property Manager Moving On strategy is to apply HOMEkey and The Housing First Tenant Retention policy and practice of NOFA. The Property manager must communicate with Supportive Service or Case Management to make every attempt to retain resident housed and not to exit resident to homelessness and maintain clear record and notation. The Property Manager is to focus on HOMEkey/Housing First Strategies

which includes, but not limited to:

- Engage with clients to build a service plan that suits their needs.
- Help clients understand how services help them maintain housing.
- Application decisions are quick, clear, and transparent
- Employ Harm Reduction approach to substance abuse.
- Reasonable accommodation offered in the screening and application process.
- Ensure clients have a complete understanding of house rules and behavior expectations.
- Understand clients' housing barriers and work with them to make progress in addressing them.
- Allow clients the same freedoms afforded to other renters in the area.
- Prevent eviction whenever possible.
- Provide proactive updates and maintenance of service plans.
- Communicate clear and accessible written policies to relay and report issues with units and services.
- Produce timely and consistent action steps to resolve concerns and maintain housing.
- Allot space and provide resources for a wide array of services.
- Practice respect for tenant rights and privacy

18. **SUBSTANCE ABUSE POLICY AND PRACTICE**

Housing First supportive housing programs and Owner/Agent must prevent lease violations and evictions among tenants. Program policies consistent with a Housing First approach do not consider alcohol or drug use in and of itself to be lease violations, unless such use results in disturbances to neighbors, poses a risk health and safety, violent offenses against a person, or is associated with illegal activity (e.g., selling illegal substances).

If the use of substance results violent offenses against a person or involves illegal activity such as selling illegal substances, the manager will notify the Service Provider about the Lease Violation before providing the tenant with the Notice of Termination Tenancy. The Lease Violation will be discussed with the manager, Service Provider, and Tenant, and a Notice of Termination of Tenancy will be issued promptly.

19. **PLANS FOR CARRYING OUT MANAGEMENT TRAINING PROGRAMS.**

- a. We maintain our own training program. Regional Supervisors will thoroughly train new hires in the areas of, Manager's Handbook and company policies and procedures. All new managers are required to attend and pass Agent-sponsored training courses.

- b. When a new manager is hired at any complex, the manager trainee is put through our training program which includes all aspects of the particular program under which he or she will be working as well as our management and safety programs. In addition, we conduct periodic safety programs. Agency approved training programs are utilized for training managers in regulations, certification, and continuing education programs.

20. **TERMINATION OF LEASE OR OCCUPANCY AGREEMENTS DUE TO EVICTIONS.**

- a. Property management must send written notices to the tenant and service provider regarding eviction issues. Tenants will have a chance to meet with property management staff and the service provider to discuss housing concerns. Property managers must provide clear timelines and expectations for tenants, while service providers can assist tenants in addressing eviction-related problems. If a tenant cannot maintain housing, property managers should offer the option of a 30- day notice to prevent an eviction on their record. An Evictions Prevention Process is a recommended practice where property managers and service providers collaborate to create a strategy for tenants to maintain stable housing.
- b. Housing First Principals: If a tenant continually engages in lease violations, such as failure to pay rent, or behaviors that interfere with other tenants' rights of peaceful enjoyment of their apartments or common space, despite repeated attempts to work with the tenant and service provider to address the lease violations, property managers may evict. To evict tenants, property management must document interventions that highlight efforts to prevent eviction (i.e., case notes, notices, interventions attempted, etc.). Property managers must also offer the tenant an option to leave voluntarily with a 30- or 60-day notice, to prevent an eviction from appearing on the tenant's record. Property managers must follow California law in providing adequate formal notice of eviction, and file an unlawful detainer, should the tenant remain in the unit beyond the notice period.

21. **INSURANCE**

- a. The Managing Agent is knowledgeable and is responsible for furnishing fidelity bond coverage as a Project expense. All employees will be covered by the Agent's fidelity bond in the amount of \$750,000 per instance.
- b. Agent shall investigate and immediately furnish the Owner with full reports of all accidents occurring on or about the premises of the Project or in connection with the operation of the Project, or any claims or potential claims for damage arising

out of such accidents on forms provided by Owner. Agent shall cooperate with the Owner and insurers in the investigations and settlement thereof. The liability policy will name Agent as an additional insured. Owner will provide Agent with the current Project's insurance certifications listing Agent as additional insured on an on-going basis.

22. **TERMS OF AGREEMENT**

A copy of the proposed Management Plan is attached as a subpart of the Management Contract.

23. **MANAGEMENT COMPENSATION**

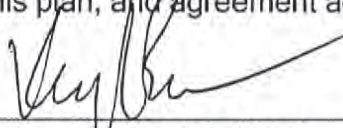
The Management Agreement sets forth the responsibilities as well as the compensation and how the compensation is to be paid to the Managing Agent. All management fees will be paid monthly.

24. **ON-SITE MANAGEMENT.**

- a. The Site Manager will perform on-site management duties.
- b. The Site Manager and staff job descriptions begin in Section 2.
- c. The Site Manager or a maintenance person must live on site in a rent-free apartment.
- d. Office hours will be established to meet the needs of the tenants within the limits set by the approved budget. Current hours will be posted on the office door.

25. VALIDITY OF THE MANAGEMENT PLAN

I hereby certify this plan, and agreement addresses all aspects of project management.

Signature 

Managing Agent

Title VP of Administration

Date 2/28/2025

Signature Lori Allgood

Owner

Title COO

Date 02.28.2025

U.S.VETS - E Street Project Ownership Structure - 2/24/25

