



CITY OF SANTA ROSA HOUSING AUTHORITY APPLICATION FOR PROJECT BASED VOUCHERS

APPLICATION COVER SHEET

A0690 Windsor, L.P.

Legal Name of Organization
 2000 E. Fourth Street Suite 205 Santa Ana, CA 92705

Tax ID Number of Organization

Mailing Address
 John Bigley

Name of contact person for this application
 714-835-3955 jbigley@uhcllc.net

Telephone *Email*

Title
 Manager

Organization website address
 www.uhcllc.net

Project Summary		
Windsor Veterans Village		
<i>Project Name</i>		
9500 Oak Park St. Windsor, CA		
<i>Project Address</i>		
Project Type: <input type="checkbox"/> Existing Housing <input type="checkbox"/> Substantial Rehabilitation <input checked="" type="checkbox"/> New Construction	Estimated Date of Occupancy: June 15, 2019	
Number of Project-Based Vouchers Requested: 55	Total units in this Project: 60	Percent of units to be Project-Based: 91

By signing this application the following certifications are made by the applicant:

1. The owner and its agents will adhere to the Project-Based Voucher Program requirements in 24 CFR 983.
2. The owner and its agents will comply with all applicable fair housing and civil rights requirements found in 24 CFR 5.105(a) including but not limited to, the Fair Housing Act, the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act.

Authorized Signature: Date: 7/12/2017

Printed Name and Title: JOHN BIGLEY MANAGER

CITY OF SANTA ROSA PROJECT-BASED VOUCHER PROGRAM

City of Santa Rosa Housing Authority HUD-VASH Project-Based Voucher Proposal Evaluation Criteria June 2015			
1.	Commitment to Providing Long-Term Affordable Housing	15 points maximum	
a	Project has received or will pursue long-term affordable housing financing through a competitive process by a federal, State or local government.	5	5
b	The project requires 25% or fewer units to be Project-Based.	5	0
c	Owner provides evidence of long-term viability of project, such as a 25-year cash flow Pro Forma.	5	5
<i>Total points in category 1</i>			10
2.	Experience with Similar Projects	15 points maximum	
a	Owner/Manager demonstrates experience in successful implementation of the Housing First model and/or in supportive housing for veterans.	15	15
b	Owner/Manager demonstrates significant experience in any special needs housing and is willing to implement a Housing First model.	10	
c	Owner/Manager does not have experience with projects similar to the one proposed, but has experience in managing any affordable housing.	5	
<i>Total points in category 2</i>			15
3.	Project Readiness	15 points maximum	
a	Existing Housing that is ready for occupancy within 60 days of project selection.	15	
b	Newly constructed or substantially rehabilitated units that will be ready for occupancy within 12 months of signing the Agreement to Enter into a Housing Assistance Payments (AHAP) contract.	10	
c	Newly constructed or substantially rehabilitated units that will be ready for occupancy after 12 months of signing the Agreement to Enter into a Housing Assistance Payments (AHAP) contract.	5	5
<i>Total points in category 3</i>			5
4.	Supportive Services	10 points maximum	
a	Supportive services will be available to residents on or near the project site (excluding the case management and clinical services already	10	10

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	provided under the HUD-VASH program) and an agreement has been established with a provider or a funding source has been identified for those services.		
b	Supportive services will be available to residents on or near the project site (excluding the case management and clinical services already provided under the HUD-VASH program) and a likely funding source and/or provider has been identified.	5	
c	The project does not include a plan for supportive services beyond the case management and clinical services already provided under the HUD-VASH program.	0	
<i>Total points in category 4</i>			10
5.	Project Location—Neighborhood	10 points maximum	
a	Project is in a census tract with a poverty rate at or below 10%.	10	10
b	Project is in a census tract with a poverty rate greater than or equal to 10%. Please note that if a project is in a census tract with a higher poverty rate than 10% according to the most recent census date, the applicant must explain how the project site is consistent with the goal of deconcentrating poverty and expanding economic opportunity pursuant to 24 CFR 983.57(b).	5	
c	Project is in a census tract with a poverty rate greater than or equal to 20%. Please note that if a project is in a census tract with a higher poverty rate than 20% according to the most recent census date, the applicant must explain how the project site is consistent with the goal of deconcentrating poverty and expanding economic opportunity pursuant to 24 CFR 983.57(b).	2	
<i>Total points in category 5</i>			10
6.	Accessibility Standards	10 points maximum	
a	Units and project common areas meet and exceed accessibility requirements.	10	10
b	Units and project common areas meet minimum accessibility requirements.	5	
<i>Total points in category 6</i>			10
7.	Unit Size Available	10 Points Maximum	
a.	Units to be project-based include one and two bedrooms, with a majority of one-bedroom units.	10	10

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b.	Units to be project-based include one, two, and three bedrooms.	5	
		<i>Total points in category 7</i>	
			10
8.	Collaboration with VA Programs	10 points maximum	
a	The owner/manager has collaborated with the VA under the VASH program or similar programs for veterans, or demonstrates commitment to collaboration with the VA under the VASH program or similar programs, as evidenced by a letter of support or similar documentation included in the application.	10	10
b	The owner/manager demonstrates willingness to collaborate with the VA under the VASH program.	5	
		<i>Total points in category 8</i>	
			10
9.	Contract Rent Proposed	5 points maximum	
a	Proposed contract rent is below payment standard.	5	
b	Proposed contract rent is at the maximum payment standard.	2	2
		<i>Total points in category 9</i>	
			2
		Total points in all categories	
		82	

I. Description of Property

1. PBV Project Name

Windsor Veterans Village

2. Property Address and Assessor Parcel Number(s)

9500 Oak Park St. Windsor, CA 066-060-004; 007; 021

3. Application Category

- Existing
- Rehabilitation
- New Construction

4. Projected date of occupancy:

June 15, 2019

5. Structure Type (e.g., Low-Rise or Hi-Rise Apt, Townhome, Duplex/Triplex/Fourplex, Single Family)

Low Rise

6. Is this a Tax Credit property?

- Yes
- No
- Intent to Apply

7. If Yes or Intent to Apply, is property located in a Qualified Census Tract¹?

- Yes
- No

8. Census Tract of property

060971538.01

9. Poverty rate in Census Tract:

5%

10. The project is for seniors, people with disabilities or "qualifying"² households receiving supportive services (check any or all that apply):

- Seniors
- People with disabilities
- People receiving supportive services

¹ See <http://www.huduser.org/DATASETS/qct.html>

² Please see 24 CFR §983.56(b)(B).

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11. If the units are not for seniors, people with disabilities or qualifying households, the number of PBV units in the project will be limited to 25% or less. The proposed project meets the 25% limit:

- Yes
 No

12. Property Configuration

	1 Br	2 Br	3 Br	4 Br	5 Br	Total
Total units including non-PBV	48	12				
Total PBV units	44	11				
PBV rents (Gross Rent)	1,308	1,696				
Contract Rent	1,308	1,696				
PHA Utility Allowance	37	49				
Fair Market Rents (FMR)	1,213	1,572				
110% FMR	1,334	1,792				
Tax Credit Rent, if applicable	495 - 826	594 - 991				

13. Complete the utility table below for the proposed PBV units.

Utility/Service	Owner or Tenant Paid	Natural Gas	Electric
Heating (Specify Type)	Tenant	X	
Cooking (Specify Type)	Tenant	X	
Water Heating (Specify Type)	Tenant	X	
Other Electric	Tenant		
Water	Owner		
Sewer	Owner		
Trash Collection	Owner		
Other (Specify)	Owner		

14. Is the property accessible for persons with disabilities?

- Yes, all units and common areas
 No, no accessibility features
 Some units (indicate number of units and identify accessible common areas)

10% of the units will be ADA

15. Are there any non-residential units (e.g., commercial, office) on this property?

- Yes
 No

If yes, please describe:

Community Center with offices, computer lounge, laundry

16. List the distance (in miles) from the property to the nearest:

Distance in miles	Service	Name or description of facility
.97	Supermarket	Raley's
.35	Shopping district	Neighborhood commercial
.15	Public transportation	Sonoma County Transit
1.20	Health services	Alliance Medical Center
.58	Educational institution	Brooks Elementary School
>2.25	Significant employers	Walmar, Sutter Hospital, vineyards
.20-.75	Other neighborhood service	Various Neighborhood commercial

17. Site information:

Does applicant have site control?	Yes		
Current Land Use Designation	Multi-family		
Proposed Land Use Designation	Multi-family		
Proposed Density (units/acre)	6.15	No. of acres	9.75
Water/Sewer availability and location	approx 600ft at Oak Park and Daybrook		
Is property subject to specific area plan?	No		
Is relocation of occupants necessary?	No		
Purchase price	\$3,500,000		
Appraised value	\$3,500,000		

18: Environmental considerations

Reports/Studies completed

Biological Delineation, ALTA, Phase 1 in progress

Proximity to flood plain

50 ft. On eastern edge of property that will not be developed with housing type

Indicate presence of wetlands, vernal pools, endangered plant or animal species

Please refer to biological report attached

Other known environmental constraints

None

19. Affordability

Total number of units to be built: 60

Number of affordable rental units: 59

Number of affordable ownership units: 0

Number of units dedicated for:				
30% AMI	31-50% AMI	51-80% AMI	80%+ AMI	Non-Restricted
18	41	0	0	0

Itemization of Proposed Units:					
Bedroom Size	Sq. Ft.	No. of Units	Targeted Income Level	Proposed Rent	Comment
1	640	15	30	495	
1	640	15	40	691	
1	640	18	50	826	
2	800	3	30	594	
2	800	5	40	793	
2	800	3	50	991	

II. Management Plan

Please describe the management plan for the property. Use additional sheets as necessary and/or attach relevant documentation, identifying attachments in the spaces below:

1. Property Management Agent Name:

Veterans Resource Centers of America

2. Address of Property Management Agent:

a-PO Box 378, Santa Rosa, CA 95402 USA, B, 2455 Bennett Valley Way , #c-105 Santa Rosa, 95404

3. Property Management Agent website:

http://www.vetsresource.org

4. Qualifications, including management of properties for persons with special needs (if applicable):

See attached

5. Address and description of other properties managed:

See attached

6. Personnel plan for the proposed project:

	No. of Staff	Working Days/Hours
Office Staff:	<u>3.6</u>	<u>Three-5 days, 8 hrs. per day, Two-2 days 5 hrs per day</u>
Maintenance Staff:	<u>1</u>	<u>5 days-8 hrs. per day</u>

Is there a Resident Manager in addition to the above staff for after-hours emergencies?

- Yes
- No

III. Financial Information

1. Legal name of applicant with whom Project-Based Voucher HAP Contract will be established:
A0690 Windsor, L.P.

2. Type of organization (corporation, partnership, etc.)
Limited Partnership

3. Tax Exempt organization

- Yes
- No

4. Will rents in the property remain affordable after the expiration of the HAP contract?

- Yes
- No

5. Has the project received funding through any competitive process by any government entity?

- Yes
- No

6. Requested HAP Contract Term:
15 year with automative 15 year renewal subject to appropriations

7. Project Cost and Financing

Project Costs					
Land Cost	Land Cost Per Acre	Predevelopment	Soft Costs	Hard Costs	Total Project Cost
3,500,000	358,974	300,000	10,884,331	14,889,527	\$ 25,733,858
				Cost Per Unit	\$ 428,898
				248,159	

Project Financing	
Anticipated funding from PBVs	\$6,111,000
Additional Housing Authority funding, if any	0
Amount of other permanent financing	11,090,000
Amount of cash or loans currently in project	200,000
Amount of owner's equity in project	8,047,205
Amount of Deferred Developer Fee	285,653
Total	25,733,858

What are the administrative costs of this project, and how will they be funded?

\$130,200 (including payroll) paid through operating proceeds

Please attach the following tables to complete question 6:

- Table 1: Existing or Committed Financing Sources*
- Table 2: Interim/Construction Financing*
- Table 3: Permanent Financing*

IV. Existing Units Only

1. If existing units, are any of the units currently occupied by households ineligible for assistance?

- Yes
- No

2. Identify the currently occupied units on the property.

Unit address	Bedrooms	No. of occupants	Unit address	Bedrooms	No. of occupants
N/A					

V. CERTIFICATIONS

The Applicant certifies that:

The information submitted in this application and any supporting materials is true, accurate and complete to the best of the applicants' knowledge;

The applicant acknowledges that any material changes to the project not disclosed to and approved by the Housing Authority may result in a denial or termination of the AHAP or HAP contract. Material changes include but are not limited to: changes in the project design, amenities, number and size of units; changes to the development budget; changes to the proposed sales prices, rents or operating expenses; changes to the sources, amounts or terms of financing; changes to the ownership entity or key staff identified in this application or changes to other application items;

The applicant acknowledges that the information submitted as part of this application, except material considered confidential, may be made available to the public;

The applicant acknowledges that submitting an application does not promise or guarantee that the project will receive Project-Based Voucher funding;

The applicant acknowledges that any in-place existing tenants must not be displaced in order to qualify their units for Project-Based Voucher funding;

The applicant agrees to abide by all federal, state and local Fair Housing laws; and,

The applicant agrees to abide by the Project-Based Voucher program regulations found at 24 CFR 983 and the City of Santa Rosa Housing Authority Administrative Plan

Applicant Representative(s)

<u>JOHN F. BIGLEY</u> Name	_____	Name	_____
<u>Manager</u> Title	_____	Title	_____
<u>[Signature]</u> Signature	_____	Signature	_____
<u>7/12/2017</u> Date	_____	Date	_____

Section III, Question 6

Table 1: Existing or Committed Financing Sources

EXISTING AND/OR COMMITTED FINANCING

	1	2	3	4	5	6
Lender's Name & Address	BACDC					
Contact Person & Phone #	Darren Smith 214-209-3631					
Name of Program	Comm Dev.					
Loan Amount	\$200,000					
Annual Payment	12,000					
Terms of Loan	2 year +/-					
Date Applied	March 2017					
Current Status of Application	Approved					
Conditions	Payoff upon financial close					

Section III, Question 6

Table 2: Interim/Construction Financing

INTERIM/CONSTRUCTION FINANCING

	1	2	3	4	5	6
Lender's Name & Address						
Contact Person & Phone #						
Name of Program						
Loan Amount						
Annual Payment						
Terms of Loan						
Date Applied						
Current Status of Application						
Conditions						

Section III, Question 6

Table 3: Permanent Financing

PERMANENT FINANCING

	1	2	3	4	5	6
Lender's Name & Address	TBD	VHHP	Home Depot	AHP	Town of Windsor	Def. Dev. Fee
Contact Person & Phone #						
Purpose	Perm Finance	Perm Finance	Grant	Forgiveable Loan	Impact Fees	
Name of Program						
Loan Amount	\$6,111,000	\$8,750,000	\$1,250,000	590,000	750,000	285,663
Annual Payment	\$358,488	\$42,474	N/A	N/A	Cash Residual	
Terms of Loan	35 Years	55 year				
Date Applied	Pending	Pending	Pending	Pending	Pending	
Current Status of Application						
Conditions						

Developer's Resume

Developer

Urban Housing Communities, LLC
2000 East Fourth Street, Suite 205
Santa Ana, CA 92705
Tel 714.835.3955 x106
Fax 714.835.3275

The Firm

Formed in 2003, Urban Housing Communities LLC (“UHC”), a family owned private business, is a premier real estate development firm specializing in the structure and management of a complex, highly specialized and diverse array of state and federally supported financial programs to develop affordable housing. Equally important, UHC works in concert with local government agencies providing coordination and management of each phase of a development. No other company provides a greater level of financial expertise or leverages more thoroughly the local talents of each community in providing aid to a particular local vision for affordable housing.

Drawing on a vast network of partners, we create multifamily housing developments that serve specific, defined needs of residents, financiers and local municipalities. With over 200 combined years of experience developing mainstream affordable housing with Fortune 500 companies, our executives understand the complexities of the Low-Income Housing Tax Credit program, tax-exempt bonds and other forms of key subsidy used to develop affordable housing. We come together around our small, family-owned table to create the unique brands of housing developed by UHC, ultimately creating sustainable, livable communities that are rich with opportunity for families and seniors.

In the past twelve years, we have raised nearly \$360 million of state and federal funds for affordable housing developments across the states of California and Hawaii. Our work is guided by a desire to strengthen local communities while delivering on each city's distinct housing objectives. Our day-to-day

management decisions are based on the principle that natural relationships are found between public and private entities. When planning, executing, and managing affordable housing properties, we consider the unique needs of a community, specific government goals, not-for-profit missions, and investor returns to ensure every stakeholder has the opportunity to benefit.

This distinct philosophy is merged with years of practice in the sectors of real estate, finance and business management. Our executives strive to make life easier for struggling families while working closely with all stakeholders to see goals and objectives through to a successful completion. At UHC we believe affordable housing is a *service*, not a product.

URBAN HOUSING COMMUNITIES

California Commitment from Principals with National Experience

- **Over 770 affordable housing properties totaling over 36,000 units performed by UHC principals**
- **Staff project experience in 44 states, the District of Columbia, and Puerto Rico**
- **\$3 Billion in equity placed - \$6.2 Billion in real estate assets managed across staff careers**

Sources of Funds	
Funding Source	Amount
Affordable Housing Program	\$1,328,000
American Reinvestment and Recovery Act	\$9,275,826
Joe Serna Jr. Farmworker Housing Program	\$7,000,000
Low Income Housing Tax Credits	\$145,855,636
Multifamily Housing Program	\$14,007,314
Other State Funding Sources	\$10,126,233
Private Activity Bonds	\$8,113,123
State Tax Credits	\$9,821,285
Tax Exempt Bonds	\$155,526,616
Total	\$361,053,033

*August 2016

UHC is focused on serving California and Hawaii's growing population of needy families and seniors. UHC has developed strong relationships with local vendors, jurisdictional departments, state organizations, and political contacts to accomplish our goals. Our commitment to California is backed by our national partners and bolstered by UHC staff that has national experience leveraging business and finance relationships from beyond our borders. By rejecting national expansion UHC has remained true to our mission and become proven experts in executing Hawaii and California affordable housing projects.

UHC has a staff of full-time employees who manage every aspect of a project including financial structure, site selection, market research, entitlement, architectural design, construction oversight, compliance and operations. UHC additionally has a pool of trusted consultants who are called upon to supplement our knowledge and expertise in support of UHC executives who have combined experience in all aspects of financing and developing affordable housing. UHC's skilled project management team oversees all day-to-day development activities such as financial engineering and applications, market research, entitlement and architectural planning, budgets, contractor selection, construction, compliance, operation, and management after completion. We draw upon our experiences to consider each stakeholder's desired objectives when planning communities and work to ensure we meet their vision.

Our Communities

UHC is redefining affordable housing. We create homes for and with communities, and that's why our developments work. From the beginning, UHC set out to create affordable housing for those who need it most—working families and seniors. This vision is realized in two unique yet closely linked brands of housing: *The Crossings* for family housing and *Horizons* for senior housing.

Constructed with the well-being of families in mind, *The Crossings* offer working families a safe, comfortable place to call home. Found in Hawaii and California, *The Crossings* are developed using public and private resources to enhance communities while helping residents to reach their full potential. Just as we develop *The Crossings* for working families, we create *Horizons* for independent seniors. *Horizons* offers seniors a dignified, secure place to call home while ensuring that each resident has access to amenities, services and care necessary for overall health, safety and happiness.

Non-profit partners such as Central Valley Coalition form the foundation for long term performance at UHC properties. They provide families and seniors with specific resources to meet their physical, educational, professional and social needs while simultaneously providing broader benefits to the

surrounding neighborhood. A focus on how a community “lives,” facilitated by good design and a supportive resident services program ensures the ongoing health of our developments. In effect, homes built by UHC become a stepping-stone in each resident’s journey through life. When our residents no longer have to worry about the roof over their heads, they are able to take advantage of social services and maximize their potential.

UHC has been a quiet participant in green-building development. Many of our developments are located on infill sites close to schools, public transportation and retail services utilized by residents on a daily basis. We have implemented many green-building design features and technologies as appropriate to the development, location, population and programmatic needs. Examples of green-building features used at properties developed by UHC include solar panels, tankless water heaters, products made from recycled content, double-paned Energy Star low-E glass windows, Energy Star appliances, fluorescent lighting, low-flow plumbing fixtures, and zero and low VOC paints and finishes. In addition, the grounds including the courtyard, patio, walkways, recreational and perimeter areas are sustainably landscaped to create an attractive environment that is in balance with the local climate and requires minimal resources. A level of LEED Silver is the standard design level for UHC communities. Our Horizons at Morgan Hill has been certified at LEED Silver, while our Crossings at New Rancho attained LEED Gold.

Experience

UHC is a “mission driven” for-profit affordable housing developer that partners with municipalities to create innovative workforce and senior housing solutions. Since forming in 2003, we have developed over 900 units of housing in California and Hawaii and are poised to increase that number by 254 units this year as a result of recent bond and tax credit fundings on three projects under construction. Through existing relationships with Bank of America Community Development Corporation and Morgan Stanley, UHC has accumulated approximately 25 projects or 2,000 units of housing in various stages of development and operation.

With a staff of full-time employees, our credentials include executive management experience with large for-profit and smaller not-for-profit organizations. Included on this list are financing powerhouses such as

SunAmerica Affordable Housing, GMAC Commercial Holdings Corporation and CalFed (now a Citibank affiliate). Each of these companies has been recognized as a leader in financing for affordable housing projects. Additional executive experience includes prior work with KB Home, American Senior Living and Heritage Community Housing. Through their work at UHC and extended careers, UHC executives have acquired experience in all aspects of the financing and development of affordable housing.

In September 2009 UHC was awarded more tax credits by TCAC than any other developer, receiving over 10% of the total allocation for the entire state of California. These allocations were utilized to fund six new developments that contributed to our portfolio that has a current value of over \$310 million.

Urban Housing Communities & Principals - Select Affordable Housing Experience			
Completed	City/State	Type	Units
Crossings at Elk Grove	Elk Grove, CA	Family	116
Crossings at Madera	Madera, CA	Family	64
Crossings at Santa Rosa	Santa Rosa, CA	Family	49
E Komo Mai (Rehab)	Hilo, HI	Family	45
Crossings on 29th Street, Phase I	Los Angeles, CA	Family	34
Crossings at Big Bear Lake	Big Bear, CA	Family	42
Crossings at Escondido	Escondido, CA	Family	55
Crossings at Morgan Hill (Rehab)	Morgan Hill, CA	Family	24
Crossings at North Hills (Rehab and New)	Los Angeles, CA	Family	38
Stoneridge at Elk Grove	Elk Grove, CA	Family	96

Horizons at Indio	Indio, CA	Senior	80
Horizons at Morgan Hill	Morgan Hill, CA	Senior	49
Crossings at Cherry Orchard	Anaheim, CA	Family	45
Hale Makana O Nanakuli	Waianae, HI	Family	48
Crossings at Escondido Manor	Escondido, CA	Family	44
Riverside Drive	Hilo, HI	Family	74
Horizons at Yucaipa	Yucaipa, CA	Senior	50
Subtotal (Completed)			953
In Development	City/State	Type	Units
Las Cortes I	Oxnard, CA	Family	144
Kamana	Hilo, HI	Senior	62
Subtotal in Development			206
Pre-Development	City/State	Type	Units
Royal Kunia	Oahu, HI	Senior	48
Crossings at LA 29th Phase 2	Los Angeles, CA	Family	48
Las Cortes II	Oxnard, CA	Family	120
Luna Lu	Waikola, HI	Family	136
Crossings on Aston	Santa Rosa	Family	27
Aeia	Oahu, HI	Family	200
Crossings at New Rancho	Rancho Cordova	Senior	28
Veterans Village of Cathedral City	Cathedral City	Veterans	60
Town of Windsor Veterans Village	Town of Windsor	Veterans	60
Subtotal (Pre-Development)			727
TOTAL (Completed, In Development, Pre-Development) By UHC			1,886
Total Developed by UHC Team prior to formation			3,936
Total UHC Development Team Experience			5,965

Executive Team

Douglas R. Bigley – Chief Executive Officer and President

After earning his BA in Economics from UCLA, Doug started his career in real estate accounting, earning his CPA while working in management for Kenneth Leventhal (now E&Y Kenneth Leventhal Real Estate Group). In the early days of the tax credit industry, Doug became VP of Affordable Housing for Sun America, one of the premier tax credit investors. Starting in 1992, Doug invested over \$750,000,000 of equity in affordable housing. After years in finance, Doug wanted to bring his expertise to affordable housing development in order to have a greater social impact on affordable communities. By leveraging funding and bringing together other experts in the field, he initiated his goal to maximize the benefits of each property to the community in which it lives. For many years Doug has been a recognized affordable housing industry leader. He is a sought after expert in Hawaii and California. He has presented his ideas on alternative financial structures to the Urban Land Institute and the California Council for Affordable Housing. He has spoken to a joint meeting of the housing committees of the Hawaii State Senate and the House of Representatives. Since 2003 as president of UHC, Doug's innovation and experience has led the company to become one of the fastest growing affordable housing developers in Hawaii and California.

John Bigley - Chief Operating Officer

As Chief Operating Officer and a founding principal of Urban Housing Communities, John has established close relationships with municipalities throughout the State of California. His UHC responsibilities include obtaining and structuring the public and private subsidies for financing affordable housing developments, negotiating land contracts, overseeing the entitlements and managing the in-house construction and asset management departments. John has overseen the development of more than \$300 million in completed UHC projects and is currently working on the development of an additional \$200 million. He has secured over \$210 million in federal, state and local subsidies. He received his Bachelor of Arts degree in Finance from California State University, Fullerton. John's

career experience includes 10 years of commercial lending and consumer finance. And 15 years of real estate development experience. He serves as a board member for the California Council for Affordable Housing.

David Bigley - Chief Financial Officer

David brings broad financial experience to oversee the UHC platform as CFO. In addition to his financing activities, his responsibilities include management of accounting and human resources. He is intimately involved in the negotiations of the various partnerships and contracts, maintains the company's legal relationship and oversees risk management. Prior to joining UHC, David's breadth of experience spanned from structuring over \$1 billion in debt and equity financing with banks that include Wells Fargo, Bank of American, Morgan Stanley, Citibank, UBS, RBC, and US Bank, to overseeing the Accounting and Administrative Process Improvement Departments for The J. Paul Getty Trust, a \$10 Billion not-for-profit enterprise. During his tenure, the Trust built and now operates two world-class museums. Prior to the Getty, David was an Assistant Vice President of Finance and Accounting at California Federal Bank (now Citibank), where he was manager of their real estate syndications and accounting division. David deeply values family, education, and community service. For years he served on the board of *Neighborhood Youth Association* responsible for afterschool programming for *at risk youth* in Los Angeles. He is a member of the pastoral counsel, school board and finance committees at St. Juliana's Catholic Church in Fullerton, CA; a member of the Board of Regents for Servite High School, Anaheim CA. David works closely with UHC's non-profit service providers in order to fulfill UHC's mission to provide services that meet the *specific needs* of our residents and their neighborhoods. He graduated from the University of California, Los Angeles with a Bachelor of Arts degrees in Economics and Political Science.

Mark Irving - Director Land Planning and Entitlement

Mark has over 20 years of real estate industry experience. Mark is responsible for acquisition, feasibility, planning, zoning, and regulatory approvals. His accomplishments include the acquisition, entitlement, and redevelopment, of 13 separately owned parcels of a once blighted street that is now the 55 unit Crossings at Escondido. Prior to joining UHC in 2007, he served as a Project Manager and Forward Planner for KB Home in Riverside. In the 1990's Mark advised multi-national corporations regarding international real estate requirements, practices and market trends. In 1987 Mark earned a Bachelor of Architecture degree from the University of Notre Dame and is licensed to sell real estate in the State of California.

Kaye Mondell - Vice President Development Administration

Kaye has over 30 years of related experience with expertise in real estate development, design, construction and property management. She is a Certified Property Manager and Broker. Kaye's responsibilities include overseeing and processing all application's related to the allocations associated with the financing of affordable housing projects, follows up on all due diligence, tracks the entitlement process.

Robert Gaouette - Vice President Construction

After more than 35 years in the industry, Bob brings his vast experience to all aspects of UHC's construction operations, from cost estimating to bidding and negotiating prime contracts, managing field personnel, scheduling and coordinating all phases of construction. Prior to joining the firm, Bob was a General Manager and Senior Project Manager for a general contracting firm constructing retail stores, shopping centers, assisted living and medical facilities, commercial, industrial, office buildings and child care facilities. During his time with UHC, Bob has delivered every project on time, as well as fifteen (15) SAFE Projects.

James Rock – Senior Project Manager

With UHC since 2006, James manages the development of affordable housing apartments in Hawaii and Los Angeles, from initial concept through construction completion and on-going operations. He coordinates land entitlements, architects, engineers to financial underwriting and regulatory compliance which has resulted in on-time, high quality living accommodations that exceed local housing expectations while generating positive cash flow for financial partners. Prior to joining UHC, James was a Senior Project Coordinator at the J. Paul Getty Museum and graduated from UCLA in 2003

Veterans Resource Center of America Project Experience

VRC Relevant Projects

VRC has project throughout California, Nevada and Arizona, The three projects noted are among the closest facilities that reflect the proposed Windsor Veteran Village. A fourth project, Mather Field Veterans Village in Rancho Cordova will be breaking ground shortly.

VRC Project Examples-Developer				
Name	Type	Units	Location	Status
North Bay Veterans Resource Center	Rehabilitation	23	Santa Rosa	Operating 1980
Sacramento Veterans Resource Center	New Construction	52	Sacramento	Operating 1989
North County Veterans Resource Center	Rehabilitation	15	Eureka	Operating 1994 & 2013

VRC | Service Provider & Developer | Select Project Profile 1

North Bay Veterans Resource Center (NBVRC)

200 Montgomery Drive, Suite C □

Santa Rosa, CA 95402 □

(707) 578-8387

nbvrc@vetsresource.org

The North Bay Veterans Resource Center (NBVRC) is VRC's original location in Northern California established in 1980. The Supportive Services for Veterans and Families Program (SSVF) provides supportive services to very low-income veteran families living in, or transitioning into, permanent housing. This program enables NBVRC to assist veteran families to remain securely housed and to rapidly transition to stable housing throughout the Northern and Central regions of California, Northern Nevada and Northern Arizona. Eligible veteran families can also receive case management and assistance in obtaining other benefits to avoid homelessness including rent, utility payments, child care and housing counselling services.

Two homes within Sonoma County utilize the resources of the NBVRC. The "Rocca House" is the first transitional housing project for male veterans in Sonoma County. The 8-bed home is a joint effort by the City of Petaluma, HUD, the Veterans' Administration and NBVRC. The veterans residing in the house work toward training, employment and permanent housing goals. Veterans receive comprehensive case management, employment and/or benefits counseling, and other supportive services including group and individual therapy, life skills training, and the development of a housing and income stabilization plan. Meals and utilities are provided. Rent is based on income and is a maximum of 30% of the veterans' monthly income.

Hearn House-Behavioral Health Treatment Program is a 15-bed veterans' rehabilitation program located in Santa Rosa that opened in February 2013. The Hearn House is a structured residential program. All veterans meet with their primary counselor on a weekly basis and attend 3+ groups per day. The program runs on the concept of increasing responsibility and freedom over time, as earned through demonstrated behavioral consistency by the client.

Veterans reside in the program for up to six months while they receive intensive case management, individual therapy, and group therapy, to address life barriers in a quiet and meditative environment. The program is divided into the following phases of participation: Phase I Introduction, Phase II Introspection, and Phase III Integration.

Veterans Resource Center of America Project Experience

Phases are ultimately not guided by structured timeframes but rather by the impressions and opinions of the client and treatment staff. Hearn House creates a therapeutic milieu in which people are both willing and able to marshal their own internal resources in order to better their lives.

VRC | Service Provider & Developer | Select Project Profile 2

Sacramento Veterans Resource Center (SVRC)

7270 E. Southgate Dr. □

Sacramento, CA 95823 □

(916) 393-8387 □

vvcsac@vetsresource.org

Founded in 1989, the Sacramento Veterans Resource Center (SVRC) is a multi-function campus with the most comprehensive mix of services for veterans in Northern California. The first, and now longest, service offered to veterans is employment assistance. The supportive housing programs offer up to twenty-four months of stable living, combined with comprehensive supportive services to effectively end the cycle of homelessness and assist veterans in the acquisition of permanent housing and sustainable-wage jobs.



Housing is provided in two buildings. SVRC offers fifty-two (52) onsite, and eight (8) offsite beds for homeless veterans--including female veterans with children. The Jon Oberg Center is a State Licensed, twenty-two bed transitional housing program for veterans, and non-veterans, in need of social model drug/alcohol recovery services.

VRC | Service Provider & Developer | Select Project Profile 3

North County Veteran Resource Center

2107 Third Street □

Eureka, CA 95823 □

(707) 442-5852 □

ncvrc@vetsresource.org

Veterans Resource Center of America Project Experience

NCVRC first opened its doors in Eureka in 1994 after receiving its first HVRP (Homeless Veterans Reintegration program) grant funding. Multiple grants provided educational and employment benefits and training as well as rental assistance programs. In 1996 the agency applied for Grant and Per Diem grant funding through the Department of Veterans Affairs. This grant funded the creation of twelve transitional beds that were located at an old two story Victorian that was purchased directly from Cal Trans. The veterans residing in the house work toward training, employment and permanent housing goals.

Due to the growing need for transitional housing services, Vietnam Veterans of California purchased another property in Eureka in 2005. After a lengthy renovation this facility became fully staffed and operational in March 2011. The new facility was contracted to service forty two veterans and offers Grant and Per Diem transitional housing as well grant funding through Supportive Services for Veteran Families (SSVF) as well as Permanent Supportive Housing through the HUD VASH program.

In 2013, plans were made to convert the old Victorian residence into NCVRC'S new Behavioral Health Center. This new facility would be tasked to provide 15 stabilization beds using the VA's Health Care for Homeless Veterans (HCHV) grant funding. These resources are used to provide temporary housing, drug and alcohol counseling, extensive case management services, as well as access to a therapist for individual and group counseling. The Behavioral Health Center has been in operation for over six months.



Supportive Services for Veteran Families (SSVF) provides grant funding for up to 120 families.

The Grant and Per Diem (GPD) Transitional Housing for eligible Veterans program provides temporary housing, food, case management services, psycho-education and therapy groups as well as emergency individual counseling sessions with a therapist when needed. Tai Chi is offered at our facility three days a week for any Veterans that are interested.

Health Care for Homeless Veterans (HCHV) program for high acuity Veterans suffering from mental disorders and/or substance abuse issues. 15 Veteran capacity. This program provides everything the GPD program offers with a more intensive focus on AOD issues (alcohol and drug) as well as more access to therapy sessions and mandatory AOD groups. Must Be VA health care eligible. These Veterans also have access to Tai Chi at the 4th street facility.

Veterans Resource Center of America Project Experience

CalFRESH screening and assistance (federally known as the Supplemental Nutrition Assistance Program (SNAP) helps to improve the health and well-being of qualified households and individuals by providing them a means to meet their nutritional needs.

HUD VASH services; Grants eligible Veterans with a housing voucher through a joint sponsored HUD/VA collaboration program.

Government, Trade & Banking References

VRC - Public Agency References			
Jurisdiction	Contact	Project	City Funding
U.S. Department of Veterans Affairs	Tracy Cascio, Homeless Coordinator, US Department of Veterans Affairs 510-377-2944 tracy.cascio@va.gov	Mather Veterans Village 100 Units Permanent Supportive 46 Units Transitional	
California Department of Veterans Affairs	Theresa Gunn, Deputy Secretary, CalVet Farm and Home Loan Program 9165038004 Theresa.gunn@calvet.ca.gov	Mather Veterans Village 100 Units permanent supportive affordable rental 46 units transitional	
VRC - Financial Reference			
Name	Address	Relationship	
Jeff Owen VP - Economic Development Loan Officer Exchange Bank	400 Dutton Avenue Santa Rosa, CA 95407 707-525-3020 jeff.owen@exchangebank.com	Exchange bank has provided banking services to VRC for 43 years. Has committed construction financing for two of our recent housing projects.	
VRC - General Reference			
Name	Address	Relationship	
George Wiley, Principal Assistant, Speaker Anthony Rendon, California State Assembly	State Capital, Room 219 Sacramento, CA 95814 916-319-2063 George.wiley@asm.ca.gov	Veteran policy advisor.	

6/16/2017
Windsor Veteran Village
Cash Flow

	YR 1	YR 2	YR 3	YR 4	YR 5	YR 6	YR 7	YR 8	YR 9
Rental Income	463,356	474,940	486,813	498,984	511,458	524,245	537,351	550,785	564,554
Laundry and Vending	9,000	9,225	9,456	9,692	9,934	10,183	10,437	10,698	10,966
Section 8 Income	463,008	474,583	486,448	498,609	511,074	523,851	536,947	550,371	564,130
Gross Potential Income	935,364	958,748	982,717	1,007,285	1,032,467	1,058,279	1,084,735	1,111,854	1,139,650
Forecasted Vacancies	46,768	47,937	49,136	50,364	51,623	52,914	54,237	55,593	56,983
Total Vacancies & Reductions	888,596	910,811	933,581	956,920	980,843	1,005,365	1,030,499	1,056,261	1,082,668
Operating Expenses	306,000	316,710	327,795	339,268	351,142	363,432	376,152	389,317	402,944
Property Management Fee	46,768	47,937	49,136	50,364	51,623	52,914	54,237	55,593	56,983
Service Amenities	20,000	20,700	21,425	22,174	22,950	23,754	24,585	25,446	26,336
Replacement Reserves	36,000	37,080	38,192	39,338	40,518	41,734	42,986	44,275	45,604
Total Annual Operating Expenses & Reserves	408,768	422,427	436,548	451,144	466,234	481,834	497,960	514,631	531,866
NET OPERATING INCOME (LOSS) BEFORE DEBT SERVICE	479,828	488,383	497,033	505,776	514,609	523,531	532,539	541,630	550,802
Permanent Loan	358,488	358,488	358,488	358,488	358,488	358,488	358,488	358,488	358,488
MHP Interest Payments	42,474	42,474	42,474	42,474	42,474	42,474	42,474	42,474	42,474
NET CASH FLOW AVAILABLE BEFORE OTHER CHARGES	78,865	87,421	96,071	104,814	113,647	122,569	131,577	140,668	149,839

6/16/2017

Windsor Veteran Village

Cash Flow

	YR 10	YR 11	YR 12	YR 13	YR 14	YR 15	YR 16	YR 17	YR 18
Rental Income	578,668	593,135	607,963	623,162	638,741	654,710	671,078	687,855	705,051
Laundry and Vending	11,240	11,521	11,809	12,104	12,407	12,717	13,035	13,361	13,695
Section 8 Income	578,234	592,689	607,507	622,694	638,262	654,218	670,574	687,338	704,521
Gross Potential Income	1,168,141	1,197,345	1,227,279	1,257,961	1,289,410	1,321,645	1,354,686	1,388,553	1,423,267
Forecasted Vacancies	58,407	59,867	61,364	62,898	64,470	66,082	67,734	69,428	71,163
Total Vacancies & Reductions	1,109,734	1,137,478	1,165,915	1,195,063	1,224,939	1,255,563	1,286,952	1,319,125	1,352,104
Operating Expenses	417,047	431,643	446,751	462,387	478,571	495,321	512,657	530,600	549,171
Property Management Fee	58,407	59,867	61,364	62,898	64,470	66,082	67,734	69,428	71,163
Service Amenities	27,258	28,212	29,199	30,221	31,279	32,374	33,507	34,680	35,894
Replacement Reserves	46,972	48,381	49,832	51,327	52,867	54,453	56,087	57,769	59,503
Total Annual Operating Expenses & Reserves	549,683	568,103	587,146	606,834	627,187	648,230	669,985	692,477	715,730
NET OPERATING INCOME (LOSS) BEFORE DEBT SERVICE	560,051	569,374	578,768	588,229	597,752	607,333	616,967	626,649	636,374
Permanent Loan	358,488	358,488	358,488	358,488	358,488	358,488	358,488	358,488	358,488
MHP Interest Payments	42,474	42,474	42,474	42,474	42,474	42,474	42,474	42,474	42,474
NET CASH FLOW AVAILABLE BEFORE OTHER CHARGES	159,089	168,412	177,806	187,266	196,789	206,370	216,005	225,687	235,411

6/16/2017

Windsor Veteran Village

Cash Flow

	YR 19	YR 20	YR 21	YR 22	YR 23	YR 24	YR 25
Rental Income	722,677	740,744	759,263	778,244	797,700	817,643	838,084
Laundry and Vending	14,037	14,388	14,748	15,116	15,494	15,881	16,279
Section 8 Income	722,134	740,188	758,693	777,660	797,101	817,029	837,455
Gross Potential Income	1,458,849	1,495,320	1,532,703	1,571,020	1,610,296	1,650,553	1,691,817
Forecasted Vacancies	72,942	74,766	76,635	78,551	80,515	82,528	84,591
Total Vacancies & Reductions	1,385,906	1,420,554	1,456,068	1,492,469	1,529,781	1,568,026	1,607,226
Operating Expenses	568,392	588,285	608,875	630,186	652,243	675,071	698,699
Property Management Fee	72,942	74,766	76,635	78,551	80,515	82,528	84,591
Service Amenities	37,150	38,450	39,796	41,189	42,630	44,122	45,667
Replacement Reserves	61,288	63,126	65,020	66,971	68,980	71,049	73,181
Total Annual Operating Expenses & Reserves	739,771	764,628	790,326	816,896	844,367	872,770	902,137
NET OPERATING INCOME (LOSS) BEFORE DEBT SERVICE	646,135	655,926	665,741	675,573	685,414	695,256	705,090
Permanent Loan	358,488	358,488	358,488	358,488	358,488	358,488	358,488
MHP Interest Payments	42,474	42,474	42,474	42,474	42,474	42,474	42,474
NET CASH FLOW AVAILABLE BEFORE OTHER CHARGES	245,172	254,964	264,779	274,611	284,452	294,293	304,127

Veterans Resource Centers of America: Servicing Veterans and their Families:

Veterans Resource Centers of America has been operating veteran centric programs and services for over 40 years in Northern California. These services are culturally competent and completely focused on the healing of service members as they attempt to re-enter society. VRC operates 14 service centers in California, Arizona, and Nevada. These service centers are staffed by professionals who understand the veteran, the veteran's experience, and are truly driven to heal the warrior spirit.

The Windsor Veterans Village will be a true community collaboration of services to enhance and enrich the lives of both the permanent residents and the transitional residents. Veterans heal better, quicker, and lead more enriched lives when they live and heal in a community of their peers. The goal will be to provide a true continuum of care or as close to it on the site. All seven dimensions of wellness will be addressed; Physical, Intellectual, Emotional, Social, Occupational, Spiritual, and Environmental wellness will be the guiding principles of the facility. Outpatient services, residential services to include transitional housing, employment and training services, behavioral health services, intensive case management services, peer supports, education, rapid rehousing and homeless prevention, daily living classes, anger management, and family reunification services will be just a few of the needed supports to enhance our veterans lives.

Evaluation

A comprehensive evaluation will be used to identify all barriers or potential barriers to a client's success. This evaluation includes best practice approaches to correctly identify issues. Motivational interviewing, the Global Assessment of Individual Need (GAIN), Addiction Severity Index (Lite), and other tools will be used to obtain a clear picture of the needs of the veteran. From that an Individualized Service Plan will be developed in conjunction with the veteran and services are rendered.

Physical

With the ability to maintain a healthy quality of life and adopt healthy habits chronically homeless and homeless veterans will experience a direct causal relationship with their own healing. Medical services provided by the Department of Veterans Affairs, Nutrition classes, health food, routine checkups, balanced diet, exercise, preventive care, smoking cessation, and drug and alcohol treatment are some of the services that veterans will access.

Funding: Grant and Per Diem, HCHV, VA, SSVF, DOL.

Intellectual

The opportunity for veterans to open their minds to new ideas and experiences without fear and distrust helps them to make better personal decisions, allows them to learn new

concepts, improve skills, and seek challenges in pursuit of a lifelong learning opportunity. Soft Skills classes, WEG, cooking, Tai Chi, and access to college and adult learning are just a few of the opportunities that will help promote the intellect of the veteran and assist in socialization.

Funding: GPD, HVRP, GI Bill, FAFSA, etc...

Emotional

Emotional Wellness is the ability to understand ourselves and cope with the challenges life can bring. It is the ability to acknowledge and share feelings of anger, fear, sadness or stress; hope, love, joy and happiness in a productive manner. Many veterans have difficulty with emotional wellness. This is especially true for veterans who have been in extremely stressful or combat situations. They experience emotions at times inappropriately and need an opportunity to explore the cause of the inappropriateness and learn to channel their emotions into positive outcomes. Anger management, outpatient and residential treatment, substance abuse or dual diagnosis treatment, peer supports, group psycho-education, group treatment, and peer engagement are the opportunities available to the residents.

Funding: GPD, HCHV, Special Needs Grants, VA and Community Referrals.

Social

Man is a social animal. The causal effects of military service with trauma, or the trauma of just homelessness can promote isolation in veterans. Social wellness is the ability to relate to and connect with other people in our world. Our ability to establish and maintain positive relationships with family, friends and co-workers contributes to our Social Wellness. These connections have become fractured by the behaviors and outward effects of veterans dealing with their trauma. Group activities, peer supports, occupational and intellectual pursuits, and commonality and understanding in the community of veterans are some of the processes that promote socialization within veterans. Individual and group counseling, case management, family reunification, and classes are opportunities available to residents.

Funding: GPD, HCHV, Special Needs Grants, SSVF, VA and Community Referrals, Donations.

Occupational

The occupational dimension of wellness recognizes personal satisfaction and enrichment in one's life through work. At the center of occupational wellness is the premise that occupational development is related to one's attitude about one's work. Traveling a path toward occupational wellness, veterans will contribute unique gifts, skills and talents to work that are both personally meaningful and rewarding. Veterans convey their values through their involvement in activities that are gratifying for themselves. The choice of

profession, job satisfaction, career ambitions, and personal performance are all important components of a veteran's identity, even more so for homeless and chronically homeless veterans. They want to work, and giving them the opportunity to engage and contribute to a community is an important facet of healing. Employment and training services include career aptitude and testing, military skills conversion, skills upgrades, soft skills such as resume writing and interviewing techniques, skills upgrades, computer classes, vocational classes, and college. All of these will be offered or accessed from the service center at MVV.

Funding: GPD, VEAP, DOL HVRP, and collaborations with SETA, VA Compensated Work Therapy, and EDD

Spiritual

Spiritual Wellness is a personal matter involving values and beliefs that provide a purpose in our lives. While different individuals may have different views of what spiritualism is, it is generally considered to be the search for meaning and purpose in human existence, leading one to strive for a state of harmony with oneself and others while working to balance inner needs with the rest of the world. One of VVC's brightest clinicians said that the difficulty in working with veterans is attempting to remove the shame that they feel for what they did from the honor of service (Bill Dubose, MFT). The path to spiritual wellness is an individual path that VVC promotes through access to activities that promote mindfulness. Yoga, Tai Chi, Martial Arts, Art, Music, and other forms of therapies are available for the clients to access.

Funding: Donations of time from the community.

Environmental

Environmental well-being includes trying to live in harmony with the Earth by understanding the impact of your interaction with nature and your personal environment, and taking action to protect the world around you. Protecting yourself from environmental hazards and minimizing the negative impact of your behavior on the environment are also central elements. Recycling, environmentally friendly construction of the facilities with solar power and other low energy and low foot print designs on this community will add to the ability to be environmentally well.

Programs and Services

VRC has extensive experience in providing services to veterans. All of the noted programs and services are presently offered at VRC's North Bay facility in Santa Rosa. All funding is in place and VRC anticipates continuation of programs.

Homeless Prevention & Rapid Re-Housing

VRC provides supportive services to very low-income Veteran families living in or transitioning to permanent housing through the Supportive Services for Veteran Families (SSVF) grant. VRC provides eligible Veteran families with outreach, case management, and assistance in obtaining VA and other mainstream benefits that promote housing stability and community integration.

Employment & Training Program

The unemployment rate for post-9/11 veterans has been steadily declining. But those who are still out of work say that they face discrimination, and are often only offered jobs that are beneath their expertise level.

According to the Bureau for Labor Statistics, the unemployment rate for vets who served at any time since September 2001 dropped to 9 percent last year, down from 9.9 percent in 2012. While the improved rates are heartening, vets who are struggling to find work don't yet see a light at the end of the tunnel.

One of the agency's most successful employment training programs is "Winning the Employment Game" (WEG). This program focuses on helping individuals achieve results by providing a personalized career exploration and job-search program. With a 90% success rate, "WEG" graduates attain jobs they want.

In our efforts to strengthen our employment training programs, VRC also offers comprehensive placement services by providing clients with job leads, resume preparation, informational resources and interview preparation.

Traditional Housing

VRC provides transitional housing for homeless veterans through the VA's Homeless Providers Grant and Per Diem Program. The purpose is to promote the development and provision of supportive housing and/or supportive services with the goal of helping homeless veterans achieve residential stability, increase their skill levels and/or income, and obtain greater self-determination.

VRC currently operates 104 beds of housing where homeless veterans may stay for up to two years serving both male and female veterans in Northern California. As part of our goal to carry on the legacy of support and hope for those less fortunate, VRC has constructed transitional housing projects which offer a safe environment where veterans are supported in their efforts to overcome a variety of obstacles. By providing an effective network of services, veterans are connected to employment and training programs, counseling and legal services. These programs were developed by veterans to help veterans build better lives for themselves, their families and our communities.

Behavioral Health Treatment

The long wars are winding down and the troops are coming home, but thousands of military service members, veterans and their families must tend to the psychological wounds of battle for years to come. Mental health disorders, signature injuries of the wars in Iraq and Afghanistan, affect one in five active duty service members and are the most common cause of hospitalization. Too often, once a war is over, the mental health needs of those who have served are forgotten.

VRC provides dual diagnosis mental health services including 57 beds for behavioral health, social recovery services at three sites in Northern California and recently opened a facility in Reno, Nevada.

Permanent Supportive Housing

Permanent supportive housing gives our most vulnerable military veterans—even those who have spent years bouncing from street to shelter and back again—the chance to reclaim their health and their independence. For many, it offers a future in which they long ago lost hope.

Veterans Resource Centers of America has 52 units of permanent supportive housing under construction and 200 units planned to assist veterans returning from service transition successfully to civilian life. Linked to case management and supportive services, permanent supportive housing is a proven solution to veterans' homelessness, a problem that affects men and women who have been recently discharged as well as those who served decades ago.

VRC operates case management services for 50 chronically homeless veterans in permanent supportive housing in Eureka California through the HUD-VASH program.

Nutritional Services

"And just as our troops need your leadership and support, their families do as well. Because they sacrifice and serve this nation right alongside anyone who wears our uniform." -First Lady Michelle Obama

Veterans served our country proudly and honorably. Through the CalFresh program and local food drives, all of our residential clients and many low income veterans throughout California benefit from improved access to nutritious meals and information presented to improve the health and well-being of qualified veteran households and individuals.

Case Management

We understand how difficult it can be for veterans to access the benefits and services they have earned. With so many different resources and the red tape of bureaucracy, it's easy to get confused and feel lost. Veterans Resource Centers of America case managers help connect veterans with the right resources to help them live healthy lives and achieve their goals.

All veterans meet with a VRC case manager upon arrival to perform an initial assessment. Based on this assessment, the case manager works in collaboration with the veteran to devise a service plan addressing identified needs and objectives. Each veteran has a personalized service plan outlining barriers and goals related to substance abuse, mental health, medical needs, finances, education, employment and housing. The case manager meets with the veteran on a regular basis to monitor progress. In addition to scheduled meetings, case managers are always available to provide additional support or assistance.

Case management is an interactive process that provides veterans with support and services that are essential to treatment. The goal of case management is to help veterans develop the skills necessary to achieve and maintain independence.