



In recent weeks, FAC has been asked additional questions regarding the proposed affordable, supportive housing project at 575 5th Avenue. These questions fall into five broad categories: community involvement, tenant screening, building security, social service provision, and Standard and Emergency Operating Procedures. If you have additional questions about the project, please email them with your name and contact information to fac@fifthave.org. This document will be updated periodically.

General information about the proposed plan for 575 Fifth Avenue can be found in the Project Description.

Community Involvement

1. Please describe the 575 Fifth Avenue Community Advisory Board.

The role of the Community Advisory Board is to provide on-going input into the proposed affordable, supportive housing development at 575 5th Avenue and help to foster a positive working relationship between Fifth Avenue Committee (FAC), the on-site social service partner Center for Urban Community Services (CUCS), local community residents and business owners, and the building's future residents.

We anticipate that 575 CAB will focus on the following areas:

- *Resident Screening* to assist in screening of prospective residents;
- *Retail Outreach* to recruit local, women and minority owned businesses and give input into retail tenant selection;
- *Community Outreach* to encourage local eligible residents to apply, to continue to share information about the project on an on-going basis, and to promote the use of community spaces in the building;
- *Construction* to assist in minimizing the disruption to the local community as a result of the construction.

At this time, FAC is accepting nominations for representation on the 575 CAB and we will be honoring Community Board 7's recommendation to include six (6) local residents, business representatives and a CB7 member on the 575 CAB. Additional nominations will be accepted from community residents, and local social service and civic organizations. Fifth Avenue Committee and Center for Urban Community Service staff will also be on the 575 CAB.

All who live or who own a business in close proximity to 575 5th Avenue are encouraged to apply. A preference will be given to:

- Residents who live within two blocks of the intersection of 5th Avenue and 16th Street,
- Business owners or representatives on Fifth Avenue near the site
- Representatives of services organizations, particularly those in Community Board 7



2. If neighbors of 575 5th Avenue have concerns regarding disruptive activity in or around the building, how do they report it?

Neighbors of 575 5th Avenue have several ways to report any and all concerns about the building. They may:

- Visit the building and speak with the 24-hour front desk staff person or on-site superintendent
- Visit the building and ask to speak with the CUCS site supervisor
- Call, write, email or visit FAC offices and ask to speak with our Director of Asset & Property Management, Haleema Ahmed
- Discuss concerns with members of the 575 Community Advisory Board
- Neighbors may also call 311 or 911.

3. Will the community have an active role in the screening process for future residential and commercial tenants at 575 5th Avenue?

Yes. The members of the 575 CAB will have an active role in the recruitment and screening process for future residential tenants at 575 5th Avenue. All members of the 575 CAB residential screening committee will attend trainings on Federal Fair Housing Law as well as training in mental illness and current HIPAA privacy laws. Members of the 575 5th Avenue CAB will also assist in recruiting and screening a local business, preferably woman or minority owned for the commercial space.

Tenant Screening

4. What background information is taken into consideration when evaluating a prospective residential tenant for tenancy at 575 5th Avenue?

The following is taken into consideration when evaluating a prospective tenant:

- Does the tenant meet the income requirements of the housing site?
- Does the tenant have the ability to pay their rent?
- Does the tenant have the ability to meet all of their lease obligations given the level of support services that are provided?
- Does the tenant meet all eligibility criteria for federally assisted housing; including not being a registered sex offender?
- Can the tenant do well as a tenant, and as a neighborhood member, at the housing site, given the level of support services that are provided?
- Does the prospective tenant have the insight and ability to follow through with appropriate medical and mental health treatment, including their willingness to take prescribed medication(s) given the setting and support services available?
- Does the tenant want to live at the site and be engaged in the supportive services?
- Does the tenant fall into one of the target populations for the building?



5. What is the process for screening all potential residents of 575 5th Avenue?

A complete application for tenancy at 575 5th Avenue will include, where appropriate, TB clearance, psychiatric evaluation, psychosocial assessment, appropriate government referral forms, credit, criminal & housing court background reports, and appropriate approvals that the tenant is ready for independent living with supportive services.

The application will be reviewed by FAC and CUCS supervisors to screen out tenants that do not meet population targets with respect to age, income, gender, criminal, credit, housing/homeless history or mental/physical health history. Two separate interviews with FAC and CUCS staff will be conducted. If a positive recommendation is made by both FAC and CUCS, a second round interviews will be scheduled with FAC, CUCS and also with the Resident Screening Committee of the 575 5th Avenue Community Advisory Board.

FAC will use all of the information gathered during this process in making final determinations of who will be offered a lease at 575 5th Avenue.

6. Would individuals with criminal histories be targeted for tenancy at 575 5th Avenue?

No.

7. Are sex offenders specifically prohibited from residency at 575 5th Avenue?

Yes.

We will perform thorough criminal history background checks in the screening of applicants. We will not rent any apartments to lifetime registrants under a State sex offender registration program. Federally assisted housing prohibits residents who are subject to a lifetime registration requirement under a State sex offender registration program. We will take advantage of all rights afforded to us by the federal rental assistance statutes to exclude/remove applicants/tenants with violent or otherwise disruptive histories. This is in accordance with Title 24, Part 5-General HUD Program Requirements for federally assisted housing.

Building Security

8. Please detail what is meant by “24-hour security”.

A front-desk security guard will be stationed at the entrance to the building to screen and admit visitors and check-on residents 24 hours per day, 7 days per week, 365 days per year. The building has been designed such that the security guard will have full visibility of the high traffic areas of the building: lobby, mews, community garden, and 16th Street. The guard will have security monitors at the desk that are transmitting and capturing video images of all activity happening on the perimeter, exterior, elevators, and in the community spaces.

9. Please describe the 24-hour front desk security personnel’s responsibilities.



The 24-hour front desk security personnel's responsibilities include:

- In-person monitoring of the high-traffic areas of the building including the community garden, elevator, lobby, mews, and the portion of 16th Street in front of the residential entrance and lobby.
- Video monitoring of the perimeter of the building along the corner and 5th Avenue and 16th Street, common areas on the 2nd, 3rd, and 4th floors, laundry room, and cellar.
- Screening and signing-in of all guests visiting tenants at the property.
- Requiring that all guests are greeted in-person by the tenant that they are visiting. Intervening to immediately diffuse any disruptive activity anywhere in or immediately adjacent to the building.
- Engaging local authorities by calling 911 for immediate intervention in emergencies relating to a tenant or guests' suspected illegal activity of any kind, or emergencies that are medical, psychiatric or relating to the physical building itself.

10. Will security cameras cover the entire outer perimeter of the building?

Yes. Security cameras will cover the entire 575 5th Avenue outer perimeter including on 5th Avenue, 16th Street and the community garden area.

11. How does FAC work with the local police precinct to facilitate public safety?

All of the properties that FAC manages are enrolled in the NYPD FTAP program to allow 24 hour access to NYPD officers to the buildings for vertical patrols.

Additionally, FAC has consistently provided access to local precincts and the Federal Drug Enforcement Agency to utilize our properties to monitor drug and criminal activity in the surrounding community.

FAC encourages tenants of our properties to attend monthly Precinct Council meetings as part of civic engagement and improving public safety.

FAC property management staff maintains positive working relationships with the local precincts that serve the properties we manage by speaking with the Community Affairs officers and attending Precinct Council meetings to improve public safety in the communities that our properties are located in.

12. Have there been complaints from the neighbors of 551 Warren Street?

There have no complaints to FAC from neighbors of 551 Warren Street since the building opened in 2000.

Social Service Provision

13. Who will be the on-site social service provider and what is their experience in working with the proposed population for 575 5th Avenue?

The Center for Urban Community Services (CUCS), an award winning 27 year old non-profit organization, will be the on-site social service partner for 575 5th Avenue. CUCS has been rebuilding lives by offering a



range of programs and services to more than 14,000 individuals and families in New York City who are homeless or formerly homeless, low-income, living with mental illness or who have other special needs.

CUCS is the single largest provider of social services in supportive housing in New York City, providing nearly 2000 residents of supportive housing with the support services that they need to live independently. As one of the first groups in the nation to tie permanent housing and on-site services into a single package, CUCS has helped define a model that has ended homelessness for more than 100,000 Americans. In partnership with Broadway Housing Communities, CUCS introduced some of the earliest examples in the nation of permanent supportive housing for homeless individuals and was the first to successfully integrate mentally ill, non-mentally ill, and other special needs individuals into a new housing model. CUCS provides technical assistance and training nationally on the provision of social services in supportive housing. For more information about CUCS go to www.cucs.org

14. Can you provide a detailed explanation of the on-site social services that would be provided to tenants at 575 5th Avenue?

Every tenant will be assigned to a CUCS case manager- this person will be responsible for establishing and maintaining an effective working relationship with the tenant and helping them set and achieve their personal goals. They will be responsible for providing the tenants with all of the services listed below:

- Assessment and Service Planning - Working with the tenants to assess their strengths and needs, set personal goals for themselves, and pursue those goals.
- Supportive Counseling – Talking with tenants to provide them with support, understanding, advice, and positive feedback regarding things they are doing well. Also, challenging tenants to address issues or problems that may arise.
- Educational Assistance – Helping tenants enroll in educational institutions and job training programs.
- Substance Abuse Counseling/Referrals for Treatment – If a tenant has a drug or alcohol problem, helping them to recognize that and to obtain appropriate treatment and support.
- Medication Monitoring – Working to ensure that a tenant is taking their medication as prescribed by having them take it in front of a staff member.
- Entitlements Assistance – Helping tenants maintain public benefits they are entitled to.
- Escorts to Appointments – Taking tenants to appointments if, for some reason, they would have trouble getting there on their own.
- Medical Services Assistance and Referrals – Helping tenants maintain their physical health by ensuring that they are connected to a good primary care provider and that they take good care of themselves, including following through on needed medical treatment.
- Money Management Assistance, Including Supplemental Security Income (SSI) Representative Payee – Helping tenants develop and adhere to realistic personal budgets.
- Outreach and Engagement – Staff proactively reach out to tenants to keep them engaged in services, if they do maintain a connection with staff on their own.



- Wellness Self Management – 41 session educational curriculum designed to help people understand and manage their mental illness, set and pursue personal goals, minimize symptoms, and avoid hospitalization.
- Earned Income Tax Credit Screening and Referral – Helping working tenants determine if they are eligible for an Earned Income Tax Credit. If eligible, helping them obtain it.

The part time on-site psychiatrist will provide the following:

- Psychiatric Treatment – Providing psychiatric treatment on-site to tenants who can not achieve an optimal result with community based psychiatric services.

The part time on-site employment specialist will provide employment services to any tenant needing help finding or keeping a job, or wanting to improve their employment situation.

- Employment Services – Includes helping tenants identify their employment goals, develop a resume, identify job opportunities, prepare for interviews, and do well at the work site.

15. What is the social service staffing plan and hours kept by the CUCS staff on-site? What will be the minimum credentials required for each position?

Based on the current population mix, CUCS will have three full time (FT) and two part time (PT) staff at the site to serve all 49 residents at 575 5th Avenue. They include:

Full-time:

Site Supervisor – Manages the day to day operations of the support services including supervising staff and serving as the liaison to the larger community. Will have a masters degree in social work and at least two years post masters related experience.

Case Worker/Rehabilitation Specialist – Two full time positions. Assigned to be the case manager for 50% of the tenants. Will be a para-professional with a college degree and one year of related experience or a high school diploma and four years of related experience.

Part-time:

Employment Specialist – Will work with any tenant wishing to work on employment. Will either have a Master in Social Work degree or a Master’s degree in a related discipline or be a para-professional with a college degree and one year of related experience or a high school diploma and four years of related experience.

Psychiatrist – Will provide psychiatric treatment to tenants who can not obtain an optimal treatment result with off-site services.

Schedule:

CUCS staff will be on site from 8 am to 8 pm pm, Monday through Friday, and a master’s level social worker is on-call at all other times.



Additionally, both the 24-hour security personnel and the live-in superintendent will also be trained in working with tenants with a range of special needs including individuals living with mental illness and emergency procedures.

16. Will medication be dispensed to anyone who is not living at 575 5th Avenue?

No medication will be ‘dispensed’ at 575 5th Avenue. Medication monitoring services, where tenants take their medication in front of a social service staff member, will only be provided to residents of 575 5th Avenue.

17. What staff other than supportive services staff will maintain a presence at 575 5th Avenue?

FAC will maintain:

- A 24 hour front desk security presence in the building
- An on-site superintendent who works at the building full time, lives at the building, and is on-call 24 hours a day.
- A porter whose responsibilities will include cleaning and light maintenance from 8 am to 4 pm.

18. What funding is available to support the on-site social services?

New York/New York III Supportive Housing Agreement commits both capital and operating support funding from the City and State of New York for supportive housing. This is the third round of the landmark agreement between the City and State and it is widely recognized as a cost effective tool to address challenges faced by many homeless persons and provide for expanded capital dollars to provide affordable housing for low-income individuals and the homeless.

CUCS has extensive experience over nearly 30 years in accessing both public and private funding to support quality social service provision.

Standard & Emergency Operating Procedures

19. If a tenant living with mental illness neglects to take his/her medication, what is the procedure for remedying the situation?

Social service staff will be proactive and persistent in addressing mental health status with every tenant. This includes:

- Being alert for any signs that a tenant may not be taking their medication as prescribed.
- Communicating with the tenant’s psychiatrist to enlist their support in addressing the matter.
- Providing the tenant with medication monitoring services
- Helping a tenant that is not taking their medication as prescribed to recognize the effect it is having on them.
- Reminding the tenant of the benefits of taking their medication, including relating it to achieving the personal goals they have set for themselves.
- Communicating the tenant’s psychiatrist to enlist their support in addressing the matter.



- Providing the tenant with medication monitoring services whereby they take their medication in front of a staff member.
- Pursuing Assisted Outpatient Treatment (AOT), if indicated¹.
- Hospitalizing the client, including Involuntary Hospitalization, if the need arises.

CUCS will also be providing a service called Wellness Self Management at 575 Fifth Ave. This is a 41 session series of classes with a prescribed curriculum that is designed to help people understand and manage their mental illness, including understanding the benefits of medication. Research has shown that it helps people better manage their illness, minimize their symptoms, and avoid hospitalizations. CUCS is expert in providing this service, as it currently provides it in eight of its program sites. It is anticipated that this will help ensure that people who need medication are taking it.

In addition, unlike many supportive housing service providers, CUCS provides on-site psychiatric services for those tenants who have difficulty achieving an optimal outcome through the use of community based psychiatric services. CUCS will have a psychiatrist on-site at 575 Fifth Ave. one day per week.. By providing tenants with easy access to a highly qualified psychiatrist, who is well integrated with the rest of the service team, CUCS can effectively support a tenant who might otherwise find it challenging if they had to use off-site services.

20. How would CUCS handle relapses of tenants in recovery from addiction to alcohol and/or drugs?

CUCS works hard to help tenants abstain from drug and alcohol abuse. To help tenants handle relapses and get back to the road to recovery, CUCS does the following:

- Tracking indicators that a tenant is relapsing.
- Reaching out to a tenant that is relapsing and engaging them in a process of resolving the relapse.

This may include, but is not be limited to the following:

- Providing them with supportive counseling
- Referring them to a five to seven day inpatient detoxification program
- Referring them to a 23 to 30 day inpatient rehabilitation program
- Referring them to ongoing outpatient drug or alcohol treatment
- Helping them find and attend twelve step meetings such as Alcoholics Anonymous

¹ Assisted Outpatient Treatment (AOT) or Kendra's Law establishes a procedure for obtaining court orders for certain individuals with mental illness to receive and accept outpatient treatment. The prescribed treatment is set forth in a written treatment plan prepared by a physician who has examined the individual and ordered by a judge. AOT orders and establishes outpatient treatment, and a procedure for involuntarily transporting an individual for psychiatric evaluation if they fail to comply with treatment.



- Helping the tenant evaluate the impact that drugs and alcohol have on their life and their ability to achieve their personal goals
- Providing the tenant with ongoing support for their recovery
- Becoming a tenant's SSI or SSD representative payee
- Working closely with FAC as the landlord to ensure that the tenant is abiding by their lease obligations. In cases where the tenant is not meeting their lease obligations, assisting the tenant in transitioning to another appropriate residential or treatment setting while FAC actively pursues eviction.

21. What will CUCS, as social service provider, do if a tenant is in violation of his or her lease at 575 5th Avenue?

CUCS will work with the tenant to enable them to satisfy their lease obligations.

- If a tenant is having trouble paying their rent, CUCS will help them:
 - Develop and adhere to a realistic budget. If necessary, CUCS will serve as the tenant's SSI or SSD representative payee (As a representative payee, CUCS would be responsible for managing the tenant's SSI or SSD support payment. This would include paying their rent and providing them with money to address their other needs.).
 - Find, keep, or improve a job.
 - Access emergency financial resources.
- If the tenant is engaging in minor problematic behaviors, such as creating excessive noise or failing to maintain the cleanliness of common areas, CUCS would counsel the tenant, help them address any underlying problems that might contribute to the behaviors (such as difficulty sleeping), and help them understand the negative impact the behavior is having on others.
- If the tenant is engaging in problematic behaviors, such as presenting as an imminent danger to herself or others, CUCS will immediately call 911 and, if needed, pursue Involuntary Hospitalization.
- CUCS will also create a Tenant Association that will meet monthly to discuss and address issues at the housing site. CUCS staff can use this forum to encourage a culture of community and, if necessary, to bring positive peer pressure to bear on a tenant who is not being a good neighbor.
- CUCS will also work closely with FAC as the landlord and provide supporting documentation for eviction proceedings, as needed.

22. What will FAC (as landlord and managing agent) do if a tenant is in violation of his or her lease at 575 5th Avenue?

If a tenant at 575 5th Avenue is in violation of their lease obligations, FAC will pursue all legal courses of action available including eviction and holdover proceedings. FAC will also work closely with CUCS to ensure that the tenant has access to a range of services and supports to either rectify the lease violation and/or to assist in placing the tenant in a more appropriate setting.



23. What is the Emergency Operating Procedure?

911 will be called by the 24-hour front desk staff member or the on-site social service staff for any emergency where the resident or neighbor's health and safety is imminently endangered as a result of a resident's behavior or due to a building or physical plant emergency.

See attached Emergency Protocol Guidelines document.

24. How does FAC handle relapses of tenants in recovery from addiction to alcohol and/or drugs?

If a tenant at 575 5th Avenue is in violation of their lease obligations, FAC will pursue all legal courses of action available including pursuing eviction and holdover proceedings. FAC will also work closely with CUCS to ensure that the tenant has access to a range of services and supports to either rectify the lease violation and/or to assist in placing them in a more appropriate setting.

FAC immediately pursues the eviction of any tenant convicted of a violent, drug-related, or other criminal offense. Eviction for these kinds of lease violations requires documentation of inappropriate behavior to expedite the removal of a tenant from his/her apartment. Effective case management provided by the on-site supportive services staff and reports by the 24-hour front desk security mean that this documentation will be readily available and will expedite the permanent removal of a disruptive tenant from the building.

FAC will perform thorough criminal history background checks in the screening of applicants and take advantage of all rights afforded to us by the federal rental assistance statutes to exclude/remove applicants/tenants with violent, criminal or otherwise disruptive histories. This is in accordance with Title 24, Part 5-General HUD Program Requirements for federally assisted housing.

Miscellaneous**25. Will 575 5th Avenue always be supportive housing? Is there any chance that services will cease to be provided at 575 5th Avenue? Is there any chance that 575 5th Avenue will be converted to another type of housing, either market-rate or affordable without supportive services?**

575 5th Avenue will always be affordable, supportive housing. This is mandated by Regulatory Agreements, loan documents, and contracts signed between FAC, and all City, State, and Federal funding sources for the capital and operating funds provided in connection with the Project. The terms of these documents last for 40-50 years. Upon expiration, supportive housing buildings are typically preserved as affordable, supportive housing. FAC commits, as part of its mission, to preserve 575 5th Avenue as affordable, supportive housing



even upon the expiration of any regulatory documents. Additionally, the NY/NY III agreement provides for social services in supportive housing on an on-going basis.

26. Can FAC include on-site parking?

The current plan does not provide for on-site parking. Sub-grade parking is infeasible given the lot's size and exorbitant costs.