

TRANSITIONAL COMMUNITY RESIDENCE

PROGRAM NARRATIVE

Facility Name: Skybridge Harmony Homes L.L.C.

Property Address: 5848 S Hassett, Mesa, AZ 85212

Proposed Use: Transitional Community Residence (TCR)

Zoning District: RS-6 (Single-Family Residential)

Maximum Occupancy: 10 residents

Facility Operator / Responsible Person

Name: Tumacha Agheneza

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1. Purpose of the Residence

Skybridge Harmony Homes L.L.C. proposes to operate a Behavioral Health Residential Facility (BHRF) as a Transitional Community Residence at the above address for up to ten (10) adult residents. The residence will provide a structured, supportive, and supervised home-like environment for individuals transitioning from higher levels of care or institutional settings into independent community living. The residence is intended to function as a single household, offering stability, supervision, and supportive services that promote recovery, independence, and successful reintegration into the community.

2. Regulatory Oversight and Licensing

The residence operates under oversight consistent with Arizona Department of Health Services (ADHS) and therefore ADHS issues the required license needed to operate the BHRF.

All operations comply with applicable state health, safety, and life-safety standards.

3. Resident Population

Residents served at the home include adults ages between 18 to 65 who may have behavioral health conditions and require a supportive residential setting as part of their transition toward independent living.

- Residents are unrelated adults
- Residency is temporary
- Residents live together as a family-like household
- The residence is not open to the public

Residents qualify as a protected class under the Fair Housing Act and Americans with Disabilities Act.

4. Length of stay, Resident Stability, and Flexcare Transition

Transitional Nature of Residency and Expected Length of Stay

Residency at the facility is transitional and based on individual treatment progress and discharge readiness. Treatment plans are initially developed for a six-month period and are reviewed and renewed every six months until a resident achieves sufficient clinical stability for step-down placement.

Residents are referred to the residence by their health insurance providers, which authorize and fund services throughout the entire period of residential stay until successful transition to a lower level of care. Because residency is program-based rather than tenancy-based, residents do not sign leases and instead reside in the home as members of a structured household.

Following admission, residents typically progress through several phases including stabilization, active treatment participation, and transitional readiness planning. Once clinically discharge-ready, residents apply for placement in a FlexCare or similar step-down residential program.

Due to limited availability of such programs (FlexCare), the average wait time for placement may approach one year from when an application into Flexcare is submitted. During this waiting period, residents continue living in the residence and remain actively engaged in treatment supports including medication management, counseling, case management coordination, and attendance at medical and behavioral health appointments.

Overall, residents may reside in the facility for extended, medium-to-long-term durations, commonly up to approximately two years from admission through successful placement in a FlexCare program. This operational model results in gradual turnover and a stable residential population, rather than short-term or transient occupancy.

Residents Awaiting FlexCare Placement Are Counted Toward Occupancy Limits

All individuals living in the residence — including those who have completed active treatment requirements and are awaiting placement in a FlexCare program — continue to be considered full residents of the household.

These residents:

- Maintain assigned sleeping accommodations
- Participate in daily household routines
- Receive supervision and ongoing support services
- Are included in the maximum occupancy limit of ten (10) residents

No individual resides at the home as a temporary guest, short-term placement, or transient occupant. This ensures the residence maintains a consistent and stable population compatible with residential zoning expectations.

Application of House Rules to All Residents

House rules and operational policies apply equally to all residents, including those awaiting FlexCare placement.

These policies include, but are not limited to:

- Visitor limitations and structured visitation procedures
- Quiet hours and neighborhood conduct expectations
- Parking management and transportation coordination
- Participation in daily household structure and programming
- Medication oversight requirements
- Staff supervision requirements
- Expectations related to community behavior and property respect

There are no separate or relaxed rules for residents who are clinically discharge-ready. Maintaining consistent expectations across all residents supports safety, accountability, and neighborhood compatibility.

Living Environment During Transitional Readiness Phase

Residents awaiting FlexCare placement may experience increased independence in personal activities as part of discharge preparation. This may include job readiness efforts, budgeting education, or independent living skill development.

However, their fundamental living arrangement remains unchanged:

- They continue to live as members of the same household
- Staff supervision and structured oversight remain in place
- Daily routines and household operations remain consistent
- The residential character of the home is preserved

This transitional readiness phase is considered a **continuation of residency**, not a discharge or change in occupancy status.

Residential Stability and Neighborhood Compatibility

The facility is designed to function as a stable, structured residential environment supporting medium- to long-term stays. Because resident transitions occur gradually and are dependent on external program availability, the household composition remains predictable and consistent over time.

This operational approach ensures that the residence:

- Does not function as a high-turnover facility
- Does not introduce transient or short-term occupancy patterns
- Maintains compatibility with the surrounding stable residential neighborhood
- Supports normalization and community integration of residents

Conclusion

Residents who are clinically ready for discharge but awaiting FlexCare placement remain full residents of the Transitional Community Residence, are counted toward occupancy limits, and continue to follow all house rules and supervision requirements.

The residence therefore operates as a **stable household environment rather than a temporary placement facility**, consistent with the intent of residential zoning standards and community compatibility expectations.

5. Living Arrangement & Household Characteristics

- Residents share common living areas, kitchen, dining, and outdoor spaces
 - Bedrooms are assigned based on safety and square-footage requirements
 - There are no individual leases
 - Residents do not function as tenants or boarders
 - The residence operates as a single housekeeping unit
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6. Services Provided at the Facility

The residence provides non-institutional supportive residential services within a structured household environment. Staff are present to ensure safety, supervision, and adherence to house guidelines. The residence does not provide outpatient services to the public.

A. Objective

The objective of services provided at the residence is to support residents in developing social skills, independent living abilities, and community integration within a stable residential setting.

Services are supportive in nature and focus on promoting recovery stability, personal responsibility, and preparation for transition to a lower level of care.

B. Services Offered

a) Social Skills Development

- Teaching appropriate social behaviors and respectful communication
- Encouraging positive interactions within the household and community
- Supporting participation in community activities and social integration

b) Life Skills Development

- Assistance with job search techniques, employment readiness, and interview preparation
- Teaching essential life skills including time management, problem-solving, budgeting, and decision-making

- Guidance regarding personal hygiene, healthy routines, and household responsibilities
- Support in developing independence necessary for successful community living

Residents admitted or retained in the residence have a primary behavioral health condition and benefit from a structured community living environment.

c) Community Living Support

- Providing a stable household setting where residents live together and function as a single housekeeping unit
- Encouraging participation in neighborhood and community resources
- Promoting normalization and community integration

d) Medication Support

- Assistance with self-administration of medication consistent with residential care standards
- Education regarding the importance of medication adherence
- Observation and documentation of medication compliance and communication with external providers when appropriate

e) Recovery Support

- Informal supportive discussions focused on coping skills, emotional regulation, relapse prevention awareness, and goal setting
- Peer support opportunities within the household environment

These supportive interactions are residential in nature and do not constitute formal clinical therapy services.

Services Residents Receive Off-Site

Clinical, medical, and formal behavioral health treatment services are not provided at the residence.

Residents receive these services off-site at appropriate community locations such as:

- Medical clinics
- Behavioral health provider offices
- Hospitals and emergency departments

The residence does not host outside providers conducting therapy sessions, medical procedures, diagnostic testing, or scheduled outpatient appointments within the home.

Residential Operational Characteristics

The residence operates as a single household environment and does not function as:

- A medical facility
- A clinic or outpatient treatment center
- A counseling office
- An institutional program site
- A facility open to the public

Residents participate in normal daily household routines such as meal preparation, chores and personal care activities. There are no medical or treatment services at the property that would not typically occur in a residential setting.

How the residents are supervised at the facility:

Residents are monitored 24 hours a day and 7 days a week with no skilled nursing service. The ratio of staff to resident is 1:5 meaning from 1 to 5 residents at the facility, we have 1 staff on duty and from 6-10 residents, we have 2 staff at all times 24/7.

7. Operational Characteristics

To maintain residential compatibility:

- No retail, walk-in, or outpatient services
- No signage identifying the residence
- No on-site commercial activity
- No excessive vehicle traffic
- Operations are consistent with surrounding residential uses

The home maintains the appearance and function of a typical single-family residence.

8. Fire & Life Safety Compliance

The residence is designed to meet all applicable:

- Fire code requirements
- Egress standards
- Smoke detection and alarm systems
- Square-footage per occupant standards

Whether fire sprinklers are installed:

No. All residents admitted to the facility participate in an evacuation drill every 6 months; they are capable of recognizing and responding to any emergency situation without any assistance from staff to complete building evacuation.

Whether fire sprinklers are monitored by an off-site agency: N/A

9. Compatibility with the Neighborhood

The exterior of the residence at 5848 S Hassett will remain indistinguishable from a standard single-family home, preserving the character of the RS-6 zoning district.

Traffic: We do not anticipate a significant increase in traffic. Our residents do not own personal vehicles nor do they bring in any previously owned vehicle to our facility. Transportation is only provided via house van.

Policy on Third-Party Rideshare Utilization

To ensure consistent oversight and safety during essential travel, the facility adheres to the following protocol regarding rideshare services (e.g., Uber or Lyft):

- **Conditional Use Only:** Rideshare services are utilized exclusively for medical appointments and only in instances where the facility's primary transportation is unavailable.
- **Mandatory Staff Escort to Boarding:** Under no circumstances are residents permitted to wait for or enter a rideshare vehicle unaccompanied. Once the rideshare vehicle arrives at the property, a staff member will physically accompany the resident to the vehicle and assist them in boarding to ensure a safe and orderly departure.
- **Chain of Custody:** This "staff-to-vehicle" hand-off protocol ensures that resident supervision is maintained from the moment they leave the front door until they are securely inside the transit vehicle, preventing any unsupervised time on the public sidewalk or front-yard area.

Arrival/Departure Management: Staff coordinate all transportation to ensure that arrivals and departures are swift and orderly, minimizing idling vehicles or street congestion.

Parking: All required parking will be contained on-site (garage and driveway) to ensure no congestion on the street. The garage has 3 parking spots and the drive way has 2 additional spots. In the garage, 1 spot is reserved for the house van and the other 2 spots for the 2 staff on duty. Staff shifts are 12 hours each so there is no overlapping shift. Day shift is 8 am – 8 pm and night shift is 8 pm – 8 am.

We encourage family involvement but visitation is only permitted on Saturdays and Sundays from 9 am to 6 pm. All visitors must be pre-approved and visitors will use the 2 extra spots on the drive way to park. To prevent parking on the street, visits will be approved for a maximum of 2 vehicles per visitation time slots.

Quiet Enjoyment: Strict "House Rules" including designated quiet hours (e.g., 9:00 PM to 7:00 AM) will be enforced to ensure we remain a respectful neighbor.

The proposed use is inherently residential in nature and will function as a single-family unit. Residents will share common living areas, kitchen facilities, and household responsibilities, mimicking a traditional "family" environment. The exterior of the property at 5848 S Hassett will maintain its original architectural integrity, with no signage, commercial lighting, or structural modifications that would distinguish it from any other home in the RS-6 district. All activities will occur within the home or private backyard, ensuring the use remains consistent with the quiet, residential character of the neighborhood.

The proposed use aligns with the City of Mesa's intent for Transitional Community Residences in residential zoning districts and is compatible with the surrounding neighborhood.

10. Prevention of Clustering and Institutional Atmosphere

The applicant contacted the Planning Division to verify eligibility. There are no known community residences, assisted living homes, or centers within the required 1,200-foot separation radius. By adhering to this spacing requirement, the proposed use prevents the "clustering" of social service facilities. This ensures the neighborhood maintains its residential feel rather than transitioning into an "institutional" corridor. The occupancy of 10 residents is managed to avoid the high-density appearance of a multi-family complex or hospital.

11. Resident Supervision and Off-Site Mobility Policy

Strict Supervision Requirement: To maintain a secure and controlled environment for both our residents and the surrounding Mesa community, the facility enforces a strict **Supervised Community Access Policy**.

Residents are strictly prohibited from leaving the property boundaries at any time unless they are accompanied by a staff member.

Implementation and Oversight:

- **Controlled Egress:** All exits are monitored 24/7 by on-site staff to ensure that no resident departs the premises independently.
 - **Staff-Led Integration:** All community integration activities including shopping, religious services, and recreational trips are conducted as scheduled staff-escorted excursions.
 - **Safety & Accountability:** This policy ensures that residents receive continuous support while off-site and guarantees that the facility maintains 100% accountability for resident locations at all times.
 - **Neighborhood Compatibility:** By requiring staff accompaniment for all off-site movement, the facility effectively eliminates the potential for unsupervised loitering or unauthorized wandering in the neighborhood.
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12. Normalization and Community Integration

A. Purpose and Philosophy

Skybridge Harmony Homes L.L.C. is committed to operating in full alignment with federal Fair Housing principles, Arizona Department of Health Services (ADHS) regulations, and the City of Mesa's zoning intent for Transitional Community Residences.

The purpose of this Normalization and Community Integration Plan is to ensure that residents: Live in a manner consistent with typical residential patterns in the surrounding neighborhood.

Participate in ordinary community life.

Access local businesses, recreation, faith-based institutions, and public amenities.

Develop independent living skills.

Maintain dignity, autonomy, and social inclusion.

The home will operate as a residential household and not as an institutional facility.

B. Community-Based Shopping & Daily Living Activities

Residents are not allowed to leave the property without a staff member.

Residents will participate in routine shopping trips and errands consistent with neighborhood living. Staff will assist residents as needed based on individualized service plans.

Grocery & Household Shopping Locations

- Fry's Marketplace
- Walmart Supercenter
- Target
- Safeway
 - Residents will:
 - Participate in meal planning.
 - Assist with grocery selection and budgeting.
 - Purchase personal hygiene items.
 - Shop for clothing and personal needs.

These activities promote budgeting skills, decision-making, and independence.

C. Recreation & Leisure Activities

Residents will engage in normalized recreational activities within the Mesa community.

- Movie Theater Outings
- AMC Superstition East 12
- Cinemark Mesa 16

Residents will attend community movie showings during regular business hours alongside members of the general public.

D. Parks & Outdoor Activities

- Desert Trails Park
- Eastmark Great Park

E. Faith-Based & Spiritual Participation

- Sun Valley Community Church

F. Community Field Trips & Enrichment Activities

Residents will participate in structured and informal community outings such as:

- Mesa Arts Center
- Arizona Museum of Natural History
- Superstition Springs Center
- Mesa Public Library

G. School and Jobs

This is a 24 hours level of care. Residents are only allowed to attend online schools only or when they stepdown to a lower level of care, they can attend school or get a job.

12. Conclusion

This residence serves a vital community need by providing a supervised, transitional housing. By granting this Special Use Permit, the City of Mesa allows ten individuals the opportunity to live in a safe, residential setting that promotes long-term success while strictly adhering to all city ordinances. This residence will provide an important community-based housing option while preserving the character and safety of the neighborhood.

Authorized Representative

Tumacha Agheneza

Administrator

Skybridge Harmony Homes L.L.C.

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