



SAN DIEGO  
HOUSING  
COMMISSION

We're About People

# San Diego Housing Commission (SDHC)

## City of San Diego Storage Connect Centers Contract Renewals

Presentation to the SDHC Board of Commissioners  
June 11, 2021

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# SDHC – City of San Diego Storage Connect Centers

## Contract Renewals

### Introduction

- The Storage Connect Centers (Centers) serve San Diegans experiencing homelessness by providing a safe place for people to keep their belongings as they look for work, attend classes, meet with homelessness service and housing providers or attend to other personal needs.
- This help keeps personal belongings stored safely off of streets, sidewalks and storefronts.
- The Centers augment storage center services that have been operated by Think Dignity since 2011.



# SDHC – City of San Diego Storage Connect Centers Contract Renewals Introduction (Continued)

- Operated by Mental Health Systems, Inc. (MHS)
- **Center I:**
  - Opened June 13, 2018
  - 500 bins available for individuals experiencing homelessness
  - Hours of operation:
    - Monday - Friday, 7 a.m. - 7 p.m.
    - Saturday and Sunday: 8 a.m. - 11 a.m.
- **Center II:**
  - Opened November 18, 2019
  - 257 bins available (as of April 2021) for persons experiencing homelessness
  - Hours of operation:
    - Monday – Friday, 8 a.m. – 5 p.m.
    - Saturday and Sunday, 8 a.m. – 11 a.m.



# SDHC – City of San Diego Storage Connect Centers Contract Renewals Management and Standards

- Security at the Centers to ensure a safe environment
- Outreach Ambassadors
- Prevention of client queuing/loitering
- No alcohol/drug use permitted on-site
- Coordination with City Departments
  - San Diego Police Neighborhood Policing Team
  - San Diego Environmental Services
- Regular Community Meetings
- Dedicated SDHC Phone Line



# SDHC – City of San Diego Storage Connect Centers Contract Renewals

## Outreach, Security & Community Engagement

- Center staff and the City's Bridge Shelters conduct regular outreach to the area to engage unsheltered individuals and offer services.
- San Diego Police Department coordinates ongoing law enforcement and security presence with the Centers' security.
- Monthly community meetings provide community members with an opportunity to share concerns and ideas with MHS, the City and SDHC, and allow project partners to share information and updates with the community.
- SDHC hosts a dedicated phone line available to community members to raise questions or concerns.



# SDHC – City of San Diego Storage Connect Centers

## Contract Renewals

### Current Capacity

- The proposed contract budget for Center I would support operations at a capacity of 500 storage bins.
- The proposed contract budget for Center II would support operations at the current existing inventory of 257 storage bins, with ability to increase to 500 bins.
- Waiting List  
(as of April 30, 2021):
  - Center I: 9 individuals experiencing homelessness
  - Center II: No waiting list

The Center I



The Center II



Photos courtesy of Mental Health Systems

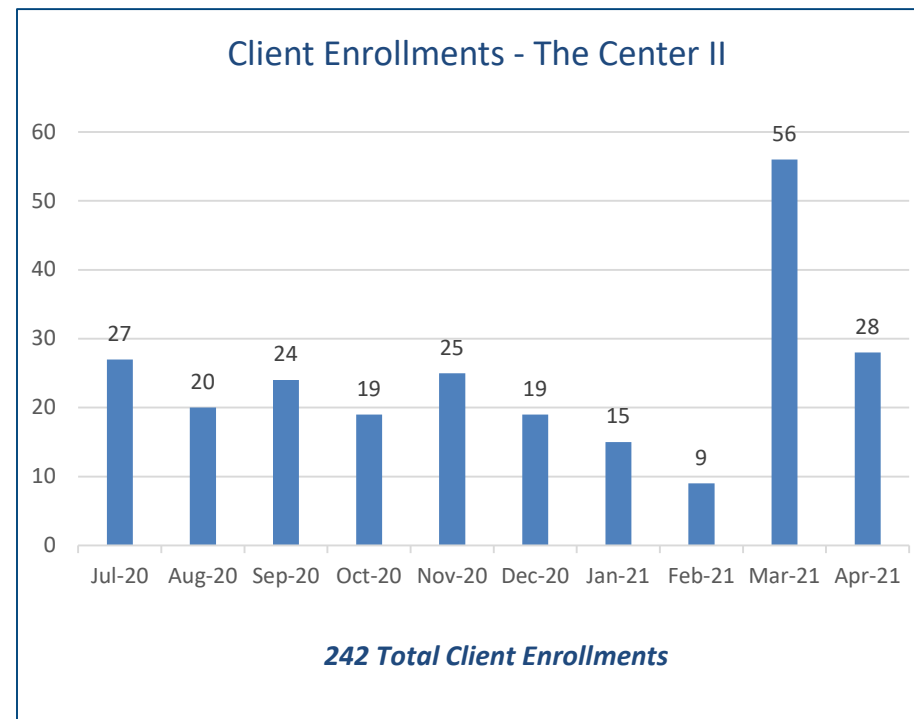
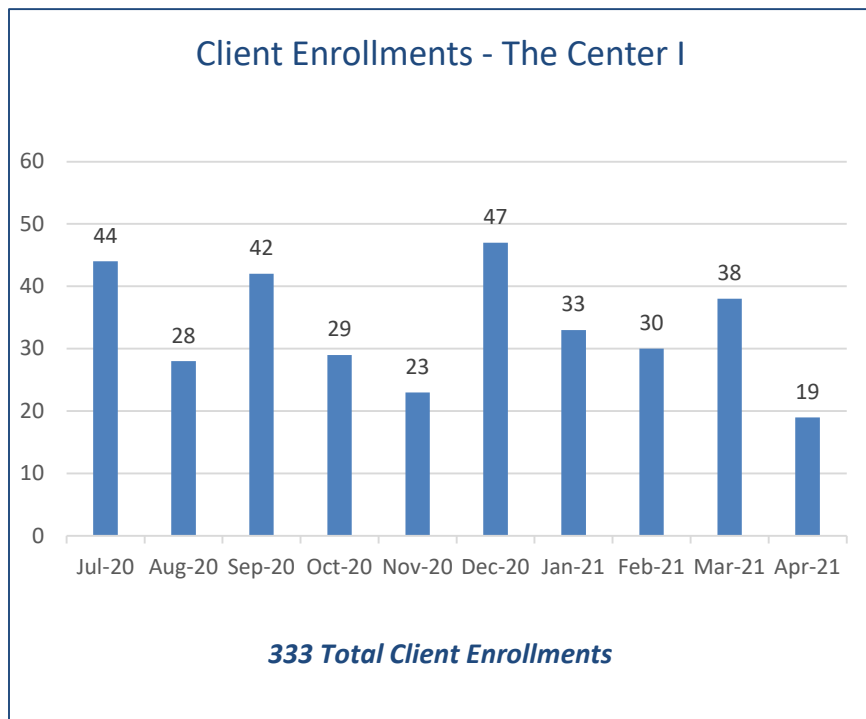


# SDHC – City of San Diego Storage Connect Centers

## Contract Renewals

### New Client Enrollments

July 1, 2020 – April 30, 2021

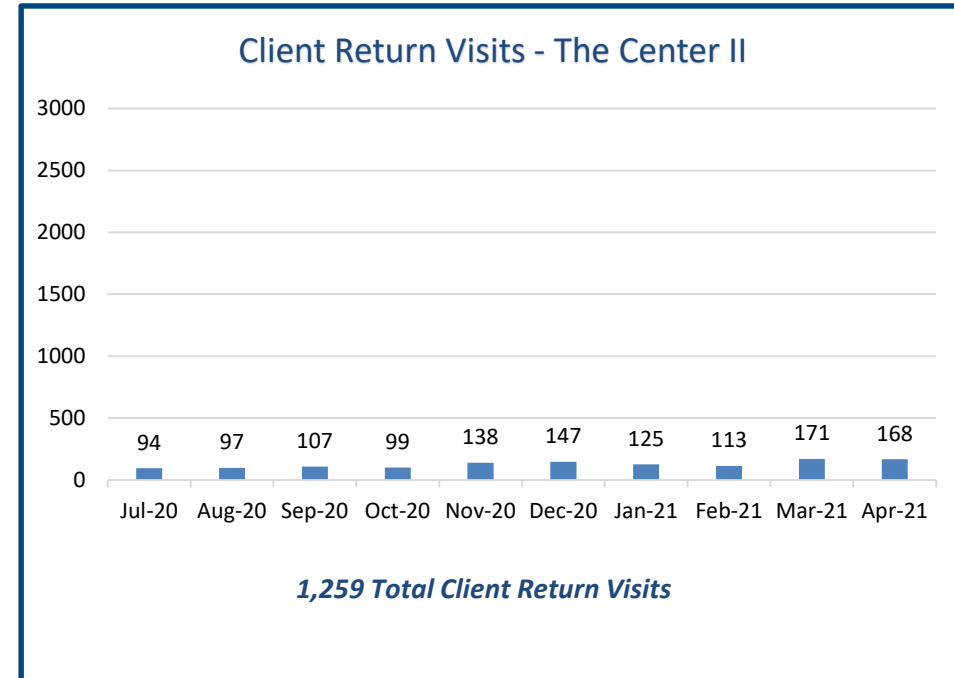
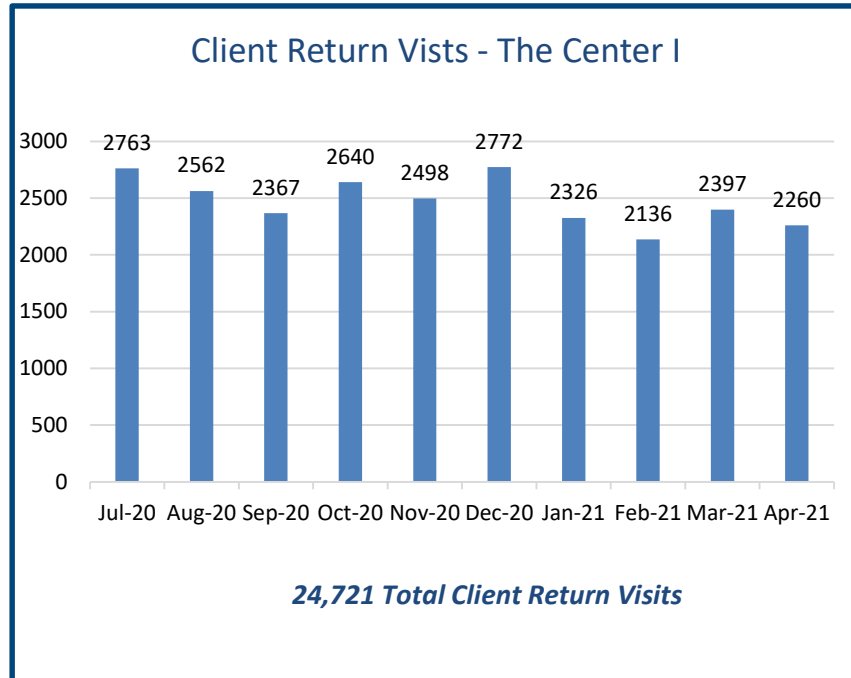


# SDHC – City of San Diego Storage Connect Centers

## Contract Renewals

### Client Return Visits

July 1, 2020 – April 30, 2021





# City of San Diego Storage Connect Centers

## Contract Renewals

### Resource Referrals

July 1, 2020 – April 30, 2021

RESOURCE TYPE	Storage Connect Center I	Storage Connect Center II
Basic Needs	78	94
Food Assistance	64	95
Health Care	45	91
Shelter	51	97
Housing Search and Information	52	94
At Risk/Homeless Housing Related Assistance Programs	44	90
Income Support and Employment	57	94
Mental Health and Substance Use Disorder Services	46	93
Transportation	52	89
<b>TOTAL RESOURCE REFERRALS</b>	<b>489</b>	<b>837</b>



# SDHC – City of San Diego Storage Connect Centers

## Contract Renewals

### Special Populations Served

#### July 1, 2020 – April 30, 2021

<b>SPECIAL POPULATIONS SERVED</b> July 1, 2020- April 30, 2021	<b>Storage Connect Center I</b>	<b>Storage Connect Center II</b>
Total Persons Served	<b>763</b>	<b>318</b>
Transitional Age Youth (18-24)	22 <b>3%</b>	10 <b>3%</b>
Individuals Age 55+	268 <b>35%</b>	109 <b>34%</b>
Chronically Homeless Persons	301 <b>39%</b>	111 <b>35%</b>
Persons with a Disability (any)*	420 <b>55%</b>	219 <b>69%</b>
Persons with a Physical Disability*	226 <b>30%</b>	117 <b>37%</b>
Persons with a Mental Health Problem*	252 <b>33%</b>	126 <b>40%</b>
Persons with a Drug and/or Alcohol Use Disorder*	132 <b>17%</b>	64 <b>20%</b>
Veterans	52 <b>7%</b>	16 <b>5%</b>

*\*Data are self-reported by program participant.*



# SDHC – City of San Diego Storage Connect Centers Contract Renewals Fiscal Considerations

	Operating Agreement July 1 , 2021 – December 31, 2021
Center I	\$624,971
Center II	\$360,332
Total	<b>\$985,303</b>



# SDHC – City of San Diego Storage Connect Centers

## Contract Renewals

### Staff Recommendations

#### **That the SDHC Board of Commissioners take the following actions:**

- 1) Approve the execution of a six-month Non-Competitive agreement under Procurement Policy 9.4, with Mental Health Systems (MHS), contingent on necessary City of San Diego (City) approvals, if any, to operate the Transitional Storage Center, currently known as the Storage Connect Center I, located at 116 South 20<sup>th</sup> Street, San Diego, California 92113, for a term of July 1, 2021, through December 31, 2021, with a budget of \$624,971, on terms and conditions as set forth in the Agreement, as it may be amended upon advice of SDHC's General Counsel;
- 2) Approve the execution of a Non-Competitive agreement under Procurement Policy 9.4 with MHS, contingent on necessary City approvals, if any, to operate the Transitional Storage Center, currently known as the Storage Connect Center II, located at Lea Street Terminus, San Diego, California 92105, for a term of July 1, 2021, through December 31, 2021, with a budget of \$360,332, on terms and conditions as set forth in the Agreement, as it may be amended upon advice of SDHC's General Counsel;



# SDHC – City of San Diego Storage Connect Centers Contract Renewals Staff Recommendations (Continued)

- 3) Authorize SDHC's President & CEO, or designee, to take such actions as are reasonably necessary to implement the approvals referenced in this report; and
- 4) Authorize the President & CEO, or designee, to substitute funding sources and/or increase compensation by not more than 20 percent of the total agreement amount for the proposed agreement, if necessary, without further action by the SDHC Board of Commissioners (Board), but only if and to the extent that funds are determined to be available for such purposes.



## SDHC – City of San Diego Storage Connect Centers Contract Renewals

# Questions & Comments

