



SAN DIEGO  
HOUSING  
COMMISSION

We're About People

# San Diego Housing Commission (SDHC) Homeless Housing Innovations

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# SDHC - Homeless Housing Innovations

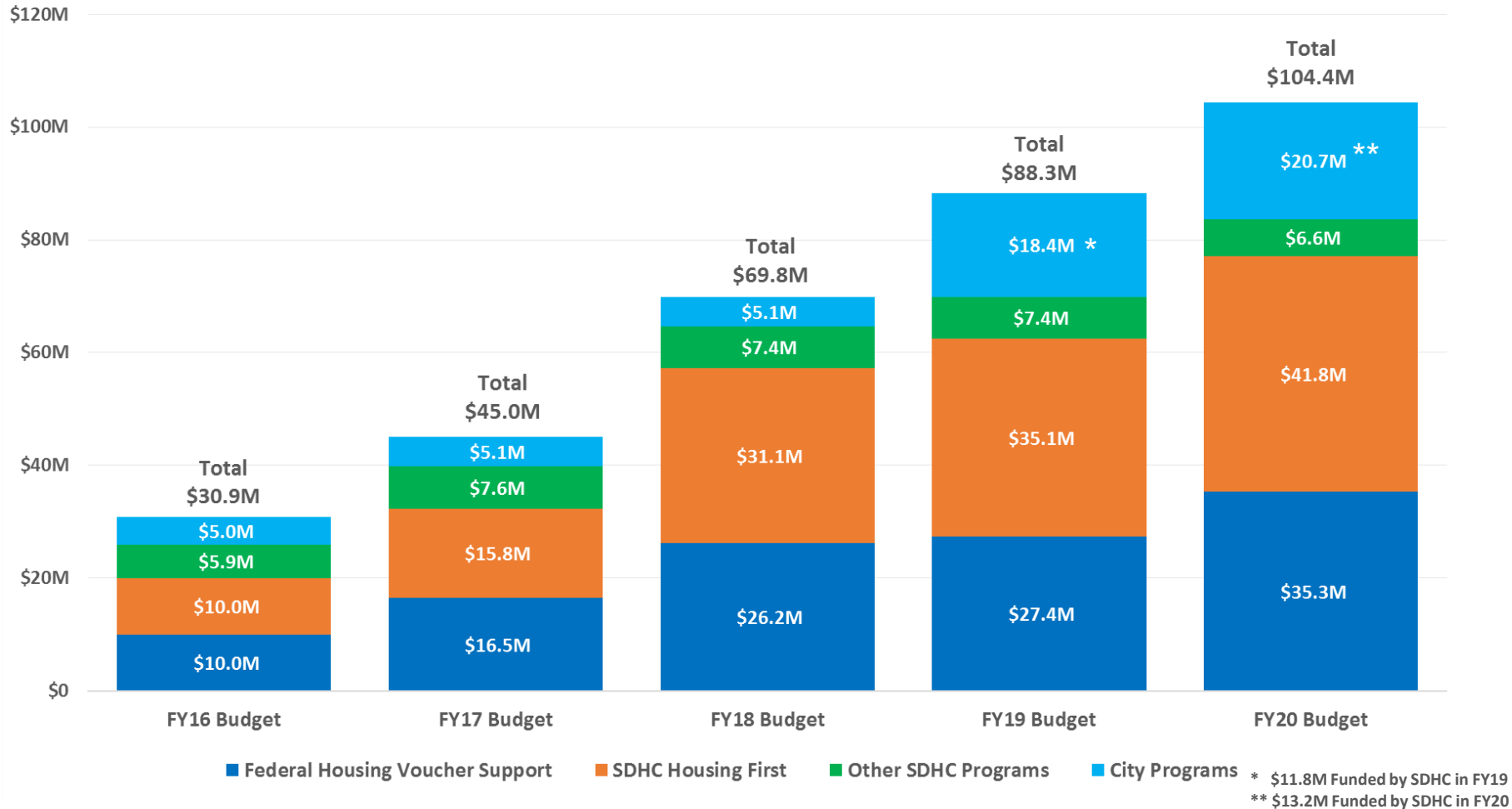
## Introduction

- 2010:
  - SDHC began administering City of San Diego Homeless Shelters and Services Programs.
  - SDHC became one of the initial public housing agencies in the nation to receive HUD approval to use federal rental housing voucher funding to address homelessness.
- 2013: SDHC created its Homeless Housing Innovations Division.
- 2014: SDHC launched its initial HOUSING FIRST – SAN DIEGO homelessness action plan
- 2017: SDHC launched the current phase of HOUSING FIRST – SAN DIEGO
- Today: SDHC's Homeless Housing Innovations Division consists of 35 staff members.



# SDHC - Homeless Housing Innovations

## FY2016 – FY2020 Total Homelessness Programs Budget



# San Diego Housing Commission

## HOUSING FIRST – SAN DIEGO

# 8,777

## Permanent Housing Opportunities Created Since November 12, 2014

- 807 New Units – SDHC Board approved and/or currently under construction
- 7,970 Permanent housing opportunities created  
(Completed developments [541 units], vouchers committed and other programs)
- HOUSING FIRST – SAN DIEGO, SDHC's Homelessness Action Plan
  - Initial Phase: November 12, 2014 – June 30, 2017
    - 2,934 Housing Opportunities Created
  - Current Phase: July 1, 2017 – June 30, 2020
    - 5,843 Housing Opportunities Created through January 31, 2020



# SDHC - Homeless Housing Innovations

City of San Diego  
Homeless Shelters and Services Programs

## **38 Contracted Programs**

11 Permanent Supportive Housing

9 Rapid Rehousing

3 Transitional Housing

3 Interim Housing Programs

4 Temporary Bridge Shelters

8 Supportive Services



# SDHC - Homeless Housing Innovations

## City of San Diego Bridge Shelters

- Four Bridge Shelters provide a total of 951 shelter beds:
  - Father Joe's Villages: Shelter for Families with Children, Single Women and Transition-Age Youth – 288 beds
  - Alpha Project for the Homeless: Shelter for Single Adults – 324 beds
  - Alpha Project for the Homeless: Shelter for Flexible Population – 139 beds
  - Veteran's Village of San Diego: Shelter for Veterans – 200 beds



*City Bridge Shelter  
1710 Imperial Avenue  
139 Beds  
Operator: Alpha Project*





# SDHC - Homeless Housing Innovations

## City of San Diego Bridge Shelters - Operations

- The City's Bridge Shelters provide low-barrier access, and follow client-focused best practices, in a service-rich environment with multiple partner agencies providing on-site services, including the County of San Diego, Family Health Centers of San Diego, and many others.
- Persons experiencing homelessness that have been matched to a housing resource through the Coordinated Entry System (CES) are prioritized for shelter entry, and when beds remain available, emergency shelter is provided to persons in need.
- Once enrolled, clients are provided with temporary shelter, case management, and housing navigation services to transition individuals and families who are experiencing homelessness for the most appropriate permanent or longer-term housing solution.



# SDHC - Homeless Housing Innovations

## City of San Diego Bridge Shelters – Outreach

- Client Outreach
  - The Bridge Shelter Outreach Teams conduct outreach and engagement to persons experiencing homelessness in the immediate vicinity of the Bridge Shelters and throughout the City.
  - The broader outreach efforts in the City are focused on neighborhoods with high concentrations of persons experiencing homelessness and rotate through the neighborhoods according to a weekly schedule, while ensuring that staff are focused on building relationships through ongoing engagement.
  - The goal of strong engagement is to be able to case manage and navigate persons to community resources and opportunities to access to CES and other potential opportunities for shelter, longer term or permanent housing.
- Community Outreach



# SDHC - Homeless Housing Innovations

## City of San Diego Bridge Shelters – Outcomes

- Total Persons Served Since Opening: 5,739
  - Father Joe's Villages (Families, Single Women and TAY): 945
  - Alpha Project (Single Adults): 2,586
  - VVSD (Veterans): 1,829
  - Alpha Project (Flexible Population): 379
- Total Exits to Permanent or Longer-Term Housing: 1,173
  - Father Joe's Villages: 376
  - Alpha Project (Single Adults): 385
  - VVSD: 401
  - Alpha Project (Flexible Population): 11



# SDHC - Homeless Housing Innovations

## City of San Diego Storage Connect Center

- Operator: Mental Health Systems
- Opened on June 13, 2018
- Up to 500 storage bins available
- For the first 90 days, all new clients were accepted by referral or from the waiting list for the City's Homeless Transitional Storage Center (operated by Think Dignity).
- On September 11, 2018, the Storage Connect Center began accepting walk-in clients as well as clients referred from any source.



*City Storage Connect Center*

*116 South 20<sup>th</sup> Street*

*Hours open:*

*Monday through Friday, 7 a.m. – 7 p.m.*

*Saturday and Sunday, 8 a.m. – 11 a.m.*



# SDHC - Homeless Housing Innovations

## City of San Diego Storage Connect Center - Operations

- The Storage Connect Center provides a safe place for individuals experiencing homelessness to store belongings as they look for work, attend classes, meet with a service provider or doctor, or otherwise attend to their personal needs.
- In addition to running the storage facility, Mental Health Systems (MHS) provides the following:
  - 24-hour security to ensure a safe environment at the Storage Connect Center for clients, volunteers, and community members
  - Outreach and engagement with persons experiencing homelessness
  - Referrals to community partners
  - Community engagement and Good Neighbor practices



# SDHC - Homeless Housing Innovations

## City of San Diego Storage Connect Center - Outreach

- Community Advisory Committee 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.
- Outreach workers from the Center and the City's Bridge Shelters conduct regular ongoing visits to the area to engage individuals and offer services.
- SDPD coordinates ongoing law enforcement and security presence with the Center's security agency daily.
- SDHC hosts a dedicated phone line available to community members to raise questions or concerns.



# SDHC - Homeless Housing Innovations

## City of San Diego Storage Connect Center - Outcomes

- July 2019 to January 2020:
  - Number of Check-Ins: 21,675
  - Number of Persons Served: 837
  - Number of Exits: 337
  - Number of Resource Referrals: 592
- Moves to Permanent Housing Since Opening: 98
- January 2020:
  - Number of Check-Ins: 3,686
  - Number of Persons Served: 544
  - Number of Exits: 44
  - Number of Resource Referrals: 88
- Moves to Permanent Housing in January: 3



# SDHC - Homeless Housing Innovations

## City of San Diego Housing Navigation Center

- Operator: Family Health Centers of San Diego
- Opened on December 3, 2019
- Serves as a centralized hub for the provision of services and resources for persons experiencing homelessness.
- Aligns with Housing First principles.
- Serves as entry point for the Coordinated Entry System (CES).
- Coordinates with the Regional Task Force on the Homeless (RTFH)



*City Housing Navigation Center  
1401 Imperial Avenue  
Hours open:  
Monday through Friday, 7 a.m. – 7 p.m.  
Saturday and Sunday, 8 a.m. – 12 p.m.*



# SDHC - Homeless Housing Innovations

## City of San Diego Housing Navigation Center - Operations

- Designed to centralize services and resources for persons experiencing homelessness, the HNC provides on-site intake, assessment, triage and referrals for permanent and longer-term housing opportunities.
- Family Health Centers' staff assist individuals by providing crisis management, linking and referring to mainstream benefits to help address barriers to housing stability, and working in collaboration with an array of partner agencies.
- Family Health Centers coordinates with City of San Diego Bridge Shelter Outreach Teams to ensure efficient coverage of the City.
- Family Health Centers has entered into a Memorandum of Understanding (MOU) with 27 agencies to provide services at the Navigation Center, and has more than 35 partner agencies.



# SDHC - Homeless Housing Innovations

## City of San Diego Housing Navigation Center - Outreach

- A Neighborhood Advisory Committee (NAC) meets monthly and provides a forum for addressing community concerns, strengthening partnerships, and encouraging community involvement.
  - In addition to SDHC and Family Health Center staff, NAC representatives include the East Village Association, SDPD, City Council staff, and Mayoral staff.
- Family Health Centers works closely with the SDPD to promote the health and safety of HNC customers, partners, local businesses and neighborhood residents.



# SDHC - Homeless Housing Innovations

## City of San Diego Housing Navigation Center – Outreach (Continued)

- The HNC's team of Navigators began conducting initial outreach in April 2019. As Housing Navigators were hired and trained, they conducted extensive outreach work, engaging unsheltered clients in the immediate vicinity of the HNC through repeated contacts.
- Since the HNC began conducting street outreach efforts in April 2019 through January 31, 2020:
  - 1,444 contacts with 427 unique persons.
  - 56% of all persons contacted through outreach have also been engaged in ongoing case management efforts.
  - 108 total persons have been exited from street outreach services; 44% have exited to positive destinations.



- Outcomes from December 3, 2019, to January 31, 2020
  - Total Persons Served: 301
  - Participants Connected to a Housing Navigator: 235
  - Number of Resource Referrals Provided to Participants: 811
  - Number of Individuals Accessed On-Site or Outreach Services: 695



# SDHC - Homeless Housing Innovations System Performance

- The City and SDHC continue to Pilot Innovative Programs
  - Evaluate program outcomes and challenges,
  - Analyze data and identify areas for improvement, and
  - Redesign and reallocate resources for system performance and improvement.
- San Diego City College Partnership
- Leveraging Industry Expertise
  - City of San Diego Community Action Plan on Homelessness
  - Intensive training through ongoing Learning Collaboratives that build capacity and skill.
  - Requests for Proposals – Independent Evaluation of New Programs
    - Bridge Shelter Evaluations
    - Housing Navigation Center and Day Center Evaluation



# Questions & Comments

