

San Diego City Council Meeting

PHONE-IN TESTIMONY PERIOD NOW OPEN FOR Coucil ITEM S504 and Housing Authority ITEM 6: Storage Connect Centers

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SAN DIEGO
HOUSING
COMMISSION

We're About People

San Diego Housing Commission (SDHC) City of San Diego's Storage Connect Centers June 16, 2020

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Director, Housing First Administration
Homeless Housing Innovations



City of San Diego Storage Connect Centers

Introduction

- The Storage Connect Center (Center I), offers a safe place for individuals experiencing homelessness to keep their belongings as they look for work, attend classes, or meet with service providers.
- On November 18, 2019, the Storage Connect Center II (Center II) in District 9 opened. The Center II operates under the same program model as the original Center I.
- The Centers augment storage center services that have been operated by Think Dignity since 2011.
- The Centers also help to keep homeless San Diegan's belongings off of streets, sidewalks, and storefronts.





City of San Diego Storage Connect Centers

Introduction (Continued)

- Operated by Mental Health Systems, Inc. (MHS)
- Center I
 - Opened June 13, 2018
 - 500 bins available for persons 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
 - 116 bins available (as of May 2020) for persons experiencing homelessness
 - Hours of operation:
 - Monday – Friday, 8 a.m. – 5 p.m.
 - Saturday and Sunday, 8 a.m. – 11 a.m.





City of San Diego Storage Connect Centers Management and Standards

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





City of San Diego Storage Connect Centers

Outreach, Security & Community Engagement

- Center staff and the City's three Bridge Shelters conduct regular outreach to the area to engage unsheltered individuals and offer services.
- SDPD 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.



City of San Diego Storage Connect Centers

Current Capacity

- The proposed contract renewal for the Center I would continue operations at the current capacity of 500 storage units.
- The proposed initial contract execution for the Center II would continue operations at the current capacity of 116 storage units, with the ability to increase to 500 bins.
- Waiting List (as of April 30, 2020):
 - Center I: 35 individuals experiencing homelessness.
 - Center II: No waiting list

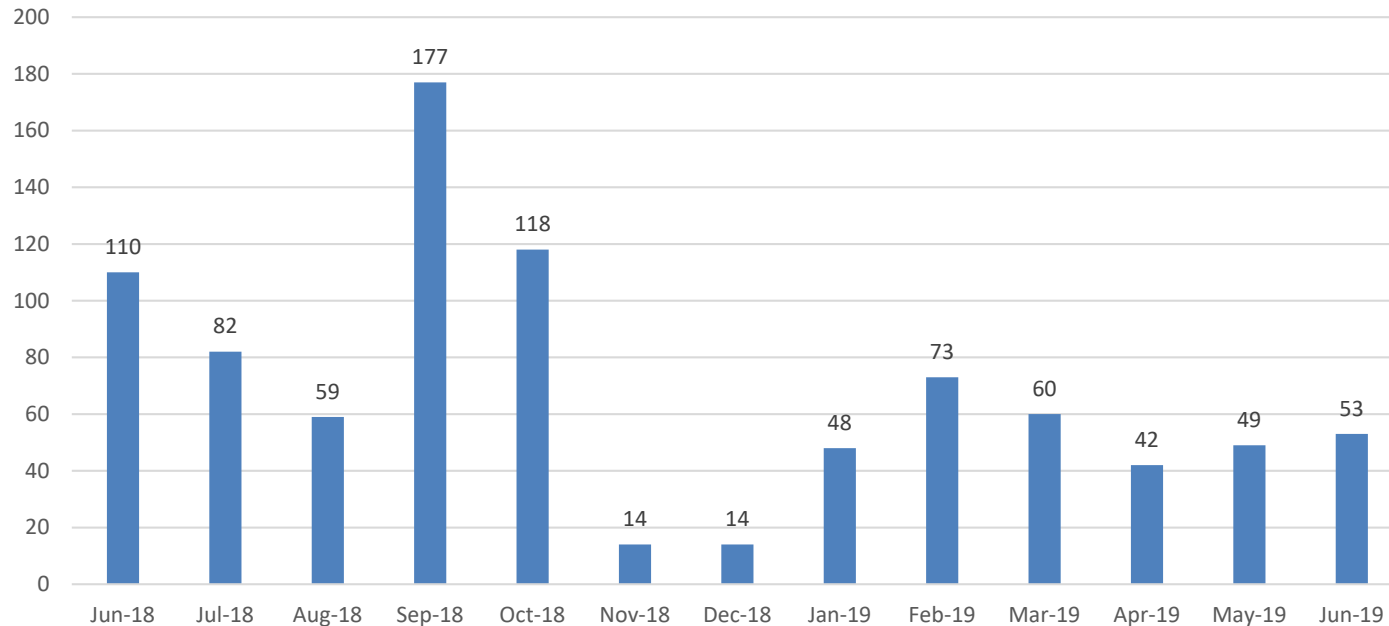


Photo courtesy of Mental Health Systems

The Center I



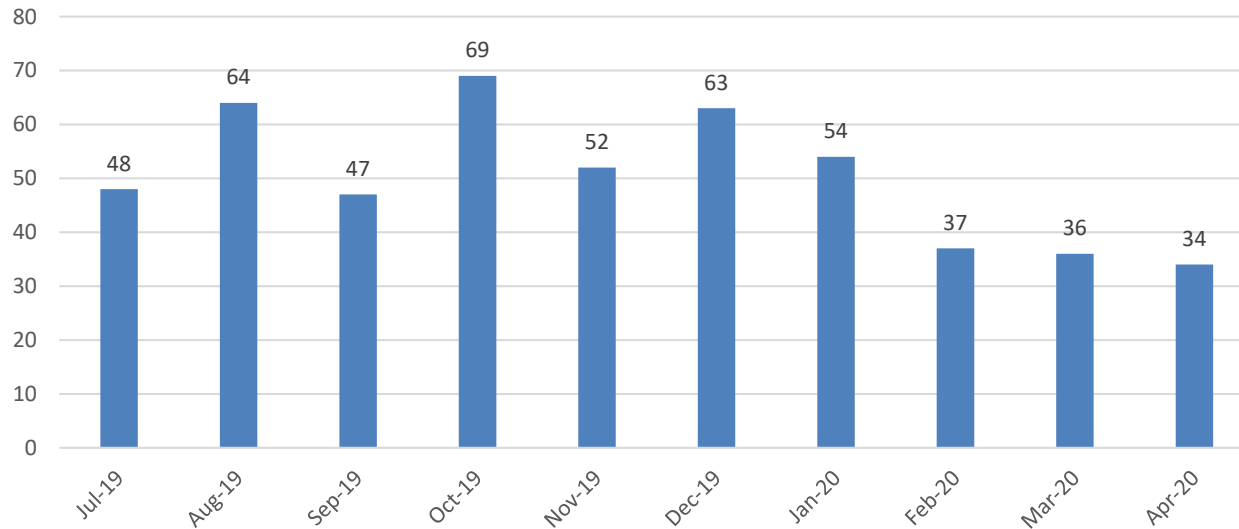
City of San Diego Storage Connect Centers New Client Enrollments Center I: June 13, 2018 – June 30, 2019



899 Total Client Enrollments



City of San Diego Storage Connect Centers New Client Enrollments Center I: July 1, 2019 – April 30, 2020



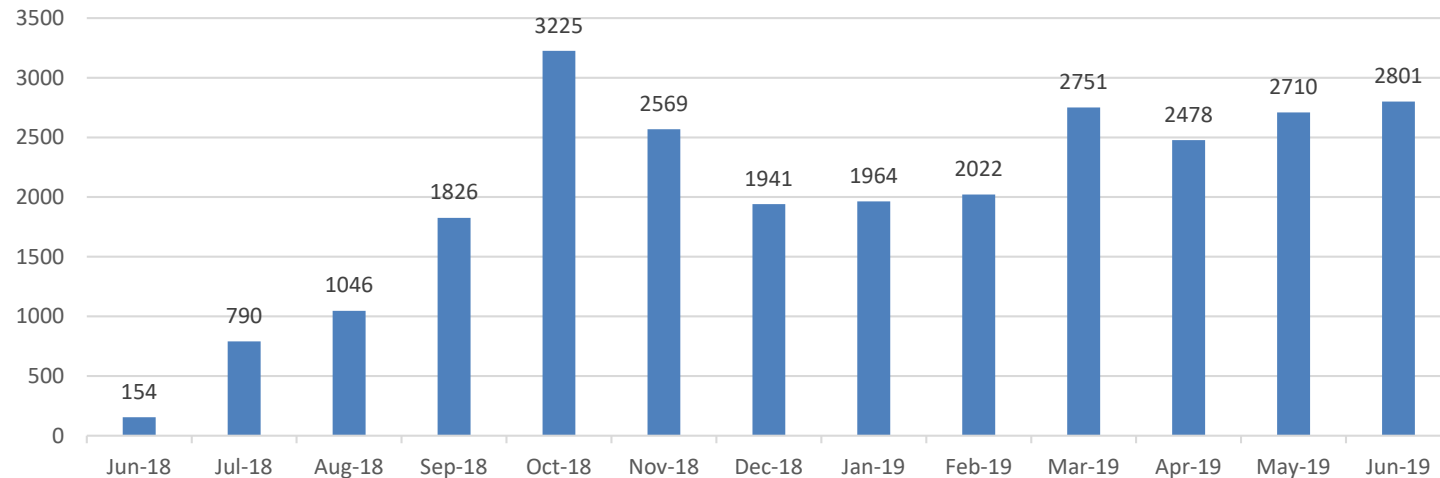
504 Total Client Enrollments



City of San Diego Storage Connect Centers

Client Return Visits

Center I: June 13, 2018 – June 30, 2019



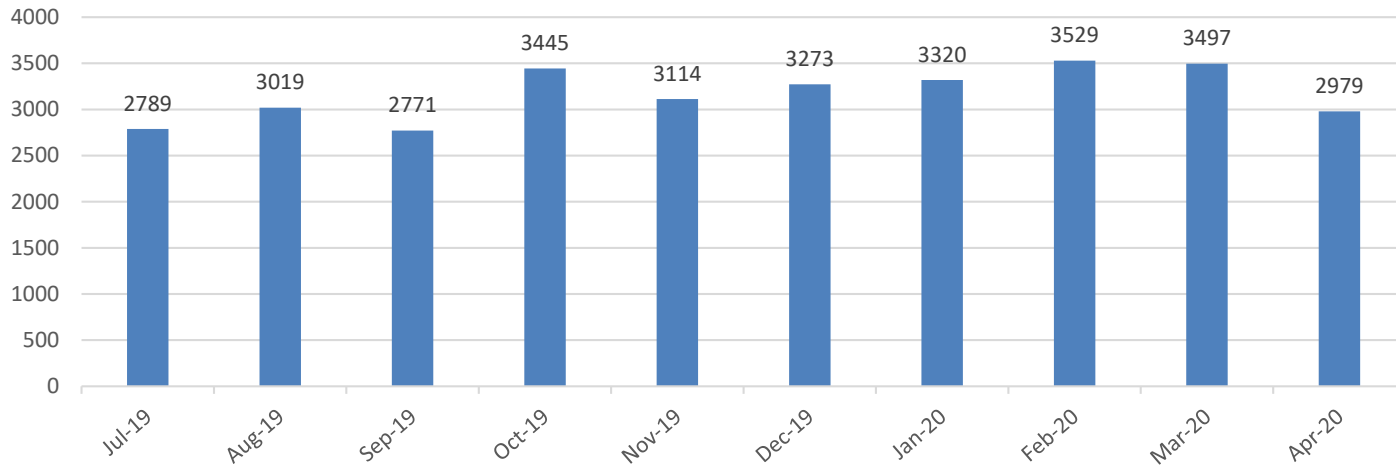
26,277 Total Client Return Visits



City of San Diego Storage Connect Centers

Client Return Visits

Center I: July 1, 2019 – April 30, 2020



31,736 Total Client Return Visits



City of San Diego Storage Connect Centers

Resource Referrals Out

Center I: June 13, 2018 – April 30, 2020

RESOURCE TYPE	TOTAL REFERRALS SINCE OPENING
Basic Needs	292
Food Assistance	222
Health Care	135
Shelter	195
Housing Search and Information	202
At Risk/Homeless Housing Related Assistance Programs	66
Income Support and Employment	170
Mental Health and Substance Use Disorder Services	148
Transportation	97
TOTAL RESOURCE REFERRALS	1,527



City of San Diego Storage Connect Centers

Special Populations Served

Center I: June 13, 2018 – April 30, 2020

SPECIAL POPULATIONS SERVED SINCE CENTER OPENING	
Total Persons Served Since Opening	1,273
Transitional Age Youth (18-24)	46
	4%
Individuals Age 55+	403
	32%
Chronically Homeless Persons	460
	36%
Persons with a Disability (any)	489
	38%
Persons with a Physical Disability	237
	19%
Persons with a Mental Health Problem	296
	23%
Persons with a Drug and/or Alcohol Use Disorder	187
	15%
Veterans	85
	7%





City of San Diego Storage Connect Centers

Estimated Costs – Center I

Lease

	Year 1* (April 2018 - June 2019)	Year 2 (July 2019 - June 2020)	Year 3 (July 2020 - June 2021)
Base Annual Rent	\$ 221,100.00	\$ 182,186.40	\$ 207,652
Operating Expense (Estimated)	\$ 25,000.00	\$ 20,000.00	N/A
Security Deposit	\$ 15,637.67	N/A	N/A
Total:	\$ 261,737.67	\$ 202,186.40	\$ 207,652

*The Housing Commission allocated funds in the FY2018 Budget for the initial 3 months of the initial lease. Funds were further allocated for the FY2019 budget from July 1, through June 30.

Operations & Tenant Improvements

Service/Expense	Year 1 (May, 13, 2018 - June 30, 2019)	Year 2 (July 1, 2019 - June 30, 2020)	Year 3 (July 1, 2020 - June 30, 2021)
Operating Agreement	\$ 1,350,912.26	\$ 1,190,828.40	\$ 1, 249,942.00
Tenant Improvements	\$ 75,817.00	N/A	N/A
Total	\$ 1,426,729.26	\$ 1,190,828.40	\$ 1,249,942.00



City of San Diego Storage Connect Centers

Estimated Costs – Storage Connect Center II

Operations & Start-Up Costs

Service/Expense	City – Year 1 (November 18, 2019 – June 30, 2020)	SDHC - Year 1* (July 1, 2020 - June 30, 2021)
Operating Agreement	\$ 446,470.67*	\$ 720,664.00
Start- Up Costs	\$ 50,958.00	N/A
Total	\$ 497,428.67	\$ 720,664.00

*Operational year two. However, year one for SDHC contracting purposes.

** The original operating cost for Center II was for the term of November 18, 2019, to November 18, 2020, in the amount of \$669,706.00. The amount included in the table is prorated to reflect a contract term of 8 months (November 2019 - June 2020).



City of San Diego Storage Connect Centers Staff Recommendations

That the Housing Authority of the City of San Diego take the following actions:

- 1) Approve the execution of the second one-year renewal option and third amendment of the Agreement with Mental Health Systems (MHS), contingent on necessary City of San Diego approvals, if any, to operate the Center for a term of July 1, 2020, through June 30, 2021, with a corresponding budget at current capacity of 500 storage units at any one time with an annual budget amount of \$1,256,221.00, on terms and conditions as set forth in the agreement, which is attached hereto as Attachment No. 1, as it may be amended upon advice of General Counsel of the Housing Commission;



City of San Diego Storage Connect Centers Staff Recommendations (Continued)

- 2) Approve the execution of an initial one-year contract using a sole source justification, contingent on necessary City of San Diego 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, 2020, through June 30, 2021, at current capacity of up to 500 storage units at any one time with an annual budget amount of \$720,664, on terms and conditions as set forth in the Agreement, which is attached hereto at Attachment No. 2, as it may be amended upon advice of General Counsel of the Housing Commission;
- 3) Authorize the President & CEO to take such actions as are reasonably necessary to implement the approvals referenced in this report;



City of San Diego Storage Connect Centers Staff Recommendations (Continued)

- 4) Authorize the President & CEO of the Housing Commission, 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 Board of Commissioners (Board) of the Housing Commission, but only if and to the extent that funds are determined to be available for such purposes; and

That the Housing Authority and the City Council take the following action:

Authorize approval of the proposed Memorandum of Understanding between the Housing Commission and the City of San Diego specific to the provision of both the Transitional Storage Centers.



Questions?



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