



SAN DIEGO  
HOUSING  
COMMISSION

## INFORMATIONAL REPORT

**DATE ISSUED:** November 6, 2020

**REPORT NO:** HCR20-105

**ATTENTION:** Chair and Members of the San Diego Housing Commission  
For the Agenda of November 13, 2020

**SUBJECT:** September 2020 Reporting Update for City of San Diego's Storage Connect Center I

### **NO ACTION IS REQUIRED ON THE PART OF THE HOUSING COMMISSION**

#### **SUMMARY**

The Housing Authority of the City of San Diego (Housing Authority) and San Diego City Council (City Council) require the San Diego Housing Commission (Housing Commission) to "provide written reports on number of Clients served, utilization rate, any changes to operation, outreach activity, connections to other services and housing, at least monthly and upon request by the Council President/Chair of the Housing Authority" (Housing Authority Resolution HA-1777).

#### **BACKGROUND**

The Housing Commission administers the agreements for the City of San Diego's (City) Homeless Shelters and Services Programs based on a Memorandum of Understanding (MOU) between the Housing Commission and the City of San Diego (City) that first took effect on July 1, 2010. The Housing Commission and City entered into a separate MOU for the City's Temporary Bridge Shelter Programs, which was approved by the Housing Commission Board of Commissioners on November 3, 2017, as well as the Housing Authority and City Council (City Council) on November 14, 2017. On March 20, 2018, the City Council authorized the execution of a First Amendment to the MOU (Resolution R-311627) to also address the duties of the parties concerning the Storage Connect Center (Center) located at 116 South 20<sup>th</sup> Street, San Diego, CA 92113. The Housing Commission and City bifurcated the Temporary Bridge Shelter MOU and entered into a separate MOU for the City's Transitional Storage Programs, which was approved by the Housing Commission Board of Commissioners on June 12, 2020, as well as the Housing Authority and City Council on June 16, 2020.

As part of the March 2018 approval, the Housing Commission re-allocated up to \$1,068,743 in funding, which included savings realized on start-up and operating costs of the City's Temporary Bridge Shelters, to support the Center. This approval supported the oversight and management of the Center, which helps keep homeless San Diegans' belongings off of downtown streets, sidewalks, and storefronts by providing a safe place for individuals to keep their belongings as they look for work, attend classes, meet with a service provider or doctor, or otherwise attend to their personal needs. On February 8, 2019, the Housing Commission approved the execution of the first one-year renewal option of the Agreement with Mental Health Systems (MHS) to operate the Center for a term of July 1, 2019, through June 30, 2020, with a corresponding budget of \$1,190,828.40.

The recommendations were presented to the Housing Authority for review on March 12, 2019. The Housing Authority approved the execution of the first one-year renewal option of the Agreement with MHS, contingent on the successful presentation of a plan by the City of San Diego to the City Council, regarding identification of an additional storage center site as well as a proposal for a comprehensive community engagement strategy for the implementation of the identified site. The City of San Diego completed this request and sent a status update Memo to the Council in June 2019. The first one-year renewal option of the Agreement was subsequently executed with MHS.

On June 12, 2020, the Housing Commission approved the execution of the second one-year renewal option of the Agreement with Mental Health Systems (MHS) to operate the Center for a term of July 1, 2020, through June 30, 2021, with a corresponding budget of \$1,249,942.

### **MONTHLY REPORTING SUMMARY – SEPTEMBER 2020**

The tables below provide an overview of data captured in the 28<sup>th</sup> month of operations for the Center, operated by MHS, which opened on June 13, 2018. The Center is open Monday through Friday from 7 a.m. to 7 p.m., and Saturday and Sunday from 8 a.m. to 11 a.m.

The Center has seven inventory specialists on staff, including two bilingual inventory specialists, conducting client intakes and storage bin assignments, as well as assisting clients with ongoing access to containers in a supervised staging area. Pursuant to the Housing Authority approval of the operating agreement (Resolution No. HA-1777), the Center provides a maximum of 500 storage bins<sup>1</sup> that can be utilized at a time. As of September 30, 2020, 470 bins were assigned to clients. In total, the Center enrolled 42 new clients in September and served 509 total clients throughout the month of September. Of the 509 clients served in September, 448 of them returned to the Center to access their storage bins, and the total number of return check-ins in September was 2,361. Thirty-eight clients exited the Center in September.

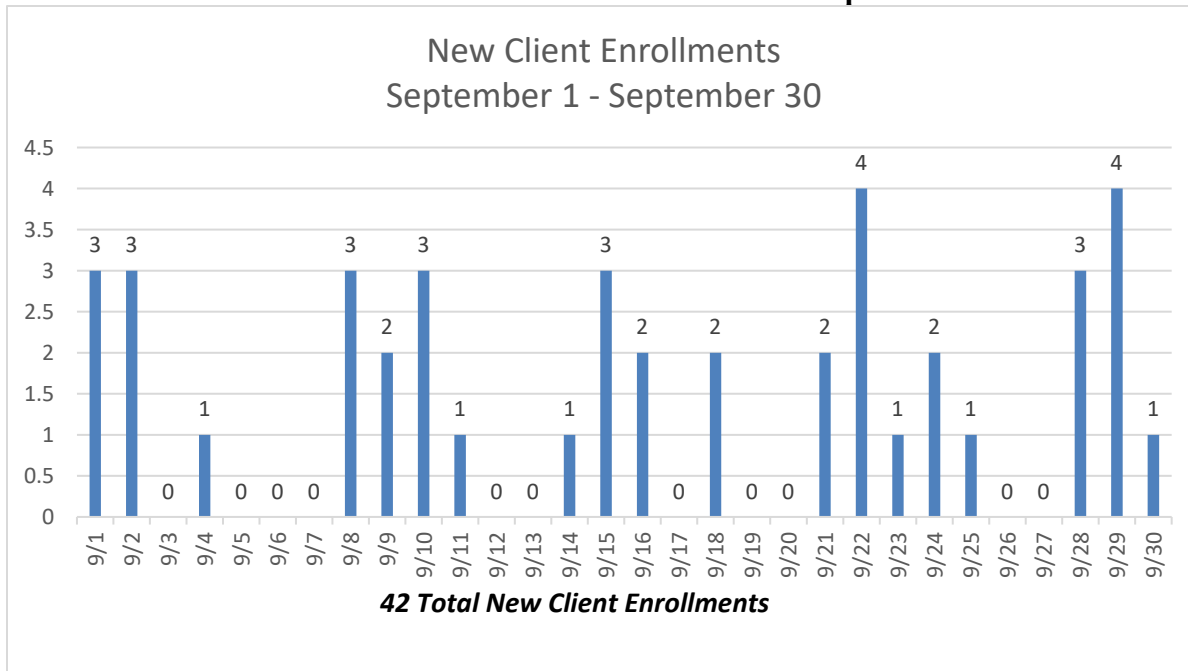
During the reporting period, several successes have been noted by MHS. These include but are not limited to:

- 126 individuals have successfully moved into permanent housing since Center opening;
- 470 individuals remained enrolled in the program as of September 30, 2020; and
- The Center provided 61 resource referrals to Center clients in September 2020.

---

<sup>1</sup> The Housing Authority and the City Council mandated a maximum of 500 storage units in the March 2018 approval for operation of the Center.

**Table One: New Client Enrollments September 2020**



**Table Two: Client Return Visits to Access Belongings September 2020**



**Table Three: Resource Referrals for Enrolled Clients in September 2020**

RESOURCE TYPE	TOTAL REFERRALS IN SEPTEMBER 2020
Basic Needs	9
Food Assistance	10
Health Care	5
Shelter	8
Housing Search and Information	6
Income Support and Employment	6
Mental Health and Substance Use Disorder Services	9
Transportation	5
At-Risk Homeless Housing Related Assistance Programs	3
<b>TOTAL RESOURCE REFERRALS</b>	<b>61</b>

**Table Four: Summary of Weekday and Weekend Check-Ins Fiscal Year 2021**

Summary of Check-Ins: July 1, 2020 – September 30, 2020				
	Weekend	Weekday	Saturday	Sunday
<b>July 2020</b>	290	2,475	147	143
<b>August 2020</b>	395	2,166	190	205
<b>September 2020</b>	301	2,060	147	154
<b>Total</b>	986	6,701	484	502
<b>Average Check-Ins</b>	329	2,234	161	167

### **STORAGE CENTER ACTIVITY OVERVIEW**

The Storage Center serves San Diegans who are experiencing homelessness. Of the total population enrolled in the program since the opening of the Center, 42 percent identified as having a disability, 37 percent experienced chronic homelessness, 32 percent were 55 years of age or older, and 7 percent were veterans.<sup>2</sup>

Center staff conduct basic outreach activities in the area surrounding the Center. Center staff also act as ambassadors to community members so community members can provide input on areas of need, raise any concerns they may have, and obtain general information about how to contact the facility operator or City services, such as San Diego Police Department (SDPD), Environmental Services Department (ESD), and the Mayor's office or the Housing Commission. In April 2020, Center outreach staff

<sup>2</sup> Some persons may report more than one indicator of vulnerability.

transitioned to also act as Inventory Specialists to provide needed additional operational support. Inventory Specialists are cross-trained to conduct outreach and rotate schedules during slower times of the day to continue to reach out to homeless individuals within the neighboring community and act as ambassadors to community members. The City's Bridge Shelter Outreach teams as well as the SDPD's Homeless Outreach Team continue to conduct regular outreach activities and provide support to individuals experiencing unsheltered homelessness throughout the City, including the neighborhood surrounding the Center.

SDPD coordinates ongoing law enforcement and security presence with the Center's security agency daily and supports the security company in managing the security needs in the direct vicinity of the site while SDPD focuses on the surrounding neighborhood.

### **COMMUNITY ENGAGEMENT**

Prior to the opening of the Center, the operator, MHS, sought the input of residents in the neighborhoods surrounding the Center to ensure a successful collaboration with the community. A Community Advisory Committee was formed, and a meeting is held monthly with representatives from MHS, the Housing Commission, SDPD, the City's ESD, the Mayor's office and San Diego County Behavioral Health Services in attendance. The most recent meeting was held via telephonic conference meeting in October with 14 representatives in attendance. The meetings provide community members with an opportunity to share their concerns and ideas with MHS, the City, and the Housing Commission, and allow the project's to share information and provide updates to the community. In addition, a summary of the meeting minutes is being provided on a monthly basis to the Advisory Committee as well as City Councilmembers. Community Meeting Minutes from the October 14, 2020, meeting are attached to this report.

The Housing Commission provides a dedicated phone line that community members can utilize to report concerns or ask questions about program operations. MHS, the Housing Commission, and City services will continue to collaborate with the Community Advisory Committee to ensure the Center takes into consideration the needs and expectations of the surrounding community, while continuing to serve individuals and families experiencing homelessness in the City of San Diego.

### **COVID-19 Mitigation Responses**

Beginning in early March 2020, the Housing Commission began sending regular updates to homeless shelters and services providers on ongoing activities of the Regional Task Force on the Homeless (RTFH), the Housing Commission, City of San Diego and County of San Diego to mitigate the spread of COVID-19 among homeless shelters and services programs and unsheltered populations. This includes providing updated guidance as it is released from the Centers for Disease Control and Prevention (CDC), the United States Interagency Council on Homelessness and the County of San Diego related to serving persons experiencing homelessness.

Housing Commission staff began tracking stock levels of critical cleaning supplies and Personal Protective Equipment (PPE) at all City of San Diego homeless shelters and services programs that the Housing Commission administers and began assisting with procuring needed cleaning and PPE

supplies to ensure providers could effectively clean and sanitize program spaces in alignment with guidance from the CDC and County of San Diego.

In addition, the City of San Diego print shop started creating bundles of posters and flyers for providers for posting through facilities and delivered material on an ongoing basis to providers as needed. Communication trees were also reinforced between providers, the Housing Commission, the City of San Diego, the County of San Diego, RTFH, and shelter leadership were encouraged to ensure redundancy is in place at leadership and program management levels (as the Housing Commission carried out internally) in regard to communication and knowledge sharing, in case leadership workforce reduction occurred.

The City of San Diego, RTFH and Housing Commission staff continue to provide guidance to service providers during this time to support alignment with County Public Health and CDC guidance to protect the health and safety of staff and clients.

Respectfully submitted,



Lisa Jones  
Executive Vice President of Strategic Initiatives  
San Diego Housing Commission

Approved by,



Jeff Davis  
Deputy Chief Executive Officer  
San Diego Housing Commission

Docket materials are available in the “Governance & Legislative Affairs” section of the San Diego Housing Commission website at [www.sdhc.org](http://www.sdhc.org)

# **Homeless Storage Neighborhood Advisory Committee (HSNAC) Community Meeting Minutes**

**October 14, 2020**

## **Community Representative Attendance\***

1. James Justus
2. Louise Torio
3. Connie Zuniga
4. Myron Tayler

## **Storage Center Staff and Affiliated Partner Staff Attendance\***

5. Sarah Nudel, Mental Health Systems (MHS)
6. Sherry Lawson, Mental Health Systems (MHS)
7. Darnisha Hunter, (SDPD)
8. Erwin Manansala, San Diego Police Department (SDPD)
9. Ricardo Rivas, San Diego Police Department (SDPD)
10. Eric Young II, (Mayor's Office)
11. Jasiah Neff, (City of San Diego)
12. Casey Snell, San Diego Housing Commission (SDHC)
13. Jessica Adamo, San Diego Housing Commission (SDHC)

\*Following CDC's safety guidelines for COVID-19, the October 2020 HSNAC meeting was conducted via telephone conference.

## **Next HSNAC Meeting**

**Date: Wednesday, November 18th, 2020**

**Location: Telephone Conference**

## **Community Comments**

Community Comment: Community member reported loitering and illegal activities occurring at 2257 Imperial Avenue.

City Response: City staff provided a point of contact to report the issues. The community member can contact Stephen Bilecz at 858-627-3316 or [sbilecz@sandiego.gov](mailto:sbilecz@sandiego.gov).

Community Comment: Community member reported the presence of persons experiencing homelessness at Lady Guadalupe and Angel's School. The issues include loitering, forced entry, destruction of property, verbal attacks, and a physical altercation with school personnel.

SDPD Response: SDPD contacted Father Martine and scheduled a security assessment of the properties. SDPD is also working with the new juvenile services team to assign officers to the locations during the morning hours when children are arriving to school.

Community Comment: Community member reported finding drug paraphernalia around the Walmart parking lot. The community member also reported environmental services related issues such as the presence of feces on the sidewalk and incidents of public urination on 16th street near God Extends His Hands church. In addition, persons experiencing homelessness are sleeping under the bridge.

City Response: The City will research the most appropriate approach to addressing the concerns as these incidents may be occurring on Caltrans property. The City meets with Caltrans on a monthly basis and as determined necessary. The City will make every attempt to collaborate and address the concerns. Recommend continuing to bring these issues to the City's attention.

Community Comment: Community member reported an odor of urine on the sidewalk near Albertsons in East Village. Community member suspects persons experiencing homelessness are congregating on the south side of the Albertsons building.

City Response: The City will research this concern and identify the appropriate contact for follow up.

Community Comment: Community member stated there is an increased number of persons experiencing homelessness loitering in front of COMM 22. These persons are also sleeping on the sidewalk and sitting on the benches.

City Response: The City clarified the community member is referring to placing a handwashing station and portable restroom near COMM 22. The City will research the feasibility of the request, but proper security will be necessary.

Mayor's Office Response: Staff confirmed the handwashing station and portable restrooms can be relocated to this area. Staff requested an email from the concerned community member detailing the desired location. Staff will need to ensure the location is not MTS property.

Community Member Response: Community member responded with a preference to locate the items one city block from COMM 22.

Community Comment: Community member commented on the informational sheet distributed at the meeting and noted the data indicated a significant number of senior clients and persons with disabilities utilizing the Storage Connect Center. The community



member had three questions: (1) How many Storage Connect Center clients are residing in the shelters? (2) How many clients remain unsheltered? (3) Is this information tracked?

SDHC Response: The information is available and SDHC staff will provide this information.

Community Comment: Community member asked if storage is available within the shelters and Convention Center.

SDHC Response: Storage is extremely limited due to the shift to the Convention Center as only two storage bins are allowed because of the shelter layout and social distancing requirements.

Community Comment: Community member mentioned the data indicates 126 Storage Connect Center clients transitioned to permanent housing during the two-year operation of the Storage Center. As a taxpayer, the community member cannot reconcile the low outcome with the millions of tax dollars expended on addressing homelessness.

SDHC: SDHC staff clarified the metric is reported per the request of the community. However, the Storage Connect Center does not provide housing resources; the clients are matched to these resources as a result of co-enrollment in other programs. The success of the Storage Connect Center should not be assessed using this criteria as this is beyond the scope of work.

Community Comment: Community member asked if the moratorium on arresting persons experiencing homelessness is still in effect.

SDPD: SDPD staff stated the moratorium is still in effect due to COVID.

Community Comment: Community member mentioned an anticipated increase in the number of persons experiencing homelessness in San Diego during the winter months. How will the transition to a new mayor impact mitigating this issue?

Mayor's Office Response: The City's goal is to maintain efforts towards addressing homelessness through a variety of programs such as shelters and permanent housing solutions. COVID will also be a consideration when developing the solutions.

SDHC Response: SDHC staff commented on the transition of Convention Center and shelter residents to the new Permanent Supportive Housing (PSH) units with the goal of move-in activities occurring throughout December. SDHC staff also mentioned implementing a new City outreach program and investing in more outreach resources.

Community Response: A community member asked if Convention Center residents are prioritized for the PSH units.

SDHC Response: SDHC staff stated an eligibility screening process was implemented in August in coordination with the Regional Task Force on the Homeless (RTFH). RTFH prioritized referrals for Convention Center clients and the shelters which have continued to operate during COVID. Thus far, there are 332 referrals from the PMC, Convention Center, Connections Housing, and the hotel projects. PSH residents determined eligible will be exited from these programs into the new PSH units.