



SAN DIEGO
HOUSING
COMMISSION

INFORMATIONAL REPORT

DATE ISSUED: July 1, 2021

REPORT NO: HCR21-073

ATTENTION: Chair and Members of the San Diego Housing Commission
For the Agenda of July 9, 2021

SUBJECT: May 2021 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 (the Center) located at 116 South 20th 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 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 – MAY 2021

The tables below provide an overview of data captured in the ^{36th} 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's approval of the operating Agreement (Resolution No. HA-1777), the Center provides a maximum of 500 storage bins¹ that can be utilized at any given time. As of May 31, 2021, 444 bins were assigned to clients. In total, the Center enrolled 36 new clients and served 492 total clients throughout the month of May. Of the 492 clients served in May, 428 of them returned to the Center to access their storage bins, and the total number of return check-ins in May was 1,901. Forty-eight clients exited the Center in May.

¹ 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 May 2021

[OBJ]

Table Two: Client Return Visits to Access Belongings May 2021

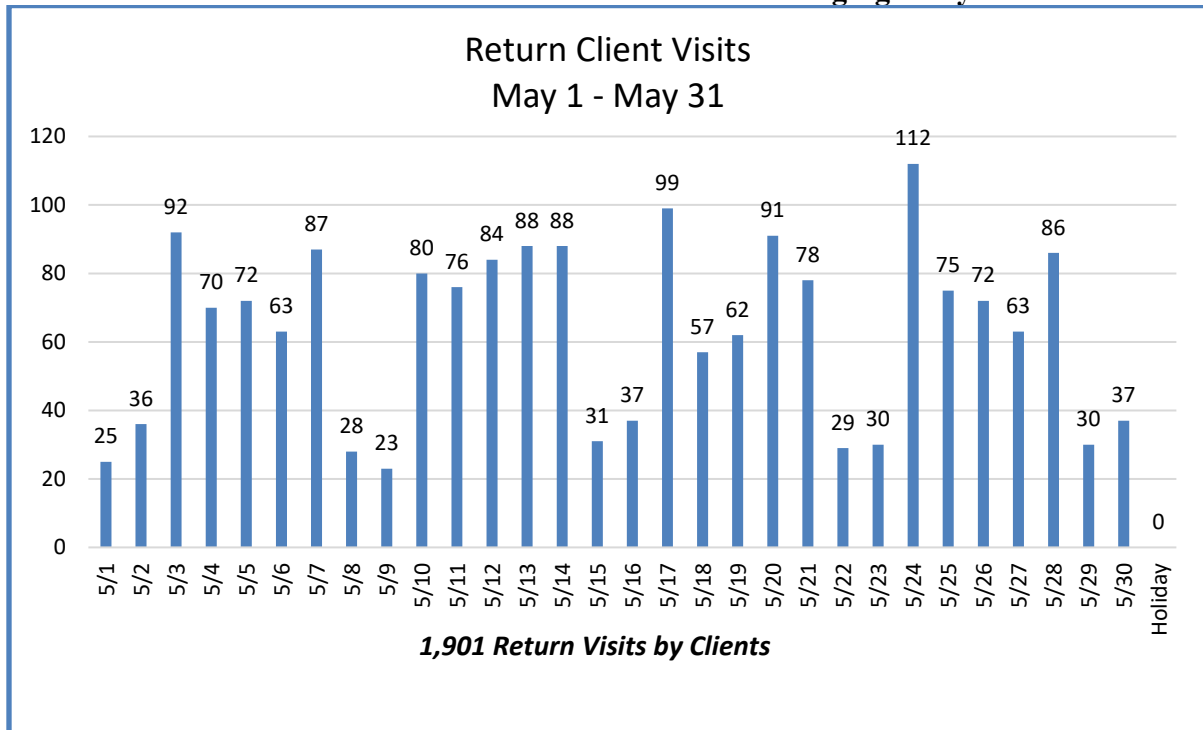


Table Three: Resource Referrals for Enrolled Clients in May 2021

RESOURCE TYPE	TOTAL REFERRALS IN MAY
Basic Needs	7
Food Assistance	8
Health Care	4
Shelter	5
Housing Search and Information	4

Income Support and Employment	4
Mental Health and Substance Use Disorder Services	0
Transportation	4
At-Risk Homeless Housing Related Assistance Programs	5
TOTAL RESOURCE REFERRALS	41

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

Summary of Check-Ins: July 1, 2020 – May 31, 2021				
	Weekend	Weekday	Saturday	Sunday
July 2020	290	2,475	147	143
August 2020	395	2,166	190	205
September 2020	301	2,060	147	154
October 2020	363	2,273	187	176
November 2020	370	2,125	170	200
December 2020	328	2,443	158	170
January 2021	400	1,924	222	178
February 2021	288	1,848	138	150
March 2021	262	2,135	135	127
April 2021	268	1,992	154	114
May 2021	306	1,595	143	163
Total	3,571	23,036	1,791	1,780
Average Check-Ins	325	2,094	163	162

STORAGE CENTER ACTIVITY OVERVIEW

The Storage Center serves San Diegans who are experiencing homelessness. Of the 1,589 total distinct, unduplicated persons served in the program since the opening of the Center, 46 percent identified as having a disability, 39 percent experienced chronic homelessness, 31 percent were 55 years of age or older, and 7 percent were veterans.²

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 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

² Some persons may report more than one indicator of vulnerability.

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ambassadors to community members. The City's Bridge Shelter Outreach teams and 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 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 partnership 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 in May 2021, with 15 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 partners to share information and provide updates to the community. In addition, a summary of the meeting minutes are provided on a monthly basis to the Community Advisory Committee as well as City Councilmembers. Community Meeting Minutes for the May 12, 2021, 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 partner and 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.

The City of San Diego, RTFH, and Housing Commission staff continue to provide guidance to service providers as needed during this time to support alignment with County Public Health and CDC guidance to protect the health and safety of staff and clients, which includes symptoms monitoring for staff and customers, requirement of enhanced sanitation and cleaning practices, and utilization of personal protective equipment.

The Housing Commission continues to require service providers implement enhanced cleaning measures and the continuation of wearing protective masks.

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

Homeless Storage Neighborhood Advisory Committee (HSNAC) Community Meeting Minutes

May 12, 2021

Community Representative Attendance*

1. Myron Taylor
2. James Justus
3. Michelle Navarro
4. Candelaria Gomez
5. Connie Zuniga

Storage Center Staff and Affiliated Partner Staff Attendance*

6. Veronica Aguilar, Mental Health Systems (MHS)
7. Laura Otis-Miles, Mental Health Systems (MHS)
8. Jennica Valdez, Mental Health Systems (MHS)
9. Scott Wahl, San Diego Police Department (SDPD)
10. Ricardo Rivas, San Diego Police Department (SDPD)
11. Lisa Jones, San Diego Housing Commission (SDHC)
12. Melissa Kolts, San Diego Housing Commission (SDHC)
13. Jessica Adamo, San Diego Housing Commission (SDHC)
14. Betsy Knight, Behavioral Health Services (BHS), County of San Diego
15. Stephen Bilecz, Environmental Services Department (ESD), City of San Diego

*Following CDC's safety guidelines for COVID-19, the May 2021 HSNAC meeting was conducted via telephone conference.

Next HSNAC Meeting

Date: Wednesday, June 9, 2021

Location: Telephone Conference

San Diego Housing Commission Update

SDHC staff stated that SDHC staff will present to the SDHC Board of Commissioners regarding the contract renewal with Storage Center Connect One and Two. The Board meeting is on Friday, June 11, 2021, at 9:00 a.m. The contract does not need to be presented to City Council since it would be entering a six-month contract. During COVID it has been critical to keep these services to ensure the City is providing services to the homeless population. SDHC did not want the added pressure of an Request For Proposal (RFP) in the midst of COVID. SDHC staff mentioned that SDHC will enter into a competitive

procurement process this summer, want to weigh the best approach to services for the homeless.

Community Comments

Community Comment: Community representative stated they believe crime is increasing in Sherman Heights and Grant Hill. Community representative stated she was upset with the lack of services being provided to clean up the streets and put a stop to the inappropriate behavior of the homeless community.

SDPD Response: SDPD staff asked for clarification if the community representative has seen crimes being committed or if the crime is homeless related. SDPD stated that the county jails are still under COVID booking restrictions which means SDPD cannot book individuals for quality of life offenses. For those offenders who commit that type of crime the most SDPD can do at this time is issue a citation and take a crime report. SDPD staff stated they have patrol vehicles in the area of Sherman Heights and the encampment and they have patrol by the church to ensure child safety.

Community Comment: Community representative shared a concern regarding the encampment under the 5 freeway on Commercial Street. Individuals have taken over a lot of space which community representative thinks is Caltrans jurisdiction on the embankment. Community representative asked if the clean and safe environment that was set up by the City Council is being impacted because of COVID and will the neighborhood see cleaning increase after June 15, 2021. Community representative stated that she felt the City is falling short and that the people experiencing homelessness are now breaking into homes in the area by Storage Connect Center 1.

MHS Response: Storage Connect Center I staff were informed and staff related to the owner of the home that if he should put a "no trespassing" sign up since SDPD directed staff to tell the owner this.

SDPD Response: SDPD staff informed the community representative that they had already been informed and had spoken to the community member and suggested to place cameras around his home. SDPD staff stated that they are doing all they can to ensure crime does not occur, but they cannot force the individuals experiencing homelessness to move or go elsewhere. SDPD staff stated that SDPD will conduct an outreach event in that area.

Behavioral Health Services Response: Harm reduction team is being created that will provide housing and other services to individuals suffering from Substance Use Disorder (SUD) or co-occurring disorders.