



SAN DIEGO
HOUSING
COMMISSION

INFORMATIONAL REPORT

DATE ISSUED: October 7, 2021

REPORT NO: HCR21-094

ATTENTION: Chair and Members of the San Diego Housing Commission
For the Agenda of October 15, 2021

SUBJECT: July and August 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. On June 11, 2021, the Housing Commission approved the execution of a six-month Non-Competitive Agreement with MHS to operate the Centers for a term of July 1, 2021, through December 31, 2021, with a corresponding budget of \$624,971. The Housing Commission awarded the six-month agreement to MHS through a non-competitive process to ensure the continued operation and provision of uninterrupted services for the Centers during the pandemic. The Housing Commission determined to temporarily delay the competitive solicitation process known as Request for Proposal (RFP) to increase the number and quality of responses received due to the ongoing strain on staffing resources seen across the homeless service provider system during the pandemic. The RFP for the Centers released in July 2021 and is currently in progress, with a new contract term(s) to start on January 1, 2022, contingent on recommendation of awardee(s) by the evaluation committee and approval by the Housing Commission Board of Commissioners and the Housing Authority.

MONTHLY REPORTING SUMMARY – JULY & AUGUST 2021

The tables below provide an overview of data captured in July and August 2021, 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.

The Center enrolled 38 new clients and served 459 total clients throughout the month of July. Of the 459 clients served in July, 399 of them returned to the Center to access their storage bins, and the total number of return check-ins in July was 1,914. Thirty-three clients exited the Center in July.

In August, the Center enrolled 46 new clients and served 471 total clients. Of the 471 clients served in August, 416 of them returned to the Center to access their storage bins, and the total number of return check-ins in August was 1,898. Twenty-one clients exited the Center in August. As of August 31, 2021, 450 bins were assigned to clients.

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 July 2021

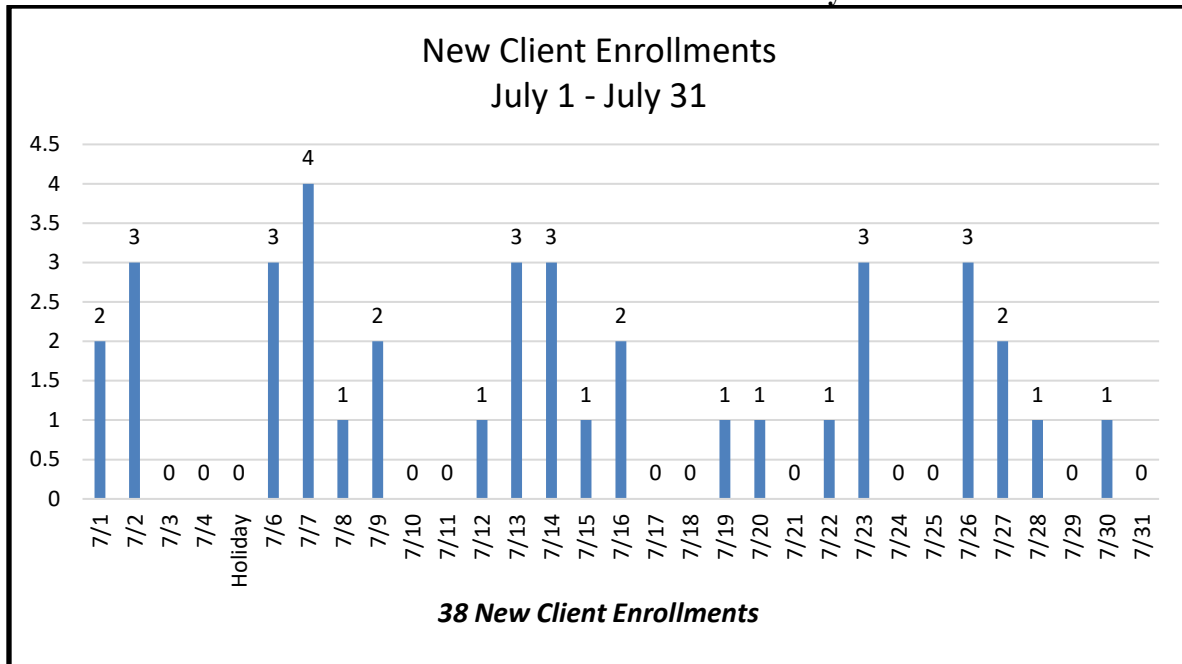


Table Two: New Client Enrollments August 2021

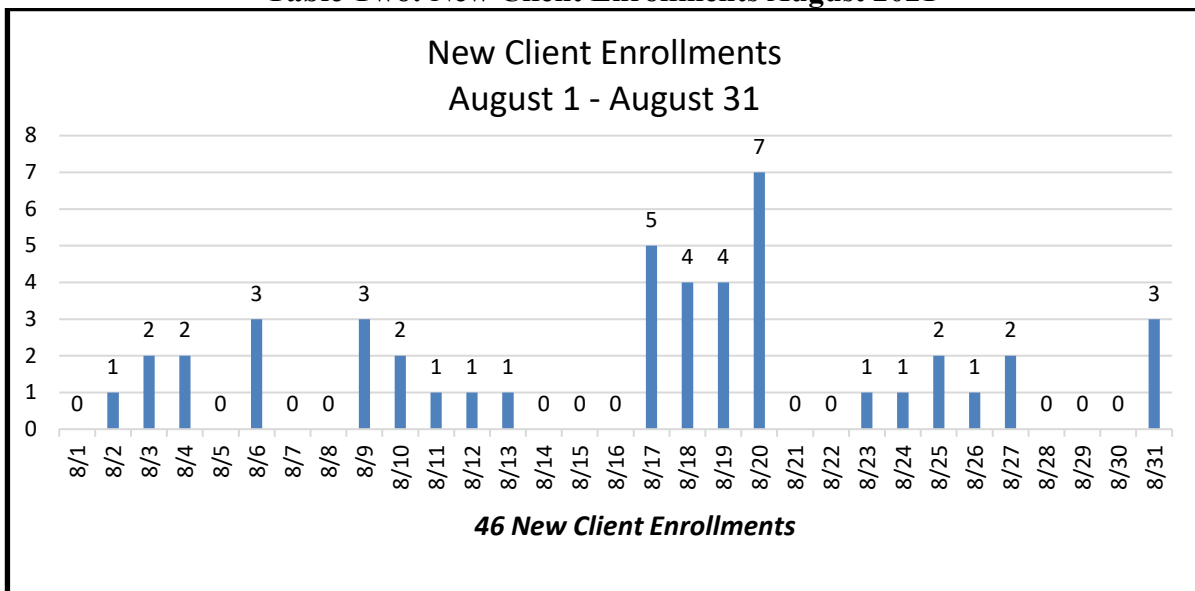


Table Three: Client Return Visits to Access Belongings July 2021

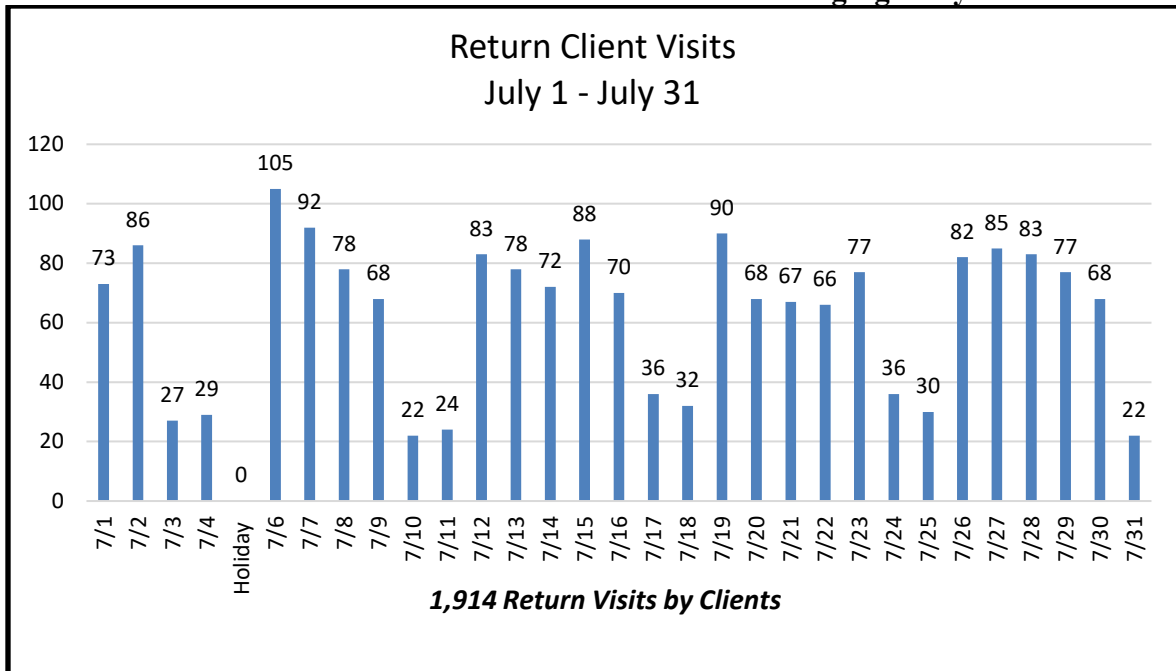


Table Four: Client Return Visits to Access Belongings August 2021

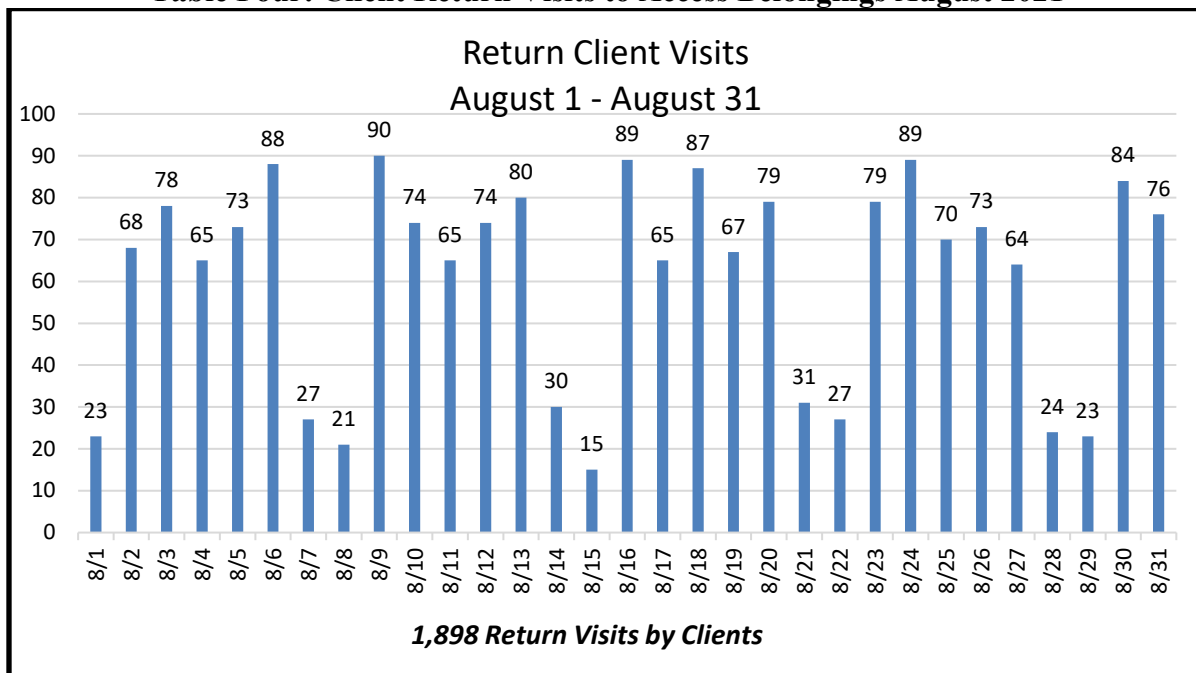


Table Five: Resource Referrals for Enrolled Clients in July & August 2021

RESOURCE TYPE	TOTAL REFERRALS IN JULY	TOTAL REFERRALS IN AUGUST
Basic Needs	14	22
Food Assistance	9	13
Health Care	7	6
Shelter	6	11
Housing Search and Information	11	21
Income Support and Employment	10	9
Mental Health and Substance Use Disorder Services	5	8
Transportation	11	15
At-Risk Homeless Housing Related Assistance Programs	7	13
TOTAL RESOURCE REFERRALS	80	118

Table Six: Summary of Weekday and Weekend Check-Ins Fiscal Year 2022

Summary of Check-Ins: July 1, 2021 – August 31, 2021				
	Weekend	Weekday	Saturday	Sunday
July 2021	258	1,656	143	115
August 2021	221	1,677	112	109
Total	479	3,333	255	224
Average Check-Ins	240	1,667	128	112

STORAGE CENTER ACTIVITY OVERVIEW

The Storage Center serves San Diegans who are experiencing homelessness. Of the 1,670 total distinct, unduplicated persons served in the program since the opening of the Center, 50 percent identified as having a disability, 40 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

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

the day to continue to reach out to individuals experiencing homelessness within the neighboring community and act as 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 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. In June 2021, community members from the neighborhood surrounding Storage Connect Center II, located in the Chollas Creek area, started attending the virtual community meeting. The monthly community meetings now include residents and community members from both Centers. The July 2021 meeting had 24 representatives in attendance, and the August 2021 meeting had 22 representatives in attendance. The City of San Diego Mayor's office has recently taken on ongoing facilitation of the meetings.

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 is provided on a monthly basis to the Community Advisory Committee as well as City Councilmembers. The Community Meeting Summary for the July 14, 2021, and the August 11, 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

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staff and customers, requirement of enhanced sanitation and cleaning practices, and utilization of personal protective equipment.

The Housing Commission continues to require service providers to 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

Storage Connect I & II Community Meeting Summary

July 14, 2021

Storage Connect I (Sherman Heights) Community Member Attendance*

1. James Justus
2. Joe Sergio
3. Michelle Navarro
4. Connie Zuniga
5. Lupe Diaz
6. Melanie Briones
7. Resident in Logan Heights

Storage Connect II (Lea Street) Community Member Attendance*

8. Richard Diaz
9. Elida Chavez
10. Davis Harley
11. Denise Padilla

Storage Center Staff and Affiliated Partner Staff Attendance*

12. Veronica Aguilar, Mental Health Systems (MHS)
13. Jennica Valdez, Mental Health Systems (MHS)
14. Sarah Nudel, Mental Health Systems (MHS)
15. Erwin Manansala, San Diego Police Department (SDPD)
16. Betsy Knight, Behavioral Health Services (BHS), County of San Diego
17. Tiffany Harrison, Council Representative, District 4
18. Lucero Maganda, CA State Assembly Office, District 79
19. Stephanie Estrada, Mayor Gloria's Office
20. Matthew Griffith, Mayor Gloria's Office
21. Casey Snell, San Diego Housing Commission (SDHC)
22. Jessica Adamo, San Diego Housing Commission (SDHC)
23. Melissa Kolts, San Diego Housing Commission (SDHC)
24. Jon Rios, San Diego Housing Commission (SDHC)

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

Next HSNAC Meeting

Date: Wednesday, August 11, 2021

New Time: 5:30 – 6:30 PM

Location: Telephone Conference

Mayor Gloria's Office Comments

Mayor Gloria's Community Representative informed the group of the new structure of the monthly meetings. The purpose of the community meetings is to receive feedback from community members from Districts 4, 8, and 9, which are connected with Storage Connect Center I and II. The Community Representative wants the monthly meetings to focus on concerns related to the day-to-day operations of the Storage Centers. If the concern is related to homelessness, community members are to reach out to Council Districts 8 and 9 Community Representative Stephanie Estrada, 619-964-6637, EstradaS@sanidiego.gov, and Council District 4, Community Representative Matthew Griffith, GriffithM@sanidiego.gov. The Storage Centers community meetings will continue to meet online, and the City is exploring possibilities to start in-person meetings in September.

Mental Health Systems Comments

MHS staff requested feedback on selecting a new time to hold the monthly community meetings. The options were the second Wednesday of the month at 5:30 pm or the fourth Wednesday of the month at 6 pm.

Sherman Heights Community Member Response: Community member stated he would like to keep the meetings on the second Wednesday of the month but move the time up to 5:30 pm.

MHS Response: MHS staff confirmed that starting with the August 2021 meeting, the Storage Centers community meetings will continue to meet on the second Wednesday of the month, beginning at the new time of 5:30 pm.

Sherman Heights Community Comments

Community member asked for an update on the Mayor's efforts with homeless outreach and other services to assist the homeless population.

Mayor Gloria's Community Representative Response: Provided contact information to the community member to speak off-line about the City's efforts regarding homelessness.

Community member asked why the storage centers entered a six-month lease instead of a one-year lease.

SDHC Response: The contract term for both storage centers expired on June 30, 2021. Due to COVID, SDHC requested an extension to allow extra time to release the Request for Proposal (RFP) process to submit solicitations to operate the two centers. The contracts were extended by six months. The lease for the building is separate from the SDHC contracts and the lease term is until June 30, 2022.

Community member shared concerns about multiple incidents at Our Lady of Guadalupe school with homeless individuals and shared a concern about Storage Connect Center I still operating in light of the issues occurring in the neighborhood.

Mayor Gloria's Community Representative Response: Provided contact information to the community member to speak off-line about this concern.

Community member stated that the storage programs are attracting the homeless population and requested to know what the Mayor's Office is doing.

Mayor Gloria's Community Representative Response: Provided contact information to the community member to speak off-line about this concern.

Behavioral Health Services Response: Staff also requested to be invited to the conversation on this issue.

Two Community members stated a concern about a homeless woman who has set up an encampment within 100 feet of the storage facility and refuses to move. Community member stated that the individual brandished a weapon, and the police have been involved with this individual multiple times but she has not been removed.

Mayor Gloria's Community Representative Response: Provided contact information to the community members to speak off-line about this concern.

Community member requested the one-block radius that Storage Connect Center I staff is required to keep clean and safe be increased.

Community member requested a new contract in writing about the area being served surrounding Storage Connect Center I.

SDHC Response: Staff responded that if the community would like a copy of the current contract between the storage centers and SDHC, the community member must submit a public record's request with SDHC. Staff will provide this information in a follow-up email to the community group.

Lea Street Community Comments

Community member asked Storage Connect Center II staff if they are conducting outreach to people on El Cajon Blvd and ask them if they would like to use the storage facility on Lea Street.

MHS Staff Response: Storage Connect Center II outreach staff go out into the community three days a week, including the El Cajon Blvd area, to engage with homeless community members. Outreach staff have had some homeless community members open a storage bin, but most of the individuals refuse, and outreach staff provide information on how to obtain a shelter bed and other community resources.

Community member stated he has not seen any problems with the operations of the Lea Street facility. Community member talked about utilizing the Get it Done app. Community member shared a concern that Lea Street outreach workers are going into neighborhoods such as North Park and other areas to increase utilization of the bins. Community member also requested for the two storage center community meetings to be conducted separately.

Mayor Gloria's Community Representative Response: Starting in August, the meeting will be split into two half-hour meetings within the one-hour time frame.

MHS Staff Response: Outreach staff focus on nearby surrounding areas of Lea Street but also attend outreach events with the HOT team which include North Park.

Community member asked about the involvement of the PERT team when working with and addressing issues with homeless individuals.

Behavioral Health Services Response: Staff stated that PERT is an available resource within the community and is under Behavioral County Health. Staff also spoke about the County's new Mobile Crisis Response Team.

Storage Connect I & II Community Meeting Summary

August 11, 2021

Storage Connect I (Sherman Heights) Community Member Attendance*

1. Myron Taylor
2. Michelle Navarro
3. Connie Zuniga
4. Lupe Diaz

Storage Connect II (Lea Street) Community Member Attendance*

5. Richard Diaz
6. Elida Chavez
7. Linda Godoy
8. Denise Padilla
9. Lynn Edwards
10. Danielle Laman

Storage Center Staff and Affiliated Partner Staff Attendance*

11. Veronica Aguilar, Mental Health Systems (MHS)
12. Jennica Valdez, Mental Health Systems (MHS)
13. Sarah Nudel, Mental Health Systems (MHS)
14. Terry Hoskins, San Diego Police Department (SDPD)
15. Shawan Takeuchr, San Diego Police Department (SDPD)
16. Melanie Briones , Behavioral Health Services (BHS), County of San Diego
17. Maryan Osman, Council Representative, District 9
18. Stephanie Estrada, Mayor Gloria's Office
19. Matthew Griffith, Mayor Gloria's Office
20. Casey Snell, San Diego Housing Commission (SDHC)
21. Jessica Adamo, San Diego Housing Commission (SDHC)
22. Melissa Kolts, San Diego Housing Commission (SDHC)

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

Next Community Meeting

Date: Wednesday, September 08, 2021

New Time: 5:30 – 6:30 PM

Location: Telephone Conference

Mayor Gloria's Office Comments

Mayor Gloria's Community Representative informed the group that the City hired Hafsa Kaka, the new Director of Homelessness Strategies. The representative provided an update on the recent concentrated homelessness outreach program that connected unsheltered individuals with services. On 8/02/2021, the San Diego Police Department started utilizing a progressive enforcement model that requires contact with an individual four times before the individual can be arrested. All officers are trained to offer services to the individuals.

Lea Street Community Comments

Community member stated a concern about an RV parked near Storage Connect Center II whose inhabitants may be doing drugs. Community member shared a general concern about the increase in crime on Lea Street.

Mayor Gloria's Community Representative Response: Representative stated that they have this information and will pass this along.

Community member asked Storage Connect Center II staff if the program's security guard is responsible for addressing illegal dumping.

Mental Health System's Response: Storage Connect Center II staff file a "get it done" report and inform the City's Environmental Services Department.

Community member asked what the price is per bin per contract year for both storage facilities.

San Diego Housing Commission Response: SDHC staff stated that they will have this information by the next community meeting.

Community member asked if there are facilities on-site.

Mental Health System's Response: Storage Connect Center II staff stated there is one restroom and one handwashing station outside on the facility.

Community member asked what services are provided after the storage facility closes at 5 pm.

Mayor Gloria's Community Representative Response: Representative stated that they will take this back to the office to see what services are offered in the area after 5 pm.

Community member asked when the contract is up for renewal and if there is an RFP for both sites.

San Diego Housing Commission Response: SDHC staff stated that the contract ends on 12/31/2021, and there is a current request for proposal for both sites out right now.

Community member asked about the process for requesting services like handwashing stations in their community.

Mayor Gloria's Community Representative Response: Representative stated that when it comes to information about requesting porta-potties and handwashing stations they will be inquiring about this information.

Community member asked when the mobile crisis response unit will launch.

Mayor Gloria's Community Representative Response: Representative stated they will follow up with the community member.

Community member stated concern over the City's process for locating the storage facility sites. Community member requested a meeting with the Mayor's office and community district representatives to discuss the future of Lea Street that not only includes Oak Park but also community members of El Cerritos and Redwood Village.

Sherman Heights Community Comments

Community member asked why the handwashing station near the Storage Connect Center was removed and stated that not enough is being done for hygiene and sanitation for those experiencing homelessness and the community.

Mental Health System's Response: Storage Connect Center staff stated that many complaints were received by the community regarding the misuse of the handwashing station by persons experiencing homelessness.

Mayor Gloria's Community Representative Response: Representative stated that they will look into what areas in the City handwashing stations could be placed.

Community member asked if the San Diego Housing Commission is still offering services at the Navigation Center now that Family Health Center left.

San Diego Housing Commission Response: SDHC staff stated that most of the services that were available through the Navigation Center have continued being offered at the Homelessness Response Center (HRC). County Public Health has hours at the site to provide basic medical

services and education. There are some services that are no longer being offered that were specific to Family Health Centers, but overall most service providers have continued to participate.