



INFORMATIONAL REPORT

DATE ISSUED: May 4, 2023

REPORT NO: HCR23-051

ATTENTION: Chair and Members of the San Diego Housing Commission
For the Agenda of May 12, 2023

SUBJECT: January 2023 Reporting Update for City of San Diego's
Storage Connect Center I

NO ACTION IS REQUIRED ON THE PART OF THE HOUSING COMMISSION

BACKGROUND

The San Diego Housing Commission (Housing Commission) administers 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 that first took effect on July 1, 2010. The Housing Commission and City entered into a separate MOU to administer the City's Transitional Storage Programs, which was approved by the Housing Authority and City Council on June 16, 2020. The MOU between the Housing Commission and the City for the Transitional Storage Programs expires on June 30, 2023.

The Storage Connect Center I (SCCI) 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 attend to their personal needs, which may include working on housing options, looking for work, attending classes, meeting with service providers, seeking medical care, or other activities such as accessing cleaning or washing facilities.

SCCI 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. Pursuant to the Housing Authority's approval of the operating Agreement (Resolution No. HA-1777), SCCI provides a maximum of 500 storage bins¹ that can be utilized at any given time, and the Housing Commission is required 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."

SCCI's operator, Mental Health Systems (MHS), informed the Housing Commission that the organization's name changed to "Mental Health Systems (MHS) dba TURN Behavioral Health Services," starting July 1, 2022.

HOUSING COMMISSION STRATEGIC PLAN

This item relates to Strategic Priority Area No. 4 in the Housing Commission's Strategic Plan for Fiscal Year (FY) 2022 – FY 2024: Advancing Homelessness Solutions – Supporting the City of San Diego Community Action Plan on Homelessness.

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.

MONTHLY REPORTING SUMMARY – January 2023

The tables below provide an overview of data for SCCI in January 2023. SCCI enrolled 41 new clients and served 497 total clients throughout the month of January. Of the 497 clients served, 418 of them returned to SCCI to access their storage bins, and the total number of return check-ins was 2,164. Sixty-five clients exited SCCI in January

Table One: New Client Enrollments January 2023



Table Two: Client Return Visits (Check-ins) to Access Belongings January 2023

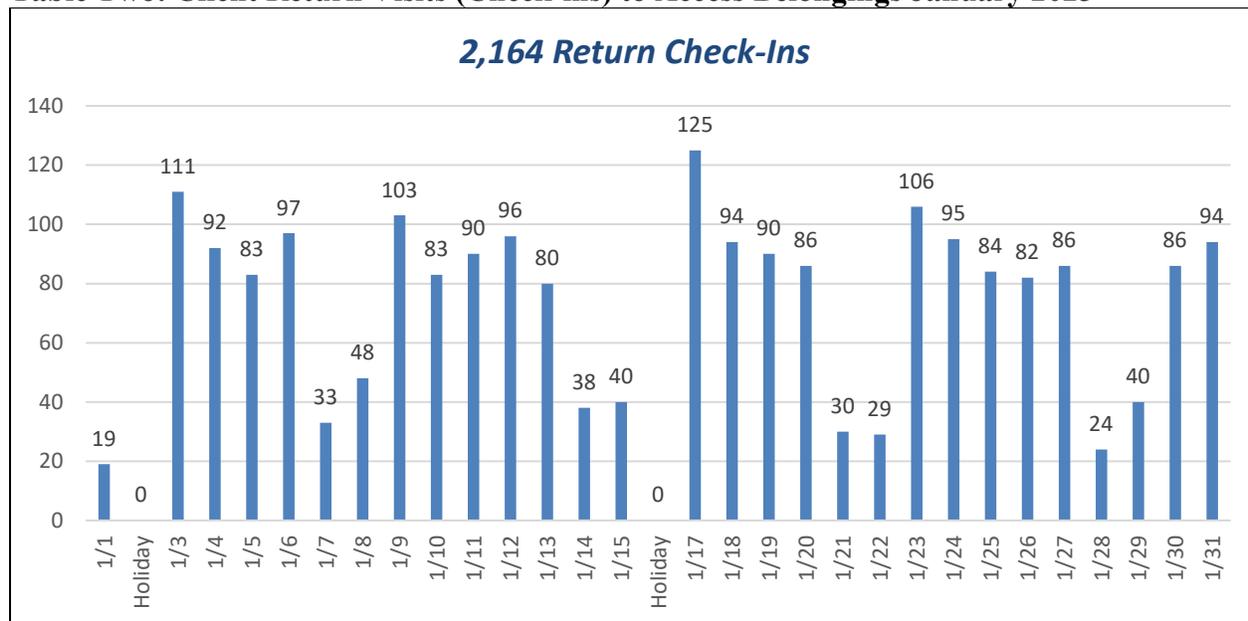


Table Three: Resource Referrals for Enrolled Clients

RESOURCE TYPE	TOTAL REFERRALS IN JANUARY
Basic Needs	6
Food Assistance	10
Transportation	11
Health Care	5
Income Support and Employment	6
Mental Health and Substance Use Disorder Services	4
Homeless Shelter	9
Homeless Housing-Related Assistance Programs	9
Housing Search and Information	10
TOTAL RESOURCE REFERRALS	70

Table Four: Summary of Weekday and Weekend Check-ins Fiscal Year 2023

	Weekday Total	Weekend Total	Monthly Total
	7am-7pm	8am-11am	
July 2022	2,103	393	2,496
August 2022	2,270	303	2,573
September 2022	2,131	295	2,426
October 2022	2,386	328	2,714
November 2022	2,379	323	2,702
December 2022	2,011	732	2,743
January 2023	1,863	301	2,164

Table Five: Special Populations Served in Fiscal Year 2023

SPECIAL POPULATIONS SERVED* July 1, 2022 – January 31, 2023	
Total Persons Served	759
Transition-Age Youth (18-24)	5%
Individuals Age 55+	34%
Persons Experiencing Chronic Homelessness	44%
Veterans	6%
Persons with One or More Disabling Conditions	67%

*Program Participant may indicate more than one special population category

For more demographic information on persons served by the City’s three storage center programs, visit the Housing Commission’s Homeless Programs Reporting Dashboards (<https://www.sdhc.org/homelessness-solutions/city-homeless-shelters-services/dashboard/>).

Table Six: Client Exits in Fiscal Year 2023

CLIENT EXIT SUMMARY July 1, 2022 – January 31, 2023	
Total Persons Who Have Exited the Program	327
Total Persons Who Have Exited to a Permanent Housing Destination*	17 (5%)

*Data is self-reported by Program Participants. Housing case management services are not offered at the storage facilities. Exits to permanent housing data is not a performance outcome required in the contract between the Housing Commission and MHS for SCCI and is included in this report for informational purposes only.

COMMUNITY ENGAGEMENT

Prior to the opening of SCCI, the operator, MHS, sought the input of residents in the neighborhoods surrounding SCCI to ensure a successful partnership with the community. A Community Advisory Committee was formed, and a meeting is held quarterly in July, October, January and April, with representatives from MHS, the Housing Commission, San Diego Police Department, the City's Environmental Services Department, the Mayor's office, and San Diego County Behavioral Health Services in attendance. Community members from the neighborhood surrounding Storage Connect Center II, located in the Chollas Creek area, also attend the meetings.

The meetings provide space for community members to share their concerns and allow the project's affiliated partners to share information and update the community on new initiatives that will serve or benefit unhoused persons living in the area. In addition, a summary of the meeting is provided to the Community Advisory Committee as well as City Councilmembers.

PUBLIC HEALTH

Homeless shelters and services providers are responsible for implementing business practices in compliance with state and/or local public health guidelines to prevent the spread of communicable diseases. The service providers are responsible for notifying clients to follow all public health guidelines of the program and any public health orders in effect while clients are accessing program services.

Respectfully submitted,

Lisa Jones

Lisa Jones
Executive Vice President
Strategic Initiatives and Homelessness Innovations
San Diego Housing Commission

Approved by,

Jeff Davis

Jeff Davis
Interim President and 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 Centers' Community Meeting Summary
January 11, 2023

Next Community Meeting

Date: April 12, 2023

Time: 5:30-6:30 PM

Location: Virtual Meeting (Zoom)

Storage Connect Center I Community Member Attendance

1. Connie Zuniga
2. Adrianna Flores
3. James Justus
4. Louise Torio
5. Candelaria Gomez
6. Melodie Dick

Storage Connect Center II Community Member Attendance

1. Daniele Laman
2. Denise Padilla
3. Lynn Edwards
4. Lupe Diaz
5. Richard Diaz

Storage Connect Center Staff and Affiliated Partner Attendance

1. Shannon Thomason – Vice President, TURN Behavioral Health Services (TURN BHS)
2. Veronica Aguilar – Program Manager, TURN Behavioral Health Services (TURN BHS)
3. Anthony Scheri – Site Supervisor, TURN Behavioral Health Services (TURN BHS)
4. Talia Vukovich - Site Supervisor, TURN Behavioral Health Services (TURN BHS)
5. Casey Snell – Vice President of Administration, Homeless Initiatives, San Diego Housing Commission (SDHC)
6. Melissa Kolts – Senior Program Analyst, San Diego Housing Commission (SDHC)
7. Betsy Knight – Behavioral Health Program Coordinator, Behavioral Health Services (BHS)
8. Stephen Bilecz – Environmental Services Department (ESD)
9. Lizzie Rodriguez – Council Representative, Councilmember Vivian Moreno, District 8
10. Lt. Ruben Gutierrez – Neighborhood Policing Division, San Diego Police Department (SDPD)
11. Terry Hoskins - Mid-City Division Community Relations Officer, San Diego Police Department (SDPD)

Storage Connect Center I Open Discussion

Community Member expressed concerns regarding the Storage Centers' data report which listed neighborhoods and caused confusion. Community Member asked if Storage Connect Center I's clients specifically come from Sherman Heights to utilize storage services or is Sherman Heights listed as the facility's location.

San Diego Housing Commission (SDHC) confirmed the data reports do not report where clients come from; the reference to the neighborhoods is where the programs are physically located. The Storage Centers can serve anyone experiencing homelessness in the city of San Diego. The Storage Centers data reports are only shared with the members of the Storage Connect Centers' Community Meeting group and not publicly distributed. The SDHC stated the locations for the Storage Centers will be removed from future data reports and meeting summaries to minimize confusion.

Council Representative stated Storage Connect Center I is in Logan Heights, not Sherman Heights, and agreed the Storage Centers' locations should be removed from the data reports.

Community Member reported that an unsheltered individual recently passed away on December 31, 2022, most likely due to exposure from harsh weather conditions.

San Diego Housing Commission (SDHC) reminded the group that the city activates Inclement Weather Shelter when certain activation criteria are met and that the beds have been underutilized this year. Individuals should encourage folks, if possible, to enter shelter when Inclement Weather Shelter is activated. Media alerts are sent out for activation to council offices, county offices, and 211.

The San Diego Housing Commission (SDHC) stated the utilization has been averaging at about 46% of available beds during nights Inclement Weather Shelter has activated. During the most recent couple activations, the shelters were nearly full.

Community Member asked the group to participate in the annual Point-in-Time Count (PITC) conducted by the Regional Task Force on Homelessness (RTFH) on January 26, 2023. Participants report to a check-in site around 3:00 AM then conduct the count between 4:00 AM to 8:00 AM to collect data on unsheltered individuals in the county. The Point-in-Time Count helps to better assess the needs of unsheltered individuals and increase the amount of federal funding the region receives as it is dependent on the number of unsheltered people in that region.

Council Representative asked for an update regarding Storage Connect Center I and II's utilization patterns in the past three months.

TURN Behavior Health Services (TURN BHS) responded Storage Connect Center I has 455 bins in use out of 500 bins on site. Staff conduct weekly outreach in the community to inform individuals there is availability. Storage Connect Center II has 245 bins in use out of 257 bins on site, leaving only 12 bins

available for use. The program has experienced an uptick in utilization throughout the past three months due to its Enhanced Outreach Program.

Community Member asked if Storage Connect Center I has any clients who live in RVs.

TURN Behavior Health Services (TURN BHS) responded that Storage Connect Center I likely does not have any clients who live in RVs, but some clients live in their cars. Staff provide clients living in their vehicles with resources for safe parking programs.

Community Member asked for the status of placing porta potties on Commercial Street.

Behavioral Health Services (BHS) representative responded although they work for the county, BHS does not address issues regarding porta potty placements. Contacts for requesting porta potties have been provided during past meetings.

San Diego Housing Commission (SDHC) stated there are no members from the mayor's office on the call to answer that question due to the State of the City Address taking place at the same time as the meeting.

Community Member stated they have been told the county is responsible for placing porta potties throughout San Diego, not the city, so they will write a general letter to the Mayor and County Supervisor to inquire for when porta potties will be placed on Commercial Street.

Community Member stated Commercial Street is dirty and there is an overload of trash and litter on the street. Community Member stated people are stealing trash cans from residents and they are concerned there will be spread of disease due to the unhygienic conditions. Porta potties should be placed on the street.

Community Member stated the trash on Commercial Street is a city problem because the trash is near storm drains, which drain into the bay. The city has a storm water permit and must follow certain obligations under that permit. The city and the county should work together immediately to address the trash issue.

Environmental Services Department (ESD) responded they clean trash there daily and there have been two new crews added to the force. Although the ESD cleans trash daily, trash and litter rapidly accumulate throughout the day. Two crews do waste collection every day and an additional abatement crew is starting next week. The central area will soon have three abatement crews due to the presence of encampments downtown. Five teams work in the area every day to address encampments and waste.

Storage Connect Center II Open Discussion

Community Member asked when the renewal for Storage Connect Center II is approaching and if the renewal options are annual. Community Member asked when Storage Connect Center II will be relocated since the park should start construction in the next year.

San Diego Housing Commission (SDHC) responded they asked the Homelessness Strategies and Solutions Department if they knew when Storage Connect Center II's operations will scale down to prepare for park construction and the response was there is not a date set.

Community Member asked how long Storage Connect Center II will remain on Lea Street.

San Diego Housing Commission (SDHC) responded the program is eligible for one more renewal. The funding is renewed annually.

Community Member asked if the city of San Diego has any plans to open more Storage Centers in other council districts.

San Diego Housing Commission (SDHC) responded that the question will be brought forward to the mayor's office.

Storage Connect Center I

Address: 116 South 20th Street, San Diego, CA 92113

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Program Manager: Veronica Aguilar

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Site Supervisor: Anthony Scheri

Cell: (619) 507-0431

Email: ascheri@turnbhs.org

Storage Connect Center II

Address: 5453 Lea Street, San Diego, CA 92105

Office: (619) 800-7972

Program Manager: Jennica Valdez

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Site Supervisor: Talia Vukovich

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Please note Mental Health Systems (MHS) transitioned to TURN Behavioral Health Services in 2022.