



SAN DIEGO
HOUSING
COMMISSION

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San Diego Housing Commission (SDHC)
City of San Diego New Housing Navigation Center
Presentation to the SDHC Board of Commissioners
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City of San Diego Housing Navigation Center Introduction

- **January 11, 2018:** Mayor Kevin L. Faulconer announced plans for the new Housing Navigation Center in his State of the City Address.
- Designed to provide core services to address housing crises and help clients access a range of mainstream services that impact housing stability
- The Housing Navigation Center will be the anchor in the City's balanced approach to assisting individuals experiencing homelessness.
 - Connecting people to the care network with temporary relief from the streets
 - Supporting them with services and workforce training
 - Housing interventions that best meet a household's needs



City of San Diego Housing Navigation Center Introduction (Continued)



Housing Navigation Center

1401 Imperial Ave., San Diego

- The new Housing Navigation Center will be located at 1401 Imperial Ave.
- City Council approved the acquisition of the site on January 29, 2018, for \$7,000,000 for the specific purpose of utilizing the site for the proposed Housing Navigation Center.
- City committed \$300,000 for Tenant Improvements.





City of San Diego Housing Navigation Center Introduction (Continued)

- Request for Proposal was issued February 28, 2018.
- More than 1,200 notifications were sent through PlanetBids, and advertisements were placed in the San Diego Union-Tribune.
- On March 14, 2018, a pre-proposal meeting was held.
- 5 proposals were received by the deadline of April 26, 2018.
- The source selection committee is recommending to award the contract to Family Health Centers of San Diego.



City of San Diego Housing Navigation Center

Family Health Centers of San Diego

- One of the largest nonprofit organizations in Southern California providing primary care, dental, pediatric, mental health and other services to more than 155,000 individuals each year.
- Three decades of experience working with community stakeholders and participating in community-wide planning efforts to end homelessness.
- Healthcare for the Homeless (HCH) program- Minimizing barriers and maximizing individualized support that can address medical and behavioral health needs, including both mental health and substance use issues.
- Street-Based Case Managers



**FAMILY HEALTH CENTERS
OF SAN DIEGO**





City of San Diego Housing Navigation Center Program Overview

- Designed to effectively coordinate services and resources for persons experiencing homelessness.
- Alignment with Housing First principles with low-barriers to entry and operations.
- Participation in the Regional Task Force on the Homeless (RTFH) Coordinated Entry System and Coordinated Street-Based Outreach Plan.
- Provision of on-site intake, assessment, triage and referrals for permanent and longer term housing opportunities.
- Family Health Centers of San Diego will assist individuals experiencing homelessness: identify immediate housing solutions, provide crisis management, access mainstream benefits that are important to addressing issues impacting housing stability, and work with partnering agencies for permanent housing and supportive service program linkages.





City of San Diego Housing Navigation Center Program Overview (Continued)

- Skilled staffing will be on-site and conducting outreach during operational hours to ensure appropriate service provision to all clients.
 - Housing Navigators, Care Coordinators, Peer Support Specialists and Street Outreach Workers
 - Coordinated Outreach
 - Prevention and Diversion Services
 - Intake, Assessment and Employment Services
 - Client-centric and housing-focused case management services
 - Coordination with referrals to County, State and Federal programs, as well as other social services agencies





City of San Diego Housing Navigation Center Property Management

- Appoint a Construction Manager to oversee the construction and act as liaison to SDHC
- Family Health Centers will perform tenant improvements, including compliance with Americans with Disabilities Act, as necessary, and in accordance with U.S. Department of Housing and Urban Development procurement guidelines, as approved by SDHC and the City.
- Maintain a secure and healthful environment for delivery of all services.
- Provide for operating supplies, site control, prompt maintenance and repairs, utilities, security, janitorial services, waste removal and other Center-related items.
- Provide security to ensure a safe environment at the Center for clients, volunteers, and others who may come in contact with the Center.
- Report all suspected criminal activity to law enforcement.





City of San Diego Housing Navigation Center Property Management (Continued)

- Develop a fire escape emergency plan for approval by the Fire Marshal and SDHC.
- Provide a written drug- and alcohol-free policy for staff that is posted at the Center site at all times.
- Maintain the Center, at all times, in an orderly and vermin-free condition.
- Make efforts to ensure clients do not queue, litter or loiter within a one-block radius of the facility.
- Maintain a clean environment free of litter, debris and graffiti.
- Notify the City's Environmental Services Department to mitigate related uses as necessary.
- Provide specifications for the proposed design of intake and client services areas.





City of San Diego Housing Navigation Center Program Metrics

SDHC will review reporting metrics on monthly basis.

- Total number of people served and accessing the Center.
- Clients will be connected to a Housing Navigator within 90 days of being assessed.
- All clients working with a Housing Navigator will be “Housing Ready” within 60 days of Housing Navigator assignment.
- Population demographics: age, income, length of time homeless, disability, veterans status.
- Number of participants placed into shelter.
- Number of resource linkages.
- Average time to housing placement.
- Number of participants placed into permanent or longer term housing.





City of San Diego Housing Navigation Center Participating Organizations

- **Family Health Centers:**
 - Designated the President and Chief Executive Officer as the single point of contact for SDHC for all contract and programmatic related communications.
 - Creating Monthly Community Advisory Group Meeting
- **San Diego Housing Commission:**
 - Dedicated phone line to address unresolved issues
- **City of San Diego:**
 - Environmental Services Department
 - San Diego Police Department
 - Designated Point of Contact





City of San Diego Housing Navigation Center City Responsibilities

- Provide for weekly Environmental Services cleanings of the exterior of the premises. Frequency will be increased or decreased according to need.
- Provide regular San Diego Police Department patrols in the vicinity of the premises.
- Enter into a Lease agreement with Family Health Center of San Diego prior to the opening of the Center.
- Obtain all necessary permits and clearances for the operation of the Center, including CEQA review, NEPA review and all necessary permits for ADA upgrades.
- Provide and ADA report to SDHC.
- Draft Land Use Ordinance.





City of San Diego Housing Navigation Center SDHC Responsibilities

- SDHC 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 that first took effect on July 1, 2010.
- SDHC will enter into the Agreement with Family Health Centers of San Diego in amounts referenced within the report to provide for the operation of the Center for a period of up to three years from the date of commencement.
- SDHC will ensure that the program operator adheres to all contract requirements in the implementation and ongoing operation of the Center, and meets all expectations for service delivery, program metrics and reporting.





City of San Diego Housing Navigation Center Budget

FUNDING SOURCE	FY 2019	FY 2020	FY2021	FY 2022	FY 2023
CDBG	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000
General Fund	\$300,000	\$300,000	\$300,000	\$300,000	\$300,000
Low and Moderate Income Housing Fund	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000
TOTAL	\$1,550,000	\$1,550,000	\$1,550,000	\$1,550,000	\$1,550,000





City of San Diego Housing Navigation Center Staff Recommendations

That the San Diego Housing Commission (SDHC) recommend that the San Diego City Council and Housing Authority of the City of San Diego take the following actions:

City Council:

- Authorize the execution of a First Amended and Restated Memorandum of Understanding (MOU) between the City of San Diego and SDHC for the City of San Diego Temporary Bridge Shelters and Transitional Storage Center to also address the duties of the parties concerning the City of San Diego's Housing Navigation Center.

Housing Authority:

- Approve a one-year agreement, with two one-year options to extend at SDHC's discretion, for a total term of three years, if and when all options are exercised, with Family Health Centers of San Diego to operate the Center.





City of San Diego Housing Navigation Center Staff Recommendations (Continued)

Housing Authority (continued):

- Authorize the President and Chief Executive Officer (President & CEO), or delegated designee, to execute the Agreement and any and all other documents and agreements that are necessary to implement these approvals.
- Authorize the execution of a First Amended and Restated Memorandum of Understanding between the City of San Diego and the Housing Commission for the City of San Diego Temporary Bridge Shelters and Transitional Storage Center to also address the duties of the parties concerning the Center.





City of San Diego Housing Navigation Center Staff Recommendations (Continued)

Housing Authority (continued):

- Authorize the President & CEO to take such actions as are reasonably necessary to implement the approvals referenced in this report.
- Authorize the President & CEO to substitute funding sources and/or increase funding amounts for services provided under the Agreement for the operation of the Center, and under the construction agreement for initial tenant improvements at the Premises, by not more than 10% of the original amount allocated herein, if necessary, without further action of the Housing Commission or Housing Authority, but only if and to the extent that such funds are determined to be available for such purposes and when it is determined to be in the best interests of the Housing Commission.





Questions & Comments

