



## INFORMATIONAL REPORT

**DATE ISSUED:** September 6, 2018

**REPORT NO:** HCR18-081

**ATTENTION:** Chair and Members of the San Diego Housing Commission  
For the Agenda of September 13, 2018

**SUBJECT:** June & July 2018 Reporting Update for City of San Diego's Storage Connect Center

### **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 report monthly data on the City of San Diego's Storage Connect Center in an Informational Report at regularly scheduled Housing Commission Board meetings and Housing Authority meetings.

#### **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 20<sup>th</sup> Street, San Diego, CA 92113.

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 and local bond funds, 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.

#### **MONTHLY REPORTING SUMMARY – JUNE & JULY 2018**

The tables below provide an overview of data captured in the first and second months of operations for the Center, operated by Mental Health Systems, Inc. (MHS), which opened on June 13, 2018, and is open Monday through Friday from 7:00 a.m. to 7:00 p.m., and Saturday and Sunday from 8:00 a.m. to 11:00 a.m.

The Center has three inventory specialists on staff conducting client intakes and storage bin assignments, as well as assisting clients with ongoing access to containers in a supervised staging area.

There are 500 storage bins<sup>1</sup> at the Center, and as of July, 30, 2018, 186 bins were assigned to clients. The Center enrolled 110 new clients in June 2018 and 81 new clients in July 2018. In June, clients returned to the Center to access their storage bins 154 times, and in July, clients returned to access their storage bins 791 times. For the first 90 days of Center operations, in accordance with the Housing Authority and City Council’s March 2018 approval for operation of the Center, all new clients are being referred to the Center from the San Diego Police Department (SDPD) and the waiting list for the City’s Transitional Storage Center, operated by Think Dignity, at 252 16<sup>th</sup> Street.

Table One: New Client Enrollments June 2018

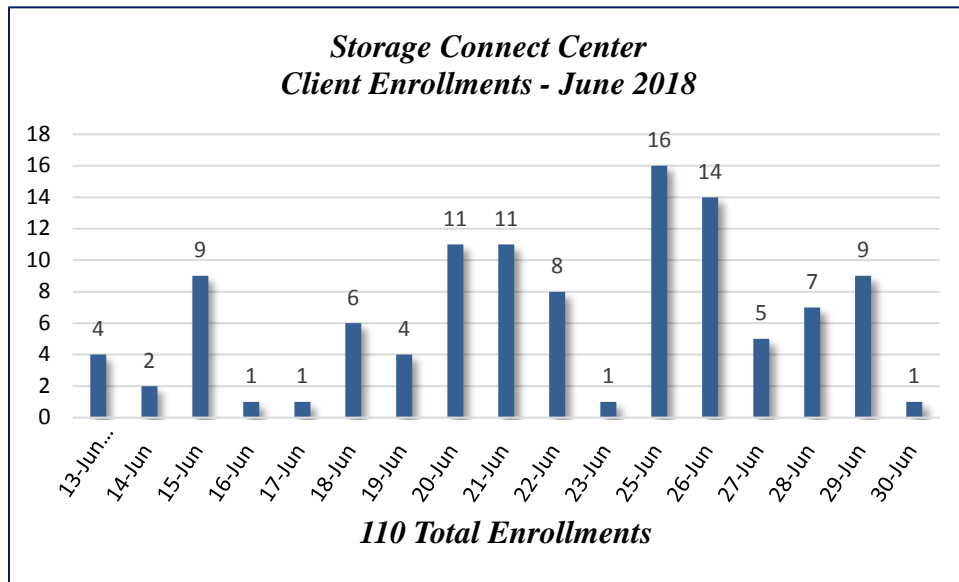


Table Two: New Client Enrollments July 2018

<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.

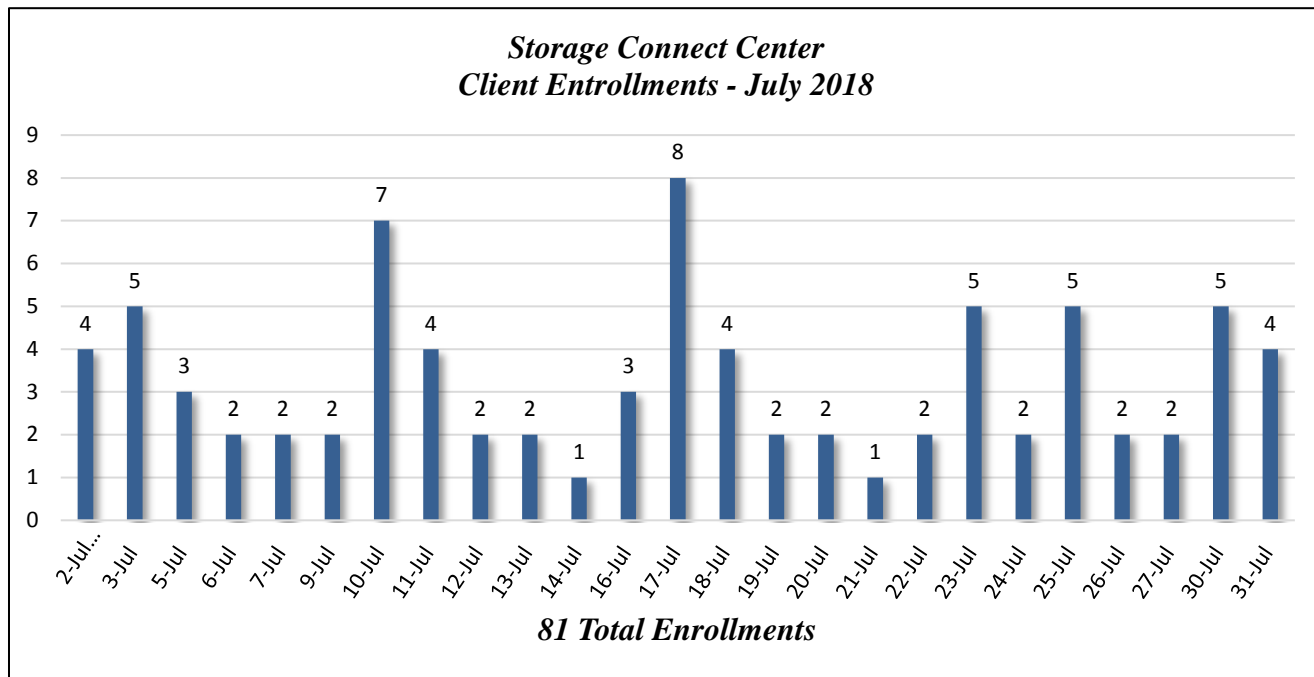


Table Three: Client Return Visits to Access Belongings June 2018

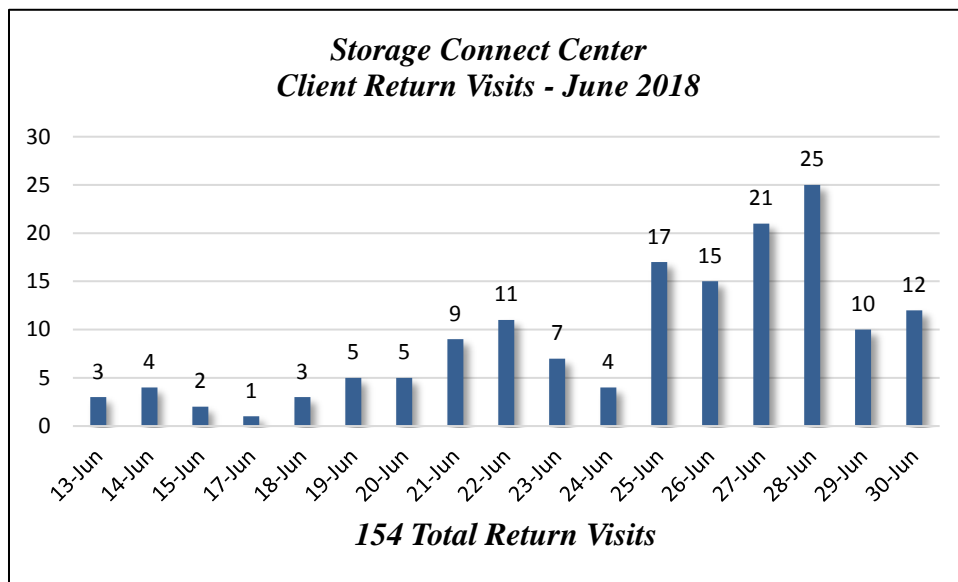
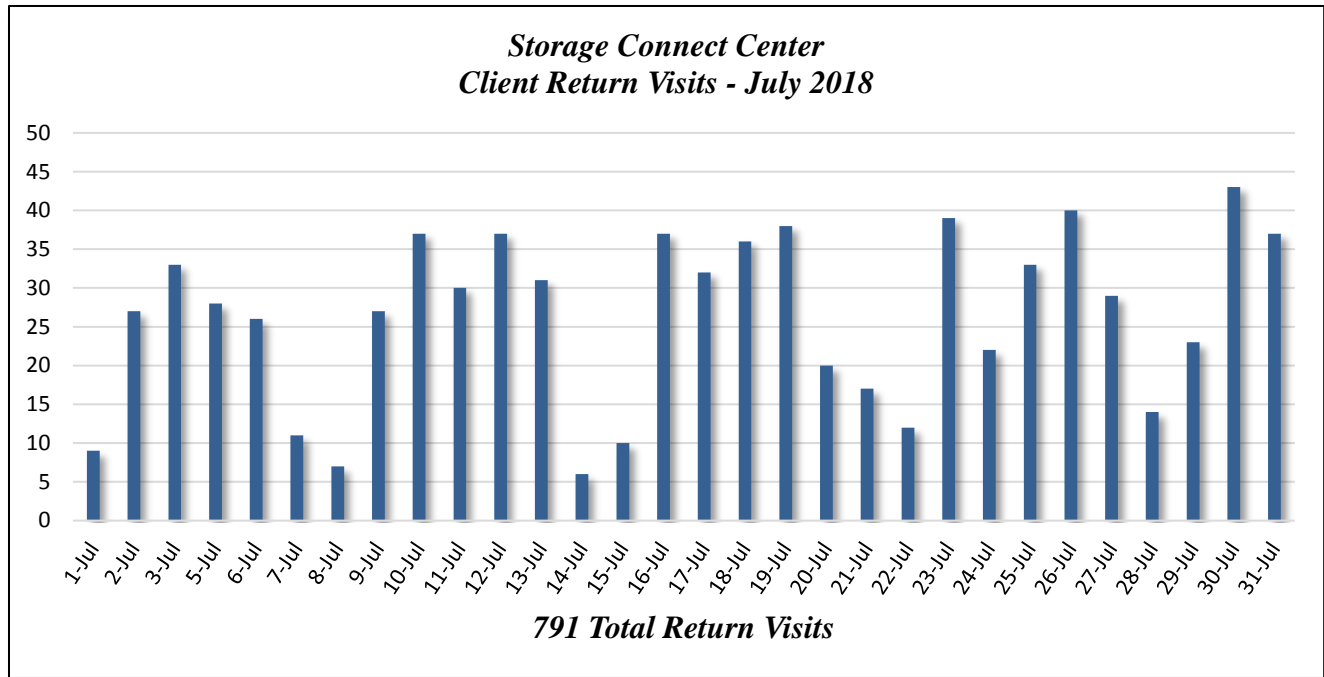


Table Four: Client Return Visits to Access Belongings July 2018



**OUTREACH AND SECURITY**

As part of the joint efforts to mitigate impact to the community and conduct outreach to persons already in the neighborhood experiencing homelessness, outreach workers from the City’s three Temporary Bridge Shelters conducted regular ongoing visits to the area to engage persons, offer services and generally provide additional presence in the neighborhoods surrounding the Center. Outreach workers 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 the San Diego Police Department (SDPD), Environmental Services Department, and the Mayor’s office or the Housing Commission.

SDPD coordinates ongoing law enforcement and security presence with the Center’s security agency, on a daily basis at every shift change, and supports the security company in managing the security needs in the vicinity of the site while SDPD focuses on the surrounding neighborhood. The Center outreach staff will conduct ongoing outreach activities in the area surrounding the Center and are implementing the same data tracking methodologies that have been implemented for the City’s Temporary Bridge Shelters’ outreach teams.

**COMMUNITY ENGAGEMENT**

Prior to the opening of the Center, the operator, Mental Health Systems (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 meets on a monthly basis with representatives from MHS, the Housing Commission, SDPD, the City’s Environmental Services

Department, and the Mayor's office in attendance. Meetings were held on May 23, June 7, July 11, and August 15, 2018. The meetings provide community members with an opportunity to share their concerns and ideas with MHS, the City, and the Housing Commission, and also allow the project's partners to share information and provide updates to the community.

As part of the project implementation, the Housing Commission provides a dedicated phone line that community members can utilize to report concerns or ask questions about the program operations. Since program launch, no calls have been received. Mental Health Systems, the Housing Commission, and City services will continue to partner and collaborate with the Community Advisory Committee to ensure the Center has a positive impact on the surrounding community, while continuing to serve individuals and families experiencing homelessness in the City of San Diego.

Respectfully submitted,



Lisa Jones  
Senior Vice President  
Homeless Housing Innovations

Approved by,



Jeff Davis  
Executive Vice President & Chief of Staff  
San Diego Housing Commission

Hard copies are available for review during business hours at the security information desk in the main lobby and at the fifth floor reception desk of the San Diego Housing Commission offices at 1122 Broadway, San Diego, CA 92101 and at the Office of the San Diego City Clerk, 202 C Street, San Diego, CA 92101. You may also review complete docket materials in the "Governance & Legislative Affairs" section of the San Diego Housing Commission website at [www.sdhc.org](http://www.sdhc.org)