



INFORMATIONAL REPORT

DATE ISSUED: September 27, 2018

REPORT NO: HCR18-088

ATTENTION: Chair and Members of the San Diego Housing Commission
For the Agenda of October 5, 2018

SUBJECT: August 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 "provide written reports on number of Clients served, utilization rate, any changes to operations, 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.

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 – August 2018

The tables below provide an overview of data captured in the third month of operations for the Center, operated by Mental Health Systems, Inc. (MHS), which opened on June 13, 2018. The Center 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, including one bilingual inventory specialist, 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 bins¹ at the Center, and as of August 30, 2018, 243 bins were

¹ The Housing Authority and the City Council mandated a maximum of 500 storage bins in the March 2018 approval for operation of the Center.

assigned to clients. The Center enrolled 60 new clients in August, and 164 clients returned to the Center to access their storage bins a total of 1,046 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 accessing the Center by referral, primarily via the San Diego Police Department (SDPD) and the waiting list for the City’s Homeless Transitional Storage Center, operated by Think Dignity, at 252 16th Street.

During the reporting period, several successes have been noted by MHS. These include but are not limited to:

- Eight individuals have successfully exited to permanent housing since shelter opening, four of whom were in August 2018;
- 243 individuals remained enrolled in the program as of August 31, 2018; and
- The Center provided 81 resource referrals to clients in August 2018.

Table One: New Client Enrollments August 2018

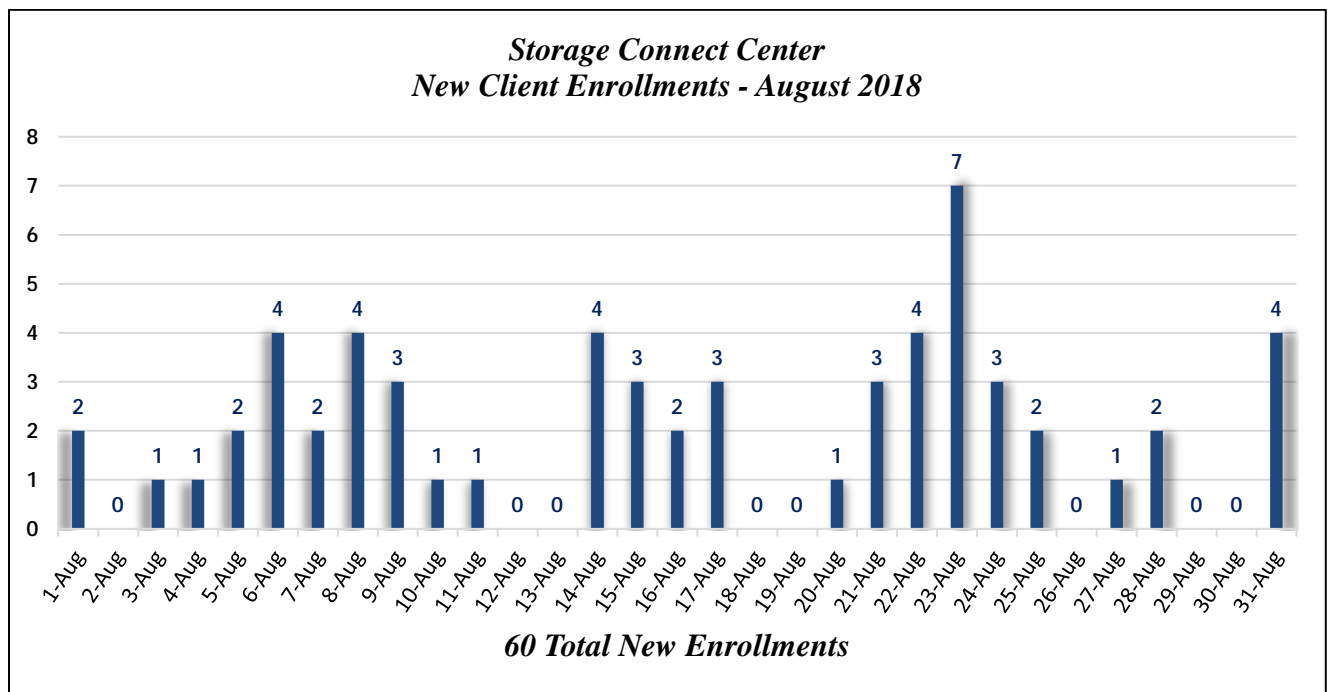


Table Two: Client Return Visits to Access Belongings August 2018

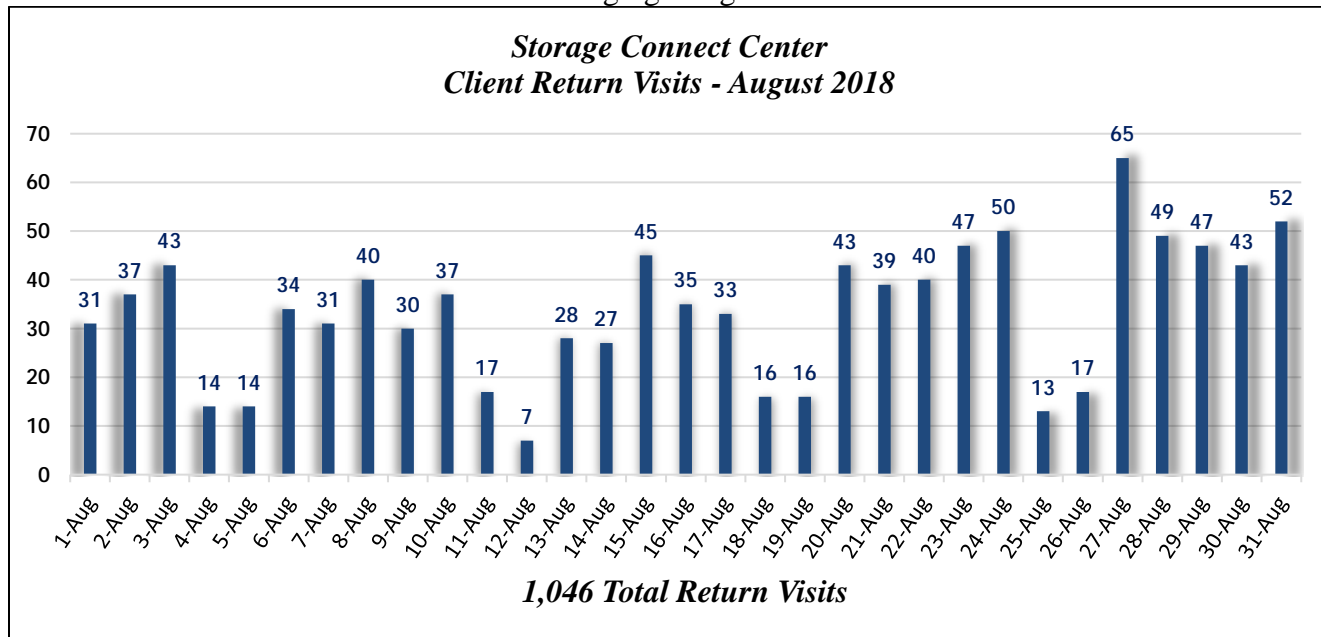


Table Three: Resource Referrals August 2018

RESOURCE TYPE	TOTAL REFERRALS IN AUGUST 2018
Basic Needs	17
Food Assistance	19
Health Care	14
Shelter	11
Housing Search and Information	6
Income Support and Employment	2
Mental Health and Substance Use Disorder Services	8
Transportation	4
TOTAL RESOURCE REFERRALS	81

OUTREACH AND SECURITY

In August 2018, Center staff conducted outreach in the area surrounding the Center, including the Monarch School, Father’s Joe’s Villages, Alpha Project, and Episcopal Community Services (ECS) Friend to Friend shelter. Outreach staff engaged with a total of 43 individuals. These engagements consisted of 13 interviews and 30 visual observations. Staff provided four individuals with referrals to mental health services and two individuals with referrals to medical services.

Outreach workers from the Center 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 have implemented 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 a meeting is held monthly 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, August 15, and September 19. There were 58 people in attendance in June, 26 in July, 17 in August, and 10 in September. 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. On August 31, Mental Health Systems hosted an open house for community members at the Center, and 12 neighbors attended between the hours of 11:00 a.m. and 4:00 p.m. This was an opportunity for the neighboring community to tour the Storage Connect Center site and learn about the operational processes. Center staff also report that community members visit the Center throughout the month to request tours.

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 program operations. Since program launch, no calls have been received. 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.

Respectfully submitted,

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Approved by,

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