



INFORMATIONAL REPORT

DATE ISSUED: November 21, 2018

REPORT NO: HCR18-090

ATTENTION: Chair and Members of the San Diego Housing Commission
For the Agenda of November 30, 2018

SUBJECT: September 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 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.

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 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 – September 2018

The tables below provide an overview of data captured in the fourth 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 September 30, 2018, 405 bins were assigned to clients. The Center enrolled 179 new clients in September. Of the 405 clients with assigned bins, 245 of them returned to the Center to access their storage bins in the month of September, and the total number of return check-ins in September was 1,829. 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. On September 11 2018, the Center began accepting walk-in clients as well as clients referred from any source. In September, 32 clients were referred from the San Diego Police Department, seven were referred from other service providers and the remaining clients had no documented referral source. During the reporting period, several successes have been noted by MHS. These include but are not limited to:

- 15 individuals have successfully moved into permanent housing since shelter opening and surrendered their bins, eight of whom were in September 2018;
- 405 individuals remained enrolled in the program as of September 30, 2018; and
- The Center provided 216 resource referrals to clients in September 2018.

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 September 2018

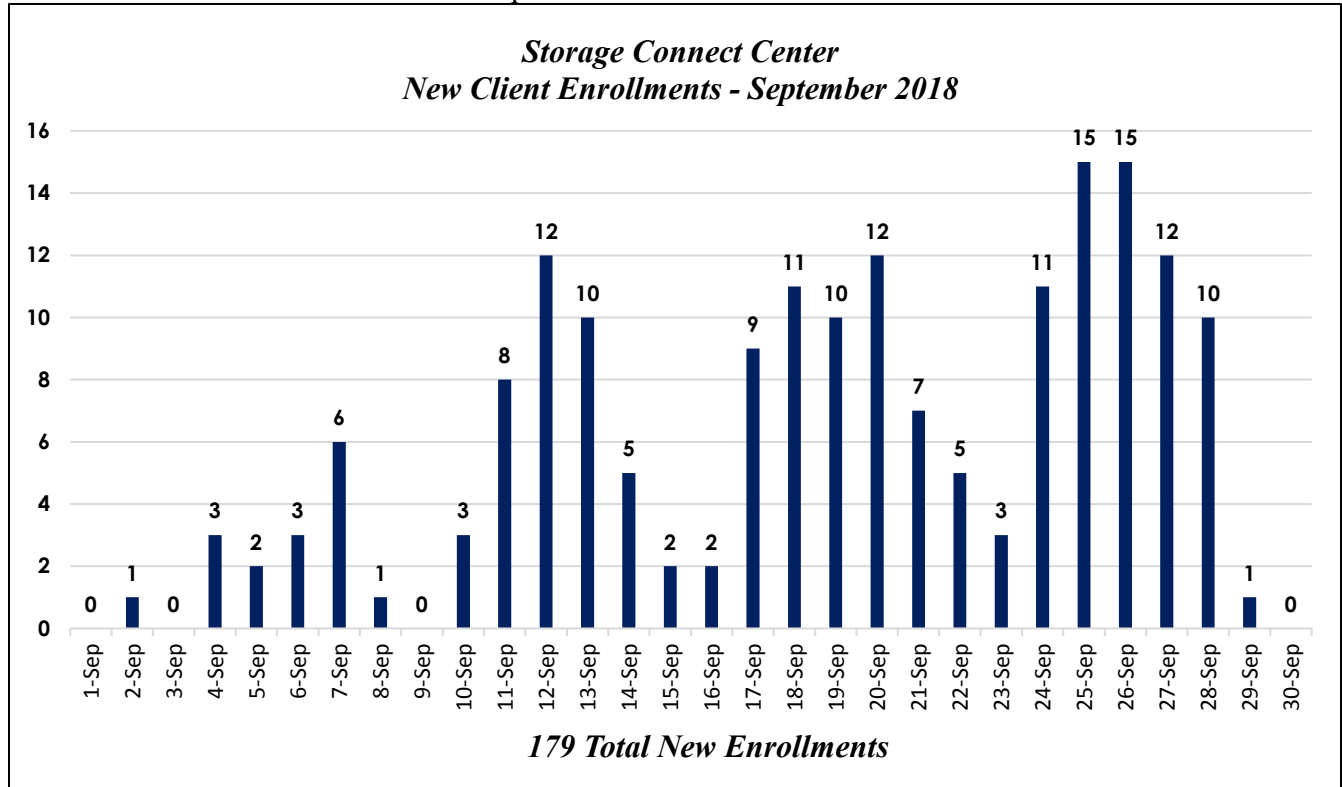


Table Two: Client Return Visits to Access Belongings September 2018

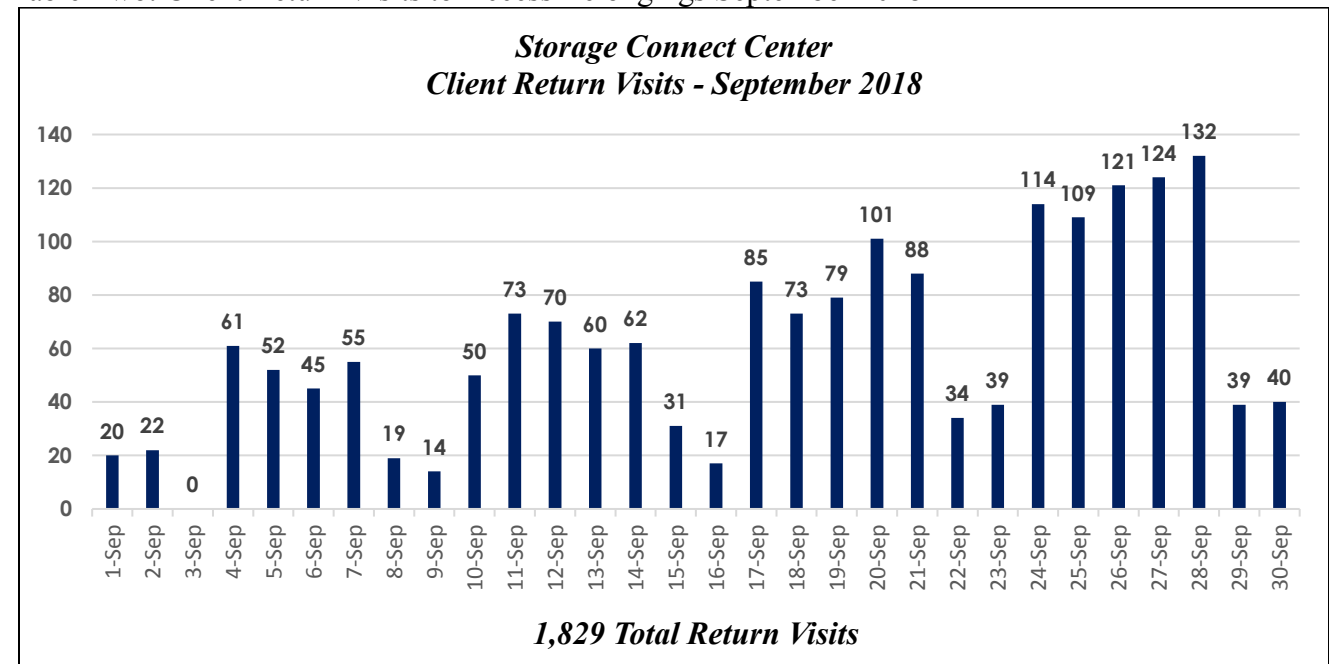


Table Three: Resource Referrals September 2018

RESOURCE TYPE	TOTAL REFERRALS IN SEPTEMBER 2018
Basic Needs	40
Food Assistance	58
Health Care	22
Shelter	25
Housing Search and Information	16
Income Support and Employment	19
Mental Health and Substance Use Disorder Services	17
Transportation	19
TOTAL RESOURCE REFERRALS	216

STORAGE CENTER ACTIVITY OVERVIEW

The Storage Center is reaching out to and serving the most vulnerable San Diegans who are experiencing homelessness. Of the population served since the opening of the Center, 62 percent of individuals enrolled at the center with no income. Of the total persons served since the Center opened, 28 percent had a disability, 46 percent were chronically homeless, 30 percent were 55 years of age or older and 8 percent were veterans.

In September 2018, Center staff conducted outreach in the area surrounding the Center. Outreach staff engaged with a total of 88 individuals. These engagements consisted of 62 interviews and 26 visual observations. Staff provided 18 individuals with referrals to mental health services and 21 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 SDPD, Environmental Services Department (ESD), 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 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 was formed, and a meeting is held monthly with representatives from MHS, the Housing Commission, SDPD, the City's ESD, and the Mayor's office in attendance. Meetings were held on May 23, June 7, July 11, August 15, September 19, and October 17. There were 58 people in attendance in June, 26 in July, 17 in August, 10 in September and 10 in October. 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 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,



Lisa Jones
Senior Vice President
Homeless Housing Innovations

Approved by,



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

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