



## INFORMATIONAL REPORT

**DATE ISSUED:** January 3, 2019 **REPORT NO:** HCR19-012

**ATTENTION:** Chair and Members of the San Diego Housing Commission  
For the Agenda of January 11, 2019

**SUBJECT:** October 2018 and November 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 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 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 – October & November 2018**

The tables below provide an overview of data captured in the fifth and six months 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. Pursuant to the Housing Authority approval of the operating agreement (Resolution No. HA-1777), the Center provides a maximum of 500 storage bins<sup>1</sup> that can be utilized at a time. As of October 31, 2018, 495 bins were assigned to clients. In total, the Center enrolled 118 new clients and served 522 total clients throughout the month of October. Of the 522 clients served in October, 392 of them returned to the Center to access their storage bins, and the total number of return check-ins in October was 3,234. Twenty-seven clients exited the Center in October.

As of November 30, 2018, 500 bins were assigned to clients. In total, the Center enrolled 14 new clients and served 509 total individuals throughout the month of November. Of the 509 clients served in November, 324 of them returned to the Center to access their storage bins, and the total number of check-ins in November was 2,569. Nine clients exited the Center in November.

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 were 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 16<sup>th</sup> Street. On September 11, 2018, the Center began accepting walk-in clients as well as clients referred from any source. On October 13, 2018, the Center reached capacity with all 500 bins being allocated to clients. At the end of the November reporting period, more than 160 individuals were on the Center waiting list, and as of December 24, 2018, 212 individuals were on the Center waiting list.

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

- 36 individuals have successfully moved into permanent housing since Center opening and surrendered their bins, 17 of whom were in October 2018 and five of whom were in November 2018;
- 500 individuals remained enrolled in the program as of November 30, 2018; and
- The Center provided 79 resource referrals to clients in October 2018 and 18 resource referrals to clients in November 2018.

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<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 One: New Client Enrollments October 2018

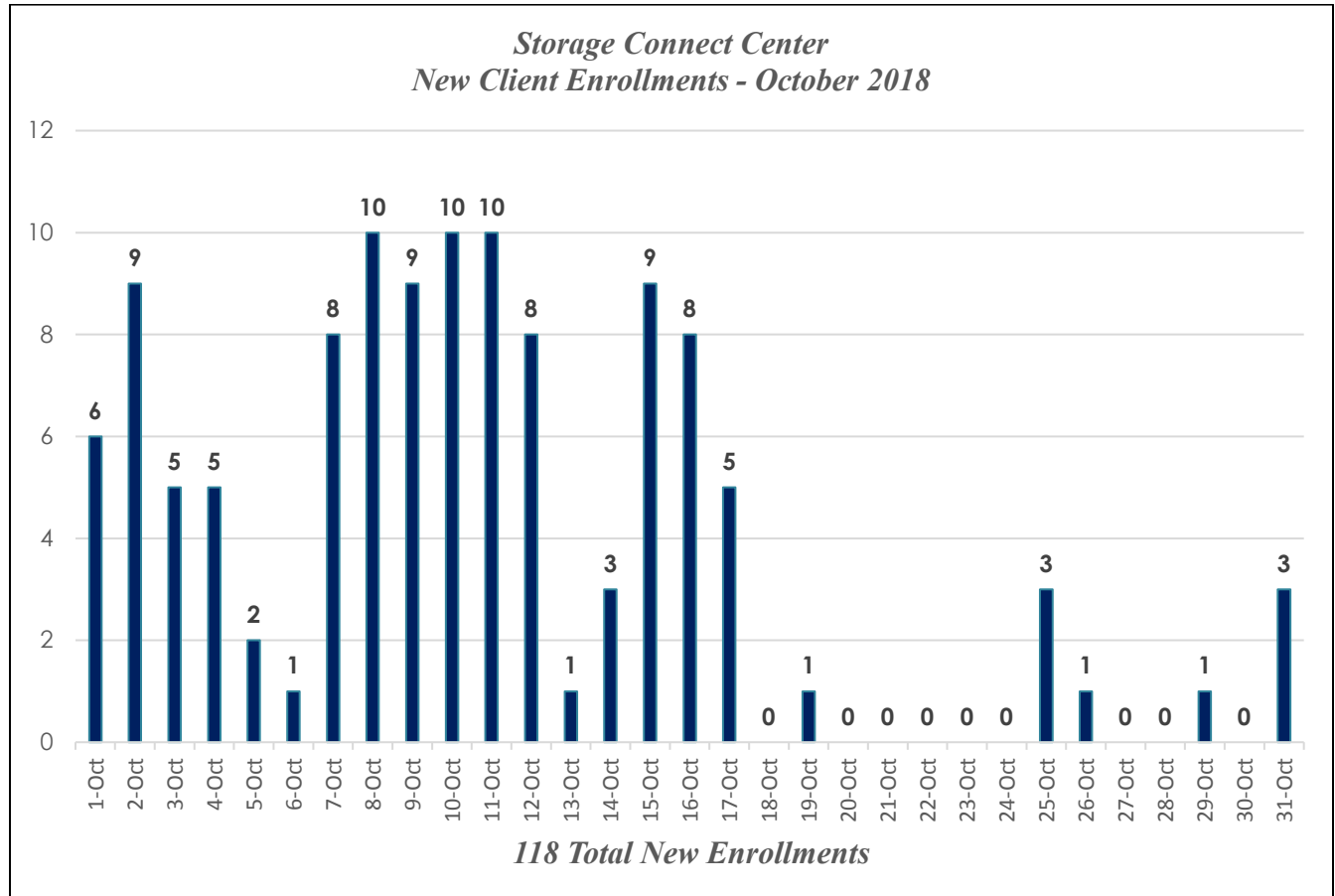


Table Two: Client Return Visits to Access Belongings October 2018

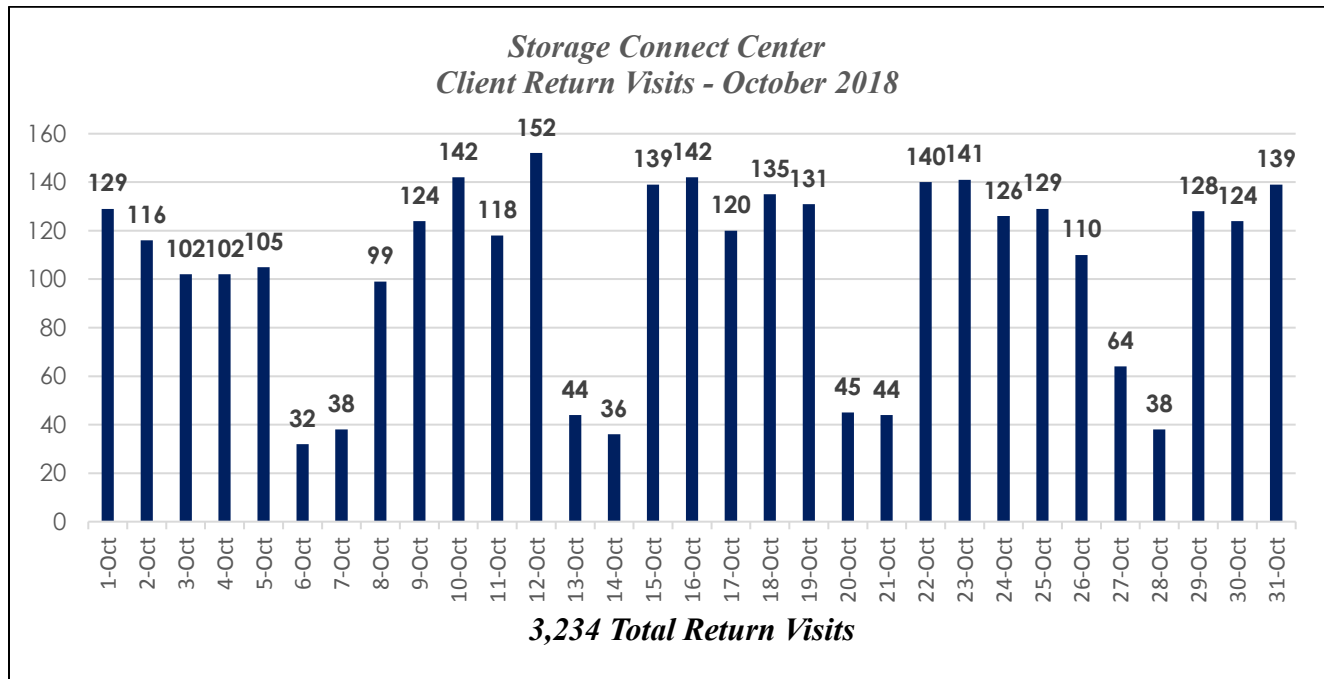


Table Three: Resource Referrals October 2018

RESOURCE TYPE	TOTAL REFERRALS IN OCTOBER 2018
Basic Needs	2
Food Assistance	23
Health Care	4
Shelter	8
Housing Search and Information	10
Income Support and Employment	14
Mental Health and Substance Use Disorder Services	6
Transportation	6
<b>TOTAL RESOURCE REFERRALS</b>	<b>79</b>

Table Four: New Client Enrollments November 2018

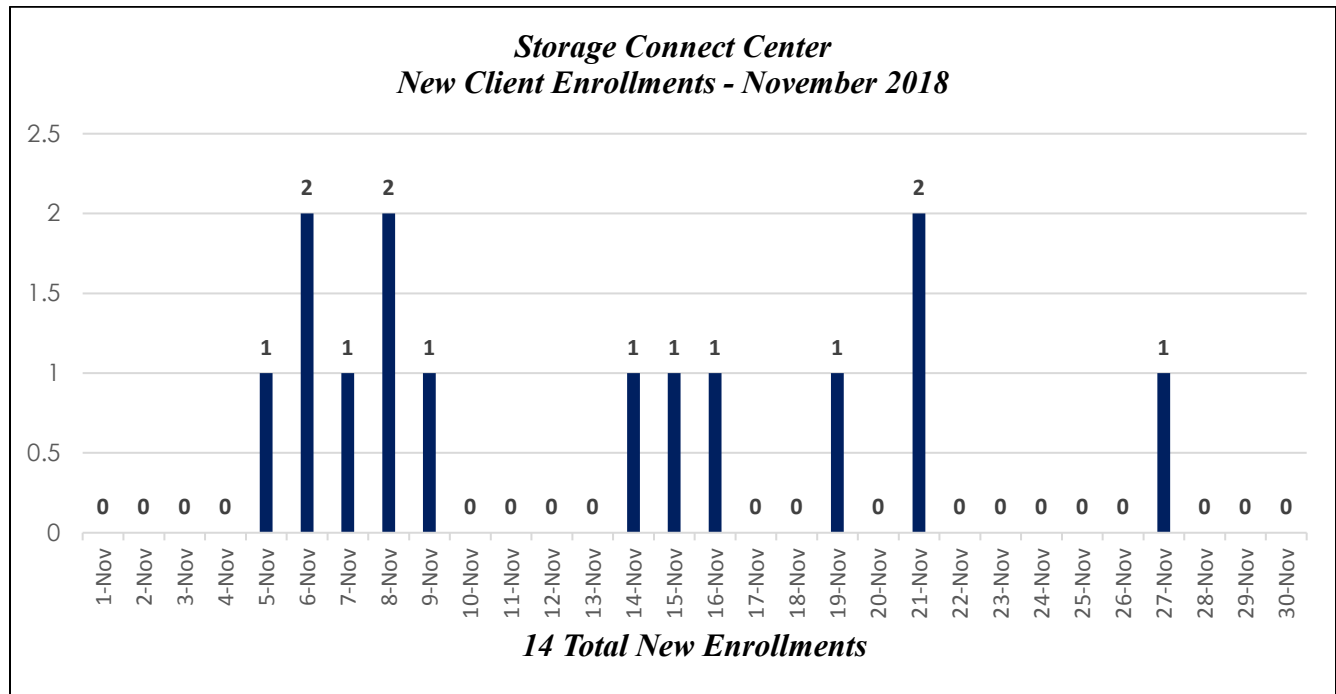


Table Five: Client Return Visits to Access Belongings November 2018

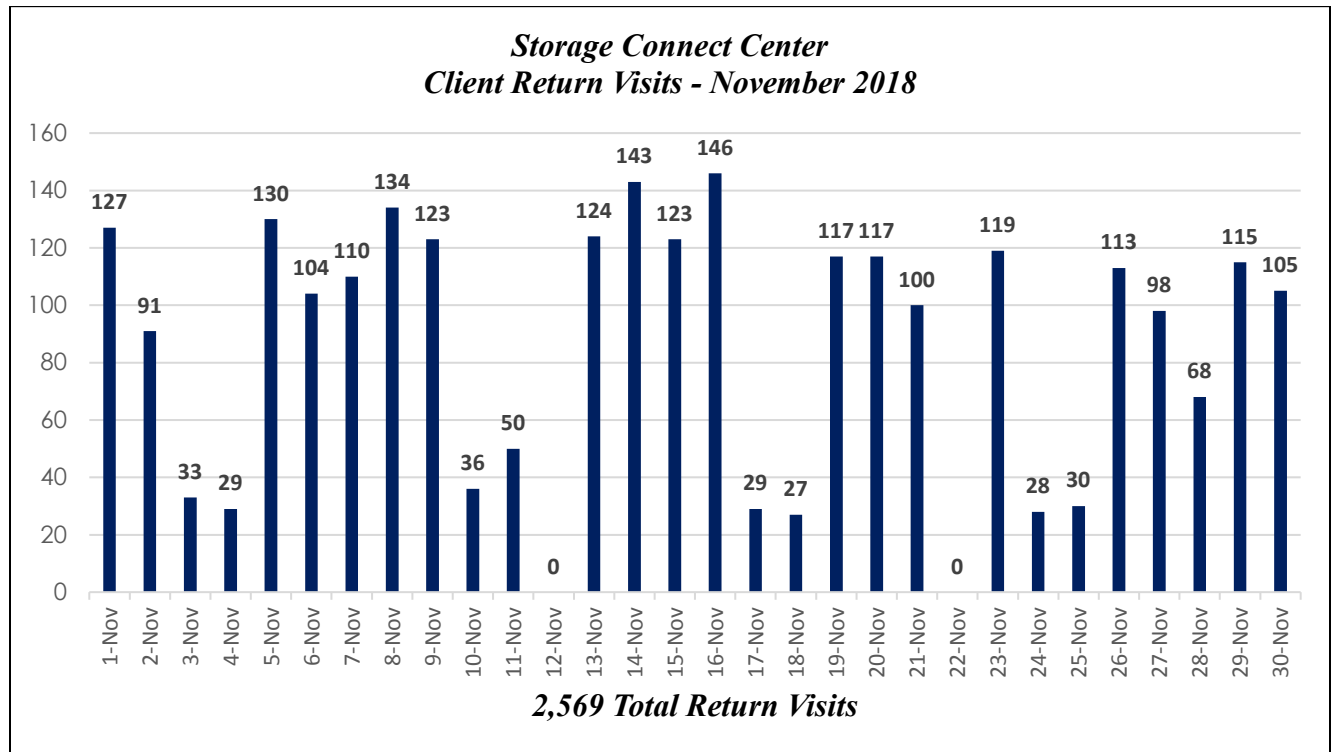


Table Six: Resource Referrals November 2018

RESOURCE TYPE	TOTAL REFERRALS IN NOVEMBER 2018
Basic Needs	0
Food Assistance	0
Health Care	2
Shelter	0
Housing Search and Information	3
Income Support and Employment	3
Mental Health and Substance Use Disorder Services	10
Transportation	0
<b>TOTAL RESOURCE REFERRALS</b>	<b>18</b>

**STORAGE CENTER ACTIVITY OVERVIEW**

The Storage Center is reaching out to and serving the most vulnerable San Diegans who are experiencing homelessness. Of the total population served since the opening of the Center, 61 percent of individuals enrolled at the center entered with no income, 28 percent had a disability, 42 percent were chronically homeless, 29 percent were 55 years of age or older, and 8 percent were veterans.

In October and November 2018, Center staff conducted outreach in the area surrounding the Center. In October, outreach staff engaged with a total of 73 individuals. These engagements consisted of 17 interviews and 56 visual observations. Staff provided two individuals with referrals to mental health services, three individuals with referrals to medical services and 11 individuals with referrals to food resources. In addition, staff provided 27 individuals with information about the Center and the procedure for accessing the Center’s waiting list. In November, outreach staff engaged with a total of 124 individuals. These engagements consisted of 22 interviews and 102 visual observations. Staff provided one individual with a referral to mental health services, one individual with a referral to medical services and 19 individuals with referrals to food resources. In addition, staff provided 57 individuals with information about the Center and the procedure for accessing the Center’s waiting list.

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, October 17 and November 28. There were 58 people in attendance in June, 26 in July, 17 in August, 10 in September, 10 in October and 15 in November. Due to the holidays, the Advisory Committee decided to cancel the regularly scheduled meeting in December and reconvene in January 2019. 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

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)