



INFORMATIONAL REPORT

DATE ISSUED: February 28, 2019 **REPORT NO:** HCR19-028

ATTENTION: Chair and Members of the San Diego Housing Commission
For the Agenda of March 8, 2019

SUBJECT: December 2018 and January 2019 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. On February 8, 2019, the Housing Commission approved the execution of the first one-year renewal option of the Agreement with Mental Health Systems (MHS) to operate the Center for a term of July 1, 2019, through June 30, 2020, with a corresponding budget of \$1,190,828.40. The recommendation is being presented to the Housing Authority for review on March 12, 2019.

MONTHLY REPORTING SUMMARY – December 2018 and January 2019

The tables below provide an overview of data captured in the seventh and eighth months of operations for the Center, operated by 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 bins¹ that can be utilized at a time. As of December 31, 2018, 491 bins were assigned to clients. In total, the Center enrolled 14 new clients and served 514 total clients throughout the month of December. Of the 514 clients served in December, 261 of them returned to the Center to access their storage bins, and the total number of return check-ins in December was 1,941. Twenty-three clients exited the Center in December.

As of January 31, 2019, 482 bins were assigned to clients. In total, the Center enrolled 48 new clients and served 539 total individuals throughout the month of January. Of the 539 clients served in January, 309 of them returned to the Center to access their storage bins, and the total number of check-ins in January was 1,915. Fifty-seven clients exited the Center in January.

On October 13, 2018, the Center reached capacity with all 500 bins being allocated to clients. During the January reporting period, more than 230 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:

- 50 individuals have successfully moved into permanent housing since Center opening and surrendered their bins, eight of whom were in December 2018 and four of whom were in January, 2019;
- 482 individuals remained enrolled in the program as of January 31, 2019; and
- The Center provided 30 resource referrals to clients in December 2018 and 32 resource referrals to clients in January 2019.

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 December 2018

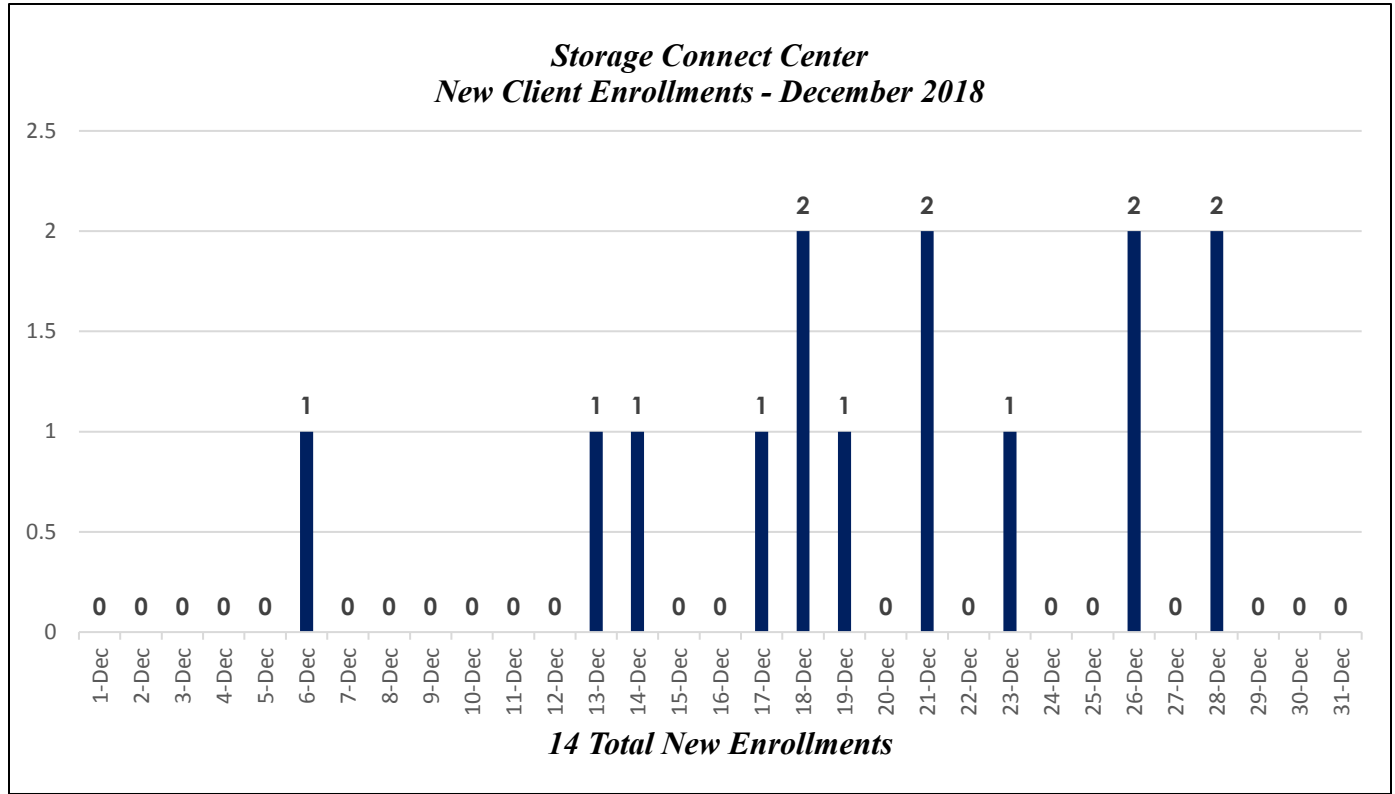


Table Two: Client Return Visits to Access Belongings December 2018

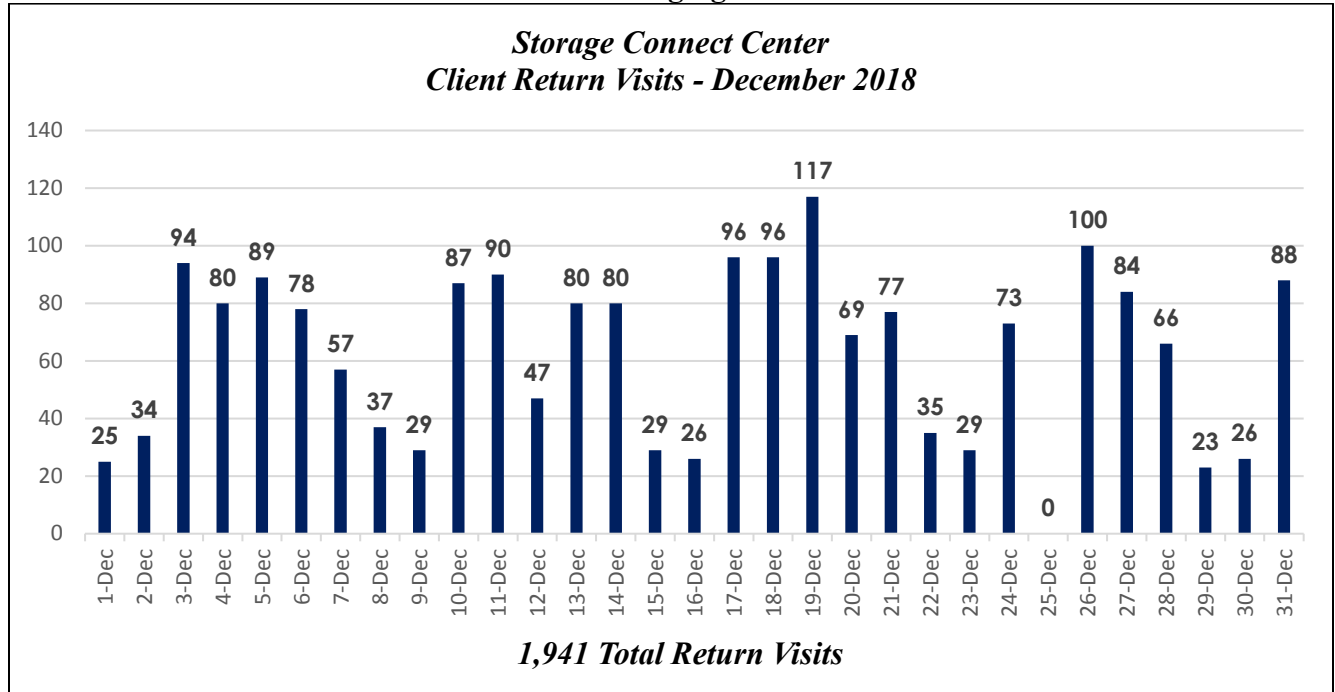


Table Three: Resource Referrals December 2018

RESOURCE TYPE	TOTAL REFERRALS IN DECEMBER 2018
Basic Needs	14
Food Assistance	1
Health Care	0
Shelter	0
Housing Search and Information	2
Income Support and Employment	4
Mental Health and Substance Use Disorder Services	8
Transportation	1
At-Risk Homeless Housing Related Assistance Programs	0
TOTAL RESOURCE REFERRALS	30

Table Four: New Client Enrollments January 2019

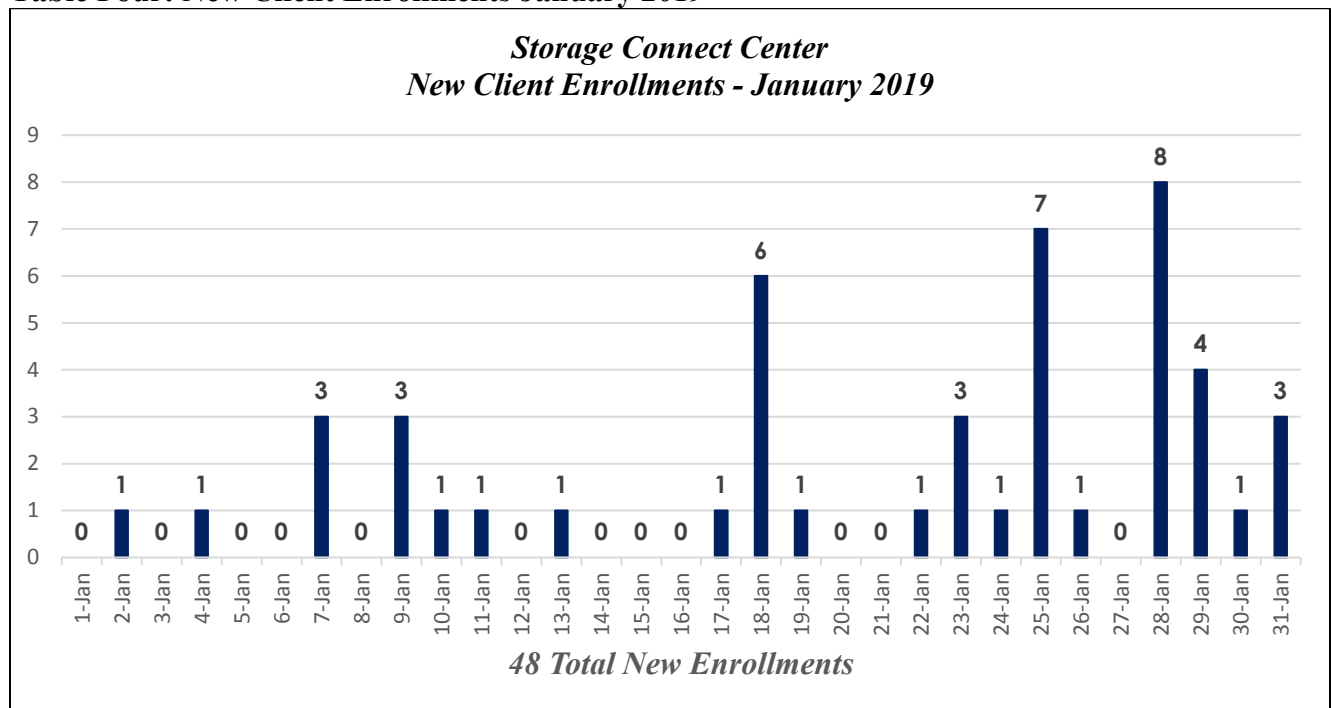


Table Five: Client Return Visits to Access Belongings January 2019

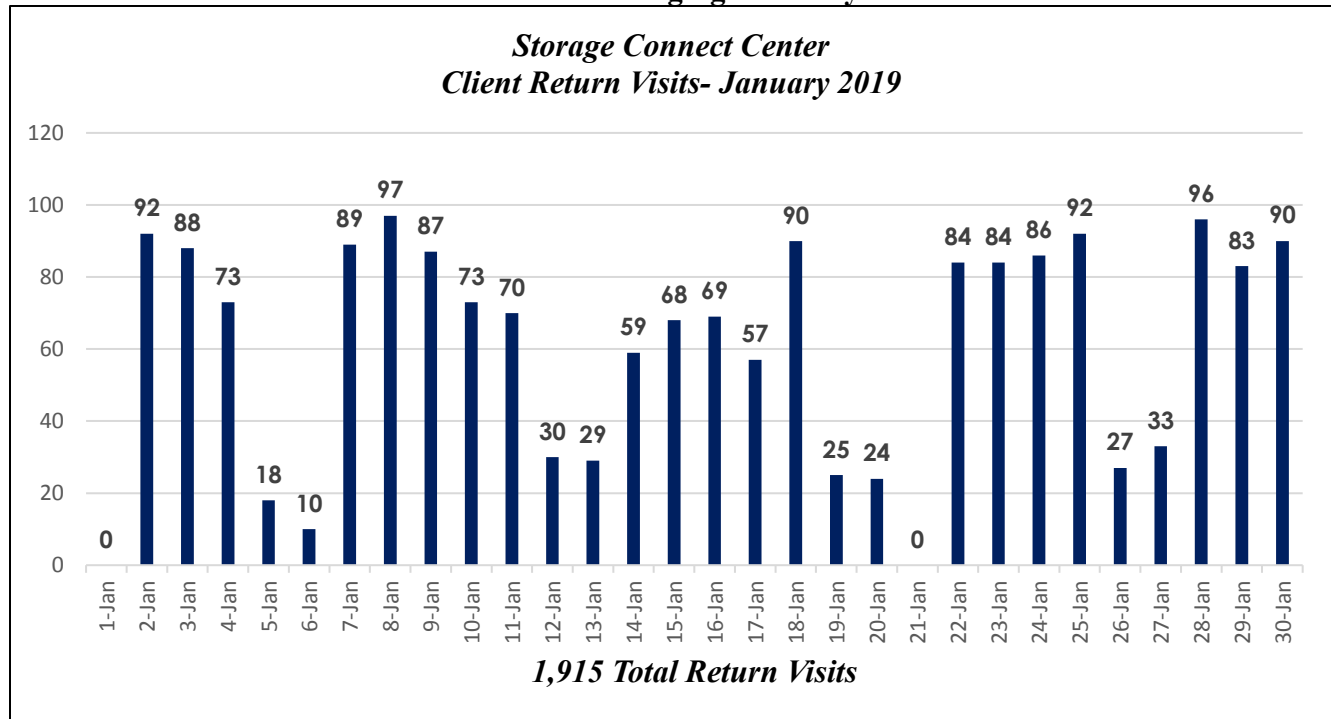


Table Six: Resource Referrals January 2019

RESOURCE TYPE	TOTAL REFERRALS IN JANUARY 2019
Basic Needs	4
Food Assistance	4
Health Care	2
Shelter	4
Housing Search and Information	4
Income Support and Employment	5
Mental Health and Substance Use Disorder Services	2
Transportation	2
At-Risk Homeless Housing Related Assistance Programs	5
TOTAL RESOURCE REFERRALS	32

STORAGE CENTER USAGE OVERVIEW

From January 7 to January 28, hourly usage data was collected to analyze and determine peak usage times of the Center. The results of this analysis found that the busiest times for the Center appear to be in the morning, from 7 a.m. – 12 p.m., with approximately 51 percent of all client check-ins occurring during the first five hours of Center operation. In addition, approximately 26 percent of all client check-ins occurred during the final three hours of Center operation, from 4 p.m. - 7 p.m.

Table Seven: Summary of Usage Times by Operating Hour (January 7 – January 28)

Client Check-Ins by Operating Hour: January 7 - January 28	
<u>Time</u>	<u>Number of Check-Ins</u>
7:00am-8:00am	164
8:01am-9:00am	155
9:01am-10:00am	147
10:01am-11:00am	146
11:01am-12:00pm	101
12:01pm-1:00pm	85
1:01pm-2:00pm	87
2:01pm-3:00pm	61
3:01pm-4:00pm	80
4:01pm-5:00pm	100
5:01pm-6:00pm	138
6:01pm-7:00pm	130

In addition to the analysis conducted on usage time, additional analysis was conducted to determine the frequency of use during weekdays compared to weekend usage. The results of this analysis show that the average number of check-ins on any given weekday is 74 client check-ins per day, compared to the average daily check-ins on the weekend of 25 client check-ins per day. While the average daily check-ins are higher during the week, it is important to take into consideration the operating hours for the Center on a weekday (7 a.m. - 7 p.m.) compared to the operating hours of the Center on a weekend day (8 a.m. - 11 a.m.). When operating hours are taken into consideration, the hourly client check-in rate on a weekend is slightly higher than the average hourly check-in rate during the week.

Table Eight: Summary of Weekday vs. Weekend Check-Ins Since Center Opening

Summary of Check-Ins Since Center Opening: June 13, 2018 – January 31, 2019				
	Weekend	Weekday	Saturday	Sunday
June	24	130	9	5
July	109	681	48	61
August	114	932	60	54
September	276	1,550	144	132
October	340	2,885	184	156
November	262	2,308	126	136
December	293	1,648	149	144
January	196	1,719	100	96
Total	1,614	11,853	830	784
Average Check-Ins	24.8	74.1	25.9	23.8

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, 52 percent of individuals enrolled at the center entered with no income, 21 percent had a disability, 38 percent were chronically homeless, 30 percent were 55 years of age or older, and 8 percent were veterans.

In December 2018 and January 2019, Center staff conducted outreach in the area surrounding the Center. In December, outreach staff engaged with a total of 172 individuals. These engagements consisted of 37 interviews and 135 visual observations. Staff provided 16 individuals with referrals to mental health services, 18 individuals with referrals to medical services and 33 individuals with referrals to food resources. In addition, staff provided 71 individuals with information about the Center and the procedure for accessing the Center’s waiting list. In January, outreach staff engaged with a total of 104 individuals. These engagements consisted of 43 interviews and 61 visual observations. Staff provided 37 individuals with referrals to mental health services, 36 individuals with referrals to medical services and 38 individuals with referrals to food resources. In addition, staff provided 55 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 the San Diego Police Department (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. The most recent meetings were held in in January with 31 persons in attendance, and February, with 21 persons in attendance. 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 related to the Storage Connect Center 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