



SAN DIEGO  
HOUSING  
COMMISSION

We're About People

# San Diego Housing Commission

## City of San Diego's Storage Connect Center

Housing Authority Agenda Item #1  
March 12, 2019

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# City of San Diego

## Storage Connect Center

### Introduction

- The Storage Connect Center (Center), formerly known as the Transitional Storage Center, offers a safe place for individuals experiencing homelessness to keep their belongings as they look for work, attend classes, or meet with service providers.
- This Center augments storage center services that have been operated by Think Dignity since 2011.
- The Center also helps to keep homeless San Diegan's belongings off of downtown streets, sidewalks, and storefronts.





# City of San Diego Storage Connect Center Introduction (Continued)

- Operated by Mental Health Systems, Inc. (MHS), the Center opened on June 13, 2018.
- Up to 500 storage bins are available for persons experiencing homelessness
- For the first 90 days, all new clients were accepted by referral or from the waiting list for the City's Homeless Transitional Storage Center (operated by Think Dignity).
- On September 11, 2018, the Center began accepting walk-in clients as well as clients referred from any source.
- Hours open:
  - Monday through Friday, 7 a.m. – 7 p.m.
  - Saturday and Sunday, 8 a.m. – 11 a.m.





# City of San Diego Storage Connect Center Management and Standards

- 24-hour security
- Prevent client queuing/loitering & conduct litter abatement
- No alcohol/drug use permitted onsite
- Coordination with City Departments
- Regular Community Meetings
- Dedicated SDHC Contact
- San Diego Police Neighborhood Policing Team
- San Diego Environmental Services
- Outreach Ambassadors





# City of San Diego

## Storage Connect Center

### Outreach, Security & Community Engagement

- Outreach workers from the Center and the City's three Temporary Bridge Shelters conduct regular ongoing visits to the area to engage individuals and offer services.
- SDPD coordinates ongoing law enforcement and security presence with the Center's security agency daily.
- Monthly Community Advisory Committee meetings provide community members with an opportunity to share concerns and ideas with MHS, the City, and SDHC, and allow project partners to share information and updates with the community.
- SDHC hosts a dedicated phone line available to Community Members to raise questions or concerns.



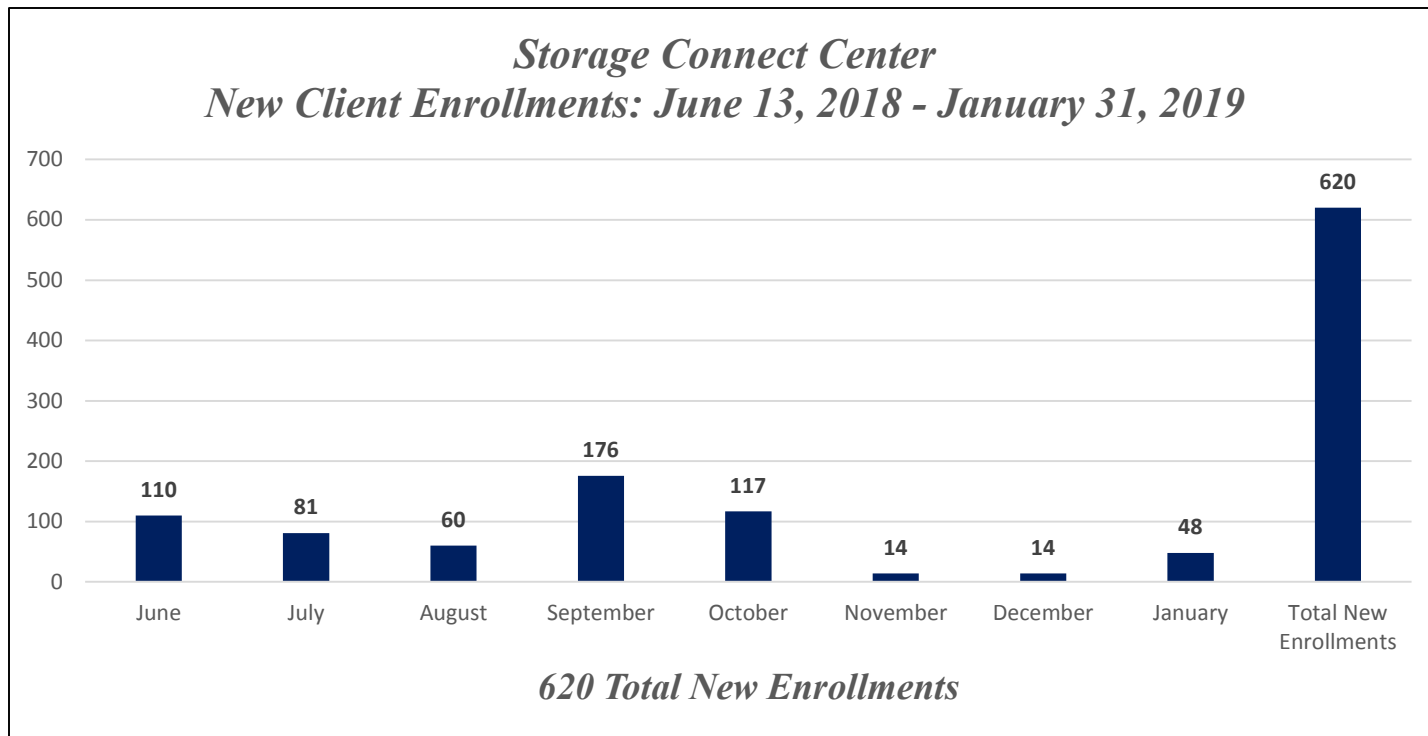
# City of San Diego Storage Connect Center Current Capacity

- On October 13, 2018, the Center reached capacity with all 500 storage units allocated to clients.
- The proposed contract renewal would continue operations at the current capacity of 500 storage units.
- As of March 5, 2019, the Center had a waiting list of approximately 230 individuals.
- The City's Homeless Transitional Storage Center, operated by Think Dignity, had a waiting list of more than 92 homeless individuals.
- The 2018 Annual Point-in-Time Count of homeless individuals identified more than 2,630 unsheltered homeless individuals in the City of San Diego on any given night.



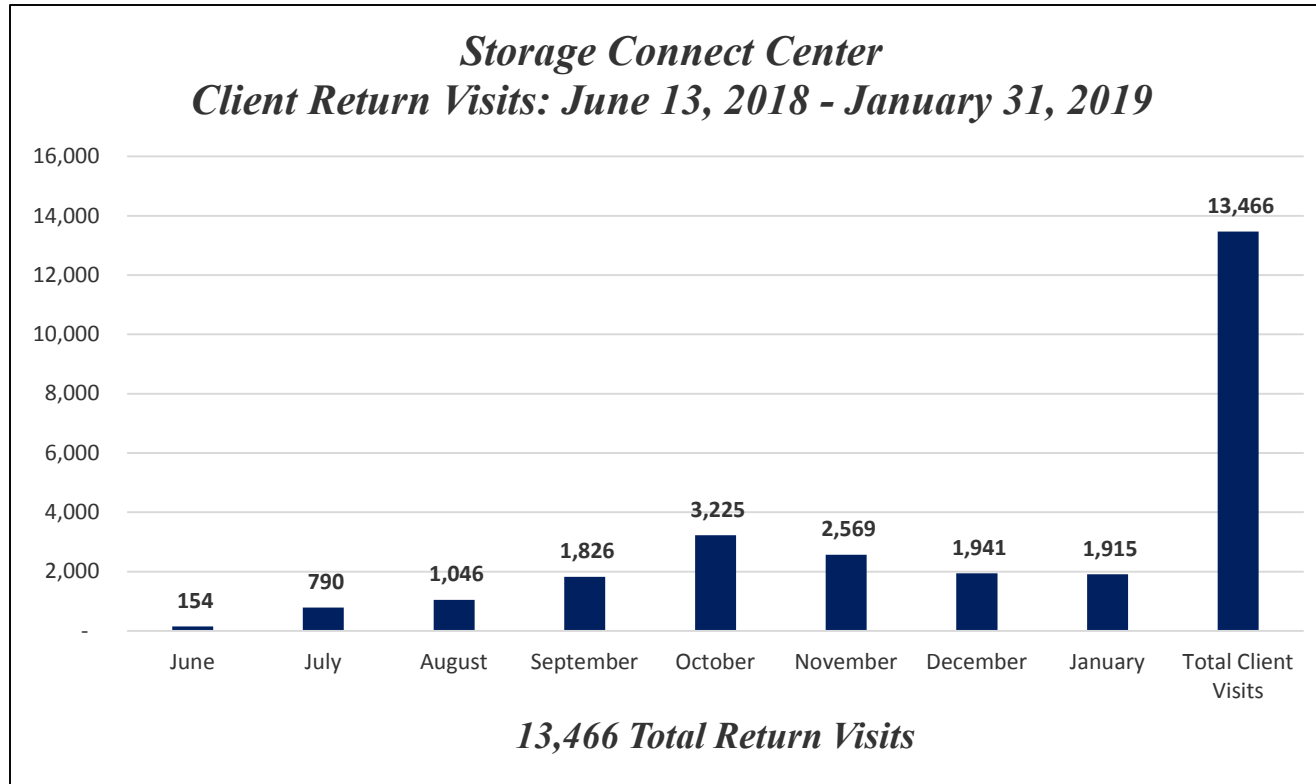
# City of San Diego Storage Connect Center

New Client Enrollments – June 13, 2018 – January 31, 2019



# City of San Diego Storage Connect Center

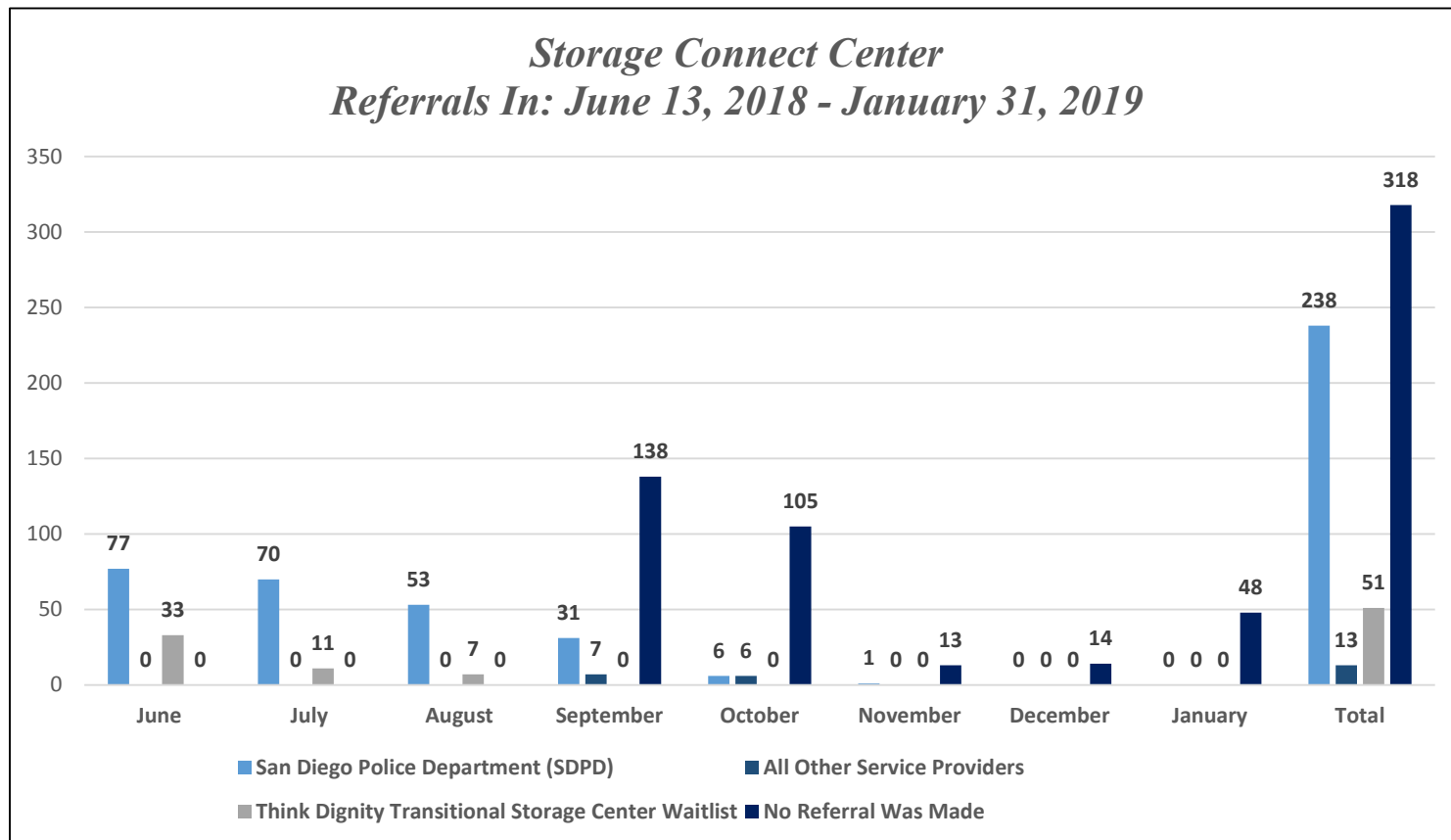
Client Return Visits – June 13, 2018 – January 31, 2019





# City of San Diego Storage Connect Center

## Client Referrals In – June 13, 2018 – January 31, 2019





# City of San Diego Storage Connect Center

## Resource Referrals Out – June 13, 2018 – January 31, 2019

RESOURCE TYPE	TOTAL REFERRALS SINCE OPENING
Basic Needs	77
Food Assistance	105
Health Care	46
Shelter	54
Housing Search and Information	47
At Risk/Homeless Housing Related Assistance Programs	15
Income Support and Employment	50
Mental Health and Substance Use Disorder Services	49
Transportation	35
<b>TOTAL RESOURCE REFERRALS</b>	<b>478</b>



# City of San Diego Storage Connect Center

Special Populations Served – June 13, 2018 – January 31, 2019

CLIENT DEMOGRAPHICS	TOTAL CLIENTS SERVED SINCE OPENING
Total Unduplicated Clients Served Since Storage Center Opening	620
Total Person Served Who Identify as Homeless	620
	<b>100%</b>
Transitional Age Youth (18-24)	17
	<b>3%</b>
Adults 55+	188
	<b>30%</b>
Veterans	47
	<b>8%</b>
Chronically Homeless Persons	237
	<b>38%</b>
Persons with Disabilities	133
	<b>21%</b>
Persons with Mental Health Issues	189
	<b>30%</b>
Persons with a Chronic Health Condition	138
	<b>22%</b>
Persons Fleeing Domestic Violence	19
	<b>3%</b>



# City of San Diego Storage Connect Center Estimated Costs

## Lease

	Year 1* (April 2018 -- June 2019)	Year 2 (July 2019 – June 2020)
Base Annual Rent	\$ 221,100.00	\$ 182,186.40
Operating Expense (Estimated)	\$ 25,000.00	\$ 20,000.00
Security Deposit	\$ 15,637.67	N/A
<b>Total:</b>	<b>\$ 261,737.67</b>	<b>\$ 202,186.40</b>

\*The Housing Commission allocated funds in the FY2018 Budget for the initial 3 months of the initial lease. Funds were further allocated for the FY2019 budget from July 1, through June 30.

## Operations & Tenant Improvements

Service/Expense	Year 1 (May, 13, 2018 – June 30, 2019))	Year 2 (July 1, 2019 – June 30, 2020)
Operating Agreement	\$ 1,350,912.26	\$ 1,190,828.40
Tenant Improvements	\$ 75,817.00	N/A
<b>Total</b>	<b>\$ 1,426,729.26</b>	<b>\$ 1,190,828.40</b>





# City of San Diego Storage Connect Center Staff Recommendations

That the San Diego Housing Commission (SDHC) recommend that the Housing Authority of the City of San Diego take the following actions:

- Approve a two-month extension of the contract term for the current Agreement with Mental Health Systems, Inc., for the operation of the City of San Diego's Storage Connect Center, at 116 South 20<sup>th</sup> Street, for an amended term of May 14, 2018, through June 30, 2019, and a corresponding amendment to the contract budget to accommodate the two additional operating months in the amended term at current capacity of 500 units for an adjusted budget of \$1,426,729.26 (an addition of \$160,084.26 for the extension).





# City of San Diego

## Storage Connect Center

### Staff Recommendations (Continued)

- Approve the execution of the first one-year renewal option of the Agreement with Mental Health Systems to operate the Center for a term of July 1, 2019, through June 30, 2020, with a corresponding budget at current capacity of 500 units with an annual budget amount of \$1,190,828.40.
- Authorize the President and Chief Executive Officer (President & CEO), or delegated designee, to execute the Agreement and any and all other documents and agreements that are necessary to implement these approvals.





# City of San Diego

## Storage Connect Center

### Staff Recommendations (Continued)

- Authorize the President & CEO, or designee, to take such actions as are reasonably necessary to implement these approvals;
- Authorize the allocation and expenditure of funds in the Fiscal Year 2020 Housing Commission budget to support the payment of building lease costs for the lease to be renewed by the City of San Diego for the Center;
- Authorize SDHC's President & CEO to substitute funding sources and/or increase funding under the agreement by not more than 20 percent of the original amount.



# Questions?

