



SAN DIEGO
HOUSING
COMMISSION

INFORMATIONAL REPORT

DATE ISSUED: April 25, 2019

REPORT NO: HCR19-048

ATTENTION: Chair and Members of the San Diego Housing Commission
For the Agenda of May 3, 2019

SUBJECT: March 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 recommendations were presented to the Housing Authority for review on March 12, 2019. The Housing Authority approved the execution of the first one-year renewal option of the Agreement with MHS, contingent on the successful presentation of a plan by the City of San Diego to the City Council, regarding identification of an additional storage center site as well as a proposal for a comprehensive community engagement strategy for the implementation of the identified site.

MONTHLY REPORTING SUMMARY – March 2019

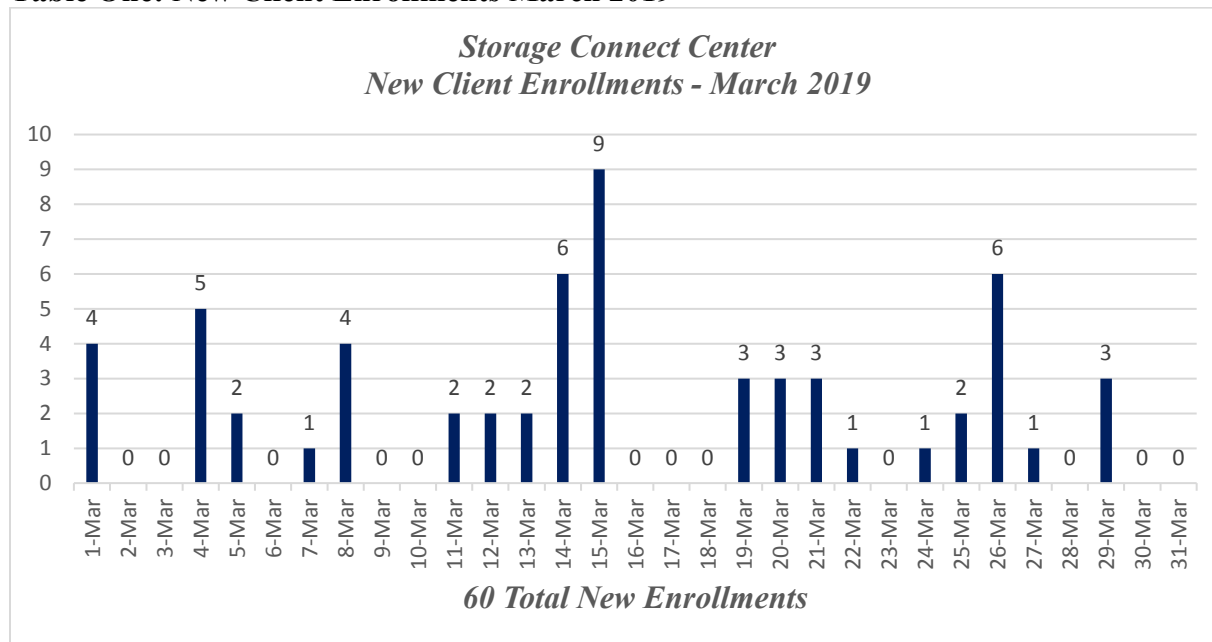
The tables below provide an overview of data captured in the tenth month of operations for the Center, operated by MHS, which opened on June 13, 2018. The Center is open Monday through Friday, from 7:00 a.m. to 7:00 p.m., and Saturday and Sunday, from 8:00 a.m. to 11:00 a.m.

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 March 31, 2019, 493 bins were assigned to clients. In total, the Center enrolled 60 new clients and served 535 total clients throughout the month of March. Of the 535 clients served in March, 380 of them returned to the Center to access their storage bins, and the total number of return check-ins in March was 2,726. Forty-two clients exited the Center in March.

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

- 55 individuals have successfully moved into permanent housing since Center opening and surrendered their bins, six of whom were in March 2019;
- 493 individuals remained enrolled in the program as of March 31, 2019; and
- The Center provided 15 resource referrals to clients in March 2019.

Table One: New Client Enrollments March 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 Two: Client Return Visits to Access Belongings March 2019

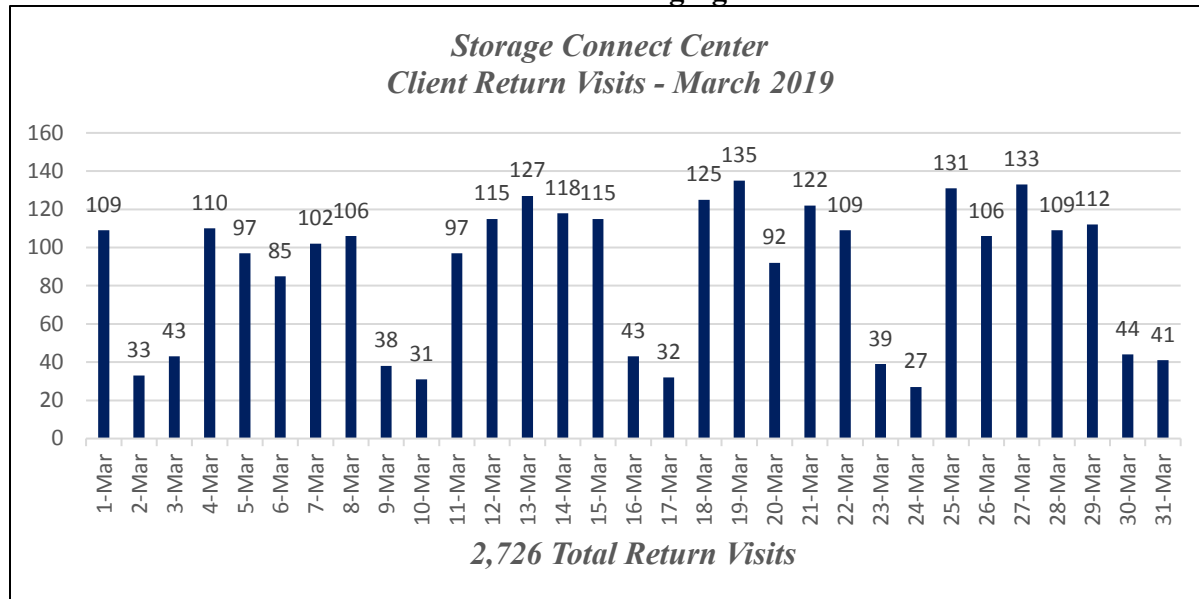


Table Three: Resource Referrals March 2019

RESOURCE TYPE	TOTAL REFERRALS IN MARCH 2019
Basic Needs	2
Food Assistance	1
Health Care	0
Shelter	2
Housing Search and Information	4
Income Support and Employment	4
Mental Health and Substance Use Disorder Services	2
Transportation	0
At-Risk Homeless Housing Related Assistance Programs	0
TOTAL RESOURCE REFERRALS	15

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

Summary of Check-Ins Since Center Opening: June 13, 2018 – March 31, 2019				
	Weekend	Weekday	Saturday	Sunday
June	24	130	19	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	208	1,735	103	105
February	243	1,775	125	118
March	371	2,355	197	174
Total	2,240	15,999	1,155	1,085
Average Check-Ins	27	80	28	26

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, 43 percent of individuals enrolled at the Center entered with no income, 18 percent had a physical or developmental disability, 39 percent were chronically homeless, 30 percent were 55 years of age or older, and 7 percent were veterans.

In March 2019, Center staff conducted outreach in the area surrounding the Center. In March, outreach staff engaged with a total of 186 individuals. These engagements consisted of 29 interviews and 157 visual observations. Staff provided 23 individuals with referrals to food services and 23 individuals with referrals to hygiene resources. In addition, staff provided 70 individuals with information about the Center and the procedure for accessing the Center's storage units.

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. Community representatives are asked to indicate their attendance on a sign-in sheet. The most recent meetings were held in January with 31 representatives in attendance, February with 21 in attendance, March with 24 in attendance and April with 11 representatives 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. In addition, a summary of the meeting minutes is being provided on a monthly basis to both advisory committee and City Council members.

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, one call related to the Storage Connect Center has been received, and the issue was resolved by the City's Environmental Services Department within a few hours. 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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