SAN DIEGO HOUSING COMMISSION

INFORMATIONAL REPORT

DATE ISSUED: July 11, 2019 **REPORT NO:** HCR19-079

ATTENTION: Chair and Members of the San Diego Housing Commission
For the Agenda of July 18, 2019

SUBJECT: May 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 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 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 – MAY 2019

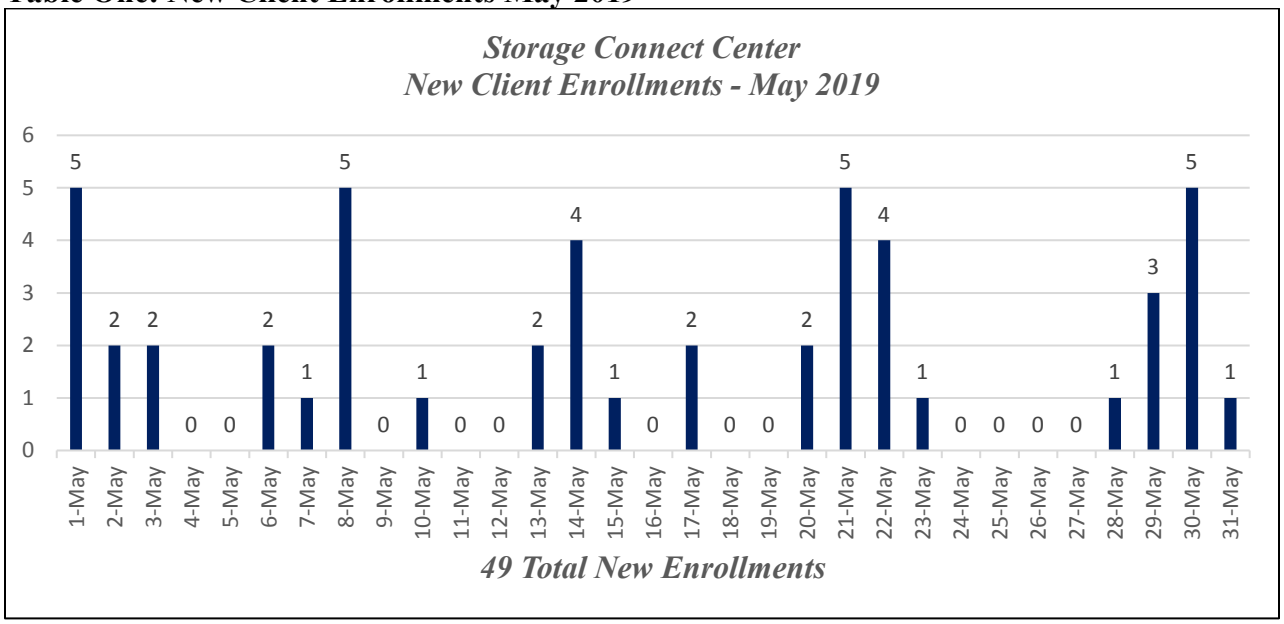
The tables below provide an overview of data captured in the 12th month of operations for the Center, operated by MHS, which opened on June 13, 2018. The Center is open Monday through Friday, from 7:00 a.m. to 7:00 p.m., and Saturday and Sunday, from 8:00 a.m. to 11:00 a.m.

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 bins[1] that can be utilized at a time. As of May 31, 2019, 492 bins were assigned to clients. In total, the Center enrolled 49 new clients and served 543 total clients throughout the month of May. Of the 543 clients served in May, 367 of them returned to the Center to access their storage bins, and the total number of return check-ins in May was 2,710. Fifty-one clients exited the Center in March.

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

- 71 individuals have successfully moved into permanent housing since Center opening and surrendered their bins, eight of whom were in May 2019;
- 492 individuals remained enrolled in the program as of May 31, 2019; and
- The Center provided 131 resource referrals to clients in May 2019.

Table One: New Client Enrollments May 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 May 2019

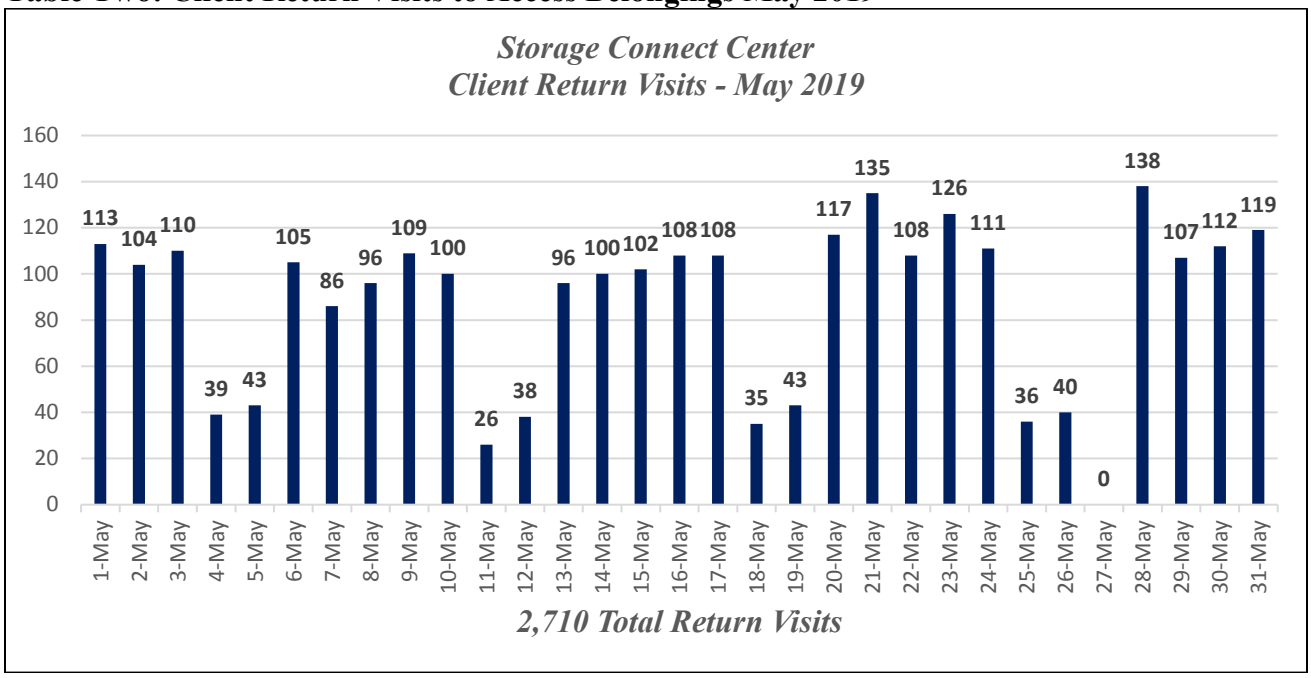


Table Three: Resource Referrals May 2019

RESOURCE TYPE	TOTAL REFERRALS IN MAY 2019
Basic Needs	36
Food Assistance	8
Health Care	37
Shelter	12
Housing Search and Information	13
Income Support and Employment	7
Mental Health and Substance Use Disorder Services	12
Transportation	4
At-Risk Homeless Housing Related Assistance Programs	2
TOTAL RESOURCE REFERRALS	**131**

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

Summary of Check-Ins Since Center Opening: June 13, 2018 – May 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
April	271	2,186	140	131
May	300	2410	136	164
Total	2,811	20,595	1,431	1,380
Average Check-Ins	**28**	**85**	**29**	**28**

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, 37 percent of individuals enrolled at the Center entered with no income, 15 percent had a physical or developmental disability, 38 percent were chronically homeless, 30 percent were 55 years of age or older, and 7 percent were veterans.

In May 2019, Center staff conducted outreach in the area surrounding the Center. In May, outreach staff encountered a total of 248 individuals. Staff provided four individuals with referrals to food services and 34 individuals with referrals to hygiene resources. In addition, staff provided 46 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. San Diego County Behavioral Health Services staff have also joined the meeting on an ongoing basis. Community representatives are asked to indicate their attendance on a sign-in sheet. The most recent meetings were held in March with 24 representatives in attendance, April with 11 representatives in attendance, May with 22 representatives in attendance and June with 14 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

Lisa Jones
Senior Vice President
Homeless Housing Innovations

Approved by,

Jeff Davis

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

HSNAC Community Meeting Minutes
June 19th, 2019

Community Representative Attendance

1. Connie Zuniga
2. Gloria Andrade
3. Lannon Turowski
4. Louise Torio
5. Tomas Perez
6. James Justus
7. Beatriz Garcia
8. Adriana Flores
9. Connie Romero
10. Waldir Leal
11. Steve Veach
12. Candelaria Gomez
13. Myron Taylor
14. Renee Cookson

Storage Center Staff (and affiliated partner staff) Attendance

15. Ian Pollart, MHS
16. Rich Penska, MHS
17. Payal Beam, MHS
18. Jasiah Neff, Environmental Services Department
19. Lt. Corissa Pich, San Diego Police Department
20. Eric Young, City of San Diego
21. Lisa Jones, San Diego Housing Commission
22. Casey Nguyen, San Diego Housing Commission
23. Marley Williams, San Diego Housing Commission
24. Cecily Stearns, County of San Diego
25. Dijana Beck, County of San Diego
26. Betsy Knight, County of San Diego

Next HSNAC Meeting
Date: July 17th, 2019
Location: *Logan Heights Library*

Staff Reports

Mental Health Services (MHS) staff reported on bin usage. Acknowledged the work of Environmental Services in delivering a timely response to an abatement request needed in the alley behind the Center.

San Diego Housing Commission (SDHC) staff reported on usage statistics, overall client demographics and exits to permanent housing and employment. SDHC updated Committee representatives on the projected July 17th presentation date to the Land Use and Housing Committee on the additional client level data being collected by the Storage Center.

Informed Committee representatives that the Committee meeting will also include a presentation on mental health services that may be of interest to some Committee members.

City staff reported on the Council decision to keep the shelter for single women and families located at Golden Hall. Reported that Council approved the opening of a fourth temporary shelter at the location previously designated as the shelter site for women and families, contingent on the City identifying the additional funding needed for the operations of the shelter. City staff reported on the continued progress being made towards a new storage center site opening in District 9. Staff reported on the outreach plan that was developed to obtain feedback and input from the community living and working around the Center, as well as the long-term strategy for obtaining community feedback.

Community Comments

Community Comments: Community representative requested more information about the area surrounding the identified location for the new storage center site.

> City Staff Response: Informed Committee members that there is a Teen Challenge Center located near the new site, as well as an apartment complex. Reported that there are canyon lands near the new facility location where a large number of individuals experiencing homelessness congregate along with their belongings. Reported that the City will be working with the Police Department (PD) and outreach workers to connect those individuals to storage and other services.
>
> Community Response: Question about whether there are schools, including child care or family day care, in the area surrounding the new Center.
>
> City Staff Response: Reported that the schools closest to the site are Horace Mann Middle School and Crawford High School. Reported that the only other child facility that the staff member was aware of is the Teen Challenge Center.

Community Comments: Questions about the City's progress on identifying additional bathrooms and handwashing stations. Comments about increased incidences of defecation in the streets and near resident homes. Comment about increased defecation and trash in the street due to people living in their vehicles.

> City Staff Response: Reported that the City is working to identify additional locations for bathrooms and hand washing stations and would appreciate input from the community on the best locations for these additional services. Reported that the new storage center site will have a bathroom and handwashing station available on site.
>
> Environmental Services (EDD) Staff Response: Staff informed community representatives that they can utilize the Get It Done app or email City staff directly to address sanitation or trash concerns. Staff requested that community members provide EDD staff with the Get It Done report number so that staff can track the request and improve the coordinated response.
>
> Community Response: Expressed concern that sidewalks and streets are only cleaned during public events like baseball games, however, expressed that there is a need for

sanitation year round. Expressed concern that the community is at risk for another Hepatitis A outbreak.

Environmental Services Staff Response: Staff informed community representatives that streets are being sanitized on a regular basis and the current level of service is the same, if not more, than what occurred before the County declared an end to the Hepatitis A crisis.

Community Comments: Question about the City's strategy for providing additional bathrooms and handwashing stations at the current Storage Center site. Some community representatives asked that the City avoid placing porta potties on 17th street or any street near the Storage Center since these restrooms increase crime and other illegal activity.

City Staff Response: Staff responded that the City is open to placing additional bathrooms and handwashing stations in areas of need but is still needing to identify the best locations for placement of the bathrooms. Reported that the Mayor has released the largest ever plan for cleaning San Diego which includes a focus on street sanitation.

Community Comments: Questions about the location for the new shelter that Council asked to open on 17th and Imperial. Question about the maximum capacity for the shelter. Question about the population that will be residing in the shelter. Question about the food and storage provided by the shelter. Question about the total funding needed to open and operate the shelter. Question about which organization will operate the shelter.

SDHC Staff Response: Reported that the maximum capacity for the tent that is being set up on the site is 150 people and that all the temporary shelters operated by SDHC provide clients of the shelters with storage as well as food and other supportive services. Explained that the funding for shelter operations still needs to be identified, therefore, no operator has been identified at this time. Explained that the population that will be residing in the shelter has not been identified, however, there are a number of vulnerable populations, such as elderly couples and severely disabled couples, that may be considered, along with other priority populations that could be served at a new shelter site. Staff reported that the cost to operate a new shelter would be approximately $2.4-$2.9 million annually.

Community Response: Reported that the City is violating the municipal code by opening an additional shelter on 17th and Imperial and that the neighborhood is being highly impacted. Committee representatives reported feeling that the neighborhood is adversely impacted by new services due to the large population of minority residents residing in the area.

SDHC Staff Response: Reported that it was the Council's direction that an additional shelter be opened on the site identified by the mayor at 17th and Imperial and that Community representatives can contact council members or speak with mayor's representatives with additional questions and concerns.

Community Response: Reported that the Villa Montezuma is experiencing an increased amount of human waste and individuals defecating around the area. Commented that the City should consider using the empty lot on 17h and Imperial to provide

additional porta potties and handwashing stations, as well as address other immediate needs. Requested that the City consider multiple uses for the site while staff work to identify additional funding for the operations of the shelter.

Community Comments: Question about the Day Center showers and whether or not they have been repaired.

SDHC Staff Response: Responded that the showers being provided for Day Center clients on the Joan Kroc campus are fully operational. Explained that the showers being provided on site at the Day Center have not been operational in over four years and that the contractor has been providing clients with showers on the semi-adjacent Joan Kroc campus as mandated by their contract.

Community Response: Question about if the original conditional use permit (CUP) required that showers be located on site at the Day Center.

SDHC Staff Response: Staff committed to look into previous use permits/ original terms of service/use for the Day Center.

Community Comments: Committee representative reported that she was representing a community member who could not attend the meeting, but was a business owner experiencing multiple problems with his property where the Dollar Tree is located. Reported that the Storage Center is impacting local businesses. Reported that the Dollar Tree is thinking of moving to a different location.

Community Comments: Expressed frustration that the community keeps organizing and contacting Council to stop the expansion of services in their neighborhood and that they feel they are continually ignored by Councilmembers. Reported that a group of residents is filing a lawsuit in response to the concentration of shelters in minority neighborhoods. Reported that the Mayor and Council are violating the municipal code with the opening of a fourth shelter. Question about who on Council proposed that a fourth shelter be opened on 17th and Imperial.

SDHC Staff Response: Staff reported that they were unable to remember the specific Councilmember who proposed a fourth shelter, however, staff reminded community representatives that all Council meetings are taped and archived on the city's website and can be reviewed by Committee representatives.

Community Comments: Question about Safe Parking lot locations, specifically the ability for PD and RSVPs to begin leaving flyers about Safe Parking lots for individuals living in their cars. Question about whether individuals are still allowed to sleep in their vehicles.

City Staff Response: Informed Committee representatives that the City currently funds three Safe Parking lots including a new lot in Mission Valley. Informed Committee representatives that the City is rolling out a multi-faceted approach to ending homelessness, including services and initiatives that will be implemented in every district, across the City.

Police Department Staff Response: Reported that individuals are no longer allowed to sleep in their vehicles and that PD is working to redirect individuals to Safe Parking lots. Reminded Committee representatives that PD utilizes a passionate, progressive enforcement approach when working with individuals experiencing homelessness that often requires multiple contacts before an individual can be connected to services. Reported that PD is distributing a training bulletin City-wide so that all officers can address issues related to vehicle habitation and better connect individuals experiencing homelessness to resources.

Community Response: Reported that some individuals do not want to utilize the Safe Parking lots due to the fact that they are prohibited to leave after 10pm.

Police Department staff response: Responded that individuals can leave the Safe Parking lots after 10pm, however, they cannot re-enter unless they are leaving for employment or other pre-approved reasons. Explained that the restrictions are in place in order to ensure that individuals can sleep in a safe environment. Explained that for those individuals who are unwilling to utilize Safe Parking lots, they can be connected to the PD HOT team who are working to direct individuals to resources and services. Explained that PD is utilizing programs like PLEADS to connect individuals directly to services that best fit their needs.

Environmental Services Staff Response: Reported that as part of the Mayor's initiative to "Clean San Diego", EDD will be expanding hours and frequency of rover operations, specifically in public right of ways. Reported that EDD will begin implementing 24/7 litter removal, an additional abatement shift, as well as expanding their operations in new areas across the City, including creeks and canyons.