



INFORMATIONAL REPORT

DATE ISSUED: August 29, 2019

REPORT NO: HCR19-084

ATTENTION: Chair and Members of the San Diego Housing Commission
For the Agenda of September 6, 2019

SUBJECT: June 2019 and July 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. The

City of San Diego completed this request and sent a status update Memo to the Council in June 2019. The first one-year renewal option of the Agreement was subsequently executed with MHS.

MONTHLY REPORTING SUMMARY – June & July 2019

The tables below provide an overview of data captured in the 12th and 13th 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 bins¹ that can be utilized at a time. As of June 30, 2019, 493 bins were assigned to clients. In total, the Center enrolled 53 new clients and served 543 total clients throughout the month of June. Of the 543 clients served in June, 378 of them returned to the Center to access their storage bins, and the total number of return check-ins in June was 2,802. Fifty clients exited the Center in June.

As of July 31, 2019, 479 bins were assigned to clients. In total, the Center enrolled 48 new clients and served 540 total individuals throughout the month of July. Of the 540 clients served in July, 393 of them returned to the Center to access their storage bins, and the total number of check-ins in July was 2,786. Sixty-one clients exited the Center in July.

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

- 79 individuals have successfully moved into permanent housing since Center opening and surrendered their bins, four of whom were in June 2019 and five of whom were in July 2019;
- 479 individuals remained enrolled in the program as of July 31, 2019; and
- The Center provided 137 resource referrals to clients in June 2019 and 36 resource referrals to clients in July 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 June 2019

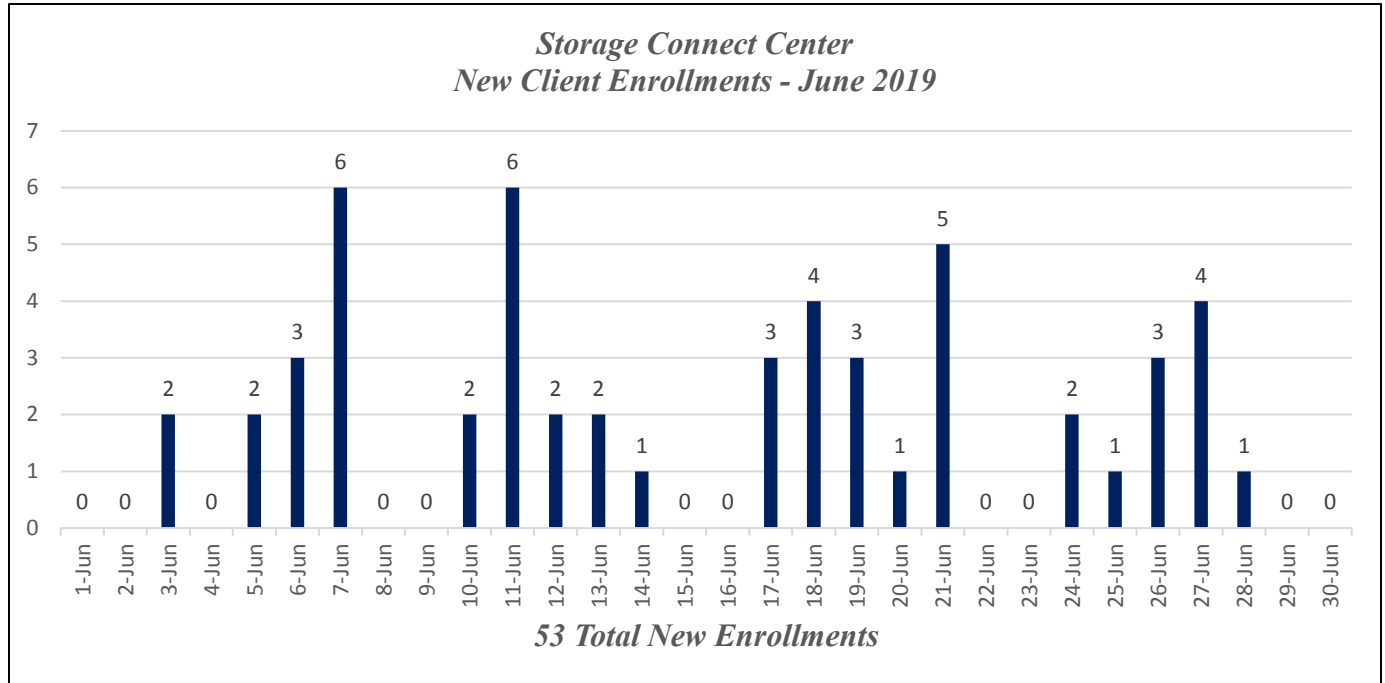


Table Two: Client Return Visits to Access Belongings June 2019

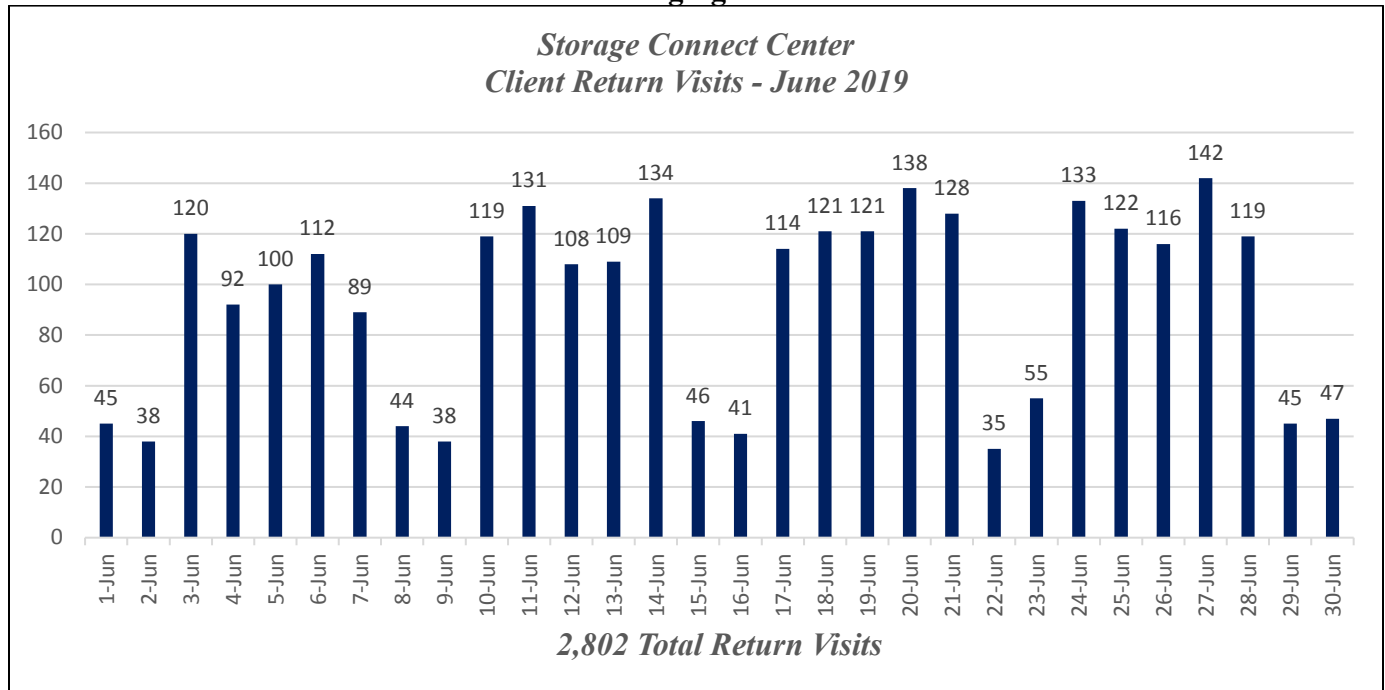


Table Three: Resource Referrals June 2019

RESOURCE TYPE	TOTAL REFERRALS IN JUNE 2019
Basic Needs	35
Food Assistance	6
Health Care	4
Shelter	8
Housing Search and Information	40
Income Support and Employment	19
Mental Health and Substance Use Disorder Services	17
Transportation	5
At-Risk Homeless Housing Related Assistance Programs	3
TOTAL RESOURCE REFERRALS	137

Table Four: New Client Enrollments July 2019

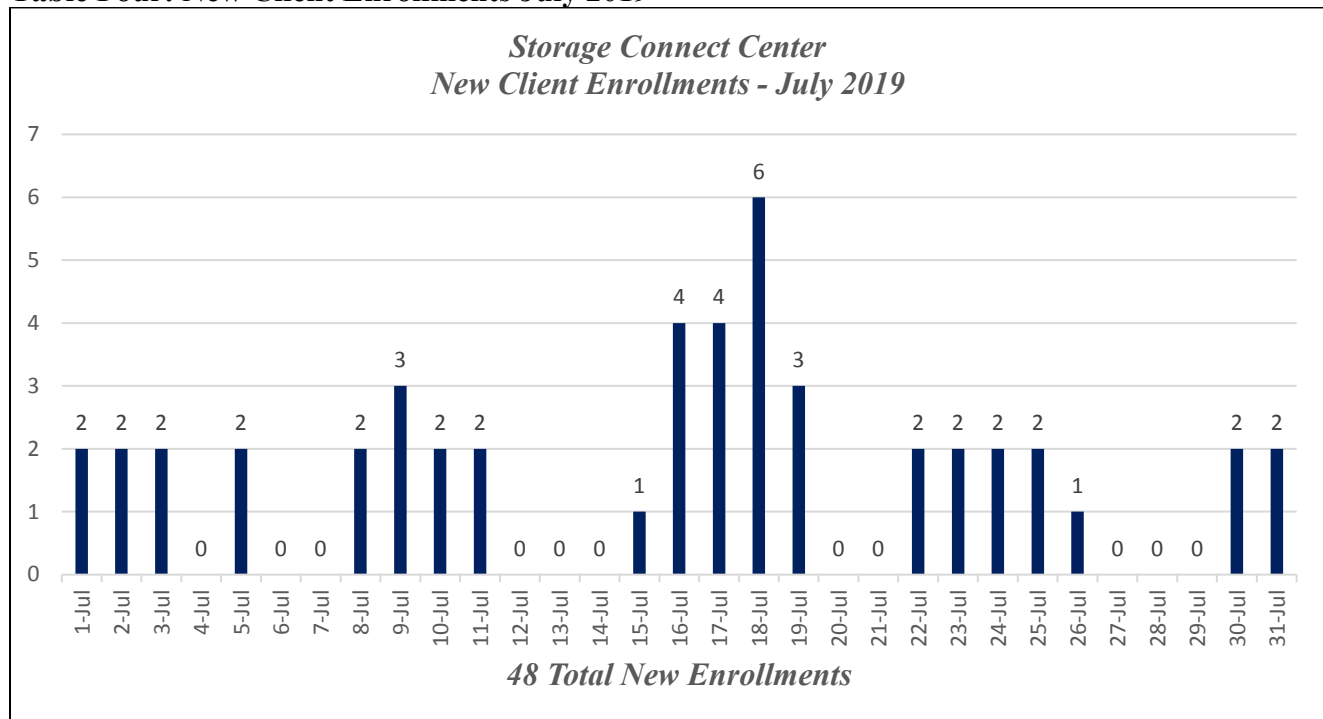


Table Five: Client Return Visits to Access Belongings July 2019

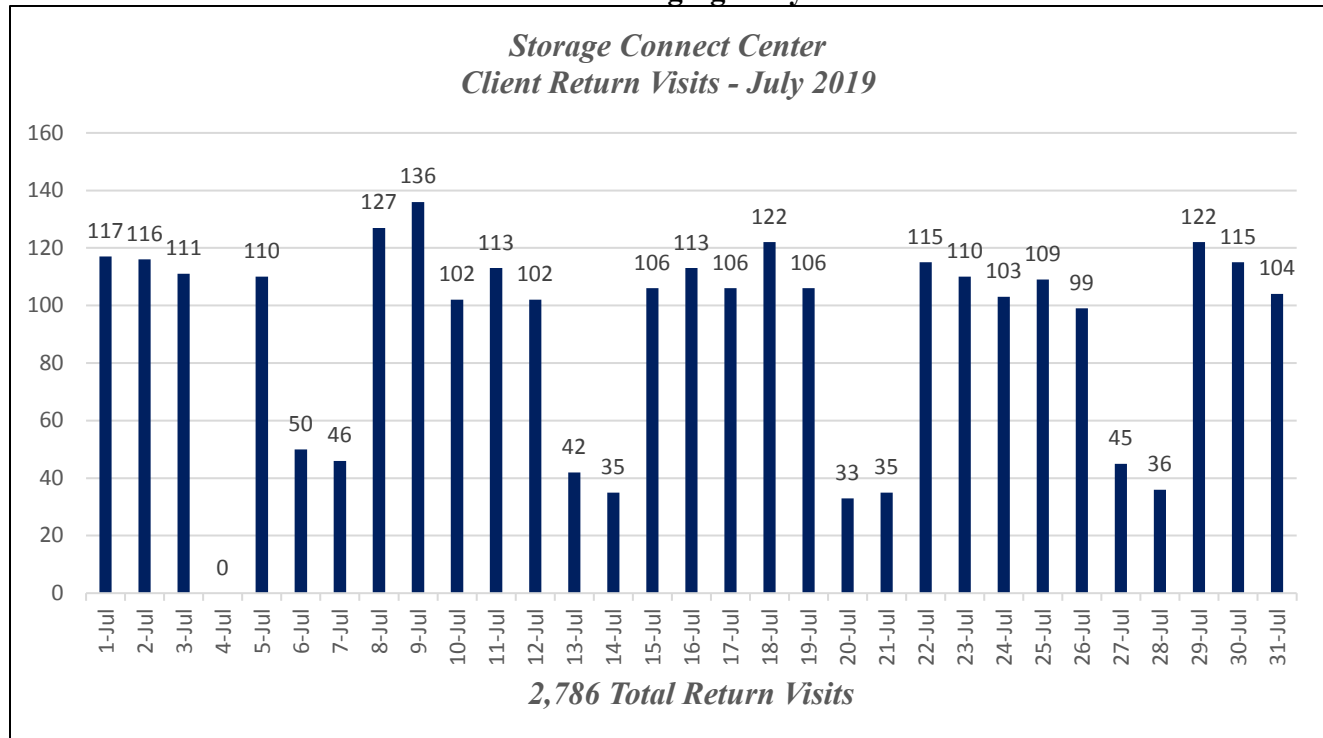


Table Six: Resource Referrals July 2019

RESOURCE TYPE	TOTAL REFERRALS IN JULY 2019
Basic Needs	5
Food Assistance	3
Health Care	2
Shelter	6
Housing Search and Information	7
Income Support and Employment	12
Mental Health and Substance Use Disorder Services	0
Transportation	0
At-Risk Homeless Housing Related Assistance Programs	1
TOTAL RESOURCE REFERRALS	36

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

Summary of Check-Ins Since Center Opening: June 13, 2018 – July 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
June	434	2368	215	219
July	322	2464	170	152
Total	3,567	25,427	1,816	1,751
Average Check-Ins	31	89	31	30

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, 48 percent identified as having a disability, 38 percent were chronically homeless, 31 percent were 55 years of age or older, and 7 percent were veterans.

In June and July 2019, Center staff conducted outreach in the area surrounding the Center. In June, outreach staff engaged with a total of 82 individuals. These engagements consisted of 15 interviews and 67 visual observations. Staff provided 15 individuals with referrals to food services and 15 individuals with referrals to hygiene resources. In addition, staff provided 15 individuals with information about the Storage Center and the procedure for accessing the Center’s waiting list. In July, outreach staff engaged with a total of 70 individuals. These engagements consisted of 31 interviews and 39 visual observations. Staff provided 31 individuals with referrals to food services and 31 individuals with referrals to hygiene resources. In addition, staff provided 31 individuals with information about the Storage 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 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.

STORAGE CONNECT CENTER SURVEY DATA

On March 12, 2019, the Housing Authority requested that the Storage Connect Center collect additional client-level demographic data to further understand unique use and location patterns of Center clients. In response to this request, Center staff began collecting client surveys from Center clients on March 28, 2019. In total, 210 distinct clients completed the Center's survey (between March 28, 2019, and June 20, 2019). The results of the survey were presented to the members of the Land Use and Housing Committee on July 17, 2019 (Attachment 1).

The results of the survey confirmed that Center clients are demographically diverse, with a majority of those surveyed identifying as chronically homeless. The majority of those clients surveyed, or 78 percent, indicated that they became homeless in the City or County of San Diego. In addition, 70 percent of all clients surveyed indicated that they slept in the Downtown area the night before completing the survey, with an additional 13 percent indicating that they slept in Sherman Heights, Logan Heights or Barrio Logan. When asked about where clients most frequently slept prior to enrolling in the Center, the percentages remained relatively similar, with only a slight decrease in the number of clients who indicated that they most frequently slept in the Downtown area prior to enrolling in the Center. Finally, the survey indicated that the majority of Center clients, or 68 percent, were actively looking for housing; however, many Center clients identified a lack of income or insufficient income as one of the biggest barriers in their housing search.

Overall, the survey results indicate that many Storage Center clients are high needs or highly vulnerable clients as defined by the regional Community Standards. In general, survey results did not appear to indicate that Storage Center enrollment is impacting the overall sleeping patterns of Storage Center clients.

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, June with 14 representatives in attendance and July 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

Attachment: Land Use and Housing Committee Presentation

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.