



INFORMATIONAL REPORT

DATE ISSUED: January 30, 2020

REPORT NO: HCR20-019

ATTENTION: Chair and Members of the San Diego Housing Commission
For the Agenda of February 7, 2020

SUBJECT: December 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 – DECEMBER 2019

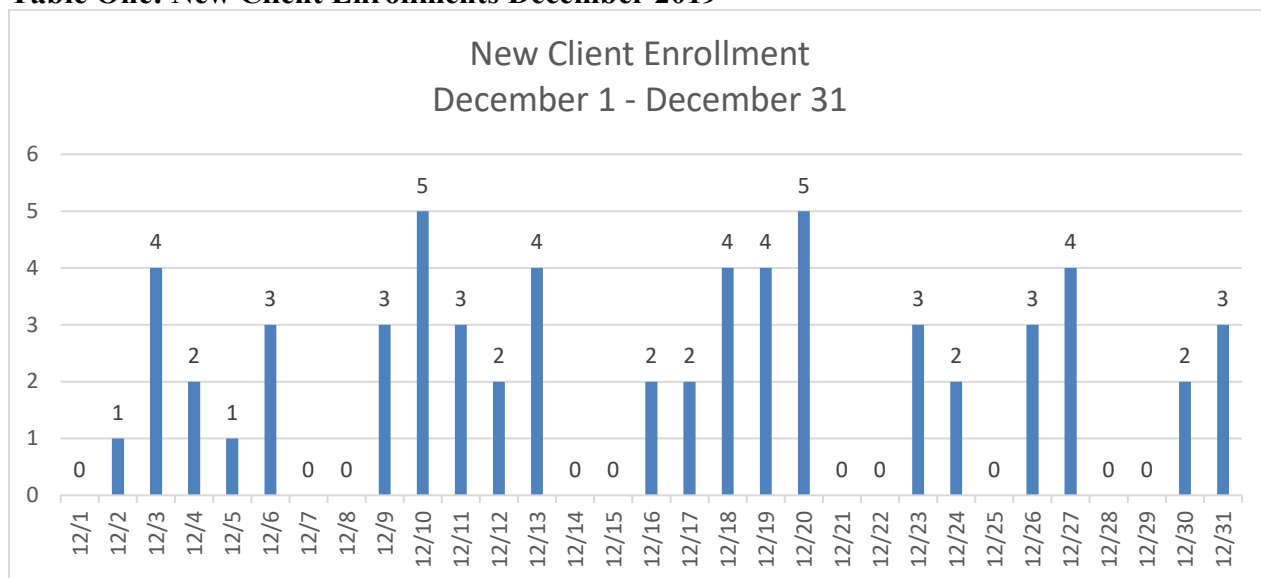
The tables below provide an overview of data captured in the 19th month of operations for the Center, operated by Mental Health Systems, Inc. (MHS), which opened on June 13, 2018. The Center is open Monday through Friday from 7:00 a.m. to 7:00 p.m., and Saturday and Sunday from 8:00 a.m. to 11:00 a.m.

The Center has four 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, 2019, 493 bins were assigned to clients. In total, the Center enrolled 62 new clients and served 552 total clients throughout the month of December. Of the 552 clients served in December, 409 of them returned to the Center to access their storage bins, and the total number of return check-ins in December was 3,272. Fifty-nine clients exited the Center in December.

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

- 98 individuals have successfully moved into permanent housing since Center opening and surrendered their bins, of whom, three were in December 2019;
- 493 individuals remained enrolled in the program as of December 31, 2019; and
- The Center provided 80 resource referrals to clients in December 2019.

Table One: New Client Enrollments December 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 December 2019

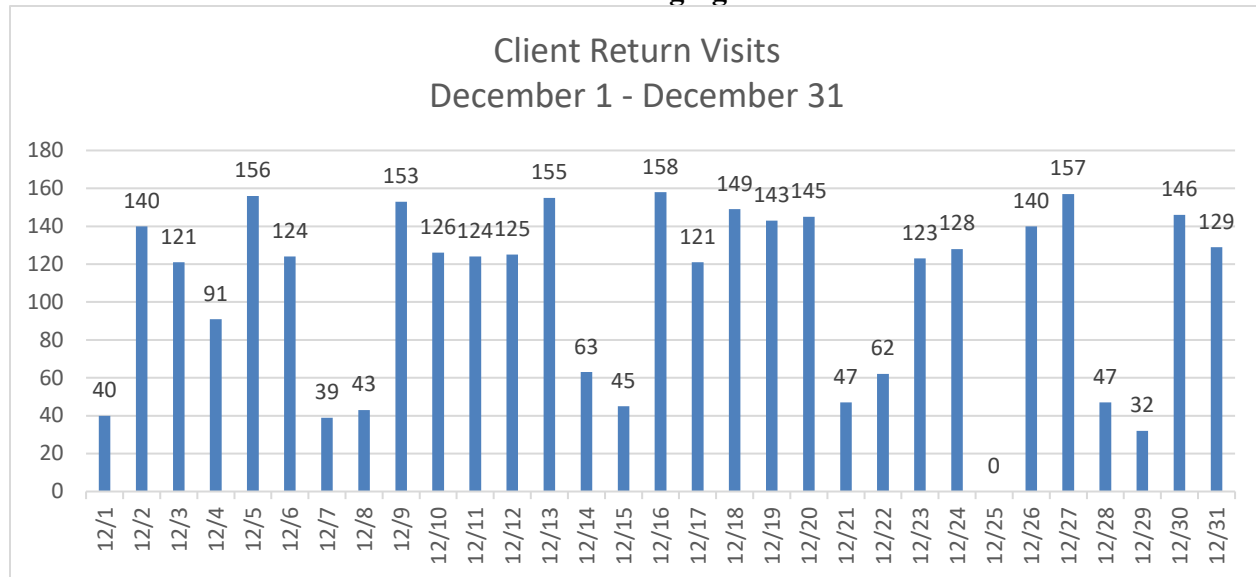


Table Three: Resource Referrals December 2019

RESOURCE TYPE	TOTAL REFERRALS IN DECEMBER 2019
Basic Needs	15
Food Assistance	13
Health Care	6
Shelter	12
Housing Search and Information	9
Income Support and Employment	6
Mental Health and Substance Use Disorder Services	5
Transportation	8
At-Risk Homeless Housing Related Assistance Programs	6
TOTAL RESOURCE REFERRALS	80

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

Summary of Check-Ins Since Center Opening: June 13, 2018 – December 31, 2019				
	Weekend	Weekday	Saturday	Sunday
June 2018	24	130	19	5
July 2018	109	681	48	61
August 2018	114	932	60	54
September 2018	276	1,550	144	132
October 2018	340	2,885	184	156
November 2018	262	2,308	126	136
December 2018	293	1,648	149	144
January 2019	208	1,735	103	105
February 2019	243	1,775	125	118
March 2019	371	2,355	197	174
April 2019	271	2,186	140	131
May 2019	300	2410	136	164
June 2019	434	2368	215	219
July 2019	322	2464	170	152
August 2019	412	2607	239	173
September 2019	305	1689	137	168
October 2019	384	2026	203	181
November 2019	426	1815	227	199
December 2019	418	2854	196	222
Total	5,512	36,418	2,818	2,694
Average Check-Ins	290	1,917	148	142

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 enrolled in the program since the opening of the Center, 34 percent identified as having a disability, 36 percent were chronically homeless, 31 percent were 55 years of age or older, and 7 percent were veterans.

In December 2019, Center staff conducted outreach in the area surrounding the Center. Outreach staff engaged with a total of 145 individuals. Staff provided 139 individuals with referrals to food services and 135 individuals with referrals to hygiene resources. In addition, staff provided 140 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 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 daily 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 November, with 11 representatives in attendance, and in January, with 26 representatives in attendance. The community meeting was not held in December due to the holidays. 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 the Advisory Committee as well as City Councilmembers.

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

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.