



## INFORMATIONAL REPORT

**DATE ISSUED:** January 2, 2020 **REPORT NO:** HCR20-015

**ATTENTION:** Chair and Members of the San Diego Housing Commission  
For the Agenda of January 10, 2020

**SUBJECT:** October 2019 and November 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 20<sup>th</sup> 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 – October and November 2019**

The tables below provide an overview of data captured in the 17<sup>th</sup> and 18<sup>th</sup> 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 bins<sup>1</sup> that can be utilized at a time. As of October 31, 2019, 486 bins were assigned to clients. In total, the Center enrolled 67 new clients and served 548 total clients throughout the month of October. Of the 548 clients served in October, 400 of them returned to the Center to access their storage bins, and the total number of return check-ins in October was 3,442. Fifty-nine clients exited the Center in October.

As of November 30, 2019, 493 bins were assigned to clients. In total, the Center enrolled 55 new clients and served 539 total individuals throughout the month of November. Of the 539 clients served in November, 412 of them returned to the Center to access their storage bins, and the total number of check-ins in November was 3,108. Forty-six clients exited the Center in November.

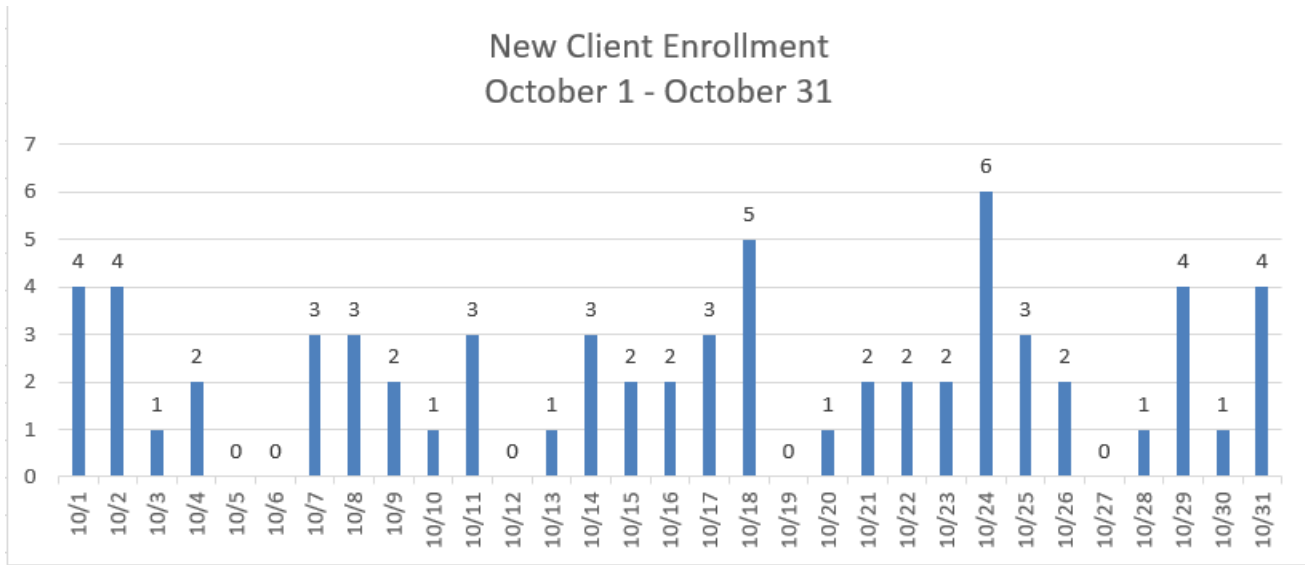
During the reporting period, several successes have been noted by MHS. These include but are not limited to:

- 95 individuals have successfully moved into permanent housing since Center opening and surrendered their bins, of whom, eight were in October 2019 and one was in November 2019;
- 493 individuals remained enrolled in the program as of November 30, 2019; and
- The Center provided 110 resource referrals to clients in October 2019 and 93 resource referrals to clients in November 2019.

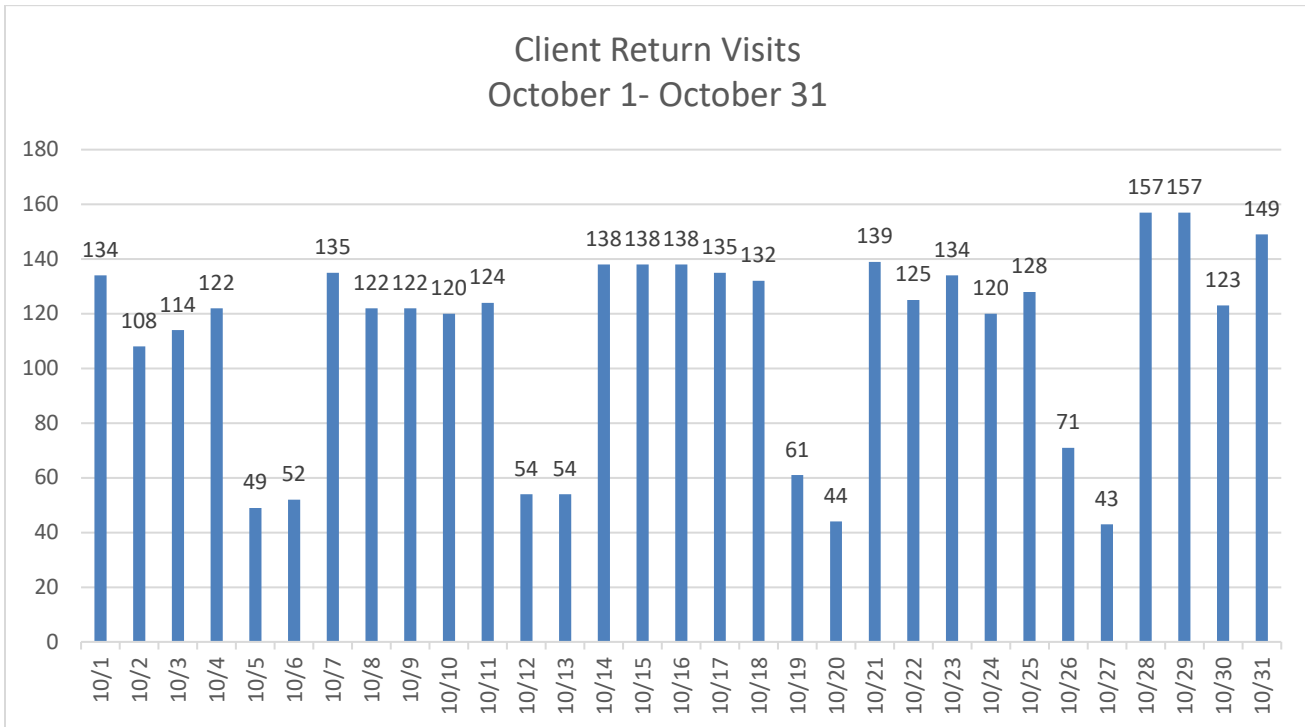
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<sup>1</sup> The Housing Authority and the City Council mandated a maximum of 500 storage units in the March 2018 approval for operation of the Center.

**Table One: New Client Enrollments October 2019**



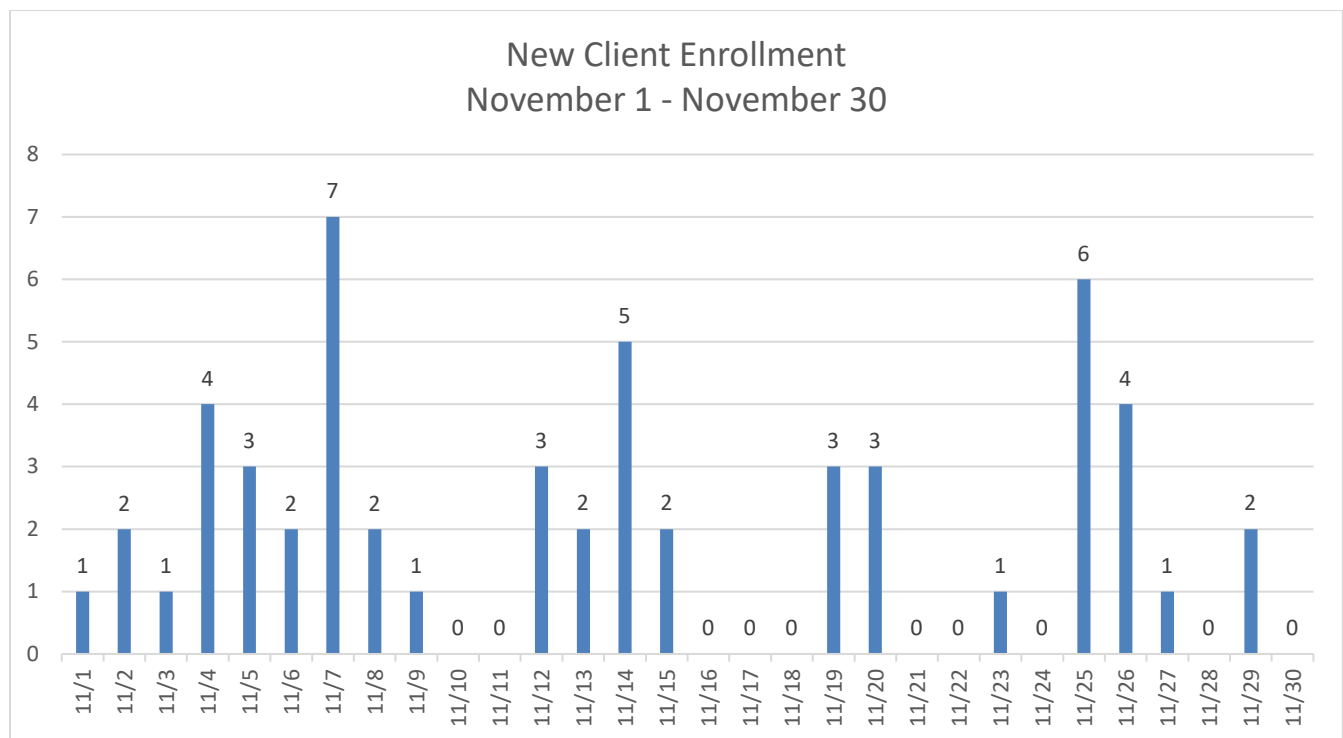
**Table Two: Client Return Visits to Access Belongings October 2019**



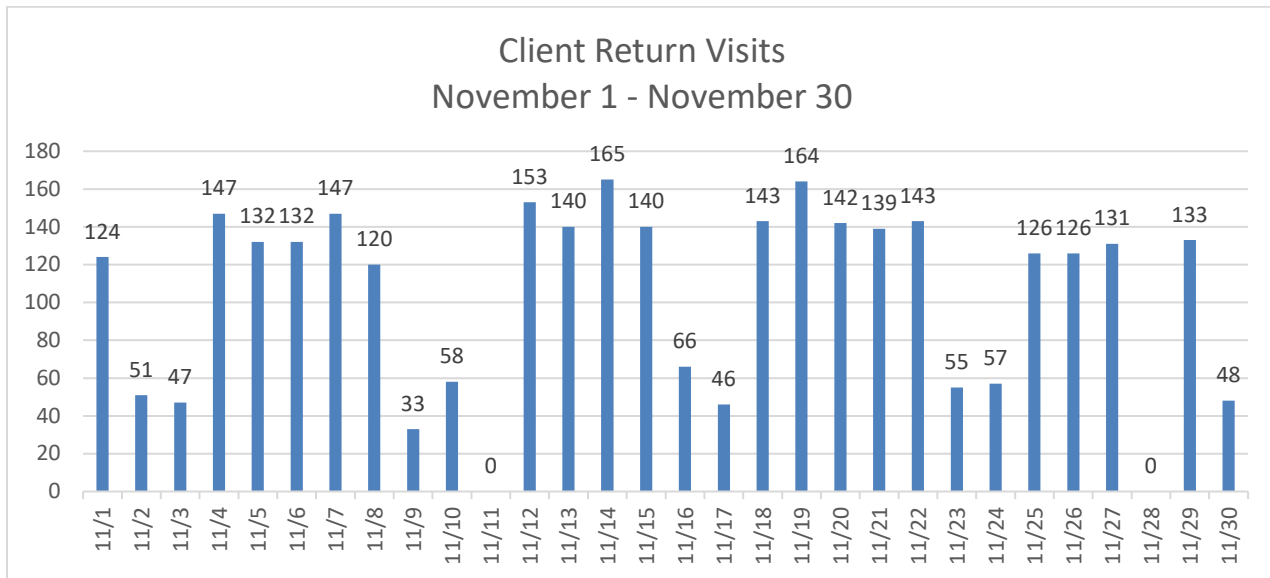
**Table Three: Resource Referrals October 2019**

RESOURCE TYPE	TOTAL REFERRALS IN OCTOBER 2019
Basic Needs	25
Food Assistance	22
Health Care	7
Shelter	21
Housing Search and Information	8
Income Support and Employment	6
Mental Health and Substance Use Disorder Services	9
Transportation	5
At-Risk Homeless Housing Related Assistance Programs	7
<b>TOTAL RESOURCE REFERRALS</b>	<b>110</b>

**Table Four: New Client Enrollments November 2019**



**Table Five: Client Return Visits to Access Belongings November 2019**



**Table Six: Resource Referrals November 2019**

RESOURCE TYPE	TOTAL REFERRALS IN NOVEMBER 2019
Basic Needs	17
Food Assistance	18
Health Care	7
Shelter	17
Housing Search and Information	8
Income Support and Employment	10
Mental Health and Substance Use Disorder Services	5
Transportation	6
At-Risk Homeless Housing Related Assistance Programs	5
<b>TOTAL RESOURCE REFERRALS</b>	<b>93</b>

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

<b>Summary of Check-Ins Since Center Opening: June 13, 2018 – November 30, 2019</b>				
	<b>Weekend</b>	<b>Weekday</b>	<b>Saturday</b>	<b>Sunday</b>
<b>June 2018</b>	24	130	19	5
<b>July 2018</b>	109	681	48	61
<b>August 2018</b>	114	932	60	54
<b>September 2018</b>	276	1,550	144	132
<b>October 2018</b>	340	2,885	184	156
<b>November 2018</b>	262	2,308	126	136
<b>December 2018</b>	293	1,648	149	144
<b>January 2019</b>	208	1,735	103	105
<b>February 2019</b>	243	1,775	125	118
<b>March 2019</b>	371	2,355	197	174
<b>April 2019</b>	271	2,186	140	131
<b>May 2019</b>	300	2410	136	164
<b>June 2019</b>	434	2368	215	219
<b>July 2019</b>	322	2464	170	152
<b>August 2019</b>	412	2607	239	173
<b>September 2019</b>	305	1689	137	168
<b>October 2019</b>	384	2026	203	181
<b>November 2019</b>	426	1815	227	199
<b>Total</b>	5,094	33,564	2,622	2,472
<b>Average Check-Ins</b>	<b>283</b>	<b>1,865</b>	<b>146</b>	<b>137</b>

**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, 33% 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 October and November 2019, Center staff conducted outreach in the area surrounding the Center. In October, outreach staff engaged with a total of 54 individuals. Staff provided 47 individuals with referrals to food services and 44 individuals with referrals to hygiene resources. In addition, staff provided 45 individuals with information about the Storage Center and the procedure for accessing the Center’s waiting list. In November, outreach staff engaged with a total of 116 individuals. Staff provided 111 individuals with referrals to food services and 105 individuals with referrals to hygiene resources. In addition, staff provided 96 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 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 October with 15 representatives in attendance and November 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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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](http://www.sdhc.org).