



INFORMATIONAL REPORT

DATE ISSUED: April, 23, 2020 **REPORT NO:** HCR20-035

ATTENTION: Chair and Members of the San Diego Housing Commission
For the Agenda of May 1, 2020

SUBJECT: February and March 2020 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 – FEBRUARY 2020

The tables below provide an overview of data captured in the 21st and 22nd months of operations for the Center, operated by MHS, which opened on June 13, 2018. The Center is open Monday through Friday from 7 a.m. to 7 p.m., and Saturday and Sunday from 8 a.m. to 11 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 March 31, 2020, 486 bins were assigned to clients. In total, the Center enrolled 37 new clients in February and 36 new clients in March and served 536 total clients throughout the month of February and served 534 total clients throughout the month of March. Of the 536 clients served in February, 422 of them returned to the Center to access their storage bins, and the total number of return check-ins in February was 3,529. Thirty-eight clients exited the Center in February. Of the 534 clients served in March, 397 of them returned to the Center to access their storage bins, and the total number of return check-ins in March was 3,497. Forty-eight clients exited the Center in March.

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

- 105 individuals have successfully moved into permanent housing since Center opening;
- 486 individuals remained enrolled in the program as of March 31, 2020; and
- The Center provided 59 resource referrals to Center clients in February 2020 and 46 resource referrals to Center clients in March 2020.

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 February 2020

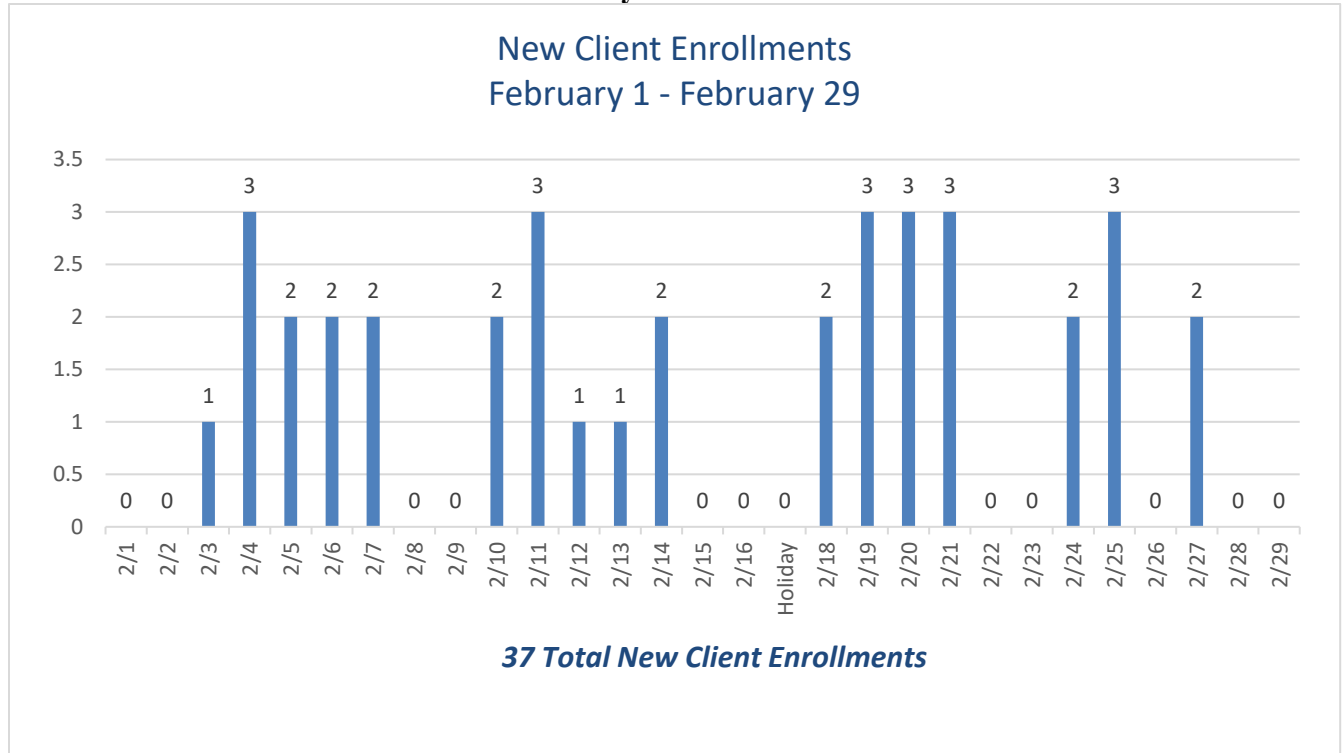


Table Two: New Client Enrollments March 2020

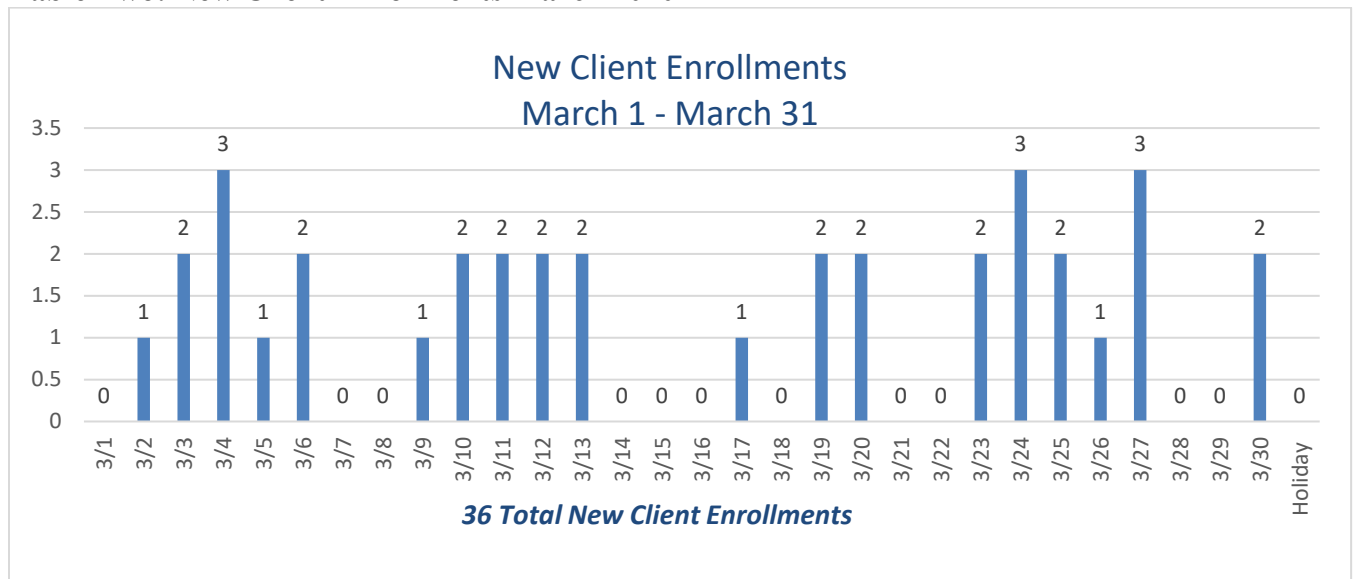


Table Three: Client Return Visits to Access Belongings February 2020

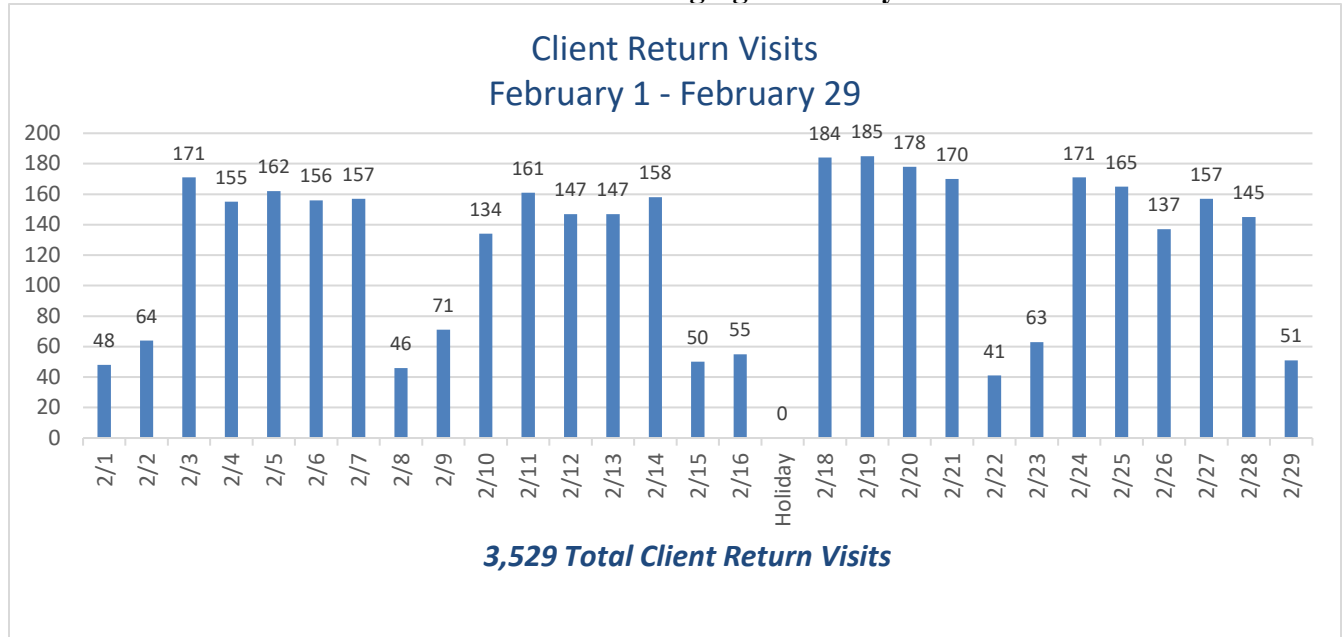


Table Four: Client Return Visits to Access Belongings March 2020

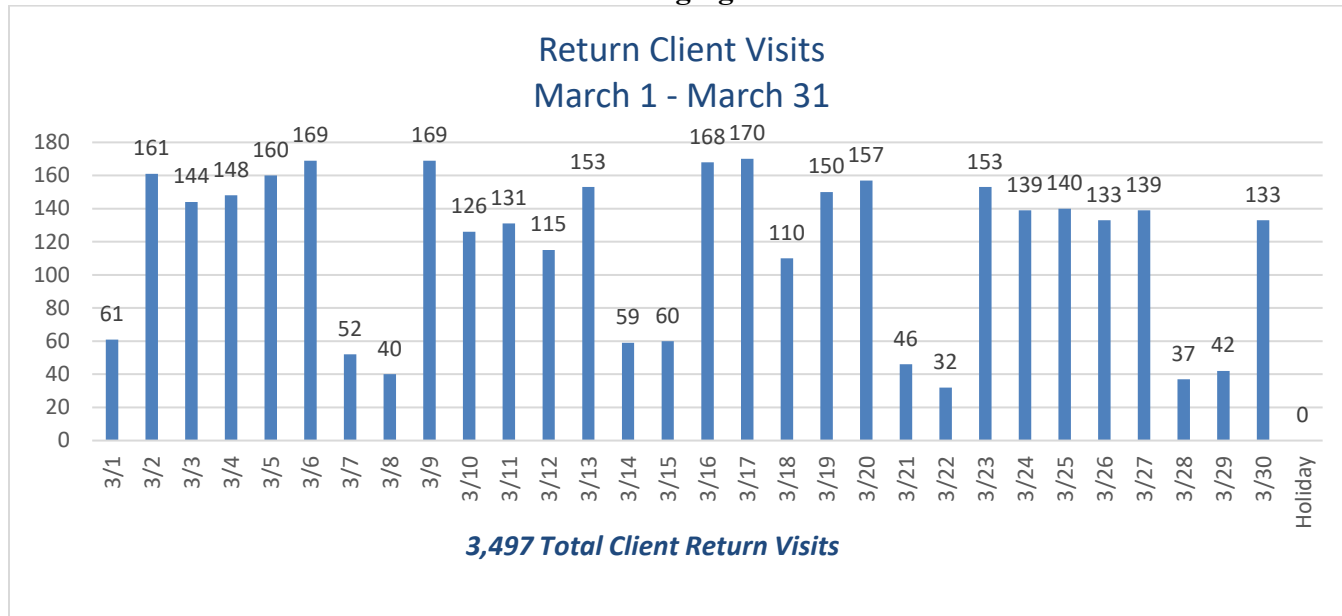


Table Five: Resource Referrals for Enrolled Clients February 2020

RESOURCE TYPE	TOTAL REFERRALS IN FEBRUARY 2020
Basic Needs	6
Food Assistance	5
Health Care	6
Shelter	9
Housing Search and Information	7
Income Support and Employment	12
Mental Health and Substance Use Disorder Services	3
Transportation	7
At-Risk Homeless Housing Related Assistance Programs	4
TOTAL RESOURCE REFERRALS	59

Table Six: Resource Referrals for Enrolled Clients March 2020

RESOURCE TYPE	TOTAL REFERRALS IN March 2020
Basic Needs	10
Food Assistance	7
Health Care	4
Shelter	4
Housing Search and Information	2
Income Support and Employment	6
Mental Health and Substance Use Disorder Services	4
Transportation	7
At-Risk Homeless Housing Related Assistance Programs	2
TOTAL RESOURCE REFERRALS	46

Table Seven: Summary of Weekday and Weekend Check-Ins Fiscal Year 2020

Summary of Check-Ins: July 1, 2019 – March 31, 2020				
	Weekend	Weekday	Saturday	Sunday
July 2019	322	2,464	170	152
August 2019	412	2,607	239	173
September 2019	305	1,689	137	168
October 2019	384	2,026	203	181
November 2019	426	1,815	227	199
December 2019	418	2,854	196	222
January 2020	366	2,954	185	181
February 2020	489	3,040	236	253
March 2020	375	2,059	165	210
Total	3,497	21,508	1,758	1,739
Average Check-Ins	389	2,390	195	193

STORAGE CENTER ACTIVITY OVERVIEW

The Storage Center serves San Diegans who are experiencing homelessness. Of the total population enrolled in the program since the opening of the Center, 38 percent identified as having a disability, 36 percent experienced chronic homelessness, 32 percent were 55 years of age or older, and 7 percent were veterans.²

Center outreach workers conduct outreach in the area surrounding the Center. In February 2020, outreach staff engaged with a total of 115 individuals. Staff provided 97 individuals with referrals to food services and 97 individuals with referrals to hygiene resources. In addition, staff provided 115 individuals with information about the Center and the procedure for accessing the Center’s waiting list.

In March 2020, outreach staff engaged with a total of 129 individuals. Staff provided 126 individuals with referrals to food services and 126 individuals with referrals to hygiene resources. In addition, staff provided 129 individuals with information about the Center and the procedure for accessing the Center’s waiting list.

Outreach workers from the Center 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.

² Some persons may report more than one indicator of vulnerability.

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 February, with 24 representatives in attendance; March, with 19 representatives in attendance; and April, via a telephonic conference meeting, with 10 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 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.

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 ESD 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.

COVID-19 Mitigation Responses

Beginning in early March 2020, the Housing Commission began sending regular updates to homeless shelters and services providers on ongoing activities of the Regional Task Force on the Homeless (RTFH), the Housing Commission, City of San Diego and County of San Diego to mitigate the spread of COVID-19 among homeless shelters and services programs and unsheltered populations. This includes providing updated guidance as it is released from the Centers for Disease Control and Prevention (CDC), the United States Interagency Council on Homelessness and the County of San Diego related to serving persons experiencing homelessness.

Housing Commission staff began tracking stock levels of critical cleaning supplies and Personal Protective Equipment (PPE) at all City of San Diego homeless shelters and services programs that the Housing Commission administers and began assisting with procuring needed cleaning and PPE supplies to ensure providers could effectively clean and sanitize program spaces in alignment with guidance from the CDC and County of San Diego.

In addition, the City of San Diego print shop started creating bundles of posters and flyers for providers for posting through facilities and delivered material on an ongoing basis to providers as needed.

Communication trees were also reinforced between providers, the Housing Commission, the City of San Diego, the County of San Diego, RTFH, and shelter leadership were encouraged to ensure redundancy is in place at leadership and program management levels (as the Housing Commission carried out internally) in regard to communication and knowledge sharing, in case leadership workforce reduction occurred.

Respectfully submitted,



Lisa Jones
Senior Vice President
Homeless Housing Innovations

Approved by,



Jeff Davis
Executive Vice President & Chief of Staff
San Diego Housing Commission

You may also review complete docket materials in the “Governance & Legislative Affairs” section of the San Diego Housing Commission website at www.sdhc.org