PHONE-IN TESTIMONY PERIOD NOW OPEN FOR COUNCIL ITEM S504 and HOUSING AUTHORITY ITEM 6: Storage Connect Centers

To call in and make your one minute of public comment on this item:

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When it’s your turn, state your name and make your comments. When finished, hang up.
San Diego Housing Commission (SDHC)
City of San Diego’s Storage Connect Centers
June 16, 2020

Lisa Jones
Senior Vice President
Homeless Housing Innovations

Casey Snell
Director, Housing First Administration
Homeless Housing Innovations
Introduction

- The Storage Connect Center (Center I), offers a safe place for individuals experiencing homelessness to keep their belongings as they look for work, attend classes, or meet with service providers.

- On November 18, 2019, the Storage Connect Center II (Center II) in District 9 opened. The Center II operates under the same program model as the original Center I.

- The Centers augment storage center services that have been operated by Think Dignity since 2011.

- The Centers also help to keep homeless San Diegan’s belongings off of streets, sidewalks, and storefronts.
• Operated by Mental Health Systems, Inc. (MHS)

• Center I
  – Opened June 13, 2018
  – 500 bins available for persons experiencing homelessness
  – Hours of operation:
    ▪ Monday – Friday, 7 a.m. – 7 p.m.
    ▪ Saturday and Sunday: 8 a.m. – 11 a.m.

• Center II:
  – Opened November 18, 2019
  – 116 bins available (as of May 2020) for persons experiencing homelessness
  – Hours of operation:
    ▪ Monday – Friday, 8 a.m. – 5 p.m.
    ▪ Saturday and Sunday, 8 a.m. – 11 a.m.
City of San Diego Storage Connect Centers
Management and Standards

- Security at the Centers to ensure a safe environment
- Prevent client queuing/loitering
- No alcohol/drug use permitted on-site
- Coordination with City Departments
- Regular Community Meetings
- Dedicated SDHC Contact
- San Diego Police Neighborhood Policing Team
- San Diego Environmental Services
- Outreach Ambassadors
• Center staff and the City’s three Bridge Shelters conduct regular outreach to the area to engage unsheltered individuals and offer services.

• SDPD coordinates ongoing law enforcement and security presence with the Centers’ security.

• Monthly community meetings provide community members with an opportunity to share concerns and ideas with MHS, the City, and SDHC, and allow project partners to share information and updates with the community.

• SDHC hosts a dedicated phone line available to community members to raise questions or concerns.
The proposed contract renewal for the Center I would continue operations at the current capacity of 500 storage units.

The proposed initial contract execution for the Center II would continue operations at the current capacity of 116 storage units, with the ability to increase to 500 bins.

Waiting List (as of April 30, 2020):
- Center I: 35 individuals experiencing homelessness.
- Center II: No waiting list
City of San Diego Storage Connect Centers
New Client Enrollments
Center I: June 13, 2018 – June 30, 2019

899 Total Client Enrollments
City of San Diego Storage Connect Centers
New Client Enrollments
Center I: July 1, 2019 – April 30, 2020

504 Total Client Enrollments
City of San Diego Storage Connect Centers
Client Return Visits
Center I: June 13, 2018 – June 30, 2019

26,277 Total Client Return Visits
City of San Diego Storage Connect Centers
Client Return Visits
Center I: July 1, 2019 – April 30, 2020

31,736 Total Client Return Visits
### City of San Diego Storage Connect Centers

**Resource Referrals Out**

Center I: June 13, 2018 – April 30, 2020

<table>
<thead>
<tr>
<th>RESOURCE TYPE</th>
<th>TOTAL REFERRALS SINCE OPENING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Needs</td>
<td>292</td>
</tr>
<tr>
<td>Food Assistance</td>
<td>222</td>
</tr>
<tr>
<td>Health Care</td>
<td>135</td>
</tr>
<tr>
<td>Shelter</td>
<td>195</td>
</tr>
<tr>
<td>Housing Search and Information</td>
<td>202</td>
</tr>
<tr>
<td>At Risk/Homeless Housing Related Assistance Programs</td>
<td>66</td>
</tr>
<tr>
<td>Income Support and Employment</td>
<td>170</td>
</tr>
<tr>
<td>Mental Health and Substance Use Disorder Services</td>
<td>148</td>
</tr>
<tr>
<td>Transportation</td>
<td>97</td>
</tr>
<tr>
<td><strong>TOTAL RESOURCE REFERRALS</strong></td>
<td><strong>1,527</strong></td>
</tr>
</tbody>
</table>
## City of San Diego Storage Connect Centers

### Special Populations Served

**Center I: June 13, 2018 – April 30, 2020**

<table>
<thead>
<tr>
<th>Special Population</th>
<th>Total Served</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Persons Served Since Opening</td>
<td>1,273</td>
<td></td>
</tr>
<tr>
<td>Transitional Age Youth (18-24)</td>
<td>46</td>
<td>4%</td>
</tr>
<tr>
<td>Individuals Age 55+</td>
<td>403</td>
<td>32%</td>
</tr>
<tr>
<td>Chronically Homeless Persons</td>
<td>460</td>
<td>36%</td>
</tr>
<tr>
<td>Persons with a Disability (any)</td>
<td>489</td>
<td>38%</td>
</tr>
<tr>
<td>Persons with a Physical Disability</td>
<td>237</td>
<td>19%</td>
</tr>
<tr>
<td>Persons with a Mental Health Problem</td>
<td>296</td>
<td>23%</td>
</tr>
<tr>
<td>Persons with a Drug and/or Alcohol Use Disorder</td>
<td>187</td>
<td>15%</td>
</tr>
<tr>
<td>Veterans</td>
<td>85</td>
<td>7%</td>
</tr>
</tbody>
</table>
### Lease

<table>
<thead>
<tr>
<th></th>
<th>Year 1*</th>
<th>Year 2</th>
<th>Year 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base Annual Rent</td>
<td>$221,100.00</td>
<td>$182,186.40</td>
<td>$207,652</td>
</tr>
<tr>
<td>Operating Expense (Estimated)</td>
<td>$25,000.00</td>
<td>$20,000.00</td>
<td>N/A</td>
</tr>
<tr>
<td>Security Deposit</td>
<td>$15,637.67</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$261,737.67</strong></td>
<td><strong>$202,186.40</strong></td>
<td><strong>$207,652</strong></td>
</tr>
</tbody>
</table>

*The Housing Commission allocated funds in the FY2018 Budget for the initial 3 months of the initial lease. Funds were further allocated for the FY2019 budget from July 1, through June 30.

### Operations & Tenant Improvements

<table>
<thead>
<tr>
<th>Service/Expense</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Agreement</td>
<td>$1,350,912.26</td>
<td>$1,190,828.40</td>
<td>$1,249,942.00</td>
</tr>
<tr>
<td>Tenant Improvements</td>
<td>$75,817.00</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$1,426,729.26</strong></td>
<td><strong>$1,190,828.40</strong></td>
<td><strong>$1,249,942.00</strong></td>
</tr>
</tbody>
</table>
City of San Diego Storage Connect Centers
Estimated Costs – Storage Connect Center II

Operations & Start-Up Costs

<table>
<thead>
<tr>
<th>Service/Expense</th>
<th>City – Year 1 (November 18, 2019 – June 30, 2020)</th>
<th>SDHC - Year 1* (July 1, 2020 - June 30, 2021)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Agreement</td>
<td>$ 446,470.67*</td>
<td>$ 720,664.00</td>
</tr>
<tr>
<td>Start-Up Costs</td>
<td>$ 50,958.00</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$ 497,428.67</td>
<td>$ 720,664.00</td>
</tr>
</tbody>
</table>

*Operational year two. However, year one for SDHC contracting purposes.

** The original operating cost for Center II was for the term of November 18, 2019, to November 18, 2020, in the amount of $669,706.00. The amount included in the table is prorated to reflect a contract term of 8 months (November 2019 - June 2020).
That the Housing Authority of the City of San Diego take the following actions:

1) Approve the execution of the second one-year renewal option and third amendment of the Agreement with Mental Health Systems (MHS), contingent on necessary City of San Diego approvals, if any, to operate the Center for a term of July 1, 2020, through June 30, 2021, with a corresponding budget at current capacity of 500 storage units at any one time with an annual budget amount of $1,256,221.00, on terms and conditions as set forth in the agreement, which is attached hereto as Attachment No. 1, as it may be amended upon advice of General Counsel of the Housing Commission;
2) Approve the execution of an initial one-year contract using a sole source justification, contingent on necessary City of San Diego approvals, if any, to operate the Transitional Storage Center, currently known as the Storage Connect Center II, located at Lea Street Terminus, San Diego, California 92105, for a term of July 1, 2020, through June 30, 2021, at current capacity of up to 500 storage units at any one time with an annual budget amount of $720,664, on terms and conditions as set forth in the Agreement, which is attached hereto at Attachment No. 2, as it may be amended upon advice of General Counsel of the Housing Commission;

3) Authorize the President & CEO to take such actions as are reasonably necessary to implement the approvals referenced in this report;
4) Authorize the President & CEO of the Housing Commission, or designee, to substitute funding sources and/or increase compensation by not more than 20 percent of the total agreement amount for the proposed agreement, if necessary, without further action by the Board of Commissioners (Board) of the Housing Commission, but only if and to the extent that funds are determined to be available for such purposes; and

That the Housing Authority and the City Council take the following action:

Authorize approval of the proposed Memorandum of Understanding between the Housing Commission and the City of San Diego specific to the provision of both the Transitional Storage Centers.
Questions?
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