



INFORMATIONAL REPORT

DATE ISSUED: June 4, 2020

REPORT NO: HCR20-052

ATTENTION: Chair and Members of the San Diego Housing Commission
For the Agenda of June 12, 2020

SUBJECT: April 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 – APRIL 2020

The tables below provide an overview of data captured in the 23rd month 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 seven inventory specialists on staff, including two bilingual inventory specialists, 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 April 30, 2020, 478 bins were assigned to clients. In total, the Center enrolled 34 new clients in April and served 519 total clients throughout the month of April. Of the 519 clients served in April, 406 of them returned to the Center to access their storage bins, and the total number of return check-ins in April was 2,979. Forty-one clients exited the Center in April.

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

- 109 individuals have successfully moved into permanent housing since Center opening;
- 478 individuals remained enrolled in the program as of April 30, 2020; and
- The Center provided 28 resource referrals to Center clients in April 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 April 2020



Table Two: Client Return Visits to Access Belongings April 2020



Table Three: Resource Referrals for Enrolled Clients April 2020

RESOURCE TYPE	TOTAL REFERRALS IN APRIL 2020
Basic Needs	4
Food Assistance	2
Health Care	2
Shelter	3
Housing Search and Information	3
Income Support and Employment	4
Mental Health and Substance Use Disorder Services	6
Transportation	2
At-Risk Homeless Housing Related Assistance Programs	2
TOTAL RESOURCE REFERRALS	28

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

Summary of Check-Ins: July 1, 2019 – April 30, 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
April 2020	351	2,628	172	179
Total	3,848	24,136	1,930	1,918
Average Check-Ins	385	2,414	193	192

STORAGE CENTER ACTIVITY OVERVIEW

The 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 staff conduct basic outreach activities in the area surrounding the Center. Center staff 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. In April 2020, Center outreach staff transitioned to also act as Inventory Specialists to provide needed additional operational support. Inventory Specialists are cross-trained to conduct outreach and rotate schedules during slower times of the day to continue to reach out to homeless individuals within the neighboring community and act as ambassadors to community members. The City's Bridge Shelter Outreach teams as well as the SDPD's Homeless Outreach Team continue to conduct regular outreach activities and provide support to individuals experiencing unsheltered homelessness throughout the City, including the neighborhood surrounding the Center.

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 April, via a telephonic conference meeting, with 10 representatives in attendance; and May, via a telephonic conference meeting with 13 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. 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

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

(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.

The City of San Diego, RTFH and Housing Commission staff continue to provide guidance to service providers during this time to support alignment with County Public Health and CDC guidance to protect the health and safety of staff and clients.

Respectfully submitted,



Lisa Jones
Senior Vice President
Homeless Housing Innovations

Approved by,



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

Docket materials are available in the “Governance & Legislative Affairs” section of the San Diego Housing Commission website at www.sdhc.org

**Homeless Storage Neighborhood Advisory Committee(HSNAC)
Community Meeting Minutes
March 11, 2020**

Community Representative Attendance*

1. Connie Zuniga
2. Gloria Andrade
3. Pita Verdin
4. Marco Verdin
5. Candelaria Gomez
6. Marco Cisneros
7. Michele Navarro
8. Myron Taylor

Storage Center Staff and Affiliated Partner Staff Attendance*

9. Veronica Aguilar, Mental Health Systems
10. Sarah Nudel, Mental Health Systems
11. Dijana Beck, County of San Diego
12. Olympia Beltran, County of San Diego
13. Stephen Bilecz, Environmental Services Department
14. Captain Scott Wahl, San Diego Police Department
15. Lt. Erwin Manansala, San Diego Police Department
16. Eric Young, City of San Diego
17. Lisa Jones, San Diego Housing Commission
18. Melissa Kolts, San Diego Housing Commission

*As indicated on the HSNAC Meeting Sign-in Sheet

Next HSNAC Meeting

Date: Wednesday, April 8th, 2020

Location: Conference Call

Introductions

Each community representative and staff member in attendance introduced themselves.

Community Comments

Community Comment: Community Representative provided an update that there is a new pastor at Our Lady of Guadalupe Church. Shared concern that the donation to fund their security guard will run out and there will not be a security guard at the school. Stated that with the onset of COVID-19 there needs to be more handwashing stations and restroom facilities. Asked the City representative to address the washing stations and the bathroom facilities.

SDPD Response: San Diego Police Department stated that there is a police officer 24/7 within a block of the Storage Center. SDPD representative stated that they will have a

level of responsiveness at the school. SDPD representative stated he is willing to meet with the new pastor.

City Response: The City representative provided an update on the 69 handwashing stations with their general locations. The City reported they do not have new locations yet for the bathroom facilities and stated that the bathroom facilities discussion has come up over a year ago. The locations the City previously brought to the advisory committee were not approved by the advisory committee. The City representative stated that there is a bathroom available at the Storage Connect Center.

Community Response: Community representative stated that the last time bathroom facilities were discussed at the advisory committee meeting, the City was going to use data analytics from the "Get It Done" app to come up with new location recommendations. Community representative stated that they are waiting on the new data then a decision was going to be made. It was the community advisory committee's understanding that the bathroom facilities issue was not tabled and they are waiting on the City.

City Response: City representative stated that he is following up with his colleagues to see where they left off.

Community Response: Community Representative asked if MHS verifies that the people who request to use the bathroom are clients.

MHS Response: MHS representative stated yes the bathrooms are for Storage Connect Center clients only.

Community Response: Community representative asked that as a result of receiving feedback from the community, what resolutions are coming from the community's feedback regarding the bathrooms.

City Response: City representative stated that the City's upmost concern right now is COVID-19. Bathroom locations are not the top priority right now in light of COVID-19. The City's priority is handwashing stations.

Community Comment: Community representative stated that the church wants the Storage Connect Center closed on Sundays.

SDHC Response: SDHC representative stated that the weekend utilization rates are comparable to the weekday rates. SDHC representative stated that the City Council directed the SDHC to open on Sundays and that utilization rates support staying open on Sunday.

Community Comment: Community representative shared a concern about the encampments in Chicano Park. Asked if there has been coordination for preventative measures for Chicano Park Day.

SDPD Response: SDPD representative stated that the SDPD has received reports about the encampments. SDPD addressed the issue and there are no longer encampments in that area.

Community Response: Community representative asked about the condition of the bathrooms at Chicano Park.

City Response: The City is coordinating with the Parks and Recreation department who contract with the company who clean the bathrooms twice a day.

Community Comment: Community Representative asked what strategies the City is taking with COVID-19.

County of San Diego Response: County representative stated that there are efforts between 18 cities in the region including the City of San Diego that is disseminating information through outreach staff that includes hygiene kits. Public Health Nurses will assist outreach teams with screenings. County representative stated that we have to practice what the CDC tells us.

City Response: City representative stated that calling 2-1-1 to access resources regarding COVID-19.

SDHC Response: SDHC representative added that the County is developing flyers that are geared toward the homeless population.

Community Comment: Community Representative stated that there has been an increase in cars parked in the cul-de-sac at 20th and Commercial Street due to a new business. The community representative stated that there are no "no parking" signs in the cul-de-sac and asked the City to help with the issue of parking.

City Response: City representative informed the community representative that the City would look into it.

Community Comment: Community representative stated there is a pile of tree debris and trash cans left out on the street and reported it on the "Get it Done" app.

ESD Response: ESD representative stated that ESD will have their contractors go by the location and will get it taken care of.

Community Comment: Community Representative asked if the Storage Connect Center could work with medical professionals to gather more accurate data.

SDHC Response: SDHC representative stated that SDHC is working with 2-1-1 on the Community Information Exchange (CIE). It's a single database that includes data on medical information so the Storage Connect Center can report on data that is based on medical information. CIE is still in development. SDHC representative stated that getting medical agencies to share patient protected information and personal identifying information is challenging due to not wanting to break confidentiality rules and there are HIPAA regulations to consider. SDHC representative stated that they will see if they

can obtain more information from 2-1-1 on CIE and provide that info at the next community meeting.

County Response: County representative stated that certain data legally cannot be shared due to HIPAA.

Community Response: Community representative stated that the 15% for persons with a drug and/or alcohol use disorder that is reported on the SDHC report is not accurate because the data is self-reported by the client. The community representative stated that they need accurate data to advocate for their neighborhood and the residents to advocate for more services. The community representative shared a concern that due to the data being self-report the data does not accurately reflect the population the Storage Connect Center serves.

Staff Reports and Updates:

San Diego Police Department Captain introduced a new police officer who supervises the officers that patrol the area around the Storage Connect Center.

Mental Health Services (MHS) staff reported on bin usage.

City Staff reported they are working with the County of San Diego to provide a fourth Bridge Shelter, location TBD, and provided general updates on the City's efforts to address affordable housing and homelessness.

Environmental Services Department (ESD) did not have updates to provide.

San Diego County staff reminded everyone to wash their hands and to check the County website daily with links to the CDC website and other helpful information.

San Diego Housing Commission had the data report available but did not provide a verbal update due to the meeting going past 7 pm.

Homeless Storage Neighborhood Advisory Committee(HSNAC) Community Meeting Minutes April 8, 2020

Community Representative Attendance*

1. James Justus
2. Louise Torio

Storage Center Staff and Affiliated Partner Staff Attendance*

3. Veronica Aguilar, Mental Health Systems
4. Sarah Nudel, Mental Health Systems
5. Laura Otis-Miles, Mental Health Systems
6. Sheryl Lawson, Mental Health Systems
7. Lt. Erwin Manansala, San Diego Police Department
8. Sarah Jarmin, City of San Diego
9. Casey Snell, San Diego Housing Commission
10. Melissa Kolts, San Diego Housing Commission

*Following CDC's safety guidelines for COVID-19, the April 2020 HSNAC meeting was conducted via telephone conference.

Next HSNAC Meeting

Date: Wednesday, May 13th, 2020

Location: TBD

Community Comments

Community Comment: Community representative asked how the Storage Connect Center is handling social distancing and cleanliness at the site.

MHS Response: MHS staff responded that only 10 people allowed in the facility at a time, there are markers on the floor six feet apart to indicate where to stand, there are hand sanitizing stations inside the facility and a handwashing station outside the building. Staff are wearing gloves and masks and the facility custodians have increased their site cleanings. Staff provides masks to clients if requested.

Community Comment: Community representative asked if fewer people have come in the month of April.

MHS Response: The numbers are averaging the same as last month and MHS will continue to monitor the number of clients accessing the Storage Center.

Community Comment: Community representative asked if the Storage Center staff is sharing information with clients about the sheltering options at the Convention Center.

SDHC Response: As of April 8, intakes have not started at the Convention Center. This week the focus has been on moving existing shelter clients into the Convention Center.

Unsheltered individuals from off the street have not moved into the Convention Center yet.

City Response: We are just finishing up the move-in with the existing shelters. We have a policy team that is looking at every option right now. Phase 1 is moving existing clients into the Convention Center and phase 2 will be the unsheltered.

Community Response: Community representative asked if the Convention Center has enough capacity for everyone who wants to utilize the center.

City Response: The Convention Center's capacity is 1500.

Community Comment: Community representative asked about the end game for housing people in the Convention Center and what transition might happen.

City Response: City staff stated that this has been discussed and indicated that there is an influx of resources coming. The City is working diligently on an exit strategy.

SDHC Response: SDHC staff stated there is a housing navigation unit on site along with SDHC's internal homeless housing programs. A committee has been working on exit strategies.

Staff Reports and Updates:

Mental Health Services staff reported on bin usage.

City staff reported that there is an increase in handwashing stations around the community and there will be more efforts to assist our unsheltered populations.

San Diego Housing Commission staff reported on the Storage Center data.

San Diego Police Department reported an increase of officers, 24 hours a day, seven days a week, around the Convention Center.

Homeless Storage Neighborhood Advisory Committee(HSNAC) Community Meeting Minutes May 13, 2020

Community Representative Attendance*

1. James Justus
2. Louise Torio
3. Myron Taylor
4. Candelaria Gomez

Storage Center Staff and Affiliated Partner Staff Attendance*

5. Veronica Aguilar, Mental Health Systems
6. Sarah Nudel, Mental Health Systems
7. Laura Otis-Miles, Mental Health Systems
8. Captain Scott Wahl, San Diego Police Department
9. Carmelin Rivera, San Diego Police Department
10. Eric Young, City of San Diego
11. Casey Snell, San Diego Housing Commission
12. Melissa Kolts, San Diego Housing Commission
13. Betsy Knight, Behavioral Health Services, County of San Diego

*Following CDC's safety guidelines for COVID-19, the May 2020 HSNAC meeting was conducted via telephone conference.

Next HSNAC Meeting

Date: Wednesday, June 10th, 2020

Location: Telephone Conference

Community Comments

Community Comment: Community representative reported that individuals are storing their belongings outside of the Villa Montezuma Museum and one individual was observed destroying the stone wall on the property.

MHS Response: Storage Connect Center stated that SCC has available bins and will send staff to the area around the museum to encourage the individuals to use the storage facility.

Community Comment: Community representative asked if unsheltered individuals are being accepted at the Convention Center shelter.

SDHC Response: SDHC stated that over the last 30 plus days, the Convention Center shelter has expanded outreach efforts to unsheltered individuals from the streets. Outreach has been bringing in about 30 to 50 individuals from the streets daily.

SDPD Response: SDPD stated that street outreach began on April 15, 2020. There are just under 1,200 beds filled at the Convention Center shelter.

Community Response: Community representative asked if the Convention Center shelter takes walk-ups.

SDPD Response: SDPD stated to call the Homeless Outreach Team (HOT) at 619-446-1010. The HOT team will pick up the individual and bring them to the Convention Center. The intake procedure includes medical and health screenings. As of May 13, 2020, there have only been three positive tests and all three individuals were asymptomatic.

Community Response: Community representative asked if the Convention Center takes individuals with dogs.

SDPD Response: SDPD stated yes.

Community Response: Community representative asked if individuals can stay all day.

SDHC Response: SDHC stated that individuals have in and out privileges all day and have 24/7 access to the shelter.

Community Comment: Community representative inquired about the plan for the next steps or the timing for the individuals to have more permanent shelter.

SDPD: SDPD reported that there is a demobilization plan. The objective is to find a permanent housing solution or a treatment program for all individuals. SDPD reported that there is enough shelter space and there is no set date for the Convention Center shelter to move but there is a demobilization team.

Community Comment: Community representative reported an increase in loitering on Imperial Avenue between 19th and 24th Street.

SDPD Response: SDPD stated that the overtime teams that patrol the areas around the SCC are still in place. The officers that patrol the area around Imperial are being pulled to the Convention Center area. SDPD is focusing on getting individuals into the Convention Center shelter. SDPD stated that there is one dedicated officer who manages the "Get it Done" complaints. SDPD also stated to email neighborhoodpolicing@pd.sandiego.gov with any concerns and an officer will follow up with you.

Community Comment: Community representative asked if there is a public service announcement to reach out to the greater San Diego population for COVID related issues.

City Response: City stated to direct them to 2-1-1.

Community Comment: Community representative shared a concern about the area at 29th and Market Street.

SDPD Response: SDPD stated that they will send an officer to that location.

Community Comment: Community representative asked if the budget shortfall within the City will affect the Storage Center.

City Response: City stated that there is a deficit but the funds for the SCC have been committed.

Community Comment: Community member inquired about an increase in approvals for Section 8 to assist with long term housing concerns with the homeless population.

SDHC: SDHC stated that their Rental Assistance Division is working closing with the housing navigation unit at the Convention Center. SDHC will look into this more and follow-up with the community member directly.

Staff Reports and Updates:

Mental Health Systems reported on bin usage.

San Diego Housing Commission reported on the Storage Center data. A minor decrease in daily enrollments. SCC continues to serve in the same capacity.

City staff reported that the City holds a daily press briefing on the City's Facebook page at 4:30 pm. Local news channels also stream the press briefing.