



INFORMATIONAL REPORT

DATE ISSUED: July 1, 2020

REPORT NO: HCR20-067

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

SUBJECT: May 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 – MAY 2020

The tables below provide an overview of data captured in the 24th 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 May 31, 2020, 479 bins were assigned to clients. In total, the Center enrolled 37 new clients in May and served 513 total clients throughout the month of May. Of the 513 clients served in May, 419 of them returned to the Center to access their storage bins, and the total number of return check-ins in May was 2,523. Thirty-seven clients exited the Center in May.

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

- 111 individuals have successfully moved into permanent housing since Center opening;
- 479 individuals remained enrolled in the program as of May 31, 2020; and
- The Center provided 52 resource referrals to Center clients in May 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 May 2020

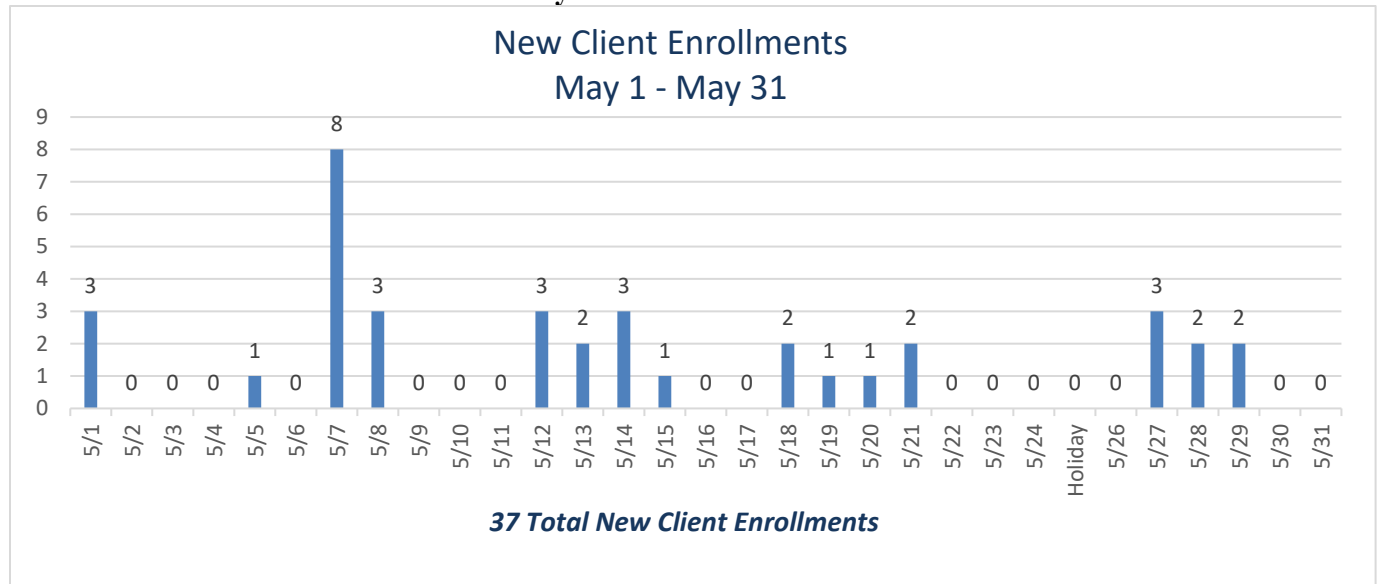


Table Two: Client Return Visits to Access Belongings May 2020

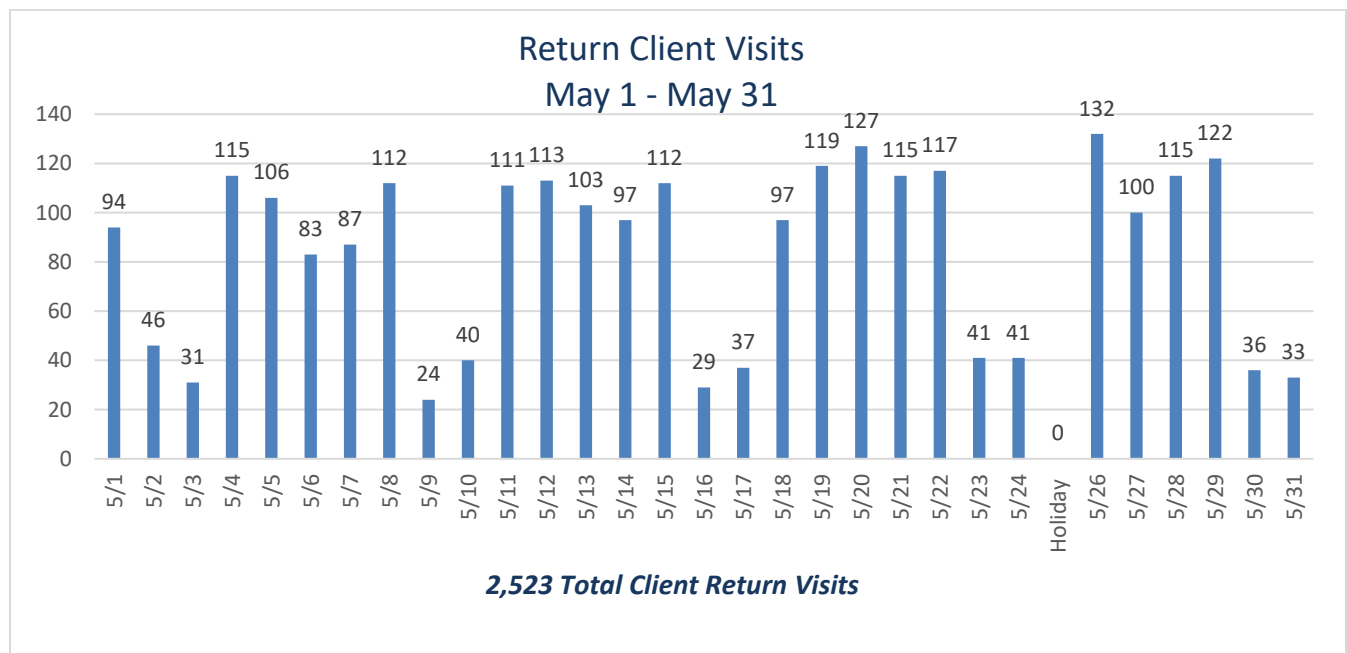


Table Three: Resource Referrals for Enrolled Clients May 2020

RESOURCE TYPE	TOTAL REFERRALS IN MAY 2020
Basic Needs	5
Food Assistance	5
Health Care	3
Shelter	8
Housing Search and Information	8
Income Support and Employment	9
Mental Health and Substance Use Disorder Services	2
Transportation	5
At-Risk Homeless Housing Related Assistance Programs	7
TOTAL RESOURCE REFERRALS	52

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

Summary of Check-Ins: July 1, 2019 – May 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
April 2020	351	2,628	172	179
May 2020	358	2,177	176	182
Total	4,206	26,313	2,106	2,100
Average Check-Ins	382	2,392	191	191

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, 39 percent identified as having a disability, 36 percent

experienced chronic homelessness, 31 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 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 via telephonic conference meeting in May with 13 representatives in attendance, and in June with 14 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 May 13, 2020, Community Meeting Minutes were included as an attachment to Report No. HCR20-052, which was submitted to the Housing Commission Board of Commissioners for its June 12, 2020, meeting. Community Meeting Minutes from the June 10, 2020, meeting are attached to this report.

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.

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

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.

The City of San Diego, RTFH and 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

You may also review complete docket materials 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 June 10, 2020

Community Representative Attendance*

1. James Justus
2. Louise Torio
3. Myron Taylor
4. Michelle Navarro
5. Janmari Hueso
6. Pita Verdin

Storage Center Staff and Affiliated Partner Staff Attendance*

7. Veronica Aguilar, Mental Health Systems
8. Sherry Lawson, Mental Health Systems
9. Sarah Nudel, Mental Health Systems
10. Laura Otis-Miles, Mental Health Systems
11. Stephen Bilecz, Environmental Services Department
12. Sarah Jarman, City of San Diego
13. Casey Snell, San Diego Housing Commission
14. Melissa Kolts, San Diego Housing Commission

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

Next HSNAC Meeting

Date: Wednesday, July 8th, 2020

Location: Telephone Conference

Community Comments

Community Comment: Community representative asked the City for an update on the City's budget for homeless services and the demobilization plan in light of COVID.

City Response: City staff reported that the budget was heard Monday of that week and it authorized funding to help with the COVID pandemic. City Council voted to fund the Convention Center through the end of October 2020. This is the target end date. The City is working on permanent exits for the sheltered clients. The City's goal is to repopulate the existing shelters and possibly expand the shelter system. No client at the Convention Center shelter will be turned away from any potential future shelter.

Community Comment: Community representative asked if the City will have the same resources before the pandemic.

City Response: City staff reported that the City will have the same resources if not expanded resources for homelessness. The City is gifting the veteran sprung shelter to the City of Chula Vista because the City of San Diego has existing brick and mortar

buildings that may provide beds for veterans. Providing the sprung shelter to the City of Chula Vista is a great opportunity for a region-wide approach to the shelter system.

Community Response: Community representative asked when the veteran tent will move to Chula Vista.

City Response: City staff reported in the next few months.

Environmental Services Department (ESD) Comment: ESD staff reported that SDPD has been pulled off conducting abatements due to the protests but normal SDPD abatement duties will resume on June 11th, 2020.

Community Comment: Community representative asked when the Retired Senior Volunteer Patrol (RSVP) will be able to resume.

City Response: City staff stated that they will inquire with the SDPD and will get back to the community representative with an update.

Community Comment: Community representative asked when the handwashing station outside of the Storage Center will be removed. The community representative stated that people are using the handwashing station to wash their clothes and for other activities not related to hand washing.

City Response: City staff stated that the City will have to confirm if the City or the County of San Diego placed the handwashing station and will get back to the community representative with an update.

Community Comment: Community representative stated that she has called the hotline and spoke with City staff about the new business and other businesses that are opening back up and this is causing a parking issue in the cul-de-sac outside the Storage Center. The Community representative stated that during street sweeping on Tuesdays and Thursdays on Commercial Street, the businesses park in the cul-de-sac and this leaves no parking for the residents.

Environmental Services Department Response: ESD staff asked the community representative to call him so they can discuss this issue further.

Community Comment: Community representative stated that she has seen an uptick in homeless individuals and two vehicles were broken into. The community representative also stated that she has found two needles within four days and there is a house that has been vacant for over two years in the neighborhood. The community representative has been calling the City and stated that nothing is being done and stated that Code Enforcement has been closed.

City Response: City staff asked the community representative to send an email so the City can follow up on this issue.

Community Comment: Community representative asked for an update on the additional restroom.

City Response: City staff stated that the City is very close to announcing the location of the restroom. The restroom must be ADA accessible. The City will share the location of the restroom with the HSNAC group by the end of the week.

Staff Reports and Updates:

Mental Health Systems reported on bin usage and reported that the Storage Center has been in communication with the supervisor of the security guard agency to ensure the security guards are being more diligent with their patrols especially when the Storage Center is closed.

San Diego Housing Commission reported on the Storage Center data and reported that the Convention Center shelter has 1,300 individuals.

City staff stated that she is happy to answer additional questions and have outside conversations about what is happening at the Convention Center shelter.