



INFORMATIONAL REPORT

DATE ISSUED: September 15, 2020 **REPORT NO:** HCR20-074

ATTENTION: Chair and Members of the San Diego Housing Commission
For the Agenda of September 18, 2020

SUBJECT: June 2020 and July 2020 Reporting Update for City of San Diego's Storage Connect Center I

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. The Housing Commission and City bifurcated the Temporary Bridge Shelter MOU and entered into a separate MOU for the City's Transitional Storage Programs, which was approved by the Housing Commission Board of Commissioners on June 12, 2020, as well as the Housing Authority and City Council on June 16, 2020 (Resolutions HA-1862 and R-313112). The June 12, 2020, Housing Authority actions authorized the Housing Commission to enter into a second one-year renewal of the agreement for the operation of the City of San Diego's Storage Connect Center I, located at 116 South 20th Street, San Diego, California 92113, and an initial one-year agreement for the operation of Storage Connect Center II, located at Lea Street Terminus, San Diego, California 92105.

This report provides data regarding Storage Connect Center I. Data about Storage Connect Center II will be included in future reports, beginning with the August 2020 reporting update.

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 Storage Connect Center I (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.

On June 12, 2020, the Housing Commission approved the execution of the second one-year renewal option of the Agreement with MHS to operate the Center for a term of July 1, 2020, through June 30, 2021, with a corresponding budget of \$1,249,942.00.

MONTHLY REPORTING SUMMARY – June and July 2020

The tables below provide an overview of data captured in the 25th and 26th 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 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 June 30, 2020, 481 bins were assigned to clients. In total, the Center enrolled 39 new clients in June and served 514 total clients throughout the month of June. Of the 514 clients served in June, 447 of them returned to the Center to access their storage bins, and the total number of return check-ins in June was 2,730. Thirty-three clients exited the Center in June.

As of July 31, 2020, 484 bins were assigned to clients. In total, the Center enrolled 44 new clients in July and served 519 total clients throughout the month of July. Of the 519 clients served in July, 455 of them returned to the Center to access their storage bins, and the total number of return check-ins in July was 2,765. Thirty-five clients exited the Center in July.

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

- 112 individuals have successfully moved into permanent housing since Center opening;
- 484 individuals remained enrolled in the program as of July 31, 2020; and

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.

- The Center provided 48 resource referrals to Center clients in June 2020, and 63 resource referrals to Center clients in July 2020.

Table One: New Client Enrollments June 2020

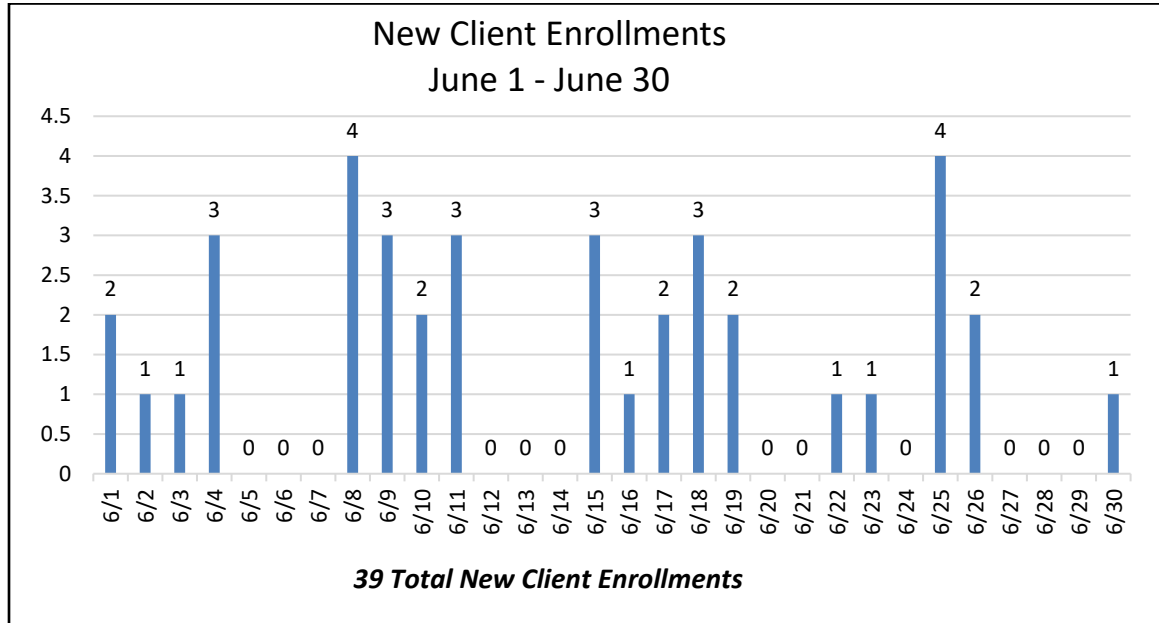


Table Two: New Client Enrollments July 2020

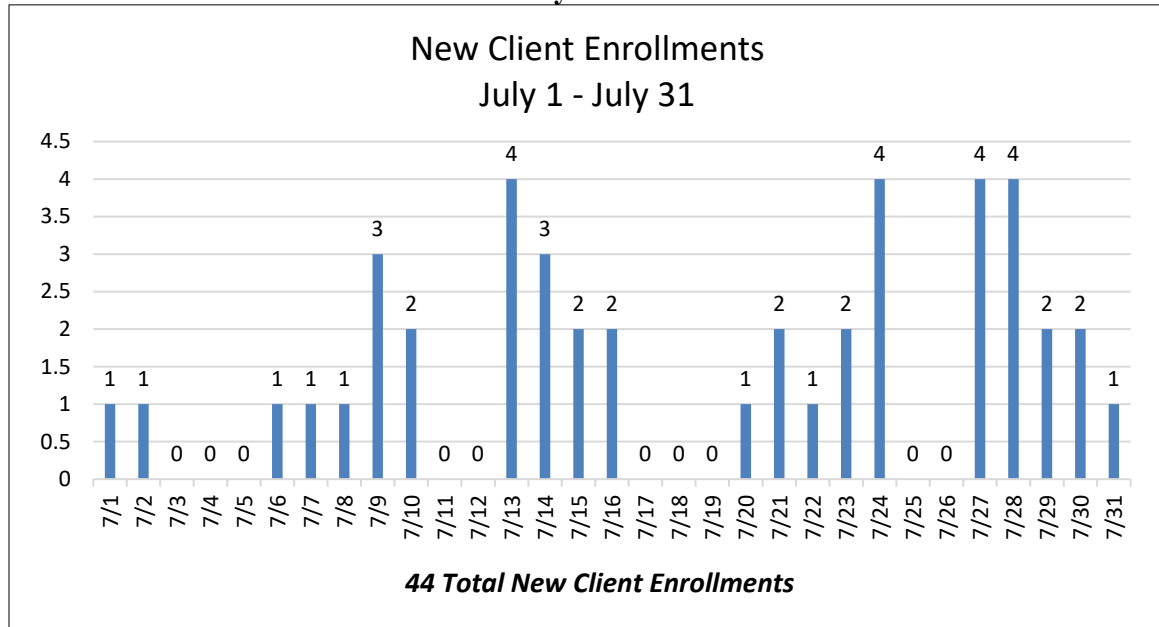


Table Three: Client Return Visits to Access Belongings June 2020

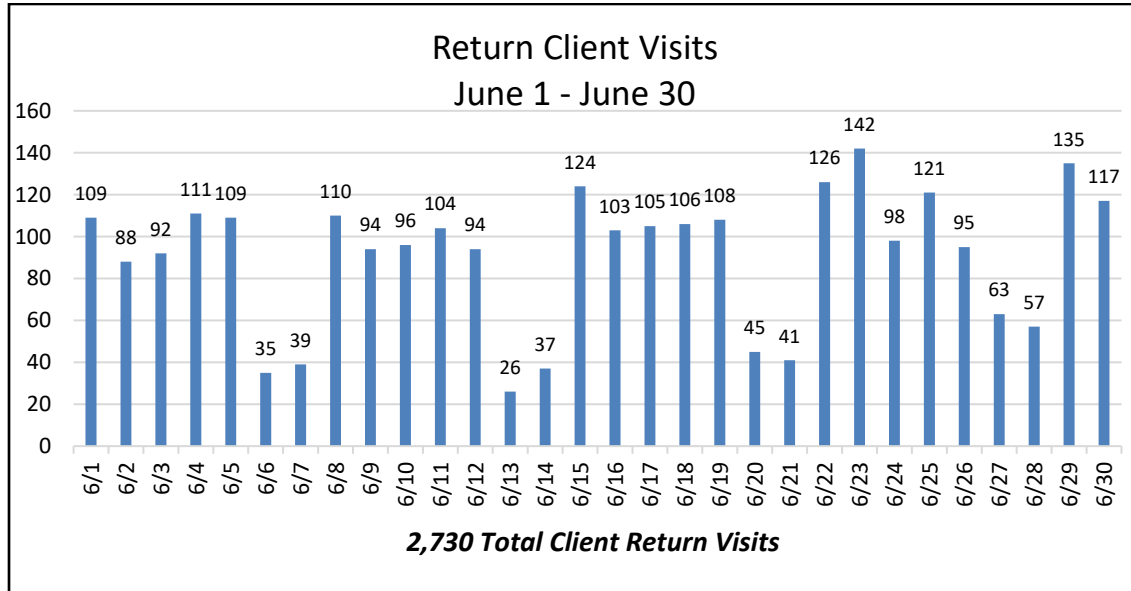


Table Four: Client Return Visits to Access Belongings July 2020

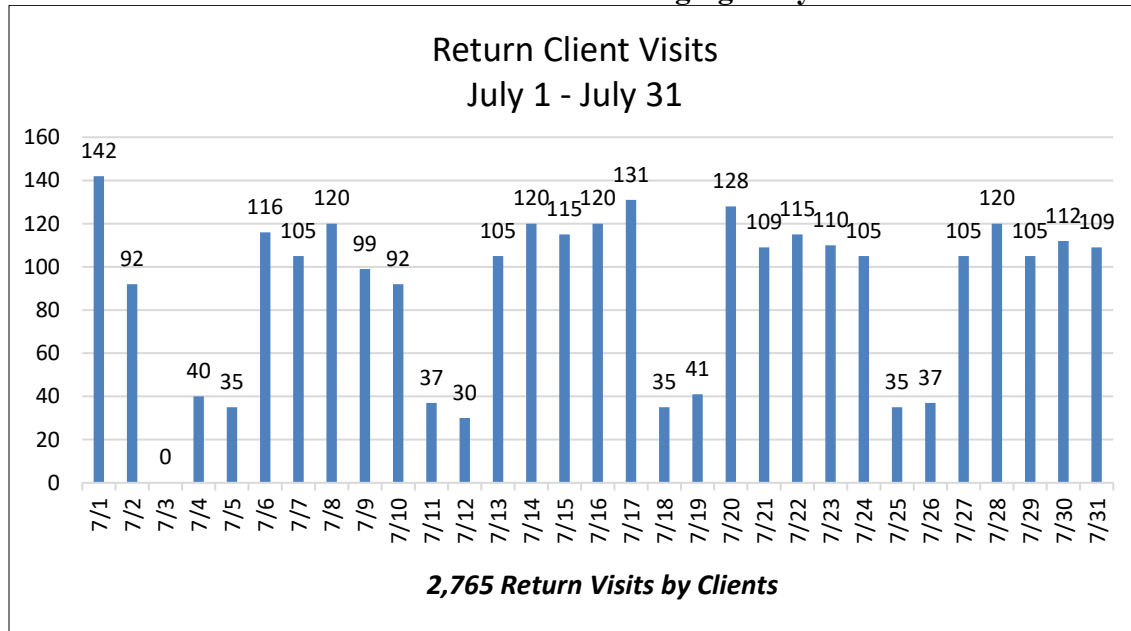


Table Five: Resource Referrals for Enrolled Clients June and July 2020

RESOURCE TYPE	TOTAL REFERRALS IN JUNE 2020	TOTAL REFERRALS IN JULY 2020
Basic Needs	5	8
Food Assistance	6	8
Health Care	6	7
Shelter	5	8
Housing Search and Information	5	8
Income Support and Employment	8	8
Mental Health and Substance Use Disorder Services	6	3
Transportation	4	8
At-Risk Homeless Housing Related Assistance Programs	3	5
TOTAL RESOURCE REFERRALS	48	63

Table Four: Summary of Weekday and Weekend Check-Ins Fiscal Year 2020 and 2021

Summary of Check-Ins: July 1, 2019 – July 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
June 2020	343	2,387	169	174
July 2020	290	2,475	147	143
Total	4,839	31,175	2,422	2,417
Average Check-Ins	372	2,398	186	186

STORAGE CONNECT CENTER I 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, 41 percent identified as having a disability, 37 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 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. The most recent meetings were held via telephonic conference in June with 14 representatives in attendance, July with 14 representatives in attendance, and August with 15 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. Community Meeting Minutes for the July 8, 2020, and August 12, 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

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

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.

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 July 08, 2020

Community Representative Attendance*

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

Storage Center Staff and Affiliated Partner Staff Attendance*

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

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

Next HSNAC Meeting

Date: Wednesday, August 12th, 2020

Location: Telephone Conference

Community Comments

Community Comment: Community member asked if the City has decided on a location for the portable toilet.

City Response: City staff reported that the data from the Get It Done app was for the whole City of San Diego. The City does not have the staffing or the bandwidth at this time to analyze the data. Three proposed locations but two are not viable because of the lack of security. 19th and Commercial near the Storage facility, 17th and Imperial, and 16th and Newton.

Community Response: Community member asked for a timeframe for going through the data for the restroom to be actualized and asked about security at the restroom.

City Response: City staff reported that the City does not have funding for security at the portable restroom. The City does not want to move the portable restroom near the Storage Center and upset the residents or community members.

Community Response: Community member offered to analyze the Get It Done data to help make an informed decision based on the data.

City Response: City staff confirmed that the City can share the Get It Done data with the community member.

Community Response: Community member shared their opposition to the location of the portable restroom near the storage facility because of multiple issues including the new encampments under the 5 freeway, existing traffic due to the Storage Connect Center, no parking in the cul-de-sac, and people in the alley. The community cannot have a restroom added to these current issues.

Community Response: Community member recommended the portable restroom be located at 17th and Imperial so when the Bridge Shelter is occupied again there will be security. Security is imperative for the safety of the people using the restroom.

SDHC Response: San Diego Housing Commission (SDHC) staff noted that the challenge is the assumption that the Bridge Shelter security will be able to monitor a restroom off-site. It is unknown at this time if the security will have the capacity to take on that additional job function.

Community Response: Community member stated that the community has been asking for a portable restroom for over a year. The community is requesting funding for a security guard.

SDHC Response: SDHC staff reported that Father Joe's Villages has public restrooms and showers which is located less than one block away from the 17th and Imperial location. SDHC staff stated that they will ask Father Joe's Villages for a map and more information about the public restrooms.

Community Comment: Community member asked about the status of the future use of the Bridge Shelter at 17th and Imperial.

City Response: City staff reported that the City wants to house everyone at the Convention Center shelter. The reality is that we need to also access the existing Bridge Shelters.

Community Comment: Community member asked if there is COVID testing at the Convention Center shelter.

SDHC Response: SDHC staff reported that COVID testing takes place every couple of weeks. If a person tests positive, they are isolated in a hotel through the County of San Diego.

Community Comment: Community member asked for an update on the cul-de-sac parking issue.

ESD response: Environmental Services Department (ESD) staff reported that it is a firm “no” to the request that the City rearrange the street sweeping schedule. The City cannot change the days.

City Response: City staff requested an email about this issue so the City can follow up.

Staff Updates:

SDPD: SDPD staff provided an update on the capacity of the Neighborhood Policing Division due to COVID-19 and the recent protests.

ESD: ESD staff informed the community group that ESD had another contractor come back online and ESD will be able to deploy more resources to the downtown San Diego area.

City: City staff provided an update on development impact fees and redistributing the money to historically underserved communities to build things such as more parks and libraries, to reinvest in these underserved communities. This plays into the conversation and the environment that we are in when we are looking into what is good government and how do we invest in communities that have been underserved while also investing in our City staff such as the SDPD and ESD.

Homeless Storage Neighborhood Advisory Committee (HSNAC) Community Meeting Minutes August 12, 2020

Community Representative Attendance*

1. Melissa Gonzalez
2. Connie Zuniga
3. Myron Taylor
4. Michelle Navarro

Storage Center Staff and Affiliated Partner Staff Attendance*

5. Veronica Aguilar, Mental Health Systems
6. Sherry Lawson, Mental Health Systems
7. Sarah Nudel, Mental Health Systems
8. Laura Otis-Miles, Mental Health Systems
9. Stephen Bilecz, Environmental Services Department
10. Sarah Jarman, City of San Diego
11. Sgt. Colon, San Diego Police Department
12. Casey Snell, San Diego Housing Commission
13. Melissa Kolts, San Diego Housing Commission
14. Randy Minemann, County of San Diego
15. Elizabeth Knight, Behavioral Health Services

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

Next HSNAC Meeting

Date: Wednesday, September 9th, 2020

Location: Telephone Conference

Community Comments

Community Comment: Community members shared multiple concerns regarding encampments, loitering, drug use, and vandalism due to an increase in individuals experiencing homelessness.

SDPD Response: SDPD asked for clarification on the locations where the community is seeing the influx of activities. The corner of Kearny Avenue and Beardsley Street, 20th Street and Commercial Street and Imperial Avenue between 21st and 24th Street were mentioned. SDPD is targeting narcotic offenders and will bring up these locations to the officer who is conducting the narcotic operations.

Community Member Response: Community member asked for resources other than calling the police to address these issues.

Behavior Health Services Response: BHS staff reported that the County has outreach teams that focus on the Sherman Heights area. Betsy Knight with the County of San Diego's Behavioral Health Services department provided her phone number. 619-606-0942.

Community Comment: Community member shared concern over loitering on the benches in front of Comm22.

City Response: City staff asked if the benches are part of the permit. Offered to speak offline with community member and provided staff email. Sjarman@sandiego.gov

Community Comment: Community member asked for crime stats for the Logan Heights and Sherman Heights area. Community member asked who the captain is for the Central Division.

SDPD response: SDPD can assign officers to "hot spots" and will follow up with the community group on who the captain is for the Central Division.

Community Comment: Community member asked for an update on the portable restroom.

City Response: For the COVID pandemic related restrooms and hand-washing stations are placed through the County of San Diego. The City is following up with the community member who offered to analyze the "get it done" data.

Community member response: Community member encouraged coordination between the City and the County to address the concern around the portable restroom.

Community Comment: Community member asked for an update on the Convention Center shelter exit strategy.

City Response: The City is working with the County to safely place people in permanent housing or back to an existing shelter.

SDHC Response: The plan is not to return anyone back to the streets. Part of the strategy is returning individuals back to the regular shelters. The goal is to exit individuals to permanent housing or another type of intervention.

Community Comment: Community member asked how many people have tested positive at the Convention Center shelter for COVID-19.

SDHC Response: Positive rate is .003% and this is attributed to cleaning protocols, wearing masks, and the overall infrastructure that has been created at the Convention Center shelter.

BHS Comment: BHS staff will find out who the point of contact is for the hand-washing stations. The County has handed out over 10,000 hygiene kits in the region of San Diego which include masks and hand sanitizer.

Staff Updates:

City Staff: Over 350 people have been housed from the Convention Center shelter. This is a very trying time for everyone. The City appreciates your patience.

SDHC Staff: In addition to the 350 housed, the Convention Center has many clients exiting to permanent housing at Benson Place in the following two weeks, and hundreds of additional clients are currently matched to a housing intervention. The Convention Center shelter occupancy is 1,208.

SDPD staff: Between 6-8 officers are patrolling the Convention Center and East Village area 24 hours a day, 7 days a week.