



SAN DIEGO
HOUSING
COMMISSION

We're About People

City's of San Diego's Homelessness Response Center
Execution of Memorandum of Understanding with
the City of San Diego and Agreement with
People Assisting the Homeless
Presentation to the SDHC Board of Commissioners
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Homelessness Response Center Operation Shelter to Home

- In-depth planning and collaborative efforts to mitigate the health impact to persons experiencing homelessness were carried out in response to COVID-19.
- Operation Shelter to Home was utilized to pilot new practices and design a more client-centered, integrated system.



Homelessness Response Center Operation Shelter to Home (Continued)

Total Positive Exits

719

Total People with Housing
Resource

396





Homelessness Response Center Program Overview

- The San Diego Housing Commission (SDHC) proposes to achieve a broad vision for the City of San Diego Homelessness Response Center by leveraging:
 - SDHC’s subject matter expertise
 - Existing HOUSING FIRST – SAN DIEGO programs
 - Strong partnerships
- The program will build on the foundational model of the Housing Navigation Center and enhance the program design to implement a streamlined, coordinated, client-centric City of San Diego Homelessness Crisis Response System.

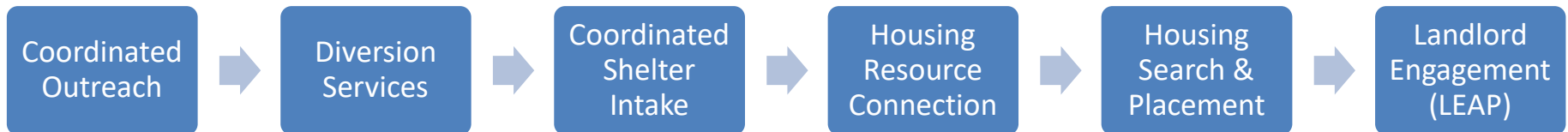


Homelessness Response Center Program Overview (Continued)

Program Objective: System Navigation services that coordinate all activities to move someone from homelessness to housed

System Navigators identify needs of each client and coordinate connection to housing resources & housing

System Navigation Model



- Client-centered, collaborative-service model that supports individuals experiencing homelessness throughout all stages of their pathway to housing.
- Aligned with the five foundational strategies of the City’s Community Action Plan on Homelessness, and informed by the successes and lessons learned of Operation Shelter to Home.



Homelessness Response Center Program Overview (Continued)

Homelessness Response Center Location and Hours of Operation

Location:

1401 Imperial Avenue, San Diego

Hours of Operation:

Monday-Friday: 9:00 a.m. – 5:00 p.m.

Saturday: 9:00 a.m. – 3:00 p.m.

Program Operations Information

- SDHC will directly operate and administer the program on-site.
- People Assisting the Homeless (PATH) will operate on-site as a lead partner, and the Regional Task Force on the Homeless (RTFH) will also have staff on-site as a key partner.



Homelessness Response Center Program Overview (Continued)

This comprehensive, system-wide approach organizes the work into three major phases:

Phase 1: Engagement Services – Prevention & Coordinated Outreach

- Leverage existing SDHC resources including SDHC's HOUSING FIRST – SAN DIEGO homelessness action plan:
 - Prevention & Diversion programs
 - Landlord Engagement and Assistance Program (LEAP)
- Coordinated Outreach model will:
 - Align with the RTFH's Outreach & Encampment Policies
 - Implement the Street Outreach Standards & Practices currently in development by RTFH
 - Follow a client-centered, housing-focused engagement practice



Homelessness Response Center Program Overview (Continued)

Phase 2: Crisis Response & Stabilization – Diversion, Coordinated Shelter Access

- The program will apply diversion strategies as the key initial interaction with persons experiencing or at risk of homelessness.
- The coordinated shelter placement model SDHC developed for Operation Shelter to Home will continue, ensuring consistency of prioritization and centralized management of bed availability across the City's Homeless Crisis Response System.

Phase 3: Universal Housing Assessment and Housing Placement

- The program will leverage existing programs including LEAP and RTFH Coordinated Entry System to identify the best housing opportunities available to meet an individual's or family's needs and work with system partners to transition clients into longer-term or permanent housing.



Homelessness Response Center Program Partners

Key Community-Level Partnerships and Resources

PATH will operate as a lead project partner, and will provide system navigation and related services within the program.

SDHC's HOUSING
FIRST – SAN DIEGO
PROGRAMS (P&D,
LEAP)

Neighborhood-
Based Coordinated
Outreach program

RTFH –
Coordinated Entry
System

Homeless Service
Providers (day
center, shelters)

Housing Resource
Programs
(permanent and
longer-term)

Landlords and
Property
Management
Companies



Homelessness Response Center Advisory Groups

System Advisory Groups and Client Feedback

- System Advisory Groups will be included as a foundational program component in alignment with the Community Action Plan's recommendations and Guiding Principles.
- The Advisory Groups will include, at a minimum:

Persons with
Lived Expertise

Front-Line
Homeless
Services Staff

Homeless
Service Provider
– Leadership

Community
Members

- SDHC will be implementing a client customer service survey to collect feedback that can help inform service delivery and refine programs.



Homelessness Response Center Reporting

- The program will track data and metrics to monitor the overall homeless response system flow and the effectiveness of engagement between providers and clients toward their search for housing, including monitoring:
 - The overall system flow
 - Whether diversion activities were applied
 - Length of time from initial system engagement to housing.
- This will contribute to the development of a data-informed and systems-level perspective on the City’s Homeless Crisis Response System, and will meet the Community Action Plan’s guiding principle to “make data-driven decisions and create transparency.”
- The program will enable SDHC to report on performance across the system instead of only by program.



Homelessness Response Center Contract Terms and Operations Funding

- MOU terms with the City of San Diego include one initial term, prorated, and two one-year options to renew.
- Agreement terms with PATH include one initial term, prorated, and two one-year options to renew.
- Total operations funding is an annual amount of \$1,550,000, funded by three different sources, and will be prorated for the initial contract term.

Funding Source	Year 1	Year 2	Year 3
Community Development Block Grant (CDBG)	\$1,000,000	\$1,000,000	\$1,000,000
City General Fund	\$300,000	\$300,000	\$300,000
Low and Moderate Income Housing Asset Fund	\$250,000	\$250,000	\$250,000
TOTAL	\$1,550,000	\$1,550,000	\$1,550,000



Homelessness Response Center Staff Recommendations

That SDHC recommend that the Housing Authority of the City of San Diego (Housing Authority) take the following actions:

- 1) Authorize SDHC to enter into a Memorandum of Understanding (MOU) with the City of San Diego (City) for an initial eight-and-a-half-month term, commencing November 1, 2020, and continuing through June 30, 2021, with two one-year options to renew, for the operation and administration of the Homelessness Response Center, funding for Fiscal Year (FY) 2021 shall consist of Community Development Block Grant, Low Moderate Income Housing Fund and General Fund funds in a total annual amount of \$1,550,000 prorated for the initial contract term. The eight-and-a-half-month term will include a half month startup budget of \$64,583.33 and an eight-month operations budget of \$1,033,333.33; and



Homelessness Response Center Staff Recommendations (Continued)

- 2) Authorize SDHC's President & Chief Executive Officer (President & CEO), or designee, to execute an agreement with People Assisting the Homeless (PATH), using a sole-source justification procurement method, in an annual amount of \$733,751.15, prorated, for an initial term commencing November 1, 2020, through June 30, 2021, with two one-year options to renew, to provide services at the Homelessness Response Center, located at 1401 Imperial Avenue, San Diego, California 92101, on terms and conditions as set forth in the agreement (Agreement), as it may be amended upon advice of SDHC's General Counsel; and
- 3) Authorize SDHC's President & CEO, or designee, to execute all necessary documents and instruments that are necessary and/or appropriate to implement these approvals, in a form and format approved by General Counsel, and to take such actions necessary and/or appropriate to implement these approvals; and



Homelessness Response Center Staff Recommendations (Continued)

- 4) Authorize SDHC's President & CEO, or designee, to substitute funding sources and/or increase the program budget by not more than 20 percent of the total agreement amount for the proposed agreement, if necessary, without further action by SDHC's Board of Commissioners, but only if and to the extent that funds are determined to be available for such purposes.

That SDHC recommend that the San Diego City Council take the following action:

Authorize the City of San Diego to enter into a Memorandum of Understanding (MOU) with SDHC for an initial eight-and-a-half month term, commencing November 1, 2020, and continuing through June 30, 2021, with two one-year options to renew, for the operation and administration of the Homelessness Response Center; funding for Fiscal Year (FY) 2021 shall consist of Community Development Block Grant, Low Moderate Income Housing Fund and General Fund funds in a total annual amount of \$1,550,000, prorated for the initial contract term. The eight-and-a-half-month term will include a half month startup budget of \$64,583.33 and an eight-month operations budget of \$1,033,333.33.





Homelessness Response Center

Questions & Comments

