



INFORMATIONAL REPORT

DATE ISSUED: October 8, 2020 **REPORT NO:** HCR20-098

ATTENTION: Chair and Members of the San Diego Housing Commission
For the Agenda of October 16, 2020

SUBJECT: August 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 (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.

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

October 8, 2020

August 2020 Reporting Update for Storage Connect Center I

Page 2

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 Mental Health Systems (MHS) to operate the Center for a term of July 1, 2020, through June 30, 2021, with a corresponding budget of \$1,249,942.

MONTHLY REPORTING SUMMARY – AUGUST 2020

The tables below provide an overview of data captured in the 27th 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 August 31, 2020, 471 bins were assigned to clients. In total, the Center enrolled 28 new clients in August and served 509 total clients throughout the month of August. Of the 509 clients served in August, 454 of them returned to the Center to access their storage bins, and the total number of return check-ins in August was 2,561. Thirty-eight clients exited the Center in August.

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

- 114 individuals have successfully moved into permanent housing since Center opening;
- 471 individuals remained enrolled in the program as of August 31, 2020; and
- The Center provided 48 resource referrals to Center clients in August 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 August 2020

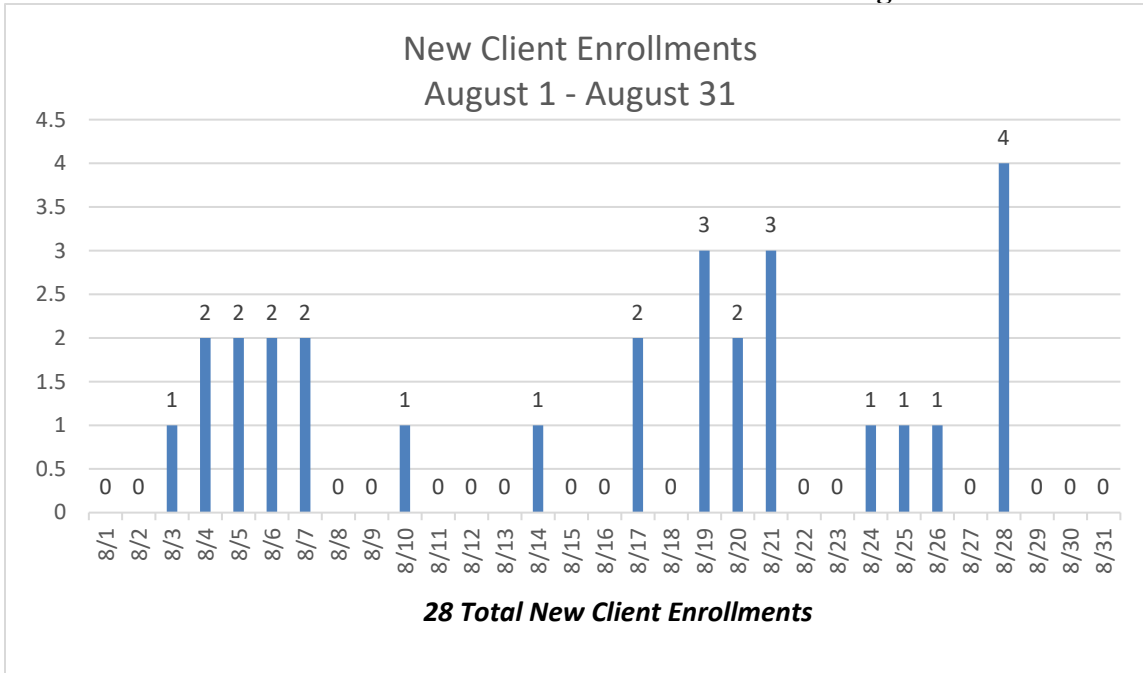


Table Two: Client Return Visits to Access Belongings August 2020

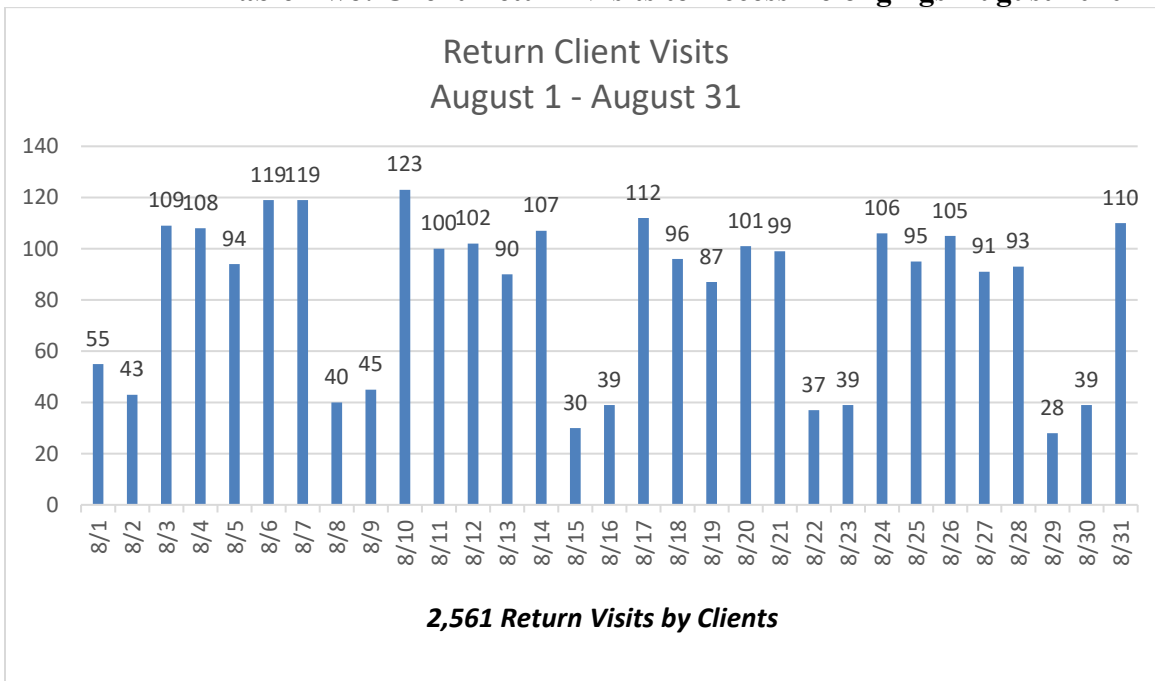


Table Three: Resource Referrals for Enrolled Clients August 2020

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

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

Summary of Check-Ins: July 1, 2019 – August 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
August 2020	395	2,166	190	205
Total	5,234	33,341	2,612	2,622
Average Check-Ins	374	2,382	187	187

STORAGE CENTER ACTIVITY OVERVIEW

The Storage 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 Specialist 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. The most recent meeting were held via telephonic conference meeting in September 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. Community Meeting Minutes from the September 9, 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 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

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 September 9, 2020

Community Representative Attendance*

1. James Justus
2. Louise Torio
3. Jan M.
4. Michelle Navarro
5. Pita Verdin

Storage Center Staff and Affiliated Partner Staff Attendance*

6. Sarah Nudel, Mental Health Systems (MHS)
7. Laura Otis-Miles, Mental Health Systems (MHS)
8. Erwin Manansala, San Diego Police Department (SDPD)
9. Ricardo Rivas, San Diego Police Department (SDPD)
10. Dan Grubbs, San Diego Police Department (SDPD)
11. Casey Snell, San Diego Housing Commission (SDHC)
12. Melissa Kolts, San Diego Housing Commission (SDHC)
13. Betsy Knight, Behavioral Health Services (BHS)

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

Next HSNAC Meeting

Date: Wednesday, October 14th, 2020

Location: Telephone Conference

Community Comments

Community Comment: Community member requested an update on the Convention Center Shelter.

SDHC Response: SDHC staff reported that the Convention Center is planning to demobilize at the end of October 2020. Current press release from the City reported that 500 people have exited to housing so far. No one will exit back to the streets. The goal is to exit back to the existing shelters or to housing.

Community Comment: Community member stated that the unsheltered population has increased. Imperial Avenue between 20th and 24th street is still pretty bad. Community member called 911 to remove an unresponsive individual from the driveway. Community members reported increase in unsheltered activity in the courtyard of Our Lady of Guatemala church, increase in encampments under the 5 freeway, reported that fencing was torn down and locks were removed.

BHS Response: BHS staff provided an update on County efforts. The County is continuing to pass out hygiene kits and County Outreach Workers have engaged with 201 (duplicated) unsheltered individuals.

SDPD Response: SDPD reported that because of COVID, SDPD cannot book individuals in jail for quality of life offenses at this time. Neighborhood Policing officers are still out on the streets patrolling with the enforcement officers. SDPD is working the best they can given the resources they have during this time.

SDPD gave validation to the community's concerns. SDPD staff stated that Neighborhood Policing is doing a phenomenal job with the Storage Center, Convention Center, and the City's most prolific areas. SDPD is responding to calls but there is an uptick of civil unrest and community protests and Neighborhood Policing is called to assist and this pulls them away from their regular patrolling duties. SDPD added two detectives to Central Division to assist with the increase in violence with individuals experiencing homelessness.

Community Comment: Community member asked if Captian Grubbs is going to host virtual monthly meetings and stated that Captian Grubbs is new to the HSNAC group.

SDPD Response: Captain Grubbs stated that he started in Central Division in February 2020, then COVID happened. The next virtual meeting will be September 23, 2020, at 5 pm.

Community Comment: Community member encouraged MHS staff to encourage the Storage Connect clients to register to vote for the upcoming election.