



## INFORMATIONAL REPORT

**DATE ISSUED:** December 30, 2020 **REPORT NO:** HCR21-012

**ATTENTION:** Chair and Members of the San Diego Housing Commission  
For the Agenda of January 8, 2021

**SUBJECT:** October & November 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 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 20<sup>th</sup> 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 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.

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 – OCTOBER AND NOVEMBER 2020**

The tables below provide an overview of data captured in the 29<sup>th</sup> and 30<sup>th</sup> 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.

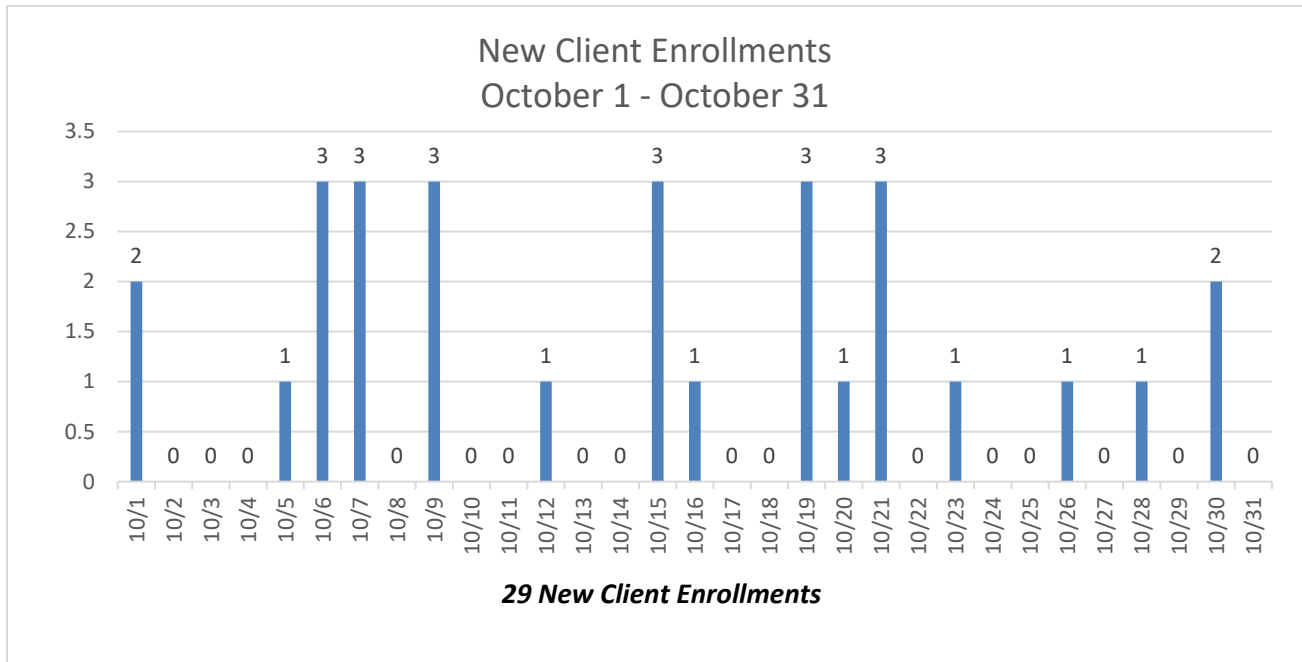
The Center has seven inventory specialists on staff, including two bilingual inventory specialists, conducting client intakes and storage bin assignments, as well as assisting clients with ongoing access to containers in a supervised staging area. Pursuant to the Housing Authority's approval of the operating Agreement (Resolution No. HA-1777), the Center provides a maximum of 500 storage bins<sup>1</sup> that can be utilized at any given time. As of October 31, 2020, 457 bins were assigned to clients. In total, the Center enrolled 29 new clients in October and served 495 total clients throughout the month of October. Of the 495 clients served in October, 449 of them returned to the Center to access their storage bins, and the total number of return check-ins in October was 2,636. Thirty-eight clients exited the Center in October.

As of November 30, 2020, 446 bins were assigned to clients. In total, the Center enrolled 23 new clients in November and served 479 total clients throughout the month of November. Of the 479 clients served in November, 435 of them returned to the Center to access their storage bins, and the total number of return check-ins in November was 2,495. Thirty-three clients exited the Center in November.

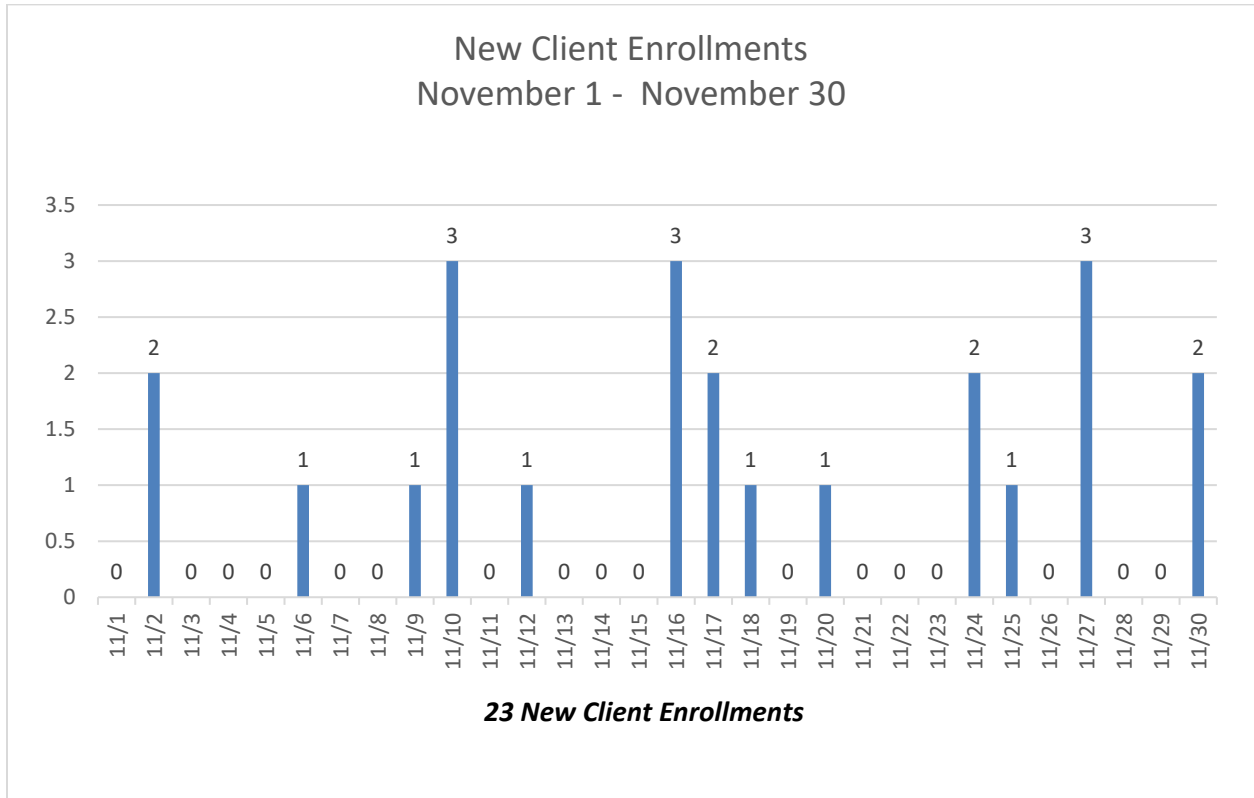
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<sup>1</sup> The Housing Authority and the City Council mandated a maximum of 500 storage units in the March 2018 approval for operation of the Center.

**Table One: New Client Enrollments October 2020**



**Table Two: New Client Enrollments November 2020**



**Table Three: Client Return Visits to Access Belongings October 2020**



**Table Four: Client Return Visits to Access Belongings November 2020**



**Table Five: Resource Referrals for Enrolled Clients in October and November 2020**

RESOURCE TYPE	TOTAL REFERRALS IN OCTOBER 2020	TOTAL REFERRALS IN NOVEMBER 2020
Basic Needs	6	2
Food Assistance	6	3
Health Care	3	2
Shelter	3	1
Housing Search and Information	4	2
Income Support and Employment	3	3
Mental Health and Substance Use Disorder Services	3	3
Transportation	4	3
At-Risk Homeless Housing Related Assistance Programs	6	1
<b>TOTAL RESOURCE REFERRALS</b>	<b>38</b>	<b>20</b>

**Table Six: Summary of Weekday and Weekend Check-Ins Fiscal Year 2021**

Summary of Check-Ins: July 1, 2020 – November 30, 2020				
	Weekend	Weekday	Saturday	Sunday
<b>July 2020</b>	290	2,475	147	143
<b>August 2020</b>	395	2,166	190	205
<b>September 2020</b>	301	2,060	147	154
<b>October 2020</b>	363	2,273	187	176
<b>November 2020</b>	370	2,125	170	200
<b>Total</b>	<b>1,719</b>	<b>11,099</b>	<b>841</b>	<b>878</b>
<b>Average Check-Ins</b>	344	2,220	168	176

**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, 42 percent identified as having a disability, 37 percent experienced chronic homelessness, 32 percent were 55 years of age or older, and 6 percent were veterans.<sup>2</sup>

<sup>2</sup> Some persons may report more than one indicator of vulnerability.

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 and 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, the Mayor's office and San Diego County Behavioral Health Services in attendance. The most recent meetings were held via telephonic conference meeting in October with 13 representatives in attendance and in November 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 provided on a monthly basis to the Community Advisory Committee as well as City Councilmembers. Community Meeting Minutes from the November 18, 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.

### **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

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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 assistance 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  
Executive Vice President of Strategic Initiatives  
Homeless Housing Innovations

Approved by,



Jeff Davis  
Deputy Chief Executive Officer  
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](http://www.sdhc.org)

# Homeless Storage Neighborhood Advisory Committee (HSNAC) Community Meeting Minutes

November 18, 2020

## Community Representative Attendance\*

1. Louise Torio
2. Myron Tayler

## Storage Center Staff and Affiliated Partner Staff Attendance\*

3. Laura Otis-Miles, Mental Health Systems (MHS)
4. Sherry Lawson, Mental Health Systems (MHS)
5. Delrena Swaggerty, Mental Health Systems (MHS)
6. Veronica Aguilar, Mental Health Systems (MHS)
7. Acting Lt. Colon, San Diego Police Department (SDPD)
8. Captain Wahl, San Diego Police Department (SDPD)
9. Ricardo Rivas, San Diego Police Department (SDPD)
10. Sarah Jarman, (City of San Diego)
11. Melissa Kolts, San Diego Housing Commission (SDHC)
12. Jessica Adamo, San Diego Housing Commission (SDHC)
13. Betsy Knight, Behavioral Health Services (BHS), County of San Diego

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

## Next HSNAC Meeting

**Date: Wednesday, January 13th, 2021**

**Location: Telephone Conference**

## Community Comments

Community Comment: Community member asked for an update on the outreach program the City recently approved.

City Response: City staff reported that the City Council approved an eight-month contract to the end of the current fiscal year to expand person-centered outreach. The contract was awarded to People Assisting the Homeless (PATH). The new outreach program is not yet up and running. They are currently in the hiring process.



SDHC Response: SDHC staff reported that they are currently hiring for the outreach positions.

Community Comment: Community member reported an increase in homeless people near the Villa Montezuma Museum. Community member requested additional support from the SDPD and informed that the museum hopes to be operational again in February or March 2021.

SDPD Response: SDPD responded that they will request extra patrol from the patrol Sergeant.

Community Comment: Community member inquired about the transition plan for the new mayoral administration.

City Response: Mayor Faulconer is working very closely with Mayor-Elect Gloria's team to go through those transition processes. At this time, the staffing structure for who will attend these meetings has not been confirmed. Keep an eye out for press releases from the City.

### Agency Updates

MHS: HSNAC community meetings will go dark in December 2020 and resume in January 2021.

BHS: BHS staff reported their perinatal providers continue to provide outreach three times a week.

SDPD: Lt. Rivera has been reassigned and the new Lt. will start in about a month. In the meantime, acting Lt. Colon will attend the monthly community meeting. SDPD continues to have the funding to provide staffing 24/7, we continue to provide outreach. COVID has brought challenges and the entire Neighborhood Policing staff has been off-line periodically because of needing to provide coverage because of civil unrest and large-scale protests.

SDHC: SDHC staff reported that SDHC hopes to close on the hotel properties soon and start leasing up those properties quickly.

City: There is now a handwashing station at the trolley stop. If any additional locations have been located please inform Sarah Jarman, [sjarman@sandiego.gov](mailto:sjarman@sandiego.gov).