



INFORMATIONAL REPORT

DATE ISSUED: February 25, 2020 **REPORT NO:** HCR21-029

ATTENTION: Chair and Members of the San Diego Housing Commission
For the Agenda of March 5, 2021

SUBJECT: January 2021 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.

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 – JANUARY 2021

The tables below provide an overview of data captured in the 32nd 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's approval of the operating Agreement (Resolution No. HA-1777), the Center provides a maximum of 500 storage bins¹ that can be utilized at any given time. As of January 31, 2021, 475 bins were assigned to clients. In total, the Center enrolled 33 new clients and served 493 total clients throughout the month of January. Of the 493 clients served in January, 451 of them returned to the Center to access their storage bins, and the total number of return check-ins in January was 2,324. Eighteen clients exited the Center in January.

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 January 2021

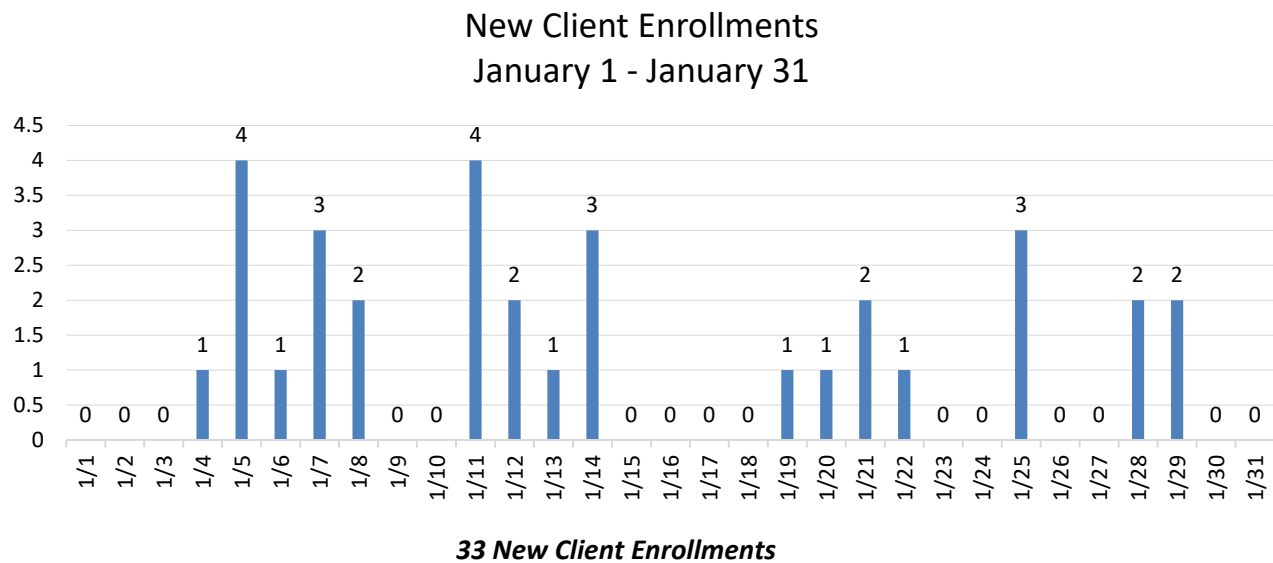


Table Two: Client Return Visits to Access Belongings January 2021

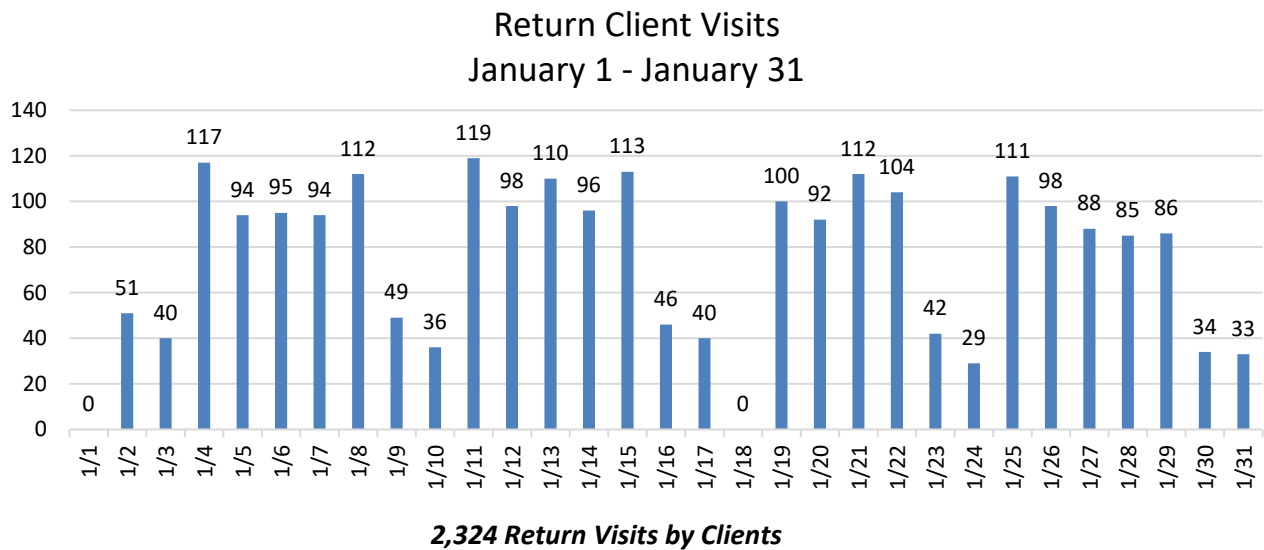


Table Three: Resource Referrals for Enrolled Clients in January 2021

RESOURCE TYPE	TOTAL REFERRALS IN JANUARY
Basic Needs	2
Food Assistance	4
Health Care	2
Shelter	2
Housing Search and Information	5
Income Support and Employment	8
Mental Health and Substance Use Disorder Services	2
Transportation	3
At-Risk Homeless Housing Related Assistance Programs	4
TOTAL RESOURCE REFERRALS	32

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

Summary of Check-Ins: July 1, 2020 – January 31, 2021				
	Weekend	Weekday	Saturday	Sunday
July 2020	290	2,475	147	143
August 2020	395	2,166	190	205
September 2020	301	2,060	147	154
October 2020	363	2,273	187	176
November 2020	370	2,125	170	200
December 2020	328	2,443	158	170
January 2021	400	1,924	222	178
Total	2,447	15,466	1,221	1,226
Average Check-Ins	350	2,209	174	175

STORAGE CENTER ACTIVITY OVERVIEW

The Storage Center serves San Diegans who are experiencing homelessness. Of the 1,492 total persons served in the program since the opening of the Center, 44 percent identified as having a disability, 38 percent experienced chronic homelessness, 32 percent were 55 years of age or older, and 6 percent were veterans.²

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

Center staff conducts 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 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 meeting was held via telephonic conference in January 2021 with 11 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 are provided on a monthly basis to the Community Advisory Committee as well as City Councilmembers. Community Meeting Minutes for the January 13, 2021, 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 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 program 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
Executive Vice President of Strategic Initiatives
San Diego Housing Commission

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

Homeless Storage Neighborhood Advisory Committee (HSNAC) Community Meeting Minutes

January 13, 2021

Community Representative Attendance*

1. Louise Torio
2. James Justus
3. DeShaun Payne

Storage Center Staff and Affiliated Partner Staff Attendance*

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

*Following CDC's safety guidelines for COVID-19, the January 2021 HSNAC meeting was conducted via telephone conference.

Next HSNAC Meeting

Date: Wednesday, February 10, 2021

Location: Telephone Conference

Community Comments

Community Comment: Community member has observed an increase in individuals trying to store their belongings on the grounds of the Villa Montezuma Museum. Museum staff has informed these individuals of the storage available at the Storage Connect Center.

MHS Response: Storage Connect staff conducts outreach in the area and will let the individuals know about the available storage when staff goes out to that location again.

Community Comment: Community member stated that the blue trash cans were not picked up in the Sherman Heights area.

MHS Response: Storage staff responded that they would reach out to Environmental Services.

Community Comment: Community member asked how long individuals can stay at the Convention Center.

MHS Response: MHS staff reported that the City approved operations at the Convention Center through March 31, 2021.

Community Comment: Community member asked if the tents will be reopened after the Convention Center is closed down.

SDHC Response: The reopening of the Bridge Shelters will be consistent with County guidance on COVID. SDHC leadership is working closely with the City on the reopening of the Bridge Shelters.

MHS Comment: Storage staff shared a concern that was emailed from a community member before the meeting. The concern is about the increase in activity and trash in the area around Our Lady Of Guadalupe Church. Staff asked the SDPD representative to focus patrol efforts in that area.

BHS Response: Staff from Behavioral Health stated they would ask the County outreach teams to focus on this area.

Community Comment: Community member stated that the Friends of the Museum have been working with the City to get the permit to reopen the Villa Montezuma Museum. They are excited to get the permit in March or April 2021 and will keep the community group posted on the reopening.