



SAN DIEGO  
HOUSING  
COMMISSION

## INFORMATIONAL REPORT

**DATE ISSUED:** February 24, 2022 **REPORT NO:** HCR22-038

**ATTENTION:** Chair and Members of the San Diego Housing Commission  
For the Agenda of March 4, 2022

**SUBJECT:** December 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 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 attend to their personal needs, which may include working on housing options, looking for work, attending classes, meeting with service providers, seeking medical care, or other activities such as accessing cleaning or washing facilities. 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. On June 11, 2021, the Housing Commission approved the execution of a six-month Non-Competitive Agreement with MHS to operate the Center for a term of July 1, 2021, through December 31, 2021, with a corresponding budget of \$624,971. The Housing Commission awarded the six-month agreement to MHS through a non-competitive process to ensure the continued operation and provision of uninterrupted services for the Center during the pandemic. The Housing Commission determined to temporarily delay the competitive solicitation process known as Request for Proposal (RFP) to increase the number and quality of responses received due to the ongoing strain on staffing resources seen across the homelessness service provider system during the pandemic. The RFP for the Center was released on July 15, 2021, and on September 29, 2021, MHS was notified that their submission for the Transitional Storage Center was recommended for contract award, contingent upon approval by the Housing Commission Board of Commissioners and the Housing Authority.

On November 12, 2021, the Housing Commission Board of Commissioners approved the recommendation of the contract award to MHS for the operation of the Center. The recommendations were presented to the Housing Authority on December 6, 2021. The Housing Authority approved the execution of an initial six-month term of January 1, 2022, through June 30, 2022, with a prorated annual budget of \$624,971, with two one-year options to renew.

### **MONTHLY REPORTING SUMMARY – DECEMBER 2021**

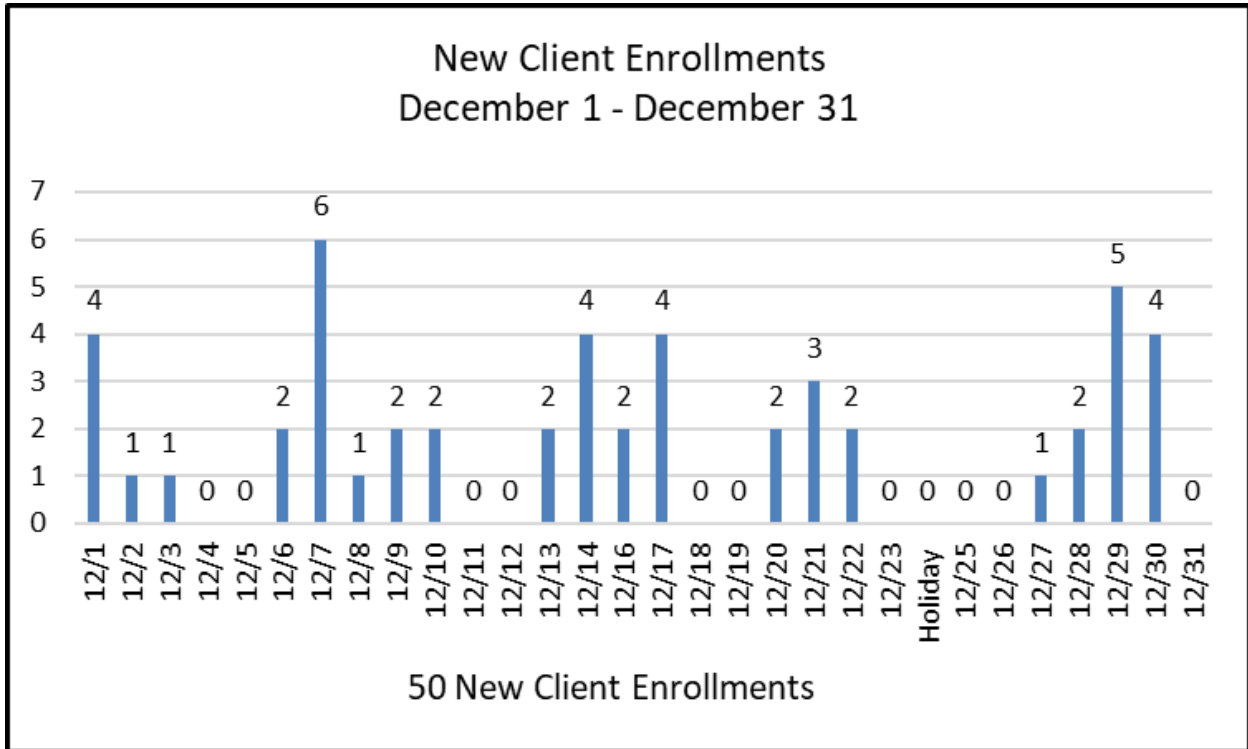
The tables below provide an overview of data captured in December 2021 for the Center, operated by MHS, which opened on June 13, 2018. The Center is open Monday through Friday from 7 a.m. to 7 p.m., and Saturday and Sunday from 8 a.m. to 11 a.m. The Center has seven inventory specialists on staff, including 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.

The Center enrolled 50 new clients and served 493 total clients throughout the month of December. Of the 493 clients served in December, 433 of them returned to the Center to access their storage bins, and the total number of return check-ins in December was 2,421. Forty-five clients exited the Center in December.

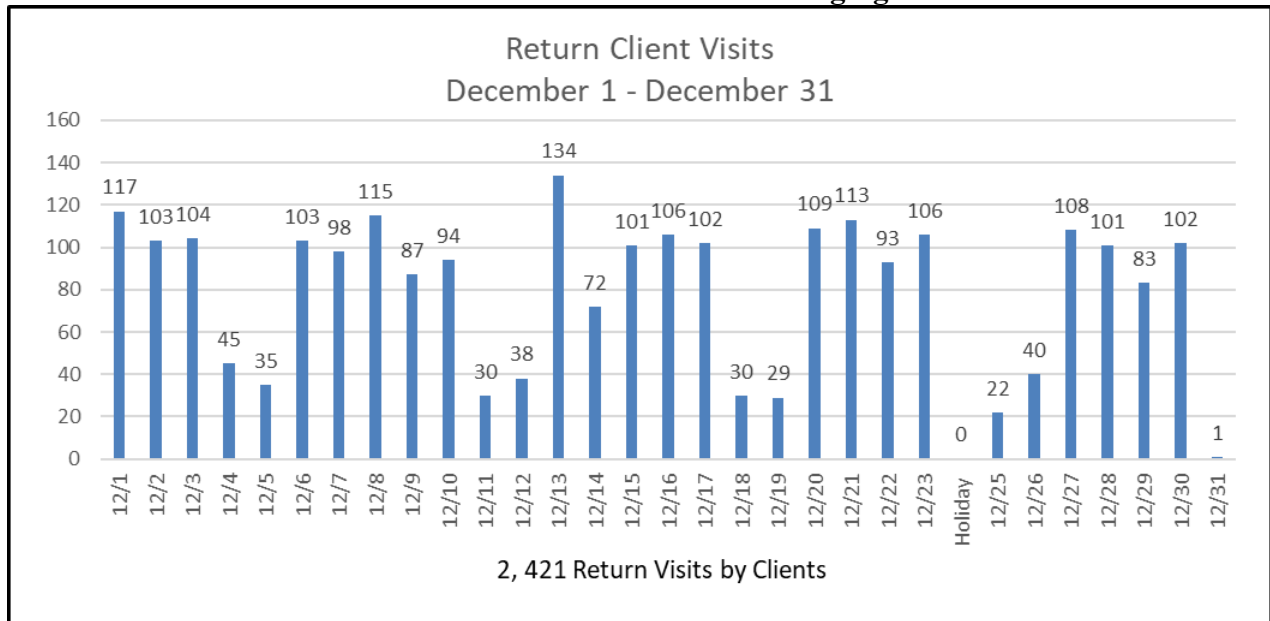
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<sup>1</sup> The Housing Authority and the City Council mandated a maximum of 500 storage units in the March 2018 approval for operation of the Center.

**Table One: New Client Enrollments December 2021**



**Table Two: Client Return Visits to Access Belongings December 2021**



**Table Three: Resource Referrals for Enrolled Clients in December 2021**

RESOURCE TYPE	TOTAL REFERRALS IN DECEMBER
Basic Needs	21
Food Assistance	21
Health Care	10
Shelter	22
Housing Search and Information	29
Income Support and Employment	17
Mental Health and Substance Use Disorder Services	10
Transportation	21
At-Risk Homeless Housing Related Assistance Programs	29
<b>TOTAL RESOURCE REFERRALS</b>	<b>172</b>

**Table Four: Summary of Weekday and Weekend Check-Ins Fiscal Year 2022**

Summary of Check-Ins: July 1, 2021 – December 31, 2021				
	Weekend	Weekday	Saturday	Sunday
<b>July 2021</b>	258	1,656	143	115
<b>August 2021</b>	221	1,677	112	109
<b>September 2021</b>	219	1,811	114	105
<b>October 2021</b>	315	1,953	143	172
<b>November 2021</b>	267	1,909	138	129
<b>December 2021</b>	269	2,152	127	142
<b>Total</b>	<b>1,549</b>	<b>11,158</b>	<b>777</b>	<b>772</b>
<b>Average Check-Ins</b>	258	1,860	130	129

**STORAGE CENTER ACTIVITY OVERVIEW**

The Center serves San Diegans experiencing homelessness. Of the 1,817 total distinct, unduplicated persons served in the program since the opening of the Center, 52 percent identified as having a disability, 41 percent experienced chronic homelessness, 31 percent were 55 years of age or older, and 7 percent were veterans.<sup>2</sup>

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

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

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 individuals experiencing homelessness 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 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. In June 2021, community members from the neighborhood surrounding Storage Connect Center II, located in the Chollas Creek area, started attending the virtual community meeting. The monthly community meetings now include residents and community members from both Centers. The City of San Diego Mayor's office has taken on ongoing facilitation of the meetings.

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 is provided on a monthly basis to the Community Advisory Committee as well as City Councilmembers. The community group did not meet due to the holidays in December 2021.

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 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.

### **Infectious Disease Mitigation**

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 Homelessness (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.

The City of San Diego, RTFH, and Housing Commission staff continue to provide guidance to service providers as needed during this time to support alignment with County Public Health and Centers for Disease Control and Prevention (CDC) guidance to protect the health and safety of staff and clients,

which includes symptoms monitoring for staff and customers, requirement of enhanced sanitation and cleaning practices, and utilization of personal protective equipment.

In addition to the mitigation efforts for COVID-19, starting in October 2021, Center staff implemented education and communication strategies to address the spread of Shigella, a bacterial illness affecting the digestive system. These efforts include educating Clients about Shigella, such as the symptoms, risk factors, how to mitigate the spread of infection, and reporting requirements if tested positive. Other infectious disease mitigation efforts include posters with information on how to properly wash or clean your hands inside the Client restroom and utilization of hand sanitizing stations. Staff also provide information to Clients verbally, and information is posted on flyers on-site about other infectious diseases, including symptoms, vaccination, prevention and control.

The Housing Commission continues to require service providers to implement enhanced cleaning measures and the continuation of wearing protective masks.

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](http://www.sdhc.org)