



SAN DIEGO  
HOUSING  
COMMISSION

## INFORMATIONAL REPORT

**DATE ISSUED:** July 1, 2022

**REPORT NO:** HCR22-046

**ATTENTION:** Chair and Members of the San Diego Housing Commission  
For the Agenda of July 8, 2022

**SUBJECT:** April 2022 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.

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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.

### **HOUSING COMMISSION STRATEGIC PLAN**

This item relates to Strategic Priority Area No. 4 in the Housing Commission's Strategic Plan for Fiscal Year (FY) 2022 – FY 2024: Advancing Homelessness Solutions – Supporting the City of San Diego Community Action Plan on Homelessness.

### **MONTHLY REPORTING SUMMARY – APRIL 2022**

The tables below provide an overview of data captured in April 2022 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.

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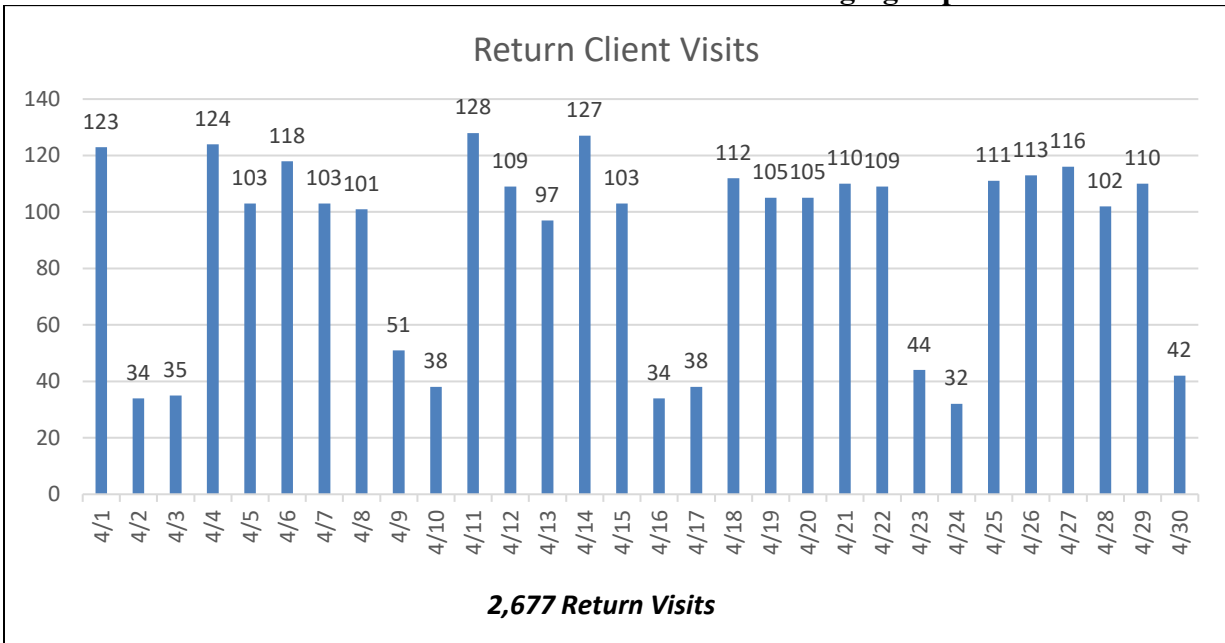
<sup>1</sup> The Housing Authority and the City Council mandated a maximum of 500 storage units in the March 2018 approval for operation of the Center.

The Center enrolled 46 new clients and served 523 total clients throughout the month of April. Of the 523 clients served in April, 470 of them returned to the Center to access their storage bins, and the total number of return check-ins was 2,677. Forty-three clients exited the Center in April.

**Table One: New Client Enrollments April 2022**



**Table Two: Client Return Visits to Access Belongings April 2022**



**Table Three: Resource Referrals for Enrolled Clients**

RESOURCE TYPE	TOTAL REFERRALS IN APRIL
Basic Needs	20
Food Assistance	12
Health Care	13
Shelter	17
Housing Search and Information	25
Income Support and Employment	13
Mental Health and Substance Use Disorder Services	11
Transportation	16
At-Risk Homeless Housing Related Assistance Programs	17
<b>TOTAL RESOURCE REFERRALS</b>	<b>144</b>

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

Summary of Check-Ins: July 1, 2021 – April 30, 2022				
	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>January 2022</b>	352	2,273	171	181
<b>February 2022</b>	300	2,204	138	162
<b>March 2022</b>	330	2,319	177	153
<b>April 2022</b>	348	2,329	205	143
<b>Total</b>	<b>2,879</b>	<b>20,283</b>	<b>1,468</b>	<b>1,411</b>
<b>Average Check-Ins</b>	<b>288</b>	<b>2,028</b>	<b>147</b>	<b>141</b>

**STORAGE CENTER ACTIVITY OVERVIEW**

The Center serves San Diegans experiencing homelessness. Of the 1,965 total distinct, unduplicated persons served in the program since the opening of the Center, 54 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>

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

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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 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 met on April 13, 2022, with seven community members in attendance and 14 Storage Connect Center staff and affiliated partners in attendance.

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, 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*  
Lisa Jones  
Executive Vice President of Strategic Initiatives  
San Diego Housing Commission

Approved by,

*Jeff Davis*  
Jeff Davis  
Interim President and CEO  
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)

## **Storage Connect Center I & II Community Meeting Summary April 13, 2022**

### **Next Storage Centers Community Meeting**

**Date: May 11, 2022**

**New Time: 5:30-6:30 PM**

**Location: Telephone Conference**

### **Storage Connect Center I (Sherman Heights) Community Member Attendance**

No attendees.

### **Storage Connect Center II (Lea Street) Community Member Attendance**

1. Richard Diaz
2. Denise Padilla
3. Lupe Diaz
4. Elida Chavez
5. Daniele Laman
6. Gabriel Patterson
7. Melodie Dick

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

1. Matt Griffith- Community Representative, Mayor Gloria's Office
2. Laura Otis-Miles- Senior Vice President, Mental Health Systems (MHS)
3. Jennica Valdez- Program Manager, Mental Health Systems (MHS)
4. Veronica Aguilar- Program Manager, Mental Health Systems (MHS)
5. Talia Vukovich- Site Supervisor, Mental Health Systems (MHS)
6. Casey Snell- Director of Housing First Administration, San Diego Housing Commission (SDHC)
7. Jessica Adamo- Special Programs Manager, San Diego Housing Commission (SDHC)
8. Jonathan Herrera- Special Programs Manager and Senior Policy Advisor, San Diego Housing Commission (SDHC)
9. Melissa Kolts- Senior Programs Analyst, San Diego Housing Commission (SDHC)
10. Ken Prue- Deputy Director, Environmental Services Department(ESD)
11. Elizabeth Rodriguez- Community Representative, Councilmember Vivian Moreno, District 8
12. Maryan Osman- Deputy Chief of Staff, Director of Community Empowerment, Councilmember Sean Elo-Rivera, District 9
13. Terry Hoskins- Mid-City Division Community Relations Officer, San Diego Police Department (SDPD)
14. Expedy Tavares- Central Division Community Relations Officer, San Diego Police Department (SDPD)

## **San Diego Housing Commission (SDHC) Update**

**San Diego Housing Commission (SDHC)** presented data requested from the community on the City's Coordinated Street Outreach Program's Focused Outreach Event in Barrio Logan. Community feedback, requests from Council Offices and the Mayor's Office, and Get It Done service requests are all considered when identifying clusters of individuals experiencing homelessness and thus inform the event schedule and where to allocate resources. The Focused Outreach Event occurred on 16<sup>th</sup> St, Logan Ave, and Commercial St. Over the three-day period, there were 19 staff from ten different organizations who participated. Staff documented 570 instances of service, 133 encounters, 26 individuals who received assistance in getting connected to county benefits, six clients who were placed into shelter, one client who was reunified with family out of state, 404 instances of basic needs assistance, and 35 clients who were enrolled in street-based case management.

**Community Member** asked who assists individuals with obtaining SSI during the outreach events.

**San Diego Housing Commission (SDHC)** responded the County of San Diego's Office of Homeless Services and their mobile unit.

**Community Member** asked if there will be another Focused Coordinated Outreach Event in District 9.

**San Diego Housing Commission (SDHC)** responded the specific locations are still being assessed, but there are hotspots near El Cajon Blvd and University Ave. Community members may provide feedback for locations that will be taken into consideration.

**Community Member** asked if there is any follow-up for clients housed out of state to check recidivism.

**San Diego Housing Commission (SDHC)** responded the program operator that provides family reunification assistance checks in with clients at various intervals to determine if they have maintained stability and provide assistance if needed.

**San Diego Housing Commission (SDHC)** stated if anyone has any recommendations of locations to flag for outreach personnel assigned to specific areas or to consider for focused outreach events, please share with Melissa Kolts, melissak@sdhc.org, who will pass along to Jonathan Herrera. A critical part of determining resource allocation is feedback from community groups and Get It Done reports.

## **Open Discussion**

**Community Member** asked if data for the Storage Centers has plateaued or is the data variable.

**Mental Health Systems (MHS)** responded that Storage Connect Center I's data varies monthly, but there is usually an average of 2,500 return visits and approximately 40 intakes per month.

**San Diego Police Department (SDPD)** asked if there is any possibility for the Storage Centers to establish "pick-up points" at designated times during the day so they can shuttle individuals from various locations to the Storage Centers to access their belongings stored onsite.

**San Diego Housing Commission (SDHC)** responded that Mental Health Systems is trying to start an Enhanced Outreach Program in which Storage Connect Center II will transport empty bins in an MHS-owned vehicle to new clients in the field, but there is currently no approval to transport individuals. Storage Connect Center II does outreach in both Districts 4 and 9.



**Mental Health Systems (MHS)** shared that the Storage Centers are always working in collaboration with other organizations to bring their clients needing storage to the sites. When Storage Center staff conduct outreach, they communicate with other programs and agencies to assist clients in any capacity they can and determine shelter availability.

**Community Member** asked if there is a process for how community members can help bring individuals' belongings from the community to the Storage Centers.

**Mental Health Systems (MHS)** responded that community partners such as Homeless Outreach Team (HOT) and People Assisting the Homeless (PATH) can bring individuals directly to the Storage Centers to enroll in the program with their belongings.

**Community Member** asked when Lea Street is going to be phased out for the park project and if an exit plan exists.

**Community Representative for Mayor Gloria** responded there is not an exact date to remove Lea Street, but the Mayor Gloria has emphasized the park is a priority.

**Community Member** asked how many people the shelter near Storage Connect Center I holds.

**San Diego Housing Commission (SDHC)** responded the closest shelter to Storage Connect Center I is 17<sup>th</sup> Street & Imperial Ave which has a capacity of 128 individuals. The 16<sup>th</sup> Street & Newton Avenue shelter capacity is 285 individuals.

**Community Member** asked how long the waitlist is for Storage Connect Center I.

**Mental Health Systems (MHS)** responded there is technically not a waitlist, but they keep the waitlist in place so that intakes are spread throughout the day instead of all at once because there are only seven staff at Storage Connect Center I. There is a restroom inside the facility that clients may use. From the daily average of 100 clients who check-in at Storage Connect Center I, about 25-30 of them use the restroom.

**Community Member** asked if there are any plans to put more hand washing stations near Lea Street.

**Community Representative for Mayor Gloria** responded the City is working with Performance and Analytics Department and Homeless Solutions and Strategies Department to determine where to place hand washing stations. Community members may reach out to Matt Griffith directly, 619-964-7748, GriffithM@sandiego.gov, with recommendations for potential locations to place hand washing stations.

**Community Member** asked why District 3 is not represented and if anyone has asked them to join the monthly Storage Centers Community Meetings.

**Community Representative for Mayor Gloria** suggested if anyone wants a specific Council Office or representative from that office to attend a meeting, then to contact the office directly and request for them to join.

**Community Member** stated there are not enough hand washing stations near Commercial Street, 16<sup>th</sup> Street, and 17<sup>th</sup> Street.

**Mental Health Systems (MHS)** stated the next Storage Centers Community Meeting is May 11, 2022, and to expect the meeting invitation one week prior to the meeting.

**Community Member** requested the link for the interactive map of hand washing stations and restrooms.

List of Requested Locations for Hand Washing Stations:

[https://www.sandiego.gov/sites/default/files/covid19requested\\_handwashing\\_station\\_locations\\_03062020.pdf](https://www.sandiego.gov/sites/default/files/covid19requested_handwashing_station_locations_03062020.pdf)

Interactive Map of Hand Washing Stations, Restrooms, and Public Libraries:

<https://webmaps.sandiego.gov/portal/apps/webappviewer/index.html?id=dc8bf0d749784fe58326b21f71c4be83>

Sanitation/Protection Document:

[https://www.sandiegocounty.gov/content/dam/sdc/hhsa/programs/phs/Epidemiology/covid19/Community\\_Sector\\_Support/Homeless/Sanitation%20Protection%20Consolidated%20PDF%205.28.pdf](https://www.sandiegocounty.gov/content/dam/sdc/hhsa/programs/phs/Epidemiology/covid19/Community_Sector_Support/Homeless/Sanitation%20Protection%20Consolidated%20PDF%205.28.pdf)