



SAN DIEGO
HOUSING
COMMISSION

INFORMATIONAL REPORT

DATE ISSUED: November 10, 2022

REPORT NO: HCR22-052

ATTENTION: Chair and Members of the San Diego Housing Commission
For the Agenda of November 17, 2022

SUBJECT: August 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 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 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. The Housing Commission entered the First Option to Extend Agreement with MHS, effective July 1, 2022, to June 30, 2023, with an annual budget of \$1,411,795.00. MHS has informed the Housing Commission that the organization's name changed to "Mental Health Systems (MHS) dba TURN Behavioral Health Services," starting July 1, 2022.

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 – AUGUST 2022

The tables below provide an overview of data captured in August 2022 for the Center, operated by MHS dba TURN Behavioral Health Services, 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's annual operating budget includes 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 storage bins 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.

The Center enrolled 44 new clients and served 528 total clients throughout August. Of the 528 clients served in August, 441 of them returned to the Center to access their personal belongings in their assigned storage bin. The total number of return check-ins was 1,924. Seventy-two clients exited the Center in August.

Table One: New Client Enrollments August 2022



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 Two: Client Return Visits to Access Belongings August 2022

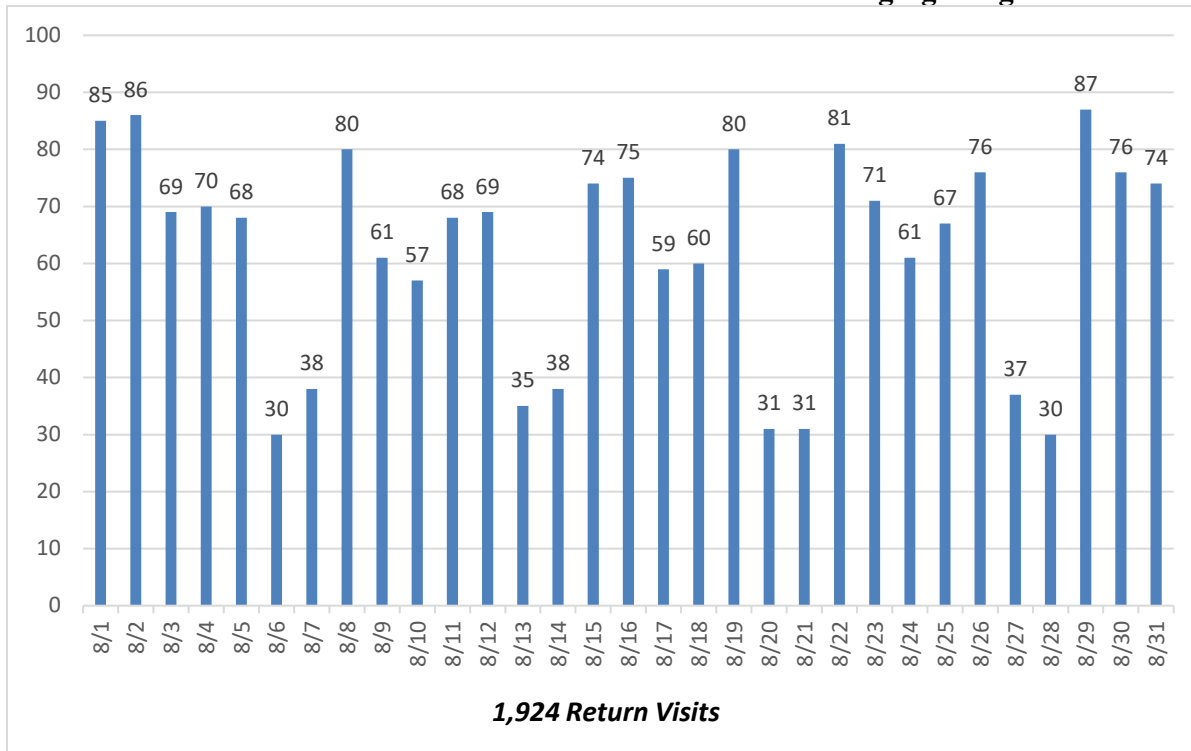


Table Three: Resource Referrals for Enrolled Clients

RESOURCE TYPE	TOTAL REFERRALS IN AUGUST
Basic Needs	12
Food Assistance	19
Health Care	7
Shelter	15
Housing Search and Information	20
Income Support and Employment	15
Mental Health and Substance Use Disorder Services	6
Transportation	18
At-Risk Homeless Housing Related Assistance Programs	12
TOTAL RESOURCE REFERRALS	124

Table Four: Summary of Weekend and Weekday Check-Ins Fiscal Year 2023

Month	Saturday	Sunday	Weekend	Weekday
July 2022	194	199	393	2,103
August 2022	133	137	270	1,654

STORAGE CENTER ACTIVITY OVERVIEW

The Center serves San Diegans experiencing homelessness. Of the 2,082 total distinct, unduplicated persons served in the program since the opening of the Center, 55 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.²

Center staff members rotate schedules during slower times of the day to reach out to individuals experiencing homelessness within the neighboring community. Staff members 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. The City's 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. Community members from the neighborhood surrounding Storage Connect Center II, located in the Chollas Creek area, started attending the virtual community meeting in June 2021. The community meetings include residents and community members from both Centers.

The meetings allow community members to share their concerns and allow the project's affiliated partners to share information and update the community. In addition, a summary of the meeting is provided to the Community Advisory Committee as well as City Councilmembers. The community group met on August 10, 2022, with six community members and 12 Center staff and affiliated partners in attendance. During this meeting, a community representative from Mayor Gloria's office announced the Storage Connect Centers' Community Meetings will transition from meeting on a

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

monthly basis to quarterly. Starting in October 2022, the community meetings are scheduled to meet in the months of July, October, January, and April.

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

In early March 2020, the Housing Commission began sending regular updates to homeless shelters and services providers on 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 the Centers for Disease Control and Prevention (CDC) to protect the health and safety of staff and clients, which includes symptoms monitoring for staff and clients, the 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 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

**Storage Connect Center
Community Meeting Summary
August 10, 2022**

Next Community Meeting

Date: TBD

Time: TBD

Location: Virtual Zoom Meeting

Storage Connect Center I (Sherman Heights) Community Member Attendance

1. James Justus
2. Connie Zuniga
3. Louise Torio
4. James Lawrence

Storage Connect Center II (Lea Street) Community Member Attendance

1. Daniele Laman
2. Richard Diaz

Storage Connect Center Staff and Affiliated Partner Attendance

1. Matt Griffith – Mayor Gloria's Office
2. Lucero Maganda – Mayor Gloria's Office
3. Shannon Thomason – Vice President, Mental Health Systems/TURN
4. Jennica Valdez – Program Manager, Mental Health Systems/TURN
5. Veronica Aguilar- Program Manager, Mental Health Systems/TURN
6. Talia Vukovich- Site Supervisor, Mental Health Systems/TURN
7. Casey Snell – Director of Housing First Administration, San Diego Housing Commission (SDHC)
8. Melissa Kolts – Senior Programs Analyst, San Diego Housing Commission (SDHC)
9. Betsy Knight – Behavioral Health Program Coordinator, Behavioral Health Services (BHS)
10. Ken Prue – Environmental Services Department (ESD)
11. Lizzie Rodriguez – Council Representative, Councilmember Vivian Moreno, District 8
12. Lieutenant Ruben Gutierrez – Neighborhood Policing Division, San Diego Police Department (SDPD)

Storage Connect Center I Open Discussion

Community Member thanked the appropriate parties for resolving the graffiti on Storage Connect Center building.

Community Member asked if there is space available at Storage Connect Center for new clients and to provide the hours of operation. Community member shared concern that there are many unsheltered individuals with immense belongings posing safety risks in the community.

MHS/TURN responded there is capacity at Storage Connect Center and as of 8/10/2022, there are 29 storage bins available for use. Storage Connect Center staff conduct outreach and community engagement every week to inform unsheltered individuals that there is availability. Hours of operation for Storage Connect Center are 7:00 AM to 7:00 PM for Monday through Friday and 8:00 AM to 11:00 AM on Saturday and Sunday.

San Diego Housing Commission (SDHC) stated the Transitional Storage Facility, operated by Think Dignity, has available storage units. SDHC said they will coordinate with Storage Connect Center staff to encourage individuals needing storage to visit the Think Dignity facility since that facility accepts walk-up intakes.

Community Member asked for more information regarding portable restrooms and hand-washing stations being placed east of highway 5 and the location of the nearest restroom and hand-washing station to the Storage Connect Center.

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

Community Member shared concerns about the lack of portable restrooms and hand-washing stations downtown, especially now that Monkeypox has been declared a state of emergency in California.

Behavioral Health Services (BHS) stated they are unsure if there are future public meetings specifically for hand-washing stations and portable restrooms and that would be through the city of San Diego to decide if such a meeting should exist.

Community Member responded that homeless individuals have come to downtown due to the storage facility's 500 bins. The lack of hand-washing stations and porta-potties downtown is a hygiene problem. Community member stated they have not seen any children or teenagers outside due to dangerous conditions within the homeless community.

Representative for Mayor Gloria's Office informed the community member they may view the interactive map that lists the location of portable restrooms and hand-washing stations through the web-link provided and that County Supervisors are the individuals who can place hand-washing stations and portable restrooms in specific locations. Representative for Mayor Gloria told the community member they would assist in identifying the appropriate County Supervisor based on the community member's home address.

Community Member stated there should be a separation between general issues regarding homelessness in San Diego and Mental Health Systems TURN's operation of the storage facilities.

Community member also stated the county must be involved in the discussion for more porta potties and hand-washing stations.

San Diego Housing Commission (SDHC) responded the SDHC and MHS/TURN have been diligently reaching out to Nathan Fletcher's office to ask for community representatives to join the Storage Centers Community Meetings. No county representatives were present during the meeting. The Storage Centers' Program Managers reach out monthly to county representatives to attend the meetings.

Storage Connect Center II Open Discussion

Community Member asked who manages the contracts for the Storage Centers and if MHS/TURN submits its data to the San Diego Housing Commission, the city of San Diego, and the county.

San Diego Housing Commission (SDHC) responded the SDHC administers the storage program contracts, they are funded through the city of San Diego, and the data the programs collect are based on data elements required through the Homelessness Management Information System (HMIS) managed by the Regional Task Force on Homelessness (RTFH). The programs do not report data to the county but rather to RTFH. The city of San Diego Housing Authority receives monthly informational reports on the Storage Connect Center, Sherman Height's location, which includes data pulled from HMIS.

<https://www.rtfhsd.org/>

San Diego Housing Commission (SDHC) offered to meet offline with the community member to provide an overview for data reporting in conjunction with funding sources.

Community Member asked for an update from the Parks and Recreation Department on the next steps for the Chollas Triangle Park.

Representative for Mayor Gloria's Office responded that the design for Chollas Triangle Park should be completed by December 2024, and the park's construction should start in the summer of 2025.

Community Member asked if Storage Connect Center will remain in the same location while the park is being built.

Representative for Mayor Gloria's Office responded that Storage Connect Center will be removed from the Lea Street location for the park project.

Community Member asked for information on the relocation plans of the Storage Connect Center located on Lea Street.

Representative for Mayor Gloria's Office responded they will try to obtain that information and follow up.

Representative for Mayor Gloria's Office announced the storage centers community meetings will be moved from a monthly basis to a quarterly basis effective immediately.

Council Representative for District 8 asked if the community was allowed to provide their input for the change from monthly to quarterly format and if so, how they were allowed input for the decision.

Representative for Mayor Gloria's Office responded the meetings will be moved from a monthly to a quarterly basis because the information and time being requested is not providing the most benefit to the community or individuals present at the meeting.

Community Member asked if the meetings would take place on the second Wednesday of the month and if the next meeting will take place in September or November.

Representative for Mayor Gloria's Office responded if community members would like to suggest a different time frame for the community meetings, to email their suggestions. The next meeting will occur within the next three months, and the specific date for the next meeting will be provided to the community group by next month.

Please note Mental Health Systems (MHS) is transitioning to TURN Behavioral Health Services in 2022.

Storage Connect Center I

Address: 116 South 20th Street, San Diego, CA 92113

Office: (619) 894-8894

Program Manager: Veronica Aguilar

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Storage Connect Center II

Address: 5453 Lea Street, San Diego, CA 92105

Office: (619) 800-7972

Program Manager: Jennica Valdez

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Email: jennica.valdez@turnbhs.org

Site Supervisor: Talia Vukovich

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