



SAN DIEGO  
HOUSING  
COMMISSION

## INFORMATIONAL REPORT

**DATE ISSUED:** September 2, 2021 **REPORT NO:** HCR21-082

**ATTENTION:** Chair and Members of the San Diego Housing Commission  
For the Agenda of September 9, 2021

**SUBJECT:** June 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 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. On June 11, 2021, the Housing Commission approved the execution of a six-month Non-Competitive Agreement with MHS to operate the Centers 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 Centers during the pandemic. The Housing Commission delayed 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 homeless service provider system during the pandemic. The RFP for the Centers released in July 2021 and is currently in progress, with a new contract term(s) to start on January 1, 2022, contingent on recommendation of awardee(s) by the evaluation committee and approval by the Housing Commission Board of Commissioners and the Housing Authority.

### **MONTHLY REPORTING SUMMARY – JUNE 2021**

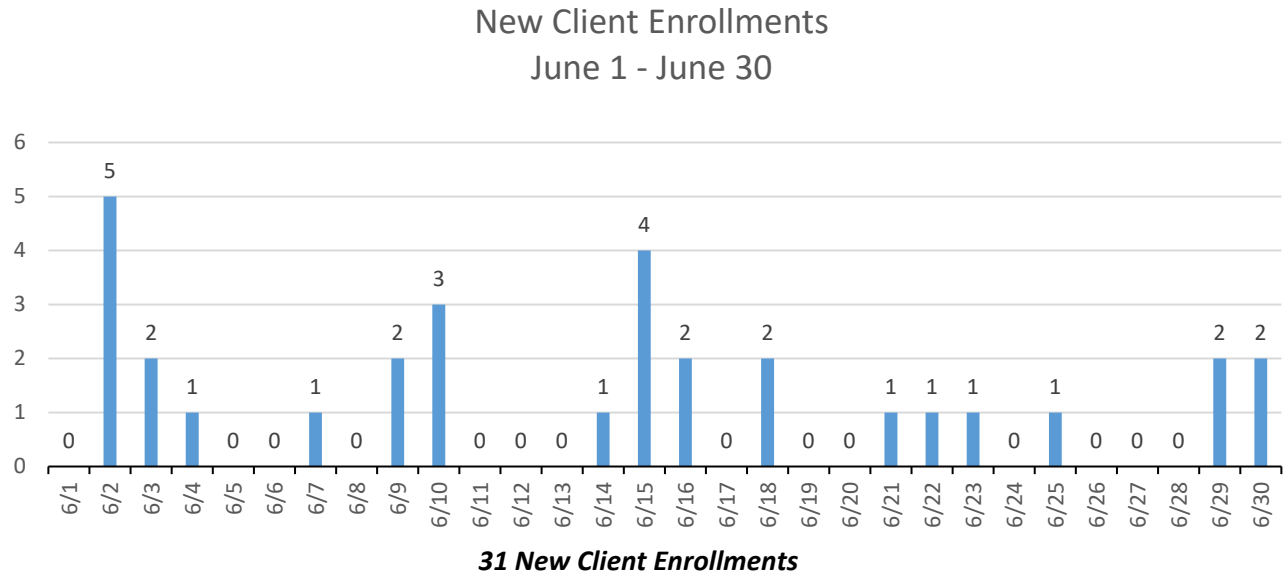
The tables below provide an overview of data captured in the 37<sup>th</sup> month of operations for the Center, operated by MHS, which opened on June 13, 2018. The Center is open Monday through Friday from 7 a.m. to 7 p.m., and Saturday and Sunday from 8 a.m. to 11 a.m. The Center has seven inventory 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 bins<sup>1</sup> that can be utilized at any given time.

As of June 30, 2021, 423 bins were assigned to clients. In total, the Center enrolled 31 new clients and served 475 total clients throughout the month of June. Of the 475 clients served in June, 441 of them returned to the Center to access their storage bins, and the total number of return check-ins in June was 2,184. Fifty-three clients exited the Center in June.

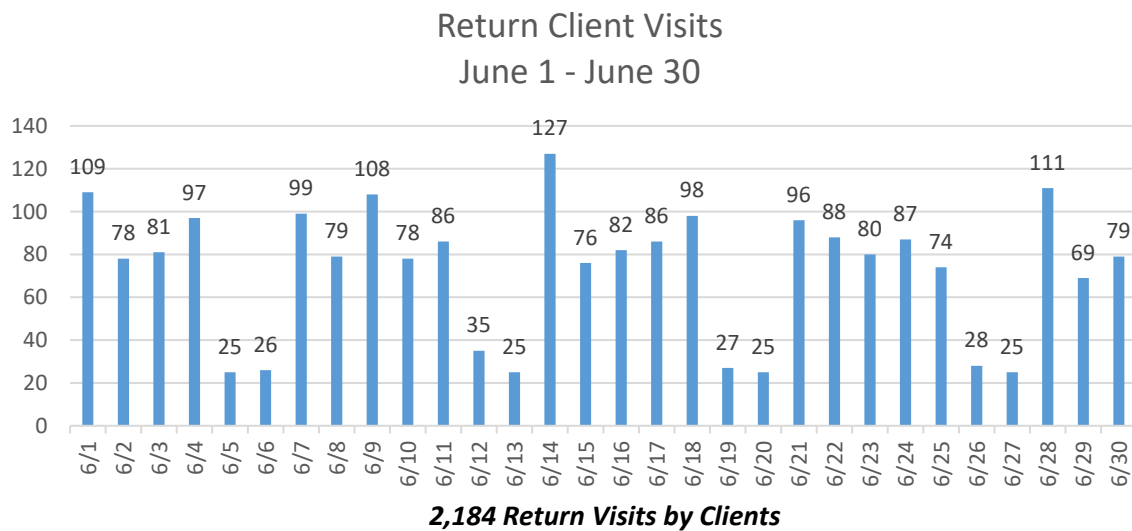
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<sup>1</sup> The Housing Authority and the City Council mandated a maximum of 500 storage units in the March 2018 approval for operation of the Center.

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



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



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

RESOURCE TYPE	TOTAL REFERRALS IN JUNE
Basic Needs	14
Food Assistance	9
Health Care	7
Shelter	6
Housing Search and Information	11
Income Support and Employment	10
Mental Health and Substance Use Disorder Services	5
Transportation	11
At-Risk Homeless Housing Related Assistance Programs	7
<b>TOTAL RESOURCE REFERRALS</b>	<b>80</b>

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

Summary of Check-Ins: July 1, 2020 – June 30, 2021				
	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>December 2020</b>	328	2,443	158	170
<b>January 2021</b>	400	1,924	222	178
<b>February 2021</b>	288	1,848	138	150
<b>March 2021</b>	262	2,135	135	127
<b>April 2021</b>	268	1,992	154	114
<b>May 2021</b>	306	1,595	143	163
<b>June 2021</b>	216	1,968	115	101
<b>Total</b>	<b>3,787</b>	<b>25,004</b>	<b>1,906</b>	<b>1,881</b>
<b>Average Check-Ins</b>	<b>316</b>	<b>2,084</b>	<b>159</b>	<b>157</b>

## **STORAGE CENTER ACTIVITY OVERVIEW**

The Storage Center serves San Diegans who are experiencing homelessness. Of the 1,607 total distinct, unduplicated persons served in the program since the opening of the Center, 46 percent identified as having a disability, 40 percent experienced chronic homelessness, 31 percent were 55 years of age or older, and 6 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 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 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 June 2021 meeting was held via telephonic conference, with 21 representatives in attendance. Community members from the neighborhood surrounding Storage Connect Center II, located in the Chollas Creek area, joined the June community meeting. The monthly community meetings will now include residents and community members from both Centers. The City of San Diego Mayor's office has recently 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 Meeting Summary for the June 9, 2021, meeting is 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

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

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.

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 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.

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)

# **Homeless Storage Neighborhood Advisory Committee (HSNAC) Community Meeting Summary**

**June 09, 2021**

## **Community Representative Attendance\***

1. Myron Taylor
2. Connie Zuniga
3. Linda Godoy
4. Lucero Maganda
5. Elida Chavez
6. Maria Diaz
7. Richard Diaz
8. Lorna Zukas
9. Denise Padilla

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

10. Veronica Aguilar, Mental Health Systems (MHS)
11. Laura Otis-Miles, Mental Health Systems (MHS)
12. Jennica Valdez, Mental Health Systems (MHS)
13. Shawn Takeuchi, San Diego Police Department (SDPD)
14. Erwin Manansala, San Diego Police Department (SDPD)
15. Terry Hoskins, San Diego Police Department (SDPD)
16. Kohta Zaiser, Community Representative, Mayor Gloria's Office
17. Tiffany Harrison, Community Representative, Council District 4
18. Casey Snell, San Diego Housing Commission (SDHC)
19. Melissa Kolts, San Diego Housing Commission (SDHC)
20. Betsy Knight, Behavioral Health Services (BHS), County of San Diego
21. Stephen Bilecz, Environmental Services Department (ESD), City of San Diego

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

## **Next HSNAC Meeting**

**Date: Wednesday, July 14, 2021**

**Location: Telephone Conference**

## **San Diego Housing Commission Comments**

The San Diego Housing Commission staff provided an overview of why they are hosting a listening session regarding storage and posed the question "What options do you believe the City can or should explore to meet the storage needs of unsheltered living on the streets?"

Community Response: A community member stated that the City should help establish a type of transportation system that transports people in the areas with more of a density of people experiencing homelessness. The community member stated that it would be difficult for people to carry all their items to a storage facility.

Community Response: A community member shared a concern of having a large storage facility where no people are located and stated that this is not a good use of resources. Most of the belongings people need every day, and they need to be close to their belongings. The community member suggested setting up pick-up locations to have clients meet storage staff at these locations to make storage more accessible.

Community Response: A community member stated that the City needs to make more of a realistic effort to entice someone to use the storage facility and to understand that if the storage is not close, people will not use it. The community member also agreed with a previous comment about needing a transportation system that is offered consistently.

Community Response: A community member posed the idea of renting vacated storefront space to offer storage. The community member stated that many stores have been vacated due to COVID and suggested using these empty spaces for storage instead of building large facilities.

### Community Comments

Community Comment: A community member shared a concern about more incidents involving persons experiencing homelessness at the Our Lady of Guadalupe church and school. The community member stated that the police were called and a person had to be removed from the property. Another incident involved a man who was engaged in sexual activity and the police had to remove this man from the property as well. The school is in the process of extending their rod iron gates and obtaining a restraining order. The community member also stated that previous Councilmember Gomez stated that every council district would have a building designated for storage and the community member noted that this never happened. The community member also shared a concern of the increase in encampments and trash on the streets and stated that Storage Connect One does not track if storage participants have obtained jobs.

Community Comment: A community member stated that the City needs to find more locations for portable restrooms and hand washing stations and suggested placing a restroom and wash station under the freeway overpass near Storage Connect Center One. The community member stated that people urinating and defecating in the streets is a public health crisis and the community located around Storage Connect Center One has been dealing with this problem for three years.



County of San Diego Response: County staff stated that the County has identified specific criteria for placing portable restrooms and hand washing stations and until this criteria is met, no additional locations will be identified. County staff continued to state that the previous locations suggested by community members have been considered and it was determined that restrooms and handwashing stations currently exist near those areas. County staff recommended watching the Board of Supervisors meeting online once it becomes available for information on how the County will allocate new government funding. County staff pointed out that placing hand washing stations and portable restrooms in the area is not contingent upon new funding.

Community Comment: A community member representing the Oak Park Community Council stated that the previous mayor and councilmember made the decision to place Storage Connect Center Two, located on Lea Street. The community member stated that no one informed or sought the input of the Oak Park Community Council. The community member continued to state concern about the distance of the Lea Street storage facility in relation to where people experiencing homelessness stay and set up their camps. The community member stated that the Oak Park Community Council does not want the storage facility on Lea Street and stated that they will let Mayor Gloria know this is not the right place for a storage facility. The community member also stated that this is the first time Oak Park Community Council was invited to this community meeting. The community member asked the representative from the City for a meeting with Mayor Gloria.

Community Comment: The president of the Oak Park Community Council stated that Lea Street is a gateway to Oak Park and that is why Oak Park community members are so concerned and involved. The community member stated that the Oak Park Community Council obtained over 200 signatures of residents who did not want the storage facility on Lea Street. The community member stated that if the City has other programs that have shown to be effective with helping people experiencing homelessness then the City should put taxpayer dollars into those programs.

San Diego Housing Commission Comment: The May meeting summary did not include a comment shared by a community member. The comment was reporting that Our Lady's School near Storage Connect Center One was been broken into three times within a week. The police were called and the person was arrested but was released from custody the next day. The police told the principal of the school to file a restraining order. This comment will be included in the June meeting summary.

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