



SAN DIEGO
HOUSING
COMMISSION

INFORMATIONAL REPORT

DATE ISSUED: September 7, 2023

REPORT NO: HCR23-091

ATTENTION: Chair and Members of the San Diego Housing Commission
For the Agenda of September 15, 2023

SUBJECT: April and May 2023 Reporting Update for City of San Diego's
Storage Connect Center I

NO ACTION IS REQUIRED ON THE PART OF THE HOUSING COMMISSION

BACKGROUND

The San Diego Housing Commission (Housing Commission) administers 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 that first took effect on July 1, 2010. The Housing Commission and City entered into a separate MOU to administer the City's Transitional Storage Programs, which was approved by the Housing Authority and City Council on June 16, 2020. On June 26, 2023, the San Diego City Council and Housing Authority of the City of San Diego authorized the execution of a Master MOU for oversight and administration of the City's homelessness shelters and services programs, including Transitional Storage Center programs.

The Storage Connect Center I (SCCI) 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.

SCCI 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. Pursuant to the Housing Authority's approval of the operating Agreement (Resolution No. HA-1777), SCCI provides a maximum of 500 storage bins¹ that can be utilized at any given time, and the Housing Commission is required 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."

SCCI's operator, Mental Health Systems (MHS), 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.

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.

MONTHLY REPORTING SUMMARY – APRIL AND MAY 2023

The tables below provide an overview of data for SCCI in April and May 2023. SCCI enrolled 56 new clients and served 518 total clients throughout the month of April. Of the 518 clients served, 456 of them returned to SCCI to access their storage bins, and the total number of return check-ins was 2,190. Forty-three clients exited SCCI in April.

Table One: New Client Enrollments April 2023

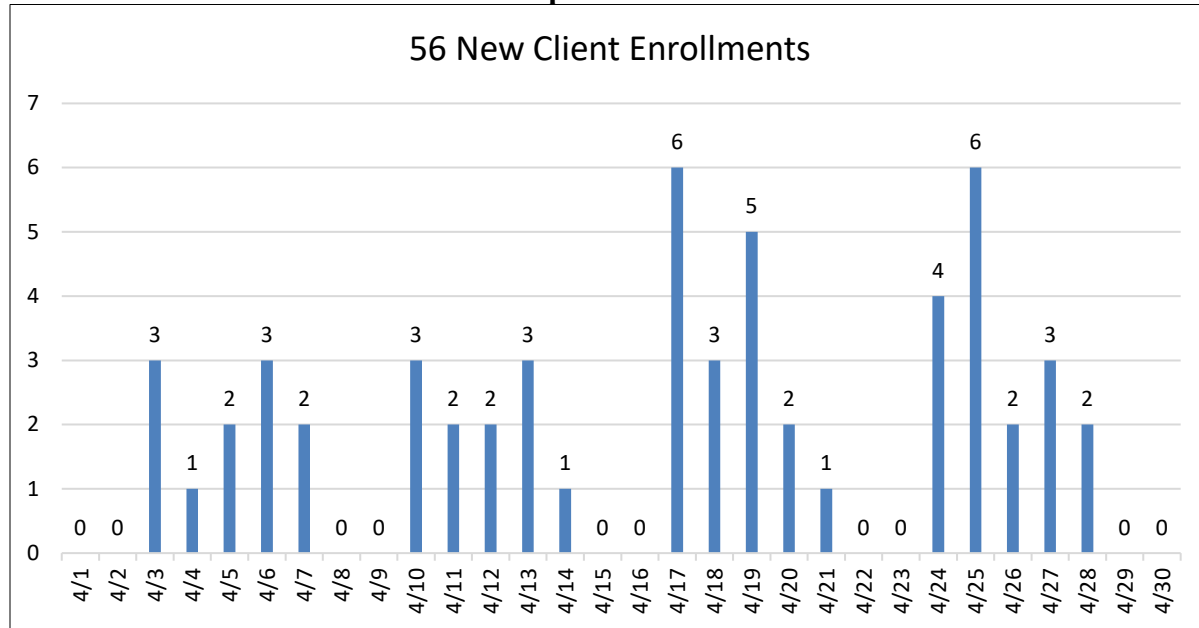
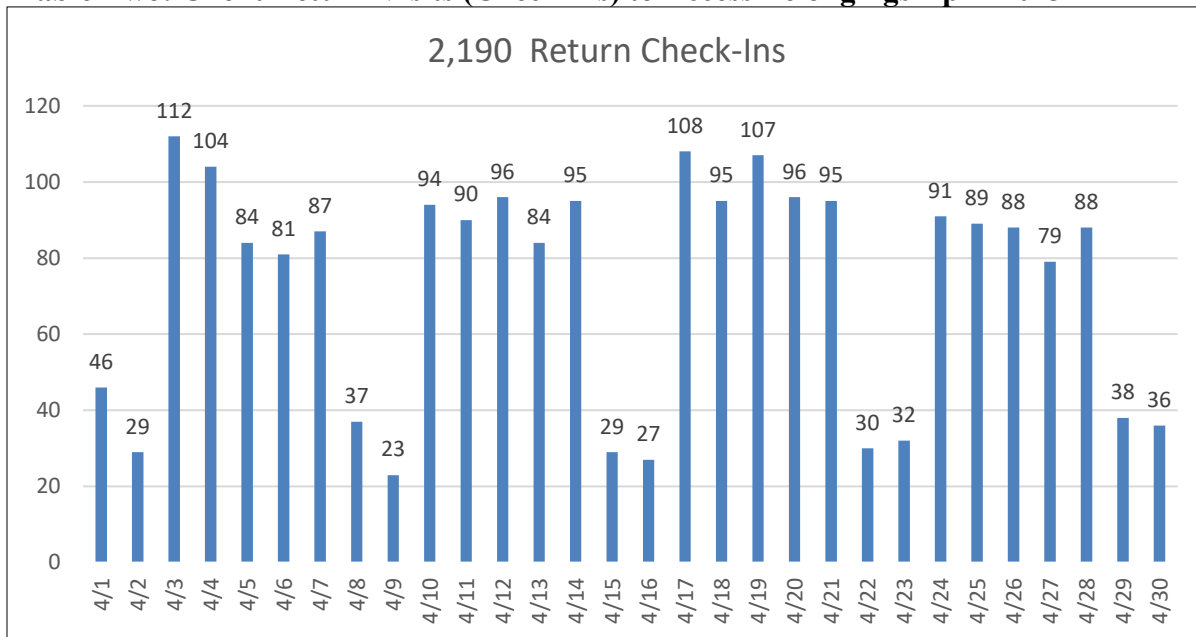


Table Two: Client Return Visits (Check-ins) to Access Belongings April 2023



SCCI enrolled 68 new clients and served 536 total clients throughout the month of May. Of the 536 clients served, 465 of them returned to SCCI to access their storage bins, and the total number of return check-ins was 2,413. Fifty-four clients exited SCCI in May.

Table Three: New Client Enrollments May 2023

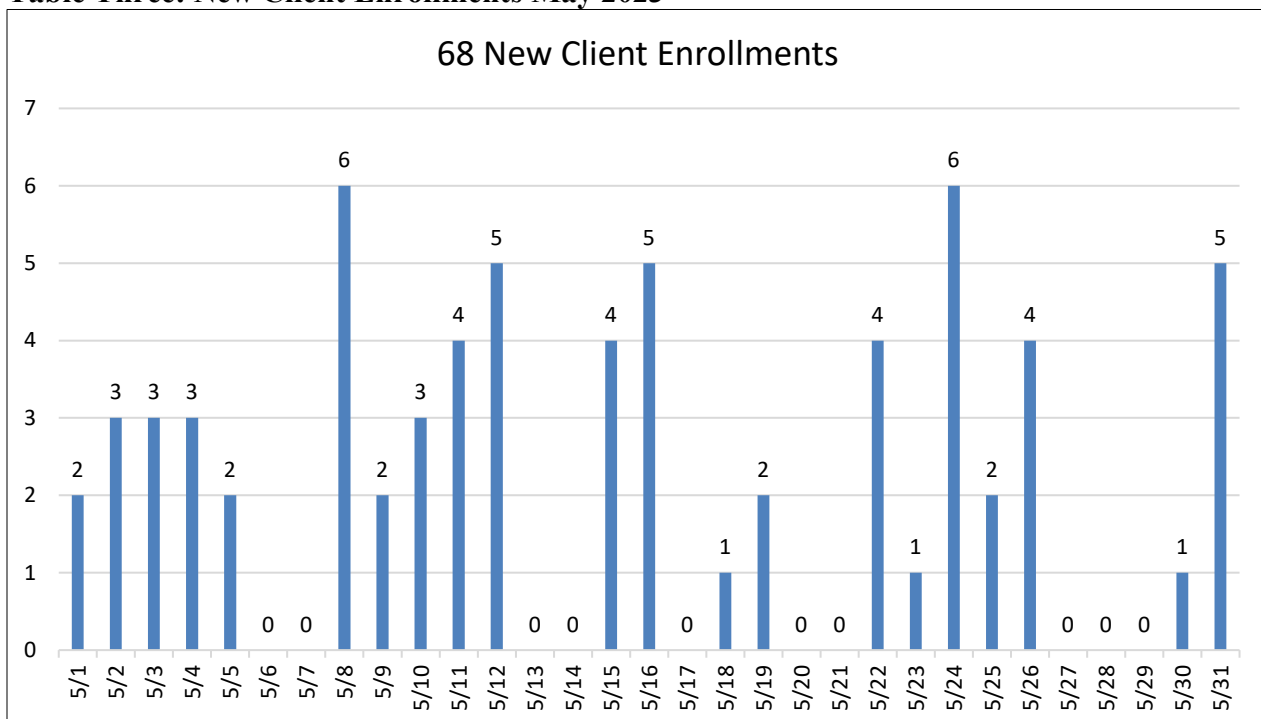


Table Four: Client Return Visits (Check-ins) to Access Belongings May 2023

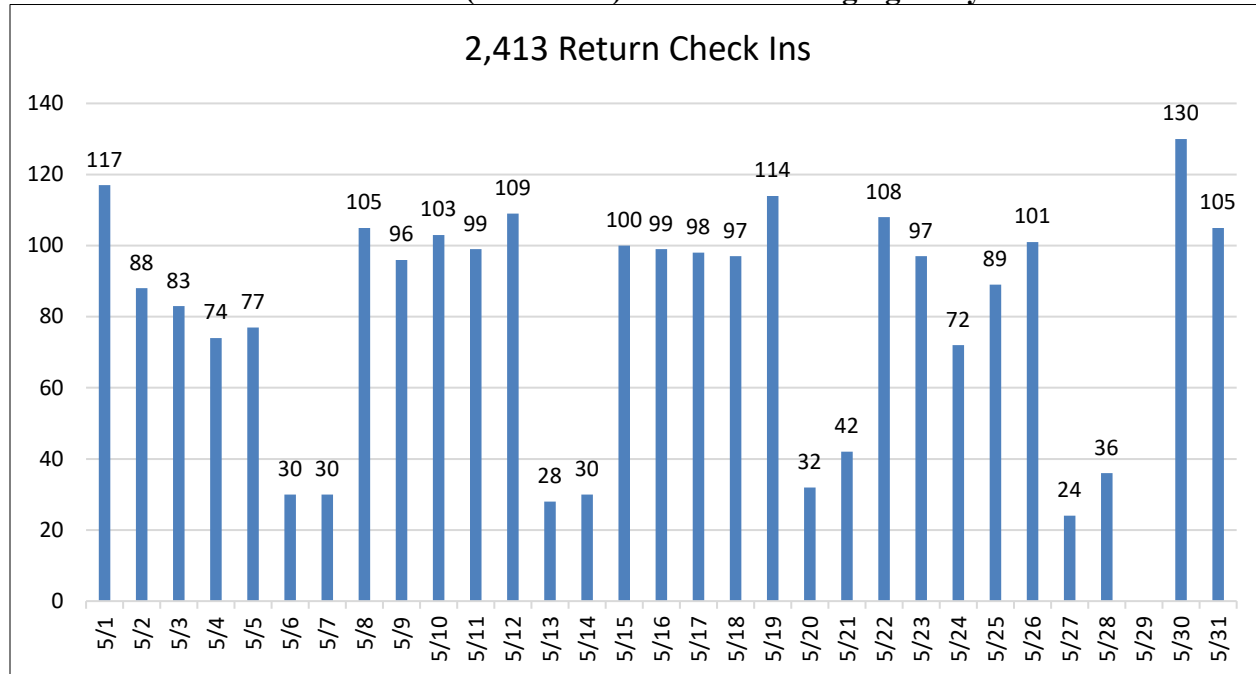


Table Five: Resource Referrals for Enrolled Clients

RESOURCE TYPE	TOTAL REFERRALS IN APRIL	TOTAL REFERRALS IN MAY
Basic Needs	11	10
Food Assistance	13	12
Transportation	13	11
Health Care	7	3
Income Support and Employment	9	11
Mental Health and Substance Use Disorder Services	4	6
Homeless Shelter	9	13
Homeless Housing-Related Assistance Programs	10	8
Housing Search and Information	13	10
TOTAL RESOURCE REFERRALS	89	85

Table Six: Summary of Weekday and Weekend Check-ins Fiscal Year 2023

	Weekday Total	Weekend Total	Monthly Total
	7am-7pm	8am-11am	
July 2022	2,103	393	2,496
August 2022	2,270	303	2,573
September 2022	2,131	295	2,426
October 2022	2,386	328	2,714
November 2022	2,379	323	2,702
December 2022	2,011	732	2,743
January 2023	1,863	301	2,164
February 2023	1,756	280	2,036
March 2023	1,961	260	2,221
April 2023	1,863	327	2,190
May 2023	2,161	252	2,413

Table Seven: Special Populations Served in Fiscal Year 2023

SPECIAL POPULATIONS SERVED* July 1, 2022 – May 31, 2023	
Total Persons Served	938
Transition-Age Youth (18-24)	5%
Individuals Age 55+	35%
Persons Experiencing Chronic Homelessness	44%
Veterans	6%
Persons with One or More Disabling Conditions	67%

*Program Participant may indicate more than one special population category

For more demographic information on persons served by the City’s three storage center programs, visit the Housing Commission’s Homeless Programs Reporting Dashboards
[\(https://www.sdhc.org/homelessness-solutions/city-homeless-shelters-services/dashboard/\)](https://www.sdhc.org/homelessness-solutions/city-homeless-shelters-services/dashboard/).

Table Eight: Client Exits in Fiscal Year 2023

CLIENT EXIT SUMMARY July 1, 2022 – May 31, 2023	
Total Persons Who Have Exited the Program	380
Total Persons Who Have Exited to a Permanent Housing Destination*	28 (7%)

*Data is self-reported by Program Participants. Housing case management services are not offered at the storage facilities. Exits to permanent housing data is not a performance outcome required in the contract between the Housing Commission and MHS for SCCI and is included in this report for informational purposes only.

COMMUNITY ENGAGEMENT

Prior to the opening of SCCI, the operator, MHS, sought the input of residents in the neighborhoods surrounding SCCI to ensure a successful partnership with the community. A Community Advisory Committee was formed, and a meeting is held quarterly in July, October, January, and April, with representatives from MHS, the Housing Commission, San Diego Police Department, the City's Environmental Services Department, City Council District 8, 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, also attend the meetings.

The meetings provide space for community members to share their concerns and allow the project's affiliated partners to share information and update the community on new initiatives that will serve or benefit unhoused persons living in the area. In addition, a summary of the meeting is provided to the Community Advisory Committee as well as City Councilmembers.

PUBLIC HEALTH

Homeless shelters and services providers are responsible for implementing business practices in compliance with state and/or local public health guidelines to prevent the spread of communicable diseases. The service providers are responsible for notifying clients to follow all public health guidelines of the program and any public health orders in effect while clients are accessing program services.

Respectfully submitted,



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

Approved by,



Jeff Davis
Interim President & Chief Executive Officer
San Diego Housing Commission

Hard copies are available for review during business hours at the information desk in the main lobby of the San Diego Housing Commission offices at 1122 Broadway, San Diego, CA 92101. Docket materials are also available in the "Governance & Legislative Affairs" section of the San Diego Housing Commission website at www.sdhc.org.

Storage Connect Centers' Community Meeting Summary
April 12, 2023

Next Community Meeting

Date: July 12, 2023

Time: 5:30-6:30 PM

Location: Virtual Meeting (Zoom)

Storage Connect Center I Community Member Attendance

1. Connie Zuniga
2. Candelaria Gomez

Storage Connect Center II Community Member Attendance

1. Daniele Laman
2. Lupe Diaz
3. Richard Diaz

Storage Connect Center Staff and Affiliated Partner Attendance

1. Shannon Thomason – Vice President, TURN Behavioral Health Services (TURN BHS)
2. Shola Olaoshebikan – Executive Vice President, TURN Behavioral Health Services (TURN BHS)
3. Veronica Aguilar – Program Manager, TURN Behavioral Health Services (TURN BHS)
4. Anthony Scheri – Site Supervisor, TURN Behavioral Health Services (TURN BHS)
5. Jennica Valdez – Program Manager, TURN Behavioral Health Services (TURN BHS)
6. Talia Vukovich - Site Supervisor, TURN Behavioral Health Services (TURN BHS)
7. Casey Snell – Vice President of Administration, Homeless Initiatives, San Diego Housing Commission (SDHC)
8. Jessica Adamo – Housing Programs Manager, San Diego Housing Commission (SDHC)
9. Marc d'Hondt – Senior Program Analyst, San Diego Housing Commission (SDHC)
10. Betsy Knight – Behavioral Health Program Coordinator, Behavioral Health Services (BHS)
11. David Fallon – County of San Diego
12. Stephen Bilecz – Environmental Services Department (ESD)
13. Lizzie Rodriguez – Community Representative, Councilmember Vivian Moreno, District 8
14. Natalia Rosas-Machado - Director of Digital Communications and Community Representative, Councilmember Vivian Moreno, District 8
15. Lieutenant Ruben Gutierrez – Neighborhood Policing Division, San Diego Police Department (SDPD)
16. Terry Hoskins - Mid-City Division Community Relations Officer, San Diego Police Department (SDPD)
17. Gary Gonzales Jr. - Central Division Community Relations Officer, San Diego Police Department (SDPD)

Storage Connect Center I Open Discussion

Community Member asked about the status of placing porta potties in downtown San Diego.

Behavioral Health Services (BHS) responded placing porta potties are a county/city collaborative; the county cannot do this without the city's permission.

Community Member asked about the status of tuberculosis downtown due to a case of TB being reported at Father Joe's Villages shelter.

San Diego Housing Commission (SDHC) responded that Father Joe's Villages has been working closely with the county of San Diego to address this. They prepared notices and shared them with stakeholders. In the notice, stakeholders were recommended to go to their doctors to get tested for TB if they had symptoms or exposure concerns. TB testing has been offered at various sites throughout Father Joe's Villages.

Community Member asked if there is a plan to send nurses to individuals experiencing homelessness to offer them TB tests.

Behavioral Health Services (BHS) responded that type of outreach is conducted by Public Behavioral Health so BHS cannot provide information regarding nurses being sent out to test unsheltered individuals for TB. County nurses have been attending San Diego's Coordinated Focused Outreach events.

Community Member asked if Storage Connect Center I will continue next year. . Community member stated the county is responsible for public health and communicating with incorporated cities. Regarding porta potties, the county should not place responsibility onto the city. There should be a partnership between the County and City of San Diego to ensure accountability from both sides.

San Diego Housing Commission (SDHC) responded that each year, the City's budget including homelessness is reviewed, , and voted upon by city council/housing authority. If the city council votes each year to fund the program, then it would proceed.

Community Member asks who holds intake data collected from homeless service programs. Community member stated individuals are coming to San Diego from other areas and wants to know how San Diego is addressing this. There is concern that individuals experiencing homelessness are moving from other areas, such as Riverside, to come live in San Diego. Community Member asked if the mayor and politicians are doing anything to address this or prevent more people from relocating to San Diego.

San Diego Housing Commission (SDHC) responded that each year the Point In Time count has been conducted, there has been less than 10% of people counted whose homelessness originated outside the City of San Diego. The Point In Time data does not show that many individuals are coming from outside the state to live in San Diego.

Council Representative asked for the bin utilization of Storage Connect Center I.

TURN Behavioral Health Services (TURN BHS) responded Storage Connect Center I has 465 bins in use and 35 bins available as of April 12, 2023.

Council Representative asked for how long has Storage Centers Community Meeting member been requesting information about porta potties and hand-washing stations during past Storage Centers Community meetings.

Community Member responded she has been requesting information about porta potties during Storage Centers Community meetings for three years.

Behavioral Health Services (BHS) stated they received a list of five potential locations of where porta potties were requested to be placed, but each location was within one-two blocks of an existing public restroom. A list of identified locations must be provided before moving forward.

San Diego Housing Commission (SDHC) responded the mayor's office has taken the lead on this conversation and coordination, but there have not been representatives present the past several meetings.

Community Member requested if Council Representative could reach out and learn if anyone from the mayor's office has been assigned to attend the storage community meetings. Community member stated she remembers an official letter written from the County to the City of San Diego to increase the number of hand-washing stations. The community wants to know which locations were requested for porta potties to be placed.

Community Member asked why a porta potty cannot be placed on Commercial Street.

Council Representative responded she will reach out to the mayor's office to ask who will attend future storage community quarterly meetings and for details on porta potty and hand-washing station requests. Council Representative urged the meeting group members to attend the Land Use and Housing Committee meeting taking place on April 13, 2023, to vote and provide comment on Councilmember Whitburn's Unlicensed Camping Ordinance.

Community Member requested data on how many homeless service facilities are located in each council district be sent by the next meeting.

San Diego Housing Commission (SDHC) responded the SDHC has previously provided a list of city-funded homeless service programs so they will update it and provide to the community meeting group.

Storage Connect Center II Open Discussion

Community Member stated they use Get It Done to report local encampments. Community member asked if Storage Connect Center II staff report encampments.

TURN Behavioral Health Services (TURN BHS) responded that Storage Connect Center II (SCCII) staff report encampments through Get It Done. SCCII offers its storage services and wraparound services to individuals during every encounter. If those individuals are willing to accept assistance, then SCCII staff will contact its program partners to help the individual enter shelter. SCCII staff cannot force removal or services onto unsheltered individuals who are unwilling to accept the service.

Community Member asked if individuals are approached by SCCII staff prior to being reported in Get It Done.

TURN Behavioral Health Services (TURN BHS) responded SCCII staff approach individuals to ask them to relocate and offer them services. SCCII maintains consistent attempts of offering services, sometimes daily if the individual is present near the facility. People frequently refuse service on initial attempt but later return to SCCII to request assistance from staff and referrals.

Community member asked if SCCII's attempts of contacts count toward the San Diego Police Department's (SDPD) progressive enforcement attempts with individuals experiencing homelessness.

TURN Behavioral Health Services (TURN BHS) responded that SCCII staff cannot write citations to anyone and attempts of contact do not have any connection to SDPD's progressive enforcement attempts. SCCII offers services to individuals, ask if they can relocate, or use the Get It Done app to report encampments.

San Diego Police Department (SDPD) responded that only a handful of officers have handheld phones that can show how many times a specific individual has been contacted or given a citation. SDPD stated officers can note if they speak to a certain individual but cannot look up how many times that person has been interacted with through SDPD's progressive enforcement attempts unless they have the phone.

Community Member asked if SDPD cannot make arrests because there is not enough jail space.

San Diego Police Department (SDPD) responded during Covid-19, there were restrictions on arresting people; only people with violent felony crimes were being incarcerated. It has only recently been that officers are allowed to book individuals into jail. It falls mainly upon whether shelters have bed space available for individuals who have been contacted. Officers follow approval from County of San Diego to make arrests for individuals experiencing homelessness. The SDPD has recently been distributing phones with access to a database where officers can view contacts, such as field interviews, infraction citations, misdemeanor citations, or previous bookings for a specific individual. The main goal for the progressive enforcement model is education to inform the public of available services. If the individual does not want to accept services, then the model of educating, interviewing, writing infraction and misdemeanor citations, with the fourth step being misdemeanor field arrest, is followed. If individuals are willing to accept shelter, then officers take time to coordinate them with SDPD's Homeless Outreach Team.

Storage Connect Center I

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

Office: (619) 894-8894

Program Manager: Veronica Aguilar

Cell: (619) 507-1902

Email: vaguilar@turnbhs.org

Site Supervisor: Anthony Scheri

Cell: (619) 507-0431

Email: ascheri@turnbhs.org

Storage Connect Center II

Address: 5453 Lea Street, San Diego, CA 92105

Office: (619) 800-7972

Program Manager: Jennica Valdez

Cell: (619) 787-5234

Email: jennica.valdez@turnbhs.org

Site Supervisor: Talia Vukovich

Cell: (619) 762-9714

Email: talja.vukovich@turnbhs.org

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