



## INFORMATIONAL REPORT

**DATE ISSUED:** October 5, 2023 **REPORT NO:** HCR23-107

**ATTENTION:** Chair and Members of the San Diego Housing Commission  
For the Agenda of October 13, 2023

**SUBJECT:** June 2023 Reporting Update for the 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 a portion 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 bins<sup>1</sup> that can be utilized at any given time, and the Housing Commission is required to "provide written reports on the 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.

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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.

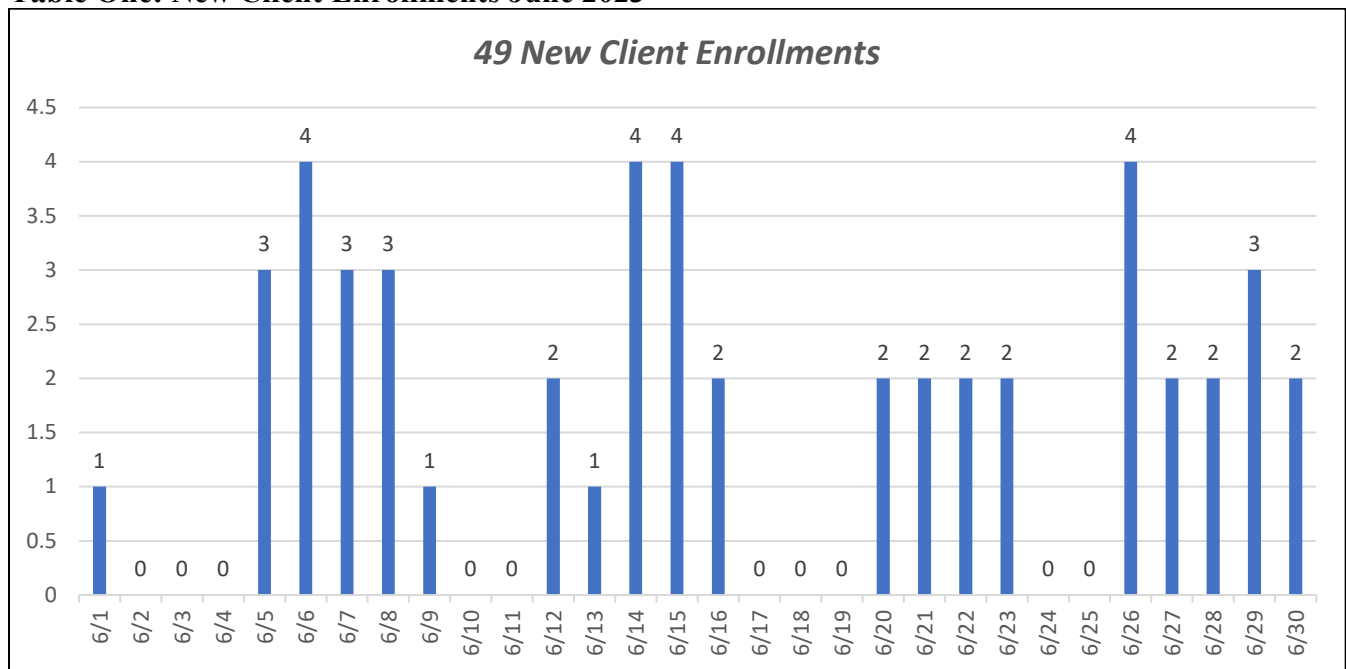
**HOUSING COMMISSION STRATEGIC PLAN**

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.

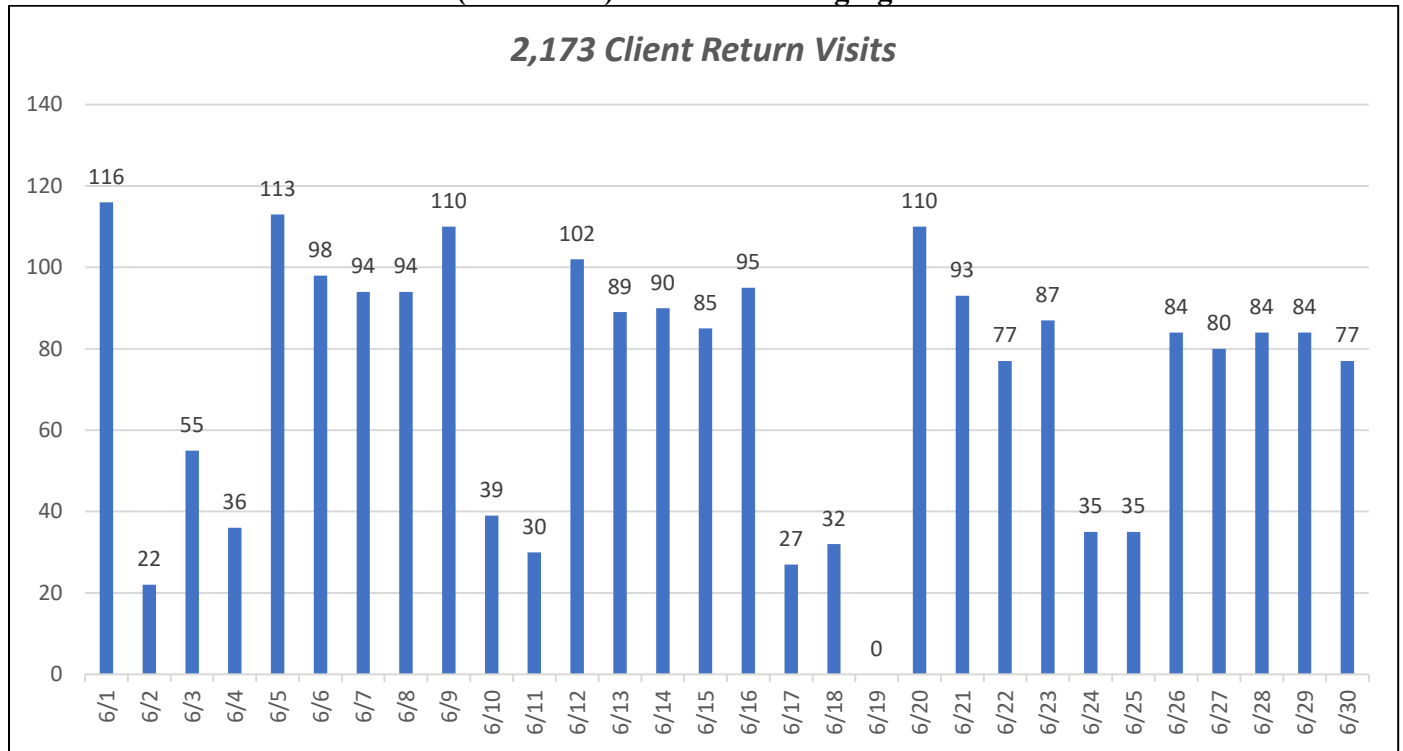
**MONTHLY REPORTING SUMMARY – JUNE 2023**

The tables below provide an overview of data for SCCI in June 2023. SCCI enrolled 49 new clients and served 526 total clients throughout June. Of the 526 clients served, 460 clients returned to SCCI to access their storage bins, and the total number of return check-ins was 2,173. Fifty-one clients exited SCCI in June. SCCI was closed on June 19, 2023, in observance of the federal holiday, Juneteenth.

**Table One: New Client Enrollments June 2023**



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



**Table Three: Resource Referrals for Enrolled Clients June 2023**

RESOURCE TYPE	TOTAL REFERRALS IN JUNE
Basic Needs	11
Food Assistance	9
Transportation	11
Health Care	4
Income Support and Employment	13
Mental Health and Substance Use Disorder Services	8
Homeless Shelter	8
Homeless Housing-Related Assistance Programs	6
Housing Search and Information	18
<b>TOTAL RESOURCE REFERRALS</b>	<b>88</b>

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

	Weekday Total	Weekend Total	Monthly Total
	7am-7pm	8am-11am	
<b>July 2022</b>	2,103	393	2,496
<b>August 2022</b>	2,270	303	2,573
<b>September 2022</b>	2,131	295	2,426
<b>October 2022</b>	2,386	328	2,714
<b>November 2022</b>	2,379	323	2,702
<b>December 2022</b>	2,011	732	2,743
<b>January 2023</b>	1,863	301	2,164
<b>February 2023</b>	1,756	280	2,036
<b>March 2023</b>	1,961	260	2,221
<b>April 2023</b>	1,863	327	2,190
<b>May 2023</b>	2,161	252	2,413
<b>June 2023</b>	1,884	289	2,173
<b>FY 2023 Average</b>	<b>2,064</b>	<b>340</b>	<b>2,404</b>

**Table Five: Special Populations Served in Fiscal Year 2023**

<b>SPECIAL POPULATIONS SERVED*</b> July 1, 2022 – June 30, 2023	
<b>Total Persons Served</b>	<b>976</b>
Transition-Age Youth (18-24)	5%
Individuals Age 55+	34%
Persons Experiencing Chronic Homelessness	45%
Veterans	6%
Persons with One or More Disabling Conditions	69%

\*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 Homelessness Programs Reporting Dashboards (<https://www.sdhc.org/homelessness-solutions/city-homeless-shelters-services/dashboard/>).

**Table Six: Client Exits in Fiscal Year 2023**

<b>CLIENT EXIT SUMMARY</b> July 1, 2022 – June 30, 2023	
Total Persons Who Have Exited the Program	501
Total Persons Who Have Exited to a Permanent Housing Destination*	40 (8%)

\*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*

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

Approved by,

*Jeff Davis*

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

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