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San Diego Housing Commission (SDHC) Operating Agreement for City of San Diego's Storage Connect Centers Presentation to the SDHC Board of Commissioners April 12, 2024

Casey Snell
Interim Senior Vice President, Homelessness Innovations
Strategic Initiatives and Homelessness Innovations Division

Melissa Kolts
Senior Program Analyst, Homelessness Innovations
Strategic Initiatives and Homelessness Innovations Division



City of San Diego Storage Connect Centers

Introduction

- The Transitional Storage Centers, known as Storage Connect I and II, serve San Diegans experiencing homelessness by providing a secure space to store their personal belongings.
- Each program participant has access to a storage space of approximately 95 gallons
- SDHC began administering the agreement for Storage Connect Center I in June 2018 and Storage Connect Center II in July 2020.
- The Storage Connect Centers have been operated by TURN Behavioral Health Services (BHS) since the launch of Storage Connect Center I in 2018.
- Storage Connect Centers are two of the three storage facilities funded by the City of San Diego.



City of San Diego Storage Connect Centers Introduction (Continued)

Storage Connect Center I

- Opened June 13, 2018
- 500 bins on-site
- Hours of operation:
 - Monday – Friday, 7 a.m. - 7 p.m.
 - Saturday – Sunday, 8 a.m. - 11 a.m.

Storage Connect Center II

- Opened November 18, 2019
- 300 bins on-site
- Hours of operation:
 - Monday – Friday, 8 a.m. - 5 p.m.
 - Closed Saturday – Sunday

Photos courtesy of TURN BHS



Storage Connect Center I



Storage Connect Center II



City of San Diego Storage Connect Centers Contract Selection Process

- January 10, 2024: Request for Proposal (RFP) issued.
- January 17, 2024: Representatives from three agencies attended the pre-proposal meeting.
- February 12, 2024: RFP closed
 - SDHC received one proposal to operate both locations.
- March 7, 2024: Respondent Interview
- March 14, 2024: A new operator, Hope the Mission, was notified that their submission was recommended for contract award, subject to the SDHC Board's approval.



City of San Diego Storage Connect Centers Operator Experience

- Hope the Mission, previously known as Hope of the Valley Rescue Mission, is a nonprofit organization founded in 2009.
- Administrative office in North Hills, California
- Serves Los Angeles, San Fernando Valley, Antelope Valley, and San Bernardino
- Operates:
 - Interim housing sites
 - Navigation center
 - Two access centers
 - Day labor resource center
 - Multidisciplinary outreach team
 - Mental health program
 - Rapid rehousing program



City of San Diego Storage Connect Centers Transition Plan

- Hope the Mission will start 30 days before the end of the current contract term.
 - Will allow the current operator to work with Hope the Mission on transferring provision of services and management of the physical site locations
- Transition plan includes:
 - Recruiting, onboarding, and/or training staff.
 - Hope the Mission will endeavor to hire current Storage Connect Center staff to stabilize the program transition.
 - Transfers of utilities and services to new operator.
 - Executing occupancy agreements between Hope the Mission and the City to set defined responsibilities for site utilization.
 - Repurposing computer/IT equipment and other necessary program items purchased with grant funds.
 - Program participant noticing/messaging, including a warm hand-off to new operator.



City of San Diego Storage Connect Centers Program Components

- **Housing First** programs with low barriers to enrollment and operations.
- **Basic Services**, including a storage container free of charge on an ongoing basis and access to restrooms and hand washing stations.
- **Utilization of Best Practices** such as Trauma Informed Care, Motivational Interviewing, and a Harm Reduction model.
- **Resource referrals** to local, state and federal programs, as well as nonprofits and social service agencies that provide critical services.
- **Site Security** to ensure a safe environment.
- **Community Engagement/Good Neighbor Policy** focused on engagement with surrounding community, including quarterly community meetings.
- **Feedback Policy** for collecting and evaluating feedback from program participants and incorporating the feedback into enhancing service delivery and program design.
- **Coordination with City Departments** such as San Diego Neighborhood Policing Division and Environmental Services.



City of San Diego Storage Connect Centers Fiscal Considerations

Storage Connect Center I			
Funding By Use	FY 2025	FY 2026	FY 2027
Start-up Costs	\$55,000	N/A	N/A
Operating Budget	\$1,127,000	\$1,127,000	\$1,127,000
SDHC Administrative Costs	\$59,100	\$56,350	\$56,350
Total	\$1,241,100	\$1,183,350	\$1,183,350

**Option years will be exercised contingent upon the availability of funding from the City of San Diego for that purpose. Funding source(s) for options years will be determined during the City's annual budgeting process.*



City of San Diego Storage Connect Centers Fiscal Considerations (Continued)

Storage Connect Center II			
Funding By Use	FY25	FY26	FY27
Start Up Costs	\$43,000	N/A	N/A
Operating Budget	\$531,000	\$531,000	\$531,000
SDHC Administrative Costs	\$28,700	\$26,550	\$26,550
Total	\$602,700	\$557,550	\$557,550

**Option years will be exercised contingent upon the availability of funding from the City of San Diego for that purpose. Funding source(s) for options years will be determined during the City's annual budgeting process.*



City of San Diego Storage Connect Centers Staff Recommendations

That the SDHC Board of Commissioners take the following actions:

- 1) Approve the execution of a 13-month initial contract, with two one-year options to renew, with Hope the Mission to operate the City of San Diego's Storage Connect Center I program at 116 South 20th St., San Diego, CA 92113, for a term of June 1, 2024, through June 30, 2025, with an annual budget of \$1,241,100. This requested action is contingent on the City of San Diego making funds available through its annual fiscal year budgeting process and exercising the first of three one-year options to renew the Master Memorandum of Understanding between the City of San Diego and SDHC for the administration of homelessness programs.
- 2) Approve the execution of a 13-month initial contract, with two one-year options to renew, with Hope the Mission to operate the City of San Diego's Storage Connect Center II program at 5453 Lea St., San Diego, CA 92105 for a term of June 1, 2024, through June 30, 2025, with an annual budget of \$602,700. This requested action is contingent on the City of San Diego making funds available through its annual fiscal year budgeting process and exercising the first of three one-year options to renew the Master Memorandum of Understanding between the City of San Diego and SDHC for the administration of homelessness programs.



City of San Diego Storage Connect Centers Staff Recommendations (Continued)

- 3) Authorize SDHC's President and Chief Executive Officer (President and CEO), or designee, to execute all documents and instruments that are necessary and/or appropriate to implement these approval, in a form and format approved by General Counsel, and to take such actions necessary and/or appropriate to implement these approvals, provided that a copy of the documents, signed as to form by General Counsel, are submitted to each Housing Commissioner.

- 4) Authorize SDHC's President and CEO, or designee, to substitute funding sources and/or increase compensation by not more than 20 percent of the total agreement amount for the proposed agreement, if necessary, without further action by the Housing Commission Board or the Housing Authority of the City of San Diego, but only if and to the extent that funds are determined to be available for such purposes.



Questions & Comments

