



## TRAINING & CONSULTING SERVICES



### WHY REINVENT THE WHEEL?

Supportive Housing is an effective strategy for ending homelessness. When we started out as an organization, we were fortunate to not only have our own experience to guide us, but also the support of other experienced providers doing this challenging work. We are firm believers in sharing the approach and tools that we use to help others be more effective. If you are just starting out, or have been doing this a while and just need some extra help, we'd love to be of service!

DISH provides training and consulting services across a range of topics, such as housing operations, eviction prevention, the partnership between support services and property management, harm reduction, leadership and supervision, customer service and tenant satisfaction, staff development and morale, community building, and measuring success.

### WHO WE ARE:

DISH was founded in September 2006 to provide property management services for the Direct Access to Housing Program, a project of the San Francisco Department of Public Health. The guiding principle for DISH was to be a small organization dedicated to serving adults with complex health, mental health, and substance use issues in supportive housing. Our goal was to be a strong partner in the City's effort to end homelessness in San Francisco. DISH provides housing for 450 tenants and has approximately 60 employees.

For further information on how you can use DISH as a resource, please call us at 415.776.3474 or e-mail [douggary@DISHsf.org](mailto:douggary@DISHsf.org)

### OUR RESULTS

- Overall tenant satisfaction rate of 92% across the DISH portfolio (with 86% of all tenants responding to our annual Satisfaction Survey)
- 84% of tenants have been in housing for more than one year
- 95% of rent collected monthly
- Eviction rate of only 2%
- 96% employee satisfaction rate (with 80% of staff participating in a detailed survey every other year)
- Recognized by 7x7 magazine as one of San Francisco's favorite nonprofits
- Positive feedback from Department of Public Health Housing and Urban Health staff and collaborators regarding team building, efficiency of meetings, cost savings, financial management, and staff performance.

*"DISH provides great Housing First and De-escalation training and really cares about their work. They presented the information in a real world/hands on manner that specifically spoke to the issues faced by onsite property management staff. They took the time to ensure that everyone completely understood the concepts in non-clinical terms. Our staff thoroughly enjoyed the training and I have seen vast improvements in the ways that staff interact with residents. I would definitely recommend DISH for their trainings on Permanent Supportive Housing!"*

*- LaCheryl Porter, Housing Operations Director, Skid Row Housing Trust*