



DISH is a project of Tides,
a 501(c)(3) nonprofit
organization

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Lauren Hall, Doug Gary

Delivering Innovation
in Supportive Housing

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Delivering Innovation in Supportive Housing
2018



We believe
that **everyone**
deserves a
home.

Dear Friends,

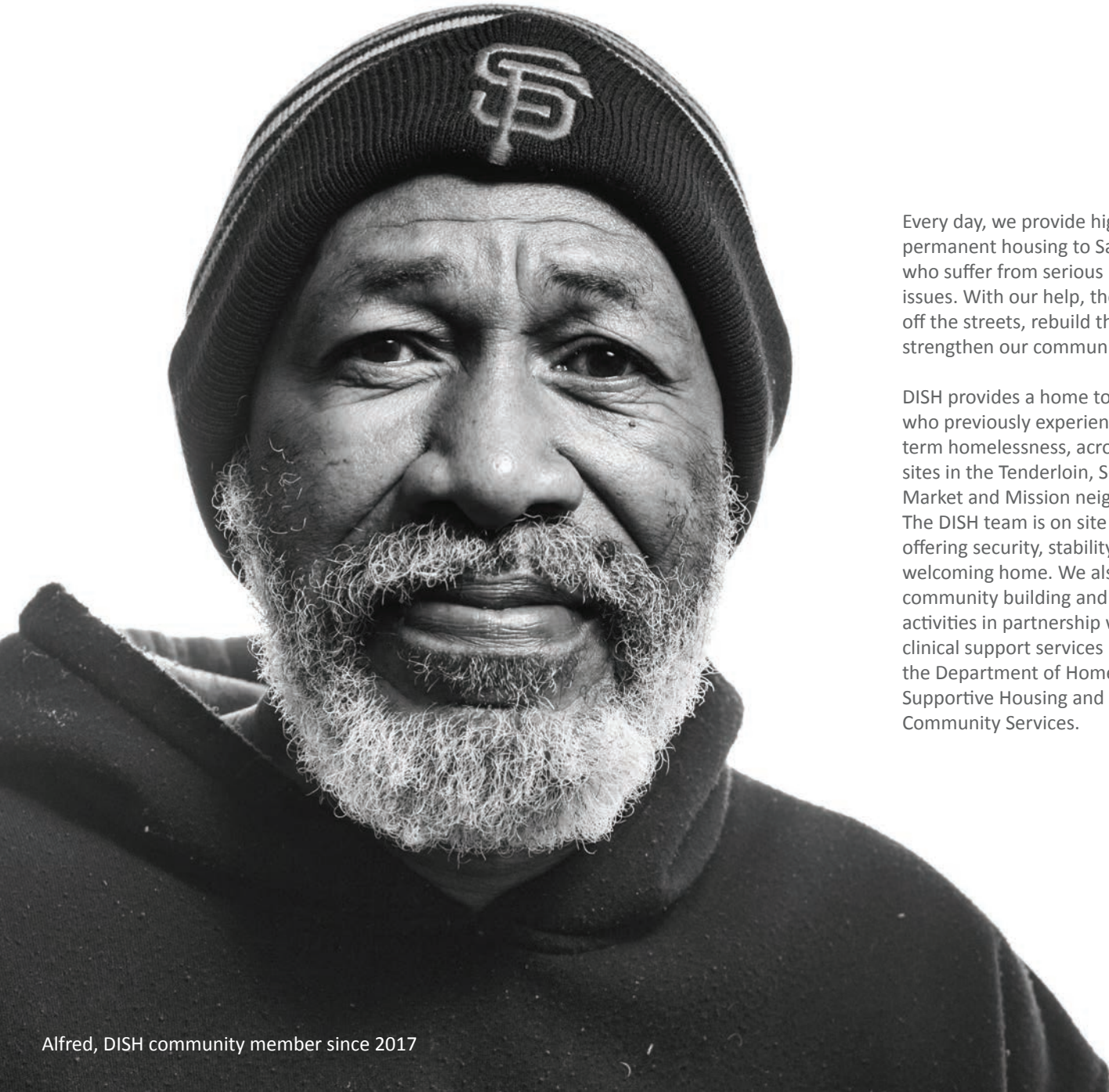
As the crisis of homelessness persists, at times we find our collective spirit in need of an infusion of hope and inspiration. While there is always more to do, your support allowed us to make great strides in 2018 and will drive us forward to new opportunities.

As we reflect on our work, we celebrate stories of coming home, moving on and showing up for each other every day. The resident and staff community at DISH make up an amazing group of individuals who together demonstrate the power of having a roof over your head, embracing diversity and inclusion, and being part of a loving community. Our dream with this report is for you to experience the hope and joy in our collective efforts to welcome people home.

Looking forward, we are energized by the City's commitment to addressing homelessness and the public dialogue on the need for real solutions. We are working to assess new opportunities to provide housing. We are expanding our external training to strengthen the industry as a whole and are investing in our staff to ensure their professional development and opportunity. We are deepening our efforts in our existing portfolio to promote wellness, and increasing our residents' ability to connect with family and opportunities with greater access to technology. We do all of this thanks to your investment and faith in our work. We look forward to staying connected with you and are deeply grateful for your partnership.

A handwritten signature in black ink, appearing to read "Lauren Hall", followed by a stylized flourish or second signature.

With gratitude,
Lauren Hall and Doug Gary
Founding Co-Directors



Every day, we provide high-quality, permanent housing to San Franciscans who suffer from serious health issues. With our help, they can get off the streets, rebuild their lives, and strengthen our communities.

DISH provides a home to 570 adults who previously experienced long-term homelessness, across 8 housing sites in the Tenderloin, South of Market and Mission neighborhoods. The DISH team is on site 24 hours, offering security, stability, and a welcoming home. We also offer community building and wellness activities in partnership with our clinical support services partners from the Department of Homelessness and Supportive Housing and Episcopal Community Services.

Our Values

Excellence and Focus

Prioritize items under our direct control and deliver high quality service.

Initiative and Innovation

Never stagnate, frequently review, refine, and enhance our services and procedures.

Fairness and Consistency

Strive for equity and inclusion for our tenants and our staff.

Respect and Openness

In our interactions, be honest, direct and embrace differences.



Celebrating Community

Thanks to your support, we invite our 570 tenants to come together as a community twice per year. The Tenant Appreciation Party in April celebrated our community of superheroes with a dance party and an opportunity for tenants to show their creative side at the talent show. In August, the Feel Good Fair focused on ways to improve physical and mental health, with community partners joining to share resources and fun times.

Community Advisory Board

Our tenant representatives meet bi-monthly to share feedback and community building ideas with the DISH leadership. This year they launched their own community-lead outings for all sites. Thanks to your donations, they hosted trips to have some fun at the San Francisco Zoo and SF MOMA.



Goodbye Supervisor Jane Kim

In December, we bid farewell to a longtime ally in our work to end homelessness, outgoing District 6 Supervisor Jane Kim. To thank her for her continuous support we awarded her with the first ever non DISHer "Service Commitment Champion Award" making her an honorary DISHer. We are now looking forward to working with Supervisor Matt Haney, the newly elected supervisor for District 6.



Welcoming Home Veterans

We were thrilled to open the Auburn in partnership with Episcopal Community Services (ECS) as our first site dedicated to Veterans experiencing homelessness. The Auburn now offers a home to 70 residents, bringing San Francisco closer to ending chronic homelessness for Veterans.



Minna Lee

The last addition to DISH/ECS partnership is the Minna Lee, a beautifully renovated building. We opened the doors in June and welcomed home 50 tenants with an expedited rent up process exemplifying the "housing first" approach. Mayor London Breed joined us in August to celebrate the individuals who are now off the street and living in the community.

BASH!

DISH celebrated its 12th anniversary with an annual BASH filled with love. We are grateful to our in-kind gift donors, our volunteers and our supporters. Together we achieved the goal of raising \$125,000 towards improving the quality of life of our residents across our buildings. We hope to see you for the 13th anniversary in September 2019!





Hazel

Hazel, one of the first Minna Lee tenants, recently moved on to permanently affordable family housing in San Francisco with her children

“

Finding a home at the Minna Lee was like a miracle for me because it allowed me to see my 3 daughters again after living on the street. It made me feel like I was coming back to life.

Hazel

”

134

New Tenants

Signed leases in 2018

14

New Beginnings

Tenants who moved on to independent housing



John

“

For me the Camelot was a stepping stone. It was great for me to be able to be there for 10 years and have friends and be clean and sober. Knowing that the staff was there if you had any problems was great. I have my own place now I can afford with a full kitchen so I can cook and have friends over- it was more homey at the Camelot-but I'm doing great.

John

”

Moving On

John, a long-time community leader at the Camelot, was able to secure an apartment through the San Francisco Housing Authority, making space for others who need housing with on-site support. He was able to take part in a City initiative targeted towards supportive housing tenants who have indicated they no longer need services but are in need of permanently affordable housing to remain in San Francisco. He is settling into his new home, and inspiring other tenants who are eager to move on but are unable to find housing they can afford.

92%

Satisfied Customers

Our annual tenant survey provides us with an opportunity to improve our services. In 2018, the Camelot residents reported an all-time high rate of satisfaction at 99%.



Paul, DISH Desk Clerk since January 2015

70

DISH employees

Providing service 24-7

27%

**DISHers with over
10 years of service**

5

Years

Average tenure
of DISH staff

Paul saved a life while working the desk at the Star. He was alerted to the suspected overdose of one of the residents and he jumped into action. Paul had been trained on how to respond to an overdose with Narcan at a staff meeting with the DOPE project and knew exactly what to do. He recognized the signs of overdose, quickly administered Narcan and called 911 to ensure the person got the help they needed. Paul's conduct on the job sets the example for what care and dedication can accomplish. Every DISHer demonstrates incredible commitment to the work and strives to provide excellent service in all that we do.

“

Being part of a team of individuals committed to make positive changes in the community is what makes me proud to be a DISHer

Paul, Desk Clerk

”

“

I am proud to support DISH because they tackle the important work of addressing homelessness by operating supportive housing with integrity and excellence. As a result of the DISH team's dedication, some of our most vulnerable neighbors stay happy, healthy, and housed.

David Wieand
DISH supporter since 2011

”

At present, DISH's operating budget is mostly comprised of government grants and contracts, and rental income. One of our smallest sources of revenue, private contributions, **is also a critical one**. We need to raise additional funds to adequately support community-building initiatives that are key to turn housing into a home.

Without our community of supporters continually raising additional funds, DISH could not bridge this gap. We are motivated by the progress we have made thus far, but there is much more to do. In the last year we launched a daily nutritious meal program at our Mission site, and are finalizing plans for remodeling 3 of our sites' community kitchens.

Our goal for 2019 is to ensure that all DISH sites have robust nutritional and wellness programming including access to healthy food, cooking facilities, classes and regular wellness activities such as our walking group, Boeddeker Trekkers.

And it can only be achieved with you.

You can make a difference for the DISH community by becoming a donor at dishsf.org. A recurring donation of \$50 will ensure that every member of our walking group gets new shoes this year.



“

I had a great time meeting the hard working folks at the Pacific Bay Inn and I can definitely say that they are quite an inspiring team to work with.

I especially enjoyed having the opportunity to witness the good work that DISH is involved in.

I am looking forward to volunteering some more in the future and getting to know more of the good people working with DISH.

Oswaldo Arce, Volunteer

”

Sometimes our big DISH dreams don't quite match our resources, so we are incredibly grateful for the support we get from our volunteers! Not only do volunteers help us meet our goals, but they also show our tenants that people are invested in their success. DISH has many diverse opportunities for large and small groups to get involved personally in welcoming people home.

70+

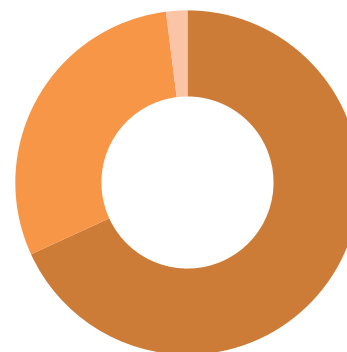
2018 volunteers

DISH would like to thank our 2018 Corporate Volunteer partners

Tides
Salesforce
Microsoft
Hands on Bay Area

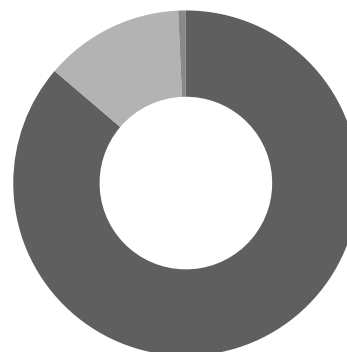


The Camelot



2018 Total Revenue
\$9,283,854

68% Public Support
30% Tenant Rent
2% Private Support



2018 Total Expenses
\$9,045,969

86% Operations
13% Administration
1% Fundraising

Figures above represent unaudited financials for January-December, 2018. DISH is a project of Tides and Tides will soon make available its 2018 audited financial statements.

DISH would like to thank its 2018 supporters:

Anonymous
Kerry Abbott
Erwin Acox
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Milt Wiskind
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Caleb Wistar
Emily Wistar & Dan Hammer

In-Kind

3 Fish Studios
American Conservatory Theatre
Andiron Inn
Anina
Arizmendi Bakery
Bay Area Discovery Museum
Bi Rite Market
Bourbon & Branch
Cal Performances
California Academy of Sciences
California Shakespeare Theater
Chop Shop Salon
Colleen Mauer Designs
Confidant Hotel
Cucina Urbana
Lisa Cunningham
Curran Theatre
Delfina
Eagle Club Indoor Golf
FOB Oakland
Judy Frankenstein
Grace Cathedral
Marc Ellen Hamel
Geoffrey Hansen
Heath Ceramics
Hit Fit
Miranda Jilka
Kick Ranch
Lagunitas
Kirk Larson & Nina Marinkovich
Local Take
Kathie & Dexter Lowry
Jessica Mennella
Michael Merrill Design Studio
Outside Lands Works
Pacifica Archery
Prairie
Karii Rurup-Coleman Art
San Francisco Symphony
Sanchez Street Studios
Shalon
Sonoma Canopy Tour
Spunk Salon
Terroir Wine Bar
The Progress
The Slanted Door
Thirsty Bear Brewery
Young Inglewood Vineyards
Z Cioccolato

And a special thank you to our monthly donors:

Sean Herron
Leila Perrard
Thomas Tauber-Marshall
Laurie Voss
Simon Willison

Please accept our apology for any errors or omissions.
You can contact DISH for any corrections at admin@dishsf.org.