



DISH is a project of Tides,  
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Delivering Innovation  
in Supportive Housing

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Delivering Innovation in Supportive Housing  
2019



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

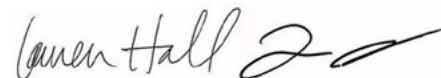
Dear Friends,

Having started in 2006, DISH is officially a teenager and we are questioning nearly everything and reflecting on who we want to be. What do we mean by “Everyone Deserves a Home?” How do we make the deepest impact on the crisis of homelessness for those who need our support the most? The needs of people experiencing homelessness continue to grow as the population ages, housing costs rise and resources remain scarce. We don’t have all the answers, but we keep learning and are energized by our progress.

Thanks to your generosity, we invested in building amenities and activities to create connections to neighbors and support recovery from the trauma of homelessness. We were also very fortunate to receive a game-changing private investment enabling us to consider new approaches to scale our impact. This will allow us to bolster our capacity to serve more people and refine our practices. We will also increase our training and consulting to promote innovations in property management that are responsive to the needs of people exiting homelessness.

This year, we remain committed to serving those with the highest need with dignity and love. We want to stay connected with you and are deeply grateful for your belief in our work and our community. Thanks for sticking with us for the teenage years; your support is critical to our success.

With gratitude,

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

Lauren Hall and Doug Gary  
Founding Co-Directors



Laurie, DISH resident and Community Advisory Board member

At DISH, we believe everyone deserves a safe, supportive home. We serve individuals who have experienced long-term homelessness, severe histories of trauma, and chronic challenges with mental health, physical health, and substance use.

We treat our 570 residents with respect, kindness and a relentless drive to ensure that they do not return to homelessness.

The DISH team is on site 24 hours, offering security, stability, and a welcoming home. Across our 8 sites we provide 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. DISH's 8 housing sites are located in the Tenderloin, South of Market and Mission neighborhoods.

## Our Values

### Excellence and focus

Prioritize issues 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.

## Welcome Supervisor Matt Haney!

District 6 is an incredibly diverse section of San Francisco with constituents ranging from the Tenderloin to Mission Bay. Supervisor Haney joined us at the Minna Lee early on in his first term to get to know our work and share his vision for the District. We appreciate the Supervisor's deep commitment to addressing issues that our tenants face, and look forward to continuing to work with his office on solutions to homelessness.



## Celebrating Community

In the spring and fall we invited our 570 residents to come together as a community. The Tenant Appreciation Party was a roaring good time with a 20s themed party. Residents showed their creative talents and Mayor Breed joined to celebrate the resilience of our residents. At the Feel Good Fair, we focused on self-care with fun activities and community resources. These events would not be possible without your support!

## Resident Leadership

Our Community Advisory Board has continued to grow and thrive this year. Each of our sites is represented by two tenants, who work on developing socialization opportunities and advise us on how to improve our services. Participants receive stipends for their work, funded entirely by private donations. This year their outstanding work was recognized by Supervisor Matt Haney at our BASH.



## BASH!

We celebrated our 13th anniversary with an annual BASH filled with love and gratitude. Mayor Breed joined us to share her commitment to creating more housing and recognize the work of the DISH team. We are extremely grateful to our in-kind gift donors, our volunteers and our supporters. Together we raised more than \$155,000 towards improving the quality of life of our residents. Join us for our 14th anniversary BASH on October 1st, 2020!



## DISH 2019 Highlights



## Creating Connections

An amazing collaboration between non-profits, government and the private sector came together to bring free Wi-Fi to the Star community, just in time for the New Year!

As Lexx, Star resident noted, "Wi-Fi is mandatory in everyday life - from access to medical services, online courses, finances to communication and entertainment. But it's an expense we simply can't afford." The average annual income of our tenants is less than \$10,000.

## Home for the Holidays

Holidays can be a very difficult time for our residents and our neighbors who are still outside. We amped up our efforts to welcome people home with a focus on making our processes more efficient for filling vacancies that occurred during the City's overhaul of the referral process. From November through December, 28 people moved into their new home. Thanks to your support, we also got in the spirit with delicious food, live music and fun.



86

**New Tenants**

Signed leases in 2019

**Moving In**

Miguel was referred to DISH after suffering a traumatic injury. After moving in to one of our Tenderloin properties, Miguel felt isolated, although he was grateful to have a place to live. He wanted to be in a building with other native Spanish speakers to help him regain his stability. Thankfully, we were able to relocate him to the Star, in the heart of the Mission. Miguel is now thriving in the community where he truly feels at home. We are grateful to be able to offer housing to individuals regardless of immigration status, and when possible, to transfer people between our sites to better match their individual needs.

“

I am grateful to the staff  
for treating me with  
kindness and respect.  
They made me feel  
welcome and safe from  
the start.

Miguel

”

87%

**Satisfied Customers**

Our annual tenant survey provides us  
with an opportunity to improve our  
services.



Miguel, DISH resident



Nicodemus, former DISH resident and Community Advisory Board member

## Moving On

Nicodemus moved into the Camelot in 2010, and was a kind and steady presence in the building.

He joined the Community Advisory Board in 2016 and guided our efforts to improve our services both at the Camelot and across DISH. In 2019, Nicodemus was able to secure a one bedroom apartment through the City's Moving On Initiative.

We are thrilled that Nicodemus was able to achieve his goals, and that we can make space for others who need housing with onsite support services.

“

My time with DISH was pretty exceptional, it was a stepping stone. I got connected to health care and therapy. The Community Advisory Board meetings were very fun and I got to meet a lot of people.

Now I have my own place - but I miss seeing the staff at the Camelot every day.

Nicodemus

”

16

## New Beginnings

Tenants who moved on to independent housing.

DISH team members like Craig embody what DISH is all about.

“

I pride myself in being with DISH from the beginning and being one of the OGs! DISH has come a long way doing what we do. We've learned a lot as a team using innovation and sincerity to deliver our services. I stay here because I love what we do. I am very loyal and grateful for the trust and responsibility given to me. It is very rewarding to see the impact we make on the lives of those we serve.

Craig

”

Craig's commitment across many roles over 14 years includes a relentless eye for detail. This skill is not only critical in his work overseeing refurbishing units for new tenants, but also in ensuring we remain a healthy organization.

Craig is famous for pulling other DISHers aside – across departments and hierarchy – to offer some coaching or shine some light on a neglected issue. DISH is a stronger organization thanks to Craig's insight and care!

79

**DISH employees**

Providing service 24-7

27%

**DISHers with  
over 10 years  
of service**

5

**Years**Average tenure of  
DISH staff.

Craig, DISH Unit Turnover Supervisor



The rate of homeless in San Francisco is the single most pressing issue facing our city, and to me, DISH's approach to supportive housing represents the most thoughtful and impactful approach to solving this crisis. Their core belief that everyone deserves a home helps people feel a sense of dignity, respect, and self-determination that enables positive life change.

Casey  
DISH Supporter since 2013



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 and wellness initiatives that are key to turn housing into a home.

Every new resident should feel like they are truly coming home, where they are a valued member of the community. Your support allows us to increase the amenities we can offer and invest in more opportunities to support leadership and connection with neighbors.

Without our community of supporters continually raising additional funds, DISH could not sustain programs like the Boeddeker Trekkers, the Tenant Appreciation Party or our Community Advisory Board. You give us the resources to address concerns that many of us take for granted like access to Wi-Fi and healthy fresh food.

In 2020 we are launching a community engagement program in 3 of our buildings thanks to support from Wells Fargo Bank, the St. Francis Memorial Hospital Community Grants Program and our private donors. We are excited for this new partnership with EngAGE, the Healing Well and the YMCA. We are also working to bring Wi-Fi to 2 additional properties pending funding. Our hope is to bring these opportunities to all of our residents.

*And it can only be achieved with you.*

You can make a difference for the DISH community by becoming a donor at [dishsf.org](https://dishsf.org). A recurring donation of \$25 ensures that we can sustain our stipend program for our Community Advisory Board members or provide direct support like new shoes for our walking club members.

A full list of our 2019 donors is available at [dishsf.org](https://dishsf.org)



Levi Strauss volunteering through Hands on Bay Area at the Windsor

# 55

## 2019 volunteers

DISH would like to thank  
our 2019 Corporate  
Volunteers partners

Tides  
Salesforce  
Levi Strauss  
Hands on Bay Area  
Dolby  
SAP

When our resources don't match our big dreams, 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.

Check our website at [dishsf.org](http://dishsf.org) for more info on how to get involved!

“

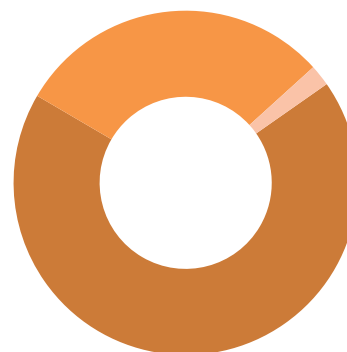
I've volunteered at several DISH events over the years and continue to come back for the people and the smiles! The residents and staff that I've met across each site are always so thoughtful, approachable, and generous. It's an honor and joy to have the opportunity to connect with everyone and be welcomed into the DISH community as a volunteer.

Becca  
Volunteer

”

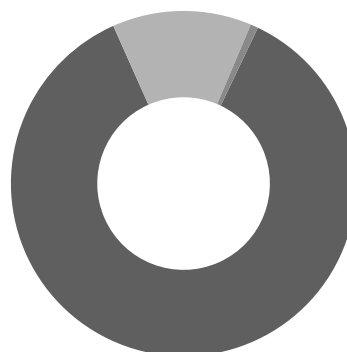


The Star



**2019 Total Revenue**  
\$9,618,941

75% Public Support  
22% Tenant Rent  
3% Private Support



**2019 Total Expenses**  
\$9,486,209

87% Operations  
12% Administration  
1% Fundraising

Figures above represent unaudited financials for January-December, 2019. DISH is a project of Tides and Tides will soon make available its 2019 audited financial statements.

## DISH would like to thank its 2019 supporters:

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