

From: [Lauren Hall](#)
To: [Jalipa, Brent \(BOS\)](#)
Cc: [Cohen, Emily \(HOM\)](#); hilary.ronen@sfgov.org; [Safai, Ahsha \(BOS\)](#); [Mar, Gordon \(BOS\)](#)
Subject: Public Comment BOS Resolution 220452
Date: Thursday, June 2, 2022 4:29:19 PM

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Dear Brent, thank you for your support with providing public comment regarding BOS Resolution 220452. As we emailed, I attempted to provide comment during the meeting, but the system did not recognize my call despite calling in repeatedly and pressing *3 as directed. The accessibility for public comment is of concern given the importance of these matters before the Board.

Contract Amendment - TIDES Center - Supportive Housing Property Management Services - Not to Exceed \$53,456,932] 220452 Sponsors: Mayor; Ronen Resolution approving the second amendment to the contract between the TIDES Center and the Department of Homelessness and Supportive Housing (HSH) to provide supportive housing property management services at six Delivering Innovation in Supportive Housing buildings; extending the contract term by two years from June 30, 2024, for a total term of July 1, 2019, through June 30, 2026; increasing the contract amount by \$23,918,575 for a total contract amount not to exceed \$53,456,932; and authorizing the Director of HSH to enter into any additions, amendments, or other modifications to the contract that do not materially increase the obligations or liabilities, or materially decrease the benefits to the City. (Department of Homelessness and Supportive Housing) (Fiscal Impact)

My comments are as follows:

Supervisors Ronen, Mar and Safai,

Thank you for your consideration and support of the above referenced Contract Amendment. I appreciated the questions you raised to HSH regarding the nature of the contract, both in our performance/monitoring, and as they relate to the investments in the Mayor's proposed budget. I am writing to offer additional context that I had hoped to provide during public comment. In reference to oversight of the contract, DISH/Tides is required to report regularly on all of our contract objectives, and we meet at least monthly with program monitors from HSH. We pride ourselves in meeting our contract objectives, and welcome the monitoring of HSH. Part of our goal with the oversight is to ensure that the HSH team is aware of the systemic challenges faced by PSH providers which were particularly acute during the pandemic. As was noted in the discussion, our contract objectives related to occupancy and rent collection were not met during the pandemic for a number of reasons including a lack of consistent referrals from HSH, and a moratorium on any legal action for residents who were unable to pay rent. Despite these challenges, DISH worked diligently with HSH to pilot the batch referral system, provided privately funded incentives to SIP residents to move into our vacant units, and engaged as many residents as possible in rent relief programs with the goal of housing stability. As we emerge from the pandemic we are working with HSH on improving our outcomes in these areas, and appreciate their partnership as it relates to DISH/Tides

and the larger PSH portfolio.

Given the recent announcements regarding the Mayor's proposed investments, there were a number of questions regarding the necessity of the funds for these 6 sites in the DISH portfolio. As was noted in the HSH presentation, DISH was recently awarded \$705,600 for one time building improvements. For context, this award was based on a proposed allocation of one-time funds that could be used for master leased site improvements based on a \$55,000 per building recommended allowance from HSH. While DISH's request to HSH and the subsequent award exceeded that allocation, it is by no means a complete assessment of the renovation needs for the 6 SRO sites in this contract. I offer this as I understand that there is interest from the Board on ensuring that the legacy PSH portfolio can meet the needs of our resident communities, and we will need your continued support and partnership to ensure we have the resources to be able to do so.

Many thanks for your recommendation to approve this resolution,

Sincerely,
Lauren Hall, Executive Director-DISH, a project of Tides
Co-Chair Supportive Housing Provider Network.