

Office of Community Investment and Infrastructure

Authorizing a Third Amendment to the Personal Services Contract with Lynx Insights and Investigations, Inc., and Reporting on Results Achieved under the 2nd Amendment

June 17, 2025



Background

- **1960's and 1970's: The former Redevelopment Agency ("SFRA") displaced 5,893 households including over 12,200 individuals in the 1960's and 1970's**
- **2009: SFRA contracted with Keane to update contact information for displacees**
- **2020: Request for Proposals was released for a consultant to locate and provide current contact information for displacees**

Background cont.

- **2021: Commission authorized a contract with Lynx Investigations and Insights, Inc.**
- **2023: Lynx and NCLF completed initial phase of work (“Phase 1”)**
- **2024 (January): Commission approved amendment for a smaller second phase of work (“Phase 2”)**
- **2024 (August) : Commission approved amendment for a third phase of work (“Phase 3”)**

Original Scope of Work

- **Lynx Phase 1 Scope of work included:**
 - **Bulk data search during initial month of work**
 - **Media creation**
 - **Hire and Train Investigators**
 - **Contact original displacees**
 - **Prepare Report for OCII**

Original Lynx Team Results

- **Searched the records of 12,200 original displacees.**
 - **3,025 (25%) searched and located & 9,206 (75%) searched and not located:**
 - **3,025 Searched and Located:**
 - 456-contacted and confirmed contact information
 - 211-located and non-responsive
 - 2,358-confirmed deceased
 - **9,206 Searched and Not Located:**
 - 362-not located after investigation and outreach
 - 2,124-lead identified/record not completed
 - 4,261-further research needed
 - 2,459-name only
- **617 Descendants assisted in locating original displacees and had their contact information confirmed.**

Phase 2 Scope of Work and Activities

- **Phase 2 Scope of Work included:**
 - **Employ 4-6 community investigators, working 20 hours per week.**
 - **Locate more than 800 original displacees from the “Investigative Lead Identified/Record Not Completed” category of displacees.**
 - **Descendants assisting locating original displacees connected with MOHCD (600).**
 - **Prepare Report for OCII.**

Phase 2 Results

- **For the 10-week period:**
 - **161-contacted and contact information confirmed**
 - **170-located and non-responsive**
 - **261-confirmed deceased**
- **Efficiency was increased to 1.5 hours/locatee.**
- **Reviewed records – found 128 “new” original displacees.**
- **One investigator primarily dedicated to outreach in San Francisco.**
- **Descendants assisting locating original displacees were connected with MOHCD (110).**

2nd Amendment (Phase 3) Scope of Work

- **The Phase 3 Scope of Work includes:**
 - **Employ 5-7 investigators from the impacted communities.**
 - **Locating approximately 1,200 original displacees from the “ready to work, lead identified” category**
 - **A sample of the 4,000 “Further Research Needed” records to determine the time and effort required to obtain and confirm contact information.**
 - **Marketing and outreach efforts on a local, Greater Bay Area and national level.**
 - **Continue to collect contact information for MOHCD of descendants assisting locating original displacees.**

Phase 3 Results

- **For the 7-month period:**
 - **375-contacted and contact information confirmed**
 - **307-located and non-responsive**
 - **509-confirmed deceased**
 - **552-not located after investigation and outreach**
- **Initiated collaborative work with the Japanese-American community .**
- **Of the “Further Research Needed” records that were reviewed, an additional 300 individuals were identified that were not in the Site Occupancy Records.**
- **577 descendants were located assisting locating original displacees.**

Phase 3 Results (cont.)

- **The investigator dedicated to outreach in San Francisco made numerous presentations.**
- **NCLF engaged with many churches and prepared videos that were shared on social media.**
- **Public service announcements and an interview with NCLF played on Bay Area radio stations which resulted in over 200 direct contacts.**

3rd Amendment (Phase 4) Scope of Work

- **The Phase 4 Scope of Work includes:**
 - **Employ 5-7 investigators from the impacted communities.**
 - **Locating approximately 1,700 original displacees from these former Redevelopment Project Areas:**
 - **Western Addition – 2 (WA-2) [original scope]**
 - **Hunters Point – (HP) [original scope]**
 - **Western Addition-1 – (WA-1) (including Japantown)**
 - **Yerba Buena Center – (YBC)**

3rd Amendment (Phase 4) Scope of Work cont.

- **Continue developing leads on the “Further Research Needed” records, while maintaining a 2.25-hour timeframe to locate a displacee.**
- **Expanded marketing efforts to include WA-1 and YBC communities.**
- **Continue to collect contact information for all descendants assisting locating original displacees for referral to MOHCD.**

Process after locating displacees or descendants

- Call the COP Info Line for assistance: 628.652.5801
- Visit the COP website: <https://www.sf.gov/learn-about-certificate-preference-cop>
- Improved and Streamlined COP Application Process
 - ***Simplified Documentation Requirements***- Reduced the number of documents needed to lineage and identity.
 - ***Streamlined Birth and Death Certificate Requests***- Staff obtain documents on behalf of COP applicants.
 - ***Step-by-Step Assistance School Records***- How to request school records from the SFUSD.

Next Steps

- **Begin work: July 2025**
- **Monthly progress check-ins: on-going**
- **Complete work: May 2026**
- **Report additional findings to OCII and MOHCD: June 2026**
- **Present findings to Commission: July 2026
(Phase 3 work reflects a 12-month extension)**

Third Amendment and Transmittal of Phase 3 Results

Questions / Comments