

Martyna:	00:00:00	Professionals living in LA.
Dan:	00:00:02	Yeah.
Martyna:	00:00:03	It seems to me that that's, so maybe this is a wrong perception, but it seems to me, that's easier for some,
Dan:	00:00:08	oh totally.
Martyna:	00:00:09	It's, even though these people don't know a lot about each other, it's like okay craigslist, facebook,
Dan:	00:00:13	there are certain look, I mean having a roommate is hard. Yeah.
Martyna:	00:00:16	But like when you're struggling with,
Dan:	00:00:18	when you're struggling, you know, I'm like, so we live together. I use a couple of your eggs and toast in the morning cause I'm out. I'll leave you a note saying, Hey, I'll replace it tomorrow. Nobody deal or I don't replace it. We just kind of share food or whatever. Yeah. If my budget for food that month is 100 bucks and you took my eggs and toast, like that's a big, that could be a big deal.
Martyna:	00:00:43	So its the right social dynamic.
Dan:	00:00:46	Sure.
Martyna:	00:00:46	Really drastically different.
Dan:	00:00:48	Totally.
Martyna:	00:00:49	So that's what I wanted to circle back real quick to like, cause we talked about what's worked in the past, but I really wanted to understand because it sounded like you had a couple of situations where it ended up being a shared housing situation, but it didn't work. And I really would like to understand the difference between what were those things that we know that work and how did they change it now, just so some of those kinds of takeaways and examples of
Aaron:	00:01:11	maybe talk about the last example.
Dan:	00:01:13	Okay. So we recently had a really, really bad one. Uh, this is maybe eight months ago. Uh, and it didn't work for a variety of reasons. So one of the reasons is because we had, it opened up to kind of anyone who was enrolled at La family housing. So a

lot of people, so I think four of the six people who moved in moved in straight from like the supple Vitor basin. You know, they'd been living in an encampment for a really long time. They lived in the encampment together. So theoretically that was positive, but they brought a lot of them. You know, really tough things from living in, in cabinet into their apartment, which was not helpful. Right? So they hadn't lived inside for the six of these people hadn't lived inside in years. Not a good situation. Right. Um, a couple of the people who were living at one person, she self admittedly, you know, earned a lot of her income from sex, you know, sex for money. Right? Not a good situation. If you're looking to try and pay your rent by having people come to the house. Not Good. Right? Clearly, um, uh, one person had a, I mean this was such a like, I'm like embarrassed almost talking about just like how the hell did you think that this was gonna work? Right? One of the people had a support animal. There was a Crow, not a good situation. Like legitimately, right? Her partner also lived there. He was like deathly ill. Really, really, really, really sick.

- Dan: [00:02:51](#) So, you know, these people knew each other. There was some background, there is some relationship. Like there were positive aspects too, but it was such a, there's so many barriers to success that, you know, so that was a huge problem. And then you're two people who are not part of their group who knew each other, you know, so that created a dynamic. It was really difficult
- Martyna: [00:03:18](#) group versus group dynamic.
- Dan: [00:03:19](#) Yeah. Um, uh, what else? I mean there was a lot there, but um, yeah, so that was something that didn't work.
- Aaron: [00:03:28](#) How does that relate to other times where it might not have worked?
- Dan: [00:03:32](#) So there was a, there's another house that's basically disbanded. So it was like a year ago that they started living together and then a few months and things started breaking down and then it was like investment of time and energy and all that to try and make it work. Um, one of the people had a severe personality disorder, severe, so like, she was going to ruin this house no matter what, you know. Um, and that caused huge problems. Calling the police, calling me like that was a big deal. Um, and she, so that is a situation where, so there's a challenge, and I'm sorry, I'm like breaking off on Tangents, but we basically have to have a lease for each person in the house.

It can't be one lease per . So if we all live together, each of us would have our own personal lease with the owner. Right.

Aaron: [00:04:20](#)

For a portion of the rent.

Dan: [00:04:21](#)

For a portion of the rent. Yeah, exactly. Um, that's important for a lot of reasons. But uh, um, why did I bring that up? Oh, she was protected. I mean, she's a tenant, right? So it's a fair housing. She can't, we can't just remove her. Right. We have to follow the same or the landlord have to follow the same process for evicting or is he would follow for anybody else. Right. So three day notices, you know, et Cetera, et Cetera, et Cetera, and can take months to evict somebody. Now it's helpful that we're there because we can kind of dangle a carrot and say, well, we can help you if you leave. If you leave, we'll help you get in somewhere else or we'll pay for your motel for a month and whatever. So there are some advantages to us being involved throughout that too. But so that in particular there's one person that really tore the whole fabric apart and, but there were a lot of people living in that apartment or in that unit. So trying to be in like the sweet spot of kind of two to six people is kind of where we want to be. We did, there was not an onsite house manager, you know, manager employed by the property management company in that. So that's just kind of after that where we were like, we can't do this with so many different people living together without more constant attention, you know, um, or no oversight.

Martyna: [00:05:40](#)

Dan, you mentioned there's a one on one these per roommate. I'm just wondering from like the perspective of breaking all these records. That's where I like speaking about friends, people from craigslist, right? Like what happens if the whole group is fine? Six people and one of them says, you know, I have that other individual housing. What happens to, how difficult or easy is it to replace that person or does the whole these break like go

Dan: [00:06:02](#)

with the APP? I would love it to be way easier, right? Because we could have a seventh person, let's say a six person river who we know is compatible. The, we can kind of plug in and let's all meet this person and then plug them in. I'm one of the reasons why having a single each of us having a lease is really important is that I can't cause you to get an eviction as easily right. By me leaving. So I broke my lease. But you could still keep your lease to the right. So for text the people in the house a little bit more, um, and it allows me as a landlord to evict you and not evict you. Right. so

Martyna: [00:06:38](#) so it's not like the other person's rent increases to cover. It's just,

Dan: [00:06:44](#) no, and we might step in as La family housing. We might step in and pay

Martyna: [00:06:48](#) until you find the match.

Dan: [00:06:49](#) yeah. Which is,

Dan: [00:06:52](#) Challenging.

Aaron: [00:06:54](#) But so speaking of challenges and what maybe hasn't worked like specific situations from your perspective, this is basically just the same question that Roland asked earlier. What are the problems that we should be trying to solve?

Dan: [00:07:14](#) Um, so one problem is a limited population. So by allowing like a lot of people to fill out the questionnaire, we're increasing our pool of potential, you know, compatible roommates. So that's a problem is that right now the population is fairly limited. And so

Martyna: [00:07:38](#) but is it the population of eligible folks or folks just interested or

Dan: [00:07:41](#) that know about it though that we're working with that you know, that are aware of a particular unit.

Aaron: [00:07:48](#) Why is it so limited?

Dan: [00:07:49](#) Uh, so um, so there are eight organizations, well, whatever for purposes of the conversation that are eight organizations, kind of like La family housing, right? There's eight service areas in LA, each with the lead agency in that area, right? We really only focus on people that we're working with, well there might be someone that PATH, people assisting the homeless. There'll be a great roommate for one of the people we're working with.

Dan: [00:08:14](#) We don't know who that person is, but they can fill out the APP and then we do know who they are, right? So this can expand kind of our audience. So that's a problem. Limiting the group of people that are eligible just by awareness, right? Um, the ability to kind of quickly, um, shift the eligibility requirements and then have that form different groupings of people. So right now we have a three bedroom unit. While we also have five bedroom unit and we have a four bedroom units that's \$2,800 in, will not accept evictions and we have a three unit that's \$2,100, and we'll except evictions, right? Being able to deal with lots of

different kinds of permutations of a unit, you know, is a challenge. Um, we have to overcome the speed problem. We can't take two, three, four weeks to try and find four people who can live together.

Dan: [00:09:15](#) Um, but right now, trying to form those groups ahead of time is a challenge because then it's like, well, you're a group of four, only get our work for this one unit. So until we can find that one unit, you, all four of you are homeless and we're looking right where we can find that unit and maybe three of you are compatible with this fourth person that it would work for because your income is too low for it, but that fourth person works. Right. So the ability to have it kind of change based on the input would be a huge challenge to that to overcome. Um, the challenge of being able to fill somebody in, like somebody abandons the unit. If somebody gets a section eight voucher and they can't use the section eight voucher in that building, they have to leave. Right? I mean, there's a lot of reasons why somebody might move out. I just got a great job and I am willing to pay more money to live in a different, have my own place. I'm moving out for positive reasons. It's not just kind of for negative things, but being able to fill open units quickly, uh, is a challenge.

Dan: [00:10:28](#) So right now we basically do not ever combined populations. We would never, I mean it's just, it would be too hard for us to combine a family innocent dwindle, but that could potentially be a really great match. Um, but our individual navigators are separate from our family navigators. They, you know, it's just harder to, funding streams are harder now. I don't want to think about that. That doesn't really matter. But that's something we don't do right now that we could theoretically do. We could combine with another. So we are the lead agency for families and individuals. There's a different agency that works with transition age youth. Right? Well that transitioning youth could be a great match for a family or for another single adult who's 25 and I'm 27 who's not transitioning as youth but could live with a 23 year old. Right. Well now we were, you know, able to expand those networks of potential roommates. Um, that's a challenge that we can't, we don't currently communicate with any of these other agencies. Yeah.

Aaron: [00:11:34](#) So feel free to throw any others that might come up along the way into the pool that you know, that you threw out there. That's really insightful. I'm thinking along the same lines of maybe the different organizations and there's space in general. Um, are there any interests that might get in the way of the

process? Um, and from a problem perspective, is that something that might exist.

- Dan: [00:11:54](#) yeah, so one problem is, so, um, so whereas LA family housing, so let's imagine a scenario where we all live together. We all are working with LA family housing, LA family housing is sending the checks to the landlord, right? Versus if the three of you work with Saint Joseph's center and the three of you work with Weingart Center and I work with union station, now that landlord has to potentially fill out three different sets of paperwork. You know, cause we all have different forms that's hopefully going to improve. Wasa is trying to kind of standardize that a little bit. But after received checks from, so I didn't get a check from you, let's say now I have to remember now, I think we talked to that agency. And so I think there's a little bit of that that we have to think through kind of programmatically. How do we handle your communications lot easier when it's just one agency, my colleague is your case manager.
- Dan: [00:12:58](#) Well what if your case manager works for an agency that's in West LA? If a little bit more of a challenge. Um, so there's some programmatic things that we'd have to think about when we start pulling people in from different agencies.
- Philippe: [00:13:13](#) What does that mean? It means that, um, what is the tie between the homeless person and the agency?
- Dan: [00:13:25](#) So some of it is programmatic. So, uh, I'm enrolled in a particular program that your agency, someone else's enrolled in a different program at that agency that might have different funding streams that have different contract guidelines. Um, those things can be worked out. It's not a deal breaker. Um, but it's, it's something that, it's a bit of a challenge.
- Roland: [00:13:52](#) So I'm sorry. That will have an effect because you want to be able to have other agencies also use this tool.
- Dan: [00:14:00](#) because theoretically growing your pool of applicants would allow you to find the people that are potentially more compatible.
- Roland: [00:14:10](#) So you would say that I'm, in essence, you're trying to say that our camp, our candidates are, yeah. our participants, their participants. It's all one giant pool. Yeah. And we're not separating, we're matching across all of that. Right. Okay.
- Aaron: [00:14:27](#) So one of the things,

Dan: [00:14:28](#) not necessary but helps, right? I think, yeah.

Aaron: [00:14:33](#) Sorry, continuing any of, what's it? Sorry, sorry. Um, I'd been interrupt. Um, so you mentioned kind of at the beginning that you were learning from some of the other organizations have you around the country. Yeah. So this question really relates to that. Are there any other organizations that are trying to solve the same problems and if so, what are they doing?

Dan: [00:14:55](#) Yeah, so this is happening at kind of an interesting time. Um, so I'm involved in at the United Way, uh, with like a funders collaborative that, uh, is being led by a consulting group called Lazar consultants, I think. And there was a group called, I think cloudburst or something like that, that did a big study of shared housing and best practices and stuff. And so we're in the middle right now of kind of creating a bigger manual of kind of best practices around shared housing. So there's more of an appetite for this and people are talking about it more. I'm talking about this, we've been talking about is that for two years, but um, so, oh, you asked the question around like stakeholders are like very, uh, the roles of the different people play. No, I thought you said something around, I thought you asked me a question around obstacles, obstacles.

Dan: [00:15:52](#) So that was an obstacle. So, okay. So yeah, this best practices manual and like more people are thinking about this stuff and really looking at kind of what's the best way to do it. Um, which is cool. There's a lot of really good information. It's kind of coalescing around shared housing. Uh, um, there is kind of an inherent, rub between kind of the independence of an agency who says like, this is how we do things and the necessity of creating a system that all talks and works together, right? So like LA family housing might have its own forms or contracts or whatever. And, but that complicates the system when every agency uses different stuff, right? So LAHSA LA Homeless Services Authority, that's kind of like the central funding kind of oversight agency is starting to standardize a lot more of that stuff and create kind of minimum standards of practice to ensure, you know, quality of care and kind of consistency across the system so that if a landlord worked with um, PATH and then they're approached by, um, Valley Oasis that they're somewhat familiar with how it works, right?

Dan: [00:17:04](#) I'm not entering a completely different contract, for example. So there's, there is more standardization across the kind of whatever the system, which can't, would help, I would think with this kind of a process.

Philippe: [00:17:22](#) And do the different agencies work together on a daily basis?

Dan: [00:17:30](#) Yeah.

Philippe: [00:17:30](#) So there is willingness to find solutions.

Dan: [00:17:32](#) Yeah. Yeah. Absolutely. Yes. And there's a huge desire for this (app) because, so I mean, think about the number of units that are off limits right now. Big units are basically off limits because big units are expensive and so no one family can afford a four bedroom place even if they potentially necessitate a four bedroom place given the size of their family. So that four bedroom place is just off the table because we don't have a great way of filling it with four individuals who you take that total rent and divided by four, they can handle that, right? Let's say it's a \$3,000 a unit. Very few of our families are making enough money to pay that rent. But for individuals who are paying \$725 a piece, they could do that. Right. So this, I mean there's a, there's a huge need for it. Um, and people were definitely like itching for a solution to, to you know, to this issue.

Martyna: [00:18:32](#) So what is like, cause I'm curious in terms of like people's perceptions because we can imagine that the barriers between like homeowners and people who are potentially opening their, their bedrooms or extra units to the homeless population, but what does the population taking up this idea of like, cause you know, I remember you guys mentioning it the last time when you're telling it now, you know, the, the, the value of community, um, you know, shared groceries, you know, child care, things like that, but, but do they really see it and how are or would they always be placing individual housing if they could? Like what's kind of on the

Dan: [00:19:07](#) Which population are you talking about?

Martyna: [00:19:08](#) the homeless population in terms of their perception of the homeless or sorry, the shared housing option?

Dan: [00:19:16](#) I think that's a good question. I think that, uh, I don't think I can answer that question very well. Given the fact that up until very recently we haven't provided them. We haven't provided people with a reliable, like a reason to believe that it's gonna work. Right? So when like when I was saying like these meet and greets, I've been really exciting because people were already kind of like there aren't massive outliers that are, you know, throwing a wrench into the conversation right away.

Cause we would have already weeded that out a little bit. Right. So I think that presenting, you know, a concept to someone and say no, no, no, this works. You know, we are going to help you find people that you're going to want to live with, you know, and are going to have all these things in common with you. Like that's really exciting. You know what I think, I mean, can you imagine moving to a new city and being able to quickly identify a few people that have a ton in common with you? Like that doesn't exist right now just among people who are in housing. So I think that I can't, so right now I'd say yes, the vast majority people want their own place because that's the safest, right?

- Martyna: [00:20:30](#) And their, their experience for like on the street and kind of [inaudible]. I mean, some of the features we may have with, with roommates or what if they steal my stuff, how, you know, through the roof that does go when we're talking about people who have been living in the street have been dealing with these situations.
- Dan: [00:20:47](#) There are factors, right? That kind of help to ameliorate that. Right? Then we have case workers that are going to be in the home once a week and doing home visits and kind of helping to kind of mediate issues as they arise, et cetera. Um, but yeah, I think that the appetite for is, is way higher than what we're currently seeing because there is not a good method.
- Aaron: [00:21:12](#) So few things. Why isn't there a good method first off yet? Like why have other people do you think, um, stepped into us?
- Dan: [00:21:22](#) Uh, that's a, that's a big question. I mean, I think that there's, over the last five years even, there's been a massive transition within dawn profit services generally, right? The professionalization of the industry. I mean, when I started at La family housing five years ago, the family programs team had one person with a master's degree, right? I mean, now we basically only hire people with master's degrees. So there's just a different expectation, um, of, you know, it's not just you have a big heart, like you gotta know what you're doing, you know, and we're attracting more talent and being, you know, competing for more talent, etc. So you get people that are just thinking about bigger ideas or are more creative and have different life experiences, et Cetera, that are coming into the industry. So I think that's helping. There's also way more money coming in. So like, whereas five years ago we were in, we were given three months of rental assistance, no matter how much need you had. Like we were so restricted in what we could work with that thinking about developing tools, you know, and paying

a developer potentially to try and create like that was just not even on our radar. Right. And now we have the funds to be creative and to be thoughtful and to be, you know, to approach problems from different angles, blah, whatever. So I think that's all changed a lot too. It's really complicated. Some people, it's hard.

- Philippe: [00:22:51](#) Are there already as far as you know, um, existing databases ? of people. For instance when, when you place people in different housing shared housing and all the paperwork is done. Is it something that is entered into a database yet?
- Dan: [00:23:08](#) um um
- Philippe: [00:23:08](#) So, are these databases usable. I mean, is it, uh, is it possible to potentially have access? I mean, not now, but
- Dan: [00:23:18](#) yes, it's potentially possible.
- Philippe: [00:23:20](#) And is, is, do you know if they are, um, per agency databases or does everybody keep track?
- Dan: [00:23:29](#) HMIS is the homeless management information system.
- Philippe: [00:23:31](#) HMIS?
- Dan: [00:23:34](#) HMIS. the vendor is called CLARITY. Clarity is the developer of this massive, there's a bunch of different vendors that create each hmi systems across the country. Uh, and they may or may not talk to each other. In LA we have converted 18 months ago. We use the same vendor for the first four years of the coordinated entry system. We switched about a year and a half ago. Uh, and so this system that we have is way more powerful. Um, I'm not a tech person, but like the way that they're utilizing it to communicate with you as a Looker, you know Looker, um, I don't really know what exactly what it is, but it allows us, so we run tons of reports through HMIS. So, um, every agency is required to put all the data on HMIS uh,
- Aaron: [00:24:24](#) They're the single source of truth. Is that what you'd say? HMIS?
- Dan: [00:24:30](#) So it's limited, I mean you're not going to put, so a lot of the data on there is narrative in this case. Note it. So that's really hard to pull from. But there's also a lot that's selected, right?
- Dan: [00:24:41](#) So we can run crazy reports on demographics and income and change in income and change in fam. Like we can run tons of

that and then we can use Looker, which exactly I don't know, to pull out elements from HMIS and run us different reports. Yeah. And then like our data team is that is really fantastic. And they're building all these dashboards that are really interactive and can pull really nuanced data from what we're looking at. Um, so that'd be a cool person to bring with me, you know, maybe next time, this is Martha [inaudible] who runs our whole kind of performance team. Um, for one thing she's just really smart, but uh, she has a better idea of all that deep back end data.

Aaron: [00:25:30](#) So that's one of the things we wanted to talk about too. Um, maybe a little later down the line, but we can just talk about it now. Like do you have any metrics or statistics that might help us inform our decisions or process? I think that kind of goes hand in hand even so we could potentially think about how we might want to set a baseline of where you want to go from to see how much impact something that we might potentially create together, um, would have. Um, but getting to the fun questions here.

Dan: [00:25:55](#) This hasn't been fun?

Aaron: [00:25:56](#) No, no, I'm just saying these are the real vision and the enlightening ones here. So what does success look like to you regarding shared housing?

Dan: [00:26:08](#) Hmm, mmm.

Dan: [00:26:16](#) So kind of, I guess it depends on the stakeholder, right? It depends on the perspective of which group we're talking about. So from the perspective of people experiencing homelessness, a successful shared housing program provides an opportunity that's a more sustainable and gives me an opportunity to get back on my feet more quickly and save money, create relationship, you know, all the positive aspects of like community and confidence and um, you know, reducing anxiety and fear of becoming homeless again. Like there's all these, I think, incredible opportunities by living with people that I'm get along with. Right? I think that's a really beautiful, uh, outcome. Um, uh, shifting the, like what we talked about, kind of the messaging or the image of who homeless people are. Um, and you know, shifting towards thinking that that could be totally be a roommate of mine, you know, would be an unbelievable success story to be able to pull individual stories out of people who, um, rented a room in their home and became friends and like live together for a long time or didn't. But they were good roommates for awhile. Like that would be amazing.

Philippe: [00:27:37](#) This is also Kris's story. Yeah. So that's why I think it's also very powerful.

Dan: [00:27:44](#) Yeah. You guys, you weren't here last time, but my boss Kris, who's, um, she's our chief programs officer, worked with LA Family Housing for 20 years. Uh, had a guy move in with her and she had kids married, whatever, had a guy move in with her. They were roommates. He lived with them for years, years and years and years. I mean, he was there when her, one of her kids was born like, you know, really beautiful thing. And I think that that breaks down barriers and you know, anyway,

Philippe: [00:28:12](#) But this is something that in addition to, uh, what is being discussed like, you know, doing an app for what you're doing right now, sometimes successfully, sometimes not successfully, but would something additional to that that could be also an app that would bring together people who have a home, and people who don't have a home

Dan: [00:28:37](#) absolutely.

Philippe: [00:28:37](#) like a sort of homeless, Airbnb type of thing.

Dan: [00:28:41](#) 100%

Philippe: [00:28:41](#) Is this something that you guys would be open to?

Dan: [00:28:44](#) Yes. Yeah,.

Philippe: [00:28:45](#) Because what I'm hearing is I think that there is a problem to solve that doesn't necessarily limits the number of solutions.

Dan: [00:28:57](#) Yeah, no, you're totally right.

Philippe: [00:28:59](#) Right. Because, um, there's something also when you were mentioning that the 700,000 people who pay 90% of their income in rent and so therefore may not be able to afford that rent for a very long time is there, is somebody reaching out to these people and say, maybe you should meet that person who has 500 bucks a month and together you could instead of paying 90% of the income, maybe you only pay 60% of the income. Is somebody working on that as well?

Dan: [00:29:28](#) So I don't, I don't know. Um,

Philippe: [00:29:33](#) Because what I see, I mean I, I think it's , again, like it's incredibly valuable to have all these questions and to hear. you

from the field saying you know what it is. But at the same time, and also based on the two things, one is that if every room was filled then, the problem would be solved. Right. Which you guys mentioned the other day. And that what, what Kris did herself, which I think is an incredible, powerful thing because I don't know that I would be able to do that. Right. And so it's a, it's a, it's a big deal, but, uh, it makes me think that there might be a lot of people who are in need

- Dan: [00:30:14](#) absolutely.
- Philippe: [00:30:15](#) Who Don't necessarily know that they could have a solution if the perception was different. And if they were able to meet someone that could take the room so people will already have a home but might be losing it.
- Dan: [00:30:30](#) So one population that that is a, he and we mentioned this last time, so one part of the engine, like empty nesters, like other people. Exactly. Children have moved out. They may be on the home, they don't know even, you know, this is totally stereotypical, so I apologize, but older, maybe not as familiar with technology. Don't feel comfortable putting out there information on craigslist, you know, whatever. They're not going to rent that room and they're just going to kind of push through it. Right. Um, but at a certain point, then we can in fixed income and now they're having a hard time maintaining that home. Right. And then we start to see older people who've always been stably housed, you know, become homeless and they don't want to reach out to their family or their kids because they're embarrassed. I mean, we've had situations where people have come in, you've lived in the same place for 30 years and now they're homeless.
- Philippe: [00:31:18](#) But that's, that's my point. It seems to be that
- Dan: [00:31:20](#) you're 100%.
- Philippe: [00:31:22](#) There is a section of the population which is going towards losing their home. And then there is another section who has lost their home. But they have some means that they can contribute. And if, the two of them were to meet maybe at least temporarily.
- Roland: [00:31:36](#) It's an awareness issue.
- Dan: [00:31:37](#) And I mean this totally its information sharing, which is what technology

Philippe:	00:31:42	that could be an app. Yeah. That could be the app.
Roland:	00:31:45	I'm not sure that's the app you're trying to make.
Aaron:	00:31:49	I think it's fun to be talking about all these potential solutions that we could prototype or understand better. Um, and I think that, you know, what we should do is continue to like dive into the problems that we could solve for so that you can then expand out once we fully understand the problem space and what problems we want to solve.
Dan:	00:32:07	So problems of like loneliness. I mean really I'm talking the people who live on their own because their families moved out or loved one passed away or whatever. And I mean this is a huge problem, right? People, older people especially who suffer from, you know, lack of social engagement and those kinds of things that can be solved to the taxpayer. I mean, really all the dollars that we spend, the LA family housing expenses to support with their rent, that's coming from tax. Most of it almost all of it's coming from taxpayers, right? So if in a shared housing situation, it costs us less money to support you and you improve faster, which means we have to sweat you for a less amount of time. And now we go from spending a roughly \$10,000 per person to rehouse you to \$7,000 per person. Right? Massive savings. To the system, massive, right. That, um, that can be utilized for a million things. Right. So, uh, those are some different kind of problems that we can solve simultaneously by, you know.
Aaron:	00:33:15	So then what would your dream outcome for this project be?
Dan:	00:33:21	Good point. I mean, my dream outcome is that we end homelessness in LA. So I mean, you know, we, we, I think, I think that, so our goal, LA family housing's goal stated goal that we created three years ago was to reduce homelessness in spots who by 20% within the next 10 years. So we just went up 12% this year, so that's going in the wrong direction. Um, but you know, so I would say accomplishing that would be significant.
Aaron:	00:34:00	Okay. And for at least our team and us together, you know, what's the most important thing for us to get right?
Dan:	00:34:16	So I don't think this is the answer you want, but I think that if you get, if you understand, like if you're able to mentally kind of dive into what it means to be homeless and what it could mean to find housing that works for you. If you get that, then this is

going to work for . I think that if you didn't connect with the people who are experiencing this and you know, incorporate that kind of energy into this project, then Uh, then, then this is going to work is going to be successful.

Aaron: [00:35:11](#)

Okay.

Dan: [00:35:12](#)

But, um, yeah, I don't know. I don't know if I can say that one single thing. If you get it right that you need to get it right. You know, I think that, yeah, I don't know.

Philippe: [00:35:24](#)

I think enough empathy for what's going on.

Martyna: [00:35:27](#)

Truly understanding all the different moving parts that go into, well it's kind of like the, the mental map of what goes on in that world those are the logistics on the ground, right?

Dan: [00:35:38](#)

So I think, so it's been an interesting, and I talked about kind of the shift and professionalization of the industry, right? And um, that one of the things that I become aware of over the last couple of years is that we could also swing too far in the direction of, of the mind, right? And that if you can get really talented people who are really smart and dedicated and you know, all of these from a, but maybe don't have the right heart and can't really connect and, and there's a barrier up, there's something that's between them and the person sitting in front of them.

Dan: [00:36:15](#)

And in the end, that person, no matter how smart they are, is never going to be able to solve, to work with that person. Right? And so you use, sometimes I talk about how, you know, one of the most beautiful things that I can experience is when I see one of my colleagues really connect with someone and really recognize our shared humanity. And you know, that, um, I think it's, think it's overstating the case or this could happen to anybody. I mean, sure it could, but you don't just become homeless overnight either. One out of 100,000 or whatever, you know, some people, yeah. Horrible things just happen in your homeless. But for the most part, it's a series of events that happened. Other systems fail you, you know, you, you burn all your bridges, you know, whatever, uh, things spiral out of control. Right.

Dan: [00:37:04](#)

I mean, I think this is something I talked about last time around, you know, um, I have experienced cyclical depression. Like I've experienced mental health, you know, challenges, et Cetera. But I have a ton of stability in my life and I have support systems

that I have, you know, regular whatever. And so I can push through that and I'm fine. I can function in society. You stick me on the street for a couple months, I'd have problems for sure because my body reacts to high levels of stress and anxiety by releasing or you know, whatever chemicals that make me not as functional. So I think that that recognition that, you know, um,

Dan: [00:37:48](#)

I went off on a tangent, but I think that that, um, that connection is really, really, really important. And the more we can create relationship, um, and the shared understanding of circumstance and whatever, empathy gets us closer

New Speaker: [00:38:07](#)

two followups. Go ahead.

Philippe: [00:38:13](#)

I went to see that, that film the advocates and So following that, what I, um, was told is that for younger people, I don't know if it's younger people, but I mean younger people who have become homeless recently and maybe because the, the, the end of the job, but then all of a sudden they were fired and they didn't have enough money to make the rent that month. And all of a sudden they were in their car for a couple of months and then on the couch. And then all of a sudden there's not enough money. And so they're, in the street, what I understand is that these people, won't be considered at first to be provided housing because they all, they all have to get on line. And so the ones who would be people who have been in the streets for a longer period of times will be attended first. Is that, is that true?

Dan: [00:39:10](#)

Yes. Yeah. Yeah. I would say there are more, so we're investing a lot more money and et cetera in trying to keep you from becoming homeless in the first place. So there is a lot, I mean, that's what eventually did not exist a year and a half ago. I mean, in terms of dollars being spent on trying to keep you from becoming homeless. So, you know, we have whole teams of people now who are talking to you and saying, you're under this level of income. What can we do to step in right now and keep you from becoming homeless? Right.

Philippe: [00:39:44](#)

And that is through your agency as well?

Dan: [00:39:48](#)

Yeah. Uh Huh. Yeah. With the coordinated entry LA system generally is investing a lot of money in that. Um, but sure we are moving towards privatization and not in a higher way, bigger way where, you know, two people, I might be homeless, but I've really low barriers and I'm more likely to be able help myself. Right. And you might not, you're going to get more services than I will. Um, that's, uh, can be a catch 22 because the longer I wait, the longer it takes me to solve that problem,

the worse I get. And so from a programmatic standpoint, is it more efficient to help all of the MeS quickly get you off the street? Now that's a policy question, but

- Philippe: [00:40:36](#) in general, and that's from thing of personal thing, but are homeless people open to an, I'm not making a generalization but in general are they open to helping each other or are they fighting each other?
- Dan: [00:40:54](#) Uh, I, so I would encourage you to think about, um, you know, people experiencing homelessness much like us, right? So in your workplace, there are people who are kind of helping each other out and there are people that are kind of trying to get a leg up and maybe not helping you out. Right. I think the same thing exists for people experiencing homelessness. They're just as many people kind of helping each other out, watching your stuff while you have to go wash your clothes and just many people are stealing your stuff. You know, there are different motivations to with I'm trying to survive, you know, I might take your stuff when, if I had enough, I wouldn't. Right. Think we're all pushed to different places, you know? But sure. I think generally speaking, similar kind of dynamic.
- Roland: [00:41:42](#) Let's get back to this because i think we should finish these questions before.
- Aaron: [00:41:45](#) So stemming off of really just what you're talking about now and kind of have been talking about for the last little bit here in terms of empathy and thinking about the homeless population, um, how would you, based on what you know now, characterize the target audience and at least in this case, let's consider the target audience being homeless population.
- Dan: [00:42:06](#) So, you know, targeted population within the homeless population. are people generally speaking with lower barriers? Right. So lower acuity is what we would, so we have um, what's called the service prioritization decision assistance tool, SPDA it's something that every single person is administered on entering the system. It's fairly quick, 20 / 30 minute interview that gives us a sense is a little bit uh, dark, but it's like how likely is it that you're going to die on the streets, right? So the higher the number, the more likely it is you're going to die in the streets, the more we should be prioritizing you to get you inside into a shelter, et cetera. So we're generally dealing, so kind of generally people above like a 14, 12 are considered those who are generally going to need that permanent subsidy section eight permanent support of housing.

Dan: [00:42:58](#) Okay. People kind of between an eight and a 12 where let's say 6 and a 12 we're thinking more along this kind of a program Under a six we're really trying to like reconnect you with friends and family, light touch, you know, how can we solve your problems really quickly. So we're talking not super low barrier cause we're not going to help you at all or very little but kind of middle of the road, not chronically homeless. I haven't been on the streets for years. It's been relatively short, let's say less than a year. Um, I have potential income of let's say over a thousand bucks a month. I have the ability to work, uh, or I'm on a fixed income that includes like SSI, SSDI, survivor's benefits, things that I'm making at least say 12, 13, 14, \$1,500 a month. Right? So, or I'm not making that now, but I could if I just had some stability and connected debt, complainants sources. So middle acuity ability to earn some money and socially at least somewhat adept, right? No major kind of singular hurdles to overcome.

Aaron: [00:44:07](#) Okay. Um, and kind of a weird transition here, but just so you can make sure it's talked about, um, what do you see hack for LA role as for this project? And I know you've mentioned things along the way, but what do you specifically see it?

Dan: [00:44:24](#) so beyond being kind of like a thoughtful partner and someone who's going to like push me and my team to think differently about the work we're doing or what we're trying to accomplish. Um, and beyond just like creating the technology to allow us to do this. This might be more of an ask than, and this is not a requirement, but I think that I'm also like hoping that in some ways you guys are champions for this and like can, can use your, you know, advertising background or your, you know, whatever to to help kind of shift minds around this. You know? And I think that that you can do that not only through kind of our marketing or talking about it or whatever, but just the design of the site.

Dan: [00:45:11](#) You know, I think that by creating something really beautiful and something really that functions really, really well, that in and of itself creates confidence in the system. You know, I think that one of the things that we've shifted, even in the shared housing is coming in with a, this is how we do it, right? Coming in with like a really confident approach around we know what works, we know what doesn't work. We require you to do this. If this is the situation, like we come in from a more of a position of strength and a specialists, you know, and it creates trust. It creates, you know, um, so I think that you guys can really help to create that dynamic and, um, you know, create a product

that is really professional and reliable and trustworthy and thoughtful.

- Aaron: [00:46:00](#) So you are talking about this and a product. Um, you said you've been talking about it for about two years. If you could, like what would the elevator pitch for the product or the projects that you're talking about be?
- Dan: [00:46:14](#) Um, so you know, we've talked about kind of creating a match.com for roommates, right? For Roommates, for people that are experiencing homelessness. So, you know, the concept is how do you, how do you quickly and efficiently, uh, create compatible groups of people that can successfully live together. Um, and this is an application that would allow you to do that.
- Aaron: [00:46:40](#) Okay. Um, so transitioning the conversation a bit, are there any deadlines or upcoming events related to shared housing that we should be aware of?
- Dan: [00:46:53](#) So I think that, um, this kind of funders collaborative through the United is something that is interesting to kind of keep on top of, in terms of that progress. Uh, we have a couple of meetings over the next month and a half. Um, so like as that grows, I think that this is something that'd be really cool to be able to kind of give them updates as that progresses. Um, you know, there's no hard, no hard deadlines. I mean, we've been going along time without it. And, uh, so, you know, there's no kind of contractual guidelines or anything like that. Um, but you know, little things like, you know, so they're the National Alliance to end Homelessness based in DC has a couple of huge conferences every year that La family housing is oftentimes speaking out, et cetera. You know, so these major national conferences, it will be awesome to maybe pick one and say, look, we want to be done within two months of that so that we could present on this, you know. Um, but again, that's not a hard deadline.
- Aaron: [00:47:57](#) Okay. And as far as stakeholders go, um, maybe someone that could offer a different perspective if this, if that comes up, if there is anyone that you can think of, is there anyone that you can recommend that we speak to? Maybe not extensively,
- Dan: [00:48:13](#) but like a landlord I think that'd be super interesting to talk to someone who's, uh, you know, um, rented a unit first, you know, within the shared housing. Uh, um, that'd be really interesting. Uh, maybe a funder like, you know, maybe someone from LAHSA who maybe he's thinking a little bit more about the, um, a contractual obligations or funding concerns of

shared housing maybe. Um, and then 100%, you should talk to some people who are experiencing homelessness.

Aaron: [00:48:50](#)

Okay.

Dan: [00:48:50](#)

And talk to them about, you know, what are you looking for, what works, what doesn't work? What's your fears around shared housing? What's your, you know,

Aaron: [00:48:59](#)

how do you, why don't we can talk about this. This can be something that you sidebar. Um, but they're very high level. How do you recommend that we get in touch with them? Would that be something that you could potentially aid us in?

Dan: [00:49:08](#)

Yup. Through us.

Aaron: [00:49:09](#)

Okay. Um, lastly, before we jump into kind of maybe next steps in what, at least we're thinking about along those lines, uh, is there anything that we didn't talk about that you feel that we should, or any questions that you have for us before we kinda dive off?

Dan: [00:49:26](#)

Um, I mean, you know, I think that the, it's, it's become clear just in the last couple of times coming out here like how kind of nuances can be, and it's like trying to figure out kind of the steps to that because like you were talking about this kind of minimum viability or you know, where it's like we can create something. We already have something that, you know, we can have different users answer a bunch of questions and it'll tell me how many questions we have in common. Very simple but does something that we haven't been able to do before. So I think that having an understanding of kind of like steps would be helpful just for my own kind of knowing how to support you. I think. Um, I mean I really appreciate kind of the time that you guys are taking. I really appreciate your interest in some ways. I don't know it's behind the scenes, but like there are how many people in that room last time I was here, maybe 15 or so? So I only got six and one, two of you weren't even here. So I didn't tell the,

Philippe: [00:50:33](#)

but it's a good team. There is a good energy. Not Everybody is here, but there's dedication. Yeah.

Roland: [00:50:39](#)

And remember this. This team is trying to, this is a specific meeting to address one thing. If we invite too many people it just becomes difficult to focus on the questions

Martyna:	00:50:52	in terms of a core team this is a pretty big team.
Dan:	00:50:55	Really?Yeah. Okay.
Martyna:	00:50:56	Yeah. So give the first session was really just to kind of see who are you guys. Just kind of gets to the people who was excited about this. Yeah. This is the group.
Roland:	00:51:05	And give you a high level picture of what our process is going to be. Just very high level. Yes. The very first thing that we're trying to identify is the problem.
Dan:	00:51:18	Sure.
Roland:	00:51:18	What are we trying to solve so that we're not trying to solve this while you're thinking this.
Dan:	00:51:22	Of course
Roland:	00:51:24	ight after that we, after we define a problem, the next step is really trying to get the stories and understand every use case of this issue and how it, how would we present this information? How do we answer the questions? How would we, um, you know, what kind of interface are we going to, we're going to go through all that, design up an application before a single line of code is written. And once you can visually see that picture of that stage of, of here's your problem and we're going to go through this step and this step, this step, this stage, solve it and this is what you're going to get. And you agree with that, then the coding part starts.
Dan:	00:52:08	Got It.
Roland:	00:52:08	And so the important thing is that we're not producing something and wasting everybody's time. Sure. Until you feel,
Dan:	00:52:15	well, I'm committed to giving you guys as much information as I can possibly give you. Like I'm, I, I know and hopefully I'm portraying like how powerful this could be. Um, you know, this is, homelessness is not an LA problem. You guys know that. But it's like the, the amount of the rise in homelessness that we're seeing in small towns in middle America, like it's everywhere. Um, LA is that kind of the epicenter for sure. Um, so that kind of generates a new level of kind of importance. I think, um, but you know, this is a big deal and I think that I'm, I am so grateful for kind of like the level of, of interests, but I like the nuance and the quote, you know, like, like really, really appreciate it.

Roland: [00:53:04](#) I just want to highlight that the reason I'm saying all this because you said that what you want from us is for us to understand the situation and be empathetic. Yep. This part of the process and the next one which I take them two are going to be the leads on that is really understanding your user. Yup. And that's where the empathy really comes in before me just jumps in,

Dan: [00:53:30](#) sure, yeah.

Aaron: [00:53:31](#) This is really our kickoff from essentially what Roland was talking about, oh, we want to do is expand the problem space and learn as much as we can about it as possible to see exactly what problems it is that we're trying to solve. As part of that, we were hoping to, as you were talking about potentially speak with landlords, funders, homeless people themselves, case managers potentially working with you to if people would be willing scheduled time to shadow some of those case managers and see them, maybe go about their day to day and really just kind of be a fly on the wall and be the sponge to soak up as much information and learn as much as we can about the problem space that exists. Um, throughout the entire process we want to have you or other members of your team involved and included in the design process, the participatory design process.

Aaron: [00:54:21](#) I'm thinking about whether it be the problems early on or as we get into the solution space, brainstorm potential solutions, begin to prioritize and think about what could be in that MVP and what would actually make it viable. Um, so, you know, these are some different things that we want to get to and we'll need to, you know, obviously work together to understand the process. We'll try to find a way to structure what our, at least at a high level, milestones will be along the way. Some of the methods that we go about getting to those milestones are a bit TBD because they're still learning a bit about each other and how we want to go about, you know, conducting certain things here and there. Um, but you know, I just wanted to give you kind of the high level overview of where we're at cause this is really just the very beginning.

Dan: [00:55:08](#) Yep. Yeah.

Aaron: [00:55:09](#) And one of the things that we wanted to do to, um, potentially create an online folder that we can share things amongst ourselves as well. Yup. You know, whatever it is, if you work on artifacts, design artifacts, problem documents, uh, even things like, you know, this agenda that we should, uh, or things that

you have that you can feel free to share with us or even members of your team too, you might find that it's important. Sure. Um, one last thing. Is there any other member of your team that you feel that we should speak with?

- Dan: [00:55:38](#) Um, I mean, outside of those people that you've met, I mean, you know, so just to where I sit in the organizational structure, the agency, so I, I'm our senior director of housing navigation. So I have all the housing navigators that work with families, all the housing of so individuals, all the housing locators like that, all those teams report eventually to me. Um, so I mean, I can help connect you with any one who's kind of involved at any part of this whole process.
- Martyna: [00:56:08](#) Um, and who do you really recommend we start with case managers or,
- Dan: [00:56:13](#) that's a good question. I don't know, I mean, part of me wants to say that I think it'd be valuable to start with people who are experiencing homelessness because it's going to shift, it's going to frame the way you look at kind of everything else, you know?
- Martyna: [00:56:32](#) But I was, I'm wondering if case managers, maybe the folks will determine, well, talk to person x, Y, z because
- Dan: [00:56:39](#) yeah, yeah, yeah. They would have a better sense of that. Like, I, you know, I'm not working one on one with people. On a daily basis. Um, yeah, that's a good point
- Aaron: [00:56:48](#) because people that are in the trenches, we could, I sure learned a ton from time there'd be willing for us to shadow.
- Dan: [00:56:53](#) I think you will both learn from navigators who are working with people who you know, who are trying to house but also stabilizers who are working with people who are in shared housing. Um, because you know, they're going to have a totally different perspective on what works, what doesn't work, what are the considerations, what are the things that we need to be thinking about in the roommate matching process. You know, that's not my team work very closely.
- Martyna: [00:57:19](#) What are the criteria what are the things that make for good versus bad magic.
- Roland: [00:57:24](#) for landlords we will go to the location.
- Dan: [00:57:27](#) Yup.

Aaron: [00:57:29](#) Perfect. And as far as times to meet with different people, is it going to just all depend on their schedule or is there any times so we can start thinking about our schedules and maybe we might want to orient them to what works best for you and your team?

Dan: [00:57:42](#) Um, yeah. Uh, you know, it varies. I mean like, you know, obviously like I'm, I'm willing to come down for, you know, whatever, like at this point, kind of willing to give whatever it takes to make something like this happen. Um, but we're really, really busy too, you know, like we're working our tails off. So it's like, you know, being conscious of, you know, most people on my team are not going to spend a few hours or three hours sitting and talking because it's just, it's a lot a lot it,

Roland: [00:58:13](#) but it for us to be maybe more conservative with the questions.

Dan: [00:58:17](#) I would say. But I would say maybe to know for you guys, like you set out some times that work for you and we'll make it work. I mean, but I can also, would it be helpful you think for me to kind of kind of, kind of try and get maybe one or two people from each of those kind of groups that are like going to be part of the team that's more consistently connected to you guys.

Roland: [00:58:38](#) It's gonna have to be a kickoff.

Dan: [00:58:40](#) Yeah.

Roland: [00:58:40](#) right. That kind of says, there's an initiative in place, right? And you're going to have visitors you're going to have people talking to you.

Dan: [00:58:49](#) sure and I need to figure out kind of data sharing with you guys. Like we have to figure that part out. Yeah. Cause you know there's this confidentiality issues and things like that that we'll have to think about.

Roland: [00:58:59](#) Right, right. But what I'm saying, it's like for us to just go in and to start talking to people, there's gotta be some kind of awareness that there is a project in place and you're on occasion may have a question coming this way and we may not throw all the questions all at once.

Dan: [00:59:15](#) Sure.

Roland: [00:59:15](#) We may get all this information and go, oh wait a minute, what about this? Right. And I think

Aaron: [00:59:22](#) as fast as we can build those relationships.

Dan: [00:59:23](#) Let me find. Like we'll try and get like one or two people from each of those teams who are really going to be your contact person and kind of go through. And then I'll give you a kind of a brief description of, again, just cause I know this is a lot, but like I'll get, you know, this is what they do and this is kind of what their specialty is and this is the kind of information they're going to provide you or whatever.

Aaron: [00:59:46](#) yeah. This is an initial talk with them. We'll only plan on something like 30 minutes. Totally at some point. Maybe even during the day to day when they're free. It doesn't need to be on a Tuesday. Sure. We can pull the call and if they're willing, you know, record the call and then distribute the information out.

Dan: [01:00:01](#) Yup. Absolutely.

Martyna: [01:00:03](#) But I think it does help just to set the expectations and kind of get that initial commitment because everybody's busy, everybody's got their daily jobs kind of something. Yeah. Uh, uh, as, as a, as a project that's in peril. But yeah, getting interview, everybody on the same page really would help just to be like, hey, these guys may be reaching out

Dan: [01:00:22](#) yeah, absolutely. So I can, um, I don't have all of your email addresses obviously, so, uh, maybe we can just to get you out. Yeah. Makes Sense. And then, um, and then I'll share with you, maybe I'll spend the next few days kind of figuring out who the right people are talking and making sure people are ready and brought in and ready to go and have enough experience information to be able to contribute. And then I'll get them on that as well.

Aaron: [01:00:47](#) In the meantime, we'll work on the process at a bird's eye view of, you know, making milestones cool.

Philippe: [01:00:53](#) And even if we have to go to them, I mean, or if one or two people have to go so, yeah, they don't feel like overwhelmed.

Martyna: [01:01:02](#) and, and, and just as the question, is there anybody besides you or your colleague Jon, um, who, who is it who would be potentially able to come here and meet us?

Dan: [01:01:14](#) Yeah, yeah, yeah.

Martyna: [01:01:16](#) from these groups, because we can start with that person however it works for them. And then if we need to branch further to like talk to others with the group because I think, but based on what it sounds like this far, that, that research piece and, and determining those, uh, you know, other eligibility categories or criteria for success is really important before the development even starts.

Aaron: [01:01:39](#) Yeah. I mean, ideally speaking, as you mentioned, as much as you want to be involved and actually learning the process of what we're going through along the way and if you want to incorporate it into anything that you're working on, feel free to let us know and we could be, you know, as handheld as, you might want us to be along the way.

Dan: [01:01:56](#) Awesome.

Aaron: [01:01:59](#) However you want us to kind of treat the relationship between your organization. Yeah.

Dan: [01:02:03](#) Well, I don't want to say you guys like I don't want to get in the way at all obviously. Um, but yeah, no, I mean, whatever you need.

Aaron: [01:02:12](#) Yeah. I mean, as much as we can work with and design with you and your team, I think the better. I mean, you obviously understand the space at a much broad, I mean in depth more and more in depth way than we do as a whole. So we can learn so much from you and your team.

Dan: [01:02:30](#) Cool. Awesome. I really appreciate it.