

Jon: [00:00:00](#) As president of my neighborhood council. So I also sort of help navigate that, that world a little bit. Cause sometimes the wheels need a little grease. Um, and I'm, I'm very happy to be here and very much looking forward to this and I'm at your complete disposal.

Aaron: [00:00:18](#) Um, we're going to try and make the best use of your time. Sure. Um, do you mind that we record this? I love it. Okay, perfect. It helps us make sure we gather all the notes we need and we don't miss anything that you say. Um, so I think first and foremost it all depends on whether or not we want to start with kind of the design exercise or actual questions ourselves. Maybe we can start with the design exercises to keep things nice and light. Um, so I'm not sure if you're familiarized with this 30 circles activity. Um, but really what we're trying to do here is warm up or exercise your creative muscles. The way that we see it, at least in from the design thinking perspective, is that we want everyone to participate in design and the design process. So the more that people can think creatively and try to essentially use their creative muscles and express them as much as possible, the better.

Aaron: [00:01:06](#) And that's essentially what this is. So as with this exercise solo or with a group of energy, any size within three minutes, we're going to turn as many of these blank circles that you see directly in front of you, um, into as many recognizable objects as you can think of. Um, so you might not be able to finish all 30 circles by creating something in them. And that's okay. Just try to fill out as many of them as you possibly can. And one thing to note is you can use multiple circles to kind of chain them together as well. So I do also have kind of a time timer that'll help us kind of keep that as a serious timer. Yeah, it works really well actually for like design exercises and such. Um, and for kids like teachers use it all the time. Use that at neighborhood council meetings.

Aaron: [00:01:51](#) Yeah. Yeah. And it's magnetic. You can get them smaller as well, so it's not massive, it's put that way. Um, so I can put three minutes on the clock. If everyone has a pen and is ready to go, then we should be able to get started and afterwards we can all just maybe briefly talk about what we drew and then we can move on and go from there. So let me go ahead and get ready to start. It's everybody else set. Sure. Oh key. Wait, is that three minutes there? You have three minutes. Is there

Aaron: [00:02:20](#) cool. Go.

Aaron: [00:05:02](#) less than a minute.

Aaron:	00:05:28	right. Wow. So did anyone manage to fill up their entire sheet? Yeah, actually yes. You've managed to fill up the whole thing. Yeah, but I've also done this before. Okay. Does anyone want to share? Maybe something that they feel is like creative that was, that they were able to do on their sheet? I can share. So I kind of approached from the
Martyna:	00:05:58	perspective of like how can I use the most circles? So I utilize all into like a simple drawing. So I did like a little la fender-bender
Martyna:	00:06:08	it's a bit middle school basketball. Are Children going on a road trip? And then when Aaron said one minute left, I just like a giant, what's it called, a centipede or caterpillar. So that's it. Awesome.
Aaron:	00:06:25	I actually did a caterpillar too, which is funny. I went with like just a little one, but I think day one would have been good idea. I think w what you hear is that balls usually are some of the winners like baseballs, basketballs, you know, those kinds of things. Tennis, sort of ball bowling pattern, bombings, pair of goggles and did like the death star and Pokemon, you know, that's kind of things the coca cola can want it to make the Mona Lisa back in [inaudible]. Okay, perfect. And a bunch of faces and somehow I got fit in a Blinken in the turtle. Darth Vader,
Jon:	00:07:12	a jack-o-lantern Mickey Mouse. Hmm. And a bunch of other things that my therapist deliver.
Aaron:	00:07:19	[inaudible] you're the guy from monsters inc on there. Oh, I didn't even know. Yeah. Oh yeah. So yeah. Awesome. Okay, well everyone can feel free to, you know, take their uh, 30 circles with them. They will run on my fridge and if anyone wants the pdf so they can print it out and do hold it themselves at any point in time. Um, I can feel free to share that as well. Um, so we can then just jump right in and we have some questions we'd like to ask. Feel free to, you know, ask us any questions that you might have for us along the way. Let's just make it an ongoing conversation. Love it. Cool. Um, so let's start with, you know, some just general questions. Um, how long have you been working in the shared housing space? Well, I've been working with a lady
Jon:	00:08:02	family housing since February, but shared housing is pretty new in general. Like it tracks just about with my time. So, you know, not that long, but it's really picked up, I would say, in this calendar year. Okay. Got It. And when you say picked up, what do you, what do you mean? Well, it's, so, there's a lot, obviously we're here because there's a lot of logistics, there's a lot of work that goes into it. I think previously we've found situations where we

might have one room for rent here, one room for rent here. But in terms of actually going and trying to acquire whole houses that we're going to say this is going to be a shared housing project and we're going to put clients into and we're going to figure out a methodology and we actually do it on purpose. That's really new. That's really new I think within the last, you know, six months or so.

Aaron: [00:08:53](#) Okay. And why would you say that it's been new in the past six months or so?

Jon: [00:08:59](#) Mm. Like what's been the push? Right. Um, I think, you know, a lot of it has to do with the fact that La family housing has an influx of resources from the measures from hhh, from H. And so that we've been able to build the staff out to have the resources to do that. We've been able to go from, it's my understanding just having enough locators who can find units for the clients that we have to actually having enough free time to start thinking bigger than just we've got this person, where can we put them? Or we've got this unit, who can we fit in there? Um, and every day, I mean, things are getting worse. They are, rents are going up. Uh, I think since I've been here last you saw the homeless count numbers are up 16%, and that's despite us housing 20,000 people.

Jon: [00:09:49](#) So we know a lot of this has sort of been like, you know, I think we're at the point we're finding one bedroom units for one person. It's sort of like plugging up, bailing water and we're not bailing it fast enough. Um, I also think that there's sort of a, and I'm sure Dan's talked about this growing recognition that this, this idea of multiple people living in one family home, single family homes is something that's going to extend from the housing insecure up to the very well off versus, you know, the next model. Because we're not adding houses. And I think people are starting to realize, and I think, I think also participants are more willing to give it a shot.

Aaron: [00:10:29](#) Okay. So we'll definitely unpack a lot of what you just mentioned. Um, I guess the one question that I have that we're not gonna necessarily get to later. So what do you mean by us housing? 20,000 people. Sure. So,

Jon: [00:10:45](#) so are you all familiar with the homeless count and how it works? Essentially, every year we do an official count of all the homeless people in the county and it actually involves a real fiscal count. We go out at night, we count people that's combined with a bunch of other sources of information. Um, a tremendous amount of statistical thing, biggies that I couldn't tell you, but we get an accurate, relatively accurate number from year to year of how many people are homeless. Um, and that breaks down by neighborhood, by age, by, um, you know, are

they sheltered, are they unsheltered, do they have a car? Do they have a tent? Do they not? We know from our work in the county that we took about 20,000 people last year who were homeless and now have housing. But the homeless count shows at the numbers in the county went up 16% so even though 20,000 people through the efforts of the various organizations found homes more than that fell into homelessness.

Jon: [00:11:46](#) Um, if you look at the numbers, the idea that people move here because it's warm is really a myth. This increase is people who've lived in Los Angeles who are from Los Angeles. So on one hand the messages, oh, it's terrible, our numbers are up. This is awful. On the other hand, you know, we housed almost 50% of the homeless last year. The number was about 53%. We housed the 20,000 but there's so many more falling into that. The numbers have gone up. So when I say we, I mean we as a county, we as a, we as a polity say, do you have a local, a objective for this year then for are your La family housing? Yes. Um, I don't know what the specific number is. Sometimes it's just sort of as many as as humanly possible. Um, a lot of it depends on funding sources. Uh, La family housing is basically, we basically get contracts from the government.

Jon: [00:12:48](#) Um, you know, there are one of the interesting things about this is, you know, given that we work with the government, there are different programs, there are different buckets, there are different funds. So we might administer one fund that's just for homeless veterans. We can't use that money saved for families or individuals. There might be a bond measure that we pass that is targeted towards um, transitional age youth. We can't use that money. So, so the goals vary s in somewhat by the population we're targeting, the big breakdown tends to be individuals versus families cause the individuals are a bit easier to house in some ways and a bit more difficult with families. Similarly, um, La and by families that that usually mean to people under 18. So once you, once, once you have a family with kids that get above 18, they're different. And for example, you can literally have a situation where somebody turns 18 and all of a sudden that family is no longer eligible for the voucher program that they had and the money cuts off.

Jon: [00:13:59](#) Okay. So I don't know the, I don't know the, a I can get back to you on what the, what our targets are for the rest of, for, for this year in quick follow up on that. Um, cause they think they acts as these numbers recently. There's like a census, you know, look in the organization that does this count, it's not the La family housing. No. So a bit of a bit of history, um, for a long, so you all know that, well, we of Los Angeles County and within Los

Angeles County, there's 88 cities including the city of Los Angeles and including cities like Burbank, Glendale, West Hollywood is its own city. Hollywood is a neighborhood within the city of Los Angeles. And there are unincorporated areas too that sort of fall into a gray zone. Um, certain services are provided by one versus the other. For example, health permits come from the county.

Jon: [00:14:50](#) Um, but policing tends to be done by the city for many, many years. The city and the county fought over homelessness and they actually sued each other about five or 10 years ago, uh, over who was responsible for this and who was responsible for that. And it was not a collaborative working relationship at all. That changed. I can't, I don't know exactly when within the last 10 years, but, uh, they founded Lhasa, which is the Los Angeles Homeless Service Authority, which is essentially the intergovernmental umbrella organization that manages all homelessness related, anything within all of Los Angeles County and all its 10 million people. So when we talk about the homeless count, the big numbers that's on the county level that's administered at the top level by Lasa. So if you hear me say Lasa, that's, that's what we mean. They, they are essentially the top group. Um, so within the county it's been split into eight service provider areas or spots, which has a really nice name.

Jon: [00:15:52](#) Um, La family housing. Let me see if I can pull up a map of it. And within each of those spots, they're our lead agencies. One might be United way, one might be the salvation army in spot two. Uh, it's La family housing. Uh, try to give you an idea of, somebody might want to Google it cause I'm not on the network here, but you can get an idea. Don't have it here anywhere. Um, what are we looking for? I would just Google Los Angeles homeless service provider areas and ours is pretty much the valley. Uh, and we also extended to Santa Clarita. Um, there's a lot of overlap. There's a lot of service planning areas. There's planning area. Yeah. Um, so basically things are broken down by by that and you tend to get money allocated. Grants will go out, requests for proposals, programs will be done by spa areas.

Jon: [00:16:51](#) There are different agencies. So you know, again, there's some overlap. There's only one or two agencies that actually has contracts in multiple areas. Um, but that's, that's, that's sort of the approach that the government takes that, that the government and the nonprofits take. And when we talk about, say, liaising with housing and urban development, the federal office, we Lasa is basically who they consider to be the competent authority for all things related to homelessness, which is great because five or six years ago, it wasn't like that.

There wasn't this coordination. Everybody's pretty much on the same page now. So the homeless count all of these numbers, it all comes from that. It all is county based. So we don't really look beyond the county even though we, you know, align in the sand doesn't mean anything if you're, um, but to give you, I'm sorry, you're gonna have to shut me up cause I will talk, uh, if you've been reading the La Times, you'll notice that we have this issue over in Culver city where a certain underpass, I can't remember where it is. One side is Culver city. One side is the city of Los Angeles. The city of Los Angeles has a different legal structure due to some lawsuits. Uh, then Culver city, one side of the street has encampments and one side doesn't.

Owen: [00:18:09](#)

What kind of, um,

Jon: [00:18:11](#)

authority does Lassa execute over the other organizations? Like what is, what is their influence? Like how do they do? They're important. Basically they're the keepers of the purse. So all, all the money basically runs through them. So all the federal housing dollars, all the county housing dollars are administered through them. They'll put out requests for proposals and it's pretty much nonprofits that manage, uh, the service and the housing end of things. We do have a housing department, um, but they don't really have the will, excuse me. There's two housing departments. There's the city of Los Angeles Housing Department, which has half La Housing Authority of the city of Los Angeles. And then there's Huck Cola housing authority of the county of Los Angeles and have some cities actually have their own housing authority. So everybody basically said, look, wherever the money comes in loss is going to direct it so that we don't have this housing agency trying to do one thing.

Jon: [00:19:09](#)

And this housing agency trying to do one thing though that's still happened a lot. Um, when you hear about a housing voucher, right? You may have heard the term section eight. Do you guys are familiar with that? Broadly speaking, it's a big catch all term. It just means rental assistance. It can come from the county, it can come from the federal government. If you have a hackle, a voucher, city voucher, you can't use it in the county. If you have a county voucher, you can't use it in the city, which literally means you could have a street and you might have a voucher and you can't use it in this apartment, but you can use it in this department. Yeah.

Owen: [00:19:43](#)

Right.

Jon: [00:19:44](#)

So there still is some division,

Aaron: [00:19:48](#)

a wall just can be used either by the county or the city. Right. Or by individuals and not only by Los Angeles city,

but individual cities that have their own housing authority like West Hollywood or long beach. So let's do a quick time out. Sure. We have new people cycling in just to kind of reorient kind of where we're at and make sure everyone's nice and organized here. Um, and I can ramble and get far afield. So help focus me, Louis, Dean and Steven. Okay. Um, just to give you guys clarity on kind of where we're at. John here works for La Family Housing and he's meeting with us and we're having an open conversation about some of the key things that you want to know. Um, he thinks you want to know that will help come to inform the process, at least for us. And the process being the way that the, the, the family housing process works now so we can identify it and B, what problems exist within the process, what works well, etc. Okay. So if you have

Jon: [00:20:48](#) any questions you guys might want to contribute along the way, feel free. Um, if not, feel free to listen in. Yeah. Thanks. Good. Um, okay, so maybe let's reorient ourselves. Um, and this is, I think a lot of those questions that we have answered. Maybe could you please walk us through your role in the shared housing process and you starting from the landlord a sharer relationships and identifying a unit and oops, everything that entails. So the housing location team, which I coordinate, it's about five people. And our job is to go out and find units that are for rent and buy units. We mean anything from a single room up to, um, you know, three or four bedroom house that we think would be inappropriate match for folks who we're working with and to build relationships with landlords so that if we do have a match, that that relationship stays strong.

Jon: [00:21:44](#) If other units become available that they might make them open to our clients. So some of it's cold calling, a lot of it's craigslist trolling. Um, some of it is even just straight up going door to door and, and going to, um, knocking on doors and explaining who we are and why we are doing the work we can. And the whole point is that it's gotta be a win win for the landlord and for the client. We're not asking anybody to lose money. We're not asking anybody to, to take on a charity case. We're basically saying, look, we're going to give you a tenant that's got a whole team of support behind it. You're probably going to get some form of subsidy, which means you're going to get a check for either from us or from the government in the mail or in your account every month like clockwork.

Jon: [00:22:33](#) You don't have to worry about that source of income and God forbid if something goes wrong with this tenant, rather than go through the eviction process, which can cost the landlord \$10,000, you have a way we can intercede and make things easier. So the whole sec, oh

no, please see how many people are on this team. Uh, there are five of us there though. One doesn't really count. They're there cause he has a different role. He, he's technically in it. So there, there are three housing locators, um, one of whom I think is just getting promoted to a manager and I'm a coordinator. So in a sense I'm, you know, switchboard operator, uh, quarterback, secretary, uh, janitor. Um, I help keep them on the same page and also try to help find new ways to do what we do better and faster. Um, so the shared housing process starts when we find a unit that we think would tend to, when we started.

Jon:

[00:23:37](#)

When you find a big house, usually it's a big house that has a lot of bedrooms and we're talking more than three, less than eight. And it, uh, you know, the, the bedrooms are all of a decent size. They meet the general requirements, which is that they all have electricity. They all have a closet or enough room to have a dresser as well as a bed. I'm not sure windows are a legal requirement, but we do try to look for it. Um, and if we find a house where there are private entrances to these units, for example, some bedrooms have doors that lead out into the sidewalk or a courtyard. That's a plus. And if you think about, say an eight bedroom house that you could get in Sylmar or just a house that you could get into Sylmar or, or mccoima and how much you could rent that out for maybe three, \$4,000 a month.

Jon:

[00:24:34](#)

If you can turn that into eight bedrooms and we can get you eight to \$900 per bedroom per month, you're making a lot more money. Now. We're always trying to bring that price down. Um, but for landlords it can actually make a lot of sense because they're essentially owning a single family property, but making the income if they had a small apartment building. But there's a lot of, of challenges even just to convince a landlord to do that. Um, you know, you're not just renting to one tenant, you're renting to six that six leases, that's six applications that six people to deal with. If, if, if there's one that apple that you can't toss the whole group out. So building that initial trust and explaining the program to them, cause as we walk through it, you'll see it's quite complicated. Um, can be difficult, which is why we tend to work a lot with the same landlords. Um, bringing in a landlord is, is really the hard part. Once we've had a successful building or two, then they're sort of on board and they might actually go out and buy a property. Um, with the idea of bringing it to us for shared housing and a lot of times you'll see them buy a property that say has four bedrooms plus some other rooms and put walls up to add an additional bedroom or to um, to make it more conducive to the shared housing experience.

Roland: [00:26:03](#) I had a question. Um, I, the whole goal of this project is to lower the time between when that comes in and get them housed. How much of this process bides into that time?

Jon: [00:26:20](#) Well, it's what are we working with? It's sort of a chicken. It's sort of a chicken and the egg, right? Because w one part of it is just selling the story. The other part is assuring them that once they say okay to when they go to a fully occupied house, it's, it's going to be less, it's going to be easy. And right now it's not easy. So you know right now what I'm about to, as I walked through the process is what we have to explain to them what we have to do and how we, how once they say yes, what we do next is where I think we lose a lot of landlords. Okay. So fill this clock starts when they say, okay we'll, we'll work with you. Right, right. Exactly. And then they say, what does that entail? Cause we, you know, the, the, the over the global concept is, let me just explain it.

Jon: [00:27:08](#) You earn more. You also, you get to feel like you're helping solve this problem that affects all of us. And they say, okay, what's the details? How does this work? What steps two through 10? That's where it gets really, really complicated and messy and you can sort of see their eyes glaze over. That's 30 day window. Yeah. Cause that's okay. Yeah. People, you know, they generally, if, if they say, well, I don't like the idea of multiple people, then we're not, we don't want to work with you if you're, if you're not open to it to begin with, we're not here to twist your arm. And if you say no, you'll thank you. Go on your way. We're going to, we want to find somebody who wants to work with us.

Martyna: [00:27:47](#) So is the process to believe the first, the first step is really to get the lender to, to just be open to the idea of working with the, you know, population like experiencing homelessness, getting, getting into the concept of shared housing. And then the next step is to explain to them the process. Can you tell us what, how do you explain that process to them? Like what, what is that that you revealed to them?

Jon: [00:28:08](#) Sure. That's stroking kind of stuff. Well, it's going to be similar to what I've, me, I'll, I'll, I'll tell you what the process is now. I'll just give you the, the brief overview in, stop me if you have any questions. So once we find a landlord that's willing and able, we schedule an open house and we have two or three hours where the house is available. We put out the call to all of our case managers who are called housing navigators. So if you ever hear me refer to a navigator, it's basically a case manager. We also have some people who are called stabilizers. It's the same thing. They tend to have 20 or 30 clients at any given

time that they're looking to house or move along the path to being housed. They will bring in their, uh, their clients to, to look at that.

Jon: [00:28:55](#) But it's like an open house. Like you would just see in a real, we have a, we have a sign that says open house here and we do little tours. If a client is interested, they fill out, I think I sent this out to all of you. They fill out by client you mean someone is the home. Why a client? Yes, client it. Participant is what we refer to as the people we work with. Um, no, no landlords, we call it, sorry. Clients are the Ha, the formally the homeless people. We just take a big step back. And this was hard for me. We don't use the term homeless a lot because it's defining because that then, then that's all you are. You're your a homeless. Okay. Um, you say people currently experiencing homelessness, or the folks who work with us, we want them to feel empowered.

Jon: [00:29:43](#) So client or participant, you know, this is a journey we're making with them. They're not a charity case. Um, housing insecure, uh, and these things matter. You know, it's, it's the, we talked about, you saw in the last 10 years the terminology change around folks who don't have, you know, undocumented Americans. You know, there used to be a big thing about illegals and this and that and that in terms of make a big difference. So when I say client or participant, I'm referring to the folks who were housing landlords or just landlords. So we bring the, so we bring the clients in. If they're interested, they will fill out, um, two, two applications. One is basically, and I sent this out to you. It's, it's sort of uh, um, this is, this is for us. This is basically, you know, tell us a little bit about, uh, what you're looking for or what you might not, you know, do you have any barriers even though the case manager will likely be familiar with that individual's case, this is an opportunity for them to look at the space and say, I like this, but the court, keep in mind that or now that I'm actually into this process, I didn't realize this might be a problem.

Jon: [00:30:57](#) I want to put it down on paper. Um, so you put down things like unable to live in a coed space for whatever reason. Or you might have folks who are recovering from substance addiction and they say, I cannot be around people who use, or some people might be recovering and they say, that's fine. I can be around people who use things that you might not necessarily know, you know, children. Do you smoke, do you listen just a little bit of information. They also fill out your traditional rental application. Which ad, if any of you have rented in La, you've seen something like that. You either have the standard one that I think comes from a national association of whatnot or landlords will have their

individual ones and that's the one where you put down your address, your social security number, your income, your references.

Jon: [00:31:46](#) It's, it's that complicated piece of form. Uh, these are tenants like any other tenants that are going to fill out that form the next step. Is that all the case man? Yes, please. Top of these two farms, how much more information does the case manager or navigator have on this? So the next step is that the case managers and navigators of the folks who are interested get together, and this is new. It used to just be first come, first serve. We put people in there, we want people in a room and we discovered that that's not always the best way to create a harmonious living situation. If you don't ask these questions and try to do a little bit of the matching work upfront, it can become a really toxic environment really quickly. And shared housing is kind of like the barrel of apples. If you have one problematic, um, tenant, it can really destabilize and setback all of the other ones.

Jon: [00:32:47](#) So what we've started to do, and this has only been a handful of cases, you know, this is where we're just starting to get more involved, um, is the case managers will, we'll get together, um, with the information that they have plus their knowledge of the individuals that they're working with and discuss. Now that knowledge is probably mostly up here and it's also in a system called h m l. S have you ever heard of the coordinated entry system or h m l s I don't know what Homs stands for so I'm going to share it. Okay. Yeah. Basically there is a countywide database of all the individuals who have ever Seeked services, um, and they have case files and notes that go along with them. So there is some digital data, there's some data out there. As you can imagine, all of this is very highly protected.

Jon: [00:33:46](#) Um, and at some point as you focus all get into the process, you'll probably have to do a small degree of training and sign something cause you'll be seeing things that, you know, it's not super easily shareable. Uh, to the point where if somebody has done a lot of work with another agency before getting to us, we may or may not be able to see those case notes. So they walk into this meeting with whatever is in that system, whatever their personal notes might be. However they operate, if they have a notebook, if they keep things in their laptop and I'm not a navigator, so I don't know. Um, and the information that's been filled out, uh, when the participant went to look at the house and hopefully there's a, a number of interested people of the same numbers, rooms are greater than, and they try to, they say, okay, well, you know, these three people are definite

fits, but these two people just cannot go in this situation for whatever reason.

- Jon: [00:34:45](#) They assemble essentially a preference, an order. Um, right now there's no hard set system as far as I know. It's not like they always do a one through 10 or you know, high, you know, like definite maybe. No I there's no, I don't know how they rank. Essentially it's a lot by field. Um, and quite frankly it's a really hard exercise because you're talking about social workers who have 30 clients getting together all together on one day to do this rather complicated thing. So social workers were fairly ins each yes. Case net navigators tend to have about 20 or 30 clients there. So it's when they get together they're just talking about, you know, we could all be navigators here and each of us has 30 individuals, but we're only here to talk about one. Yeah. So
- Martyna: [00:35:45](#) 12 to 20 or 30 or interested in the,
- Jon: [00:35:48](#) exactly. Sure. Housing in general. Exactly. You might have a 20 year old. I'm a heroin addict and a 50 year old veteran. And that's going to be on your mind as you come into here. Cause you're like, I've got to think about this 20 year old, but I know that later this afternoon I've got an appointment with this 50 year old and I really hope he shows up because he's not on that street corner all the time. So getting these folks together, it's very difficult. We want to be able to try to put together a good household based on what we know, whether it's on paper or in a computer, in an navigator's head, but the constraints on time are extraordinary. Um, that is a huge, huge problem. Even just getting these people in the same room or on the same phone line, it's trouble. Um, and then obviously once you're in there, a lot of it's by feel.
- Jon: [00:36:42](#) Um, again, I don't have training in this, so I, I don't, you know, I wouldn't know. But my understanding is, you know, your feeling, you two might disagree about whether somebody is a good fit or not. Or you might be very protective of this one client that you've had for two years. It's all very subjective because old navigators will have to fairly clients have a personal relationship with most of them. Yes they will have, would, they will have met them. Um, they will have dealt with them depending on the circumstances. They may, you know, navigators will go out and, and pick people up and take them to their doctor's appointments. They may have been to their, whatever homes they're living in now. It also might be a more arms length relationship. A lot of it depends on the individual navigator and the individual client. Some people are very eager to take the opportunity that is in front of them at the moment. Some people aren't, some people are unable. Some of these folks are, are, are

fairly ill by the time we're looking at getting them into this situation though we all, we think that they're in a position where they can stay in this home, they can live in this home safely. They can acquire food, Wash Bay. They're not going to start any trouble. Um, financially though it's, you know, there might be assistance there.

Martyna: [00:38:04](#)

Jordan, how, um, how involved is your team in this process? Cause I understand your team is involved with the, you know, at the front end where we're, the unit is identified, posting and organizing the open house from then on. Are you involved a zero team involved in this process performed by the navigators?

Jon: [00:38:22](#)

No, not as much with the exception of the fact that we're still the primary liaison to the landlord. So when it comes to putting this group together, we're not [inaudible] lines do get blurred and we're all very, you know, social working people. So of course we overstep our bounds all the time and try to help him. Um, but our primary response, our, our primary work after this group is being put together is working with the landlord and making sure that they are kept abreast of every step of the process. And if a suitable group of tenants is found, making sure that all the paperwork moves forward, that the leases get signed, that they get moved in and going forward. If there's an issue with a tenant, while it usually should be the navigator they contact, it's usually us because we have the relationships with them. And whenever there's a check that's not on time, it's definitely us.

Jon: [00:39:19](#)

Um, so we are not, we're not in that room. Um, sometimes our lead angel [inaudible] angels, basically the leaved housing locator and sort of our current, um, I don't know what you would call it, quarterback of shared housing. He might be in there, um, because he's likely to know the landlord, but he doesn't know. We don't know the participants that well. Is this process prior to the open house? No, after, after the open house. This is done after the open house. Um, because some people will come and say, I don't, I don't like this room. This doesn't work for me. Um, you know, it's not accessible. It's too small. Whatever we, we, if we think it's good fit, we will encourage folks, but we can't force them to, to be interested in, make a difference in the pool. That led to see the open house was smaller or larger or more refined.

Jon: [00:40:25](#)

Like if there was some filtering. Oh yeah. Oh yeah. I mean a real, a real problem now is that we, you know, we have an open house and we send it out to all of our staff. But again, we have staff who have 30 clients and most of these clients are, a lot of them don't have independent means of transportation. So just getting people there is a challenge. For example, we just, we've

just started to get a van to take people from our office there. That's something that we didn't even work on before. So sometimes you'll have an open house and you'll get 30 people and sometimes you'll get three. And it really probably has nothing to do with the property as much as it does. Like on that day, how many navigators can get their clients to see this house and they show up and they might be, it might be a total, you know, all they might know about this open house is an address they show up and they instantly know this is a waste of time.

Jon: [00:41:19](#) There's no prescreening, there's no matching it all like that. Sorry, I was curious about where the landlord drop off in that process. Well they, they come back in. So once we come up with say our team are the team that we think would fit well in that house, we say, here are the names. The landlord has all of those rental applications just like you would anybody else. And they get to accept or reject anybody as they see fit for whatever reason is allowed under the law. Um, you know, that's entirely up to them. There are things that you can't discriminate on. There are things that you can discriminate on. There are things that you can't discriminate on that you can find something that you can discriminate on and to get around it. And we know that starting next year landlords will not be able to refuse section eight tenants.

Jon: [00:42:14](#) So it is, it is very good news, but they will find other ways. They'll say the income isn't enough. They'll say, I don't know exactly, but it's, I mean it's, it, it's going to help a lot because you know, you might have a shared housing situation where some tenants are paying most of their rent, some tenants, La family housing, helping with in some or section eight. Right now I don't know of any shared housing that accepts section eight, so that might change in the future. So it might be a broader pool of people. And once the landlord say, okay, I approve these people like I would any other tenant, there is our lease signing. There is additional of their roommate agreements. There are usually lease addendums to say here is what you can and can't use in terms of common space, you know, garage parking there is in shared housing, almost always, always utilities are included in the rent.

Jon: [00:43:15](#) It's too difficult to split them up. So all utilities are included. Usually that includes some form of cable or Wifi. So that's included in the rent. Um, there will also be, uh, efforts by the caseworkers to get these groups together. Say once, once they have the group together. And I'm not sure if it's before the landlord approves them or after and sort of try to kind of imagine freshman year of college and you're Orient, you know, your, your Ra is like, okay guys, like who's going to clean the room and

when, and like that's all learn about how to talk about things and I've sent you some of those documents like that. Um, and once the lease is get signed, people start to move in. Um, different people are coming with different circumstances. They may be coming with different subsidies. Sometimes somebody will be ready to move in sooner than somebody else.

Jon: [00:44:13](#)

Um, sometimes they all tend to be ready at the same time. A lot of times finding furniture is a big deal. These folks don't have furniture. Some of the rooms may be furnished. Uh, sometimes you have beds in some rooms and not in other rooms. So we have to figure out how to do that. And there are different programs to get beds and whatnot and so on and so forth. But basically once the landlord says, okay, and we sign a lease, like any other normal lease you would sign plus the additional sort of roommate agreements and addendums, they get a key. Um, either, well probably both to the main door and if there's a separate entrance to their separate entrance, um, and they begin their tenancy and they begin paying rent, whatever that's agreed on. Um, usually the cost per room is the same unless there are certain amenities.

Jon: [00:45:01](#)

A bigger room might be a little bit more private entrances might be a little bit more. And of course not everybody will be paying the same out of pocket costs. Somebody might be writing a check for \$900. Somebody might be writing a check for \$100, but the rest of it coming from some other source. Um, so you can see there are a lot of bottlenecks and have to, can I find my mind? Sure. Each navigator as do this relationship with 40 clients, how do we get this relationship and is this relationship exclusive to them or other clients able to have a relationship with another agency as well? We, it's my understanding, and this is, this is these are some good questions to hold onto when you actually go, when hopefully you go and get to meet them and learn more about their process. Um, the big we split between individual and family.

Jon: [00:46:01](#)

So you're, you're not going to have an individual tend to cross over into the family side and a navigator is going to be dealing only with families or only with individuals. Um, we have a fairly robust intake process, which I am not part of so I wouldn't want to speak too heavily to it. But once somebody does come in and they're assigned to a navigator, I'm not entirely sure how, um, my guess is, well I know that, you know, we do have different levels of experience. We have folks who have been in this for a while, um, who may be have more training, who have their master's in social work, uh, are likely to get the more difficult cases. The younger, less experienced ones might get some of the easier ones, but you never know. Um, I, in my experience, I haven't seen navigators have

tend to specialize in like a flavor of clients, if you will. Uh, I've seen navigators who have wildly different clients. Um, again, the split tends to be either they're working with families or with individuals, but how they go from showing up at our door or talking to an outreach worker who comes out and getting entered into the system and getting paired with, uh, a navigator. I'm not entirely sure if it's something you said earlier and I just wanted to go here. It was, so you have a group assembled, let's say that they, you know,

Roland: [00:47:30](#) they, they sign the lease, they get their keys and they're all living in this house together, but they all have separate leases. Each tenant has a separate lease. I did you say something earlier how that if there was one bad apple, you can't just get rid of it.

Jon: [00:47:42](#) No, you can't. Oh, okay. No, you can. Um, but it can affect on, you can't get rid of all of them is what you said. Right, right, right. You, you, you can't, you know, if one, one bad apple can certainly ruin this situation for other people. I see. I don't know, tied to that group. Like I see, no, no, they're not, you know, the lease can only be terminated for the same reason that you are at least, or my least

Roland: [00:48:04](#) to be terminated. Right, right, right. I see. The, what's the, what is the ideal timeframe between when you get that landlord and actually get that room filled in? What would be, if we were to put something, give you something that's amazing. Yeah. Oh, whoa. What would success mean for, which really brings us to the point of like, you know, landlords concerns and like what's their patients' rights? When do they become, when do they say, you know what, I'm done. Like, you know, I can't wait any longer. Like what's the kind of going back to like challenges we faced with.

Jon: [00:48:42](#) Right. You know, I think it's not, landlords are aware generally that it's not going to be as fast as renting to one person. Um, we tend to, I mean,

Roland: [00:48:54](#) I'm trying to think. We, yeah, I mean

Jon: [00:48:58](#) in a perfect world it would be something like two to three weeks from somebody saying, I'm interested to having a group that they accept, obviously lease signings and moving in is its own logistical challenges. Um, it has taken months for, uh, it certainly does. Um, and some landlords are more patient than others. Uh, have some, we have a good working relationship with for years and other properties and they understand the difficulties that we face and they're, they have that patience. Others don't. Um, we are worried that some times folks who

have worked with us for a long time get frustrated and walk away. Um, and I can't blame them because things take so long. Sometimes they're losing money there. They're paying utilities, they're paying taxes and they're not getting rent. We do have some funds available for holding fees. Um, we are able sometimes to usually not pay the entire rent but, but give them some money while we're making the process work. Um,

Roland: [00:50:05](#) but you know, there are a lot of people looking for housing out there. Um, yeah. So, or just really quick to piggyback off of that. So it sounds like it's wildly vary based on the situation. There's a lot of factors. Is there some sort of average, would you say, of what it is currently with the process that's in place? I'm to think of

Jon: [00:50:28](#) one that we've, you know, we, because what I'm describing now as a new process, I, I have to get back to you on that. Everything we've done before has basically been one person, one room. This is cool. I'm not sure that since we've started to do all this meeting that we've had a great, like a total number of filled houses. Kind of what I'm trying to get is a sense of is this something that hey, if you give us two weeks we can try to mitigate from 30 days down to two weeks. Would that still mean success? Yes. That would mean a tremendous more than 30 days. Cause initially based on our conversations we kind of thought, well maybe thinks a but based on what's you're saying, it sounds like it may take even longer than a month, maybe 30 days and we just try to pick it back like authentic target.

Jon: [00:51:17](#) I think landlords would be happy with 30 days, you know, there are, there are things that are beyond our control. Um, you know that the behavior of individual participants sometimes, you know, participants fall out of qualifications into qualifications, whatnot. But if you put yourself in the shoes of a landlord and I come to you with this idea and I say, hey look, this is great, you know, landlord's thinking months, right? Right. Cause rent comes in months, right? So anything we can do to reduce, even by a week or two, you know, if you can get a check to a landlord on a Friday as opposed to a Monday, they're happy. Um, so days and weeks, I mean like days count. Um, again, it all depends. We might have a great group of, of clients who have their act together, whose, whose navigators have their act together and everything proceed smoothly.

Jon: [00:52:14](#) Like rock clockwork. We might have another group that's a great fit, but their caseworkers or their navigators are overloaded and it takes, you know, an additional two to three weeks to get everybody on the same page. And the landlord gets frustrated. And because of that, he rejects

two or three people that he otherwise might not have cause he would have been in a better mood. What's staggering placement also be an option for them. In other words, you have four people. I can get you one in. I can get you to a week after. Yes. Um, no more complicated to get to match everybody against now. Uh, yeah, no, I mean totally. Uh, what it comes down to then is, you know, is it, is it financially worth it for the landlord? We do have money that we can pay in holding fees. It's usually not the full range or sometimes we might be able to pay a month a rent.

Jon: [00:53:07](#) Again, a lot of this money comes from different buckets that we're able to use or we'll not able to use. Um, it can change. We're about to, when the fiscal year switches over, all the money changes. The whole budget processes of the, the, the there, there, there's politics involved, all sorts of, you know, got all sorts of stuff that goes on that can affect whether or not we can offer you \$500 a month to hold this building or \$1,500 a month to hold this building. Um, so would you say that pretty much every deal is unique? Yes. I would say that as we're learning more and as it becomes more and more of a process, it, it, it, there seems to be some trends forming. Um, we tend to see, you know, um, for example, and again this is new for everybody. We were getting a lot of things that had 10 bedrooms and two bathrooms and eventually we had to say we're going to cap it at eight, eight bedrooms.

Jon: [00:54:12](#) And that changes things cause a lot of people are trying to give you an 11 or a 12 and all of a sudden, okay, now we have a ceiling paradigm start to emerge a little bit. But it is still fairly unique from property to property and the property, the dates, it's probably, it's a combination. It's a combination of, of you know, you have a property and you have eight very different people. Uh, eight unrelated people. They don't know each other. The, The human variables are large. Um, which is not to say that we aren't seeing trends and patterns and ways of interacting with them emerging. Um, we wouldn't have decided to create a process if we didn't think we could do it better than just throwing spaghetti at a wall and seeing who stuck together. Cause we have had situations where a bad match can lead to all eight people losing their homes.

Jon: [00:55:09](#) Question regarding like how the patients, the length of the, of the landlord do, what'd you say it starts at open house. Is that kind of like, yeah. Yeah, I think so because um, you know, if a landlord is familiar with the process, if they have, we have a few that have several properties, they're a little bit more patient. But if it's a new landlord, when you see these people coming in, you start to think, okay tenant, I'm getting paperwork, I have paperwork in

my hand. Most of our landlords own other properties. And rent other properties. Very few of them are getting into shared housing as their first experience. So, you know, it's kind of like you smell the food and the kitchen and you start to get, you start to get hungry. So that really usually the landlords are there. Um, not always. Um, that is, that is sort of, I think when the clock starts ticking.

Jon: [00:56:07](#)

Um, and you know, there, there are, there's competition. Um, there are other agencies, we're still trying to figure out how we want to work best with other agencies. Do we want to have say, um, to have the beds to be taken by La family housing clients and another two beds to be taken by another agency's clients. Um, we're still working a lot of that out. I, there really isn't yet sort of the individual market for this. You're not going to tend to find your average person at this moment who wants to pay nine to \$1,100 to live in one of these places via craigslist or your, your ordinary, uh, the way people usually find things. But you might, I mean, as things get worse and worse, and as landlords look for new and new ways to make money, we might be facing competition with market rate people.

Jon: [00:57:02](#)

Um, you know, these landlords know going into it with us that they are renting to clients. Um, and that the moment they can't just say, well screw you guys, I'm going to go out and rent into a bunch of college kids though. Actually some of them can, cause there was a really nice house down by se that is probably going to be frat house. Um, it would be great frat house. There's no, there's like no house within like two blocks. I should buy it and turn into fat. Um, so yeah, so we, so you know, it's, it's th we fortunately don't face that sort of competition like we would if we were renting houses are individual units where if landlords get fed up with us with the way the market is these days, they can basically say, well, screw you, I'm just going to go put this on west side rentals and make my money that way. Okay.

Aaron: [00:57:54](#)

Um, maybe we should go through something. We had some key questions and sure to make sure to ask like a lightening round. I won't stop you at all. If we have any questions throughout, um, we'll make sure to like jot them down. We can ask them afterwards but maybe you know, just answer them maybe at a high level. Then we can dive deeper as we go through. Um, just to make sure we touch on some of these key things with you while we have you and you want to make sure we're making the best use of your time. We want to keep you here too long, especially this year. Probably not fully adjusted on the time and everything too. I got a late start to my day cause I going to be here and this is fun. I like this. Um, so first off, what are some of the key concerns landlords might have?

Jon: [00:58:37](#) Uh, first was shared housing. You've mentioned some of things, but I think the complications of additional paperwork, um, the, um, the time involved, the logistics, um, and to a lesser extent the, you know, how the tenants will treat the property and, and whether or not they'll be good tenants. Okay.

Aaron: [00:59:04](#) Um, and how are those shared spaces distributed among the location team? So you and the other members of the location team? I'm not sure I understand. So are you all in on every shared space that exists,

Jon: [00:59:18](#) let's say? Yes. Okay. Yes, we tend to only have the manpower and resources now. We're, we're all aware of every opportunity. We tend to almost all be at every, um, open house. We're not at the point yet where we're doing two open houses a day. We tend to one a week is good. Um,

Aaron: [00:59:39](#) I will definitely ask some questions on that. Sure, sure, sure. Um, so you did talk about documents that were collected, um, but as a whole, what are the assets or documents that are collected by you and your team?

Jon: [00:59:52](#) Um, we have the, um, and there's a sign in sheet. We have the [inaudible] that, um, participant summary for shared housing applications for me or which we just got in Spanish. Um, and we take that the landlord takes the applications. So in terms of the initial paperwork, it's just that, so just the sign in sheet plus the information that was filled out in this form. Take assets or collect assets or documents or not landlords. We, we do, we do and we might, but that's a separate process that has more to do with our internal paperwork. Um, there is, you know, because of all the government oversight, there is a good deal of paperwork but we have to take, but that's essentially the same for any landlord. So it it yes. But no. Yes but no. Um, there, there are, there are many forms that we, there are forms we have to fill out that we can essentially copy, um, in some ways, but they're high level. Yes. Some degree of complication. I don't want to get too into it at this. Yeah.

Aaron: [01:01:14](#) Okay. Um, just to kind of jump it through and we can always circle back if it's still a question. So you've definitely mentioned quite a few problems throughout the process. Um, if you had to say what are the key problems that you face

Jon: [01:01:28](#) throughout, um, one is getting everybody on the same page and I mean that on our end, getting the folks who found the property and the folks who are working with the people to understand, just to know what's going on right now it's, you know, a lot of reply walls and emails

and things get lost and are coming over to your desk. So there's, there's, that is a huge problem. Um, and then moving forward, keeping track of all of this paperwork, keeping track of all this information, um, these things, all of these lists and everything pretty much exist on paper, on somebody's desk. And if they go on vacation as has happened recently, it can stop the entire process dead for a week.

Aaron: [01:02:15](#) Okay. Um, are there any others that you can think of or had high level? It's that like

Jon: [01:02:20](#) the key problems that you think exist. Um, what I think that's a huge problem. And then you know, when you do get everybody together, and again, I think this is a good question, a good series of questions. When you meet the navigators, it's all subjective. You know, this is, if you would be, we would be so lucky to get everybody on the same conference call or the same video thing or the same slack, whatever. And then again, there's no metrics beyond gut feelings. Um, and that can either work out great or like any other meeting where you're talking about things that are a little more subjective and can become, um, a boondoggle. What's a boondoggle? Familiar. Nobody's ever had a mess.

Aaron: [01:03:13](#) Okay. So if you had a magic wand and you could change any step of the process, what would it be and why?

Jon: [01:03:20](#) Hmm. Okay. I've got to think about that for a second. Um, and I'm getting a phone call. Um, if I could change any step of the process I would want, I would want participants to come do an open house, be able to very easily within five minutes, put down their interests to say I like this. And to have that all go into some repository where it just makes it so easy for the team. For the navigators, I want it to be like a high end. Damn. How many magic wands do I get as many as you want. Um, okay. I would, I would love for the, I'll give you two or three. We'd love for the process to be as easy as possible for the clients so that they start off on a good foot with the property and with the landlord. I would love for all of the information to be accessible to everybody and for everybody to be able to interact with it so that even if we can't get them in one conference room, we can feel confident that enough input has been generated to make a good decision. I would love to have some sort of over project management and management oversight so that we know where we are in each step of the process for each person or workflow manager. Exactly. We don't have any of that.

Aaron: [01:04:58](#) Okay. Um, this is kind of a two parter here. Sure. So what is success or failure to you in terms of what you do or your group does?

Jon: [01:05:09](#) Well, failure is, is not getting people housed and the real failure is finding opportunities and letting them slip through our fingers due to things that we, that are avoidable. Um, you know, failure is finding a great place, finding great clients and then not having it work out because things take too long. That's awful. Failure is watching. We've seen this watching a family get evicted because somebody lost a piece of paperwork and it didn't go through finance and time and the landlord didn't get the check and that happens. Um, success would be, success would be, you know, doing four of these a month. You know, always having one that's in the open house. Stage one that's in the managing stage one that's in designing stage one. That's in the movement stage. That would be, you know, 50 to move into year if that's four to eight people have, you know, hundreds of people that we've housed, if that scalable even better.

Jon: [01:06:12](#) Um, but you know, one every two weeks would even be a super success in my mind. Is it anything in the, uh, among the paperwork that needs to be generated that could be either a streamlined or that um, can be rid of? I mean, can be changed, will seem to be fine. Yes. There yes. Some and some, yes and some, no. Um, a lot of the internal stuff, um, can be simplified. I think the things that you can't change, for example, um, the application, the landlord is going to want a certain sort of application. There are better ones, there are worse ones. We had a landlord recently basically copy and paste a car sale contract and try to use that. Um, so on one hand, you know, if that can be made easier, um, all the better. Um, at the same time, we're also having participants having to enter the same information over and over and over and over again.

Jon: [01:07:24](#) For us, for Lam, for the landlord, um, you know, there's, it's all handwritten. Um, both the application and the lease agreement. Right. Those are the two kind of pieces. Don't write the application, the lease agreement. And then as I sent out, there's a lot of paperwork too. Once you get into the moving in process, um, you know, roommate agreements, uh, who gets to use the fridge here, they're where whatnot paper is good. I don't know if there's another solution to that. Um, so I think it's not as much eliminating all the paperwork but eliminating some of the repetition of information of, of copying information cause it's all the same information and most of it's not sensitive. Um, not right. Um, you know, for example, every time that one of a client goes to one of

these things, they have to do everything from this, from scratch and with the applications.

Jon: [01:08:29](#) Maybe that's understandable because some of them are different though. A lot of landlords use the same ones, but there they're filling these out multiple times. Um, did you provide those to us? Cause I'll be curious to see everything, the applications and agreements and like what are, what is the overlap of the, the one thing that I don't have for you but I can get to you is the actual application. And then don't obviously have an actual lease, but the lease is going to be fairly straight forward. Um, with the exception of the addendums that that are in that I did send you. Okay. Um, I think this would really help us to, could you maybe walk us through the last time you'd held an open house, just like what happened? Can, who was there, what kind of circumstances do you have took place? Um, yeah, I can give you, let me give you two, um, one successful one not successful. Um, oh wait, hold on. I'm trying to yes. And then I'm remembering.

Jon: [01:09:35](#) Okay. So we had one open house where we probably had a dozen people show up. They were all very excited about the property. They all put in applications, they all put in, um, these forms. They filled out applications and we walked away from that thinking great. We've got a very high probability of getting some of these folks in there. Sometimes they bump into each other during the open house. They'll be there at the same time and you can see, okay, they get along. That's great. Um, a few weeks later we did a meet and greet at the location with the selected participants. So they get along. We can, okay, this is great. We see them wonderful. They're in the moving process. We had another open house, three people showed up, one couldn't afford it and one wasn't interested. We, they knew what the rent was. Why that navigator brought that person that day.

Jon: [01:10:27](#) I don't know. All the navigators knew where their hundreds of clients, why they didn't show up. I don't know. I don't know if they were busy. I don't know if the location wasn't attractive for them. Um, we don't know. And that landlord, it's actually the same landlord is justifiably a little pissed off because we did this whole big thing and three people showed up. You know, in our organization we can't make the case managers bring their clients yet. Maybe we can that, that's something we're looking into is like having almost a quarter of a quota of how many open houses you have to bring your, your, your people too. But most of that open house was that landlord complaining. And this is a landlord who has a lot of properties and houses, a lot of people and has a lot of patients and it's a very distressing to see them start to

think about pulling away from this sort of rental in person at the open house events.

Jon: [01:11:22](#) The landlords sometimes, yes. Not always. Sometimes this one likes to be, is the open house the first time the clients are seeing the property at all or they get to see like it depends, you know, if we, if we've, um, and I think we've shared you our little, uh, La f h location.org. Yeah. Um, if we've had the opportunity to take pictures or take some videos beforehand, we usually make those available. Yeah. Um, sometimes we don't have that opportunity. Um, so it depends. Um, in my perfect world we would have a really nice sort of virtual tour ahead of time, um, less because it tends to weed people out more because it tends to encourage them. We found that just providing simple photos and videos and an attractive experience. We found people who said, no way in hell, I'm going to look at that to actually apply it once they just see the website.

Jon: [01:12:17](#) So more of that we have the more, you know, it's, it's, it's sort of like, uh, you know, it's enticing them. If you can plant this seed in their head and they see this nice video and there's, you know, there's nice music and whatnot, they're like, okay, I want to go look at that. I mean it's, it's basically how you would sell any other piece of real estate exactly. Size. It's the same thing. Um, so if we can, we really try to get that. So in interest of your time, um, maybe we'll just begin the wrap up. Sure. You can, you know, get to hopefully back on your show, your own schedule and everything too. So if anyone, you guys have any questions, I'd be like one question each or you, we could just kind of go around and see if there's any kind of wrap up questions anyone has.

Roland: [01:13:04](#) I do, uh, you, I was very interested in what you were saying about the data like that once you captured once did, we didn't want to keep it in one location, but I'm concerned that how many, if who keeps, when I log into something, I have my own user id right by my password. Uh, how would, how would we keep in, do you guys currently keep that information about that one client and have some unique id that they can reference? Um, or do they actually type in a computer? Like how do they capture that data or does everything just people are great. Um,

Jon: [01:13:45](#) s, t, w, h, m, l s and the, and the coordinated entry system, that's all secure. That's all, you know, that basically case notes, biographical information, whatnot, that's entirely separate from all of this, which is all on paper and it all eventually is kept in a locked file cabinet. Um, you know, it's scanned, it's copied, but ultimately at the end of the day, this is all on paper or

what I'm trying to get to is that say, say you got this one person. Sure. And they didn't make it during this round. Right. Okay. But they want to try it a different round and now a whole set of documents are coming again. I didn't want to fill it out. We don't currently have any way to manage that digitally. Right. We don't have a password or a system. So what I'm saying is would there be a unique identifier that we could use for those people for that, that case number was that yes, yes, yes. Everybody, every, every client had everybody who goes into Cs and you can't work with us unless you go into has a unique identifier. Huh. Okay. Um, and so you'll see on these forms next to their name will usually write the numbers so you can refer to an individual by a unique identifier that will be understood system wide. So if in this process we got the case manager or the individual to fill out this and we could store that yes. In a separate database. Next time

- Roland: [01:15:09](#) come, all we need is that unique identifier and they can capture that till we can re, you know, we get that information and they don't have to fill it though.
- Jon: [01:15:19](#) Yeah. Because you know, a lot of these folks don't have social security cards. Their names are variable. So yeah, they have that unique identifying number C e s c e s is the coordinated entry system. Not h. M. H. M. H. M. I. S. They're the same. Oh, okay. That system
- Martyna: [01:15:37](#) owned by La family housing or is that, that's not run by Lhasa. Do you have any, any internal database where you host the data or input, you know, uh, case files or client information
- Jon: [01:15:50](#) that, that would be a good question for the navigators. But my understanding is that that's all paper.
- Roland: [01:15:56](#) Gotcha. Well, that's important. Yeah. One cause we are, we're working with the city attorney trying to capture the information for expunging citations so that they can get these kinds of, uh, they can get housing. Uh, and so that same mechanism of capturing that data, creating a profile separate from any other system. Right. It's just unique to you would be, I think a great tool in when you said everyday counts that could easily take days and all that data could be visible to all the case managers. Yes. All you need is that C's c the number of
- Jon: [01:16:38](#) and see, I guess I'll get the yes, totally. There's an actual name for that number that I forget. I mean we're in Atlanta of acronyms that you just sort of work your way through it, but yes, no, no, completely.
- Roland: [01:16:51](#) Okay. Um,

Jon: [01:17:00](#) Haley family housing or similar agencies provide a level of confidence to the landlords. In other words,

Philippe: [01:17:10](#) the landlords dealing with your agency feels that the people that you will present to them, you, you sort of vouch for them. You have to clear them and all that. So what is the process of, uh, curing those people? How, what is, how do you differentiate them versus over people that we didn't qualify for this?

Jon: [01:17:36](#) There is a standard test called, and I don't know what it stands for, the [inaudible] s p, d a t which is essentially an acuity test of that takes into account everything from age, infirmity, mental health and the lower the score, the lower the number, the more likely you are to be able to house yourself securely on your own. And a lot of programs will be limited to people with a certain score. Um, you know, certain programs that are more intensive or resource intensive will be limited to folks who have a higher acuity. They need more help. Um, we are looking at folks here and I don't know the exact range but tend to be on the lower end of that scale. These are folks who have had enough screening through the intake process and through their case managers that we feel that their case managers really feel comfortable that they can live in this sort of environment.

Jon: [01:18:38](#) Um, trouble-free um, so there is actually a new miracle. There is a new miracle quantity to it. I don't believe that we've put a cap on it for shared housing necessarily. Um, I don't think we've said people with, I think it goes up to like 16 or 17 again. Uh, so you know they're there. By the time we were presenting them there, they've not only gone through an intake process, they've not only had this score, but they tend to have been working with their navigator for some time. Navigators giving them the test. Yes. Or it will have been done by the time they get there and, and it's, it's, it's updated to you basically. It's like a, it's like a 20, it's like a multiple question thing and depending on how you answer this questions like, uh, has this person been arrested in the last six months that might change, that will change the score. So that's constantly updated and people do move, you know, their eligibility changes based on based on that.

Martyna: [01:19:38](#) Hmm. The default question I had is just at the very high level in terms of the whole process, because again, we went through kind of the different teams that are involved, the steps from identifying the unit all the way to the signing. But in terms of your particular team, the housing location team, this is my understanding of, of your involvement and correct me if I'm wrong, as identifying the unit, working with the landlords, you know, identifying whether the unit meets the eligibility

criteria and then kind of informing the navigation team that this union's available hosting an open house. Then it's kind of hands off until the navigators do, they're kind of matching you know, workshop and give back to you. So my question is, when do you, do, do you get involved again in those, in this process? Is it when it's time to sign a lease? Like when do you get in common if at all?

Jon: [01:20:26](#) Sure. Um, we have been coming in usually for the meet and greet, which is when the approved group gets together for the first time that the navigators come as well. We're really there to answer questions either for the landlord or on the landlord's behalf, you know, we're there if you will, representing the property, kind of. Um, so you know, let's say for example, we get a group together and there's an outstanding question about, you know, can we get a new refrigerator? Can we all, we didn't realize that case managers aren't gonna handle that. We'll handle that. Um, then it's going to go off to lease signing, which is separate and move in, which is separate. So basically that we come into there and get right, but then we're also, we tend to be the ones that the landlords call when anything's not working. So we, we are in essence sort of half customer service and half we're the closest thing to project management for each individual house or a point person for the ones.

Jon: [01:21:31](#) Right. But also there's nobody else, there's no other team besides ours that's looking at the property as a whole. You know, as a, if a navigator gets their client housed in the house, they'll consider that a success. They move on. We're the only ones who are looking at a property as a property saying this all worked out, you know, one to three sesame street as a shared housing experience is working, if that makes sense. So if there's any, so any real hiccups tends to fall in our lives. Even if we wind up patching it off to somebody else

Martyna: [01:22:03](#) and then the winters of least sign a year, you're not involved in that process. You're not the one who's collecting the leases and the handing to pay to the landlord. It's the really didn't happen.

Jon: [01:22:11](#) That's the navigators. And then we actually have folks who are specifically who deal with the actual signing of the lease and helping, um, clients understand what they're signing and all of that. Okay. Um, I had one last question. Um, is there anything that we didn't talk about that you feel like we should?

Jon: [01:22:34](#) Uh, Eh,

Jon: [01:22:41](#) not really, uh, other, other than just to remember that, um, there's a lot of, um, just what's riding on this and

um, you know, it's, it's hopefully you'll get a chance as you go through this to meet some of the participants. Um, they might look like your neighbor. They probably were at one point. Um, and then, you know, you'll, you'll also some people who've been through more than you could possibly imagine. Um, and I guess just we constantly have to remind ourselves at the end of the day of, of who we're dealing with and that they're, you know, why the big thing for us is the why. So, um, I've already heard great things from you guys, but my question back to you just in your mind would be keep asking yourself why you want to, why you want to participate in this project. And we find that that's sort of another ending source of inspiration. Um, and um, I encourage you to be as curious about it as you can be. Cause even, I don't know half. Um, and I think we spoke about, um, I know we'll probably talk about next steps too, but it would be good to not only continue this conversation but let you see the process, um, firsthand. There's really no, there's really very little, there's no way to describe it other than to kind of see what it's like.

Aaron:

[01:23:59](#)

It's the two things, kind of jumping off of what you're saying. It'd be awesome if maybe in small teams, even to keep it a little more compartmentalized. We could see something like an open house and maybe before the, uh, the participants come in, potential tenants, if we can get like photos just to help us frame our own story or something along those lines to help us, you know, better can gauge and create our own kind of case study for how we're helping, how we might want to present this. And then also if you'd be open or maybe members of your team or the navigation team would be open coming in to potentially see the office space event and having a tour of what's there and kind of the resources that you have available to yourselves. And we can better see how what we create might be able to kind of fit into your journey because you're essentially the users at least to a good portion of the process of whatever tool that we might create. So that's something that you definitely want to be able to empathize with you and understand the most of the different processes that you go through and then also your workspace.

Jon:

[01:25:07](#)

Yeah, no, that, that we would love that, that be wonderful. Um,

Aaron:

[01:25:11](#)

and there's definitely, I mean it might be famed that we wouldn't necessarily think about the shows. We have no idea where. So by any mean if there's something that just say you guys should see this or you guys should please feel free to let us know because you know, there's some times where we can yeah. Until we, until we see them in person.

Jon: [01:25:35](#) Yeah, no. Yeah, I know. It's, no, I think that's that, that's all wonderful. And uh, we can start to schedule things. You know, we, we are, uh, I don't know what everybody's schedules like, you know, we are sort of a nine to five operation, um, with the open houses as well as the offices. But we can work it up and set up and we're mostly, we're in north Hollywood and most of the places we show will be in the valley. Um, but definitely work it out. And if you have any questions and I can get, want you to meet the rest of the team. And this is exciting. I don't, my brain doesn't know what time it is, but I'm stoked. Oh, that's a, that's a good, yeah. Hopefully it's not sleep deprivation. I, yeah.

Jon: [01:26:22](#) And as you know, an ongoing kind of thing, we want to make sure that, you know, we're as inclusive and transparent as possible as well and including members of your team as part of the design that we're going through. Cause we consider this even part of the design process and understanding the problems in thinking about solutions as well. Bringing you on and sharing things that are really low fidelity with you and maybe even creating and sketching some of those things together would be great, I think for all of us. So that'd be really cool. And I think you'll like our team. It's very eclectic. We get a lot, we get along very well and we have fun. And uh, I think you'll like it. Uh, I had heard last week that there might be a coming open house at Lef. Emily Allergen. Oh you mean on the campus? At the, for the building or for the, for a property. I don't know.

Martyna: [01:27:10](#) I don't think the La Family Housing Open House event meaningful July 10. Yeah. So I've been going a few,

Jon: [01:27:17](#) I don't know. That's the day after my birthday also something something happened. Um, probably the party for you. Yeah. [inaudible] open house. It would be good. And, but I always, I was going to ask if you felt that this is something that we should go to or if it's, or if it would be better if we go at a different time. Let me, let me look into it. My guess is that it would be better to go to a different time because you know, we're so donor based, a lot of these events are really for the donors and the media and I'm going to take that. Yeah. It just, it wouldn't necessarily be when you want it best. It might not be the best, um, time to see what the actual work slash shadow or no, look. Yeah. Yeah. And we're all, we're big into shadowing within the organization.

Jon: [01:28:02](#) We would there, would this be an opportunity to actually meet some of the people who are the navigators or, yeah. I think you're not to, we need to sit down in the open house or the, or just coming around the open house. I don't know. I have to get more details into what the event

is. Okay. Um, but the more, the more, the bigger the names that show up, the less likely you artists, let me put it this way. When they had the big grand opening and the mayor was there and Congressman Schiff were there when we were all told to go home early,

Martyna: [01:28:32](#)

I was used to it. And also, you know, we've been working with Dan separately to get connected with the, with you know, your counterparts on the other teams. So we'll be reaching to them directly and kind of seeing what works best for them, whether they're coming here. I was going there and kind of finding a group time so it doesn't have to be sure. Any specific prescheduled event, I can definitely.

Jon: [01:28:51](#)

Great. And, and I'm, my, my job is flexible and I'm field based and I have no problem with late meetings, early meetings, wherever. That's like I said, I just drove up to Kern the other day. Um, so I'm very happy to, despite, despite the eye roll, that's me just being tired. Um, so yeah, no, I'm, I'm totally at your disposal and, uh, anything you guys need, thank you so much for coming. No, thank you.