

Aaron:	00:00:00	You go ahead and start the recording and I just did, I'm going to grab the door too, just so we don't get any interruptions. Nice. So I guess first and foremost, just so we can kind of go read, go through kind of the introductions and such. Um, I guess we could start with ourselves and then maybe work our way to the two of you. Uh, I myself am a designer and a product manager. Um, and I've been working in startups and also some larger companies. Um, and that's what I'm hoping to do as part of this team is, you know, work with design, hopefully become a design manager and help lead the process and we want to work on,
Carlo:	00:00:41	uh, I just do freelance UX design, most of the mobile stuff. So I just wanted to work on like a website or project and if you guys need mobile design that, that's mostly, that's what I mainly do. So yeah, just wanted to try it out.
Roland:	00:00:53	I was big corporation systems manager, help develop projects from beginning to end more on the tech side. So that's my strength tech stacks. Cool.
Jon:	00:01:08	Uh, I'm a somewhat new to this. I'm coming from the entertainment industry is a freelance director. Uh, but we are working the last several months integrating sort of storytelling and a better use of data and to getting the units that we find into the minds and hearts of the participants who we match with them.
Philippe:	00:01:29	Um, I'm Philippe, we met last time, my background is in advertising. I was a TV commercial producer, for many years and um, moving into tech on this level because I think can be very helpful. I got into tech to file the end of 2015 so I'm new, but I'm like, you know, getting some idea of where, where it goes. And there was an article today that Npr, uh, homelessness is up 12% in the thing and I couldn't help, you know, so I'm happy to be involved in something where it's actual, it's real and uh, there is a sense that, you know, we can actually make it all difference even if it's tiny. Uh, so that's the motivation. I think it's a, it's a, what you guys are doing is amazing and anything we can do to help, you know, will be a pleasure
Dan:	00:02:27	and just as a, not to oversell this, but I truly believe that when you talk about like a tiny, like this is not a small impact, like this actually has the ability because it won't just be LA, you know, this is something that we can, we're going to be able to sell, not financially sell, but to sell, you know, it's all over the country. Um, you know, are my supervisor just got back then?
Philippe:	00:02:51	That would be, that would be ideal.

Dan: [00:02:53](#) I just got back from doing this work in Scotland and in France and you know, they're looking to use this kind of stuff there. I mean, this is, is not being done anywhere, which is silly in some ways because it's a fairly, uh, yeah, it's a pretty easy concept. You know, it's something that exists in a lot of other arenas. So I think that, um, anyway, so, okay.

Philippe: [00:03:19](#) I don't know. And that's in that mix. That's why I think it's great that you're open and available and willing to, you know, uh, get us in the day to day. You know, dirty area where, because we have to really understand everything that you have to go through, what works, what doesn't work. So you know, to, to, to, to suggest anything. Yup. So,

Martyna: [00:03:44](#) um, Martyna, I'm a management consultant currently, so I specialize in um, project management but also working with organizations of course finance, accounting, procurement, financial services, manufacturing to uh, streamline and standardize their back office operations. So kind of look, you know, talking to users, understanding issues, pain points, gaps, and kind of recommending a solution or implementing a solution. So I'm hoping to use this skill, so to help you guys in your organization to solve a bigger issue. Then, you know, not, not being able to close the books at the end of the month, but have an issue like, like this one. So I'm really interested in learning how you know about your processes and how, what you guys do currently outside of the APP and kind of absolutely physically in order to match folks too.

Dan: [00:04:33](#) Yeah. And I think that, you know, the doctrines that I just sent you, I think we'll give a little bit of that kind of outside of just this stuff outside of the APP stuff. I also think though that, um, and we talked about the opportunity to potentially for any of you, all of you to come out to La family housing and physically see what we're doing.

Philippe: [00:04:51](#) Yeah, I'd love to do it.

Dan: [00:04:52](#) You know, I think that that adds some meat or vegetable, whatever to, you know, to the work and I think it would change kind of the approach, which is cool. I think. So going back to the, you're talking about the kind of mobility, the mobile APP side of it. Um, so, and this is my own kind of naivete , so I apologize. But so all of our staff have a tablets, um, surfaces basically for the most part.

Jon: [00:05:20](#) (Jon shows surface tablet)

Dan: [00:05:21](#) Um, and yeah, exactly. Um, so the original thought was a mobile app and then we shifted more towards just a web based APP for ease of um, editing. Um, and uh, not having to have people like update all the time. Cause like, you know, if they just went to the site then the updates would be there kind of a thing. So, um, but I do think that in certain circumstances it might be really helpful to have that. And maybe we can talk a little bit about what those advantages would be, um, ahead. Anyway, so that, yeah, that was kind of the origins of the, that decision I guess. Okay. Um,

Aaron: [00:06:04](#) cool. Let's just go ahead then. I think you mentioned storytelling and that's actually a big piece of not only kind of design and Ux, being able to tell that story and kind of rally behind the story as a team and as an organization. But really good segueway into actually our first question. Could you maybe walk us through the story, um, or you know, the story, tell the current shared housing process and how that works. And that's for either to you to feel free to jump in both together.

Dan: [00:06:37](#) So big picture, you know, estimated 800,000 units short of housing in LA to provide, you know, the kind of healthy balance of vacancy, um, for a stable housing market. Um, so you combine that with, you know, the challenges that have a kind of governed the city when it comes to development, um, and you know, building density, etc. Uh, and you know, we all know about kind of rising costs of housing and all of that. So, um, you know, when you talked about the 12% rise in homelessness this year, I, the, the scary thing or that the reality that we have to face is that those, that increase doesn't come from people who've been homeless a bunch of times and they got housed in other homeless. Again, these are mostly new homeless, right? So last year as county, we housed around 18,000 people. Um, so in a city that, you know, we say there's somewhere, we just kind of between 55 and 60,000 people on the street, great. In five years, we've solve homelessness. If we're housing, you know, 18,000 people a year, uh, the problem was that estimated 14,000 people became homeless last year for the first time ever. So we need a way to utilize the housing that exists, uh, more efficiently and more effectively. Um, the staff that I think I shared last time that I have no idea where that, what the basis of this is, was that for every vacant unit, if we utilize every vacant unit in LA, we could, uh, house every person in America, uh, that's currently experiencing homelessness now, no one's suggesting that we should be, you know, filling every vacant bedroom and random houses with people. But the point I guess is that there is supply there that's hidden and that, um, the

reality, and I don't know about you guys, but you know, I had roommates forever.

Dan: [00:08:39](#)

Um, I think right now it will be the first time, and I've been married for five years and have two kids this year will be the first time that we don't have roommates, you know, but we're not renting out a space of our house to help make rent and whatever. Uh, it's a very common response to financial struggle or whatever, or just desire for camaraderie and partnering, you know, community, et cetera. For whatever reason, we have not taken advantage or explore that as an option for people experiencing homelessness. Uh, even though the benefits are likely more advantageous for the, for them than for people who are getting by month a month. Right. So from the perspective of lowering cost, sure. But also shared experience, being able to buy things in bulk, being able to share the one car among multiple people, being able to help watch kids, being able to um, you know, uh, provide, you know, a little bit of food when things are shared resources.

Dan: [00:09:41](#)

So I think that, you know, the story in LA has to be that our current way of doing things isn't going to get us out of this homeless crisis. And we have to think differently about how we housed rehouse people, uh, how we support people in ending their homelessness and that, um, that this is a way that is both, um, that that supports people on a financial level for sure, but also on a social level. Um, so there's the part around, you know, multiple people experiencing homelessness, living together, shared housing. There's an open, let's say a house that has many bedrooms. Several people move in together. There's also shared housing where I have an open room in my apartment or in my house and I'm going to sublet that room out. So I think that the story is also kind of a community response to ending homelessness, right?

Dan: [00:10:43](#)

So that when I go to rent my room out, I'm not living in limiting myself necessarily to the college kid, but I'm open to renting a room out to someone who's currently experiencing homelessness and really getting rid of that stigma around who the people are who are living on the street, why they're living on the street, what barriers that they have. Um, I think most people would be really shocked to know that, you know, people living on the street experiencing severe mental illnesses like under 20%. Right? People think of the stereotypical person who garners the attention that's, you know, talking to themselves and is a drug abuser, alcohol abuser, etc. And yeah, that absolutely exists. And we're not taking people who have super high barriers and trying to put them in your apartment with

you. Right? And this tool allows us to break down those barriers because we can say, look, you guys both took this questionnaire and you have 90% of these things in common and these are the things you don't have in common are these things that you guys can get over. Right. But, um, I think that it's a really beautiful opportunity for us to kind of create normalcy around this. Um, so from an emotional and kind of communal standpoint, I think it's powerful, but it's also powerful in terms of just really changing and, uh, providing more opportunity for people that are currently on the street.

Roland: [00:12:10](#) Hmm. So then, go ahead. Sorry. I, you, you touched on a point about an individual meeting, uh, or a landlord needing an individual and, or a landlord meeting multiple individuals. So you're envisioning a tool that will both meet the needs or will match our landlord to an individual and you can streamline that process and get an a candidate for that landlord job. Um, and, uh, one person basis and, or trying to get two candidates to match for a single lab. Yeah.

Dan: [00:12:51](#) So, yeah. So, um, and we've had debates internally about whether or not that questionnaire would be a, a subset of the, so if I was a owner of a house or an apartment or whatever, and I'm renting a room out, someone I'm going to be living with, do I fill out the exact same questionnaire as that person who's applying for the unit? Uh, or is it kind of a subset of questions that might feel more, um, safe because I'm not being asked questions. Like, do you have evictions on your record? Well, why are you asking if I have evictions on my record? I'm the one that's in the apartment, right? Well, I might have evictions on my record even though I have, I'm in the apartment. So I think that there's also kind of that recognition that there are a lot of people who are in housing that may recreationally use drugs, may have a criminal history, may drink alcohol, socially, May. Like there could be a million different things that I might have in common with someone who is currently on the street.

Dan: [00:13:52](#) But I'm in housing. Right? The vast, vast, vast majority of people who have all these different barriers are in housing. It's a very small percentage of people who are on the street. Right? So, yeah, it would serve both of those purposes. Um, I think that there's kind of two components. One is that the input, you know, answering the questions that are put in front of me, and so now I'm able to have compatibility with all these other people and rank order. But then there's also the side of it. It's going, okay, well now we have a unit that's requiring this. We have a unit that needs four people who are compatible. Each of those four people should have a potential income, maybe not a

current income, but of potential income of at least, let's say \$2,000 a month so that they don't have more than a whatever, two to one, you know, rent to income ratio.

- Dan: [00:14:45](#) Uh, and this owner in particular will not take people who have evictions. So it's gonna blacklist. anyone who answered yes to having an eviction. Okay. Right? So we both need to be able to have kind of a database of answers from people that we can kind of link up based on different criteria. But also the ability to say, okay, this is our current situation. Spit out some groups of people who may be good fits for that unit.
- Roland: [00:15:11](#) It's kind of like a funnel. You get a pool of candidates, we'll match each criteria going through another criteria, the other criteria until you get that candidate right. Have you had to go up? I'll run outside.
- Dan: [00:15:24](#) So Jon is going to be, um, we'll be back kind of involved throughout this process and they think that he's all, so I apologize that I spent the most, I'm talking there, but Jon is fairly new to the team and kind of absorbing a ton of information right now and it's been really influential and kind of changing the way we communicate around these kinds of units. So I think that his creation of the website there were currently using to share units with participants and with our social workers is going to be really instrumental in tied into the website.
- Aaron: [00:15:56](#) That's actually a really good segueway into where I wanted to go with this. Thanks. Nice to meet you too. And that parts that are a little bent, because I had a lot of pocket things today. Were you CC'd on that email to the lady? She was a little bit split up. Okay. And then, oh well to you, you got the email.
- Philippe: [00:16:15](#) Should be we go through Jon when we have something to communicate.
- Dan: [00:16:20](#) We'll keep both of us on there. Then we'll, we'll figure out internally how, yeah, it was great. Nice meeting you. Thanks for making that job. Appreciate it.
- Aaron: [00:16:30](#) So that was definitely a high level and great like vision perspective of where you guys are, where you see it going. Um, what I want to understand more of is the process as it exists. Now. You mentioned that you're working in potentially on a website, um, but really how does this process work at this time?

Dan: [00:16:49](#) Okay. So right now it's very kind of main manual, right? So, so here's the team that Jon Works on finds a unit, right? They find a unit that could support multiple people, and so they kind of do the negotiation on the side with the landlord around rent and all those things. Then they present that unit out to all the social workers and they say, Hey, look, we're going to have, we have this unit, these are the eligibility requirements for that unit, etc. We're going to have an open house next Tuesday from noon to four. Any participant, so person currently experiencing homelessness, who's interested in this unit come between noon and four, right? So they try and gather and get as many people to that unit as possible. Anyone who's interested and meets the eligibility criteria turn in an application right the next day. Anyone who we've received an application for their housing navigator or let's just say case manager, their case manager who's working with them, all of those case managers get together.

Dan: [00:17:55](#) So let's assume that we're all case managers and we all had at least one participant who we're working with WHO's interested in this unit. So now we get together and we just kind of do a, what we call a case conference. We're going to kind of talk through and say, okay, who are the people in the pool of potential residents? Are there any red flags that you guys know about from working with this person for a really long time? Right. Well, I know that Joe is a sex offender and that this unit is near nearest school, so he's like, he's out already, right? I know that Mary is an active heroine user, so that's an issue, right? And we know that Suzy is sober and has having a really hard time maintaining sobriety and it's going to be triggered by someone who's an active heroine user. So that's, so it's literally just the conversation.

Philippe: [00:18:54](#) But, I have a question at this stage, does it mean that all of these people didn't, didn't meet or did meet the eligibility criteria ?

Dan: [00:19:06](#) Yeah they met the eligibility criteria, but the eligibility criteria, probably just income. Maybe if the landlord is, let's say the landlord won't take an eviction, so they don't have an eviction. They make a certain amount of income or at least have a potential to make a certain amount of income. Uh, and they have a minimum credit score, you know, most kind of eligibility requirements for housing are pretty standard. They're not, you know, to kind of nuanced. So that's really the opportunity for the case managers to get together and just kind of POW or as we sort of know who these people are. We've been working with them for a long time. Let's say they've been living because

our, all of our shelters are congregate living, right? You're sharing a room with somebody already. So how has this, how has this person done previously living in a shared room and they had to change roommates 10 times in the last two months because of conflict will maybe they're not a great candidate for a shared housing situation. They want it potentially, but you know, whatever. And there's a lot of other things that come into play. So, but that's the kind of next step.

Aaron: [00:20:15](#) Could I ask you to potentially rewind and talk through that same process with the last time that you guys went through it? Just so we have a clear example.

Dan: [00:20:25](#) I wish Jon was here for this part. So, um, so the last time we did it, uh, it was a unit that was a building. There was a house that had been converted as a three bedroom house, three bedroom, two bathroom house that had been converted into a six bedroom, not, you know, six unit house and did a bunch of construction to kind of make it more amenable to a lot of people living there. And I think they added a bathroom. They had it a little kitchenette, you know, like some like kind of shared spaces, etc. Um, so they did the big open house. They had maybe 20 people show up. Of those 20 people, there were a few couples that we didn't think was a good fit because in the shared housing environments, we're trying to kind of Max out at around eight people because if it gets too much above that too, unless it's a very specific unit, it's just too hard to manage after the fact. Um, and so trying to put two people in each room would have been problematic. So there's some people that said, you know what, this isn't the right opportunity. So I think they added about 15 applications. Um, so maximum of 15 case managers, but probably more like 10 cause you know, some of them are doubled up, got together the next day.

Dan: [00:21:41](#) Well it wasn't the next day. So right now this process has taken us too long. So that's one of the reasons why the APP is so important too is that, you know, the vacancy rate is so low. Trying to convince a landlord to work with us to begin with is a challenge. But then to say, hey, you know, this unit that you could rent out in one day on the open market, we're asking you to wait two weeks or three weeks to work with us and we might give you a little like holding fee of 500 bucks, which doesn't cover how much you're actually losing. So part of the problem is that by going through this manually, it takes so long and there's only so many kind of points we can cover it too. Right? So then the case managers get together, they have kind of a general list of questions or thoughts, ideas that they're going to talk through.

Dan: [00:22:25](#) But it's really just their opportunity to say, are there red flags that you can think of because you've been working with this person for so long. Right. Um, so through that process, they kind of narrowed it down to whatever it was, six or eight people that they thought would be kind of a good group. And then the next day, probably a couple of days later, they got all those people together and said, okay, we think based on kind of our work with all of you that you guys have a kind of a baseline level of compatibility, but you know, get to know each other and spend some time together. Here are some kind of general questions that you might want to think about and talk through. Um, so they have kind of a meet and greet to make sure that there's some chemistry and compatibility. Uh, and then after that they fill out a roommate agreement.

Dan: [00:23:18](#) So they all sit with their case managers all present and they go through and that's all in this email that I sent you, like attach these roommate agreements that we've put together. So we're going to talk about when our bills paid. We're going to talk about winter, you know, what is our standard of cleanliness? What is our, what do we think as a group around visitors? Like all the things you should talk about with roommates, right?

Martyna: [00:23:38](#) Just to confirm that this agreement is it prepared by them or is this something provided by? S

Dan: [00:23:42](#) So there's that kind of a standard, a skeleton that they can edit. So it's not, um, static. You don't mean there are sections where they can kind of add or take away, but um, you know, versus let's say we've known each other a long time, never lived together, but we've known each other a long time. We have some history. We decide that we're going to go and live together in a two bedroom apartment, right? We have kind of a back, we have some level of understanding of each other's habits, et cetera. For a lot of these people, they don't necessarily, right. And so we're trying to kind of say, hey, these are some of the things that you need to be thinking about. And for some of these people they've been experiencing homelessness for years and years and years and years. They haven't had a stable place to live for a really long time. So it's a big transition just to move into housing at all and now on to move into housing where I have to share all these different things and you know, the social skills that maybe I don't have or I've lost or whatever that they have case workers that work with them post housing. So there's a lot of work being done kind of after the placement into housing, but we're just that room and agreement is kind of just set out there as like a, hey, these are some things that we need to agree on, we need to have

conversations about before we, you then obviously it's not binding in any real way,

Martyna: [00:25:06](#) But how much time they spend together during this meeting?

Dan: [00:25:09](#) A couple hours.

Martyna: [00:25:10](#) Just a couple of hours, get this roommate agreement. Yep. Put together and then what's the process?

Dan: [00:25:15](#) Okay. Uh, so then lease signing and set up.

Martyna: [00:25:21](#) same day?

Dan: [00:25:21](#) No, generally not. Probably a day or two later,.

Roland: [00:25:25](#) How involved with the landlord at that stage? They don't care. They just know

Dan: [00:25:31](#) They're, they're putting a lot of faith in us to do that work. Yeah.

Philippe: [00:25:37](#) They're trusting the, the, the people you putting through them once they've been cleared? They're trusting your clearance of them.

Dan: [00:25:46](#) Yeah You know, and we're selling the fact that like, in order for us to do our work successfully, we have to main maintain our relationship with you as a landlord too. Right. It's not worth it for us to kind of blow it on one housing opportunity. Most of most landlords in LA, you know, it's especially over the last decade or so, it's become so much more, um, uh, uh, you know, big business, right. If have very few kind of mom and pop, we own one or two buildings. These people, you know, they're owning, they own 10, 20, 50, a hundred buildings. You know, to, especially if it's our first time working with you, we want to obviously, you know, try and fill, you know, fulfill our end of the bargain as much as possible so we can continue to use your buildings.

Martyna: [00:26:26](#) And in terms of like statistics, just, um, you know, cause I imagine that the case managers, you know, the biggest portion of their job is to get these people into a housing situation, ideally shared, but that potentially individuals, so I wondered to like let's say I'm out of the hundreds or I'm just making up a number here. Uh, you know, folks who were able to place into a housing situation every month, you know, 20% or 12 of them are in shared housing versus 80. We're not able to match. We

just put them into individual, like, can you just give us a little bit of a.

- Dan: [00:27:01](#) So last year we housed just over 500 families in just over 500 single adults. Um, of that I would say no more than 10% was probably was shared housing. Uh, but that was kind of before we even put this process into place. So that was when it was really like I met you, while living in the shelter, you were kind of, I hit it off with you kind of maybe. And we ended up moving in together because it worked, um, much more kind of two person shared housing versus in the last three months since we've put this process into place, we probably housed 50 people in the last few months in like five or 16. So sped up a lot.
- Martyna: [00:27:54](#) When did you start this, this idea cause, cause I'm trying to understand.
- Dan: [00:27:56](#) So we've been, we've been kind of tinkering with it for a few years and it started out because it was, the results were so bad and you know, we put people into shared housing within a few months, someone would abandon their room, you know, there'd be fighting there be, you know, they're just huge problems because we just didn't put enough work on the front end to try and, you know, get compatible, you know, try and find compatible people. So at that point we started putting more work into it. And like the backstory on this APP, I mean we've been, we had a very thick, hugely failed kind of experiment with getting this out bill. A year and a half ago. We got funding from the Hilton Foundation. Uh, we hired a, I've talked about this last time. You hired a consultant who works really big name, even within the homeless world and it just didn't work.
- Dan: [00:28:44](#) So we had kind of a dead period of about a year where we just didn't do any shared housing cause we were like, we don't get good results. It's too much work. We ruined landlord relationships, you know, we don't have a good process. And so then over like the last six months or so, we've really developed this process out way in way more detail, utilizing a lot of other best, best practices from around the country. Um, and then that's, that's improved things a lot. It's just our pool is very small, you know, so that in and of itself is going to limit compatibility. Um, and then it takes way too long. So there's not as many landlords that are willing to put up with it.
- Martyna: [00:29:22](#) And is it fair to say that, I don't know, prior to your mentioning a year to supplier to like 2018 or 2017 they have the housing,

housing, housing placement was more like, you know, one on one person when you have a buddy or if it was shared housing?

Dan: [00:29:38](#) Yeah. Kind of one on the people who were...random proximity.

Speaker 5: [00:29:43](#) So since, since when was it it, was it like when the idea of the APP or did you try to kind of do this process, you know, without the app kind of say, Hey, you know what, we, this is inefficient. We can't just keep placing people into, you know, one, one, one, one, one situation. We need to kind of start, start sharing housing. And how long has that been kind of the process that your grades?

Dan: [00:30:06](#) So we'd started draft, like really putting a lot of energy into drafting this process, which I, you know, which I sent out. So you can kind of look through that. Uh, maybe about six months ago. Kind of said, okay, this is good as we're going to get maybe three months ago. Um, so the year prior to that was kind of dead period where this consultant in developer, we're working on the APP and not getting anywhere. Uh, and then prior to that it was kind of like a lot of just one on one stuff. Um, and so I would say that right now single adults is kind of the easiest to match because it's just kind of one person that we have to think about. Uh, families are absolutely, you know, good fit for this kind of thing too.

Dan: [00:30:53](#) Um, especially like smaller families where you put like mother and daughter in with another mother and daughter and a two bedroom or, um, or mixing kind of sub become sub populations, right? So like an older adult, you know, grandmother, so fastest growing homeless population in La are seniors. Right? So, you know, senior woman with a young family, right, would be awesome. You know, if, if she's a grandmother doesn't, hasn't seen her grandkids, you know, whatever in the, you can create these kinds of really awesome kind of communities. Um, so that's, that's possible too.

Aaron: [00:31:32](#) So let's take a, so I think, but there's a lot to unpack with what you said and you kind of bounced all around the spectrum of what we wanted to talk about today. Uh, maybe we, we can reorient ourselves and keep ourselves back on track. We can make the conversation kind of flow in a, make sure we don't miss anything.

Dan: [00:31:49](#) Sure.

Aaron: [00:31:50](#) Um, so thinking back to the blast process or you know, the different processes that you've gone through, um, what time constraints might exist within the process, deadlines, interruptions, you mentioned applications, um, you also mentioned that the process isn't maybe as quick as it could be. [inaudible] do you want me to talk through those things?

Dan: [00:32:12](#) So I would say that right now it's probably taking us close to a month between identifying the unit and signed the lease. Right. Which is terrible. Like that can't be our standard because we're wasting quote unquote so much money, paying landlords to hold the empty unit for us. Right? So any dollar we spend on that, is a dollar we're not spending on rental assistance, right? So we want to tighten that window up as much possible. There are a couple of main kind of barriers I guess. So one is that at the time that someone's, let's say, approved for the unit or at any point during this process, their case manager has to make sure that their physical paper file is perfect because if we're going to spend money moving somebody in, we're going to get audited likely on that file and we gotta make sure we have all of our documentation in case notes and eligibility requirement all the things that are contractual obligations for us.

Dan: [00:33:17](#) That file needs to be right. That is a barrier. They got delays, things. So, you know, case manager working their tails off, you know, and Oh man, this file needs to be ready to go and there's stuff missing their signatures missing, etc. And so we need to tighten that up. But that's something on a programmatic side that we can do. Um, which even just talking through that, like, uh, adding that to our shared housing process where a case manager has to turn that file in earlier so that by the time they go through the case conferencing and meet and greet, all the files are ready to go. Right. And at that point, we're just pushing into finance for checks. Um, another barrier is that we need paperwork filled out by the landlord. The landlord needs to fill out kind of a contract with us. They need to give us their w nine. They need to prove that they own the building. They have to, like there are certain things that we need from them. Sometimes there are problems with getting that documentation. Um, so there's a documentation kind of process that needs to be followed.

Martyna: [00:34:25](#) That's from the landlord?

Dan: [00:34:27](#) Yeah. Um, uh, and you know, there are certain, so like we have to inspect the unit to make sure that it's up to habitability standards. There are times when you go in and there's a broken whatever, or there's no heat. That's a fair housing requirement.

You have to have heat. There's not enough, uh, you know, whatever, whatever it is. So vast majority of the time units are fine. They're great. We know going into it that they're fine. There are times when you go and inspect the unit and then there's problems. They got to fix those things before we can move people in.

Dan: [00:35:04](#) Um, so there's, there's some of the kind of hurdles. Um, some of those we have more control over than others. I'm not as worried about delays that happened because the landlord doesn't provide us with documentation that's on them. That's on that, you know, I'm more concerned about the delays that we cause.

Aaron: [00:35:24](#) What would be the delays that you cause?

Dan: [00:35:26](#) So we caught it like, you know, file isn't in good shape. So that takes time to get up to standard, uh, finding the, getting enough interest in the unit to get enough people there for an open house that we have a good pool of people to draw from to try and find compatible roommates. The case then getting all those case managers together to have a case conference. I tried to align 12 people's schedule to get together is the challenge then getting those 12 people that then come together, 10 people or wherever it is to come together for a meet and greet can take time.

Dan: [00:36:02](#) So one of the things that Jon, the team Jon's team and I have talked about is setting all those dates up beforehand. So it's like this stays the open house, it stays the case conference stays the meet and greet boom, boom, boom. If you're showing up to the open house, you already know that if you get past this stage so to speak, you're going to have a meet and greet in two days. So like we can tighten those things up. Um, I think that with the APP, theoretically we would pre identifying kind of who would be going to that open house, right? Cause we're already saying here are 20 people who were theoretically all very compatible with each other. These are the people that we're inviting to go to the open house. So it's not just kind of an open invite to the universe, like whoever's interested come cause then we're dealing with transportation issues.

Dan: [00:36:56](#) And I mean, it's a whole, it's a lot. It's a lot to take on. Um, but that the APP would theoretically narrow that group. We have our handful of groups of four or five that would theoretically be compatible. They go and check out the unit. They already know each other, right? We've done all the pre work in that respect. Right? That those four people or those three people are those

two people subsets. They already know each other, they've already vetted each other, they're already all on the same page. There are good to go. They can show up to a unit you guys in. Yeah, let's turn the application right now. We've already done all the other work. Right? So the APP allows us to move way more quickly and to theoretically find people that are way more compatible. Right. And more kind of fit for that unit.

- Aaron: [00:37:47](#) Okay. So you talked through many different people throughout the process. Um, I think what would really help us is if you could talk through maybe the different roles that exist within both the smaller process, but also within your team and how maybe a brief overview of what those different roles do as part of the process. Yeah. So I'm gonna try and limit it to the people that are kind of most integral because everyone's kind of connected at the agency. I mean everyone's kind of playing a piece. So the most integral pieces are really the housing location team, right? They're the ones that are identifying the unit, have the relationship with the landlord, et cetera. Uh, the housing navigation team. So they're generally the ones that are working with people who are either on the street or shelters trying to identify permanent housing.
- Philippe: [00:38:37](#) This is what the housing navigator navigator?
- Dan: [00:38:40](#) Uh Huh. So when I say case manager, like this case managers kind of a tough term cause that's where we're talking about a lot of different kinds of case managers. But um, so there are social workers that are working with you. We'll try and find housing. Uh,
- Martyna: [00:38:55](#) it's another party, right? Housing navigation teams versus case managers?
- Dan: [00:38:59](#) Case manager could apply to several different teams because I'm a case manager for someone at this step, I'm a case manager for someone at this step. Right. There's kind of all these different teams that work with people in process. Yeah. The whole flow. Yeah. Okay. So we have our housing location team and we are housing navigation team. They're the main components. The housing stabilization team. They're the ones that are working with people once they're in housing, they're involved, but not really. I mean like they're, they're more, they're involved once they've signed the lease. Um, they've played a big role in creating this process cause they kind of know what happens when we don't do this. Right. We end up with all these people living together that don't work out right now. They're kind of left to try and figure it out.

Dan: [00:39:45](#) Right. Um, but those are the main, the main groups. So do you want, I'm sorry, really quickly. Do you want me to tell you a little bit? So the housing location team, they're doing the identification of the unit. They're getting the paperwork from the landlord. They're, they're doing the inspection of the unit and they're hosting the open house. But those are kind of the main components that they're doing. The housing navigator is like driving interest in the unit. You're selling the unit, so to speak to their participants. They're maintain the file that's necessary to get the payment. They're creating the payment requests. Doing the kind of interaction with the finance team needs to be 100% there yet. It's okay. They're the ones managing that. Uh, they're doing currently they're doing the case conference, talking through kind of the, the different people. Uh, and they're the ones that are kind of making sure that their person who maybe is interested in applied. Yeah. It kind of follows through with the whole process.

Martyna: [00:40:49](#) So then we have obviously the potential tenants, the homeless population. Yep. What about decision makers? You know, people who, you know, cause you mentioned some of these things like the process you follow ready, like you know, this has to be right before this happens?

Dan: [00:41:03](#) Like there's managers that are yeah managers that are auditing files. Making sure that, you know,

Martyna: [00:41:10](#) so there's a housing location team, they report to someone?

Dan: [00:41:15](#) Yep.

Martyna: [00:41:15](#) Right. Okay.

Aaron: [00:41:17](#) So of those rules you mentioned that different people can be case workers, um, who are in those roles, are caseworkers that

Dan: [00:41:28](#) So what I just talked about really just the housing navigator because the housing locator, they're more of a sales team, right? They're out building relationships with landlords, developers, real estate companies, et Cetera. Right. The navigator is the one with a caseload of participants that they're working with.

Aaron: [00:41:46](#) Okay. And are there any other caseworkers that you work with beyond the navigators?

Dan: [00:41:52](#) So the stabilizers or social workers or case workers, they are working with people once they're in housing. Uh, those are kind of the main groups.

Aaron: [00:42:02](#) Got It. Okay. Um, I think you've talked quite a bit about why the process is done in the specific way that it's done now. Um, so what has and hasn't worked in the past in terms of things that you may have tried can along the way.

Martyna: [00:42:23](#) So specifically the shared housing,

Dan: [00:42:25](#) shared housing specifically. Yeah. So what hasn't worked or really big units. So to many people, right? So we've tried to limit that in some ways. Uh, what has worked in response to that is when we have a house manager, so like that will, will tell a property management company, look, if we're going to have more than six people in this unit, you need to have a manager that's coming by the house 20 hours a week to kind of check in, see how things are going be onsite presence. Right. Um, what hasn't worked super well. A is when we had like one housing stabilizer for an entire house. Right? Cause then they're trying to kind of balance the needs of you versus you versus you. Right? So now we have two or three or four housing stabilizers at each house that are really helping to manage things after the fact.

Roland: [00:43:19](#) Can you identify what the stabilizer is?

Dan: [00:43:21](#) Sure. So the stabilizers, the is really just the, the, the case manager who's working with you after you've moved back into housing. Okay. For a period of time. So La family housing provides rental assistance for a period of time, kind of one to 24 months depending on your needs. That stabilizer is working with you the entire time. Just saying if you put four people in it better. It's just one person managing those. I as a stabilizer, I might have 25 people on my caseload that are all living all over the county. Right. Okay. Okay. And so at one point we were like, okay, great, you have, it's easier like you go one time and you get to see all four of the people that you work with. Right. But it's really hard to kind of balance those. How do you advocate for four people?

Philippe: [00:44:05](#) The stabilizer is, um, is not, the navigation team is not the, um, inspection is not the, um, their kind of their locations team?. So it's a third, it's a third team.

Dan: [00:44:22](#) Yep. Yeah. Yeah.

Philippe: [00:44:24](#) And it's a team that works for you, for your organization.?

Dan: [00:44:30](#) Same Organization. It's combined. Yes. So there's a ton of communication between all these teams around. Um, you know, I mean, they all have access to all the case notes and all that stuff, but you know, there are constantly talking about, or these are the challenges that I'm asking was having, or this is, we were at this step of the process of getting them employed or we were, you know, so those teams are really in integrated. They're communicating a lot.

Aaron: [00:44:57](#) So what has worked in the past?

Dan: [00:45:01](#) Yeah. So, um, so it's worked better when there are like private entries to the unit, you know, so that's kind of like the identification of the unit itself. Like if I can kind of come and go to my room without having to go through the whole house and have to interact with people all the time if I don't want to, that's helpful. That's a benefit, right? Privacy. Privacy. Right. So like, you know, we needed enough bathrooms for the number of people. Like these aren't things that necessarily play into the APP itself because that identification of the unit is happening on the front end. Right? They're not selecting units, they're not working with landlords who are presenting units that we don't think are gonna work. But, um, uh, so you know, very basic things like housing, people that have, um, an open probation case with someone who is, let's say undocumented, right?

Dan: [00:46:03](#) They might, they don't want police around her probation officers around or you know, like that, you know, that's a problem. That's something that had to think about. So there's a lot of, kind of like we talked about this last time, kind of like goes, I, we might have 99 questions out of a hundred the same, but there might be that one question that acts x's us out, right? I'm allergic to cats. You have a cat that's a support animal, right? So within the website, as it currently exists, there's a lot of questions that are like, you know, let's say I have a cat, I don't have a cat, but I'm willing to live with a cat. I don't have a cat and I cannot live with the cat. Right? So like ways to kind of create those.

Aaron: [00:46:49](#) So let's talk a little bit more about the website. Um, so what has and hasn't worked, let's shift the way you're thinking about it and talk about what the process yeah. And way you've tried to maybe solve the process and pass or change the process. You know, what has and hasn't worked there?

Dan:	00:47:05	So, so when things are too complicated from a user state, so we're talking like there's a huge, I mean, you can imagine, right? The number of people we're working with, thousands of people who are everywhere from illiterate to master's degrees, right? I mean, and everywhere in between. People who can't a or have a hard time concentrating for a long time and people who are fully functioning, you know, and can support them, whatever. So that if the process is too complicated, that's a problem. Um,
Martyna:	00:47:46	so by the way, the users of this app or whatever, you know, web application, are we intending to the case workers to be the audience on users of that or the population?
Dan:	00:47:57	the population themselves. They're answering that on their own? I think that that depending on the user, uh, the case manager might be there with them helping them out. Right. So that's a challenge is how do you get, have enough questions to really create a nuanced compatibility without having to be so long that I'm not going to sit with you for 45 minutes and answer a ton of questions.
Roland:	00:48:24	capturing some of that stuff and the documents that you're collecting on a final.
New Speaker:	00:48:29	Yup. Yeah. So there are some questions that that like the case manager would already know.
Roland:	00:48:34	Right. Cause that, that was one of the first things that came to mind and I'm not trying to go over, go past it a little bit, but um, um, I'm envisioning that these three actual locations or these three roles, the location, navigation, stabilization, if the goal here is, is to get people to enter information and for it to spit out candidates that match a certain criteria year here, four here.
Dan:	00:49:07	Sure.
Roland:	00:49:07	Then that information, most, a lot of that information can come from these location teams.
Dan:	00:49:13	That's true.
Roland:	00:49:14	The navigator.
Dan:	00:49:15	That's true.

Roland: [00:49:16](#) And a stabilization post facto. This person was a problem in this unit. Sure. Next time they go through whatever they go. Yeah. Right. I can, I just invasion that.

Dan: [00:49:27](#) Yeah. So That's interesting. I mean, I think that there could be an opportunity potentially for a housing navigator to go through the questionnaire on their own, answer it on behalf of the user and then let the user go through and say, yes, yes, yes, yes, yes. No, that's not right. Or this is blank. I need to answer that one. So, yeah, no, that's true. Right. Okay. I'm just theoretically, theoretically the case manager could answer probably a fair number of those questions.

Roland: [00:49:52](#) Yes. But I don't know if that would add value or not time constrained or maybe so. Yeah.

Aaron: [00:49:59](#) Uh, so you said complexity to the process is a major barrier in what hasn't worked. Could you maybe like explain what the complexity has been?

Dan: [00:50:09](#) Um, well, we, so we haven't had this an app yet, right. But we used to try and do like just manual questionnaires. Well, I mean, you start throwing more than a handful of those together trying to compare. I mean, it's impossible. It's really, there isn't, a technology at least that we had access to that would allow us to generate any kind of usable data out of manual questionnaires, which is what we were doing. Hmm. Um, uh, so that's, you know, whatever. Um, um, I'm trying to think. So like Hipaa you guys use, are you familiar with Hipaa compliance? Right. So privacy standards, um, uh, that was an issue around, you know, who's seen, so for example, I might want to know that my roommate, you know, let me think.

Martyna: [00:51:06](#) Uh, like infectious diseases?

Dan: [00:51:09](#) Yeah, it's, it's challenging, right? So that's something that we have to be careful about is like, you want to be able to tell someone like, these are the 18 things you have in common. These are the four things you don't have in common. Cause it's important that you have the ability to, to kind of talk through these things. But I can't, we can't just automatically reveal information that's sensitive to, so I can choose to tell you x, y, or Z, but that can't just be shared automatically. And I would be really concerned about someone like checking a box that says I'm giving permission to LA family housing to share this data. It's too personal. There's too much like personal stuff there. So I don't know. That's something we have to think through

Martyna: [00:51:53](#) because all of the stuff you mentioned, you know, you need to know like some people may not want to all be comfortable.

Dan: [00:51:58](#) And one reason that like going back to the example of us being roommates together, one of the reasons why we might be successful is that I do know all that stuff about you or I know a lot of it about you, you know, and I'm willing to, you know, it's positive or negative or wherever, you know, we're taking people to potentially know nothing about each other. Right? And so there's value in sharing a lot of that information and for each, for them too, right? I want you to know that I whatever, whatever it is, but that's something that's a consideration. So that would be something that would make it out of work.

Roland: [00:52:32](#) I think best practice is hide as much as he can. And I'll need to expose what you, you know, everybody gets their own report. You can share freely if you want.

Martyna: [00:52:42](#) The Algorithm knows, right. Nobody has to know that if you selected this as, right. So you asked the questions, but that's, that goes back to still Hlpaa.

Dan: [00:52:52](#) Yeah. And that's okay. So like as long as the website is, is secure, that's fine. I mean, we, we have HIPAA compliant data everywhere, secure. Um, but there is that balance of like, you might ask me, do you have any infectious diseases, whatever, but am I really going to ask? I can't ask, you know, are you willing to live with someone with aids? Okay. Are you willing to live with someone with hepatitis A? Are you willing to live with someone? Right. I can't go through all those things. It's too much. Um, I or I, I'm in a gang, right? So one element that we tried to work into the previous version of this was like all the communities that you'd be willing to live in, right? So you're thinking of all of La, which is generally we're focused on the San Fernando, Santa Clarita Valleys, but we house people all over the country. But most of you know, county of La. So his, the previous designer solution was to list every neighborhood in la. Well, there's like a hundred neighborhoods in LA, right? So now I'm having to go through and manually click each neighborhood that I'm willing to live in. too much, but potentially really important if I am an active member or was a member of a gang, that means that I can't live in these six neighborhoods. Right? So is there a way to like click sections of a map make, maybe that's faster. I know maybe there's a way, there's a way to identify where I'm willing to live. That's our general, but specific enough and obviously the more areas I'm willing to live in, and I'm being told this by my case manager, being reminded by my case manager, the more areas you're willing to live with, the more

likely it is that you're gonna be matched with people. You know? It's like you're balancing things on. But here it is. You are not willing to or not willing to live in.

- Martyna: [00:54:46](#) Yeah, no, they all seem to be so something that again, like if the, if the algorithm is smart enough and depending on how much information people want to share, right. So say I'm, I'm part of the population I am or have been affiliated with a, with a gang and so I don't know, pour for them to input that information. So it kind of matches against, uh, or with the locations that are safe that are in the system kind of deemed does not affiliated with that organization. You know, it's not like selecting from all this stuff, you know? Sure. It already has the information, but it sounds like it just in general kind of kind of this from what we're hearing, there's a lot of like judgment cannot kick case managers or case workers are able to make because they have a relationship with this short. Yes.
- Dan: [00:55:32](#) There's value in that for sure
- Martyna: [00:55:34](#) that, that that is not a black or white. There's a lot of in between. Right.
- Speaker 6: [00:55:38](#) So speaking of black or white. So like that's something that we talked a lot about too is like how much do we expose people to the opportunity to declare their biases in terms of who they want to live with? Right? So should I be answering it? Do we want to present a question that says, you know, I am gay, I am open to living with transgender, non binary, you know, all these different things. Right? So that's something else just to kind of put in your minds is like where I'm just making these percentages up. Whereas you know, 0.1% of the population is transgender. Within the homeless community it might be 5% much higher.
- Martyna: [00:56:23](#) So really too many choices or ways to say yes or no lowers your ability to match.
- Dan: [00:56:29](#) right? And so there's a certain value in saying like we got to think it's a lot to think through because while I cause look, going back to kind of a normal quote unquote normal roommate situation, we know each other. I already have self, I've already selected you, right? We're already friends. Like we already have a lot in common, etc. So all those million factors that could get, I've already considered those. We're trying to create that artificially, right? We're trying to create familiarity really quickly. Um, in some ways, you know, and so we have to kind of, you know, I mean the website as it currently exists maybe has 80 or

so questions, I forget. But, um, and maybe there's ways of asking questions that knock out a lot of different things at the same time. Um,

- Roland: [00:57:24](#) yeah, I think something in that it's more of a, um, I don't know if it's psychological or so. So there's a lot of that sociological because you know, there's like the timing of the questions. You can put an old barrel people in a room, have the questions asked before then put them in a room with a bunch of people, have the quite thing questions asked after and you'll probably get a different response after they've engaged in.
- Dan: [00:57:50](#) Right. I might really care that like, you know, whatever that your Catholic right now on on, I don't know you at all. I'm just making a selection. Do I prefer x or y? But now that I know all these other things that are you, I'm fine with you being Catholic. Right, right. Yeah. So I think that that's where there needs to be a lot of prep work to by the case manager and why it's so important that they're involved in taking, you know, an answering the questions is that they're sitting down with you and saying, yeah, this is what this is about. Like you need, we encourage you to be as expansive as possible or whatever.
- Martyna: [00:58:28](#) But you know, if you're very rigid with your choices, you know, your, your chances of being placed a are lower. And also saying maybe asking these questions in a way of red flags, not like what would you prefer a or B and instead of asking, well, can you know, is any of this a deal breaker? You don't miss any of this. Like a hard to know. Right. And if it's a yes and we don't want to place those people regardless. Sure. How silly it may seem to us right away. Maybe it's
- Dan: [00:58:54](#) exactly, yeah.
- Aaron: [00:58:56](#) So you, you did mention the relationship that the case workers end up developing with the actual people that they're working for. Um,
- Philippe: [00:59:05](#) how many case managers do you have working at the moment?
- Dan: [00:59:09](#) So within our agency we have about 19 that are working with single adults and 12 nine nine that are working with families. Yeah. 12th whatever excuse ish on the fam cause I'm 15 let's say on the family side and 25 on the individual side, each with a caseload of kind of between 20 and 30,
- Philippe: [00:59:30](#) 20 and 30 case loads for each person's?

New Speaker:	00:59:33	Yeah.
Aaron:	00:59:33	And for those case workers, I mean, well for the whole process. Sure. Um, you mentioned that that works well. What else works well? Like what has worked in that regard to the process? You're not just the caseworkers but things like along the way.?
Dan:	00:59:51	So the open houses, like as a concept of worked really well, just because I think, you know, for people who've experienced homelessness forever, for a long time, especially, there's like a fear about getting back into housing. Think that's a real barrier. And just walking into an apartment and seen it. And picturing yourself there and maybe having her caseworker drive you around the neighborhood and introduce you to things like that's helped a lot. One of the things that Jon Jon was talking about the story of the unit. So what we've created is a website that, um, you know, shows, it's not just like you're the stats and the address, right? It's pictures and video and walkability score and crime rates and local schools and distance, the local market and transportation scores and like more information, um, something that you can connect with a little bit more. Uh, so that's helped a lot. I'm just getting people to these units. Um, the meet and greet has been awesome. Like that has been a really amazing thing. Um, in terms of just generating enthusiasm and people say like, yeah, we can live together. Like, let's do this, you know, um, that's been really positive. I think, I mean, the case comp, like we've gotten to, we've tailored this now to the point where like the things we're doing are working, it's just not efficient and it takes too long.
Martyna:	01:01:16	So meaning the, the, the, your, your kind of process of
Dan:	01:01:19	our process right now so far over the last handful of months has actually been, I would say overall fairly successful. We don't have a long, um, amount of time where people had been living together in these most recent couple of months. So in the last three months we've had, uh, I was told that he was eight units with roughly 50 people, total people.
Martyna:	01:01:42	Is it safe to say at this time we have around 50 individuals who have been successfully placed? Yeah. Shared housing. Yeah. So can you let us know about some of these?
Dan:	01:01:51	It's been way more than that, but the other, so like we were before we were using like a lot of these, um, or congregate housing situations where they have like full time onsite management of the houses. Um, is it a little bit more of a transitional housing kind of a model? I just don't even want think

about that. That's something different. We're not really doing that anymore. So I'd say in our current kind of push that's in line with the way that we want to do things moving forward. Yeah. Eight units, 50 people [inaudible] people.

Martyna: [01:02:24](#) So can you tell us a little bit about, you know, what are some of the characteristics of, of these, of their situations like w, w, w, w what in your eyes makes them a successful match?

Dan: [01:02:35](#) Sure. So, so generally people that are not, so we've limited this more to people in housing navigation. So I haven't talked about our outreach teams. So our outreach teams are really solely working with people who are on the street, been on the street probably for a long time and have potentially have more barriers. Before we were kind of opening up these kind of shared housing opportunities to kind of anybody that was enrolled in our system.

Dan: [01:03:04](#) We've limited it now to people who are with housing navigators. They're a little bit more committed to the process. There are a little further down the road, so to speak. So we're not dealing as much with people who've been living in the wash for 10 years. Right. Or maybe in shelters or in a shelter, there's a little bit more stability. There's been a little bit more consistency with who they're working with. You know, their document ready, they have an id, they have a birth certificate, they have, you know, there are further down the road. So that has helped.

Dan: [01:03:39](#) so staying away from people like really trying, not gearing people, steering people towards this who are like severe mental health issues, severe addiction issues, severe personality disorders, like people that um, you know, that that present barriers that are gonna make it very difficult for them to live with other people even if, because their financial situation shared housing might be their only option. So from like a theoretical standpoint, we're looking to go on, you're making 500 bucks a month, you don't have the ability to work. Like you're never going to make it in your own apartment. We really need to be patient with you and find the right housing situations, section eight permanent supportive housing, something with more support and not push you towards a shared housing unit. That's not going to be effective anyway.

Philippe: [01:04:30](#) So you're saying that somebody with a great mental illness could still become eligible for housing.?

Dan: [01:04:41](#) Yeah, and I think that that's where the case manager really comes into play because like you might have severe mental

health issues that are largely caused by the stress that you experienced on the street. And once you're in housing for a little while and you could have regular access to decent food and sleep and bait, you know, hygiene you're going to be okay. Or as soon as you're in one place where you can have one mental health provider that we can get you to regularly, you're going to be okay. Most of our case managers have been doing this long enough that like they're not mental health necessarily mental health professionals. But there's a big difference between someone with a personality disorder, very difficult to press, you know, identify and treat versus someone who's depressed, you know, more kind of generally and you know, to sleep deprived and whatever. Um, so now we're left. So there is a little bit of screening that can be done for like by the case manager in terms of pushing shared housing versus

Philippe: [01:05:47](#) just thinking in terms of starting. Because I think that the beginning of the APP, I'm thinking in terms of the app. It starts with eligibility because that's going to be the first thing that you're going to see. You know, if you don't qualify for this and that you're going to be, you're going to be out, I'll do, you know, I mean again, can be a little leeway, but I think that the, the first eligibility is going to be fairly, harsh, it's going to be either black or white. Not literally but it's certainly going to be yes or no questions.

Dan: [01:06:24](#) So one level where we've put in, so this is like a shift that happened. Whereas before we were saying shared housing oftentimes has to be for those people who are severely low income because having your own units just not going to be possible. Right. Well, we also don't want you to go into that unit. If you're making \$221 a month, right? General Leaf monthly, you're not working, I'm just getting welfare and I have never worked or I don't have the ability to work or you know, whatever. I don't, I have zero desire, I'm not gonna work. Right? So what we've moved towards his potential income. So what's the, um, what's that kind of a standard amount of income you've had in the past? What do we think you could earn within the next four to six months with proper kind of connection to employment services, etc.

Dan: [01:07:09](#) Because we don't want you paying 90% of your rent towards income or term timesaver income towards rent. I mentioned that last time I was a crazy California policy lab at UCLA. Just put out a study, La County, over 700,000 people are paying 90% or more of their income towards rent, which is insane. You know, when we think about a 10% rise in homelessness, I mean, if we

don't, we've got to get this under control. But yeah. So anyway, trying to improve our chances of success.

- Philippe: [01:07:36](#) So that probably contributes to the increase because the people who are paying 90% in rent how much longer are they going to be able to do it? One bad week and? Yeah.
- Roland: [01:07:47](#) the APP. We don't know what it is yet, right? Yes. As far as I'm concerned, the APP is agnostic. Yup. Right. If the APP is a matching tool, it has to be agnostic enough that you set the criteria is as to what is matched under this profile The criteria as to what is matched under this profile. So yes, it should be big enough.
- Dan: [01:08:09](#) So like in these four people might be compatible to live together, but there may not be a unit that that works for those four people. So like that's another thing, like there's a layer of that were, you know, we might be compatible, lived together, but each of us have a potential income of 500 bucks. That unit doesn't exist. Right. Like there is no unit that is less than a thousand dollars where we're paying less than 80% of our income towards rent. So like that's a consideration.
- Roland: [01:08:38](#) That's the goal of this meeting is to try to identify what is the problem that we are trying to solve because we're not solving homelessness. That's not, we're just going to try to build an APP. That app going to just be a matching APP. Is that APP only going to trigger your navigation, help your navigation team versus their stabilization team? Right. That's kind of what we're trying to narrow down with this series of questions.
- Aaron: [01:09:05](#) And also where potentially it start. Yup. Yeah. Because obviously you need a minimum viable product that you can iterate off off. Sure. What does that need to look like and what are the different things that we need to get there? And this is one of the key steps given that we have an hour. Do you need to use the restrooms? Anyone here need to use the restroom? Do you need to take a quick break and when you need water or anything.