One Home

Caseworkers want to feel seen and heard, *so do their clients.*

THE PROBLEM

NYC's 8,000 caseworkers are overworked and can't spend meaningful time with the people they are helping.
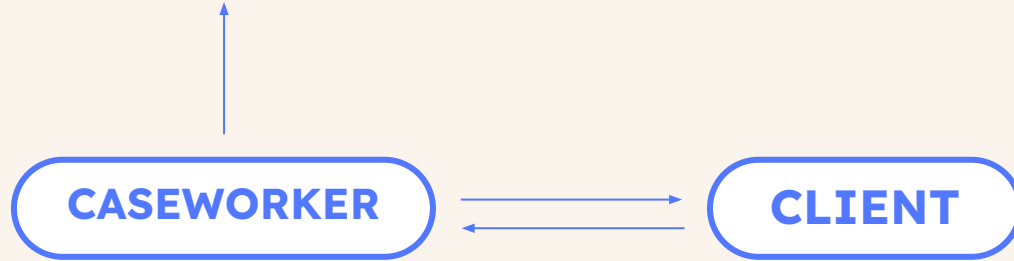
70%

of caseworkers' time is spent on paperwork.

8–12 mo.

Average time to complete the Supportive Housing Application. It should only take less than six.

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What is the 2010e Supportive Housing Application?

CASEWORKER → CLIENT

WHY IS THIS A PROBLEM?

> " "Filling out the 2010e application is the most long and arduous process any caseworker in NYC has to go through"
>
> — *Jackie Soriano,*
> *Caseworker Coordinator*
> *@The Bowery Mission*

1 The number of unhoused single adults went **up by 112%** in the last decade.

2 Applicants give up in the middle of the procedure since they **lose hope** of completing it.

3 Caseworkers experience **burnout** and don't have relevant tools to support them, there is a **high turnover rate (1-2 years)**.
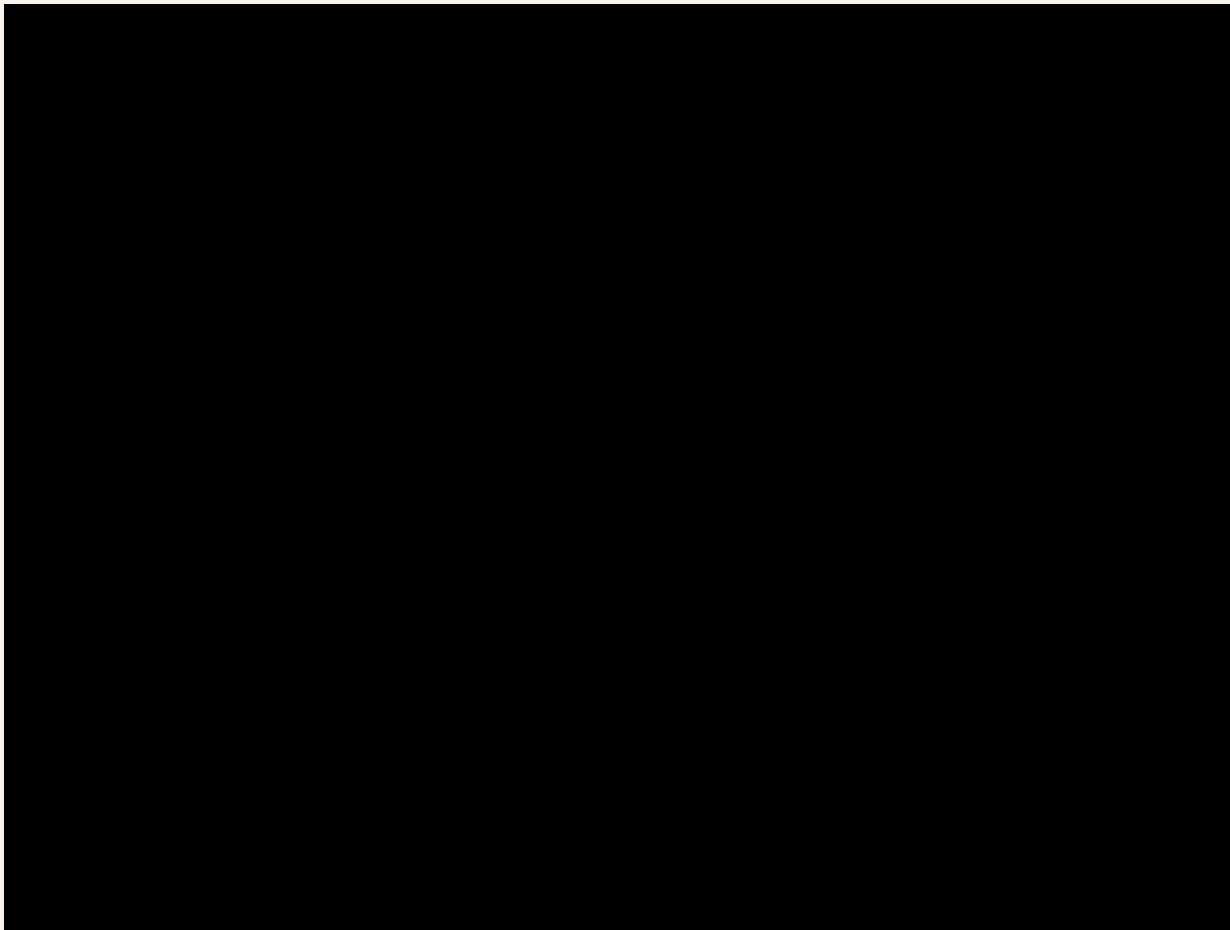
4

OUR VISION

Less time filling out forms, more human interactions.

Reduce onboarding friction.

Clear understanding of your clients' progress at all times.

All presented in a clean and streamlined user interface.

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TECHNICAL FEASIBILITY

FEASIBLE

Progress Tracking

We have a precise understanding of each entry field and required document steps in 2010e.

Data Insights

Proof of concept through other companies like the software Apricot.

TO EXPLORE

Mapping Data

Can we directly map the entered data to forms from our platform?

Compliance

Regulatory issues surrounding the usage of applicant data.

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INTENDED SOCIAL IMPACT

BENEFITS

Efficiency

Reduce administrative stress and support caseworker's mental health.

Fulfillment

Reduce time spent on paperwork and free up time for human interactions.

RISKS

Data Control

Mismanagement of sensitive applicant data can invite identity theft or other abuse.

User Trust

Consent and transparency is necessary when working with this population.

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BUSINESS MODEL

PUBLIC BENEFIT CORPORATION:

Potential clients: **450 shelters** in NYC

Accountability and transparency

Main costs:

- Development of the platform
- Maintenance & hosting
- After-sale service

POTENTIAL REVENUE MODEL:

Revenues: **monthly subscription** fees

Main sell arguments:

- Improved caseworkers' efficiency & mental health
- Less turn over friction
- Housing PEHs faster and saving city $

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WHAT'S NEXT?

Meet

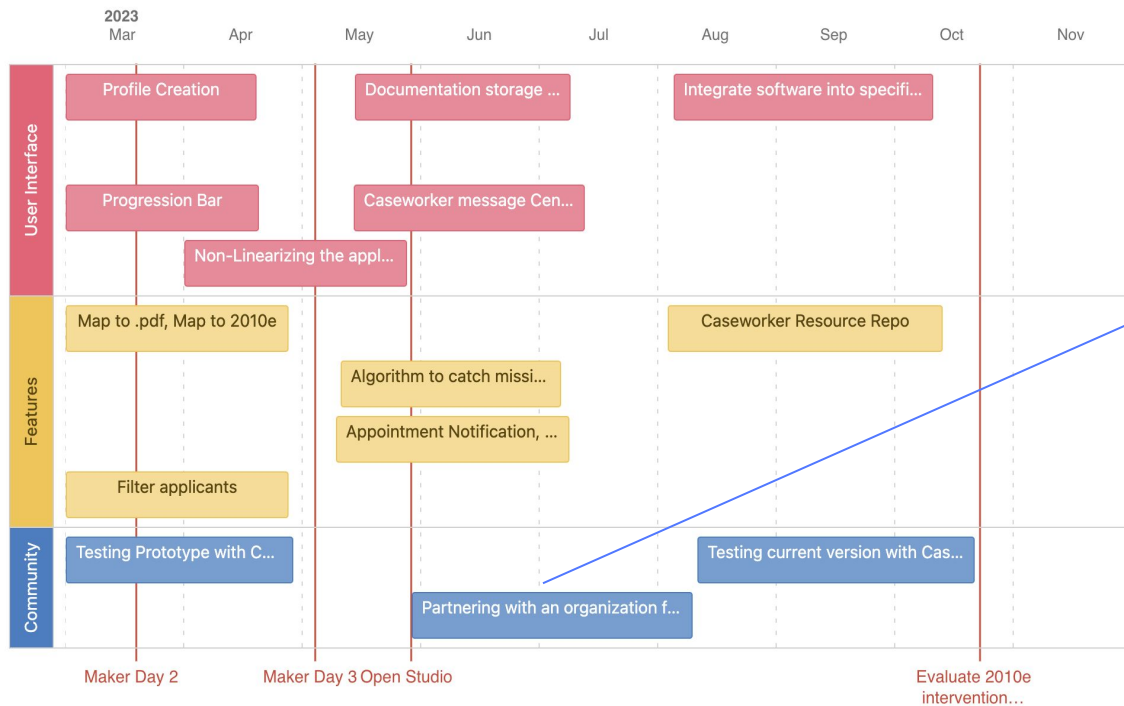**Interface with data and caseworker team from Lenox Hill Womens and BM shelter. Scheduled!**

Observe

& speak with caseworkers' while they interact with our tool.

Test Assumptions

Duplicative data entry and client profiles management consumes most of caseworkers' time.

Caseworkers will be able/want to import info from legacy/existing systems

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2023

	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov

User Interface
- Profile Creation
- Documentation storage ...
- Integrate software into specifi...
- Progression Bar
- Caseworker message Cen...
- Non-Linearizing the appl...

Features
- Map to .pdf, Map to 2010e
- Caseworker Resource Repo
- Algorithm to catch missi...
- Appointment Notification, ...
- Filter applicants

Community
- Testing Prototype with C...
- Testing current version with Cas...
- Partnering with an organization f...

Maker Day 2

Maker Day 3 Open Studio

Evaluate 2010e intervention…

Run pilot

With a partner organization.

One
Home

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THANK YOU!

Appendix A: 2010e Process Map