




Innovation Showcase for Challenge #6

Streamline Shelter Availability

September 2024



A woman with short dark hair, wearing a red and blue plaid shirt over a white t-shirt, is seated in a black wheelchair. She is reaching up with her right arm to touch a book on a high blue shelf. She is looking upwards with a hopeful expression. The background shows a library or bookstore with many blue shelves filled with books. A white, torn-paper-like graphic element is in the bottom right corner.

“An empty bed is unacceptable
when you're dealing with crisis
intervention and housing. In
Chicago, there are 547 beds for
approximately 14,000+ young
people 18-26 that are experiencing
homelessness. **Every bed counts.”**

- Cook County Community Advocate

Near Term Solutions to Streamline Shelter Availability

While a statewide system and technical infrastructure would be helpful in the long-term, we understand that CA is seeking high impact, fast, and portable microservices powered by Gen AI that can accelerate near-term gains.

Three portable modules are proposed to **streamline shelter availability**:

1 - Aggregate and Streamline Shelter Data

Leverage the **Community Crawler** to create a bed registry, or to improve the quality of data.

2 - Improve Real-Time Shelter Data Availability

Consider **GovConnect** SMS-nudge microservices to nudge for real-time shelter availability.

3 - Predict Areas of Need, to better align availability

Use **PeoplePrism** to model third-party data sources to proactively identify areas of need and risk (e.g. eviction).



Use GenAI to “crawl” the web for data

Our Community Crawler module can be used to

- Create an initial database of resources
- Validate and improve housing data quality over time

- **The data is already out there – GenAI can collect**
Community Crawler is developed using ML models to aggregate data that already exists. Google, Yelp, Charity Navigator, Non-Profit registries, Provider Websites, and more.
- **Scoring to improve data quality**
Community Crawler includes advanced scoring capabilities to validate the data – automating thousands of hours of manual work.
- **Human in the Loop**
While Gen AI can accelerate the data aggregation, a human-in-the-loop is helpful to build trust and determine the correct data.

GenAI-based Community Crawler aggregates across Access Google Places API, Federal/State registries, provider websites, Yelp, Charity Navigator, and more.

FRED JORDAN MISSION

Los Angeles, CA

Q

For Businesses
Write a Review

Restaurants
Home Services
Auto Services
More

Fred Jordan Missions

16 reviews

Claimed
Community Service/Non-Profit
Edit

Write a Review
Add Photo
Share
Save

Reach out to similar pros

This business has not enabled messaging, but you can still request quotes from other businesses like them.

Start request

Photos & videos

See all 11 photos
<http://www.fjm.org>

(626) 915-1981

Charity Navigator

Fred Jordan Missions

Human services Education

Is this your nonprofit?

501(c)(3) organization

Donations are tax-deductible

URL not available

PO BOX 12345
Covina CA 91722-5115

Covina CA | IRS ruling year: 1963 | EIN: 95-6000110

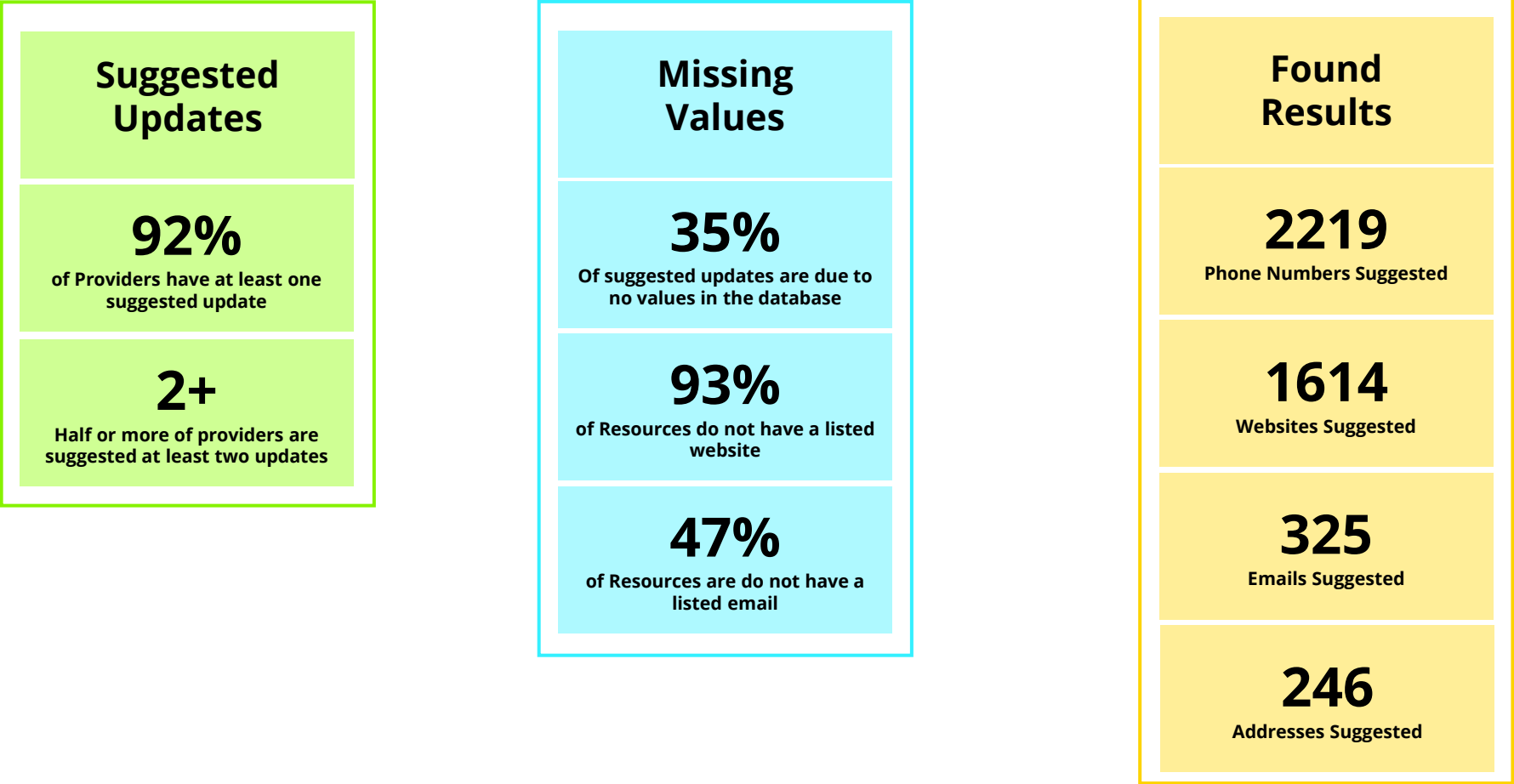
Organization Mission

Mission not available

5

Community Crawler: Automated Updates to Improve Quality

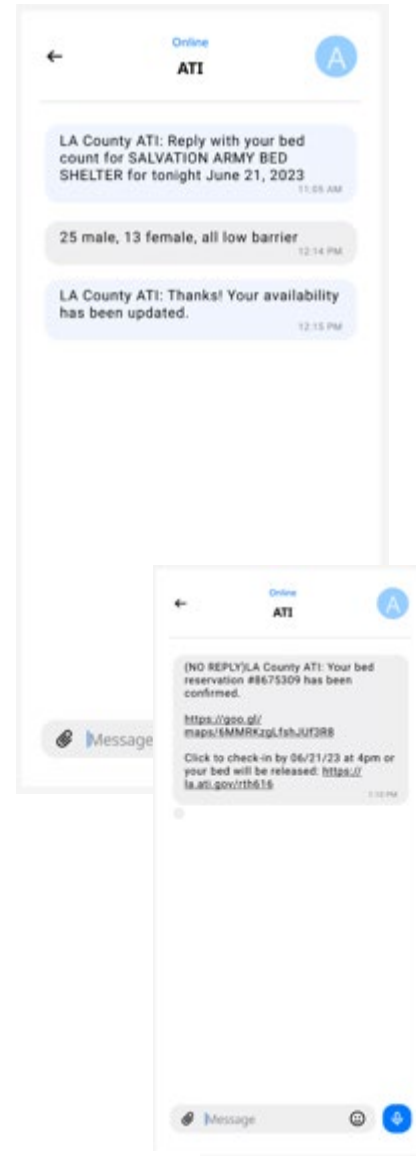
During the initial cleanup process results will lean more heavily towards suggesting updates, with reduction as Community Partners review findings and accepted values are ingested into the system. Initial reporting on ~3500 active providers.





SMS-based nudges to improve real-time availability

GovConnect enabled SMS-based nudges as a microservice can be an effective tool to update real-time shelter availability. Imagine if GenAI were extended to strategically nudge.



- **Easy to Use**
SMS messages are easy to reply to, removing barriers (e.g. I forgot my password)
- **Effective**
SMS yield a 98% open rate, and a 45% response rate, over 6% for email
- **Interoperable**
SMS pulse checks can be reused across geographies, and do not require login/portals/ heavy technical investments



Better anticipate and predict housing needs

Our PeoplePrism module contains public data that can help *predict* where and when housing instability may result in shelter needs:

- At risk of eviction
- Eviction in progress
- Unemployment
- TANF enrollment
- And more...

- **Predicting Needs**

When we can anticipate when and where there may be housing instability, these insights can be used to inform where beds may be needed, and where investments (like HomeKey) may be most impactful

- **Leverage third party data sources**

At risk of eviction, eviction in progress, recently unemployed – there are many data points that can predict future housing instability

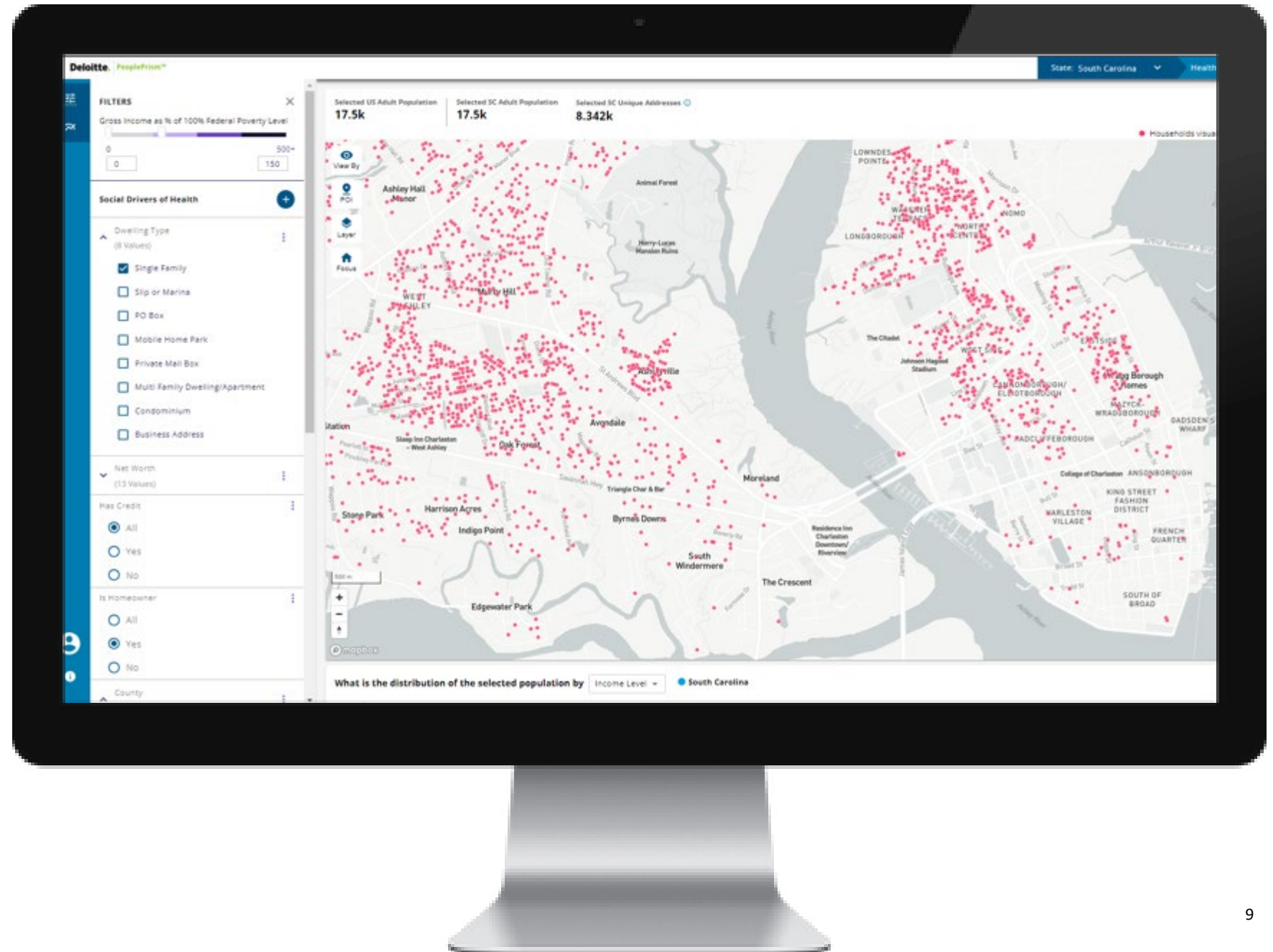


DEMO

PeoplePrism™

KEY TAKEAWAYS

- This is an example of an **ML-based predictive model** using PeoplePrism
- Imagine if we could identify **which households** are at risk of eviction or housing instability, or are at risk of SUD, OUD
- Imagine if **targeted outreach** were provided to these households, to bridge the gap, and potentially divert individuals from shelter (to rent/housing assistance)
- Imagine if we could **model which types of beds are needed most**, and where, as eligibility for shelter is complex



Predict Bed Capacity and Needs

Within this confidential project, Deloitte assisted thousands of refugees to match to available and eligible beds and significantly reduced the number of individuals waiting for a shelter for more than 72 hours. The project team leveraged GenAI models to automate matching and reporting.

