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THREADS 2026

Improve Systems of Care with AI



Debbie Taylor · CEO & Founder, CloudBase Services

Madan Kumar · Senior Partner & Practice Lead

About Us

Who we are

Boutique consultancy with 20 years of experience updating systems. Bay Area based and woman-owned.

What we do

We bring together business process innovation, technical expertise, and data-driven solutions to deliver the fastest path to your custom solution.

Public agency expertise

Experience designing and delivering technology apps for multiple public agencies. We commit to being a reliable partner throughout implementation and beyond.

Why we do it

We believe organizations deserve smarter, faster systems that are easy to use. We build with innovation, technical excellence, and a deep understanding of how people work.

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Our track record

20+

Years

We pride ourselves on fast, friendly support. Whatever you need, just email or call us.

600+

Happy clients

Creative problem solving and process innovation are the keys to our success.

2,510

Projects completed

4.9/5

Rating

Customers cite our broad tech savvy, process redesign chops and great customer service.

Our Leadership Team



Debbie Taylor

CEO & Founder

Debbie is passionate about helping businesses run better and improve their bottom line, drawing on deep expertise in advanced database design. She's worked with major tech, biotech, and education organizations.

B.A., Princeton · MBA, Stanford



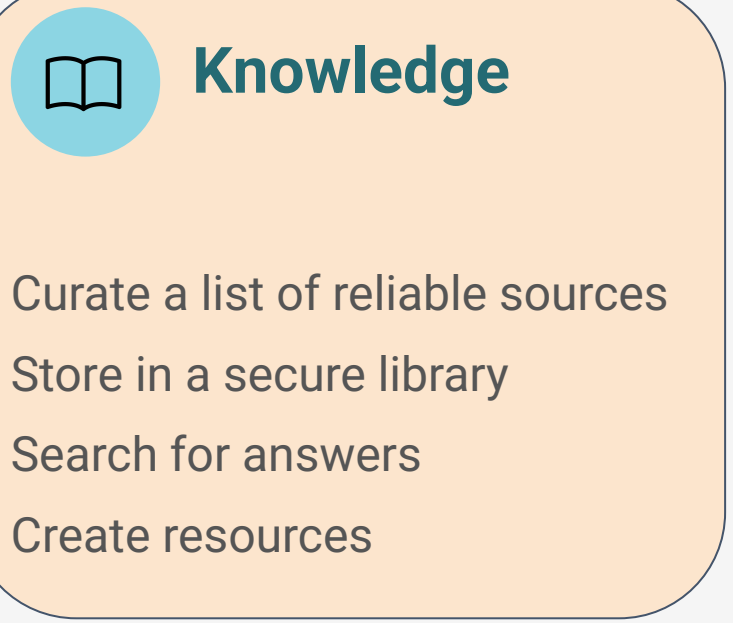
Madan Kumar

Senior Partner

Madan has led engineering and technical teams across three continents and co-founded two startups in life sciences and tech. He brings deep SaaS expertise and a passion for solving business problems through innovation.

B.S., M.S., and Ph.D., Stanford

Sample Use Cases



Knowledge

Curate a list of reliable sources

Store in a secure library

Search for answers

Create resources

Complex Data Analysis

Find a client's need

Find funding streams

Choose the best stream

Identity Central

Find records for a client

Let user choose a person

Create or update identity system

Talk or try? Reach out to hello@cloudbaseservices.com



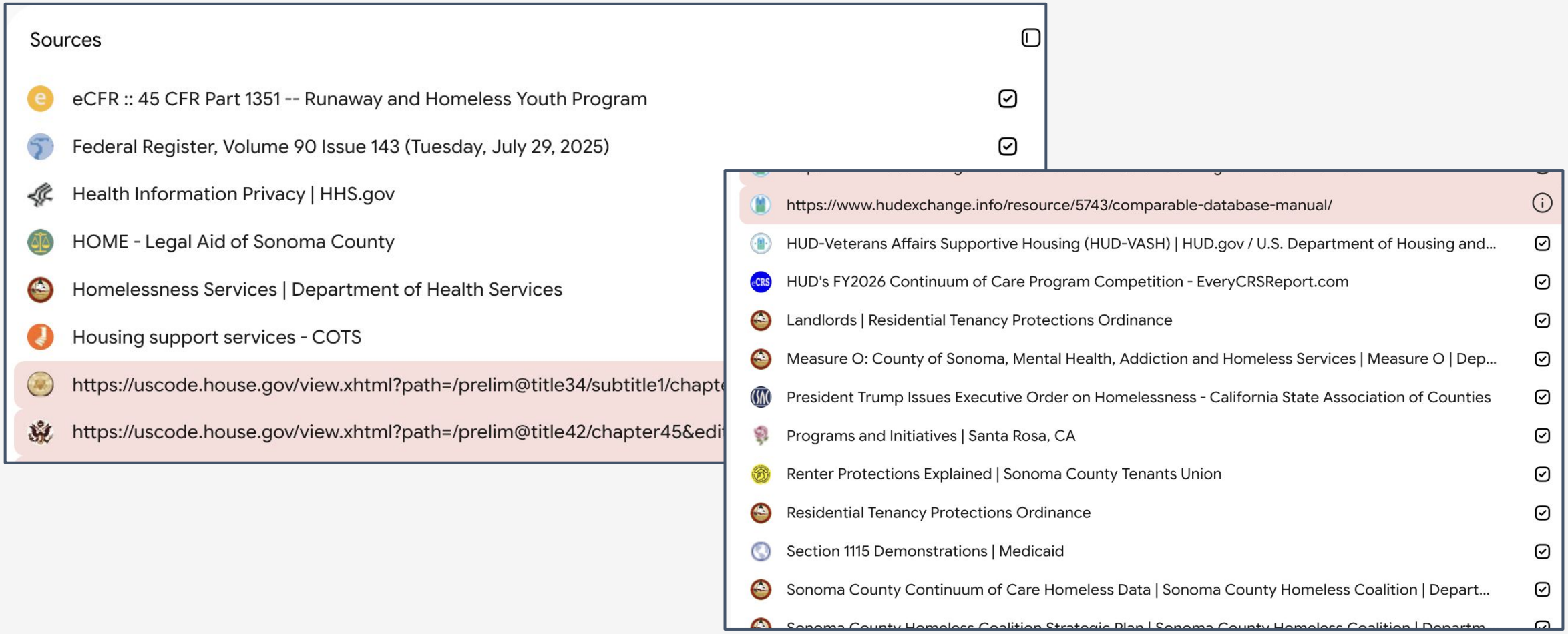
Knowledge Base: Why

Challenge: Hundreds of constantly changing laws, regs, and programs

Expense: Time to research; delay in service

Solution: Curate a searchable database that provides answers and tools

Knowledge: Sample Sources



Knowledge: Sample Conversation

Can a 15 year old get free food without a parent

Yes, a 15-year-old can access free food without a parent.

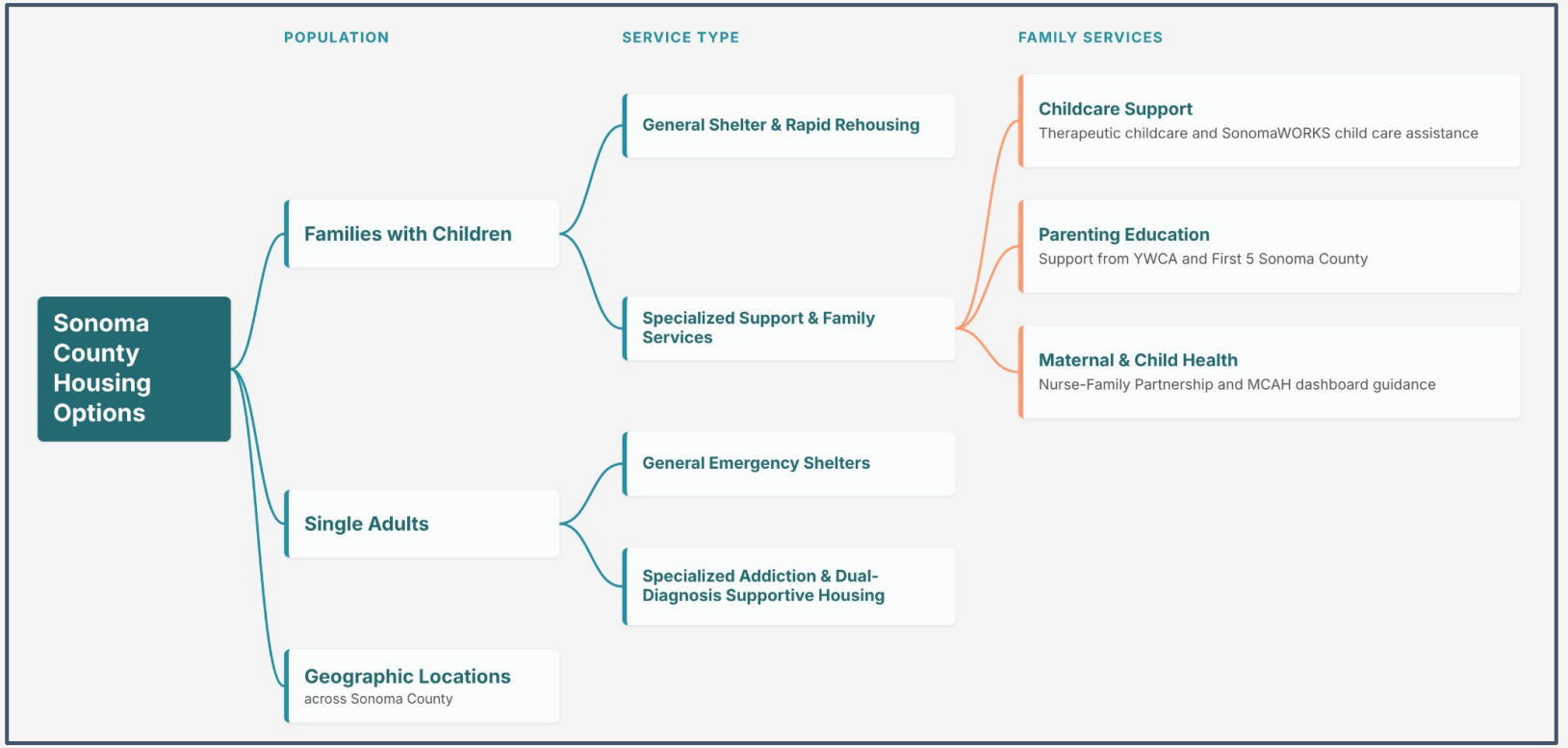
Under federal homelessness laws and local programs in Sonoma County, unaccompanied minors have distinct legal pathways to receive free meals, food assistance, and crisis nutrition independently:

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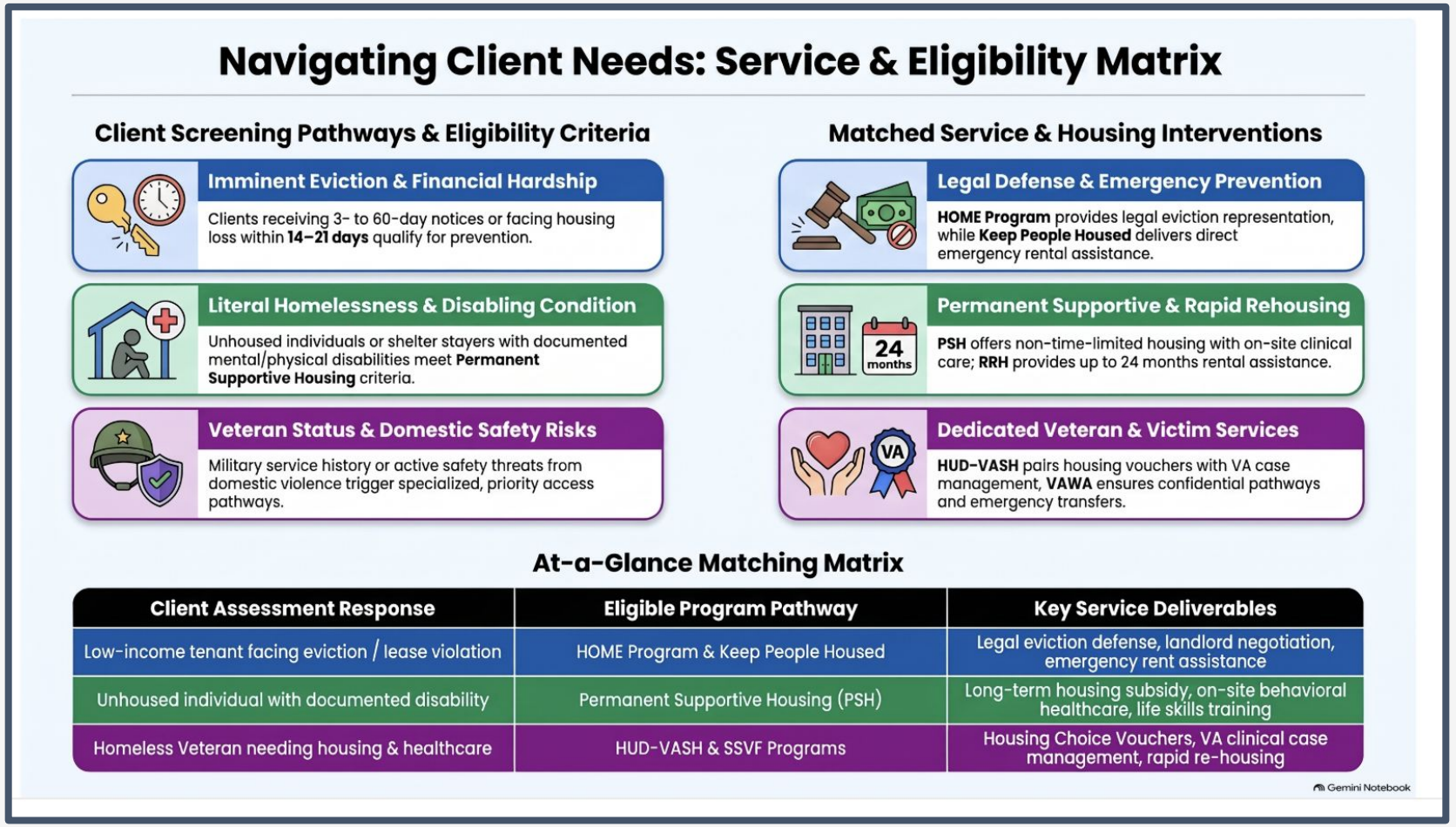
1. Youth Emergency Shelters & Drop-In Centers (RHYA Programs)

- **Runaway and Homeless Youth Act (RHYA):** Under federal regulations (45 CFR Part 1351), federally funded **Basic Center Programs** provide temporary emergency shelter, crisis intervention, and food/meals for youth under 18 who cannot safely stay at home [1] [...]. Minors can access these services independently without requiring prior parental consent [1] [3].
- **Local Sonoma County Programs:**
  - **Trione Youth Shelter at DeMeo House:** Operated by Catholic Charities of Northwest California (CCNWC), this is a dedicated Basic Center Program shelter specifically serving unaccompanied youth **ages 14 to 17**, providing emergency shelter, meals, crisis intervention, and street outreach [4].

Knowledge: Training Resources



Knowledge: Infographic



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Funding Analysis: Why

Challenge: Hard to track all the requirements of funding streams

Expense: Lose out on available funding

Solution: AI suggestion engine

Funding Analysis: Factors in Choosing Funding Stream for a Shelter Bed

Client

Age

Groups

AMI

City

Case

Eviction Notice

Disaster

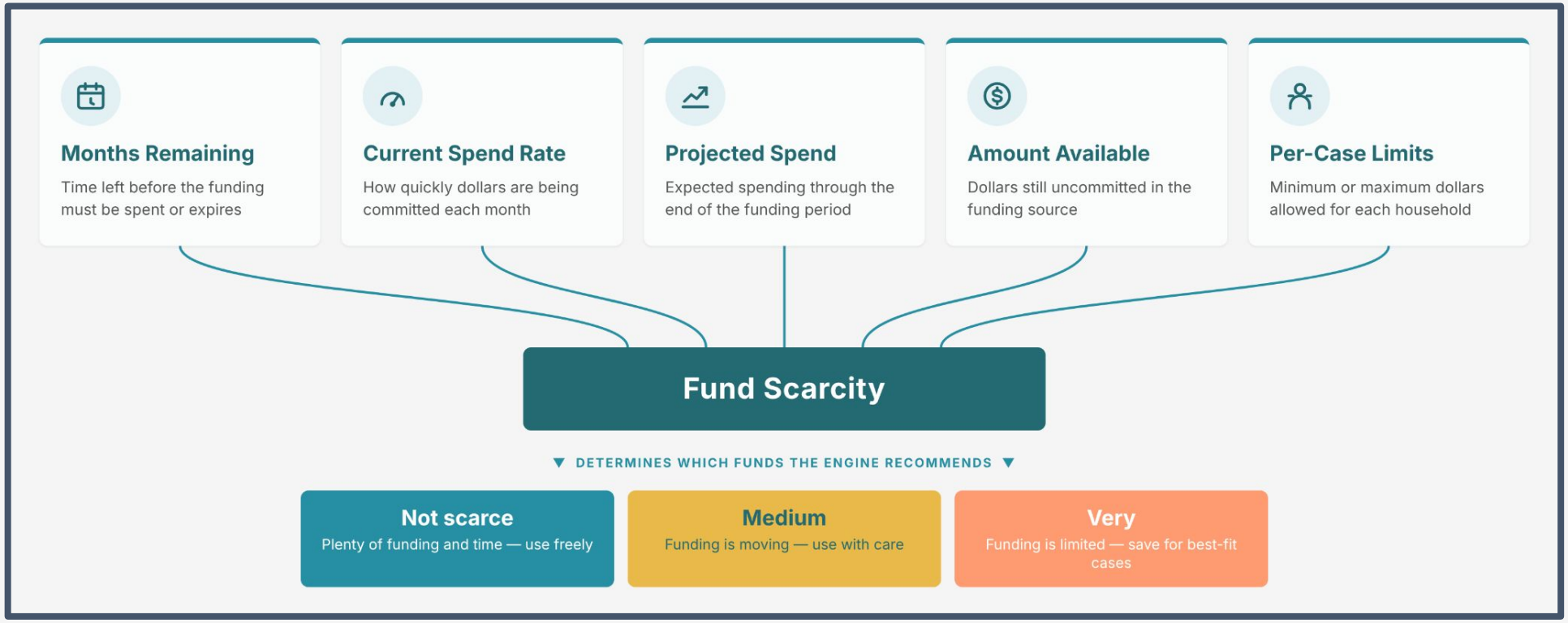
Funds

Min/ Max per case

Time to enroll

Scarcity/ Availability

Funding Analysis: Considerations



Funding Analysis: Program Results

	CLIENT							FUND		
Funding Source	Sonoma Resident	% AMI	Prior Assist. (12 mo)	Eviction Notice	Disaster Impacted	Demographics	City	Enrollment Time	Case Max	Fund Scarcity
Rental Assist	Yes	≤ 80	No	Yes	—	—	—	2-4	Yes	Not scarce
State Prevention	Yes	≤ 50	—	Yes	—	—	Santa Rosa Petaluma Rohnert Park	—	—	Medium
Wildfire Recovery	Yes	≤ 100	—	—	Yes	—	Santa Rosa Petaluma	—	—	Not scarce
Veterans Housing Stability	Yes	≤ 80	—	—	—	Veteran	Santa Rosa Rohnert Park	—	—	Very
DV Housing Fund	Yes	—	—	Yes	—	DV Survivor	Petaluma Rohnert Park	—	—	Not scarce
Seniors & Disability Fund	Yes	≤ 80	No	Yes	—	Senior or disability	—	5 or more	—	Very
Family Stability Grant	Yes	≤ 80	—	—	Yes	Household has children	Santa Rosa Petaluma Rohnert Park	1	—	—
Unrestricted Fund	Yes	≤ 120	—	—	—	—	—	—	—	—
Pilot Fund	Yes	—	—	—	Yes	—	—	2-4	No	Medium

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Identity Central: Why

Challenge: Finding a person in HMIS is hard

Expense: Retyping data in multiple systems, and mistakes cost money

Solution: Securely pulling all identifying information together

Automatically search for information as entered

Select or update a person

Enter information into other systems

Identity Central: Search

START OR UPDATE A CASE

Type what the client tells you. Possible existing clients appear as you type, with their cases by system and status. Update an existing case, add a case in another system, or create a new client.

Last name

Hank

First name

Middle name

Date of birth

mm/dd/yyyy

SSN (test value)

TEST-A142

Use test tokens only while prototyping.

CIN

Client Identification Number

Clear form

Possible matches

6 retrieved, 6 shown (111 ms)

Thomas James Hanks C-1001 — 23 weak

Born 1980-07-14 | SSN on file | CIN not on file | Also known as Tom Hanks; Tom Hank

Matches other name on file: Tom Hank | Last name matches

CASES

RRH	Active	opened 2026-11-06	Update this case
Diversion	Active	opened 2026-11-06	Update this case
HIPP	Exited	opened 2026-11-06	Update this case
Prevention		opened 2026-10-30	Update this case

Select a system... | Create new case

Thomas Hanks C-1002 — 20 weak

Born 1980-07-14 | SSN not on file | CIN not on file | Also known as TOm Hanks

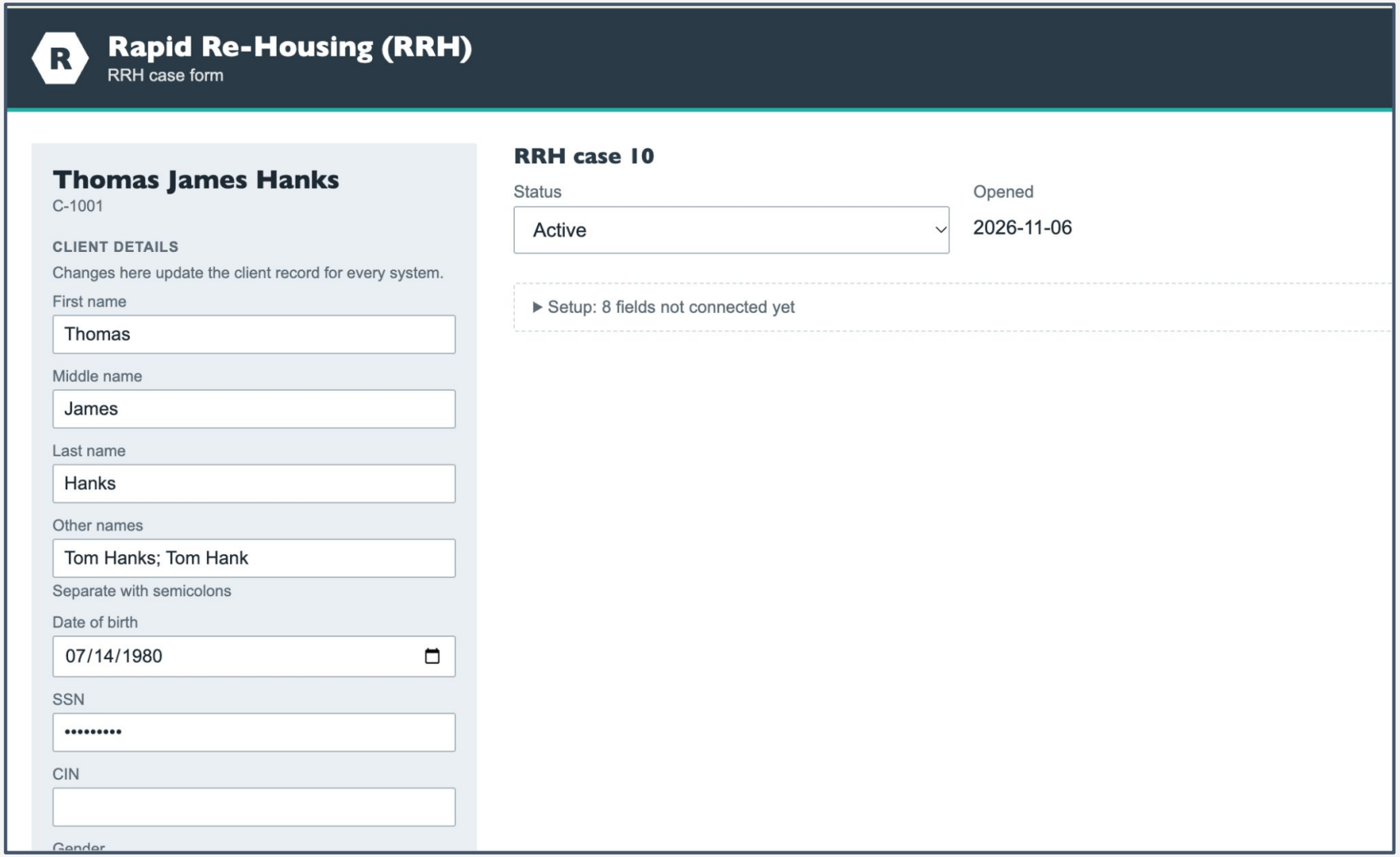
Very similar last name (Hanks)

CASES

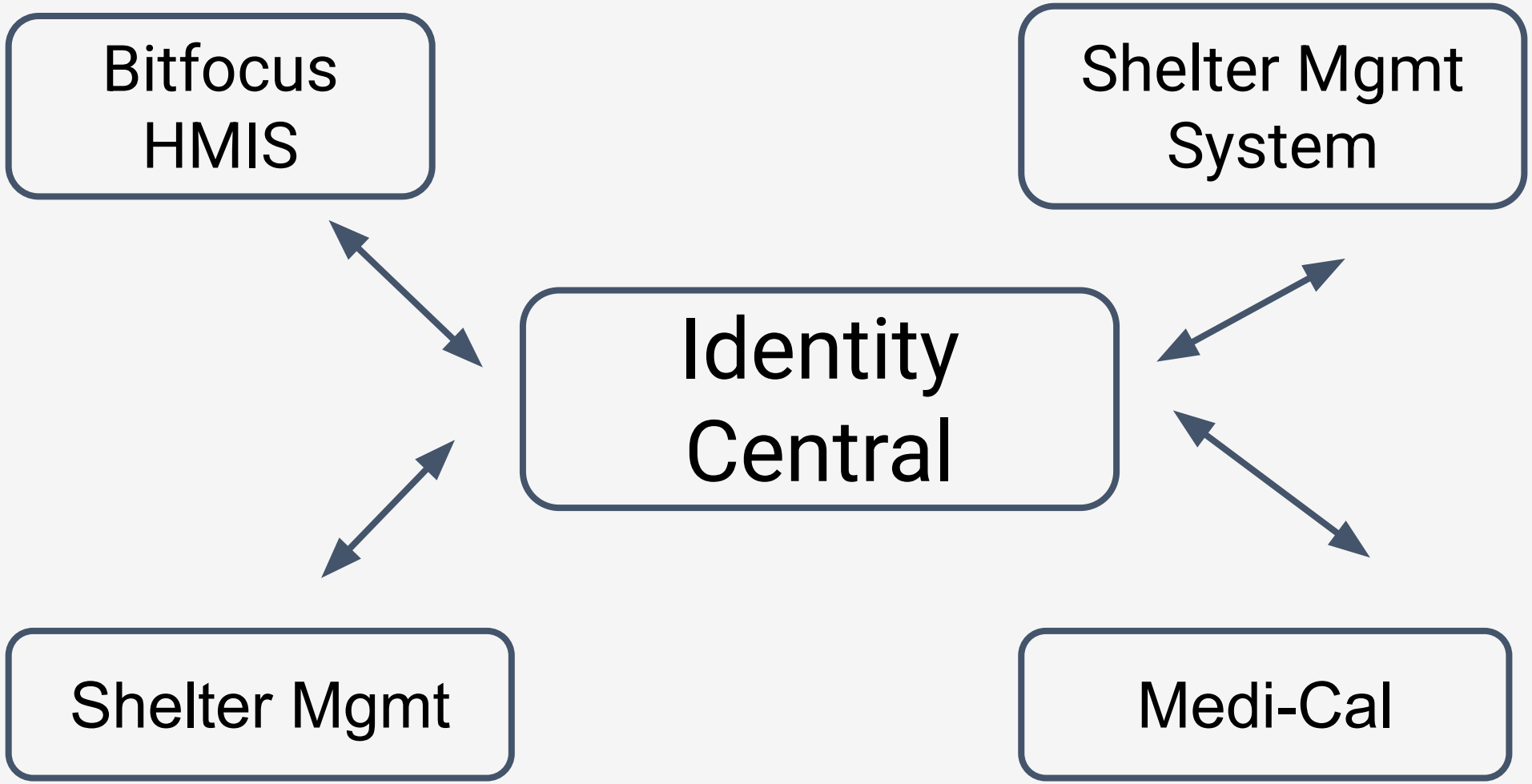
Shelter	Active	opened 2026-11-07	Update this case
HIPP	Active	opened 2026-11-07	Update this case

Select a system... | Create new case

Identity Central: Search



Identity Central: How



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Contact us

Debbie@cloudbaseservices.com
Madan@cloudbaseservices.com

Debbie Taylor · CEO & Founder, CloudBase Services

Madan Kumar · Senior Partner & Practice Lead

