



CONNECTING COMMUNITIES TO ESSENTIAL SERVICES

The Horizon IoT Community Access and Service Navigation Platform



Platform Overview and Implementation Framework

Accessible technology that helps people discover resources, understand available options, and connect with participating community service providers.

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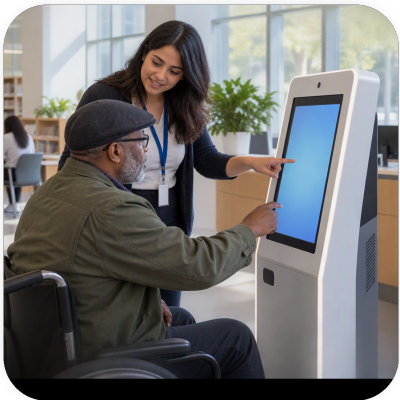
EXECUTIVE OVERVIEW

A practical bridge between information and action

Community resources are often available, but finding the right service, understanding eligibility, and completing the next step can still be difficult.

The Horizon IoT Community Access and Service Navigation Platform brings trusted information, guided navigation, and multiple engagement channels into a coordinated public-facing experience.

It is designed for libraries, community centers, municipal facilities, workforce locations, transportation hubs, public housing, shelters, nonprofit sites, and other accessible community settings.



The purpose

Help residents move from searching for information to identifying a practical next step, while giving participating organizations a more coordinated and measurable way to present services.

The platform can combine indoor or outdoor kiosks, mobile-friendly access, QR codes, SMS pathways, multilingual content, alerts, appointment and referral support, and service updates. Configuration depends on agency goals, participating providers, local operating requirements, privacy expectations, and technology readiness.

Community need	Platform response
Fragmented information	Organizes participating programs and resources by need, location, eligibility, and next step.
Limited digital access	Provides a public access point supported by mobile, QR code, and SMS pathways.
Changing availability	Supports timely updates for programs, services, events, and operating conditions.
Complex navigation	Uses guided categories and clear calls to action to make the experience easier to follow.
Limited visibility	Provides utilization and service-interest insights for authorized planning and improvement.

From information to a practical next step

The platform supports discovery, guided navigation, and continuity across kiosk, mobile, QR, SMS, and assisted pathways.

PLATFORM PURPOSE

Designed for people, useful to organizations

A human-centered access model can improve the visibility of services without treating technology as a replacement for trusted community relationships.



For residents and visitors, the platform provides a consistent place to explore participating services. For service organizations, it creates a shared channel for presenting current information, guiding referrals, and understanding which resources attract attention. For municipalities and funders, it can support a clearer view of access patterns and unmet information needs.

People can	Organizations can
Explore services by immediate need	Publish and maintain approved service information
Review location, hours, eligibility, and contact options	Guide residents toward appropriate next steps
Use accessible digital pathways	Coordinate content across participating providers
Continue by mobile, QR code, or SMS	Review aggregate utilization and engagement patterns
Receive alerts and service updates	Improve outreach based on community feedback

SERVICE NAVIGATION

One platform, multiple pathways

Service categories can be configured around local priorities and the programs of participating organizations.

Service area	Examples of information and navigation
Housing and shelter	Shelter access, affordable housing resources, rental assistance, coordinated entry information, and provider contacts.
Food and basic needs	Food banks, meal schedules, clothing, hygiene resources, public restrooms, and essential supplies.

Service area	Examples of information and navigation
Healthcare and wellness	Clinics, telehealth access points, behavioral health resources, wellness programs, and care-navigation contacts.
Workforce and education	Job openings, training, workshops, education programs, digital learning, and employment support.
Transportation	Transit information, mobility resources, directions, and connections to nearby services.
Public and legal services	Government programs, benefits information, legal aid, identification assistance, and civic resources.
Safety and emergency information	Extreme-weather alerts, safe locations, emergency contacts, and authorized public information.
Community connection	Events, support groups, volunteer opportunities, peer resources, and neighborhood programs.

Configurable by community

The platform is not limited to one population or one agency. Content, workflows, channels, and reporting can be tailored to local priorities, participating providers, and the intended deployment environment.

ACCESS CHANNELS

Meet people where access happens

A strong community platform should not depend on one device or one interaction model.

Channel	Best use	Design consideration
Indoor kiosk	Libraries, municipal facilities, workforce centers, shelters, and community hubs	Comfortable guided interaction, accessibility, optional printing, and staff-assisted use.
Outdoor kiosk	Transit locations, public spaces, and service-access areas	Weather-resistant hardware, durable interaction, QR and SMS continuation, and remote monitoring.
Mobile web	Residents using phones or shared devices	Responsive pages, low-bandwidth design, clear navigation, and privacy-aware sessions.
QR code	Continue a search or open a specific resource	Simple handoff from kiosk, posters, outreach material, or service desks.
SMS	Links, reminders, directions, and updates	Permission-based use, concise content, opt-out support, and current contact information.
Assisted navigation	Staff, volunteers, or navigators supporting a resident	Shared workflows, plain language, and clear referral handoffs.

Channels can work together. A resident may begin at a kiosk, transfer a resource list to a phone, receive directions by SMS, or continue with a staff navigator. The objective is continuity, not simply screen access.

EXPERIENCE PRINCIPLES

Accessible, inclusive, and privacy conscious

The design should help people understand choices without requiring unnecessary personal information.

Principle	Practical application
Plain language	Short explanations, visible next steps, and reduced jargon.
Multilingual access	Community-prioritized languages and consistent translated content.
Accessible interaction	Readable typography, clear contrast, touch-friendly controls, audio or assisted options where appropriate.
User choice	Allow browsing without identification whenever the workflow does not require it.
Data minimization	Collect only information needed for an agreed service function.
Secure handoff	Use authorized links, referral methods, and role-based access for protected workflows.
Session privacy	Limit visible history, clear active sessions, and protect information on shared devices.
Human support	Preserve access to staff, navigators, call centers, and participating providers.

Responsible personalization

Useful personalization does not have to rely on facial recognition. User-selected topics, language, location, saved links, and consent-based preferences can create relevance while supporting public trust.

PLATFORM ARCHITECTURE

A modular model for community access

The technology can be organized in layers so that agencies can begin with a focused pilot and expand over time.

Layer	Illustrative components
Experience	Kiosk interface, mobile web, QR code, SMS, accessibility features, multilingual content.
Service content	Programs, providers, eligibility information, hours, locations, events, updates, and approved guidance.
Workflow	Search, referral, appointment request, notifications, follow-up, and assisted navigation.
Integration	APIs, directories, maps, scheduling systems, approved provider systems, and content feeds.

Layer	Illustrative components
Data and analytics	Aggregate usage, service-interest trends, location activity, content performance, and operational reporting.
Security and governance	Identity and access controls, privacy settings, logging, content approval, retention rules, and operating procedures.
Infrastructure	Kiosk hardware, connectivity, device management, power, enclosures, cloud or local services, and support tools.



DEPLOYMENT ENVIRONMENTS

Place access where communities already gather

Location selection should reflect user needs, hours of operation, connectivity, privacy, accessibility, and the type of service journey being supported.

Environment	Potential role
Libraries	Trusted public access, digital navigation, learning, benefits information, and referrals.
Community centers	Local programs, events, family resources, and neighborhood services.
Workforce centers	Jobs, skills development, training, applications, and employer resources.
Public housing	Resident services, property information, wellness resources, and local programs.
Transportation centers	Wayfinding, mobility resources, nearby services, and time-sensitive updates.
Health and wellness facilities	Care navigation, telehealth pathways, prevention resources, and follow-up information.

Environment	Potential role
Municipal buildings	Civic services, permits, public programs, benefits, and agency contacts.
Shelters and nonprofit locations	Coordinated service navigation, program information, and digital access.
Public spaces	Outdoor information access, emergency updates, and community engagement.

A site assessment should examine pedestrian flow, visibility, lighting, physical accessibility, environmental conditions, connectivity, power, privacy, maintenance access, and the ability to provide human assistance when needed.

COMMUNITY COORDINATION

A shared channel with clear ownership

The platform becomes more useful when participating organizations have defined responsibilities for content, service updates, escalation, and feedback.



Participant	Potential contribution
Municipal and public agencies	Program information, civic services, alerts, governance, and public-facing coordination.
Nonprofit and community organizations	Local resources, outreach, navigation support, and service updates.
Healthcare and wellness providers	Approved care-navigation information, telehealth pathways, and wellness resources.
Workforce and education partners	Jobs, training, workshops, educational access, and career support.
Libraries and host locations	Public access, staff awareness, community trust, and day-to-day operating feedback.
Technology and service teams	Configuration, integration, connectivity, security, deployment, and support.

Governance matters

A practical operating model should identify who approves content, who updates time-sensitive information, how inaccurate information is reported, what data is retained, and how residents can provide feedback.

MEASUREMENT

Turn usage into learning, not surveillance

Analytics should help improve service visibility, platform performance, and community access while respecting privacy and minimizing unnecessary data collection.

Measure	What it can help answer
Usage by location and channel	Where and how people are accessing the platform.
Service-category interest	Which types of resources receive the most attention.
Search completion and handoff	Whether people reach a clear next step, link, referral, or contact method.
Content freshness	Which records require review or updates.
Language and accessibility usage	Which experience options are being selected.
System availability	Whether kiosks, connectivity, and platform services are operating reliably.
Community feedback	What residents, staff, and providers say should be improved.

Outcome measures should be selected with participating agencies before launch. A pilot may focus on access, navigation, service visibility, content quality, operational reliability, or community feedback rather than attempting to measure every possible social outcome at once.

IMPLEMENTATION

From focused pilot to scalable service

Horizon IoT supports assessment, solution design, systems integration, technology sourcing, deployment coordination, and ongoing improvement.

Phase	Primary activities	Illustrative outputs
1. Assess	Define users, locations, services, stakeholders, infrastructure, accessibility, privacy, and success measures.	Needs summary, location review, stakeholder map, pilot objectives.
2. Design	Develop experience, content, hardware, connectivity, security, workflow, integration, and support requirements.	Solution design, content model, architecture, responsibility matrix.
3. Configure	Prepare software, devices, service records, languages, workflows, analytics, and approved connections.	Configured pilot environment, content set, test plan.

Phase	Primary activities	Illustrative outputs
4. Pilot	Validate usability, accessibility, service accuracy, reliability, partner participation, and operating procedures.	Pilot findings, issue log, user feedback, improvement plan.
5. Deploy	Coordinate staging, installation, launch preparation, training, communications, and support.	Operational deployment, training materials, support process.
6. Improve	Monitor performance, refresh content, review analytics, gather feedback, and plan measured expansion.	Performance reviews, optimization actions, expansion roadmap.

Start with a meaningful use case

A strong pilot can focus on one location, a defined group of services, a manageable set of partners, and a short list of measurable outcomes. The objective is to learn before expanding.

DELIVERY MODEL

Horizon IoT as the accountable solution lead

Horizon IoT brings consulting, systems integration, technology products, implementation coordination, and ongoing support together around the customer's intended outcomes.

Horizon IoT service area	What Horizon IoT can provide
Strategy and advisory	Use-case definition, stakeholder alignment, readiness assessment, requirements, and roadmap development.
Solution architecture	Kiosk, software, connectivity, security, data, integration, accessibility, and deployment design.
Technology sourcing	Evaluation and coordination of appropriate hardware, software, connectivity, and supporting technologies.
Systems integration	Configuration and connection of participating components into a coherent service experience.
Pilot and deployment	Staging, testing, installation coordination, launch support, training, and operational guidance.
Support and optimization	Monitoring, issue coordination, content and configuration support, reporting, and continuous improvement.

Horizon IoT serves as the prime contractor and central point of accountability. Delivery can draw on team-based experience and qualified consultants, contractors, technology providers, and service specialists based on the requirements of each engagement.

What good looks like

A reliable platform, current information, clear next steps, accessible interaction, trusted governance, measurable usage, and a practical path from pilot to broader community value.

NEXT STEP

Define a practical community access pilot

The best starting point is a focused problem, a suitable location, a committed group of service partners, and outcomes that can be observed and improved.

Pilot question	Planning prompt
Who should the pilot serve?	Identify primary users, access barriers, languages, and support needs.
Where should access be placed?	Choose a trusted location with suitable traffic, accessibility, connectivity, and operating support.
Which services should be included?	Begin with high-value categories and providers able to maintain accurate information.
What actions should users complete?	Define search, referral, appointment, directions, mobile handoff, or contact pathways.
How will privacy be protected?	Set data-minimization, consent, session, access-control, and retention expectations.
How will success be reviewed?	Select measures for adoption, reliability, navigation, content quality, and feedback.

Explore a pilot with Horizon IoT

Horizon IoT can help evaluate the opportunity, shape the use case, design the platform experience, coordinate technologies and service partners, and develop a phased implementation approach.

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