



CONNECTED COMMUNITY
INNOVATIONS

COMMUNITY ACCESS, WELLBEING & COMMUNITY IMPACT FRAMEWORK

*Human-Centered Solutions for Access, Opportunity,
Belonging, and Community Support*



Community first. Technology with purpose. Collaboration for impact.

Building practical pathways to information, services, opportunity, and community support through human-centered design and collaborative action.

Flagship framework publication | October 2026

Communities Come First

Connected Community Innovations (CCI) is a Seattle-based 501(c)(3) public charity advancing practical, community-centered approaches that improve access to essential services, digital opportunity, workforce pathways, and coordinated support.

MISSION

Develop human-centered, technology-enabled solutions that restore dignity, reduce barriers, and connect people with support and opportunity.

VISION

A future where technology, community leadership, and human connection work together so every person can access support with dignity.

FRAMEWORK

One connected approach bringing together access, navigation, digital inclusion, workforce development, community voice, and shared learning.

The Access Gap Is a Community Systems Problem

People need current, understandable guidance. Providers need a dependable way to maintain information and coordinate changes. Fragmented channels, limited connectivity, language, literacy, mobility, and trust can create barriers for community members while repeated questions and disconnected updates create strain for service providers.

A clearer first step

A trusted access layer can help people find current local guidance while giving community partners a practical way to maintain and improve shared information.

Community Wellbeing and Human-Centered Principles

CCI treats wellbeing as a shared community condition, not only an individual outcome. Meaningful change depends on whether people feel heard, respected, connected, and able to participate in decisions that affect community life.



BELONGING

People are welcomed and included.

TRUST

Information and relationships are dependable.

PARTICIPATION

Community voice shapes priorities.

OPPORTUNITY

Access connects to learning and pathways.

WELLBEING

People and communities build resilience.

Design with people, not only for people

Human dignity

Respect, privacy, autonomy, and self-determination come first.

Accessibility and inclusion

Multilingual, low-literacy, disability-aware, and culturally responsive access.

Continuous learning

Stories, feedback, observations, and data support adaptation.

Trauma-informed engagement

Interactions should reduce friction and support calm, respectful access.

Community voice

People closest to barriers help shape priorities, design, and evaluation.

Relational accountability

Trust, transparency, shared responsibility, and clear follow-through.

Technology with purpose

Tools should remove barriers and strengthen connection, not become the focus.

Privacy-conscious practice

Collect only what is needed, use consent where appropriate, and report responsibly.

Community Access and Service Navigation

Public access points and local stewardship work together to keep guidance useful and current. Specific capabilities depend on local policy, partner readiness, accessibility needs, and approved implementation scope.



ACCESS POINTS

Kiosks and other approved channels in trusted locations.

CONSISTENT EXPERIENCE

One understandable public experience across participating sites.

PARTNER STEWARDSHIP

Authorized local teams maintain hours, locations, and guidance.

LEARNING

Aggregate, privacy-conscious insights support planning and improvement.

A clear first step toward support

1. Need support

A person is looking for information or assistance.

2. Find access

A trusted indoor or outdoor access point is available.

3. Explore resources

Simple, multilingual guidance helps narrow the options.

4. Connect

A relevant service, location, or next step is identified.

5. Continue

Ongoing access supports future needs and opportunity.

Public experience and partner responsibility

No app or prior knowledge should be required to begin. Behind the public experience, authorized partners use clear ownership, role-based access, review routines, and feedback to keep information current.

Deployment-Ready Bundles and Responsible Growth

Communities can begin where readiness is strongest, validate the local fit, and grow without rebuilding the model from scratch.

1. Community Access Pilot Bundle

Validate a public access point and local fit. Begin with focused content ownership and review sessions, common needs, and information freshness.

2. Smart Outreach Operational Bundle

Support referrals, reliability, and shared stewardship. Add approved options such as printing, virtual assistance, or connectivity continuity.

3. Integrated Hub Multi-Site Bundle

Coordinate multiple sites with central standards, local ownership, collaboration tools, safeguards, and approved integration toolkits.

Pilot → Expand → Scale

PILOT | 0–90 days

Begin with one or two indoor placements and one outdoor location. Establish content ownership, observe needs, gather feedback, and refine the experience.

EXPAND | 3–9 months

Add access points at trusted locations. Strengthen playbooks, stewardship, and optional support capabilities.

SCALE | 9–24 months

Coordinate a broader network across neighborhoods and partners. Standardize the public experience and reporting, and connect approved workflows where appropriate.

LISTEN → LEARN → IMPROVE → GROW

Expansion should follow local readiness, community feedback, operational learning, and responsible governance.

Digital Inclusion and Workforce Pathways

Access should open pathways to opportunity. Digital confidence, technology access, and workforce readiness reinforce community participation.

DIGITAL ACCESS

Devices, connectivity, and usable access points.

DIGITAL LITERACY

Practical support for confidence, safety, and navigation.

CAREER READINESS

Resume support, interview preparation, and job-search skills.

LEARNING PATHWAYS

Training, internships, technology exposure, and partnerships.

Delivery approaches

Programs can be delivered through community workshops, educational collaborations, partner-led training, volunteer engagement, and approved online resources. CCI can coordinate programs while drawing on team-based experience and supporting specialists as needed.

Community outcome areas

Access and navigation

Clearer pathways to housing, health, transportation, workforce, education, and community services.

Opportunity and skills

Digital confidence, workforce preparation, learning pathways, and practical exposure.

Belonging and participation

Welcoming environments, local voice, shared learning, and opportunities to participate.

Community capacity

Stronger stewardship, coordinated information, partner routines, and local ownership.

Partnership Ecosystem

Lasting change depends on aligned roles, shared responsibility, and local knowledge. Participation and responsibilities are established for each initiative.



CCI PROGRAM LEADERSHIP

Mission alignment, community engagement, program stewardship, governance, partner coordination, and impact reporting.

LOCAL PARTNER LEADERSHIP

Service information, content ownership, frontline knowledge, host-site operations, and community relationships.

SUPPORTING EXPERTISE

Technology, accessibility, facilitation, workforce, research, evaluation, and implementation support as approved.

Ways to partner

Pilot initiatives

Co-design and test a focused community access point or program model.

Sponsorships

Support access, connectivity, workforce, outreach, or wellbeing initiatives.

Grants

Collaborate on government, foundation, research, and community opportunities.

Education and workforce

Develop training, internships, digital skills, and community learning pathways.

Research and evaluation

Define learning questions, responsible measures, and improvement cycles.

Community engagement

Support listening sessions, co-design, outreach, and stakeholder coordination.

Learning, Measurement and Accountability

CCI measures to learn, not only to count. Specific indicators, data sources, definitions, consent requirements, and reporting rules should be agreed with partners before implementation.

ACCESS

Sessions, common information needs, location and time patterns, multilingual use, and successful navigation steps.

CONTENT QUALITY

Update frequency, freshness, incomplete listings, and time required to correct public information.

OPERATIONAL LEARNING

Repeated questions, staff feedback, warm-handoff opportunities, and workflow friction.

ACCESSIBILITY AND TRUST

Usability feedback, clarity, accessibility barriers, consent concerns, and suggestions.

PROGRAM REACH

Partner sites, engagement sessions, digital-skills participation, and stakeholder involvement.

COMMUNITY WELLBEING

Belonging, participation, trust, safety, connection, opportunity, and narrative learning.

Trust requires clear stewardship

Board governance

Defined officer responsibilities, mission oversight, and organizational accountability.

Conflict-of-interest safeguards

Independent review and related-party protections support mission-aligned decisions.

Financial stewardship

Documented controls, oversight, and responsible management of grants, sponsorships, and donations.

Ethical technology oversight

Privacy, accessibility, safety, consent, data minimization, and community impact guide decisions.

Content owners

Who updates and approves service information.

Review, escalation, and reporting

How quality and risk are checked, concerns are addressed, and information is shared.

Organizational and Funding Readiness

CCI maintains nonprofit, federal, state, governance, and giving infrastructure to receive and steward support.

ORGANIZATION

Connected Community Innovations | 501(c)(3) Public Charity | Washington Nonprofit Corporation | Seattle, Washington.

TAX AND STATE IDENTIFIERS

EIN 33-4025046 | Washington UBI 605 784 499.

PUBLIC GIVING

PayPal and Zeffy pathways through the CCI website.

FEDERAL REGISTRATION

SAM.gov active registration for All Awards | UEI V4WDS3USXV74 | CAGE 12BN7.

GRANTS AND SPONSORSHIP

Government and foundation grants, corporate sponsorship, employee giving, and approved public-private collaboration.

COLLABORATION

Government, education, nonprofits, service providers, community organizations, research, and workforce partners.

Organizational clarity

CCI registration details are separate from the legal, registration, and contracting information of any supporting business or implementation resource.

Why organizations partner with CCI

Community impact

Practical pathways to access, dignity, opportunity, and wellbeing.

Digital inclusion

Accessible public access, skills, connectivity, and navigation.

Workforce development

Readiness, learning, exposure, internships, and opportunity pathways.

Local capacity

Community voice, trusted sites, partner stewardship, and sustainable routines.

Move from Shared Purpose to Practical Action

A strong starting conversation focuses on the barrier people are experiencing, the local assets and partners that already exist, and the smallest responsible step that can be tested together.

01 | THE BARRIER

What barrier are people experiencing?

02 | LOCAL ASSETS

What local assets and partners already exist?

03 | RESPONSIBLE FIRST STEP

What is the smallest responsible step we can test together?

LET'S BUILD STRONGER COMMUNITIES TOGETHER

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Connected Community Innovations (CCI)

Human-centered pathways to access, opportunity, belonging, wellbeing, and community support.

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Program scope, features, roles, measures, and implementation details are established with participating partners.