

# TECHNOLOGY + EMPATHY → DIGNITY IN ACTION

HARNESSING TECHNOLOGY AND COMPASSION TO EMPOWER COMMUNITIES



**CONNECTED COMMUNITY**  
INNOVATIONS

# Organizational Purpose & Design Foundations

## **Mission to Restore Dignity**

Connected Community Innovations (CCI) integrates technology with trauma-informed design to restore dignity and autonomy for people experiencing homelessness.

## **Simplifying Service Navigation**

CCI simplifies access to shelter, food, hygiene, transportation, and healthcare by reducing barriers in fragmented social services.

## **Inclusive and Accessible Tools**

Multilingual, icon-based, and low-literacy interfaces reduce cognitive load and support calm, confident decision-making.

## **Community Co-design**

Over 100 stakeholder engagements ensure tools meet real needs, cultural nuances, and respect users' dignity.



# System Challenges



## Fragmented Service Access

Disconnected platforms and outdated information cause confusion and wasted efforts for individuals seeking help.

## Impact on Vulnerable Populations

Inefficient systems increase physical and emotional strain, especially for those with health challenges or language barriers.

## Provider Challenges and Burnout

Lack of centralized data creates duplicated work, delays, and frustration among service providers, reducing their capacity to help.

## Need for Unified Systems

Streamlined, real-time, and accessible platforms are critical to improve equity and efficiency in service delivery.

# Human-Centric Tools

## Community Service Kiosks

Kiosks provide trusted, trauma-informed access to services in public spaces without needing internet or devices.

## Mobile Outreach Tablets

Tablets empower outreach workers to deliver on-site assessments and support in remote or hard-to-reach areas.

## Health and Safety Prioritization

Tools integrate medical connections, wellness info, and environmental alerts to ensure user safety.

## Privacy and Trust

Minimal data collection protects user privacy and fosters trust among vulnerable populations.



# Measuring Human Outcomes and System Improvements



## Improved Service Access

Real-time information and navigation reduce delays connecting residents to essential services like shelter and health care.

## Accessibility and Inclusivity

The platform complies with WCAG and Section 508 to ensure usability for users with disabilities and language barriers.

## Cross-Provider Coordination

Shared navigation points provide reliable updates, enabling providers to coordinate care and support more effectively.

## Equity and Privacy Focus

Continuous improvement guided by equity frameworks and privacy-focused, aggregated data maintains user dignity and safety.

# Sustainable Funding Pathways For CCI

Federal & State Funding

County & Municipal Opportunities

Philanthropic Investment

Community & Individual Giving (via Zeffy & PayPal)

Private Sector & Local Business Partnerships

Collaborative Nonprofit Partnerships

Earned Revenue



# Thank You



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Connecting People to Essential Services