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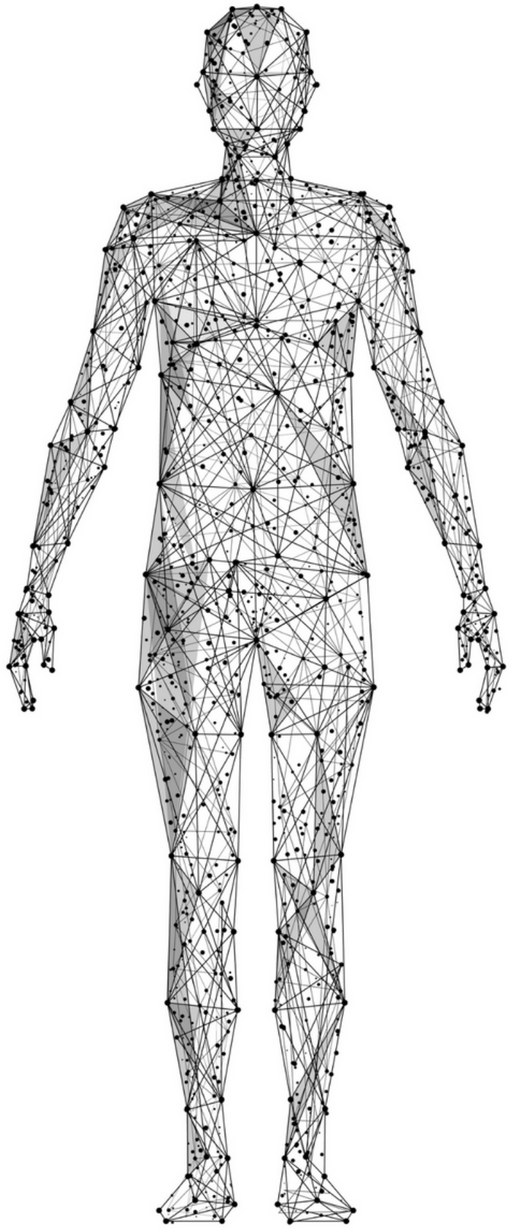
Concept Pitch

Council Exchange Board of Trade



September 17, 2020

Digital Collaboration Platform that includes **caring, human interaction**

Why: Self-Sufficiency

+$700B

How do we "fix" this broken system

What data can help frame the digital product

Step 1: How can we work together to solve this problem?

How do we reach our target market?

The vision looks to support the progress of
citizens, guided by citizens,
characterized by the values of fairness,
accountability, high ethical standards and
professionalism.

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The fundamental requirement for the successful implementation of the SPRINT2020 initiative is the **creation and expansion of an effective and appropriate training and education program** for low income families.It is generally agreed that low-income families' performance can be significantly improved through Training and Education Initiatives.

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For this reason a
the crucial element in the
transformation for low-income
families is through an education and
training **Help Desk Advocate**.

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Intake

1. Systems Approach to Complex Social Science Problem
2. Long-Term Solution

Governance

Risk and Reward

Adoption

Privacy & Process

Learning

Anchor HBCUs

Connecting

Help Desk

America’s Community Collaboration Platform virtually connects help-desk advocates to citizens facilitating technology readiness, community partnerships and jobs.

InterfaceTech

Persona Journey - Intake Overview - Chelsea

Persona: Chelsea

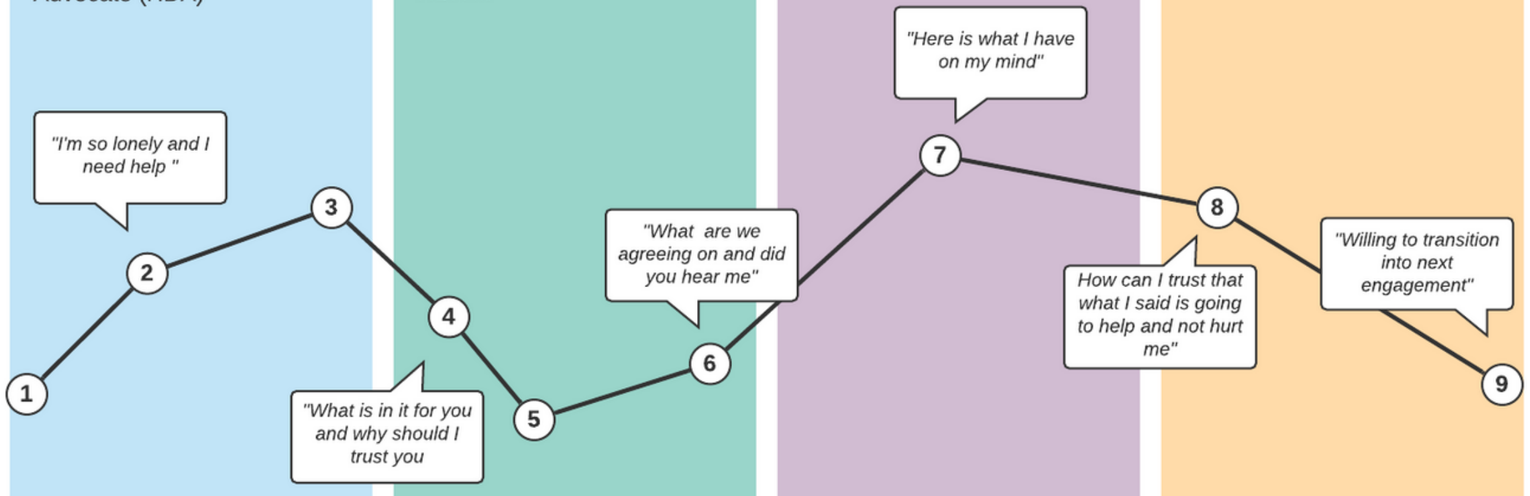
Use Case

Chelsea is a 25 year old adult female Asperger syndrome and bipolar disorder who wants to have a family and do something important.

Outcome Metrics

- Self-Sufficient
- Productive Credit
- Home Ownership

Engage	Adopt	Disclose	Assure
1. Willing to use internet for personal discovery	4. Two month trust journey	7. Benefit Intake & Baseline	8. Privacy & Security
2. Agrees to one year study	5. Assessment of Knowledge, Skills and Abilities		9. Transition Ready
3. Call from "Help Desk" Advocate (HDA)	6. Program Assessment and HDA fit		



2020

Persona

CEBOT Tech Team

Council Exchange Board of Trade
Looking Forward Research & Development

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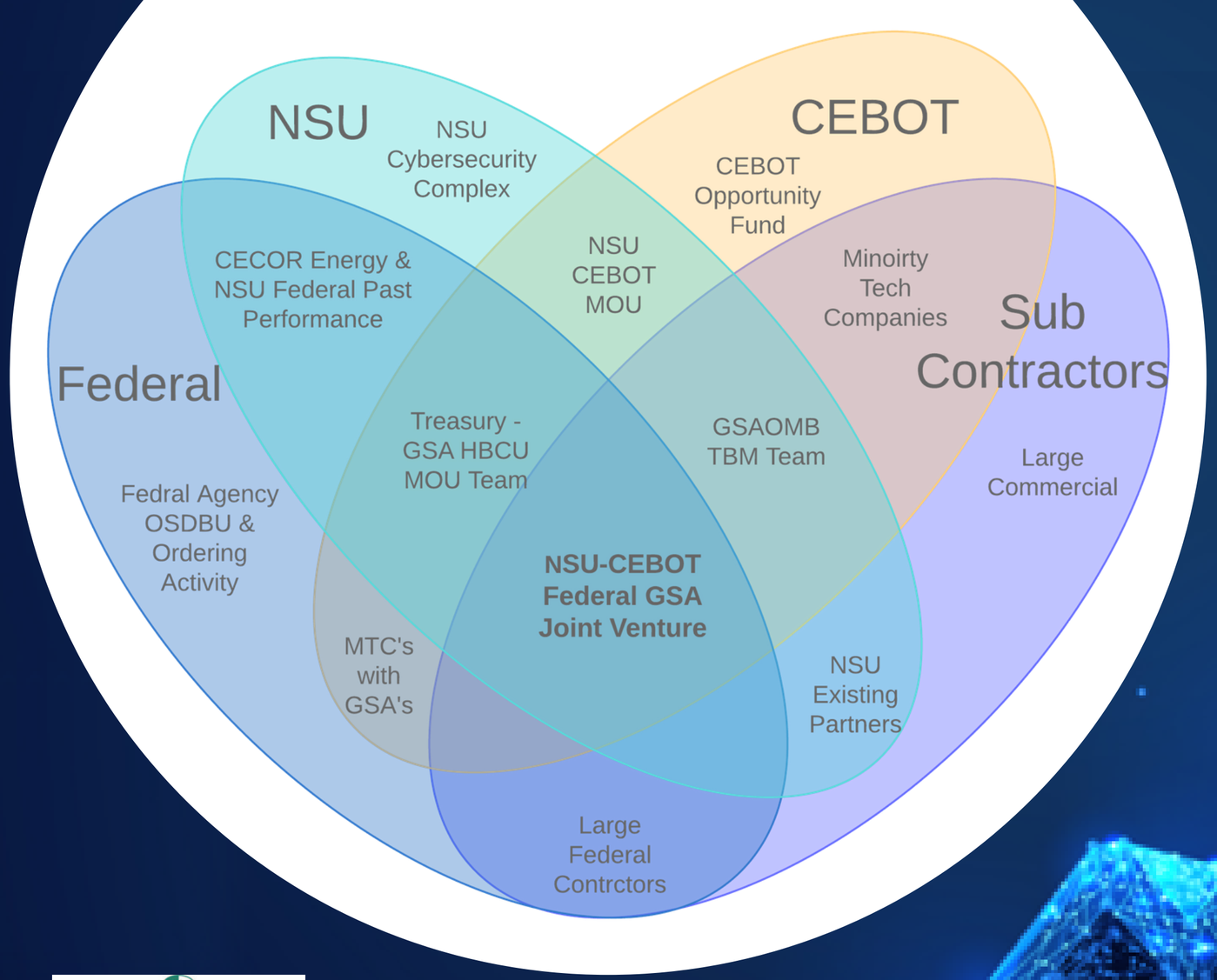
SMARTHBCU



NORFOLK STATE UNIVERSITY
CYBERSECURITY COMPLEX

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DISCOVER 2020
#SMARTHBCU

Center for Excellence for Governance, Research & Education

65,000 Minority Tech Companies
13 HBCU Partners

Opportunity Management

A process to identify business and community development opportunities that could be implemented to sustain or improve the local/regional economy.

Governance of Innovation

Governance of Innovation takes into account the risks and stakeholder capacity to shift paradigms while enabling mission driven community cooperation. Governance indicates the complexity of decision-making process in political and economic affairs.

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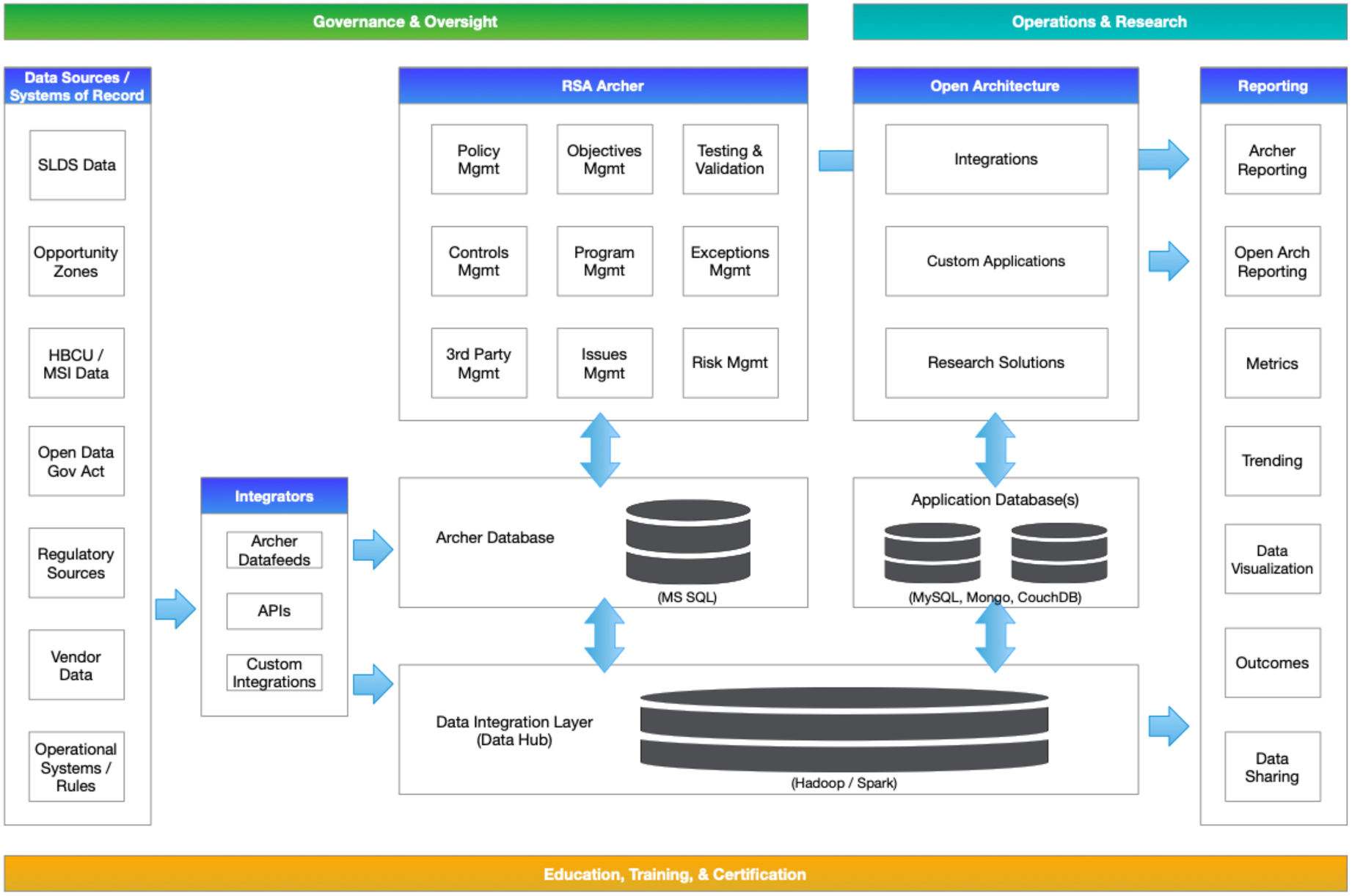
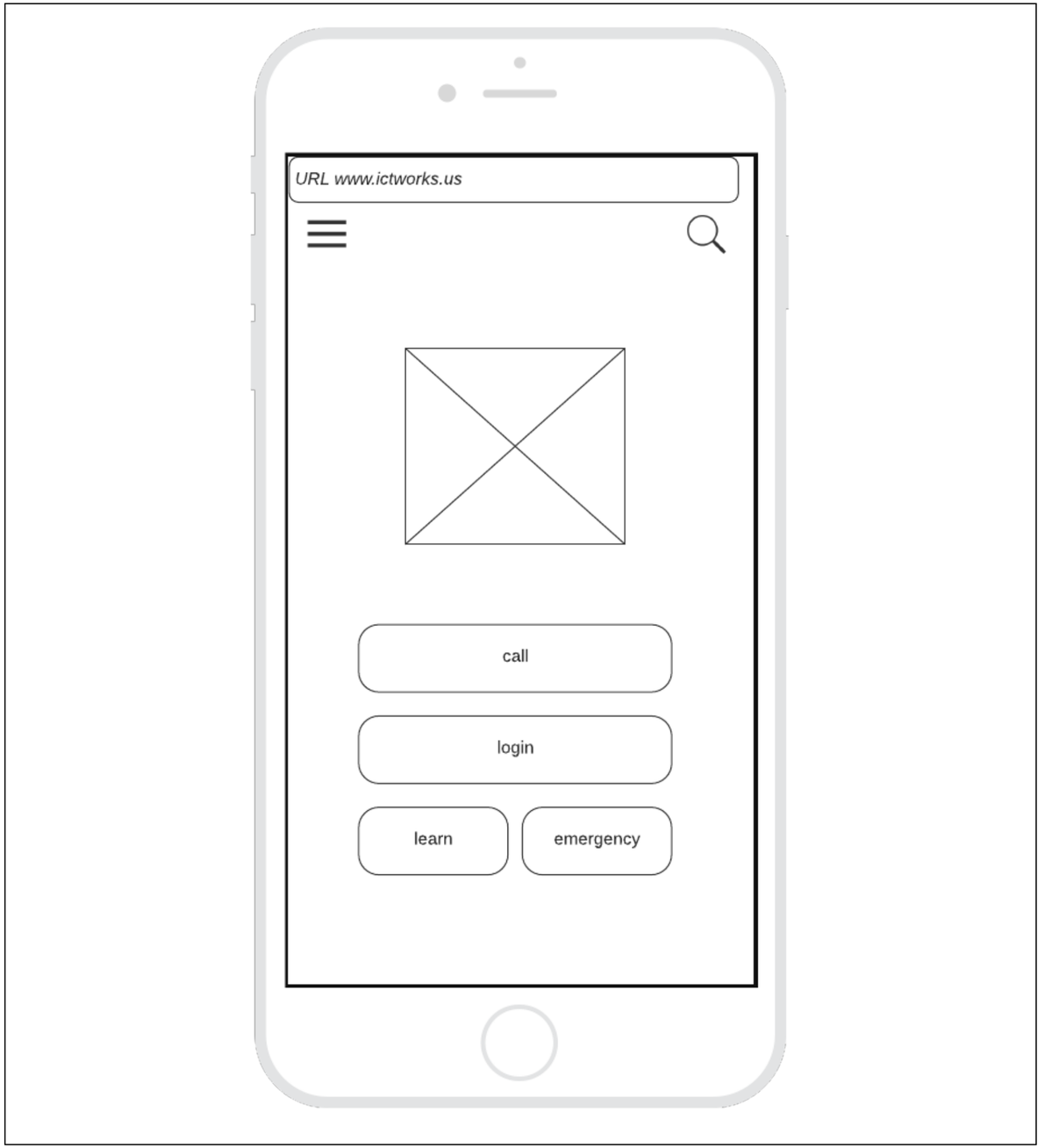


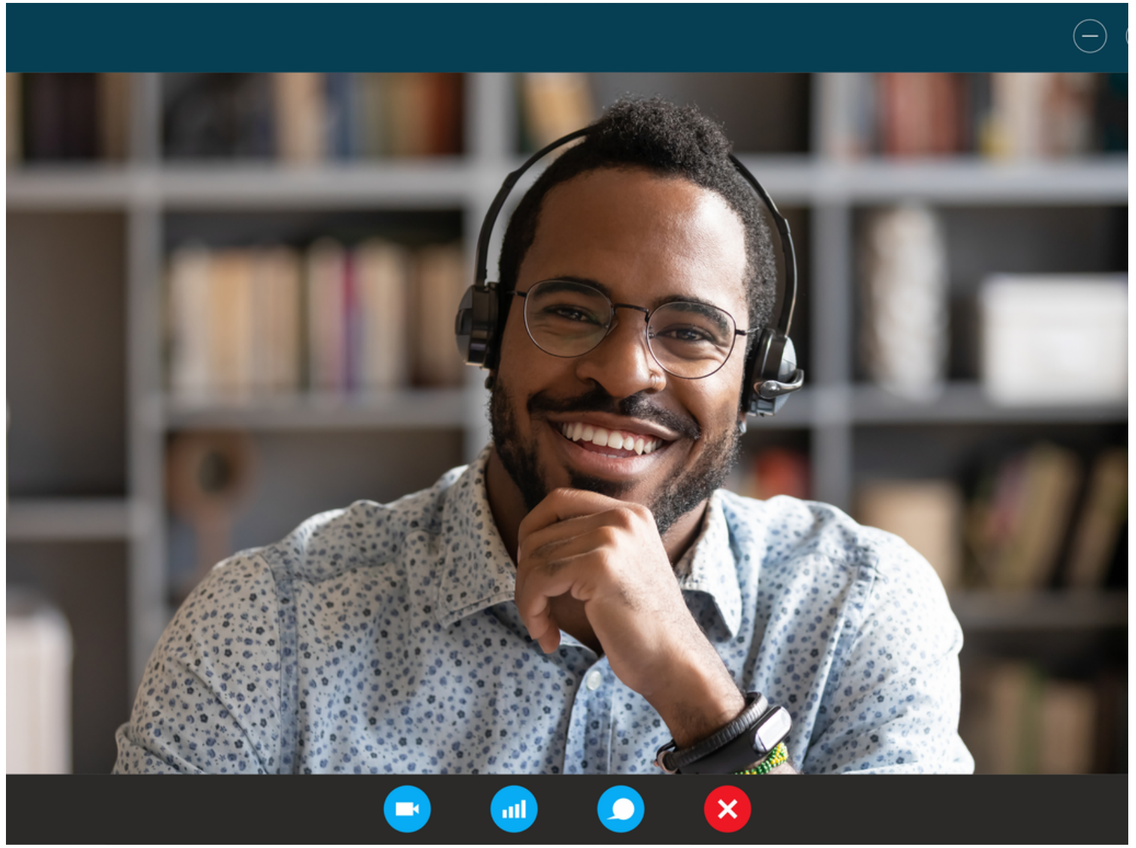
Harmonizing Outcomes

Pillar	Outcome Metric
Economic Empowerment	Number of Jobs attained
Educational Advancement	Number of Apprenticeships
Educational Advancement	Number of Mentorships
Educational Advancement	Number of Participants Trained
Economic Empowerment	Number of employers engaged in partnerships
Economic Empowerment	Number of people employed through employer partnerships
Educational Advancement	Number of Participants who gained education financial assistance
Educational Advancement	Number of Participants who had a skills assessment
Educational Advancement	Number of Participants to gain Industry Certification
Economic Empowerment	Percent of participants enrolled in the Family Self-Sufficiency program who have sustained wage increases
Economic Empowerment	Percent of Section 3 residents hired, of total hiring that occurs as a result of Section 3 covered HUD funding
Economic Empowerment	Percent of total dollar amount of construction contracts awarded to Section 3 businesses by covered HUD funding
Economic Empowerment	Percent of total dollar amount of non-construction contracts awarded to Section 3 businesses by covered HUD funding
Economic Empowerment	Number of self-certified Section 3 businesses in HUD's registry nationwide
Economic Empowerment	Number of states with Section 3 certified businesses in HUD's registry
Economic Empowerment	Percent of public housing households with school-age children in EnVision Center communities with at-home high-speed Internet
Economic Empowerment	Number of HUD-assisted households that gain high-speed internet access through EnVision Center Partnership
Economic Empowerment	Percent of new residential construction and substantial rehabilitation projects that support broadband internet connectivity in individual housing units*
Economic Empowerment	Federal/State/Local dollars awarded based on EnVision Center partnership solicitation
Economic Empowerment	Amount of existing federal funds more effectively utilized due to technical assistance and capacity building
Economic Empowerment	Number of new local partnerships formed as a result EnVision Center Implementation
Economic Empowerment	Public Housing occupancy rate
Economic Empowerment	Percent of Section 8 Housing Assistance Payment contracts renewed
Economic Empowerment	FHA minority borrowers
Economic Empowerment	Percent of housing counseling clients that gain access to resources to improve their housing situation
Economic Empowerment	Percent of housing counseling clients with whom a counselor developed a sustainable household budget

Wire Frame

Simple UX Throughout



The Help Desk Advocate (HDA) serves as a resource manager for community growth and prosperity

HDA's are part of the core case management structure for America's Community Collaboration Platform. They are the human interface to the digital experience. The governing management system is in part a knowledge management system that provides the resources and data necessary to develop AI algorithms. The digital collaborative platform supports predictive analytics on both process and results. HDA's work virtually, supported by a caring team of managers.