CT CAN Collaborate: Empowering the Frontline with Purpose-Built Tech

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JUNE 2024
Proposed Agenda

What we’re hoping to cover today

1. What’s the problem? Assessing the Current State of CT Collaboration
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2. What’s the solution? Building a Statewide Collaboration Platform
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3. What’s our vision? Gathering Perspectives from the Frontline
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2. What’s the solution? Building a Statewide Collaboration Platform

3. What’s our vision? Gathering Perspectives from the Frontline

4. What comes next? Joining the Conversation and Shaping the Community
Alternative Titles
What Leo wishes we called this session

1. #Who'sAtYourTable? The Value of Well-Rounded Communication and Information Sharing Between Providers With a Shared Mission
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1. #Who’sAtYourTable? The Value of Well-Rounded Communication and Information Sharing Between Providers With a Shared Mission

2. Information Overload: A Well-Rounded Approach to Staying Informed Without Being Overwhelmed
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What Leo wishes we called this session

1. **#Who’sAtYourTable?** The Value of Well-Rounded Communication and Information Sharing Between Providers With a Shared Mission

2. **Information Overload:** A Well-Rounded Approach to Staying Informed Without Being Overwhelmed

3. **Work Smarter, Not Harder:** Tools to Cultivate a Well-Informed Staff for Better Client Outcomes
Icebreaker Questions

What Leo wants to know: what’s the problem?

1. **Scale of 1 to 10:** How overwhelmed do you feel by your inbox, or by keeping up with the various programs and benefits that are available to clients?
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What Leo wants to know: what’s the problem?

1. Scale of 1 to 10: How overwhelmed do you feel by your inbox, or by keeping up with the various programs and benefits that are available to clients?

2. In the last 3 months: How many times do you recall needing to refer back to information that was somewhere in your inbox? And were you able to find it quickly?
What Leo wants to know: what’s the problem?

1. **Scale of 1 to 10:** How overwhelmed do you feel by your inbox, or by keeping up with the various programs and benefits that are available to clients?

2. **In the last 3 months:** How many times do you recall needing to refer back to information that was somewhere in your inbox? And were you able to find it quickly?

3. **In the last 3 months:** How often do you find information that you feel is important to share, but aren’t sure who to share it with?
The Problem: Information Overload

Despite facing similar challenges, homelessness practitioners lack adequate tools to communicate and collaborate within and across the CoC.

1. Documents are easily lost in the hundreds of emails you receive daily.

2. Questions are left unanswered or answered as one-offs.

3. High turnover makes finding the right contact difficult.
A secure, purpose-built platform that connects practitioners with the people and information they need to be successful.

- Reach your entire network
- Facilitate intentional collaboration
- Build a shared knowledge base
- Generate real-time insights

The Solution: purpose-built collaboration platform for homelessness practitioners

CONFIDENTIAL
Current Use Cases

- **Streamlining coordination** across CAN committees & working groups
- **Centralizing resources** (e.g., agendas, meeting minutes, governance documents)
- **Facilitating frontline communications** through real-time, peer-to-peer Q&A
- **Building a digital rolodex** of practitioners and providers
- **Powering onboarding** through statewide training and reporting requirements
Our product is informed by practitioners

Our platform is informed by 300+ interviews with those on the frontlines of homelessness response and prevention across Connecticut and the U.S.

User profiles and member directory
Secure, topic-based communities
One-stop shop resource library
Polling, surveys and analytics

Continuous Development
We move quickly, informed by user feedback

Polls
Polls are a lightweight way to solicit feedback from the community.

Direct & group messaging
Message with individuals and groups – support for emoji reactions, voice notes, and file attachments.

Email forwarding
Sending an email to Roundtable automatically creates a post, with any replies to that email automatically generating comments.

Images, PDFs, & videos
Files can be viewed directly within Roundtable, eliminating the need to first download to your device.

Reply via email
Replying to “New Comment” email will be a reply in Roundtable, allowing members to engage without leaving their inbox.

Member-to-member invites
In order to streamline the invite process, all members can now invite others to join their Roundtable community.

Quick search
Quickly find the people and information with a single search across all Roundtable content.

Draft posts
Save and queue up content that’s a work-in-progress or meant to be shared at a later date.

Updated navigation
Redesigned sitewide navigation and layout to make content easier to find and engage with.
Vision: *Gallery Walk*

Spend 7 minutes at each poster

- **CAN:** What are your biggest pain points in communicating and resource sharing across agencies within your CAN?

- **Connecticut:** What do you dream about being able to know or learn from your peers across the state?

- **National:** What do you dream about being able to know or learn from your peers across the country?
Our approach to building a strong ecosystem

Our team works with community-building champions and super users to build a **strong foundation**. We test, we tweak, and then we open the doors for **gradual expansion** into larger communities across CoCs and statewide.

1. **Configuration**
   - Provide us with your community’s purpose and we’ll set-up a demo space

2. **Beta Group**
   - Create content and start the conversation with a small group of members

3. **Live Community**
   - Adjust with learnings from beta and open your community to all members
Our conversation continues on Roundtable

Our work in Connecticut is building the foundation for nationwide expansion—you CAN lead the way!

Join active conversations
With your peers and partners

Find the resources you need
From our growing library

Connect with your peers
From across Connecticut
Thank you for attending this workshop!

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