Skill-Based Volunteer & Disaster Response Hub – Project Documentation

# Problem Statement

Coordinating disaster relief volunteers is fragmented — there’s no single platform to match volunteers’ skills and availability with real-time incident needs, causing delays and inefficient response.

# Requirement Gathering

Goal: Understand what the app must do and what success looks like.  
How to Gather:  
- Interview disaster-relief NGOs, government emergency agencies, and volunteer coordinators.  
- Survey volunteers about their sign-up, communication, and assignment needs.  
- Review current tools (spreadsheets, WhatsApp, email) to identify pain points.  
  
Typical Requirements:  
- Register volunteers with skills, certifications, and availability.  
- Create and manage incidents (flood, earthquake, etc.).  
- Automatically match volunteers to tasks based on skill/location.  
- Track hours worked and tasks completed.  
- Communicate (email/SMS/WhatsApp) with volunteers.  
- Generate dashboards: volunteers per incident, resource allocation, response times.

# Stakeholder Analysis

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| Stakeholder | Role / Interest | Needs |
| Volunteer Coordinator (Primary User) | Manages volunteers and incidents | Easy assignment, status updates, quick search by skill/location |
| Volunteers (External Users) | Provide help during disasters | Simple portal/app to register, view assignments, log hours |
| Relief Agency Leadership | Make strategic decisions | Dashboards of volunteer deployment, resource usage |
| Donors / Sponsors | Fund relief operations | Reports on impact and transparency |
| IT / Admin Team | Maintain Salesforce org | Security, data accuracy, user support |

# Business Process Mapping

Current (As-Is):  
- Volunteer details kept in spreadsheets or forms.  
- Manual phone calls/emails to assign tasks.  
- No real-time tracking or skill-based matching.  
  
Future (To-Be) – In Salesforce:  
1. Volunteer Onboarding – Volunteer fills form on Experience Cloud → Record created in Salesforce.  
2. Skill Capture – Volunteers select skills/certifications; stored in junction object.  
3. Incident Creation – Coordinator logs new disaster incident, required skills, location.  
4. Automated Matching – Flow suggests volunteers based on criteria.  
5. Assignment & Communication – One-click assign + send SMS/Email.  
6. Tracking & Reporting – Volunteers log hours via portal/mobile app → dashboards update in real time.

# Industry-Specific Use Case Analysis

- Nonprofit / NGOs: Mobilize trained volunteers (first aid, logistics) during emergencies.  
- Government Emergency Agencies: Coordinate citizen volunteers and partner agencies.  
- Healthcare: Deploy skilled medical staff during outbreaks.  
- Corporate CSR Teams: Organize employee volunteers for community support.  
  
Each use case can be configured by adjusting object fields and flows. For example, healthcare may need a Certification Expiry Date field; corporate CSR may track Employee ID.

# AppExchange Exploration

Look at existing Salesforce AppExchange apps to see if you can integrate or extend:  
- Volunteers for Salesforce (V4S) for volunteer management.  
- Nonprofit Cloud (NPSP) components for donation tracking and reporting.  
- Geolocation/Maps apps (Geopointe, MapAnything) for visualizing incidents and volunteers.  
- SMS/WhatsApp Apps (Twilio for Salesforce, 360 SMS App) for communications.  
- Form Builders (FormAssembly) for volunteer sign-up forms.  
  
This helps decide what to build from scratch vs. plug in from AppExchange.