

IT'S GOING
TO BE
OK!

REPORT OF FINDINGS

VARNIKA PRASAD

(VXP210087)



THANAWALLA
DIGITAL
STANDUP
Weekend
2023 For



TABLE OF CONTENTS

1. Introduction
2. My Team- Usability Team
3. Document Overview
 1. Company overview
 2. Purpose
 3. Scope
4. IGTBOK Standup
 1. Organizers
 2. Day 1
 3. Day 2
 4. Day 3
5. Teams and Process
 1. Security Team
 1. Introduction(team lead)
 2. Team description
 3. Process
 4. Flow Diagram
 2. Process team
 1. Introduction(team lead)
 2. Team description
 3. Process
 4. Flow Diagram
 3. Useability team
 1. Introduction(team lead)
 2. Team description
 3. Process
 4. Flow Diagram
 4. Reports and Dashboard
 1. Introduction(team lead)
 2. Team description
 3. Process
 4. Flow Diagram
 5. Donor process
 1. Introduction(team lead)
 2. Team description
 3. Process
 4. Flow Diagram
- 6.Picture Gallery
- 7.References

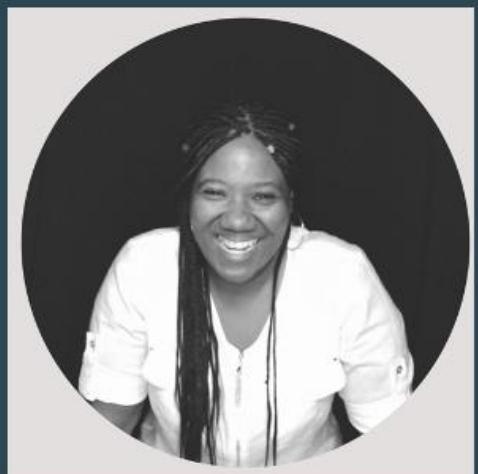
INTRODUCTION

This document presents the results of a 3-day standup event hosted by Thanawala Digital to assist Dr. Tonya and her organization in maintaining their Salesforce org called "ITGBOK". The standup was composed of five teams led by industry professionals who acted as team leads, each with a specific focus on addressing the needs of the Salesforce org to make it more efficient. The teams were categorized into the Process team, Security team, Donor process team, User Experience team, and Dashboard teams.

On the first day, the teams were introduced, and team leads were assigned. On the second day, Tonya was given the opportunity to introduce herself and communicate her needs to each team, and the teams worked on planning and designing the workflow and process. On the third day, the teams completed their work and presented their achievements to everyone, with a primary focus on training Tonya on how to use the new system.



"ITGBOK" is a noteworthy initiative directed by Dr. Tonya Stafford that aims to support survivors of human trafficking. Dr. Stafford herself is a survivor of this terrible ordeal and has founded It's Going To Be Ok Inc. (IGTBOK) with the goal of eradicating human trafficking one survivor at a time. The project focuses on providing rescue, restoration, and education services to survivors, with a vision that encompasses individuals from all backgrounds and ethnicities. Dr. Stafford established IGTBOK in 2014, and since then, it has gained prominence and recognition not only in the state of Texas but also throughout the United States.



MY TEAM

After meeting with each team lead and learning about their specific roles in the project, I decided to work with the **Usability Team headed by Paul**. This team was responsible for creating an efficient and user-friendly experience for Dr. Tonya to interact with the CRM organization effectively.

My excitement about working with the **Usability Team** was because they believed that creating an interface that is easy for Dr. Tonya to use will contribute significantly to the success of the project. The team's primary focus was to ensure that Dr. Tonya's interaction with the CRM organization was smooth and streamlined, enabling her to access the essential features and functions of the platform seamlessly.

In summary, I chose to work with **the Usability Team led by Paul** because of their essential role in developing a user-friendly experience for Dr. Tonya to use the CRM organization more efficiently. The team's task was to ensure that Dr. Tonya can access and use the essential features and functions of the platform with ease.



PURPOSE

Over the past decade, Dr. Tonya has demonstrated outstanding dedication and bravery in her work. Recently, an opportunity arose for her and her team to benefit from the expertise of Professor Thanwalla and his team. In a weekend standup session, they focused on assisting Tonya and her colleagues in utilizing Salesforce's resources to streamline their operations and realize the benefits of implementing cutting-edge technology. The goal of the session was to redevelop the IGTBOK org, providing Tonya and her team with the training they need to transition from traditional paperwork to a paperless CRM system that simplifies managing clients, accounts, donations, and other vital functions. With the guidance of Professor Thanwalla and his team, Dr. Tonya's organization will be better equipped than ever before to achieve its mission and make a positive impact in the community. By utilizing the power of technology, they can streamline their processes, save time and resources, and ultimately serve their clients more efficiently.

SCOPE

Dr. Tonya's non-profit organization "ITS GOING TO BE OK" underwent a significant transformation with the assistance of TDigital and industry professionals. The Salesforce org was redeveloped to cater to the specific needs of the organization, with a range of crucial functionalities added. These include the ability to record client information, manage donor details and donations, generate reports on recent expenditures, and provide user logins for employees and other authorized personnel. The new org also features dedicated pages for addressing all of Tonya's daily requirements and challenges, ensuring that the organization runs smoothly and efficiently. Thanks to the hard work and expertise of the team, "ITS GOING TO BE OK" is now better equipped than ever to pursue its mission and make a positive impact in the community.

IGTBOK STANDUP

DAY 1

FRIDAY MARCH 3RD, 2023

SCHEDULE

6 PM

Check- In,, CutX Dinner, Networking

7 PM

**Event Kick-Off, Dr. Tonya's
Introduction, Team Leads Introduction,
Digital introduction.**

8 PM

Meet Team Leads

9 PM

Wrap Up

DAY 2

FRIDAY MARCH 4TH, 2023

SCHEDULE

8 AM

Check- In, Breakfast

9 AM

AM Work Session

12 PM

Lunch, Minutes With Moyez

1 PM

PM Work Session

3 PM

Women Of Salesforce

6 PM

Credit Union Of Texas Dinner

7 PM

Evening Work Session

9 PM

Wrap Up

DAY3

FRIDAY MARCH 5TH, 2023

SCHEDULE

8 AM Check- In, Breakfast

9 AM Standup 5 Minutes

10 AM AM Work Session

11 AM How to Succeed in Business Session

1 PM Lunch, Talks With Tonya

4 PM Demo Jam

5 PM Ticket and Goodies Celebration

6 PM Cake and Wrap Up

TEAMS & PROCESSES

TEAM TITLES AND LEADS

- 1. SECURITY TEAM – SHAWNEE SCESNEY**
- 2. PROCESS TEAM – NAVAID HUSSAIN**
- 3. USABILITY TEAM – PAUL MCCOLLUM**
- 4. REPORTS TEAM – NISHCHITHA NAGARA**
- 5. DONOR PROCESS TEAM - SUNITA MANNE**

SECURITY TEAM



SHAWNEE SCESNEY - SALESFORCE SOLUTION ARCHITECT AT THANAWALLA DIGITAL

ABOUT TEAM LEAD

Meet SHAWNEE SCESNEY - a versatile professional with extensive experience in partnering with business leaders to define and optimize processes.

Specializing in big data management for Fortune 500 companies, Shawnee has demonstrated the ability to create consensus across organizations and business units to improve internal and external customer experience while maximizing brand loyalty.

With a keen eye for detail, Shawnee is an expert in analyzing requirements and data, developing plans, and streamlining processes to deliver exceptional results.

She is highly skilled in configuring and maintaining orgs, custom objects, flows, portals, reports/dashboards, record types, fields, page layouts, formulas, data validation rules, workflows, approvals, Salesforce packages, Single Sign-on, and Just-in-Time Provisioning.

TEAM DESCRIPTION

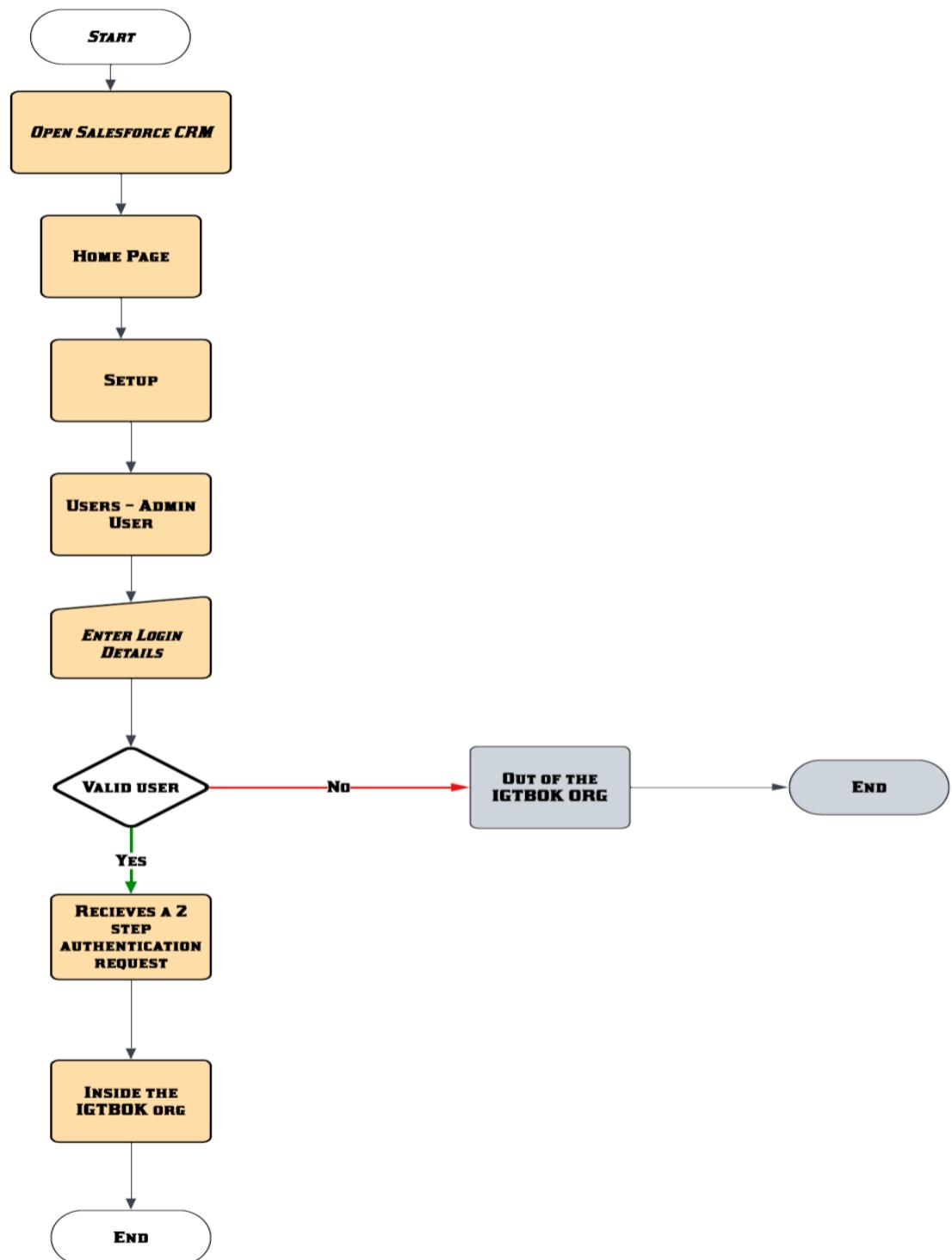
Shawnee and her team were entrusted with the crucial responsibility of securing the IGTBOK org, and they executed it with remarkable efficiency. Within a span of just two days, they worked diligently to create a seamless login page that catered to the unique requirements of the Admin(Tonya) and members who were assisting her in managing the organization.

The login page that they developed was designed to capture basic information such as Name, Alias, Email, Username, nickname, and password. With inputs from Tonya, Brendon, and two other members of the organization, Shawnee and her team successfully created logins for all of them, ensuring that each login was tailored to the specific needs of the individual user.

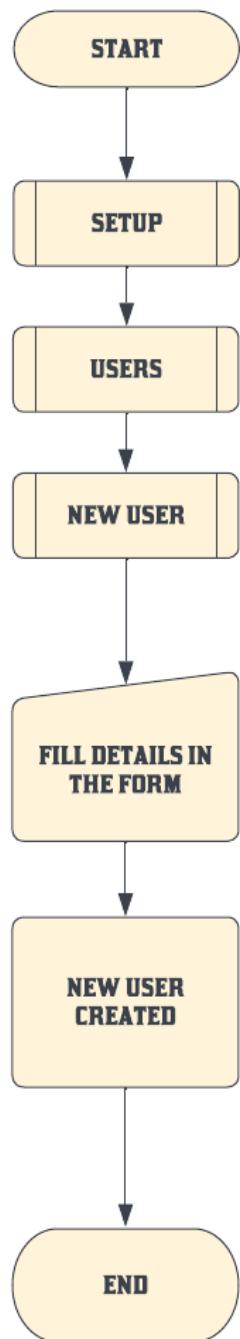
Thanks to their exceptional attention to detail and unparalleled technical expertise, Dr.Tonya and her team were able to easily access the system by simply entering their unique username and password. Upon reaching the authentication page, users were prompted to go through a two-phase login request, which added an extra layer of security to the system, ensuring that only authorized personnel could gain access to the system.

With the successful completion of this project, the people at IGTBOK can now enter the IGTBOK Salesforce CRM org with ease, safe in the knowledge that their security is in good hands thanks to the dedication and hard work of Shawnee and her team.

GETTING INTO THE ORG



CREATING A NEW USER



DETAILS IN NEW USER FORM

NAME
USERNAME
ALIAS
EMAIL
NICKNAME
PASSWORD

HOW TO REACH IGBTBOK



HOW TO DEACTIVATE INACTIVE USERS



PROCESS

TEAM



Navaid Hussain - Salesforce Developer and Integrator Lead at USAA

ABOUT TEAM LEAD

Meet Navaid, a skilled Salesforce Developer and Analyst, Application Developer, Database Administrator, and Project Manager with a diverse range of experience in business applications. With a keen interest in Salesforce solution architecture, development, and analysis, Navaid brings extensive knowledge and expertise to every project.

Navaid's specialties include project management, Salesforce and SharePoint development, design and branding, database analysis, reporting, and solution architecture. Throughout their career, Navaid has successfully designed and implemented Salesforce applications and customizations, developed custom applications in SharePoint, administered and maintained databases, and managed teams of developers and analysts to design and implement custom solutions for clients.

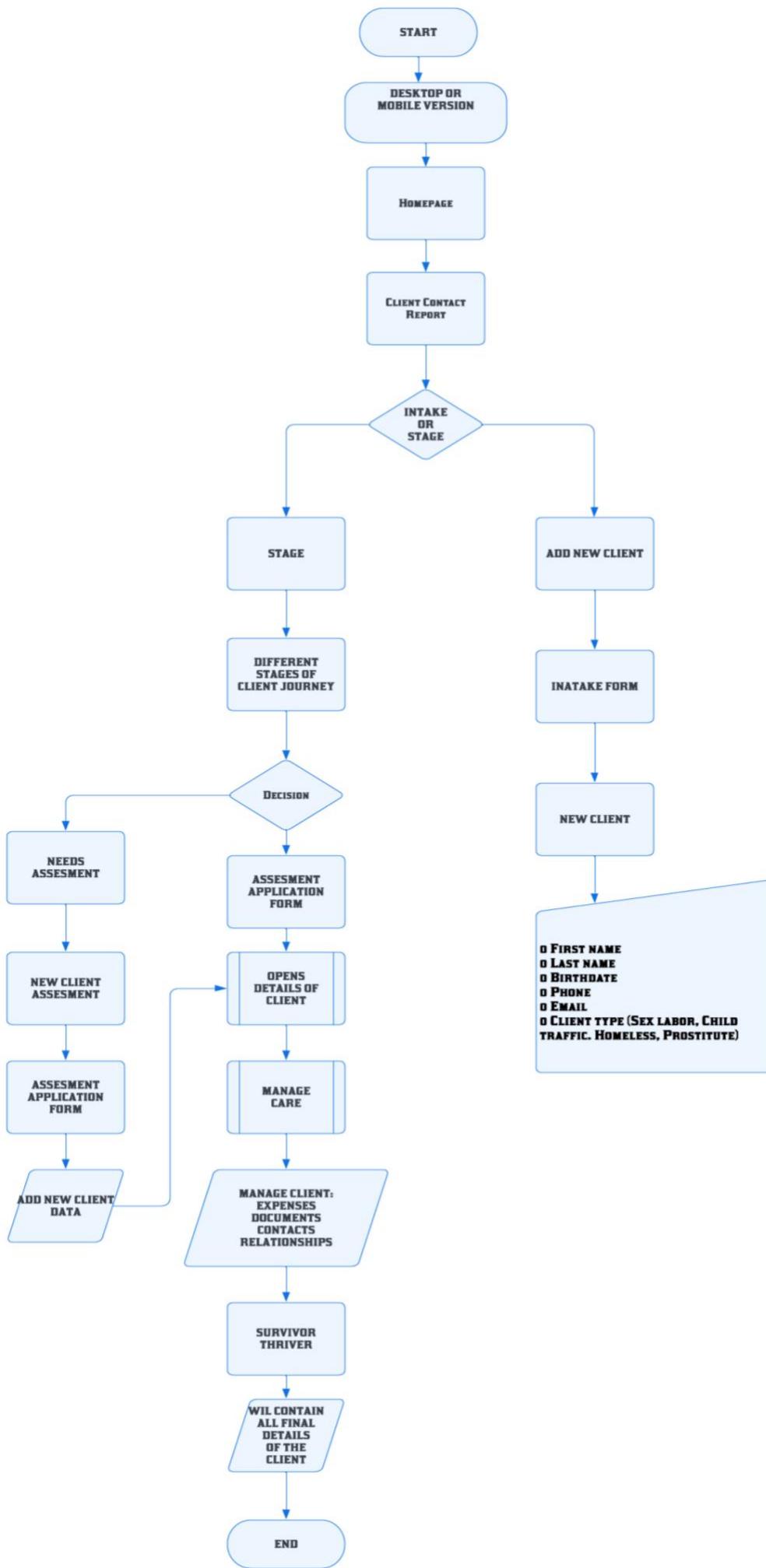
Navaid holds certifications as a Salesforce Certified Platform Developer I and a Salesforce Certified Administrator, and a Microsoft Certified professional.

TEAM DESCRIPTION

According to Navaid, the team leader, a well-functioning organization requires an efficient process, and their team is dedicated to refining and improving it. This weekend, their focus will be on developing dynamic forms, monitoring client intake, facilitating the smooth flow of clients through the system, and precisely implementing web-to-case management systems.

The process team is responsible for all the procedures involved in onboarding a new client. This means that they are tasked with ensuring that every step of the client intake process is streamlined and executed flawlessly.

Whether it's designing user-friendly forms, tracking the progress of each client, or implementing sophisticated case management software, this team is committed to making sure that everything runs like a well-oiled machine.



USABILITY

TEAM



Paul McCollum - Salesforce Technical Architect at Accenture

ABOUT TEAM LEAD

Paul is a 3-time Dreamforce speaker and User Group Champion in two stacks, who brings extensive experience as an Application Developer, Integration and Architecture expert for internet technologies across various industries such as Retail, Telecom and Real Estate.

His expertise lies in managing large-scale projects that involve coordinating experts from different fields. In the current era of numerous platforms and devices, his focus has shifted towards being a User Champion and ensuring that end-users remain at the core of every project.

Paul prioritizes security, performance and ease-of-support while ensuring that the end product is user-friendly and easily adoptable, and also oversee its lifecycle management.

Other than that, Paul's specialties include being an Architect, Tech-Lead and Project Manager for Salesforce, SharePoint Online, o365, Coldfusion, Broadvision, Perl, .Net, TSQL, JavaScript, Java, jQuery, ETL, Middleware, SharePoint on-prem (WSS, 2010, 2013, 2016), and *nix.

TEAM DESCRIPTION

A critical factor that often leads to system failure is when the process fails to meet the user's needs. Merely understanding what Salesforce can do is not enough to ensure that the user will find it useful.

This is where usability teams come in; their primary objective is to create an easy-to-use user interface that Dr. Tonya and her team can manage over an extended period effectively. The key to achieving this objective lies in continually questioning, quizzing, and contemplating what forms and questions are suitable for each situation.

The organization is designed with the sole aim of maximizing user interaction. To ensure that the user's needs remain at the forefront of the design process, usability teams work tirelessly to create a user interface that is intuitive, user-friendly, and aligns with the users' expectations.

They place particular emphasis on understanding how the user will interact with the system and identify any potential roadblocks that may hinder the user's ability to perform specific tasks.

By focusing on creating a system that is easy to use, the usability team ensures that Dr. Tonya and her team can focus on achieving their goals without being bogged down by technical issues or difficult-to-use systems.

The end result is a system that is intuitive, easy to use, and provides a seamless experience for the user, ultimately leading to better productivity, increased efficiency, and improved business outcomes.

USER PERSONAS

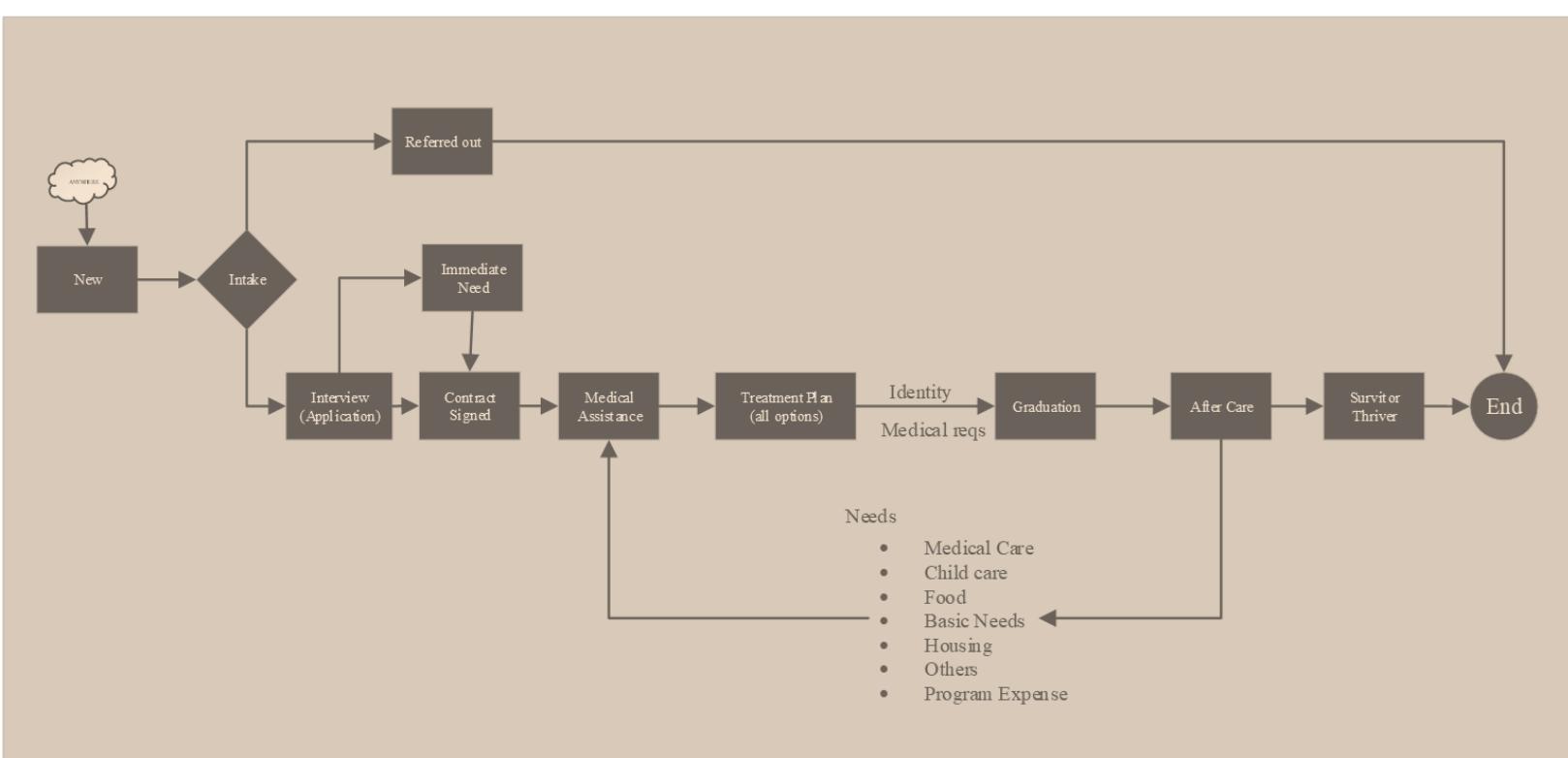
 <p>SYS ADMIN</p> <ul style="list-style-type: none"> • FULL ACCESS 	 <p>Brandon JUNIOR ADMIN</p> <ul style="list-style-type: none"> • ADMIN ACCESS Excludes: <ul style="list-style-type: none"> ▪ SSN ▪ Financial Accounts 	 <p>INTAKE MANAGER</p> <ul style="list-style-type: none"> • INTAKE 	 <p>CASE MANAGER</p> <ul style="list-style-type: none"> • INTAKE • CLIENT RECORDS 	 <p>Donor Manager</p> <ul style="list-style-type: none"> • DONORS • ANNUAL GALA 	 <p>Volunteer Manager</p> <ul style="list-style-type: none"> • VOLUNTEER RECORDS
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The top priority was to sort the *Main User Personas*.

After talking to Tonya, these six user profiles were shortlisted:

1. **SYSTEM ADMIN** – will have the full access to the org, which will contain sensitive information's of the clients like SSN, financial accounts which other people of the org will not have.
2. **JUNIOR ADMIN** – will have all the access except SSN, Financial accounts.
3. **INTAKE MANAGER**- will be in charge of the process that goes behind the intake of the new client. This will include the intake form and adding a new client.
4. **CASE MANAGER**- will keep up with the client records. Client records are files that contain all the information's (Name, Age, Sex, Contact, Partners, Family, Expenses, medical Record) and other than that will have all the information about the client from their intake form.
5. **DONOR MANAGER**- will be in charge of the Donations, inputting the new donations, creating and maintain donor list for the Annual Gala that takes place.
6. **VOLUNTEER MANAGER**- will manager and update volunteer records.

USABILITY PROCESS FLOW



USABILITY PROCESS

Our team collaborated with Dr. Tonya to understand her expectations and requirements from the CRM organization. As a result, we developed a streamlined process for client intake and management.

When a client approaches Tonya seeking assistance, they are considered a new client and required to fill out a comprehensive form to determine if they are a good fit for the organization. Based on their information, Tonya's team may refer them elsewhere or take them on as a client.

Once accepted, the client receives medical assistance, and a treatment plan is customized for them. After completing their medical treatment, they become eligible for after-care, which addresses their basic needs such as child care, education, food, shelter, and other program expenses. After completing this entire process, they qualify for the next stage, which is called survivor thriver.

In summary, the process involves client intake, medical treatment, after-care, and ultimately, achieving the goal of survivor thriver. The goal is to ensure that clients receive the support they need to thrive beyond their medical treatment and improve their overall well-being.

DETAILED CLIENT INTAKE FORM



Dear Applicant,

We are happy that you are interested in becoming a part of the IGTBOK family. As a resident you will be given a shared room after orientation, which will accommodate you.

The fact that you are Coming to our program means you've found yourself in a difficult situation. We are committed to assisting you in changing those circumstances for the better. Our desire is that your main focus be on you; learning life skills and overcoming personal issues.

We want you to understand that residing at IGTBOK is completely voluntary. You make the decision to come here and by making this decision, we trust that you are also making the choice to participate and follow the rules. Please be sure to fully and honestly fill out this application for consideration to enter our program.

At first you might find it difficult being away from your friends and family while living with people you do not know. We are confident that with your full cooperation, you will adjust, enjoy, and benefit from staying here.

It is our hope that you will come with a desire to grow and to better your life. This is your opportunity, but the success is up to you.

Sincerely,

Dr.Tonya Stafford
Chief Programs Officer

Date of Application: _____

Application for Residency in IGTBOK Safe Home

General Background Information:

Name: _____

Date of Birth: _____ Place of Birth: _____

Where are you currently staying: _____

Current contact information: Phone Number/E-mail: _____

In case of emergency call: _____ Phone: _____

Do you have any children in foster care or with relatives or friends? _____ If "yes" please list names and ages below:

How did you find out about IGTBOK? _____

What are your current living circumstances and why do you feel you need to come to IGTBOK Safe Home?

Church affiliation: _____ Do you attend church now? _____

Do you own a car? _____ Is it registered and insured? _____

Job Skills: _____

What languages do you speak? _____

Medical History

Are you pregnant? _____ How many weeks? _____ Due Date _____

Gender of baby: _____

What is plan for pregnancy? Parenting _____ Adoption _____ Not Sure _____

Have you had prenatal care? _____

Doctors Name and Location

IGTBOK Application v1.0

2 | Page

CONFIDENTIALITY AGREEMENT

Confidentiality

Professional ethics and Texas State law indicate that confidential information is controlled by the client. This means that as a general rule, information shared in sessions with a counselor will be held in confidence. However, there are limits to confidentiality. They are as follows:

1. Confidentiality is waived when a client is a danger to self or others
2. Confidentiality is waived when a client is engaging in or is aware of abuse or neglect of minors. Texas law requires that child abuse in any form be reported to the Department of Human Services or other authority such as a Juvenile Judge.
3. Confidentiality is waived if a lawsuit is brought against the counselor.
4. Confidentiality is waived when requested information is court ordered and signed by a judge.
5. Confidentiality information must be accessible to any supervisor from IGTBOK.
6. Confidentiality is limited if counselor must engage collection agencies for the purpose of receiving payment for services rendered.
7. Confidentiality is limited for purposes of professional consultation between counselor and other practicing therapists.

IGTBOK Application v1.0

10 | Page

8. Confidentiality not to disclose any of IGTBOK safe locations.

By initial, client agrees that full disclosure has occurred regarding the

3. I agree and acknowledge that I am under no pressure or duress to sign this Agreement and that I have been given a reasonable opportunity to review it before signing. I further agree and acknowledge that am free to have my own legal counsel review this agreement if I so desire.
4. This agreement and each of its terms is the product of an arms' length negotiation between the Parties. In the event any ambiguity is found to exist in the interpretation of this Agreement, or any of its provisions, the Parties, and each of them, explicitly reject the application of any legal or equitable rule of interpretation which would lead to a construction either "for" or "against" a particular party based upon their status as the drafter of a specific term, language, or provision giving rise to such ambiguity.
5. The invalidity or unenforceability of any provision of this Agreement, whether standing alone or as applied to a particular occurrence or circumstance, shall not affect the validity or enforceability of any other provision of this Agreement or of any other applications of such provision, as the case may be, and such invalid or unenforceable provision shall be deemed not to be a part of this Agreement.
6. Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration administered by the American Arbitration Association in accordance with the Commercial Arbitration Rules, and judgment on the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof.
7. In case of an emergency, please call _____ (Relationship: _____) at _____ or _____

I HAVE READ THIS DOCUMENT AND UNDERSTAND IT. I FURTHER UNDERSTAND THAT BY SIGNING THIS RELEASE, I VOLUNTARILY SURRENDER CERTAIN LEGAL RIGHTS. I HEREBY SIGN BELOW OF MY OWN FREE WILL.

SALESFORCE MOBILE APPLICATION CUSTOMISATION

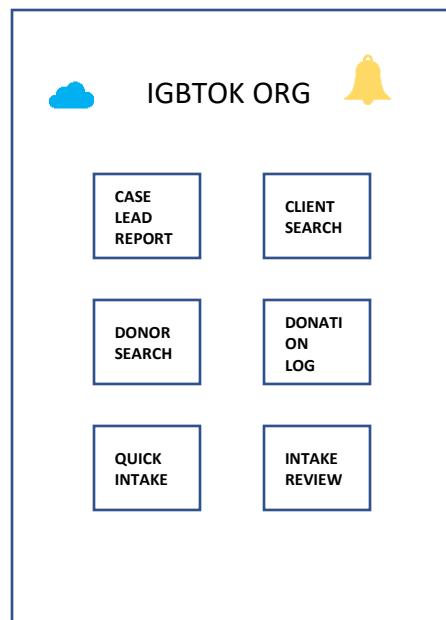
The usability team was responsible for customizing Dr. Tonya's Salesforce CRM mobile application layout. They aimed to make it more convenient for Tonya to use the IGTBOK ORG by only displaying the buttons that are important and frequently used by her. The idea behind this customization was suggested by Paul.

The team discussed with Tonya for an hour to determine the essential buttons that need to be included in the application. After careful consideration, the team finalized the following buttons:

1. **Case Lead Report** - this button helps Tonya to view the status of cases and leads, and make informed decisions.
2. **Client Search** - it allows Tonya to search for specific client information quickly.
3. **Donor Search** - it helps Tonya to keep track of donor information and contributions.
4. **Donation Log** - this button allows Tonya to track all donations received by the organization.
5. **Quick Intake** - it helps Tonya to quickly add new clients to the organization's database.
6. **Intake Review** - this button allows Tonya to review the details of the clients added to the database.

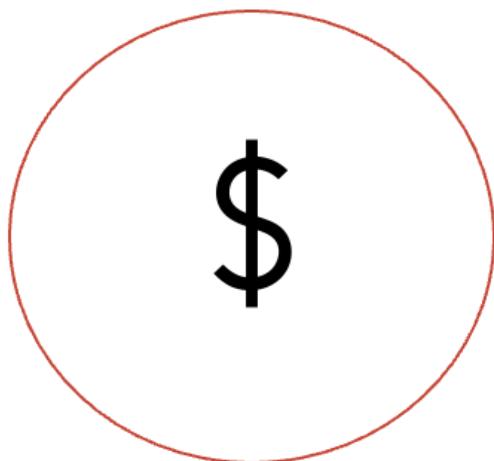
In addition to these buttons, a *notification button* was added to the top right corner of the application. This button sends notifications to Tonya, Brandon, and other users when a new client is added, a new donation is received, or any other changes are made to the organization's database.

In summary, the usability team customized Dr. Tonya's Salesforce CRM mobile application layout to include only the essential buttons and features needed by her to efficiently manage the organization. The addition of a notification button also helps to keep Tonya and other users informed of any changes in the organization's database.



DONOR PROCESS

TEAM



Sunita Manne - Senior Principal Engineer at Salesforce

ABOUT TEAM LEAD

Sunita Maane is a professional who currently holds the position of Senior Principal Engineer at Salesforce. She has worked in the industry for more than 12 years, which suggests that she has gained considerable experience and expertise in her field.

As a Senior Principal Engineer, Sunita Maane likely has a leadership role within her organization. She may be responsible for overseeing the development and implementation of complex technical projects, as well as mentoring and guiding junior engineers.

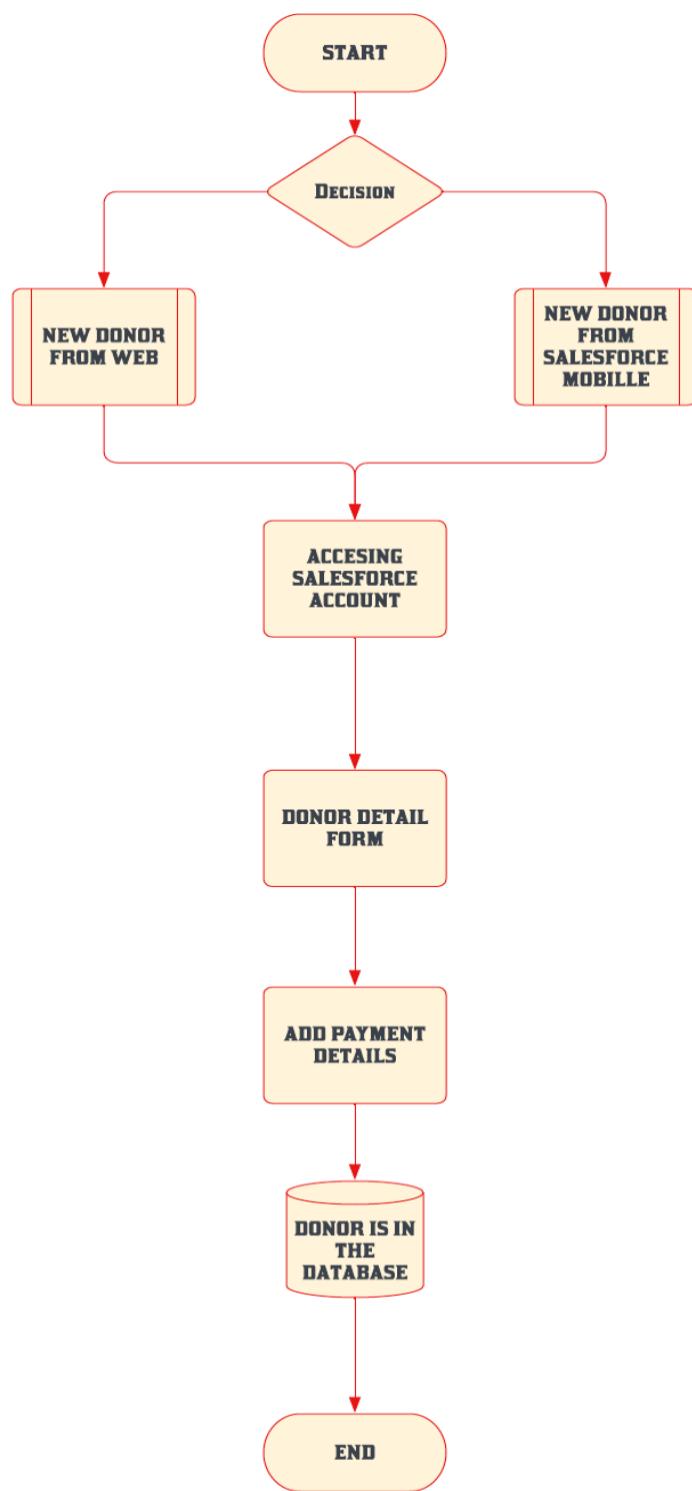
TEAM DESCRIPTION

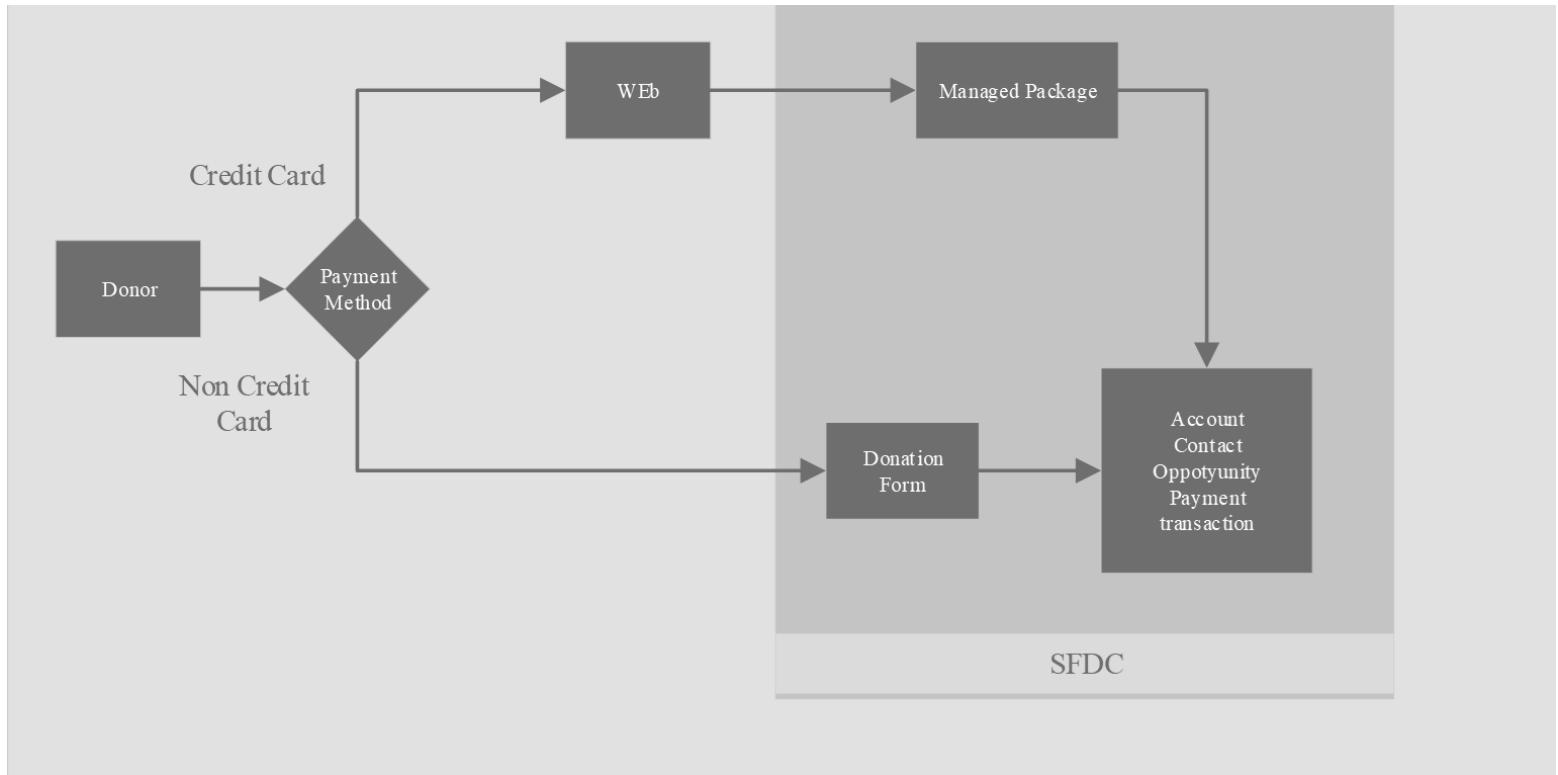
The Donor Process Team has made it easier for Tonya to add new donations and keep track of all her donations.

They have simplified the Donor Detail Form and created a simple process for adding new donations.

The team has also ensured that the Donor Log will send an email confirmation at the end of the year for Tax purposes. In addition, every time a donation is logged in, Tonya will receive an email confirmation.

These improvements have been implemented for both the desktop and mobile versions, making it easy for Tonya to keep track of her donations from anywhere.





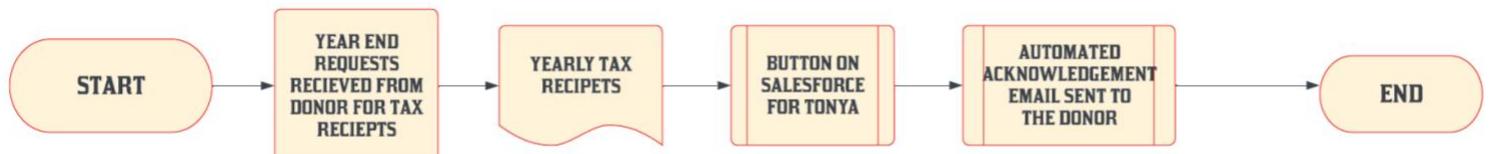
DONOR DETAIL FORM:

- **Name**
- **Contact**
- **Email**
- **Contact**
- **Origin (Gala, Cash, Race, Event)**
- **Amount Donated**
- **Payment Type**
- **Donation Source**
- **Check/ Reference Number**

ACKNOWLEDGEMENT EMAILS TO DONOR



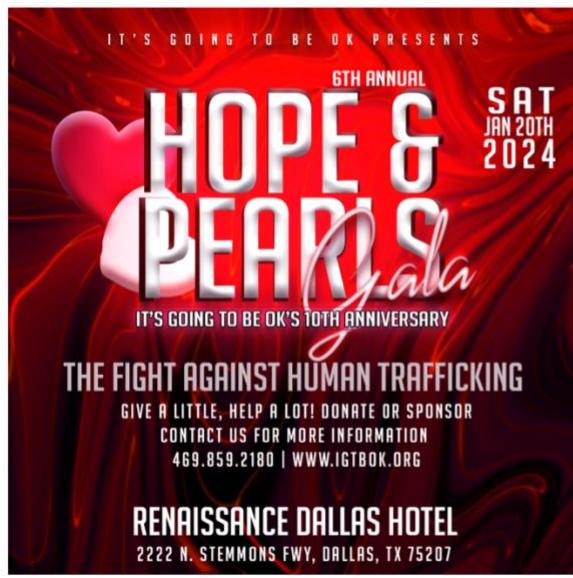
TAX RECEIPTS FOR DONOR



HOPE AND PEARLS ANNUAL GALA



The 6th Annual
Hope & Pearls Gala



SATURDAY, JANUARY 20, 2024

**HOPE &
PEARLS GALA**
CELEBRATING OUR 10TH
ANNIVERSARY

BUY
TICKETS

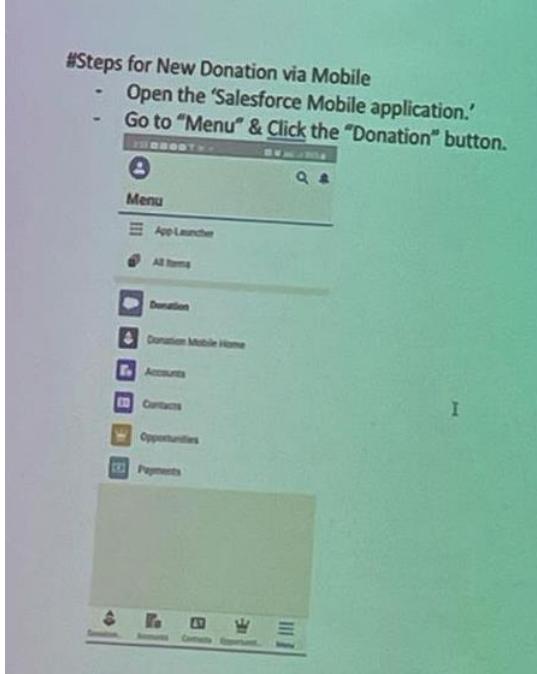
BE A
SPONSOR

SEE EVENT DETAILS

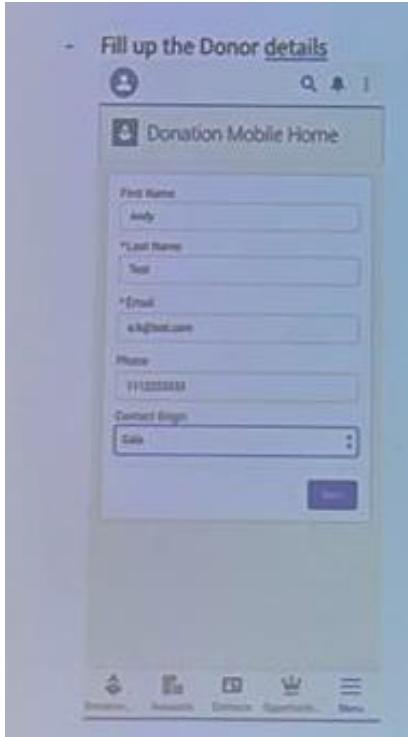


PROCESS OF ADDING NEW DONATION FROM MOBILE

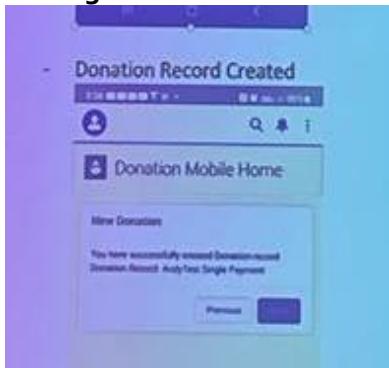
STEP 1: OPEN APP > MENU > DONATION > NEW DONATION



STEP 2: FILL DONATION DETAIL FORM



STEP 3: DONATION CREATED



STEP 4: DONOR RECEIVES EMAIL CONFIRMATION

The email template includes a circular logo with a globe and the text 'IT'S GOING TO BE OK!' in red and black. The body of the email starts with a greeting, expresses gratitude for the donation, and highlights the organization's mission to fight human trafficking. It concludes with contact information for Dr. Tonya Stafford Manning.

Dear Varun,

On behalf of the IGTBOK team, I would like to express our heartfelt gratitude for your kind donation! We have attached your official tax receipt to this email.

Your contribution helps us continue our mission of fighting human trafficking and supporting its survivors. We understand the trust you have placed in us to use your donation in the best way possible to make a meaningful impact in the lives of those affected by human trafficking which is a human rights epidemic.

Now and in the future, we hope to continue providing vital resources and hope to those in need.

With best regards,

Dr. Tonya Stafford Manning

Dr. Tonya Stafford Manning

It's Going To Be Ok Inc.
4232 S. Westmorland Rd
www.igtbok.org
INFO@IGTBOK.ORG
EIN 46-5139883

REPORTS AND DASHBOARD

TEAM



Nishchitha Nagaraj - Senior Platform Engineer, Salesforce at Capital One

TEAM DESCRIPTION

Nishchitha Nagaraj led the Reports and Dashboard team, which was responsible for creating dashboards tailored to meet various requirements for Tonya.

The team's objectives ranged from enabling Tonya to track where the donation money was being utilized to identifying the current stage of a client's progress, as well as tracking the total donation amount received during a given year.

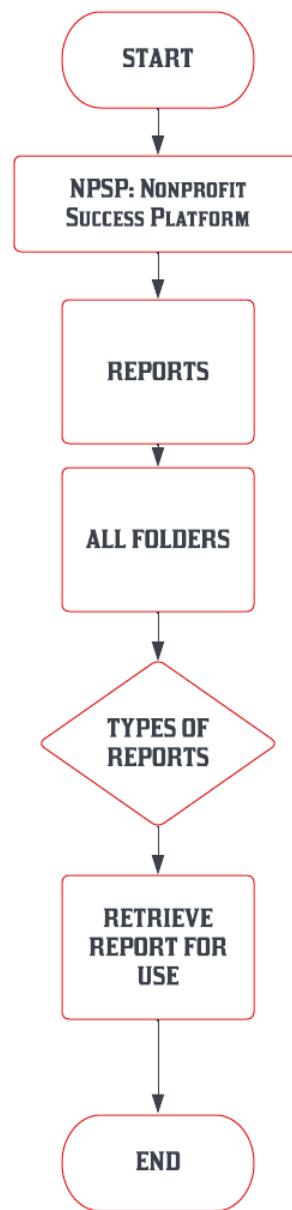
In addition to fulfilling Tonya's immediate needs, the team also had a longer-term vision of creating a report and dashboard that could be utilized in the future for donor outreach or campaign purposes.

By creating a comprehensive dashboard, the team aimed to provide Tonya with a valuable tool that could aid her in decision-making and planning, while also enhancing her ability to communicate with donors and engage in fundraising initiatives.

TYPES OF REPORTS

1. Donation pledged report
2. IN-Kind Donation
3. Account LYBUNT report
4. Open Opportunities by stage

PROCESS OF ACCESING OF ADDING REPORTS





Search...



Nonprofit Success P...

Getting Started Home Accounts Contacts Leads Opportunities Campaigns Reports More

Reports

All Folders > NPSP It's Going To Be Okay 2023

Search all folders...

New Report

New Folder



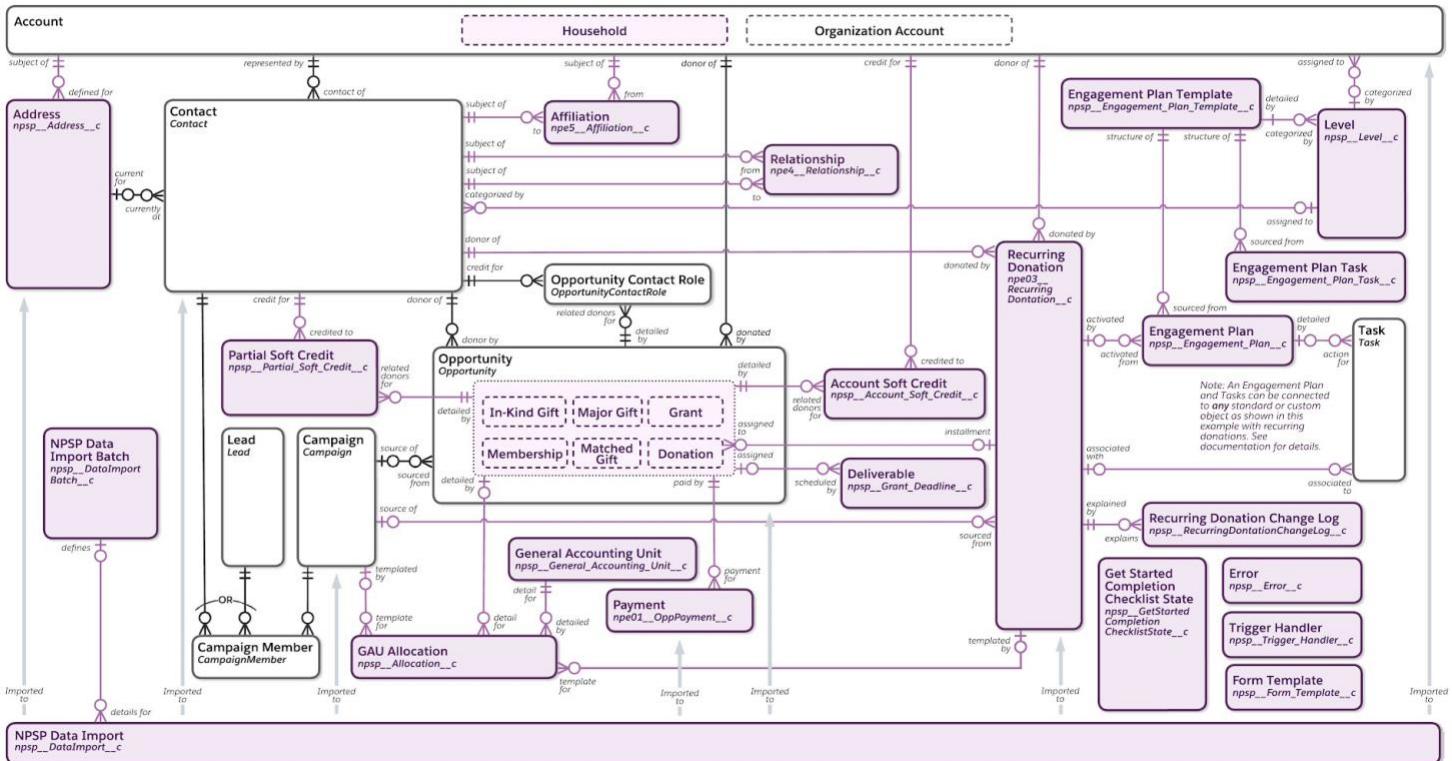
6 items

REPORTS	Name	Description	Folder	Created By	Created On	Subscribed
Recent	Closed Won Opportunities by Household	All Closed/Won Opportunities grouped by the giving Household	NPSP It's Going To Be Okay 2023	Joni Bryan	7/27/2018, 8:31 AM	
Created by Me	All Reports	NPSP It's Going To Be Okay 2023	Balaji Vamshi Krishna Katakam	3/5/2023, 12:00 PM		
Private Reports	Organization Donation Report	NPSP It's Going To Be Okay 2023	Balaji Vamshi Krishna Katakam	3/4/2023, 11:47 AM		
Public Reports	Donation Pledged Report	NPSP It's Going To Be Okay 2023	Balaji Vamshi Krishna Katakam	3/4/2023, 5:57 PM		
All Reports	Grant Reports	NPSP It's Going To Be Okay 2023	Balaji Vamshi Krishna Katakam	3/5/2023, 10:57 AM		
FOLDERS	In Kind Donation Reports	NPSP It's Going To Be Okay 2023	Balaji Vamshi Krishna Katakam	3/4/2023, 5:48 PM		
All Folders						
Created by Me						
Shared with Me						

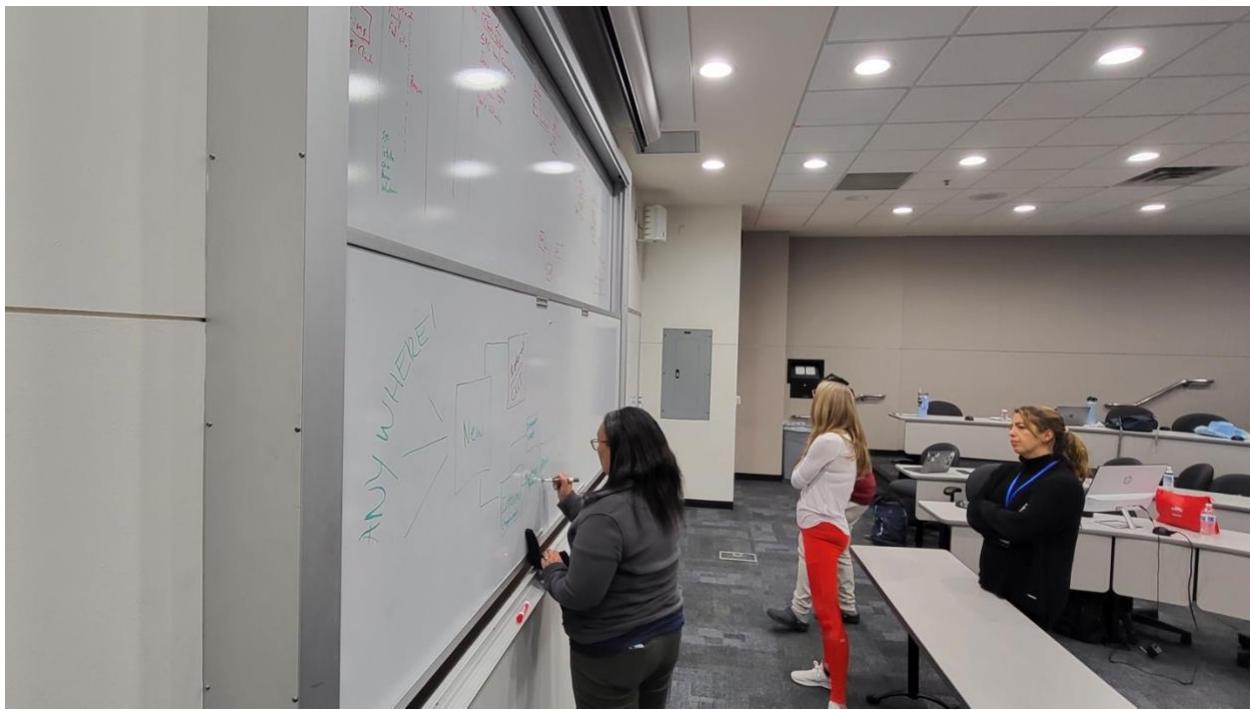
.ORG Nonprofit Success Pack (NPSP)



Detailed Salesforce notation for product data models can be found at: sfdc.co/ernotation



PICTURE GALLERY







REFRENCES

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