Journey Map: Service Providers (Large Scale)

Main strengths: Focused services; clarity of mission/vision; staff in place
Main pain points: need to secure funding based on numbers, not qualitative measures; struggle with management goals vs. staff goals; lack of robust volunteer management; duplication of services among organizations

	MISSION	COORDINATION	SERVICE PROVISION	POST-PROVISION
DOING	Gaal-setting Administative	Receiving government funding (b/w several orgs who are spread thin) **Not using volunteer database;** usually outdated, don't meet their specific needs in that moment; no volunteer coordinator to figure out best matches and front line workers aren't trained to find volunteerings	Counting # of clients given any services whatsoever for funding; **not evaluating quality of fit of service given since this is not considered for funding** Answering phone calls from newcomers Using computer to interace with donors	Cycle continues Poor distribution of management, focus pivoted towards taking advantage of numbers for sake of applicable funding
THINKING	**How do we build trust and transparency with our community?** We want to publicize our actions, but people aren't going to trust us.	People are calling with questions that I don't have answers to. I'll write their name down but who is going to read this anyway? **We're too busy to deal with this.** **We need specific skills** e.g. Arabic/Kurdish translation, drivers, volunteer management, people who can work with kids, people who can lift boxes	**TOOL:** Can provide some qualitative QA via reviews **TOOL:** Streamlines communication w/donors We want affiliations to ascertain the legitimacy of the organization **"We need to present a good public image"**	**"We're doing a good job, but no one is recognizing our work"** "We're being swallowed by other reputable organizations"
FEELING	We are overwhelmed by responses and **can't respond to people online anymore,** they need to come in person.	**Frustrated with phone calls asking for services we don't offer t**hat we're receiving just because we are more prominent than other orgs	**TOOL:** Provides easy volunteer management through filtered search by skills Frustrated with management priorities that may not match the needs of clientele Don't have time to train new workers due to ramp-up in crisis scenario	**PAIN POINT:** How can we encourage SPs to use tool, when they are already concerned about competitiveness w/orgs? Worried that new organizations might take our funding away Frustrated by gaps e.g. **we are given money to offer a service but not money to promote it**

TOOL: Can provide an easy means of publicizing services & work done for newcomers & general public to build trust/legitimacy, reduce # of requests for services not offered