

Hack 4 Good 2018 >> Project Details

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Borrow My Angel >> Use Cases

The core purpose of this application is to connect people in need with “Angels” (online volunteers), especially focused on suicide prevention.

Feature Overview

Below is a list of the main requested features. Priorities are indicated in the details for each feature.

- Account creation and authentication
- Route people in need to an available angel to communicate
- Integrate with an Internet-based text chat and ideally a voice platform (not SMS or carrier phone call)
- Manage angel availability
- Maintain and provide a searchable list of local resources
- Maintain and provide a BMA blog (can integrate with a blog platform)
- Provide ability to accept donations securely (can integrate with a donation platform)
- Maintain and provide angel training resources (can integrate with a Learning Management System)

Users of the App

- People in Need
- Allies of Person in Need
- Angels
- Administrative

Create Account

Priority: ★★★★★

Possible Users: People In Need, Allies of People in Need

1. Open app and user will be prompted to either log in or create an account
2. Enter Info:
 - a. Mandatory Info: User ID, password, email
 - b. Optional Info: First Name, Nickname, Age, Gender, City/State
 - c. Consider allowing user to login using facebook or google login, API, etc
3. Select preferences: Share location? Allow push notifications? Allow microphone?
4. Review/Sign legal disclaimers
5. User can now login using email and password
 - a. Login page should have "forgot password" option that asks for email address and sends email with password reset link.

Get Immediate Help (Connect Phone Call/Messenger) Priority: ★★★★★

Possible Users: People In Need, Allies of People in Need

1. After opening app (and creating account if necessary), user will request connection with an Angel.
2. Select level of risk (1 to 10 scale)
 - a. If immediate help is required, app should encourage user to call 911 immediately if the situation at hand is life threatening.
3. Choose from a database-driven list the user needs help with (list will be provided)
4. Select preferred method of contact - instant messenger or phone conversation
 - a. If not already granted, request permission to microphone.
5. App will then search for list of available Angels and begin the connection sequence.

Searching for Local Resources

Priority: ★★★★★☆

Possible Users: People In Need, Allies of People in Need, Angels

1. User enters zip code or City/State to search for available resources
2. Resources are categorized by the following categories: food, housing, therapy/counseling, clothing, financial, support/groups, medical
3. User should have option to jump to specific categories quickly

Easily Share the App

Priority: ★★★★★☆

Possible Users: People In Need, Allies of People in Need, Angels

1. User navigates to where they can directly share a link to the application's page on either the Play Store or the App Store and prompts the user to write a message about said application.
2. Would be great if you can figure out how to incorporate the song into the share process where the person receiving the link would receive the audio of the song (<https://soundcloud.com/user-692077348>).

Sign up to Become an Angel

Priority: ★★★★★

Possible Users: People In Need, Allies of People in Need

1. User navigates to area of app to apply to become an angel
2. Mandatory info to be entered: name, maiden name, address, phone, email, references, reason(s) you'd like to become an angel, previous experience in helping others in crisis, volunteer history/experience, permission for background check, history of criminal/legal convictions
 - a. Submit to administration for review
3. Auto response sent, "Thank you for your interest in becoming an Angel. Your information will be reviewed, and you will be notified via email within 5-7 business days."

About - Privacy Statements, More Info

Priority: ★★★☆☆

Possible Users: People In Need, Allies of People in Need, Angels

1. User navigates to an info page. It should include a paragraph-long bio about the company, and the mission statement, with a hyperlink to the company's website at the end that lets users find out more if they didn't get the info they needed out of the bio.
2. Contained within the info page, hyperlinks should allow access to other pages WITHIN the application including but not limited to the privacy statement, should the user wish to re-read it, hyperlinks to the company's website, and any other resources that the user may need to find more information about BMA, like social media groups.

Read Blog

Priority: ★★★☆☆

Possible Users: People In Need, Allies of People in Need, Angels

1. Open app and navigate to go to the blog.
2. Blog will be sorted by most recent approved posts first
 - a. Should allow for searching by keywords to find blogs on specific areas
 - b. Should allow for users to save "favorites" to reference back to
3. Have option to submit blog posts to be approved
4. NOTE: Do not allow for "likes" or comments on blog posts

Submit Blog Posts

Priority: ★★☆☆☆

Possible Users: People In Need, Allies of People in Need, Angels

1. Open app and click button to go to the blog
2. Click button to "Submit Blog Posts for Review"
3. Enter Title and Body of Blog Post
4. Once completed, hit Submit
5. App will send an auto responder email to the person submitting thanking them for their submission and that they will be notified upon final review.
6. Email is sent to Admin staff to review Blog Posts
 - a. Approved. Administrative Staff approves blog post. Post then updated on website and email is sent to the person who submitted letting them know approval.
 - b. Declined, Needs Editing. Administrative Staff determines the blog post either needs editing and/or should be declined. Email is sent to the submitter letting them know the changes needed and/or reasoning behind not approving the blog post.

Report Violation

Priority: ★★☆☆☆

1. Allow any user of the application to report blog posts that they find offensive or inappropriate for the other viewers, filter these through administrators to ease their job as opposed to wasting man hours on checking every post that comes along.
2. Allow users of the application to report any misconduct or inappropriate behavior or conversation between themselves and either the angel/user via an interface in the top corner of all messages between the two users.
3. Allow users to report any technical bugs or difficulties using the application in a side-swipe panel. Require a brief description of what the user was doing at the time of the bug, and how it could be replicated.
4. Allow angels to report users that they believe may be a danger to themselves or others to the police (unsure how to implement).

Give Donations

Priority: ★★☆☆☆

Provide page or button placeholder for online donations. Link or button will forward to PayPal or similar.

User Type: Angels

Training/Continued Learning

Priority: ★★☆☆☆

Possible Users: Angels

1. User navigates to list of available training
2. Trainings could be videos, text, and even include quizzes at end of training
3. User initials at the end that they've completed training
4. App will track per user which trainings they have completed

Create Account

Create a new account for an angel. First name, last name, email, password.

Sign in as Available/Unavailable/Do Not Disturb

Priority: ★★★★★

Possible Users: Angels

1. Angel navigates to option to manually select from Available/Unavailable/Do Not Disturb
2. Angel confirms selection and status is updated (constantly visible to Angels on app)
 - a. If Option "Available" is selected, give the Angel an option to select when the Angel plans to go back to Unavailable.
 - b. If any training/learning has been uploaded as "mandatory learning/training" since last logout, app will require Angel to review before going "Available"
3. NOTE: At any time, even before the time selected in 2a is completed, the Angel will have an option to manually come back to the selection screen and change their status.
4. When available, once the time is completed, the app will give the Angel a reminder that their selected time is up, and give them the option to continue to stay Available, or continue to Unavailable as planned.
 - a. If Angel selects to stay Available, repeat to step 2

Set Automatic Available/Unavailable/DND

Priority: ★★★☆☆

Possible Users: Angels

1. Angel navigates to calendar to set expected availability
2. Gives Angels a user-friendly way to set expected recurring hours/days they will plan to be Available.
3. Angels will have the option to manually make changes to specific dates (i.e. vacations, holidays) or even set their calendar manually in the event they don't have a set weekly routine schedule
4. NOTE Default time should be set to "Unavailable"
5. NOTE Calendar will NOT automatically change an Angel's status, but rather simply send them a reminder when status was set to change (i.e. go Available or DND, etc.). User will still have option to select if to continue on the status change as planned, or manually change their status.

User Type: Administrative

Add, Edit, Review Blog Posts

Priority: ★★☆☆☆

Possible Users: Admin Staff

1. Add, edit, and review blog posts

Review Reports/Violations

Priority: ★★★★★

Possible Users: Admin Staff

1. Review reports/violations

Add Resources

Priority: ★★★★★

Possible Users: Admin Staff

1. Resources have a name, phone number, URL, and description

Add Learning/Training

Priority: ★★★★★

Possible Users: Admin Staff

1. Admin staff navigates to the Learning/Training section
2. Admin staff adds learning/training module (could include text, audio, images and/or video).
3. Admin staff adds keywords for search function highlighting topic areas
4. NOTE Admin staff has ability to mark as "mandatory learning/communication" for Angels. This will force Angels to review training on next "Available" login

Review expected Angels available calendar

Priority: ★★☆☆☆

Possible Users: Admin Staff

1. Admin Staff navigates to planning calendar
2. Calendar is populated with the expected Angels "Available" based on the "Set Automatic Avail-Unavailable-DND" sequence
3. Admin Staff has ability to search date ranges to review availability outlook

Answer Questions from Angels or People in Need

Priority: ★☆☆☆☆

Possible Users: Admin Staff

1. Answer questions from Angels or People in Need

Review Reporting of Statistics

Priority: ★☆☆☆☆

Possible Users: Admin Staff

1. Review reporting of statistics

User Type: Operations

Connection Sequence – Messaging

Priority: ★★★★★

Possible Users People In Need, Allies of People in Need, Angels

1. Person in Need selected voice as preferred method of contact
2. Verify permission to use microphone
3. App will notify Available Angels
 - a. ANGEL AVAILABLE - First Available Angel Accepts - Messenger Connection Launched
 - b. ANGEL UNAVAILABLE - Proceed to Connection Fail Sequence
4. Track statistics: # of Connections Attempted, # of Connections Successful, How long the connection took to make, How long the conversation lasted

Connection Sequence – Voice Call

Priority: ★★★★★

Possible Users: People In Need, Allies of People in Need, Angels

1. Person in Need selected voice as preferred method of contact
2. Verify permission to use microphone
3. App will notify Available Angels
4. ANGEL AVAILABLE - First Available Angel Accepts - Voice Call Initiated
5. ANGEL UNAVAILABLE - Proceed to Connection Fail Sequence
6. Track statistics: # of Connections Attempted, # of Connections Successful, How long the connection took to make, How long the call lasted

Connection Sequence Fail

Priority: ★★★★★

Possible Users: People In Need, Allies of People in Need, Angels

1. Connection to Angel was unsuccessful in first pass
2. App will notify Unavailable Angels that there is someone in need with no one currently available and give the Angels and option to manually accept the connection needed
3. ANGEL AVAILABLE - First Available Angel Accepts – Pick up at Step 4 of appropriate connection sequence above (Voice call or Messaging)
4. ANGEL UNAVAILABLE - Apologize to Person in Need and let them know an Angel will be connected as soon as available (NOTE: Long term, we will partner with other similar resources to have a call transfer and NEVER have this step be a reality, i.e. partnerships with National Suicide Hotline, crisis hotline, etc.)
5. Track statistics: # of Connections Attempted, # of Connections Successful, How long the connection took to make, How long the call lasted