



Platform Prototype

Content Mockup for SFVolunteers Platform

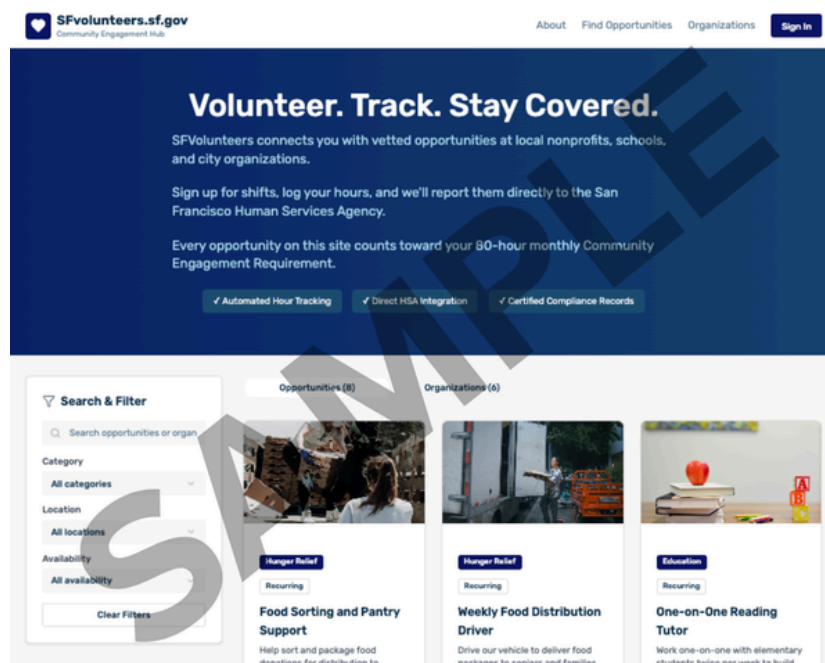
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and Kevin Mori

April 2026

This prototype of the SFVolunteers platform was developed by Aspen Policy Academy leaders while participating in the 2026 Tech Executive Leadership Initiative (TELI). Note that this is a sample; the final website would be informed by user research and designed in partnership with the San Francisco Human Services Agency (SFHSA), Medi-Cal beneficiaries, and community partners. The platform would feature two main experiences: one for volunteers and one for community organizations. The full project, including a policy brief explaining the leaders' core recommendations, is [available here](#). Please note that all authors' opinions published here are their own. This publication does not reflect the views of the Aspen Policy Academy or the Aspen Institute.

1. Homepage

SFVolunteers would provide a single front door for both Medi-Cal clients and community organizations. Medi-Cal clients could find volunteer hours aligned with their interests and availability. Community organizations could post volunteer opportunities and manage volunteers.



2. Details About SFVolunteers

This page would provide information about SFVolunteers and what it aims to accomplish for both the volunteers and community organizations using the website.

About SFVolunteers

San Francisco's Medi-Cal Community Engagement Requirement asks many recipients to complete 80 hours of qualifying activity each month to keep their coverage. Volunteering counts, but finding opportunities, coordinating with organizations, and proving your hours to the Human Services Agency has never been simple.

SFVolunteers fixes that. This site is a free city service that connects Medi-Cal clients with vetted volunteer opportunities across San Francisco, tracks their hours, and automatically reports verified activity to the San Francisco Human Services Agency. No paperwork. No follow-up calls. No coverage lost to a process that got in the way.

Every organization listed on SFVolunteers has been reviewed and approved. Every hour logged here counts.

For Volunteers

If you need to meet your Community Engagement Requirement, SFVolunteers gives you one place to search, sign up, and stay on track.

Browse opportunities by neighborhood, schedule, or type of work. When you show up for a shift, your hours are recorded and verified by the organization. SFVolunteers then transmits those hours directly to SFHSA on your behalf.

You can check your progress toward the 80-hour monthly requirement at any time from your account dashboard. If you're falling short in a given month, the site will surface nearby opportunities with open shifts.

3. Search for Volunteer Opportunities and Community Organizations

Alex is a Medi-Cal client who needs to log 80 hours of volunteer time this month. They come to SFVolunteers and search for opportunities nearby. Alex can filter the volunteer opportunities by activity category, location, and schedule to find shifts that actually fit their life, rather than accepting whatever opportunities are available.

The screenshot shows the SFVolunteers website interface. At the top left is the logo for SFvolunteers.sf.gov, Community Engagement Hub. Navigation links include About, Find Opportunities, Organizations, and a Sign In button. A blue banner reads "Community Organizations" with the subtitle "Discover organizations making a difference in our community".

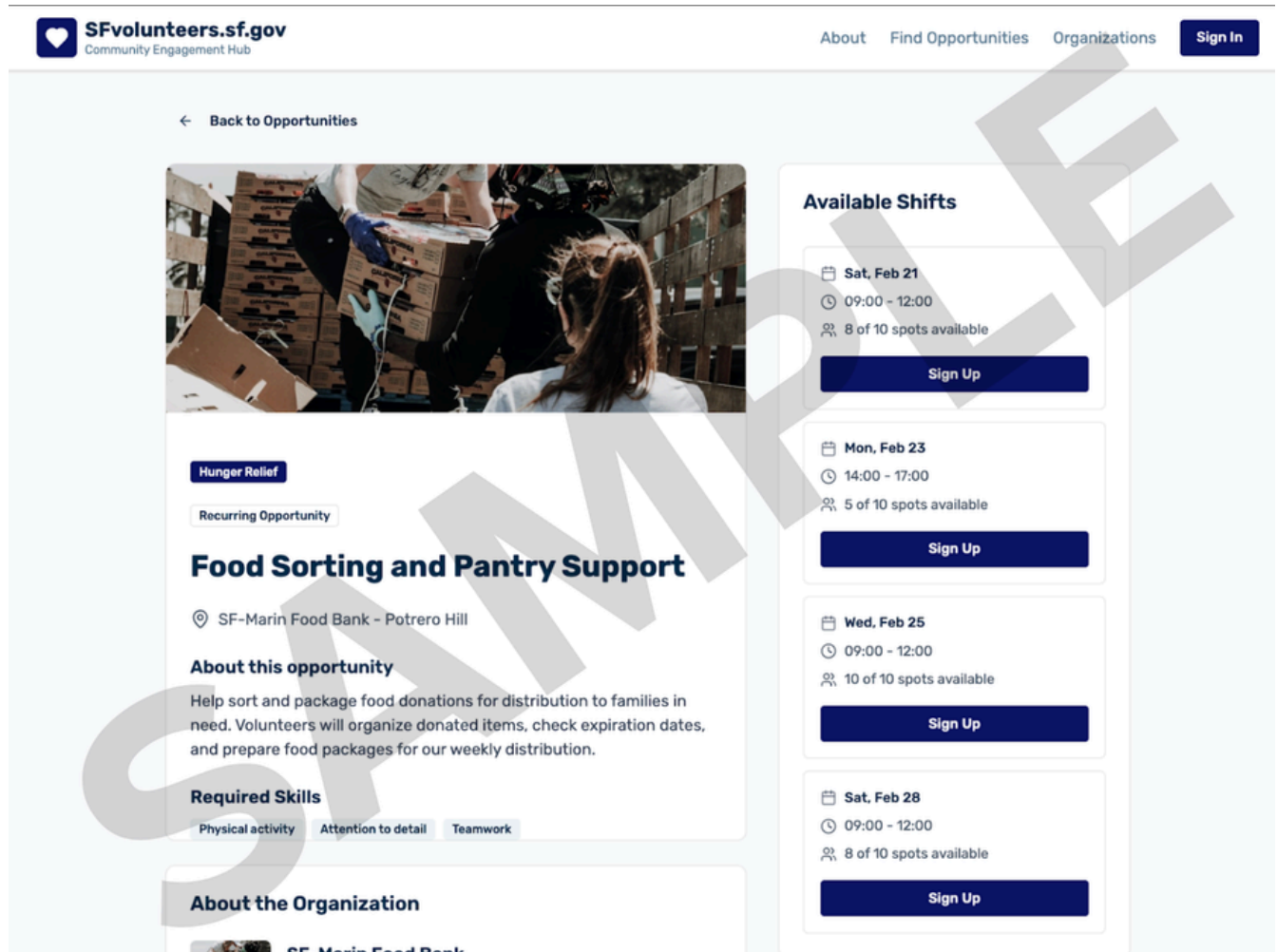
On the left is a "Search & Filter" sidebar with a search bar and dropdown menus for Category, Location, and Availability. A "Clear Filters" button is at the bottom of the sidebar.

The main content area is titled "6 Organizations" and displays a grid of six organization cards. Each card includes a representative image, a category tag, the organization name, a brief description, location and contact information, and a "View Profile" button.

Organization	Category	Description	Location	Contact
SF-Marin Food Bank	Hunger Relief	We work to end hunger in San Francisco and Marin by providing food assistance to families in need.	Potrero Hill	volunteer@sfmarin-foodbank...
Reading Partners SF	Education	Empowering students through literacy tutoring and educational support.	Mission District	volunteers@readingpartners...
SF Parks Alliance	Environment	A community-driven environmental organization focused on urban park...	Golden Gate Park	volunteer@sfparksalliance.org
Senior Care	Senior Care			
Animal Welfare	Animal Welfare			
Family Services	Family Services			

4. View Specific Volunteer Opportunities


Each listing would show the organization, its volunteer needs, and open time slots. Alex can pick one and sign up right from this page, without making any phone calls or waiting for callbacks.



SFVolunteers.sf.gov
Community Engagement Hub

About Find Opportunities Organizations [Sign In](#)

[← Back to Opportunities](#)



Hunger Relief

Recurring Opportunity

Food Sorting and Pantry Support

[📍 SF-Marin Food Bank - Potrero Hill](#)

About this opportunity

Help sort and package food donations for distribution to families in need. Volunteers will organize donated items, check expiration dates, and prepare food packages for our weekly distribution.

Required Skills

Physical activity Attention to detail Teamwork

About the Organization

[SF-Marin Food Bank](#)

Available Shifts

- Sat, Feb 21**
🕒 09:00 - 12:00
👤 8 of 10 spots available
[Sign Up](#)
- Mon, Feb 23**
🕒 14:00 - 17:00
👤 5 of 10 spots available
[Sign Up](#)
- Wed, Feb 25**
🕒 09:00 - 12:00
👤 10 of 10 spots available
[Sign Up](#)
- Sat, Feb 28**
🕒 09:00 - 12:00
👤 8 of 10 spots available
[Sign Up](#)

5. Volunteer Profile

Alex's profile takes about 2 minutes to set up. Everything that is needed for compliance reporting would be captured here — no separate paperwork and no trips to an SFHSA office.

SFvolunteers.sf.gov
Community Engagement Hub

About Find Opportunities Organizations Volunteer

My Profile

Manage your volunteer profile and preferences [Edit Profile](#)

34.5 Confirmed Hours

45.5 Hours Still Needed

SF Location

Community Engagement Requirement

Your confirmed volunteer hours are automatically tracked and reported to HSA's work requirement system. You can combine these hours with paid work and education activities to meet the 80-hour requirement.

34.5 of 80 hours completed

Personal Information

Full Name Alex Johnson	Email alex.johnson@email.com
Phone (415) 555-0123	ZIP Code 94110
Age Range 28	

Skills & Abilities

Select skills that match your abilities to find relevant opportunities

Communication Customer service Organization Childcare

6. Volunteer Dashboard

This page would be the core of the client experience. Alex’s dashboard would show their hours logged, hours remaining, and upcoming shifts — all in one view. Alex would always know exactly where they stand in fulfilling the 80-hour requirement.

Here is the key piece: When a community organization confirms Alex’s attendance, those verified hours would be transmitted directly to the California Statewide Automated Welfare System (CalSAWS). Alex would not need to file anything, although they could download a copy of their certified volunteer hours as a backup. The compliance reporting that caused eligible Arkansans to lose coverage would be handled automatically.

SFvolunteers.sf.gov
Community Engagement Hub

About Find Opportunities Organizations Volunteer

Welcome back, Alex Johnson!

Track your volunteer hours and manage your community engagement.

Community Engagement Requirement

Track progress toward your 80-hour requirement

34.5 hours of 80 hours required

Flexible Hour Tracking
Volunteer hours can be combined with paid work and education activities to reach your 80-hour requirement. All confirmed hours automatically integrate with HSA's reporting system.

This Week 4.5 hrs

This Month 12.5 hrs

Total Confirmed 34.5 hrs

Hours Needed 45.5 hrs

Certified Schedule for Compliance

Generate a certified schedule report for any past period to submit for your Community Engagement Requirement. These records are automatically verified through the SFvolunteers.sf.gov system.

Select Period: Current Month (February 2026)

Print Certified Schedule Download PDF

Upcoming (2) Completed (14)

Feb 14 Sat **Food Sorting and Pantry Support** 3h confirmed
Hunger Relief
SF-Marin Food Bank - Potrero Hill
Hours confirmed and submitted to HSA

Feb 12 Thu **Food Sorting and Pantry Support** 3h confirmed
Hunger Relief
SF-Marin Food Bank - Potrero Hill
Hours confirmed and submitted to HSA

7. Organization Profile

Each organization would set up a profile with details about the organization, what it does, where it is located, and who it serves.

The screenshot shows the 'Organization Profile' page on the SFvolunteers.sf.gov website. The page is titled 'Organization Profile' and includes a sub-header 'Manage your organization's public profile' and an 'Edit Profile' button. The profile is for the 'SF-Marin Food Bank', categorized as 'Hunger Relief' and located in 'Potrero Hill'. The 'Basic Information' section includes the organization category, description, mission statement, and location. The 'Populations Served' section lists 'Low-income families', 'Seniors', 'Children', and 'Food insecure individuals'. The 'Contact Information' section is partially visible at the bottom.

SFvolunteers.sf.gov
Community Engagement Hub

About Find Opportunities Organizations **Organization**

Organization Profile

Manage your organization's public profile [Edit Profile](#)

SF-Marin Food Bank
Hunger Relief
Potrero Hill

Basic Information

Organization Category
Hunger Relief

Organization Description
We work to end hunger in San Francisco and Marin by providing food assistance to families in need.

Mission Statement
To end hunger in San Francisco and Marin counties by providing access to healthy, nutritious food and creating a community where everyone has the food they need to thrive.

Location
Potrero Hill

Populations Served

Select all communities your organization serves

Low-income families Seniors Children Food insecure individuals

Contact Information

8. Organization Dashboard

This page would provide the main community organization experience. This is where organizations would post volunteer shifts and see an overview of their volunteer opportunities and engagement.

The screenshot shows the 'Organization' page for SF-Marin Food Bank on the SFvolunteers.sf.gov website. The page is titled 'SF-Marin Food Bank' and includes a subtitle 'Manage your volunteer opportunities and roster'. At the top, there is a navigation bar with links for 'About', 'Find Opportunities', 'Organizations', and 'Organization'. The dashboard features four key metrics: Total Volunteers (5), Active Opportunities (2), Upcoming Shifts (6), and Fill Rate (22%). Below these metrics, there are two sections for 'Your Volunteer Opportunities'. The first is 'Food Sorting and Pantry Support', which is a recurring activity for hunger relief, with the next shift on 2/21/2026 and 31 spots available across 4 shifts. The second is 'Weekly Food Distribution Driver', also a recurring activity for hunger relief, with the next shift on 2/22/2026 and 5 spots available across 2 shifts. A 'Quick Actions' section provides links for 'View Volunteer Roster', 'Post New Opportunity', 'Confirm Attendance', and 'View Public Profile'. Finally, the 'Organization Info' section lists the contact person as Maria Rodriguez, with an email address of volunteer@sfmarin-foodbank.org and a phone number of (415) 282-1900. There is also a link to 'Edit Organization Profile'.

SFvolunteers.sf.gov
Community Engagement Hub

About Find Opportunities Organizations **Organization**

SF-Marin Food Bank

Manage your volunteer opportunities and roster

Total Volunteers **5**

Active Opportunities **2**

Upcoming Shifts **6**

Fill Rate **22%**

Your Volunteer Opportunities

[+ New Opportunity](#)

Food Sorting and Pantry Support
Hunger Relief Recurring
Next shift: 2/21/2026
31 spots available across 4 shifts
[View](#) [Edit](#)

Weekly Food Distribution Driver
Hunger Relief Recurring
Next shift: 2/22/2026
5 spots available across 2 shifts
[View](#) [Edit](#)

Quick Actions

- [View Volunteer Roster](#)
- [+ Post New Opportunity](#)
- [Confirm Attendance](#)
- [View Public Profile](#)

Organization Info

Contact Person
Maria Rodriguez

Email
volunteer@sfmarin-foodbank.org

Phone
(415) 282-1900

[Edit Organization Profile](#)

9. Volunteer Management

From the dashboard, the organization would be able to see who is signed up, confirm attendance after each shift, and track total volunteer hours across all Medi-Cal participants. That would be the full extent of the administrative burden — a simple confirmation. There would be no separate reporting system and no manual uploads to the city. The platform would give SFHSA a clean, auditable record without creating work for organizations that are already operating at capacity.

SFvolunteers.sf.gov
Community Engagement Hub

About Find Opportunities Organizations **Organization**

Volunteer Roster

View signups, manage attendance, and confirm volunteer hours

Filter Roster

Volunteer Opportunity: Food Sorting and Pantry Support
Shift Date: All Shifts

Total Signups: 5
Attendance Marked: 0
Pending: 5

Saturday, February 21, 2026
09:00 - 12:00 (3 hours) 2 / 10 volunteers

Volunteer Name	Contact	Status	Mark Attendance
Alex Johnson	alex.johnson@email.com (415) 555-0123	Scheduled	Attended No Show
Maria Garcia	maria.g@email.com (415) 555-0456	Scheduled	Attended No Show

Monday, February 23, 2026
14:00 - 17:00 (3 hours) 3 / 10 volunteers

Volunteer Name	Contact	Status	Mark Attendance
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If you'd like to learn more, see the full project, including a policy brief explaining the leaders' core recommendations, at aspennpolicyacademy.org/project/sfvolunteers-marketplace-2026.



Photo by Edgar Chaparro



About the Tech Executive Leadership Initiative (TELI)

This project was completed as part of TELI, a partnership between the Aspen Institute's Policy Academy and the Tech Talent Project. TELI is a multiweek skills-building initiative that prepares experienced technology leaders to engage effectively with public sector challenges. Learn more at aspenpolicyacademy.org/teli.