

How Hostage US Scaled Volunteer Support with Oceanito's Modular Knowledge Portal

• From document overload to instant answers

• OVERVIEW

Hostage US is the only nonprofit in the U.S. dedicated to supporting American hostages, wrongful detainees, and their families. They provide confidential, practical help across legal, financial, medical, and emotional needs. With a growing volunteer base and an extensive library of critical procedures, Hostage US needed a faster way to get the right information into the right hands.

Oceanito partnered with Hostage US to implement a custom AI-powered Knowledge Portal Module on the Oceanito platform, making policy and training information instantly accessible to volunteers while maintaining security and policy compliance.

• THE CHALLENGE

Hostage US maintains hundreds of policy, training, and resource documents stored in a carefully organized cloud system. While the structure was sound, the volume and length of these documents created challenges:

- Some resources were hundreds of pages long
- Volunteers often needed to know exactly which folder or file to open
- Staff were fielding frequent repeat questions, slowing response times

These hurdles created delays in providing guidance and increased reliance on senior volunteers or staff to help navigate the resource library.

OUR APPROACH

Oceanito deployed a Retrieval-Augmented Generation (RAG) Knowledge Portal Module from the Oceanito platform, tailored to Hostage US's needs. Key capabilities:

01

Natural Language Search

Volunteers ask questions in plain language and receive clear, accurate answers

02

Direct Source Linking

Each response includes a reference to the original document and relevant section

03

Policy Compliance Reinforcement

Ensures answers remain aligned with official guidelines

04

Secure Role-Based Access

Only authorized users see sensitive materials

05

Unified View

Ability to connect other systems for a single search experience

THE RESULTS

FOR VOLUNTEERS

- Faster access to the information they need
- Confidence that information is correct and up to date

FOR STAFF

- Less time spent answering repetitive questions
- More focus on complex, high-touch family cases

FOR HOSTAGE US

- Greater consistency and accuracy in volunteer support
- A foundation that can scale with future needs

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The Oceanito platform allows volunteers to find solutions and answers to beneficiary needs in real-time, enabling them to be more informed and better prepared to provide quality support. The population with which we work tends to be under a great deal of stress, and being able to meet their needs in a timelier manner helps alleviate some of that stress.

Katie Symansky
Program Director

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As a volunteer living in a different time zone from the Hostage US staff, I often work with my beneficiaries outside of regular office hours. In the past, that meant waiting until the next day—or even after the weekend—to ask key questions. Now, thanks to this AI platform, I can often find the answers myself. It not only saves everyone time, but also allows the beneficiary and me to keep moving forward without interruption.

Jennifer Culver
Volunteer

• WHY IT WORKED

Focused on Outcomes

Reduced manual search time and volunteer dependency on staff

Secure by Design

Protected sensitive data while improving accessibility

Built for Nonprofits

No-code deployment that fit existing workflows

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The agent will allow our volunteers to access the information they need more easily, and in turn, the volunteers can provide more timely support to those we serve. Instead of searching through endless documents, the volunteers can access the guidance and information immediately and in a digestible way that can help with providing support in real time.

Liz Cathcart Executive Director, Hostage US

• WHAT'S NEXT

Hostage US is exploring additional Oceanito modules to:

- Build a volunteer database with skills and availability
- Deploy a case note intake agent for structured recordkeeping
- Launch a dashboard module for program output tracking
- Add a website chatbot to answer public FAQs and guide visitors to support or donation options

• PLATFORM AT A GLANCE

Oceanito is a modular AI-powered platform built for nonprofits. This approach allows organizations to focus on solving one problem at a time, with the flexibility to add more tools as needs evolve and capacity grows. Popular modules include:

- AI Knowledge Portals and Document Search
- Unified Dashboards and Analytics
- Volunteer and Case Management Tools
- Workflow Automation and Compliance Reporting
- Supporter-Facing Chatbots and Voice Agents

ABOUT OCEANITO

Oceanito delivers AI-powered impact for nonprofits through custom automation, data integration, and hands-on support. Our solutions reduce manual work, improve reporting, and give teams the clarity and time to focus on their mission. We work with the tools you already use and build workflows that fit your needs. From streamlining board reports to integrating disconnected systems, Oceanito provides simple, effective solutions backed by expert support and a deep understanding of nonprofit challenges. With Oceanito, you get more than automation. You get a trusted partner focused on helping your team do more with less.