



Enhancing our collective effort to connect neighbors with food

Our Journey to Transforming Access: Crossroads Church Douglasville

Adding Distribution Hours
& Gather Intake Information in Oasis

Where We Are Now

Benefits of Change



Stable Volunteer Base

Our increased impact on the community helped us organically grow our team of volunteers by allowing others to see the positive changes.



Consistent Food in Pantry

Expanding our resources to be able to increase our reach to neighbors resulted in more consistent inventory.



Serving Neighbors More Efficiently

Oasis made it easy to serve our neighbors efficiently. Check-ins for returning neighbors are quick and the Oasis Pantry Pass can be used at other pantries.



Reaching Working Neighbors

By adding Monday evening hours, we have been able to extend our services to neighbors whose jobs may not allow them to visit during work-day hours.

Better Serving Neighbors

We've been able to better serve our neighbors by adding distribution hours and gathering neighbor intake information in Oasis. The changes we made have allowed us to increase our reach and we are serving more neighbors than ever before.

- Adding our Monday evening hours allowed us to **serve working neighbors** who are unavailable during our morning/afternoon distributions. This allowed these neighbors to visit us at more convenient times and removed stress surrounding navigating their schedules.
- Through the utilization of Oasis, our **check-in process became quicker** for returning neighbors. Their information is stored for returning visits and allows them to have smooth check-ins at other Oasis-participating pantries.

Ease of Running Organization

Oasis allowed us to **simplify our reporting, easing the weight of keeping track of important information.** For example, we are now able to track our GNAP food distributions while accurately calculating leftover weights.

Through word-of-mouth surrounding our efforts to better serve our neighbors, more individuals in our church were inspired to assist us. Having this increase in assistance allows us to rely on a **stable volunteer base.**

Working with other organizations in order to achieve these results inherently strengthened our relationships with other community partners. These partnerships gave us access to **new ideas**, additional sources for **quality food**, and **support for future changes.**

In navigating these changes, our ability to effectively communicate internally and externally flourished. Moving forward, we have more **streamlined processes** for making additional improvements and shifts to our organization.

How We Got Here

Our Resources

County Relationship Manager

Our County Relationship Manager, Michael Warner, was instrumental in encouraging us to make these changes. We were able to comfortably make progress on our own timeline with his guidance.

Network Support

We collaborated with other pantries in the Food Bank network to learn from and share with each other. Joining community groups also helped us broaden our resources and support system.

Community Support

We created initiatives centered around leaning on our church community to serve as a resource for increasing our donated food. Intentionally utilizing our church congregation to bring in donations and shelf-stable food helped us source more inventory.

Oasis Team

The Oasis team was readily available to assist us as we navigated this new tool. They provided workflow suggestions and equipment for our team to be successful.

Acquiring Resources



**Adding
Hours:
12+
months**

We needed to increase our inventory and buying power so that we had enough food to be able to add additional evening hours. This process took us **over a year to fully meet our ideal inventory as much of this experience was new to us.**

We leaned on the support of our church community:

- We began with a **Blue Bag program** where we distribute bags each month to our church's congregation to collect donations.
- Additionally, we also relied on donations from our church's youth. Each year, their camp has a competition that brings in shelf-stable food.

We partnered with other partner agencies and community-centered groups:

- Collaborating with nearby partners (**The Good Samaritan, The Pantry, Midway Pantry**) allowed us to **gain inspiration** and **share/receive excess food.**
- We also joined a group in Douglas county called "Douglas County Collaborative." We met with this group regularly to share ideas and establish mutual support.

Acquiring Resources (Continued)



**Oasis:
2 months**

Our onboarding and training process for Oasis went smoothly with the assistance of the Oasis team. We received our equipment/training and were able to **start independently using Oasis in about 2 months.**

The equipment we received from the Oasis team included:

- 2-3 devices (tablets and laptops)
- Tablet cases
- Chargers for devices
- Multiple barcode scanners (mini and handheld)
- USB-C adapters for scanners to connect to devices
- Signature pad
- Styli
- Tablet clips
- Pantry passes

Implementing Change



**2-3
weeks**

Once all the necessary tools and resources were in place, implementation took approximately **2-3 weeks for each behavior.**

Adding distribution hours required us to have discussions across our internal team and volunteers surrounding **coordinating schedules.** After a few weeks of discussions and aligning with our church's schedule, we were prepared to make this change to our distribution windows.

Gathering intake information in Oasis was a smooth process once we obtained the equipment we needed and received training. We worked to **gradually train volunteers** and integrate the use of this tool into our daily routines.



Final Results

Adding Distribution Hours

We were able to **add Monday evening hours to our weekly schedule**. Opening this window allowed neighbors who may be unavailable during typical work-day hours to visit us.

This **alleviated stress** on neighbors who were **balancing their work schedules** with finding resources. Increasing the convenience for neighbors helped us further **close the gap** between the **community's needs** and our **services**.

Oasis

After a smooth process of being onboarded and trained, we were able to implement Oasis. This tool allowed us to **quickly assist returning neighbors** and increased the efficiency of our processes.

We have found that once we collect their information using Oasis, our neighbors love being able to utilize the **Oasis Pantry Pass** that they are able to bring with them to other food pantries using Oasis. This makes their experiences **less time consuming** and more **convenient**, not just at our site but throughout the community.

What We Learned

We were surprised to see the response from our community in their **willingness to volunteer with us**. As they witnessed us expand and grow in our outreach, we had an influx of individuals who wanted to be **part of our mission**.

Additionally, through these changes and growth, we **strengthened our communication with church management** so that we could **effectively collaborate** and **receive the support** we needed to meet the needs of our neighbors.

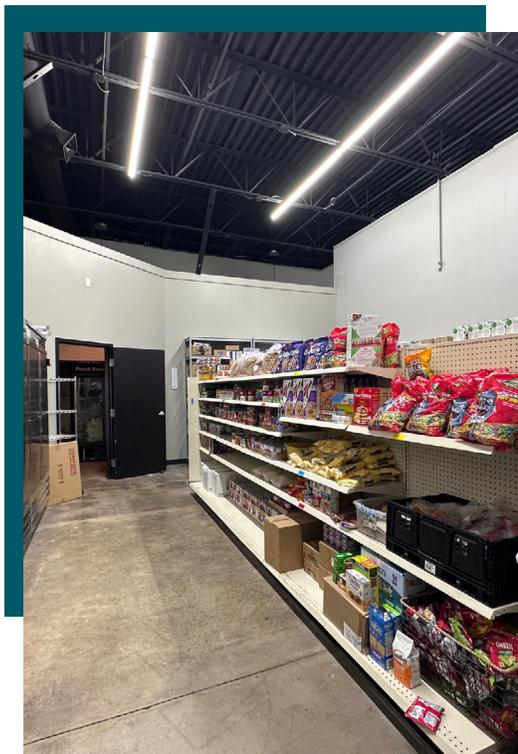
Following the adoption of these behaviors, we did have to work through a few challenges to **find the perfect fit for both our neighbors and our volunteers**.

When we initially added Monday evening hours, they were from 3–6 pm. Preceding this change, we found that many **neighbors were still not off from work** to come at the beginning of this period. So we then transitioned our hours to 4–7 pm. However, between summer evening storms and the darker evenings in the fall and winter, we needed to get our volunteers and neighbors home earlier to **ensure their safety**. Finally, we landed on distribution hours from **4–6 pm**, allowing for a timeframe that met most of our neighbor and volunteer needs.

As we began using Oasis to gather information from our neighbors, we found that some of our volunteers were **less comfortable using this technology**. To navigate this, we are strategic in our assignments to **find other roles** for these volunteers who are more apprehensive. We also **gradually train volunteers** with **shadowing stages** to ease them into the process of using Oasis, allowing their **confidence to grow over time**.

“It is difficult for those of us who work during the day to always find the help we need. This is the first pantry I have found near me that had evening hours.”

– Neighbor at Crossroads Church of Douglasville



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