



Enhancing our collective effort to connect neighbors with food

Our Journey to Transforming Access: Margie's House

Gather Intake Information in Oasis
& Removing Barriers to Visitation

Where We Are Now

Benefits of Change



Streamlined Data Collection

Utilizing Oasis allows us to store neighbor information in one place. We are able to utilize this tool to support us in multiple programs we participate in including MFPP and TEFAP.



Serving Neighbors More Efficiently

Oasis made it easy to serve our neighbors efficiently. The Oasis Pantry Pass has been well received as a quick tool for neighbor check-in.



Established Trust and Sense of Community

By upholding our original mission to readily serve any neighbor we meet without limitations, we have built trusting relationships with those we serve.



Margie's House was recognized as a 2025 Hunger Champion. Hunger Champions are people and organizations that go the extra distance to help in the fight against hunger. Winners receive an award, are celebrated in a display in the Food Bank's headquarters and are honored at a luncheon.

Better Serving Neighbors

Through the **implementation of Oasis** we have been able to improve the efficiency of our distributions. Once we collect a neighbor's data, they are permanently saved in our system. Being able to access their data allows neighbors to **move quickly** through our distribution and receive assistance smoothly, giving them more time back in their day.

By **removing barriers** such as **required zipcodes** and finding ways to serve neighbors unique needs, allows us to consistently provide for our community. Serving as a reliable source of support for our community members allows them to feel that they are **always welcome** with open arms.

Ease of Running Organization

The implementation of Oasis has allowed us to **streamline our data collection process**. It is much easier for us to generate **accurate reports** and efficiently track neighbor information.

Through the use of this tool, we can promptly find out anything we desire about any of our neighbors. Maintaining this data all in one place makes it **convenient** to find **insights** from the people we serve.



How We Got Here

Our Resources

Local Volunteers

We are fortunate to have a base of about 10-15 volunteers, most of whom live close to our location. This provides **convenience for recruiting** help in the event that a neighbor needs to be served outside of our normal hours of operation.

Priortizing Orders

In order to maintain a consistent food base, we try to make as many mobile food pantry orders as possible. Maintaining a **consistent schedule of deliveries** ensures we can definitively get fresh fruits and vegetables to neighbors.

Translation Resources

To assist us in gathering Spanish-speaking neighbor intake information in Oasis, we had to find ways to increase our communication tactics. We have utilized a translation app as well as specifically recruiting **Spanish-speaking volunteers**.

Oasis Team

We had a positive experience working with Jamie Bender, from the Food Bank, to implement Oasis. Her continuous support allows us to feel **confident** in our **utilization** of this tool and **training** volunteers.

Acquiring Resources



Removing Barriers to Visitation

From the beginning of the establishment of Margie's House, we strived to eliminate barriers to neighbors receiving food. To ensure that we have enough food and support to continuously meet our community's needs, we have relied on a strong volunteer network and prioritizing orders.

We leaned on the support of our volunteer base:

- To recruit volunteers we partnered with **Hands on Atlanta**. The Food Bank helped connect us to our membership with them.
- Additionally, we recruited volunteers through our **social media platforms**. We recently added a social media manager to further utilize these platforms for reaching potential volunteers.

Our team prioritized Food Bank orders:

- We ensured a plentiful inventory by scheduling mobile food pantries as often as possible. Mindfully **timing our orders** ensures that there is **enough left for families** that come in between scheduled distributions and other **unexpected needs** in our community.

Acquiring Resources (Continued)



**Oasis:
1 months**

Our onboarding and training process for Oasis was smoothly finished in about a **month**. Jamie Bender, from the Oasis team, worked to support us during this period and we received our equipment/training to ease us into this transition.

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**

Removing barriers to visitation was instilled in our values at the **origin** of Margie's House. While we knew that we were serving three particular zip codes, but we **did not use neighbor location as a requirement** to receive food. Our philosophy has been consistent in the ideology that if you come to us we will serve you.

Gathering intake information in Oasis was implemented after only a few weeks once we had the required equipment and training. We worked to **gradually train volunteers** to establish a strong foundation of Oasis-knowledgable volunteers to serve us in the use of this new tool.



In addition to food, Margie's House has an incredible assortment of clothing and other essential items for neighbors to choose from.

Final Results

Oasis

By January 2026, Margie's House fully launched the Oasis system across all of our programs. We now use Oasis to **manage** and **record services** for **multiple programs, including the Food Pantry (General), Commodity Supplemental Food Program (CSFP), CSFP DoorDash, TEFAP, and the Mobile Food Pantry Program (MFPP)**. Margie's House has successfully **trained 18 volunteers** to utilize the database for neighbor information intake and service management.

Removing Barriers to Visitation

Throughout our journey to serve neighbors, establishing a fundamental value of never turning someone away allowed us to truly **build community with our neighbors**. Being seen as a **reliable source of food** for neighbors and knowing that they won't be turned away **builds trust** and unites our network of volunteers in our mission to **truly end hunger**.

As we look towards **future goals**, we are taking steps to obtain our own building. This expansion would allow us to extend our hours and availability to pair with our initiative to not place limitations on our neighbor's experience, increasing the frequency of our community's access to our resources.

What We Learned

Following the implementation of Oasis, we realized that attempts to gather information from our **Spanish-speaking neighbors** presented some **language barriers**. To meet the needs of this significant population we serve, we utilized **translation software**. Our main priority to fill this gap was to seek out **volunteers who are fluent in Spanish** to ensure that these neighbors are served the way they deserve.

With our distribution of the **Oasis Pantry Pass** provided by the Food Bank, we have witnessed our neighbors' appreciation for being able to use this card for identification each time they visit. This **eliminates the hassle** of what they need to bring and allows us to pull up their information immediately.

We have also found the **signature-collection feature** on Oasis useful in speeding up our neighbor's experience.

At one point, we encountered a scenario where one of our senior neighbor's had come home from several weeks in the hospital to find that he had no food. We pulled our resources together to find a way to get food to him outside of our normal hours of operation. **By practicing flexibility** in serving neighbors outside of scheduled appointments, we can take care of these **emergency situations**. This allows our neighbors to know that we are always here in times of need.



“They are always so warm and genuine in taking their time to serve and speak to me. The first time filling out my information for Oasis took a little bit, but every time after has been smooth sailing.”

- Neighbor at Margie's House



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