



# Loaves and Fishes

COMMUNITY IMPACT PROJECT SNAPSHOT

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*“Thanks to Apparo, we are better able to serve the hungry of Mecklenburg County, more quickly and compassionately putting food on so many more tables this very day.” – Tina Postel, Executive Director, Loaves & Fishes*

## Providing Nutritious Food to those Facing Hunger

Loaves & Fishes has served neighbors in crisis in Mecklenburg County since 1975, feeding 77,000+ people a year through a network of 35 food pantries. They sought Apparo’s help because they had reached their maximum capacity with their outdated fax and phone-based client and pantry management system. Apparo scoped a project and matched them to The Comdyn Group to deliver a solution. Under Apparo's facilitation, Comdyn assessed current processes, recommended and built a new custom client referral and pantry management software solution, "FishNet." They will continue to support the system going forward.

**Nonprofit Team:** Bill Bowling, Angie Brumer, Shoon Ledyard, Lucy Mitchell, Tina Postel

**Volunteer Team:** Bill Burgess, Chuck Morris, Byran Newsome

### PROJECT IMPACT

- Improved service to Charlotte’s hungry - accurate system with flexibility to serve clients who may miss their scheduled appointment; 24/7 access allows directing family to a pantry as soon as it opens in the morning. (50 families/month now receive after hours referrals)
- Increased service to Charlotte’s hungry - more agencies are making more referrals to Loaves & Fishes because of easy to use, 24/7 system.
- Improved fundraising capabilities through reporting/tracking improvements
- Decreased expenses: eliminated \$1200 annual Bell Data expense; minimized labor needed at call center with a 23% reduction in call volume; increased efficiency in pantry management (12.5 hours are saved weekly)



*“I support Apparo and its assistance in technology with area nonprofits because they make it so easy for me to help and make an impact in our community. The work that Apparo does up front makes it easy for me to use my skills in technology to make an impact in the local area.”- Bryan Newsome, The Comdyn Group, Volunteer*

# 670 hours

Total hours dedicated to this project by the volunteer and Apparo team

# \$100,500

Market value of this project (volunteer & Apparo hours)

# 201x

Value delivered on the nonprofit's investment