

## SYSTEM REQUEST – 5000 Foods

### Project Sponsor

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### Opportunity Statement:

5000 Foods is the dream of a group of people representing 3 Kirkland-area churches. We live in a prosperous community, but even so there are people who have fallen on lean times and need assistance, children who go to school or bed hungry, and shut-ins who need food delivered to their door. Our goal is to follow Jesus' example of feeding the 5000 by feeding our neighbors in need.

### Proposed Product:

#### Background and Context:

The 5000 Foods organizing committee has been meeting regularly for several months now to develop a plan for a multi-pronged approach to feeding the hungry in the greater Kirkland area. We even have the donation of a small warehouse space for a "store-front" presence. We have really savvy volunteers in place in a lot of areas, and a desire to open for business by sometime in late 2018. We envision at first being open two days a week (and more down the road), with the whole "business" carried out by volunteer workers.

The committee would like this to be managed in a very business-like manner. This includes, if at all possible, an integrated computer system for managing day-to-day operations and providing analytical information to aid in decision-making. While we have people who are experienced with computers-in-business, we still need someone to come alongside us and develop (and maintain) such a system. We are fortunate to have a reasonable monetary grant that should allow us to pay for this system.

#### Initial Vision and Scope:

5000 Foods is seeking a computerized system to assist with the operation of a food bank and distribution service. The areas to be covered can be summarized by the acronym FRED: Food, Resources, Expenses and Distribution. To date our discussions have yielded the following list of possible FRED activities.

#### ➤ *Support of Day-to-day Operations*

- We will need to keep track of the food and money donations we receive. This includes knowing what we have received and from whom, including contact information (mail and email). We also will need to be able to create receipts for donors (for their tax purposes). At first we expect most donations to be received on site at the warehouse or, in the case of money, by mail. We also, however, hope to be able to arrange with some of the local grocery stores to be able to pick up excess foods – especially produce – on a regular basis. Eventually we'd like to be able to accept monetary donations via the web.
- We need to manage food distribution. Here are our current ideas.
  - We will have standard food bags/boxes of differing sizes that clients can simply come to the warehouse and pick up. The exact makeup of these may change throughout the year, based on what food we have on hand and what is seasonally available. But the idea is that these are pre-packaged by our volunteers with basic essentials and are grab-and-go in nature.
  - Similar in terms of being packages will be our kid's breakfast and lunch bags. These will be particularly popular during the summer when children who normally received free/reduced lunch at school aren't in school. However, we also envision these as being useful for over-the-weekend and holiday times.
  - In addition to the grab-and-go food bags/boxes, we'd like to have a 5000 Pantry with more variety. For a small donation, clients will be able to shop from the pantry just like a regular grocery store to

provide their family with more-than-just-the-basics. We are thinking about ideas on the order of "for \$2.00 you can choose any 10 items; for \$3.00 15"...that sort of thing.

- General inventory tracking. Pantry inventory control
- We would like to be able to operate a small delivery service. This could include both seasonal deliveries (e.g. Thanksgiving and Christmas baskets) and ongoing delivery of our standard packages (e.g., senior citizens, the disabled, or persons recovering from illness or injury). Drivers would use their own GPS or knowledge of the area to find homes, but "the system" should be able to at least create a list of what is to be delivered to what addresses.
- A few of the committee members have been discussing the possibility of offering a weekly "meal for the homeless", with foods taken from our pantry plus fresh meats and produce.

#### ➤ *Analysis to Aid Decision-Making*

We would like to be able to have the following kinds of information available. This is probably not a complete list but should give you a general idea.

- General information about donations received (amounts; types of food)
  - Ability to determine trends in donations
- Number of boxes (and kid's bags) of food packed; picked up; requested for delivery and delivered
  - For a week; a month; the year
  - "Always included" vs. occasional items in these packages
- 5000 Pantry inventory trends.
  - How many clients visit the pantry. At what level (\$2.00? more?)
  - What foods are most popular? Are any just sitting there long term?
- Client demographics. For example, how many are families vs. singles; number of veterans served; number of children in a family. That sort of thing.

#### **Stakeholders Identified:**

- 5000 Foods volunteers – who wish to serve others by providing food to those in need, and do so in the most efficient and effective way possible.
- Persons within our community who need our services.
- Our donors, who want to be able to help others.
- Grocery stores – as we provide them with a way to eliminate food waste

#### **Expected Benefits:**

- Fewer hungry people
  - Especially children, senior citizens and those suffering health challenges
- With a good operational and analytical system 5000 Foods should be able to make maximum use of minimum resources. We want to be efficient and effective in serving within our community

#### **Special Issues or Constraints:**

While we have received some generous start-up donations, we're not made of money. In particular, we are not really looking to purchase much in the way of computing hardware. Maybe a server and a couple of desktop computers (one for business analysis and a "point of pickup" system). These don't have to be brand new...unless you think they need to be. Beyond that, what would be really nice would be something that our volunteers could access and use on their own laptops or tablet computers.

While we don't have a super-tight timeline, we would like to be able to begin serving our neighbors as soon as possible. If that means you can support all of our dreams right away, super! If that means focusing on basic needs and then branching out, well, that might fit us well since we are just starting out and there may be some ramp-up of services early on.