



## Devising More Efficient Food Distribution for Growing Pantry Attendance

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### COMMUNITY PARTNER

*New Journey Community Outreach is a nonprofit organization in Reading, PA. They operate a daily soup kitchen and food pantries on Tuesday, Wednesday, and Friday mornings. These pantries allow clients to select foods they want, as opposed to receiving pre-packaged bag of groceries. This eliminates waste and ensures clients eat the food they pick up, and don't resort to spending money on food elsewhere. In addition to food distribution, New Journey also provides clothing for those in need, and general life advice to help clients find housing, jobs, etc.*  
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### BACKGROUND/CONTEXT

*This summer has been especially difficult for New Journey. Average Wednesday food pantry distribution increased from 100 to 300 just as the office manager left her position with nobody to fill it. All client information needs to be entered into a computer system. The lack of a dedicated office manager and increased pantry attendance meant employees and volunteers spent more time on administration and less making and delivering food for clients.*



### TEAM'S EXPERIENCE

*The bulk of this summer's work was spent in the office doing administrative work. The increased volume of clients at New Journey required new ways to efficiently register them and get them the food they needed. A new ID card system was implemented, where clients received a card with their name and a corresponding ID number. This ID number allows New Journey volunteers to quickly find and register returning pantry clients.*

### ACCOMPLISHMENTS/ CHALLENGES/ JOYS

- *Began printing laminated ID cards for clients*
- *Now able to input entire Wednesday pantry client list in a few hours, previously took two or three days*
- *More time freed up for other duties that directly serve the clients*



### REFLECTION

*Though I spent less time with the clients than I initially thought I would, I received invaluable experience learning what goes on behind the scenes at a non-profit organization. During my time in the office, I learned how to efficiently deliver care from the lens of finance and managing client information. I have a newfound appreciation for what must be done to secure funding and develop the plans that ensure everybody gets the care they need.*