



Vivory: A game changer for connecting neighbors with food



“Vivory makes it easier for us to do our jobs—it has been a game changer! It’s intuitive and simple to update neighbors about food distribution changes or refer them to pantries nearby.”



*Rev. Dr. Lisa Heilig
Executive Director
Toco Hills Community
Alliance*

Background

Toco Hills Community Alliance (THCA) in Northeast Atlanta provides crucial support for families facing food insecurity, serving 750 families every week and on track to assist 35,000 households this year. With just two full-time staff, including Lisa, four part-time employees, and an astounding 18,000 volunteer hours, THCA distributes food three times a week, supporting triple the number of households they served pre-pandemic.

Situation

THCA is a highly respected community resource attracting people in need from as far as 30 miles away, even though there are several pantries closer to them. “We had people driving long distances when there is a wonderful pantry right in their backyard, but they had no way of knowing that,” said Rev. Dr. Lisa Heilig, THCA’s Executive Director.

Additionally, notifying neighbors about schedule changes was challenging, such as when the church hosting them served as a polling place or held special events requiring them to reschedule. “I’m always worried about people making a wasted trip,” Lisa shared, highlighting the difficulty of keeping everyone informed .

Outcome

Lisa, a valued member of the Atlanta Community Food Bank’s Partner Agency Council, eagerly embraced Vivory after hearing about it—and couldn’t be happier. She finds it intuitive, easy to make updates, and a game changer for connecting neighbors with resources.

Vivory simplifies referring families traveling long distances to nearby pantries, and allows users to filter by days, times, and services. Lisa recently learned that the social app, Nextdoor, directs people looking for food to the Vivory Find Food Map, further expanding its reach.

When THCA receives calls on days they aren’t open, Lisa quickly uses Vivory to refer callers to pantries that can help them immediately. With information available in 100 languages, Vivory truly meets people where they are. Lisa also appreciates how simple it is to keep details current, helping neighbors trust the information and know what to expect when they get there.

"I always tell pantries to keep their Vivory profiles updated so everyone knows the details are accurate. Vivory is an incredible, user-friendly tool—even for those who aren’t tech-savvy," concluded Lisa.

