



A modern experience meeting neighbors where they are



"It looks great, it works great, and it's easy to update. We use it constantly to help neighbors get the right information, right when they need it."

Cliff Mendez
Community Outreach Manager

Background

Serving San Luis Obispo County since 1989, SLO Food Bank supports more than 70 agency partners and distributes food to approximately 45,000 neighbors each month. With many residents living in remote, rural areas—some without grocery stores for miles—the Food Bank operates 40 neighborhood food distributions to reach these underserved communities.

Situation

Before Vivory, the team relied on paper calendars to share distribution schedules. Those calendars were often out of date almost as soon as they were printed—and were unable to reflect last-minute changes or cancellations. "People would show up with calendars from years ago," said Cliff Mendez, Community Outreach Manager. "We were constantly correcting outdated information."

Action

Looking for a more accurate, adaptable solution, SLO Food Bank became the first food bank in California to adopt Vivory. Today, every direct distribution site has its own automatically generated website. These dynamic listings include photos, location details, recurring schedules, and real-time updates like holiday closures or rescheduled dates. Staff can easily include links to these pages in newsletters, social posts, or emails. "Now, instead of listing every detail, we just hyperlink the distribution site," Cliff explained. "Neighbors can click through and see everything they need to know." Staff can update information online quickly and even print tailored handouts for those who still prefer paper—without relying on a one-size-fits-all calendar. The team is also exploring text updates for even more immediate communication.

Outcome

The shift from paper to digital has significantly reduced confusion, saved staff time, and increased access. Neighbors get accurate, up-to-date information in the format that works best for them, and staff spend less time fielding calls or correcting outdated materials.

What stands out to the SLO Food Bank team is how intuitive and flexible Vivory is to use. The interface is clean and user-friendly, the updates are quick, and the solution just works—for staff, partners, and neighbors alike. As Savannah Colevans, Communications Manager, put it, "It's a dignified, modern experience—something nonprofits often don't get to offer. We're proud to be able to meet our neighbors where they are."