PICS Internship at Arm in Arm

Natalia Zorrilla ‘23
1. Introduction

What is Arm in Arm?
For Mercer County communities:

- License to Succeed
- Homelessness Prevention
- Hunger Prevention
- Workforce Development
2. Method

How did I contribute to Arm in Arm’s work?
Hunger Prevention

Data analysis
- Summarized demographics of clients at our 3 pantries.
- Mapped pre- and post-COVID client households.
- Graphed in-kind pantry allocations over time.

Client registration
Called 500 English and Spanish speaking clients for our pantry re-open.

Apricot entry
Entered 500 clients into our pantry database for future grant applications.
Homelessness Prevention

Outcome studies
Called 75 pre-COVID clients to determine the effectiveness of Arm in Arm’s housing assistance & compiled reports based on my findings.

Demographic summary
Summarized demographics of clients who had needed Arm in Arm’s housing assistance during COVID-19.
What did I learn, and how did my work impact the community?
The impact of COVID-19

- Clients were heavily affected
  - Evictions, unemployment backlog, COVID-19 itself
  - Much higher volume of clients
- But volunteers decreased, and additional government funding was limited
- Needed to use resources sustainably
  - Re-open vs. delivery tradeoff
Arm in Arm Pantry Clients

Pre-COVID

Post-COVID
The impact of Arm in Arm

- Outcome studies: high overall client satisfaction
- Client calls: generally met with gratitude and relief
  - Clients would sometimes refer their neighbors to us

**Satisfaction with Arm in Arm**
All respondents reported being very satisfied (4/4) with the services they had received from Arm in Arm.

**Suggestions for Improvement**
Respondents had few suggestions for ways that Arm in Arm could improve our services. They often reported that they appreciated both the efficiency of the intake process and the helpfulness of the Arm in Arm employees that served them.
4. Limitations

What challenges did I face?
Working from home

- Long periods of calling and data-entry
  - Concrete goal-setting
  - Breaks to avoid burnout
- Screen fatigue
  - Breaks with my family & dog
  - Hikes & long walks after work
5. Next Steps

What will I carry forward from this summer?
In my city...

San Diego Has Fourth-Highest Homeless Population In The US

Monday, December 17, 2018
By City News Service


As COVID-19 Cases Spike, Feeding San Diego Reports Record Number of Meals Served

POSTED BY DEBBIE L. SKLAR ON JULY 2, 2020 IN LIFE | 205 VIEWS | 0 COMMENTS | LEAVE A COMMENT

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Feeding San Diego continues distributing food to hungry San Diegans amid the coronavirus crisis. Photo via feedingsandiego.org.
Thanks!

- Princeton Internships in Civic Service
  - Mrs. Sue Rodgers and the Bob Rodgers Princeton University Class of 1956 Memorial Fund

- Arm in Arm
  - Margaret Cowell (Hunger Prevention)
  - Cynthia Mendez (Homelessness Prevention)