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August 2026



A Note from the CEO

Recently, my son introduced me to AI in a way that made me look at technology a little differently.

I had been exploring AI when he said, "Mom, you will love Claude. Give it a try. I know you will because you're creative."

That simple invitation sparked my curiosity.

I decided to try it on a large project—combining multiple proposals into a seamless scope of work for a potential funder. I wasn't sure how much it could help, but I was willing to explore.

What surprised me most was not that AI could help with words, formatting, or organization. It was how it helped me think. By easing some of the pressure I put on myself to find the perfect phrase or layout, I was able to focus more clearly on the story I wanted to tell and the impact I wanted to communicate.

That experience reminded me of something we have embraced at Meals on Wheels of Central Indiana for years: the right tools can help people do what they do best—care for others.

Over the past several years, we have quietly invested in tools and systems that support our staff, volunteers, and partners. Much of that work happens behind the scenes, but the impact is felt in the moments that matter.

The tools are not the story. The people are.

The volunteer who feels supported.
The employee who has more time for meaningful work.
The donor who sees their impact.
The client who receives care and connection.

In the stories that follow, we'll take you behind the scenes to share how some of these tools are helping strengthen our programs, support our people, and continue serving our community.

The tools may change. Our mission does not.

Newsletter Content

- A Note from the CEO
- Why Hope loves Bloomerang
- Why David loves Paylocity
- Why Kim Loves ServTracker & Mobile Meals App
- Coming soon!



Hope

Engagement
Manager

**1+ NEW
DONOR**
captured every
single month



IMPACT: VOLUNTEERS

Why Hope Loves Bloomerang

"I can always tell — after we send our monthly E-newsletter, we've captured at least one new donor or volunteer."

Before Bloomerang, we didn't have a streamlined way to track donors — a lot of paper, and personal conversations that could easily get lost. Now every note, document, and "Thank You" letter lives right on a constituent's profile, so our whole team can pick up right where I left off.

Almost every month, right after we send our E-newsletter, we capture at least one new donor or volunteer — sometimes even winning back a former one. Bloomerang keeps us organized and lets us reach everyone who cares about our mission with one clear message.





IMPACT: STAFF

Why David Loves Paylocity

"It saves time and lets us focus on what matters: feeding people!"

David

Director of Quality & Program

Minutes, not hours

Before Paylocity, HR tasks meant paper forms, signatures, and back-and-forth — even checking a PTO balance meant tracking down our Director of Finance. Now requesting or approving PTO takes seconds, and performance evaluations live right in an employee's account instead of a fillable PDF that could get lost.

What used to take an hour or longer now takes minutes — time we get to put back into feeding people and keeping routes on schedule. Paylocity helps every employee focus on what we do best.



IMPACT: CLIENTS

Why Kim Loves ServTracker & Mobile Meals App

"We can tell clients exactly when their driver will be at the door. That changes everything."

Kim

Director of Logistics

100% USAGE
one banner
delivery day

Before ServTracker and the Mobile Meals App, volunteers and drivers were calling constantly — unsure of the best route or unable to find an address, working off nothing but route sheets and GPS. Now we can tell clients exactly when their driver will be at the door. That changes everything.

One day sticks with me: The day we hit 100% usage. Deliveries run more efficiently, and we can track exactly which clients received their meals, and why.



COMING SOON!

MOW SCHEDULER

MOW Scheduler will provide a simple access point so volunteers can sign up, choose the days that work for them, and adjust as things change, all in a few taps — that's the difference between volunteering that works around your life.

Quietly made possible by MOW Scheduler.

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