



United We Thrive

Navigating Food Resources

November 7, 2025



UNITED WAY
Greater Cincinnati

Share in the Chat

- Your name and organization or affiliation (if applicable)
- What you're hoping to learn from today's webinar.

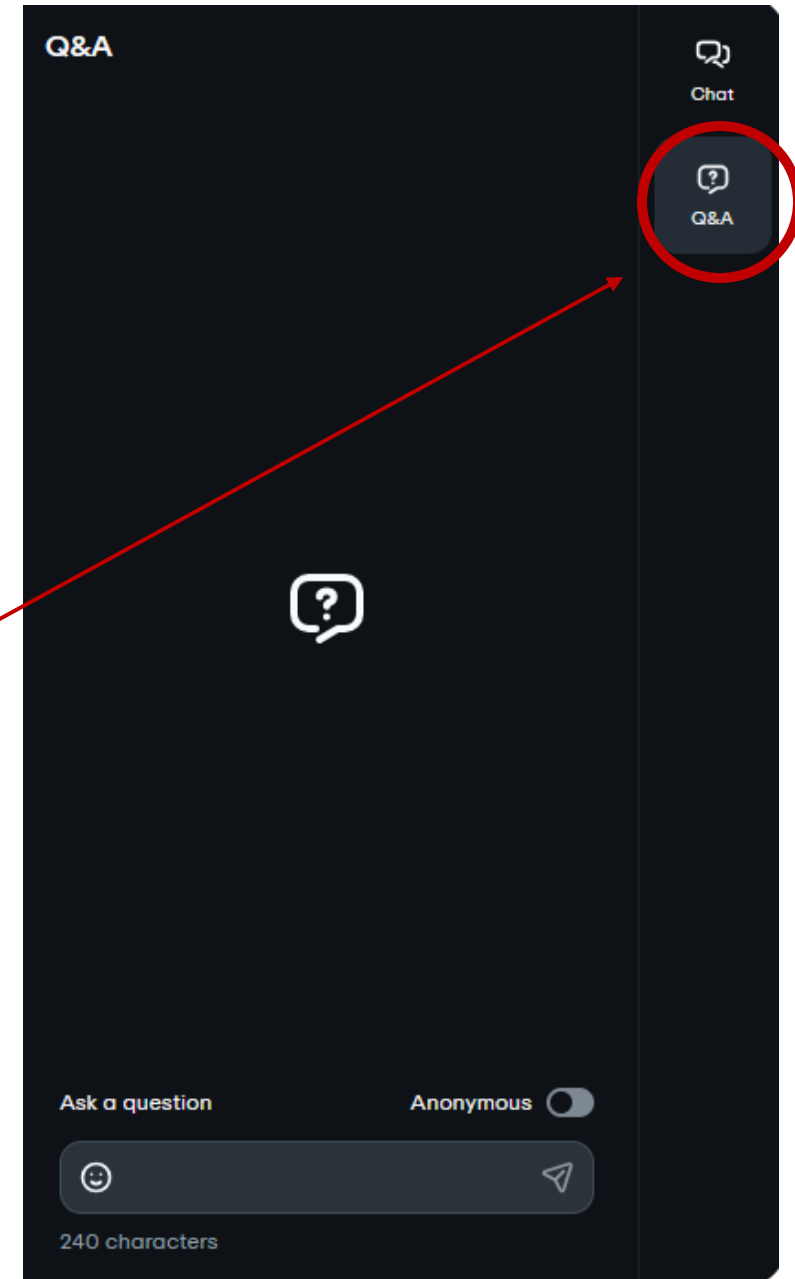


Agenda

- Welcome
- What we Know
- Connecting to Support
- Using 211 to Make Resource Lists (Live Demonstration)
- Partner Experiences
- Questions & Discussion

Quick Logistics

- Please use the Chat box to share comments or engage with fellow attendees.
- To ask a question, please type it into the Q&A box. We will respond to questions throughout the session.
- This session is being recorded. A link to the recording and slides will be shared with you via email after the event and posted on our website.



What we know

Context Setting

Current Context

- **Key program changes:** Federal updates to SNAP took effect November 1, 2025, increasing state cost-sharing and revising eligibility and work requirements.
- **Shutdown disrupted November benefits:** October benefits were protected because funds were pre-obligated before the October 1 shutdown, but November benefits remain uncertain as contingency funds have not been released.
- **Rising costs are already straining families:** Even before these changes, higher grocery prices, utility rates, and housing costs were stretching household budgets and increasing food insecurity across the region.
- **More than 140,000 households in our 9 county region use SNAP benefits** to meet their families' needs. That represents nearly \$25 million dollars in support.

Local Implications: What We're Seeing & Anticipating

- **Increased demand on food pantries:** Families who experience even short-term delays or loss of SNAP benefits are expected to turn to local pantries for immediate support.
- **Rising food costs for partners:** Inflation and supply chain pressures continue to drive up pantry purchasing costs, making it harder to stretch limited budgets.
- **Urgency to respond:** Partners and community members want to step up and support their neighbors, but incomplete and inaccurate information can cause confusion.
- **Data and readiness gaps:** Verifying food resources and services, tracking local food distribution, and assessing real-time capacity will help target resources where needs are greatest.

What We Learned During COVID Response

- **We're strongest when we act together.** Coordinated action across agencies, networks, and neighborhoods helps us respond faster and more effectively.
- **Centering community and families matters.** Listening to those most affected ensures our response reflects real needs, cultural context, and lived experience—not just systems or supply.
- **Be responsive, not just reactive.** Real-time data and collaboration allow us to adapt quickly as conditions shift, minimizing gaps and duplication.
- **Leverage every asset.** Aligning data, infrastructure, partnerships, volunteer power, in-kind resources, and funding amplifies collective impact.
- **Look beyond the immediate crisis.** Short-term disruptions often create lasting ripple effects—families will need continued support as recovery unfolds.

Connecting to Support

211 Services and Tools





What is 211?

- **Most of you know 211 as a helpline.**
United Way has provided the service since the 70s and 211 was established as the FCC-designated dialing number for information and referrals to social services and other local assistance in 2000.
- Services provided by 211 are free, confidential, available 24/7, and offered in a variety of languages.
- 211 providers abide by professional standards established by Inform USA, who is also responsible for program accreditation and practitioner certification.



The most comprehensive source of information about local resources and services in the country.

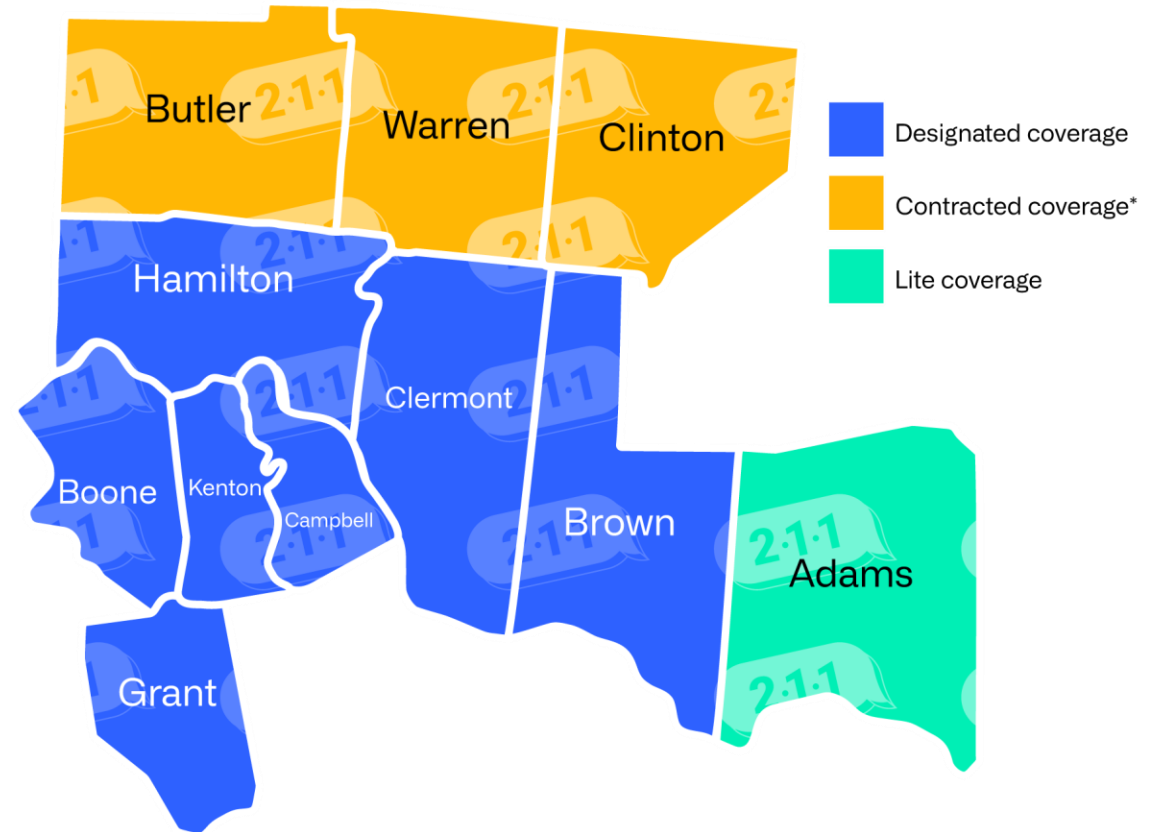


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211 in Our Community

- **We're also the most extensive database of nonprofit and community services** across 11 counties in Southwest Ohio and Northern Kentucky.
- In addition to our dedicated team of resource navigators who support the community members that call 211, we also have team of **4 full time resource curators**.
- Our resource team maintains our database of more than 6,000 resource records across 1,100+ partners. This team updates information on a daily basis to ensure accuracy of the resource listings.



*United Way of Greater Cincinnati is the contracted service provider funded by UWBWCC 211 Collaborative.

Accessing UWGC 211 Services

Phone Call



Dial 2-1-1



Call is routed by telephone provider to local contact center



Speak with a Resource Navigator

Online Search



Visit uwgc211.org



Search for resources



Share information via email



Compile and download custom lists

Request to be Contacted



Visit uwgc.org/find-help/



Click "Contact 211"



Complete Request for Referral Services online form



Resource Navigator reaches out via phone or email in 1-2 business days



Searching Online & Generating Custom Resource Lists



Key Takeaways

- Explore the food resource map
- Refine results by ZIP Code
- Review detailed service information
- Create custom resource lists
- Instantly download materials
- Easily share information via email



211partners@uwgc.org



Additional 211 Offerings

Direct Electronic Referrals

- 211 gathers caller demographics and contact details
- You receive these details through a shared digital platform for service delivery

Program Screening

- 211 gathers caller demographics and contact details and screens for specific program eligibility
- Eligible cases are routed to you through a shared digital platform for service delivery

Closed-Loop Referral Networks

- Group of agencies onboard to shared digital platform
- Case details are stored within the platform
- Collaborators are added to cases for coordinated, multi-agency action



How You Can Help



Keep Your Agency Information Up to Date

- Regularly review your program listings in the 211 database and notify us of any changes



Use 211 in Your Daily Work

- **Don't spend time making new lists**
- **Leverage 211 services and tools to support the programs and services you provide to families**



Promote 211 to the People You Serve

- Remind families they can call, request to be contacted, or search online anytime



Participate in our Additional Offerings

- Contact us for more information about these engagement opportunities!



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Best Practices Highlight: Navigating & Responding to Food Insecurity

Bobbie Vunak

Catholic Charities Southwestern Ohio



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Daronce Daniels

The Heights Movement



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Questions & Discussion



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