

Supporting Your Workforce During Challenging Times

November 18, 2025



Supporting Your Workforce During Challenging Times



Agenda

- **Welcome** | *Tricia Sanders, Chief Development Officer*
- **Mission & Current Context** | *Maira Weir, President & CEO*
- **United Way 211 & How to Use the Tools** | *Amy Weber, Chief Impact Officer*
- **Employer Best Practices** | *Audrey Treasure, Workforce Innovation VP & Executive Director*
- **Q&A** | *All*
- **Closing & Next Steps** | *Tricia Sanders*

Supporting Your Workforce Through SNAP Benefit Disruptions





What's happening with SNAP?

Why it is relevant for the community

Learn More:
uwgc.org

SNAP Disruption & Response:

A CALL FOR WORKING TOGETHER FOR FOOD SECURITY



Why SNAP Matters

The Supplemental Nutrition Assistance Program (SNAP) plays a critical role in helping families across our region afford groceries, stabilize household budgets and avoid difficult trade-offs between food, housing, utilities and healthcare. More than 140,000 residents in United Way of Greater Cincinnati's nine-county footprint rely on SNAP each month — representing nearly \$25 million in monthly household resources.

SNAP also functions through a critical partnership between federal policy and local nonprofit providers who ensure families can access food quickly, consistently and in ways that reflect community needs. This interconnected system is essential to maintaining stability across neighborhoods and reducing strain on broader social services.

What Changed Nationally

A recent federal funding pause, paired with newly enacted SNAP policy changes for eligibility and state cost-sharing, created significant uncertainty for families. While October benefits were processed on time due to advance obligations, the shutdown resulted in a nearly two-week delay in November benefits for many households.

With the government now reopened, states began restoring benefits as of Nov. 13. Even so, this disruption underscores a key lesson: Our nonprofit sector must continue to strengthen readiness for rapid shifts in program, policy or funding landscapes, so families are not left without support when systems change suddenly.

Local Snapshot: What We're Seeing

Even temporary disruptions make clear how essential our regional food assistance ecosystem is — and how quickly pressure spreads across providers when benefits are delayed.

United Way 211 plays a crucial role, providing resources to callers in need. In recent weeks, 211 launched a food-specific map cataloging 276 resources across the region, and the team handled a

177% increase in food-related requests for help.



Increased Demand
The median pantry serves 275 households and spends \$18,604.75 on food each month. If need increases by 30%, that's 83 more households and an additional \$5,600 each month. That doesn't account for the added strain on people, space, equipment and delivery systems that pantries depend on.

United We Thrive

uwgc.org

Early insights from United Way's Food Pantry Capacity & Emergency Readiness Survey, completed by 50 local providers, similarly showed how quickly the increased demand stressed our local food assistance network:

92% of pantries reported increased demand, with 35% noting significant increases.

While funding shortages were the most commonly reported constraint, partners also noted:

- Food supply challenges
- Staffing and volunteer gaps
- Refrigeration and freezer limitations
- Storage and transportation constraints

Despite these pressures, providers continue to respond with commitment and creativity. Nearly every pantry expressed interest in shared purchasing, coordinated delivery or logistics partnerships, signaling strong readiness for collective action, whether SNAP delays reoccur or future surges in food need emerge.

Moving Forward Together

This moment serves as a reminder of the importance of coordination, shared information and rapid action. Our region is strongest when we operate as one system of care, working together rather than responding in isolation.

Our focus is on strengthening shared navigation, improving real-time communication and preparing our nonprofit ecosystem for future disruptions or surge in demand.

To support collective readiness, we are:

- Leveraging United Way 211 as the central hub for real-time food resource navigation, and offering webinars and tools to help community partners, employers and frontline staff use it effectively.
- Convening partners to identify specific gaps, align resources and strengthen coordination, including exploring shared purchasing, delivery efficiencies and culturally responsive support.
- Exploring a rapid-response funding pool to help our region mobilize resources quickly and equitably during future disruptions or sudden shifts in community need.

We All Play a Role in the Solution

Even as benefits resume, the recent delay demonstrates one clear truth: Our ability to coordinate is our greatest strength. When partners share information, align resources and center families, our entire community becomes more resilient — not only during a crisis, but every day. United Way remains committed to working side-by-side with nonprofits, funders, employers, volunteers and community members to ensure every family can put food on the table — every day, in every neighborhood.



Connecting to Support

United Way 211 Services and Tools



UNITED WAY
Greater Cincinnati

211

Help is 3 Numbers Away



211 maintains a comprehensive database of community resources and provides information and referrals for essential needs like:

- Food
- Housing and Shelter
- Utility Assistance
- Healthcare Services
- Government Services

211 also can connect people with information and referrals for:

- Transportation
- Legal Services
- Counseling and Support Groups
- Disaster Aftercare
- Everything Else

988 provides crisis support for:

- Thoughts of Suicide
- Mental Health Crisis
- Substance Use Crisis
- Emotional Distress

911 provides first responder dispatch for:

- Medical Emergency
- Fire
- Reporting a Crime
- Disaster Response
- Life Threatening Situation





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Greater Cincinnati

211



After a difficult diagnosis and financial challenges, Brenda found compassion and support in 211.

Across the U.S.

16.8 Million requests



Housing



Utilities



Food

Top Needs

Across Greater Cincinnati

50,000 requests



Housing



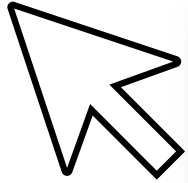
Utilities



Employment & Income

Top Needs

uwgc211.org





Service Providers

ABOUT

VISIT YOUR LOCAL UNITED WAY



UNITED WAY 211

HELP WHERE YOU NEED IT IN SOUTHWEST OHIO & NORTHERN KENTUCKY

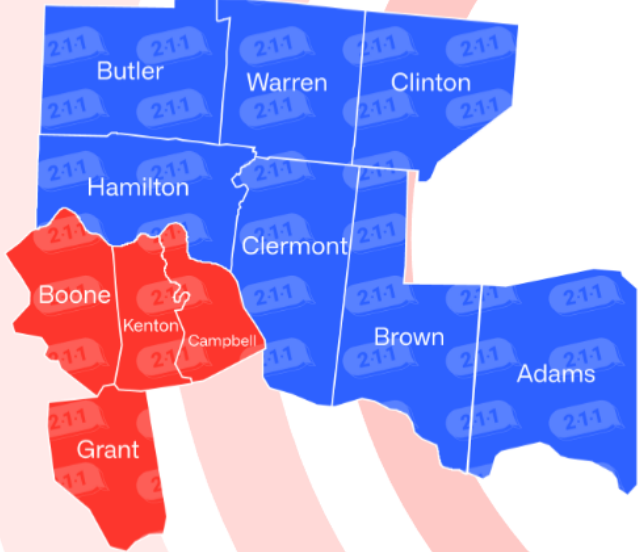


Our staff is also available to assist you 24 hours a day, 7 days a week.
DIAL 211 or 513-721-7900 or 1-800-233-4357

uwgc211.org serves Adams, Brown, Butler, Clermont, Clinton, Hamilton, and Warren counties in Ohio, and Boone, Campbell, Grant, and Kenton counties in Kentucky. Residents outside these counties can visit 211.org to find their local service.

FIND FOOD RESOURCES HERE

EXPLORE THE MAP



PLEASE ENTER YOUR LOCATION

Enter Zip Code

Enter zipcode

☒ Search by Agency

☐ Search by Program

☐ Search by Service Term

Q Search by agency

SEARCH

Connecting with help



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Finding a nearby service or resource like child care

Nearly 70% of children under age six have all available parents in the workforce, making child care services essential for working families.



Emailing information about rental assistance

Workers who experience a forced move (e.g., eviction) are up to 22% more likely to lose their job compared to those with stable housing.



Creating a list of food resources

Workers who are food insecure are more likely to have health challenges, which in turn increases absenteeism and reduces focus.



United Way 211

Helping Connect Employees

- **HR Packets** - add 211 info to onboarding, benefits packets, and HR portals
- **Internal Channels** - share 211 in newsletters, intranets, email updates, and team meetings
- **Train supervisors/HR** - to refer employees to 211 for confidential support



NEED FOOD ASSISTANCE?

Find food pantries, meal programs and groceries here!



uwgc.org/foodmap



Scan the code to access the food map or call 211 for help.



HELP IS ONLY A CALL AWAY

NEED HELP AND NOT SURE WHERE TO START?
211 is here for you – 24 hours a day, seven days a week

Services are available in our community, but finding the right help when you need it can be difficult. 211 can help you get on the right path.

WAYS 211 CAN HELP:



Dial 211 and speak to a trained professional with access to local services. Our 211 team provides free, confidential and caring support to help you explore your options and connect you to resources in our community.

211 staff also can provide individual support and follow-up when you need additional assistance with connections to resources.

SUPPORTED BY UWGC IN 11 COUNTIES:

OHIO: Adams, Brown, Butler, Clermont, Clinton, Hamilton and Warren

KENTUCKY: Boone, Campbell, Grant and Kenton

INDIANA 211 supports 211 in Southeast Indiana

NEED HELP?

GET ACCESS TO SUPPORT TODAY

- DIAL 2-1-1 or 513-721-7900
- VISIT www.uwgc.org/contact211
- SEARCH www.uwgc211.org



Scan the QR code for community resources.

"They actually turned off my electricity I called 211 to try and see if (United Way) could give me some idea of how to get the power back on ... It was immensely satisfying to know there was somebody out there; I wasn't alone ... Things have turned now, and I think things are going to get better from here."

— Tonya

Her story: uwgc.org/Tonya



WORKFORCE
INNOVATION
CENTER

SUPPORTING YOUR WORKFORCE DURING CHALLENGING TIMES

November 18, 2025

MISSION VISION & VALUES

MISSION

To grow the vibrancy and economic prosperity of the Cincinnati region.

VISION

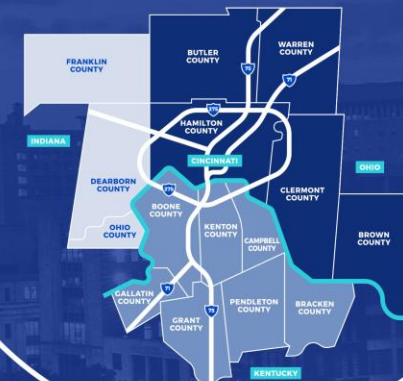
Cincinnati is a growing, thriving region where everyone belongs.

VALUES

At the Cincinnati Regional Chamber, we value:

- Being **Informed**
- Making **Connections**
- Operating with **Integrity**
- Staying **Open-Minded**
- Having **Fun**

WHO WE SERVE



Serving the businesses and people in our 15-county MSA (Metropolitan Statistical Area)

Who We Are



We are a **consulting firm** and **strategic connector** of multi-disciplined expert partners.

We **support employers** by helping them achieve their talent and culture goals.

- We deliver solutions with proven results for clients, including:
 - authentic employee engagement
 - increased employee retention
 - modernized workplace policies
- We connect and convene the array of **workforce providers** in our region for improved connectivity and new opportunities



Molly Fender
VP Human Resources
Monti, Inc.

“All industries are struggling to find and retain talent. The Workforce Innovation Center is helping Monti adopt inclusive policies to attract and retain our greatest asset – our people.”

What We Achieve With **Employers:**

**WORKFORCE
INNOVATION
CENTER**

Improvements Across the Employee Life Cycle





Foster Employee Voice WORKFORCE INNOVATION CENTER

Listening to employees, especially in times of crisis, can illuminate experiences with opportunities to support.

- Amplifying existing communications channels – managers/supervisors, HR
- Consider more structured forms of gathering information such as surveys
- Delve deeply through individual conversations and/or focus groups
- Use existing data about employees to understand their circumstances



How We Help Employers:

Proprietary and Customized Services



Our Value:

Using your unique data and context to give you actionable plans and results to meet your goals



Employee
Survey: Life
Dimensions
Assessment



Policy & Practice
Review



Customized Engagements



Employee Survey: Life Dimensions Assessment

- Insight into employee professional AND personal experiences.
- A look at employee engagement, satisfaction, and overall well-being.
- Informs whether:
 - policies and benefits are known and sufficient,
 - practices match design and intention,
 - experiences and perspectives are universal or cohort-specific, and more.
- Can be shortened to key questions on personal circumstances

Disaggregation by Cohort

- Gender
- Race/ethnicity
- Tenure
- Job level
- Age

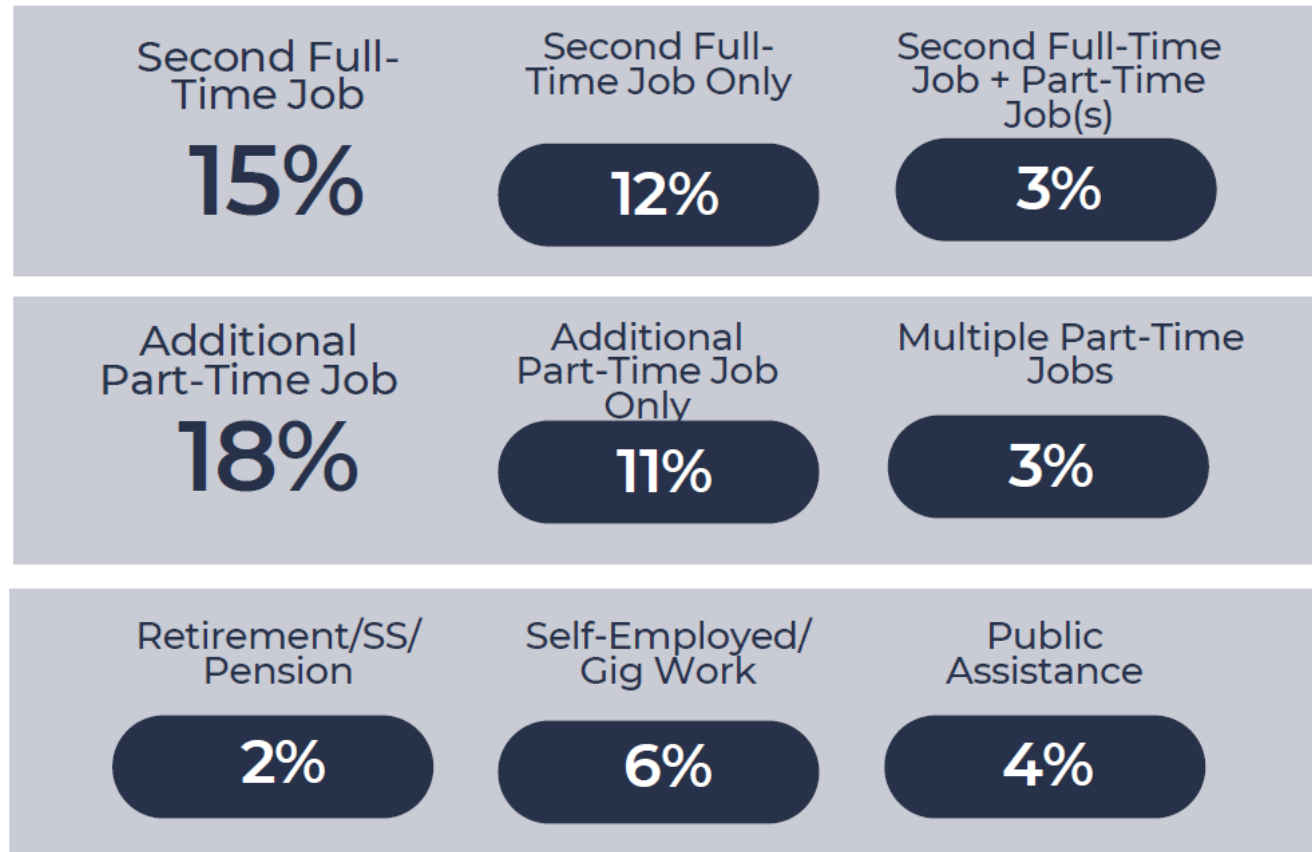
Deliverables

1. AGGREGATE REPORT: Life Dimensions Employee Assessment
2. FINDINGS & RECOMMENDATION REPORT: Formal report of the analysis of assessment responses and recommended actionable strategies;
3. MEETING: Debrief and action



Example Employee Survey Responses

Additional Income Streams

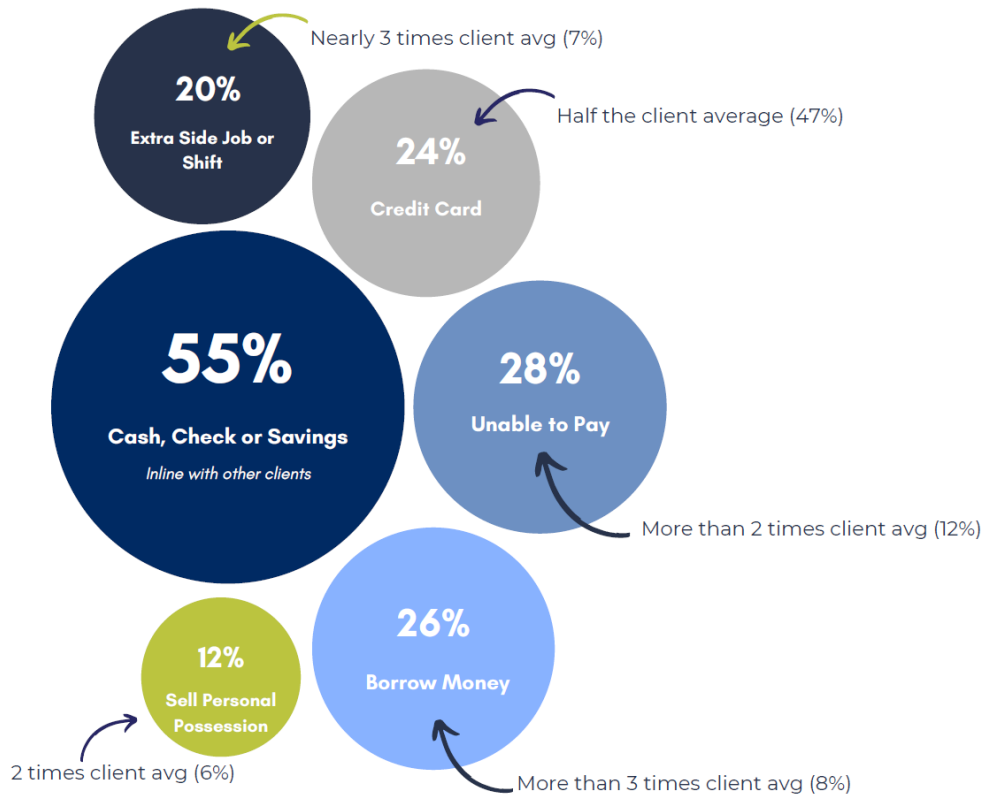




Example Employee Survey Responses

FINANCIAL SECURITY

How would you pay for a \$400 emergency expense?



Note: Participants could provide more than one response

What would most improve financial security?

- Increased income
- Having sufficient funds to cover bills and usual expenses
- Building emergency savings



Example Employee Survey Responses

HOUSING STABILITY



28

Percent that own their home

Our client average is 68%



48

Percent that rent

Our client average is 22%

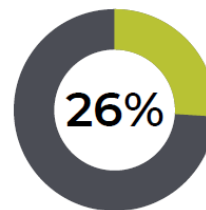
2% Have non-permanent housing (e.g. shelter, car, etc.)



Live with
Family/Friends



Receive Financial
Assistance



Worried about Finding or
Maintaining Housing

“

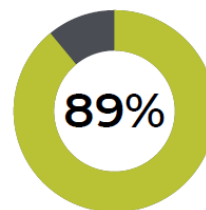
I have a very low cost of living overall , and I still find myself struggling to make ends meet, due to low pay, inflation, and a general increase in pricing of daily expenses

I have been homeless for 2 years and it is very difficult on me financially, mentally, and physically

I was homeless for 2 months with a child (in the last six months)

Inflation utility cost, mortgage, insurance etc rising with no rising pay

”



Residence is well-maintained and
without hazards





Findings & Recommendations

Based on all the information and data we collect through our services, we present clients with a robust synthesis of key findings.

We outline clear, goal-oriented recommendations so that our clients have a detailed, comprehensive plan for success.

Practice Areas

Our recommendations cover the below key areas of focus.

1. Provide Financial Stability
2. Provide Growth Opportunity
3. Enable Personal Success
4. Inspire A Sense of Safety, Belonging & Inclusion
5. Foster Employee Voice
6. Build Diversity & Provide Equity
7. Leadership Effectiveness

Partners

Our recommendations often include referrals to services of a diverse network of partner organizations in our region.



Employer Best Practices

Based on the information and data you gather about your employees, you could consider the following:

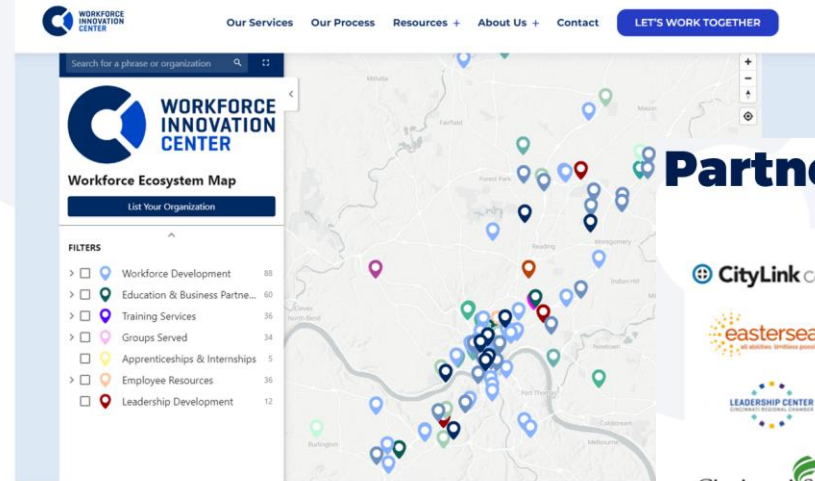
1. Share available resources via UWGC/211 so employees can access resources themselves based on individual circumstances
2. Provide gas cards or bus passes for employees' transportation needs
3. Partner with specific organizations on low-cost resources/necessities
4. Ensure employees are aware of internal and external benefits eligibility – EAP, etc.
5. Allow employees to easily and anonymously request meetings with HR
6. Provide stipends and/or cleaning facilities for required uniforms
7. Provide meals or healthy snacks
8. Consider bonus opportunities at strategic points – consider also how those earning may affect overall compensation and public benefit implications
9. Provide training and communications to front-line managers and supervisors
10. Consistently and clearly communicate using a variety of modalities to reach employees



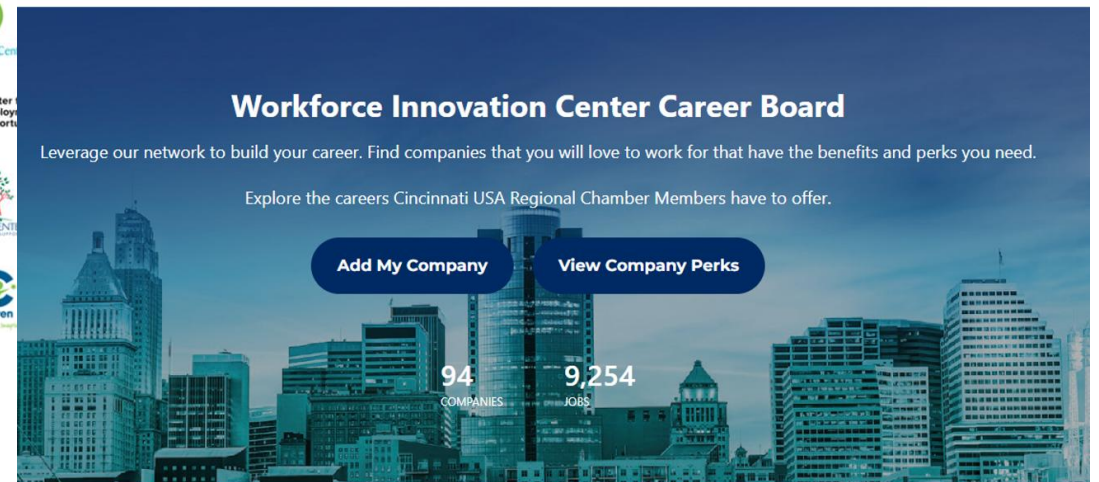
Partnership with UWGC

Enables our capacity, tools and our resources for employers, partners, job seekers, and employees

Workforce & Talent Ecosystem



Partner Organizations



[Explore companies](#) [Search jobs](#) [Join talent network](#)

[My job alerts](#)

Questions & Discussion





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