

Community Food Access Report

Overview

Purpose

The purpose of our summer internship project was to (1) educate Cuyahoga County food retailers in high SNAP areas on new federal SNAP eligibility and work requirements under House Resolution 1 (H.R. 1) and (2) gather qualitative feedback on expected revenue impacts to identify ways the County can support local businesses and ensure access to healthy foods. We also talked to shoppers at different food pantries in the county to gather information about how food pantry neighbors are impacted.

Background

The main changes we discussed were the updates to work requirement exemptions resulting from H.R. 1, which was passed by Congress on July 4, 2025. These changes mean that people who were previously exempt from work requirements now need to work at least 20 hours per week to remain eligible for SNAP benefits. This includes veterans, former foster youth, parents with children over the age of 14, and individuals experiencing homelessness. The new work requirements began going into effect on March 1, 2026, with a three-month grace period before SNAP benefits would be terminated for individuals who did not meet the work requirements. In Ohio, this is occurring on a rolling basis, with the first group of terminations beginning June 1, 2026.

As of April 2026, more than 11,000 residents in the Greater Cleveland/Cuyahoga County area had lost their SNAP benefits in the six months prior, with nearly 100,000 people impacted statewide in Ohio in 2025 and approximately 3 million people affected nationally in 2025 (Hack, 2026). Because of the changes in work requirements, an additional 5,000 people in Cuyahoga County are expected to lose their SNAP benefits in waves, starting at the end of May 2026 (Morrison, 2026).

We wanted to focus our project on food retailers as they will be impacted by the changes to the SNAP policy. Nationwide, SNAP accounts for about 8% of food US families buy and is used at around 248,000 retailers (Bolen & Wolkomir, 2020). Research has shown that SNAP changes, including work requirements updates, are expected to cause more than 27,000 retailers nationwide to have severe financial hardship (Ross & Andara, 2025).

Process

From June 1st until July 21st, 2026, we visited 26 stores that were approved to accept SNAP, and we talked to 20 store managers and 17 cashiers. We conducted much of these visits with the Prevention Research Center for Healthy Neighborhoods' (PRCHN) Cleveland Inventory of Food and Tobacco Retail (CIFTR) interns. These interns conducted a short-form audit at stores across Cleveland to assess the availability of food and tobacco items and were able to provide assessment data related to foods available in these stores. Based on feedback from the Cuyahoga County Hunger Response Team, we targeted stores in high SNAP zip codes including 44109, 44105, 44104, 44111, and 44102. We also visited 4 food banks and food pantries in the zip codes: 44102, 44103, 44105, and 44110, and we talked to 55 food pantry neighbors in those locations.

On the education side, we first distributed flyers provided by the county, and we explained their contents, including what the new changes would mean. It is important to note that the state's interpretation of the federal SNAP guidelines evolved throughout our research. As a result, the flyers we distributed were updated partway through our research to reflect these evolving guidelines. (See below for the new and old fliers we distributed)

We also asked people a variety of questions to get the data found in this report,

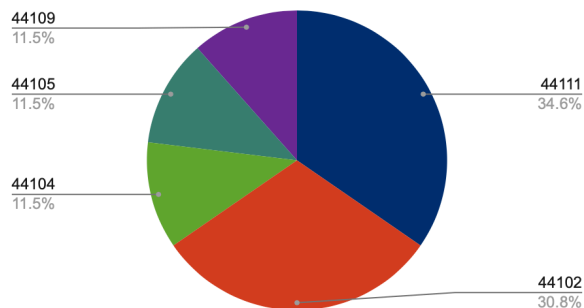
including perceived impacts of the changes and mitigation strategies recommended by stores and neighbors. (See below for a list of the interview guides)

Locations Visited

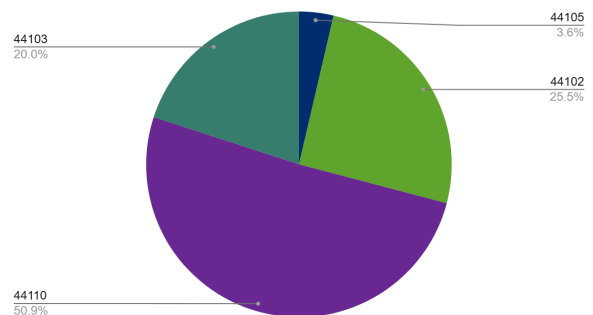
Zip Codes Visited

We targeted stores in the zip codes that were identified by the Cuyahoga County Hunger Response team as being high SNAP areas, including: 44109, 44105, 44104, 44111, and 44102. We also visited food pantries in the county that included additional zip codes including: 44103 and 44110.

Zip Codes of Stores Visited (N=26)



Zip Codes of Pantries Visited (N=4)



Area/Zip Code	Households receiving SNAP in 2023
Cuyahoga County Overall	7.4%
44110*	22.2%
44104	21.5%
44103*	21.4%
44102	16.2%

44105	15.1%
44109	12.5%
44111	9.4%

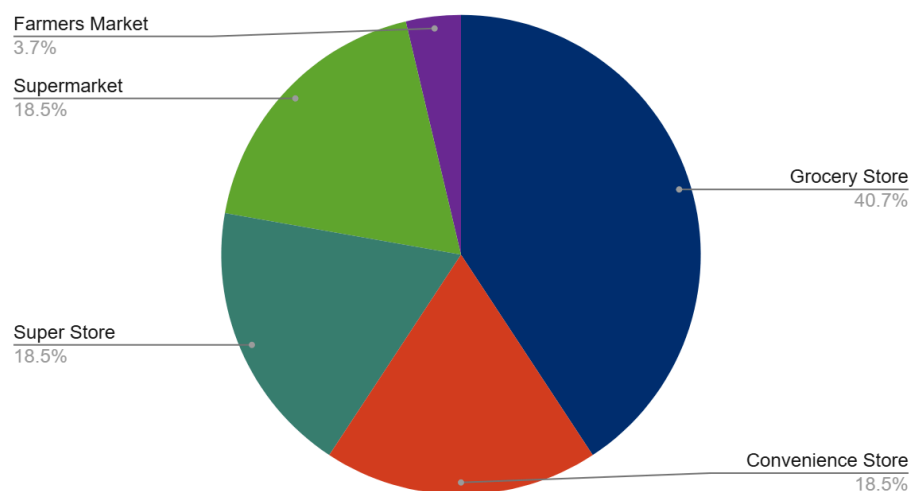
*Food Pantry Only

Source: U.S. Census Bureau, American Community Survey (ACS) 2023 5-Year Estimates, S2201; accessed through Data Commons. (U.S. Census Bureau, 2023)

Types of Stores and Pantries Visited

We visited a variety of different store types, including grocery stores, convenience stores, super stores, supermarkets, and farmers markets. The CIFTR team found that only 6 of the 25 stores that we visited (not including farmers markets) had full or good access to healthy foods whereas 19 had limited or minimal access. This reveals that even though most stores were larger food retail settings, few had high access to a variety of foods needed for a healthy diet.

Types of Stores Visited



These store types are based on the USDA designations based on SNAP applications of the stores.

Nutritional Classification of Stores Visited as of Summer 2026 (Provided by the CWRU CIFTR Team)

Classification	Definition	Number of Stores
Full Access	6+ fruits and veggies (both canned/frozen and fresh); low fat milk, eggs, bread, bean, fresh/raw meat and a bakery	3
Good Access	3+ fruits and veggies (both canned/frozen and fresh); low fat milk, eggs, bread, beans -- and sells fresh/raw meat or has a bakery	3
Limited Access	1+ fruits and veggies (both canned/frozen and fresh); and at least two of these: low fat milk, eggs, bread, beans or fresh meat	10
Minimal Access	Does not sell at least 1 fruits and vegetables (in each category) or does not sell at least two of: low fat milk, eggs, bread, beans or fresh meat	9

*Farmers Market Not Included In Table

We also visited four food banks and food pantries connected with the Greater Cleveland Food Bank and the Hunger Network and spoke to 55 neighbors in the community.

Pantry Name	Number of Interviews
Greater Cleveland Food Bank Community Resource Center	28
Community Corner Hunger Center (Hunger Network)	14
Midtown Market (Hunger Network)	11
Avon Ave Baptist Church Pantry (Hunger Network)	2

Key Findings

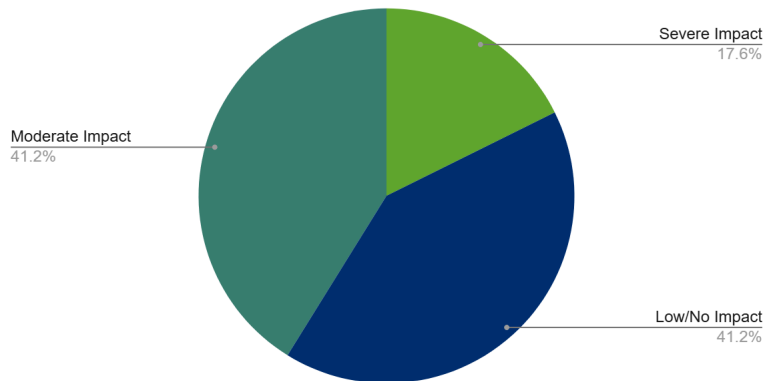
1. Negative Impact in High SNAP Areas

Our data show that food stores in high SNAP areas have already been affected by changes in SNAP policy, and we expect that number to only rise due to continuation of SNAP cuts. We have perspectives from store owners and managers, cashiers, and food pantry neighbors regarding these early impacts.

Store Owners/Managers

The SNAP cuts lead to decreased buying power in areas of high SNAP usage, which led to shoppers spending less money on food, cutting store sales. We found that over half of the stores had or expect a moderate-to-severe impact on monthly sales because of changes to SNAP work requirements.

Perceived Impact of SNAP Work Requirements on Monthly Store Sales



Regarding ordering plans, some stores saw immediate impacts due to these SNAP changes, with about 55% of store owners and managers saying that the SNAP work requirement changes have changed or could potentially change their ordering plans. Others were experiencing changes in ordering plans due to other reasons like higher grocery prices and sugary items getting taken off of SNAP.

When asked what they wanted the county wanted to know, 25% of store managers and owners expressed concern that people in the community will suffer. They gave examples, such as an increase in food insecurity, benefits not being sufficient for people to get ahead, and increased unemployment (due to businesses that hire within the community being negatively impacted). Twenty percent of managers also wanted the county to know that businesses will be affected by the new SNAP changes. Others mentioned that they would like changes to how they get communication, they were supportive of work requirements and/or they were appreciative for the county.

Cashiers

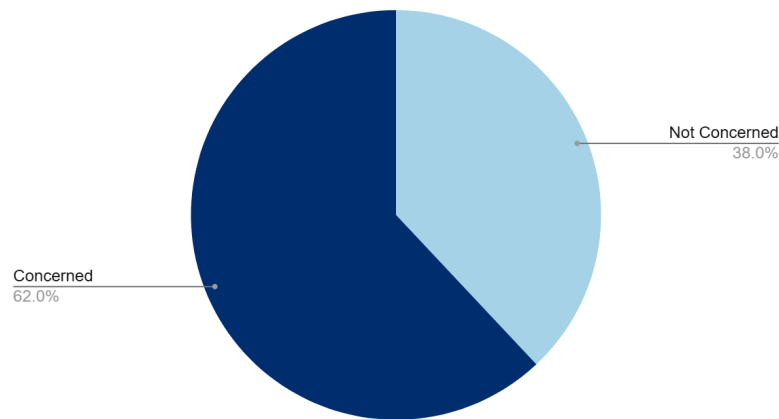
Talking to cashiers, we found that 60% saw shoppers in these high SNAP areas were running out of funds on their EBT cards, and some noticed cards being declined and the number of customers decreasing. Cashiers also found that customers were expressing concern about accessing SNAP benefits and rising food costs.

Food Pantry Neighbors

About two of three food pantry neighbors are also concerned that the SNAP changes will affect themselves or their families. When asked how the work exemption changes will effect their communities, 91% noted some negative effect with about 45% of neighbors raising concerns about increased food insecurity, and 13% saying that people will start

shifting to food banks and food pantries to get the food that they need. This may result in stores seeing decreases in revenue and the need to make supply changes.

Food Pantry Neighbors Concerned About SNAP Changes



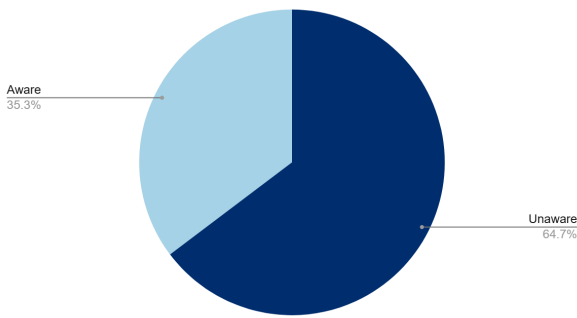
Both managers and neighbors also mentioned a fear of more robbery with SNAP cuts, indicating even more losses to stores. About 13% of food pantry neighbors also expressed concern about the effect these changes will have on vulnerable populations such as the elderly, people experiencing homelessness, veterans, people with mental illness, people facing food insecurity, people with limited education, and people with food restrictions.

2. Insufficient Communication on New SNAP Work Requirements

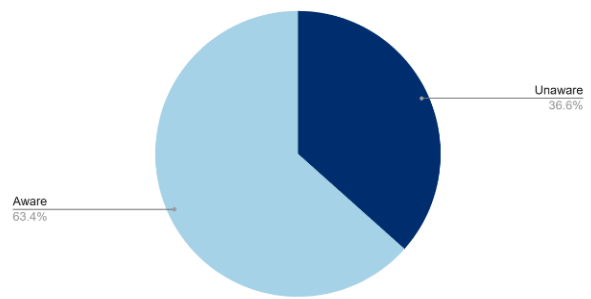
Our data show that about 65% of store managers and cashiers were unaware of SNAP changes before our store visits. Many store managers noted that they received information about changes related to the foods eligible for SNAP but had not received guidance about the new work requirements. Although the new SNAP work requirements do not directly impact stores, it is important for them to be aware of these changes since they may see an impact on the number of shoppers and sales at their stores.

About 37% of food pantries neighbors were unaware of SNAP changes related to work requirements before our conversations. This lower number shows that the primary target of the SNAP work requirement changes, SNAP users themselves, were mostly informed, but those who are indirectly affected, the store staff, were not informed.

Store Staff's Knowledge on New SNAP Work Requirements



Food Pantry Neighbor's Knowledge on New SNAP Work Requirements



When asked what the county should do to support stores, most managers responded stating "nothing", but about 25% of manager respondents said they wanted adapted communication, which was the most common answer among those who answered. Additionally, when food pantry neighbors were asked how to make the new SNAP process easier, 45% said they wanted adapted communication.

3. Ripple Effect of SNAP changes

An important pattern that we noticed in our interviews is how the SNAP changes can have ripple effects that negatively impact more than just the food environment and influence many other aspects of daily life and communities.

For instance, many food pantry neighbors felt that with increasing prices and other factors like the loss of Medicaid, the addition of losing SNAP could hurt how much they have to spend on other necessities and having to work more could cause more burdens, such as losing SNAP benefits and time. We heard quotes such as "It's rough out there with rent and bills", "cost of living is going up so we need more money to mitigate that", "Life happens and people cannot work anymore for lots of reasons; 20 hours is a lot for people." One manager noted that childcare and transportation costs are high, so it is hard for people to work. Another shopper mentioned that she knows people with mental health issues who cannot work, but now that they can no longer get SNAP, they do not get food either, which further worsens their mental health, creating a vicious feedback loop.

Additionally, looking at stores directly, we had two managers note that they hire within the community, so when revenue declines at the store, then the stores have less to pay their employees and may need to reduce hours or numbers, hurting both the stores and their workers.

4. Both Stores and Neighbors Want to be Heard

Throughout our interviews, we found that many food pantry neighbors and stores feel a disconnect between themselves and the county offices managing SNAP benefits.

Looking at stores, cashiers and managers mentioned unhappy customers who are blaming the stores for cuts. One owner noted that "No county official has ever visited my store to check up on us." Some store managers also mentioned that they care about their customers and want to help them. Overall, there seems to be a lack of communication between food retail stores and government agencies, limiting bidirectional exchange of information.

Additionally, food pantry neighbors felt the government did not understand their struggles and were not able to provide them with the resources they wanted. 16% mentioned that they wanted government agencies to know they were displeased with SNAP in some way, especially with high wait times, 21% wanted government agencies to understand their experiences and hard circumstances, and 21% said they wanted the county or other government agencies to step in. Some specific quotes that we heard were "People are suffering and not taken care of", "We need more help", and "Eliminating benefits will be an enormous downfall to many communities." People also noted that they want local government agencies to know more about their experiences with SNAP, living in Cleveland, and everyday struggles. Neighbors also mentioned wanting the government agencies to know that they appreciate SNAP and want increases in their benefit amounts.

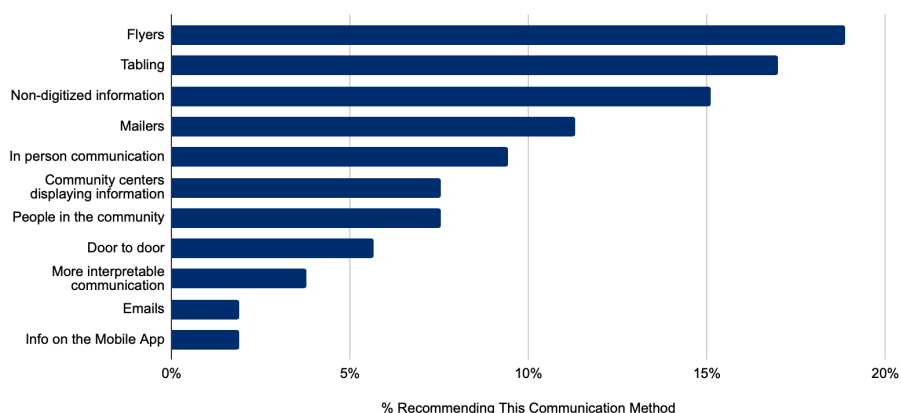
On top of this, there were specific resources that shoppers said that they wanted. These included more food resources such as more food banks, community gardens, and information about healthy food. They also highlighted the need for housing and educational resources, transportation, benefit application help, and more resources in general.

Our Recommendations for the County

Adapting Communication

Although some county communication has been created including the fliers we distributed, food pantry neighbors and store owners stated that communication is lacking when it comes to updates to benefits. It is recommended that the county adapt their communication style based on community preferences. Some of the most common forms of communication that people recommended were flyers, mailers, non-digitized information, and tabling. Flyers and tables could be put into community centers and stores to reach more people.

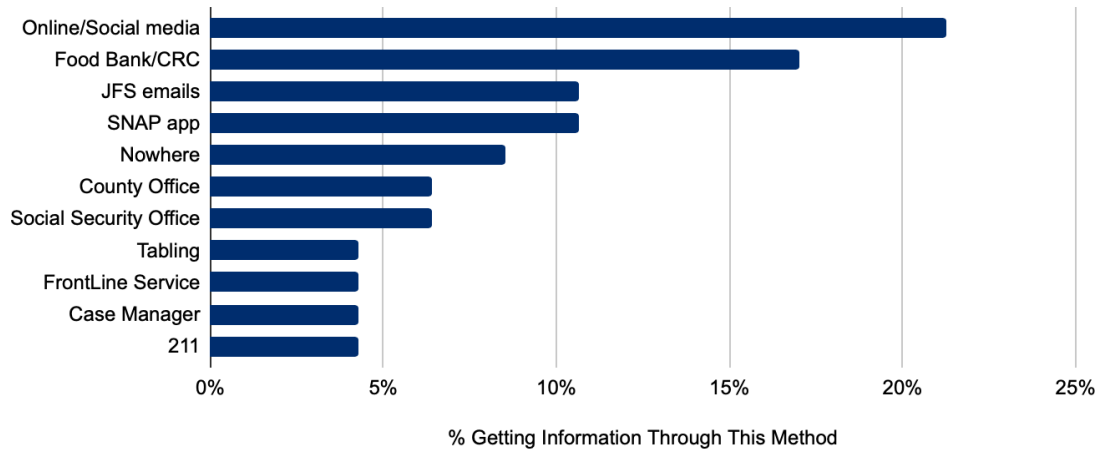
Adapted Forms of Communication from Food Pantry Neighbors



We also heard from neighbors about where they go to for trusted information about their social benefits. Most neighbors mentioned online and social media, the Greater Cleveland Food Bank Community Resource Center (GCFB CRC), and ODJFS's ConnectEBT app or as many neighbors called it the "SNAP app." Targeting places such as the GCFB CRC or the SNAP app could aid with disseminating information.

It is important to note that four neighbors said that they do not get trusted information anywhere, suggesting the importance of trust building overall and especially during times of change. Overall, leveraging multiple forms of communication, especially both digitized and non-digitized forms, would be an ideal way to reach a broader audience.

Common Ways Food Pantry Neighbors Get Trusted Information About Their Social Benefits



Other ways mentioned only once include mailers, the VA, and Goodwill.

Target Resources to High SNAP Areas

Food pantry neighbors have concerns that there is a need for expanded access to community centers, increased security, and reliable support on applying for SNAP.

We recommend that community centers are placed in neighborhoods that need it and that is walkable to residents. If new community centers are not feasible, we recommend tabling at existing community spaces such as stores in these neighborhoods. These centers or tables can contain both food resources and resources for work assistance and volunteer opportunities. Through our interviews, store owners and pantry neighbors pointed out existing centers such as the Friendly Inn Settlement, Inc. Connecting people who apply to SNAP to these resources or highlighting them in communication could be another strategy. Consumers also recommended community gardens for those who wish to grow their own food, which could be a cheaper and healthier alternative.

Additionally, to alleviate potential impacts caused by risk of theft within food stores, increased security presence in struggling areas may also be helpful.

Lastly, many food pantry neighbors complained about high wait times and unreliable support in using SNAP. We recommend having tables at community centers and food banks that could assist people in applying for SNAP and renewing benefits in person.

Efforts to Increase Store Revenue

With the decline of sales in stores in high SNAP areas, we recommend that support is given to stores to boost sales with the broader goal of reducing the risk for store closures and/or decreased capacities (e.g., offering fewer healthy products). Programs such as produce prescriptions or nutrition incentives could aid low-income shoppers while increasing revenue for food stores. One manager noted that the "Produce Perks program was great for them, getting rid of it was shameful." A research article emphasizes this point by saying that "The economic benefits from [Nutrition Incentive] programs stem not only from the direct purchase of FVs, but also from the re-spending of those dollars by individuals and businesses along the local food supply chain. Compounding benefits in regional economies are realized from farmers, distributors, retailers, and other partners" (Bauman et al., 2024). Local government, businesses, and/or philanthropy could help fund programs like this or partner with groups who already have programs to help increase their capacity. Other financial or tax incentives to SNAP-accepting stores themselves could aid with declines in sales as well.

We also know that the closure of stores with higher access to healthy foods would negatively impact communities that rely on those stores to have a nutritious diet. Because of this, we recommend that those stores with full or good access (i.e. have many healthy food options) as seen with CIFTR data should be prioritized for these types of efforts..

Learning from Other Work Assistance Approaches

Other states have strengthened programs for work assistance to alleviate the impact of the new SNAP work requirements. These programs, highlighted by an article from the National Governors Association, could give guidance to our county on how we can similarly proceed.

In Utah, they have an Integrated "One Door" System where "individuals applying for assistance are connected to employment and training opportunities through a unified intake and assessment process." It "links SNAP Employment and Training (E&T), employment counselors, and eligibility staff through connected systems that allow participation to be tracked and case managed across programs."

In Illinois, they scaled the SNAP E&T programs to meet demand, connected SNAP participants to employment and training opportunities, brought together state agencies, workforce boards, community organizations and philanthropy to help people meet work

requirements, mapped existing workforce programs with additional capacity, and brought in additional state and locally funded programs into SNAP E&T to access federal reimbursement (National Governors Association, 2026).

Overall, these two states provide evidence-based strategies to help more people who lost SNAP eligibility to get their needed work requirements. We also want to highlight that those losing SNAP due to work requirements should be given aid finding volunteering opportunities as this would benefit the community and allow people to receive SNAP.

Limitations

We identified several limitations in our work. First, we only visited stores located in areas with high SNAP participation, and we were unable to interview many store staff because they were often unavailable due to work responsibilities. Additionally, we gathered perspectives on the SNAP user experience primarily from neighbors at food banks and food pantries. These sampling methods as well as the small sample size may have introduced selection bias and limit the generalizability of our findings to all SNAP participants, food retailers, and communities across Cuyahoga County.

Second, we conducted most interviews within a short timeframe to minimize disruption to store operations and food pantry services. As a result, participants may not have had sufficient time to provide detailed responses, potentially limiting the depth of the data collected.

Next, we were only able to collect data at a single timepoint at the beginning of the implementation of the new SNAP changes. With time, we expect the effects of the SNAP changes to increase, but given the short turnaround of our project, we were only able to collect this early data. Things like limited awareness of changes may have been due to the recency of the changes.

Finally, our recommendations should be viewed as preliminary. Additional discussion with Cuyahoga County, the Cuyahoga County Hunger Response Team, community organizations, retailers, and individuals with lived experience will be important to assess the feasibility, acceptability, and resource requirements for implementation.

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About the Authors



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Updated SNAP Work Requirement Flyer

SNAP Work Requirement Exemptions

If you meet any of these exemptions, SNAP Work Requirements do not apply. Also, individuals aged 60–64 with a General exemption other than age are now exempt from the ABA time limit.



Exemption Criteria	18–64
Pregnant	
Assistance group includes a child under 14	
Indian, Urban Indian, or California Indian	
Physically or Mentally unfit for employment	
Caring for an incapacitated person	
Applying for or receiving Unemployment Compensation	
Participation in drug/alcohol treatment program	
Enrolled in school/training half-time or more	
Working 30 hrs/week (or equivalent pay)	

Don't Meet an Exemption? Then You Are Considered Work Required



Limited to receiving SNAP benefits for 3 months in a 3-year period unless you complete and document at least 20 hours per week (80 hours/month) of a work activity.
Approved work activities include:

- ✓ **Paid Employment** (<https://greaterclevelandworks.org/>)
- ✓ **Qualified training, such as the voluntary SNAP Employment and Training Program**
- ✓ **Community Service /Unpaid work** (<https://greaterclevelandvolunteers.org/>)**



****You must use the ABA Verification of Unpaid Hours (Form 7410) to document unpaid work hours for the work requirement. Find it on our website at <https://www.odjfs.state.oh.us/forms/> by searching "7410" or "ABA Verification of Unpaid Hours".**



Dept. of Health and Human Services
Cuyahoga Job and Family Services

Visit [our website](#) to learn more about SNAP Work Requirements



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Old SNAP Work Requirement Flyer

SNAP Work Requirement Exemptions

Exemption Criteria	18-59	60-64
If you meet one of these exemptions, SNAP Work Requirements do not apply to you.		
Pregnant	✓	✓
Assistance group includes a child under 14	✓	✓
Indian, Urban Indian, or California Indian	✓	✓
Physically or Mentally unfit for employment	✓	✓
Caring for an incapacitated person	✓	✗
Applying for or receiving Unemployment Compensation	✓	✗
Participation in drug/alcohol treatment program	✓	✗
Enrolled in school/training half-time or more	✓	✗
Working 30 hrs/week (or equivalent pay)	✓	✗

Don't Meet an Exemption? Then You Are Considered Work Required



Limited to receiving SNAP benefits for 3 months in a 3-year period unless you complete and document at least 20 hours per week (80 hours/month) of a work activity.
Approved work activities include:

- ✓ **Paid Employment**
- ✓ **Qualified training, such as the voluntary SNAP Employment and Training Program.**
- ✓ **Community Service (Unpaid work)****



You must use the ABA Verification of Unpaid Hours (Form 7410) to document unpaid work hours for the work requirement. Find it on our website at <https://www.ohio.gov/forms> by searching "7410" or "ABA Verification of Unpaid Hours".



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Other Distributed Flyers

PUBLIC BENEFIT ACCESS OPTIONS

There are many options to apply for benefits and manage your case.



Self-Service Portal

Visit www.benefits.ohio.gov

- Apply for food, medical, cash, and child care assistance
- Upload documents
- Report changes
- Submit SNAP Interim Reports

Note: If you have an existing public benefits case and are new to the self-service portal, you will need to link your case in order to access it. You must have your case number to complete the process.



Fax

Applications for benefits and verifications can be faxed using one of the fax number options below. All fax numbers are routed to our mail imaging processing department.

- (216) 987-7700
- (216) 881-4416
- Long-Term Care (216) 987-7016
- (216) 391-5122
- (216) 635-2924
- PRC (216) 987-8655
- (216) 961-2630
- (216) 987-8487



Secure Drop Boxes

Cuyahoga Job and Family Services locations have Safe and Secure Drop Boxes that are accessible to submit documents such as applications and verifications.

- Virgil E. Brown - 1641 Payne Ave.
- Westshore - 9830 Lorain Ave.
- Quincy Place - 8111 Quincy Ave.
- Jane Edna Hunter - 3955 Euclid Ave.

Accessible Drop-box outside of the Virgil E. Brown building is available 24/7



Local Libraries

Applications and verifications can be submitted with the help of Public Benefit Community Navigators. Limited applications and other materials are available to residents at any branch of these local libraries:

- Cuyahoga County Public Library
- Cleveland Public Library
- Shaker Heights Public Library

Please see a Public Benefits Community Navigator if you have any questions.



Phone

Call the Eligibility Contact Center at 1-844-640-OHIO (6446) Monday through Friday, 8:00 AM to 4:00 PM.

- Apply for food, medical, cash, and child care assistance
- Check benefit status using automated system anytime
- Sign up for text alerts anytime

***When submitting verifications please include your name, case number or last 4-digits of SSN, date of birth, and current phone number.**



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Department of Health and Human Services



FOOD RESOURCES IN CUYAHOGA COUNTY

CALL THE UNITED WAY 2-1-1

This 24-7 phone line is open to find food pantries, shelters and other help or use their online chat at 211oh.org

CUYAHOGA COUNTY HUNGER RESPONSE TEAM



cuyahogacounty.gov/HRT

SCAN HERE



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[illegible]

v. 6/11/2026

[Date] Date: _____

[Time] Time: _____ AM/PM (Target: Tue–Thu, 9:30–11:30 AM or 1:30–3:30 PM)

[Interviewer] Interviewer Name: _____

[PantryName] Pantry Name: _____

[PantryAddress] PantryAddress: _____

[PantryZip] Pantry Zip Code (Circle One): 44111 | 44109 | 44102 | 44104 | 44105 | Other: _____

(Optional/As permitted by store environment)

Hi, I'm [name] from Case Western Reserve University working with the Cuyahoga County Hunger Response Team. Do you have a minute to answer a few questions about the new SNAP guideline? This will take less than 5 minutes.

[illegible]

[Concerns] Are you or others in your family worried about losing SNAP benefits due to these changes?	1-Not at all 2-Somewhat 3-A lot	1-Not at all 2-Somewhat 3-A lot	1-Not at all 2-Somewhat 3-A lot	1-Not at all 2-Somewhat 3-A lot	1-Not at all 2-Somewhat 3-A lot	1-Not at all 2-Somewhat 3-A lot	1-Not at all 2-Somewhat 3-A lot	1-Not at all 2-Somewhat 3-A lot	1-Not at all 2-Somewhat 3-A lot	1-Not at all 2-Somewhat 3-A lot
[Effect] If benefits drop, what effect will it have on you or others in your family or community										
[Resources] What information or resources would be helpful as you or others experience changes related to SNAP benefits?										

[illegible]

Are you interested in signing up to connect with others focused on making sure everyone has access to foods needed for holistic health? (Collect contact info below if Yes)	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No
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Customer Connection Sign-Up List

For customers who answered "Yes" to connecting with others.

1. **Name:** _____ **Phone:** _____ **Email:** _____
2. **Name:** _____ **Phone:** _____ **Email:** _____
3. **Name:** _____ **Phone:** _____ **Email:** _____
4. **Name:** _____ **Phone:** _____ **Email:** _____
5. **Name:** _____ **Phone:** _____ **Email:** _____
6. **Name:** _____ **Phone:** _____ **Email:** _____
7. **Name:** _____ **Phone:** _____ **Email:** _____
8. **Name:** _____ **Phone:** _____ **Email:** _____
9. **Name:** _____ **Phone:** _____ **Email:** _____
10. **Name:** _____ **Phone:** _____ **Email:** _____

Store Interview Guides

Community Food Access Data Collection Tool (v 2)

v. 6/11/2026

Part 1: Site Visit Checklist (Field Guide)

To be filled out during or immediately following each store visit.

Store & Visit Profile (Complete prior to visit)

[Date] Date: _____

[Time] Time: _____ AM/PM (Target: Tue–Thu, 9:30–11:30 AM or 1:30–3:30 PM)

[Interviewer] Interviewer Name: _____

[StoreName] Store Name: _____

[StoreAddress] Store Address: _____

[StoreZip] Store Zip Code (Circle One): 44111 | 44109 | 44102 | 44104 | 44105 | Other: _____

[StoreType] Store Type (Circle One): 1-Grocery Store | 2-Supermarket | 3-Super Store | 4-Farmers Market | 5-Specialty Store | 6-Corner Store

Key Tasks

Step 5: Sharing Materials (1 min)

- ___ Left copies of the SNAP Work Requirements Exemption Flyer.
- ___ Left copies of the Hunger Response Team Food Resource Flyer.
- ___ Left contact info for follow-up: maryannswetlandcenter@case.edu.
- ___ Asked if anyone wants to join the list for follow-up information.
- ___ Shared Congressional Contact List (only if requested)

On-Site Questions

Use this space to log any questions asked by the store owner/staff that require a follow-up call or email.

Questions Asked & Answered

Follow-Up Needed? ___Yes ___No

If yes, questions Requiring Following

Part 2: Qualitative Data Collection Form

Record observations and explicit stakeholder feedback below.

The next questions will help the County better respond to changes in the SNAP guidelines. In late July, we will be sharing a summary of information learned from about 60 stores. This information will guide future actions within the county to reduce customer and store burdens related to the new SNAP changes. I'll be recording your feedback to include in the summary. I will not be sharing who said what – we'll create a summary of all feedback.

Section A: Store Owner / Manager Interview

Respondent Name / Title: _____

1. [MFirstHear] How did you first hear about the changes in SNAP guidelines?

- 1-Did not know before today
- 2-News
- 3-Social media
- 4-Government
- 5-Corporate
- 6-Other: _____

2. [MUnclear] Are there areas in the new SNAP guidelines that remain unclear to you?

- 1-No
- 2-Don't know
- 3-Yes, please specify:

3. [MSales] How have the new SNAP guidelines had an impact on your monthly sales and bottom line?

___ 1-Low/No Impact ___ 2-Moderate Impact ___ 3-Severe Impact ___ 4-Don't know

[MSalesNotes] Notes on bottom line.

4. [MPatterns] Have you noticed any changes in customer shopping patterns since the new SNAP rules too effect?

1-No changes

Only Record if mentioned: (circle) - Missing means not mentioned.

Fresh Fruits and Vegetables	3-More	2-About the Same	1-Less
Meats	3-More	2-About the Same	1-Less
Specialty Items	3-More	2-About the Same	1-Less
Canned Goods (e.g., beans, produce, tuna)	3-More	2-About the Same	1-Less
Frozen Foods	3-More	2-About the Same	1-Less
Boxed Foods (e.g., cereal, packaged meal)	3-More	2-About the Same	1-Less
Beverages	3-More	2-About the Same	1-Less
Snack Foods	3-More	2-About the Same	1-Less
Sugary Items	3-More	2-About the Same	1-Less
Other:	3-More	2-About the Same	1-Less
General Trends	3-More	2-About the Same	1-Less
Name Brand Products	3-More	2-About the Same	1-Less

5. [MOrdering] How, if at all, do these changes influence your supplier and ordering plans?

1-No Changes

6. [MAffected] What do you want your County leaders to know about how SNAP changes have affected your store?

7. [MSupport] What County support would help your store the most right now? (Do not read examples aloud unless they are stuck).

Other ideas suggested by owner.

[MSupportIdeas] Check if relevant (updated weekly based on trends)

☐ 1-Police or security support ☐ 2-Anything to lower food costs
☐ 3-Better communication about changes

8. [MDisplay] Willingness to display signs or hand out flyers at the cash register or other place in the store?

☐ 1-Yes ☐ 2-No ☐ 3-Maybe (Needs approval/further review) ☐ 4-Don't know

[MNotes] NOTES

Section B: Retail Staff / Cashier Interview

Respondent Role: _____

Hi, I'm [insert name] from Case Western Reserve University working in partnership with the Cuyahoga County Hunger Response Team. I have a few questions for you to help the County better respond to changes in the SNAP guidelines. In late July, we will be sharing a summary of information learned from about 60 stores. This information will guide future actions within the county to reduce customer and store burdens related to the new SNAP changes. I'll be recording your feedback to include in the summary. I will not be sharing who said what – we'll create a summary of all feedback.

1. [CFirstHear] How did you first hear about the changes in SNAP guidelines? If not aware, briefly review the flyer.

___ Not aware prior to today

2. [CConcerns] What concerns do you have about the changes in SNAP guidelines?

___ 1- Stealing ___ 2- People's ability to eat ___ 3- None ___ 4- Other, specify

3. [CCustInput] Over the past month or so, what are customers saying at the register about food costs or their SNAP benefits lately?

___ 1- Food costs too high ___ 2- Overall dissatisfaction with SNAP

___ 3- SNAP Confusion ___ 4- Other, specify

4. [CEBT] Are you noticing more EBT cards being declined or running out of funds?

___ Yes, frequently ___ Yes, somewhat ___ No ___ Unsure

6. [CPatterns] Have you noticed any changes in customer shopping patterns since the new SNAP rules took effect?

1-No changes

Only Record if mentioned: (circle) - Missing means not mentioned.

Fresh Fruits and Vegetables	3-More	2-About the Same	1-Less
Meats	3-More	2-About the Same	1-Less
Specialty Items	3-More	2-About the Same	1-Less
Canned Goods (e.g., beans, produce, tuna)	3-More	2-About the Same	1-Less
Frozen Foods	3-More	2-About the Same	1-Less
Boxed Foods (e.g., cereal, packaged meal)	3-More	2-About the Same	1-Less
Beverages	3-More	2-About the Same	1-Less
Snack Foods	3-More	2-About the Same	1-Less
Sugary Items	3-More	2-About the Same	1-Less
Other:	3-More	2-About the Same	1-Less
General Trends	3-More	2-About the Same	1-Less
Name Brand Products	3-More	2-About the Same	1-Less

7. [CSupport] Is there anything your County officials can provide that would help as you are interacting with SNAP customers now that the new SNAP guidelines are in effect?

[CSupportIdeas] Check if relevant (updated weekly based on trends)

___ 1-Police or security support ___ 2-Anything to lower food costs
___ 3-Better communication about changes

NOTES