



## **Muni Lot/Community Resource Center FAQs**

### **Why is the Greater Cleveland Food Bank stopping drive thru distributions in the City of Cleveland Muni Lot?**

The drive-thru Muni Lot Distribution began in April 2020 as a short-term response to the pandemic. When we first started the distributions, 300 of our 1,000+ partner agencies had temporarily closed due to health concerns, and we had hands-on support from the Ohio National Guard as well as additional food and funding from the state and federal governments. It was not intended to be a long-term solution to end hunger. Since then, our partners have reopened and they are ready to provide service, and we have also opened a new community resource center, with service 5+ days a week. The Food Bank continues to adapt to what works best for our neighbors in need.

***The last drive-thru Muni Lot distribution will be Thursday, December 21<sup>st</sup>, 2023.***

### **Where can I go to get food now?**

Neighbors in need can continue to access our more than 1000+ partner agencies for food assistance, spread across our six-county service area. People looking for assistance can call the Food Bank's Help Center at 216-738-2067 or go to our website at <https://www.greaterclevelandfoodbank.org/get-help/find-food> to find a location near you.

Additionally, the Food Bank recently opened its new Community Resource Center, with an on-site healthy choice market open multiple days a week with evening and weekend hours. This means less driving, more options, and a traditional (but free) shopping experience for our income eligible neighbors. To learn more about the GCFB's Community Resource Center, please visit [www.GreaterClevelandFoodBank.org/CommunityResourceCenter](http://www.GreaterClevelandFoodBank.org/CommunityResourceCenter).

### **What is the Community Resource Center at South Waterloo?**

The Community Resource Center is a one-stop shop for neighbors seeking access to food and other important resources such as help with housing, healthcare, and employment. In addition to a healthy-choice market, the Community Resource Center will house 15+ social service agencies who can connect people to other resources with a goal to help people become more food secure. To learn more about the GCFB's Community Resource Center, please visit [www.GreaterClevelandFoodBank.org/CommunityResourceCenter](http://www.GreaterClevelandFoodBank.org/CommunityResourceCenter).

### **Where is the Community Resource Center located?**

The address of the GCFB's Community Resource Center is 15500 S. Waterloo Rd, Cleveland, 44110 – just 10 minutes or miles away from the Muni Lot.

### **Is the Community Resource Center located along a bus route?**

Yes, there is a bus stop at the corner of E. 152<sup>nd</sup> Street and Waterloo Rd, just to the West of the Social Security office (Blue Line #37 Hayden – E. 185<sup>th</sup>).

**When is the Community Resource Center open?**

Building hours are:

Monday: 8:30-5:00

Tuesday: 8:30-5:00

Wednesday: 8:30-7:00

Thursday: 8:30-7:00

Friday: 8:30-5:00

2<sup>nd</sup> and 4<sup>th</sup> Saturday: 8:30 – 12:00

**When is the Market at the Community Resource Center open?**

The Community Resource Center's healthy-choice market opened November 2<sup>nd</sup>. Its weekly shopping hours are:

Monday: 12 p.m. – 4 p.m.

Tuesday: 10 a.m. – 1 p.m.

Wednesday: 1 p.m. – 7 p.m.

Thursday: 4 p.m. – 7 p.m.

Friday: 9 a.m. – 12 p.m.

2<sup>nd</sup> and 4<sup>th</sup> Saturdays: 9 a.m. – 12 p.m.

Please be patient as everyone gets used to the new format and shopping process. Hours are subject to change.

**Who are the other partners co-located at the Community Resource Center and when can I access their services?**

We are pleased to share that the following non-profits and service providers are co-located at the Community Resource Center: MetroHealth, United Way-211, Shoes and Clothes for Kids, Benjamin Rose, Ohio Means Jobs, Cuyahoga Community College, Family Connections, Future Plans, College Now, Toward Employment, MAGNET, CHN Housing Partners, Legal Aid, Cuyahoga County Health and Human Services, and The Diaper Bank.

Many partners have moved in and neighbors are able to access their services now. Some partners have not moved in yet and will be available soon. All partners will be ready to serve the community by end of January 2024. To learn more about the GCFB's Community Resource Center, please visit

[www.GreaterClevelandFoodBank.org/CommunityResourceCenter](http://www.GreaterClevelandFoodBank.org/CommunityResourceCenter).

**What can I expect when I visit the healthy-choice market?**

The healthy-choice market will feature a guided grocery store experience. Our neighbors are encouraged to browse the aisles and choose which items that they and their families like best.

Shopping the healthy-choice market feels more like shopping at a traditional grocery store than waiting at a drive-thru distribution.

### **Why focus on local pantries and markets?**

Today, we can serve more people, more efficiently through the Food Bank's new Community Resource Center (CRC) and our 1000+ program partners. By shifting our resources from the muni-lot drive-thru distribution and focusing on our partners and the CRC, we can make the best use of our food, funds and volunteers to feed our hungry neighbors.

Investing in our program partners means less driving for our neighbors. The Food Bank will continue to spread the word on our partner network and make our neighbors aware of options that may be closer to home. This will mean less time in the car and ultimately, lower gas cost for many.

The Greater Cleveland Food Bank will continue to support our program partners and build their capacity. The new Community Resource Center is an additional healthy-choice market serving our neighbors in need.

### **I prefer a drive-thru style pantry. Where can I go for that service now?**

Please call our Help Center at 216-738-2067. Some of our food pantry partners across our 6-county service area may still offer drive-thru style distributions, and our Help Center team can connect you to one near you.

### **How Can I Volunteer?**

We need volunteers for many different things but our most urgent need is to assist our neighbors at the new Community Resource Center. Volunteers will help our neighbors shop and choose items as they move through the healthy-choice market, as well as stock the shelves and help with other assignments. To sign up go to [www.GreaterClevelandFoodBank.org/volunteer](http://www.GreaterClevelandFoodBank.org/volunteer) and look for the CRC Healthy Choice Market option to see available dates.

### **Is the Euclid Neighborhood Pantry closing?**

We transitioned services at our Euclid Neighborhood Pantry operation to our much larger healthy-choice market at the Community Resource Center, just eight minutes away at 15500 South Waterloo Road. This means that we can provide more free nutritious food to more individuals. The last day of service at the Euclid Pantry was October 30, 2023 and the first day of service at the Community Resource Center was November 2, 2023.

The Greater Cleveland Food Bank's Partner Distribution Hub, located at 13815 Coit Rd, will remain open and continue to supply food to our 1,000+ program partners across our six-county service area. No direct service to neighbors in need is available at this location.

### **What other assistance is available?**

If you qualify to shop at a food pantry or at the GCFB's Community Resource Center Market, you might also qualify for other assistance programs such as SNAP, Medicaid, WIC, and/or special food boxes for seniors. We strongly encourage neighbors to call our Help Center at 216-738-2067 to discuss options with our Help Center team.