Lessons for RI from the Providence SNAP Delivery Pilot:
How to increase access to healthy food for Rhode Islanders in need
PROBLEM
SNAP participants are unable to order groceries online, pay with their EBT cards and have the groceries delivered to their homes.

INTERVENTION
The Providence SNAP Delivery pilot

OBJECTIVES
- Enable safe, effective, affordable food access for SNAP participants
- Measure, evaluate, and report on outcomes
- Recommend measures for scaling and policy-based solutions
● 501(c)(3) Food Access non-profit
● USDA-approved SNAP/EBT Retailer
● Home-delivery partner for RI Community Food Bank

IG: @cartwheel401 • www.cartwheelri.org
SNAP PILOT PROGRAM SETUP

Supermarket Collaboration

Order Form Preparation
SNAP PILOT OPERATIONS

Grocery Delivery
CARTWHEELRI x Supermarket

CLICK HERE TO ORDER
This pilot program offers free delivery of weekly groceries to select Providence households enrolled in the Supplemental Nutrition

Ordering
Delivery
# Pilot Outcomes & Findings

<table>
<thead>
<tr>
<th>Cartwheel Data Metric</th>
<th>Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of completed deliveries</td>
<td>53</td>
</tr>
<tr>
<td>Total SNAP funds spent by project participants</td>
<td>$2,384</td>
</tr>
<tr>
<td>Average SNAP dollars used per order</td>
<td>$44.16</td>
</tr>
<tr>
<td>Number of households that completed intake survey</td>
<td>21</td>
</tr>
<tr>
<td>Number of individuals involved in intake survey</td>
<td>42</td>
</tr>
<tr>
<td>Number of ZIP codes served</td>
<td>5</td>
</tr>
</tbody>
</table>
100% of program participants said the program helped them feel & stay safe.

87.5% said the program made it a lot easier for them to buy food and fresh fruits and vegetables.

12.5% said the program made it a little easier.

What they liked most was...

+ Being able to use their EBT cards to pay for food that was delivered to their homes
+ Not having to pay for delivery
+ Ease of ordering
+ Not having to leave their homes to shop for food
PARTICIPANT OUTCOMES & RESPONSES

FOOD INSECURITY QUESTION #1

“You worried that food would run out before you had money to buy more. How often was that true?”

<table>
<thead>
<tr>
<th>Response</th>
<th>Pre-intervention</th>
<th>Post-intervention</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Response</td>
<td>7.7%</td>
<td>15.4%</td>
</tr>
<tr>
<td>Often True</td>
<td>46.2%</td>
<td>38.5%</td>
</tr>
<tr>
<td>Sometimes True</td>
<td>30.8%</td>
<td>15.4%</td>
</tr>
<tr>
<td>Never True</td>
<td>15.4%</td>
<td>46.2%</td>
</tr>
</tbody>
</table>
PARTICIPANT OUTCOMES & RESPONSES

FOOD INSECURITY QUESTION #2

“The food you bought just didn’t last and you didn’t have money to buy more. How often was that true?”
“I like that I had the time to look to think about what I want, and what I want to spend, so that I don’t have to go to the cashier and deal with that in the pandemic.”
–Marysabel, retired CNA

“Between 1-10, I’d give it a 9 or 10. I’d recommend it to my brother, and lots of other people. It’s so helpful if you don’t drive…and you have the choice of what you want.”
–Nathaniel, homebound United States military veteran

“It was great. Especially in times when my car wasn't working, things were really hard. I have three kids, so it was really helpful. And the people, they were so respectful.”
–Carmen, working single mom
KEY TAKEAWAYS

There is a **time-urgent need** for a statewide network of food ordering/delivery systems for homebound residents that allows SNAP participants to shop using their EBT cards.

SNAP participants, especially seniors, **need to speak with a ‘live person’** to help them order food using their EBT cards and access SNAP benefits as many lack the necessary skills and/or equipment to navigate complex, online-ordering and enrollment portals.

It is **more cost-effective** to provide support and technical assistance to food retailers with existing online ordering/delivery systems to help them accept EBT payments rather than creating duplicative systems.

Small, local stores and bodegas that carry culturally-desirable ethnic foods need to be **part of the solution**—increasing their capacity to accept online EBT payments and provide home grocery delivery will also **spur significant growth in local food economies**.

We must also consider the needs of undocumented individuals in our planning efforts, because they are often the population groups in greatest need. **Food stamps are available only to U.S. citizens and limited categories of lawfully residing immigrants.**
Establish and sustain a statewide, dedicated help line for SNAP participants to assist them in ordering food and accessing benefits.

Provide funding to cover the cost of home grocery delivery for SNAP participants.

Establish and sustain a technical assistance program to assist food retailers in becoming federally-approved SNAP retailers who can accept online EBT payments.

Create a full/part-time position in Commerce to work with local businesses to address barriers and create innovative solutions.