



June 19, 2020

This message is being sent to all members of the Central Texas Food Bank Partner Agency network.

July Food Bank Closure

The Food Bank will be closed on Friday, July 3 in observance of Independence Day. There will be no pick-ups, deliveries, or shop-for on this day. This closure will affect the ordering deadlines for agencies who wish to pick up or receive delivery on **Monday, July 6 and Tuesday, July 7.** Below are the ordering windows for these specific days:

If you are picking up or receiving delivery on:	Your ordering window opens on:	Your order is due by:
Monday, July 6	Tuesday, June 30 at 10:00 a.m.	Wednesday, July 1 at 9:00 a.m.
Tuesday, July 7	Wednesday, July 1 at 10:00 a.m.	Thursday, July 2 at 9:00 a.m.

Special Announcements:

Save the Date: June 27, Onetime Ordering/Pick-Up Opportunity

CTFB is hosting a special weekend pick-up opportunity for agencies on June 27.

Appointment spots are limited and requests are accepted on a first-come, first-served

basis. Please stay tuned for more details in our email blast coming at the beginning of next week.

Network Pulse Survey #2

Thank you to everyone who completed our second Network Pulse Survey. We had a great response rate and are looking forward to sharing the highlights from the results with you soon.

May Handling Fee Credits! – Reminder

This is a friendly reminder that, as announced two weeks ago, CTFB is helping to offset the cost of meeting the increase in demand across our entire Central Texas hunger relief network. You should now see a credit on your account for 90% of the handling fees that your agency accrued in May.

Thank you for all of your hard work! We hope this extra support helps to ensure you can maximize your resources and continue to get the inventory you need to serve the community during this time of increased need. If you have any questions about this credit, please reach out to your relationship manager or call us on our Agency Hotline at (512) 684-2503.

Partner Resources:

Free Masks

The HHS Partnership Center is supporting HHS and FEMA's efforts to make face coverings widely available in order to limit the spread of COVID-19. The face coverings, produced and delivered in partnership with USPS and the National Council of Textile Organizations, are being made available to community-based organizations at no cost (and while supplies last). Click [here](#) for more information on how to order.

Stimulus Payments – Client Resource

Does your agency work with clients who are unbanked, or those that are experiencing homelessness? These clients may not have yet received the Economic Impact Payment that they may qualify for and the IRS wants your help to reach them. Please see [this flyer](#) for more information.

Reporting Tip!

How to report 'other' Agency Pounds Distributed

Some agencies are working directly with vendors to received food through the FFCRA,

CARES, and/or CFAP programs. Please remember to track and report these pounds under the “other pounds” section of the monthly report. Estimating the poundage is OK if you are not able to weigh everything. As a refresher, below is a helpful chart on what should or shouldn’t be included in your ‘other pounds’ totals each month. Still have questions? Give us a call on the Agency Hotline at (512) 684-2503.

INCLUDE	EXCLUDE
<ul style="list-style-type: none"> • Donations from the public, made directly to your agency or collected through local food drives not organized by the CTFB • Donations from retailers that are not organized through the CTFB as part of agency retail pick-up • Purchases by your agency • Produce from your agency’s garden • FFCRA, CARES or CFAP product that was sent directly to you from a vendor – not delivered by CTFB 	<ul style="list-style-type: none"> • Non-food items • Orders placed by your agency • Products picked up in the Shop-For area • Donations received through agency retail pick-up, which is tracked through MealConnect • Just in Time deliveries from the CTFB • Product left over from a CTFB Mobile Pantry • Produce picked up at a CTFB produce container, which is noted on your agency’s account through a report from the host agency • Relief provided by the food bank in response to a disaster • Items from any program run by the food bank, including: <ul style="list-style-type: none"> ○ Mobile Food Pantry ○ Fresh Food for Families (FFFF) ○ Healthy Options Program for the Elderly (HOPE) ○ Commodity Supplemental Food Program (CSFP) ○ Kids Café ○ Summer Food Service Program (SFSP) ○ Backpack

Pick-Up Procedures Reminder

All partners must wear a protective face covering when picking-up orders onsite at the Central Texas Food Bank or at your local regional delivery site. For pick-ups onsite at CTFB, one person is allowed to come inside the facility to sign-in for your organization at a time & must immediately exit to wait for your order to be pulled. This means partners have no access to the breakroom and limited/emergency-only access to restrooms. If you have any questions, email us at agencies@centraltexasfoodbank.org or call our hotline at (512) 684 – 2503.

General Reminders

We want to know if your distribution has changed (or is going to change) due to COVID-19. If you’re closing, re-opening, adjusting hours, or modifying your distribution model, please reach out to your Agency Relations Specialist with that updated information or share it via email at agencies@centraltexasfoodbank.org or our partner agency hotline by calling [\(512\) 684-2503](tel:5126842503).

CONTACT THE TEAM

512.684.2503 | agencies@centraltexasfoodbank.org

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