



August 21, 2020

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

Special Announcement: July Handling Fee Credits

We are pleased to announce that, again, we are able to provide partial credits to all Partner Agencies for handling fees accrued in the previous month. You should now see reflected on your account that 40% of handling fees from July have been credited back to your agency. Your dedication to continuing to meet the increase in demand is inspiring to all of us at the Central Texas Food Bank and we are grateful for your partnership. Please reach out to your relationship manager if you have any questions about your agency account. Thank you!

Reminders:

Partner Agency Network Check-In on August 28 at 11:00 a.m.

You're invited to participate in a network-wide check-in on August 28th from 11:00am-12:00pm with Central Texas Food Bank President & CEO, Derrick Chubbs. The work we do together is critical, now more than ever, and we know it's important to share information and hear from our core partners about how we're all responding to the increase in demand for our services.

Ahead of this call we want your input on what topics and questions you'd like discussed during our check-in. Please submit questions using the online form linked below by noon on August 21st. [Submit questions online here.](#)

Webinar Event Information:

Friday, August 28, 2020

11:00 a.m. – 12:00 p.m.

Click to join

online: <https://zoom.us/j/98120287910?pwd=QWIVaHRic294THFPN1dKMjdZdENUUT09>

Or

Number to join via phone: +1 (346) 248-7799

Webinar ID: 981 2028 7910

Passcode: 720854

Labor Day Closure: Monday, September 7

CTFB will be closed on Monday, September 7 in observation of the Labor Day holiday. There will be no pick-ups, deliveries, or shop-for on that day and the closure could possibly impact your organization’s ordering window. Please see the chart below for more details, or contact your relationship manager if you would like to request a reschedule or have questions specific to your agency.

If you are picking up or receiving delivery on:	Your ordering window opens on:	Your order is due by:
Tuesday, Sept 8	Wednesday, Sept 2 at 10:00 a.m.	Thursday, Sept 3 at 9:00 a.m.
Wednesday, Sept 9	Thursday, Sept 3 at 10:00 a.m.	Friday, Sept 4 at 9:00 a.m.

Annual Inventory Closure Announcement: Monday, September 28—Wednesday, September 30

Mark your calendars! We want your organization to have ample time to prepare for CTFB’s annual inventory closure. In order to conduct our annual inventory, CTFB will be closed from Monday September 28 – Wednesday September 30. This means there will be no pick-ups, deliveries, or shop-for during this time.

Annual inventory is an important process that allows us to ensure our tracking systems

are as accurate as possible in order to reduce future errors on orders. If your organization will be in need of a rescheduled pick-up during this closure, please reach out early to your relationship manager to see what may be possible. Reschedule spots will be limited and are available first-come, first-served. More information about how this will impact ordering windows will be available soon.

Partner Resources:

TEFAP Signature Waiver Extended

The Texas Department of Agriculture has, yet again, extended the waiver regarding TEFAP intake form signatures. No signature is being required through the end of October 2020. The updated intake sheets can be found online [here](#) and in the [Resource Center](#) section of the Agencies page on the CTFB website. Please reach out to your relationship manager if you have any questions about this waiver extension or about anything regarding the TEFAP intake process.

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.

Remember, we will be sharing COVID-19 resources for partners and our most updated communications on our website here: <https://www.centraltexasfoodbank.org/agencies>

CONTACT THE TEAM

512.684.2503 | agencies@centraltexasfoodbank.org