



*February 26, 2021*

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

**Special Announcement: Handling Fee Credits!**

Last year, CTFB was able to provide the network with financial assistance in the form of handling fee credits from April – September. Over those 6 months we credited partners back between 10%-90% of handling fees, allowing you to stretch your organization’s dollars further to meet the needs of our Central Texas community.

**We are pleased to announce that again this year we are able to provide this support for a limited period of time. This year, from February – June, we will be offering handling fee credits of up to 100%.** The exact percentage to be credited back will be determined at the close of each month based on handling fee volume and CTFB’s financial position at that time.

These credits are made possible because of our ability to collaborate as a network. We are sharing this information in advance in hopes that the extra support will allow you to maximize your resources to serve the community during this time of increased need. Please continue to place orders that are proportional to the number of household your organization aims to serve, this will help ensure that CTFB will have the inventory needed on the shopping list to meet the needs of all of our Partner Agencies. As always, please remember that order fulfillment is subject to inventory availability and CTFB truck capacity.

Water will continue to be offered with no handling fees for the network to access until the water issues are resolved in Central Texas. If you have any questions about your agency’s account or how handling fee credits work, please reach out to your CTFB relationship manager or send us an email at [agencies@centraltexasfoodbank.org](mailto:agencies@centraltexasfoodbank.org).

Thank you for all of your hard work!

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**Holiday Closure:**

The Food Bank will be closed on **Friday, March 19** for the CTFB Spring Holiday. There will be no pick-ups or deliveries on that day. Below are the modifications being made to the ordering schedule as a result of this closure:

<b>If you are picking up or receiving delivery on:</b>	<b>Order Window Opens:</b>	<b>At:</b>	<b>Order Due By:</b>	<b>At:</b>
Monday, Mar. 22	Tuesday, Mar. 16	10:00 a.m.	Wednesday, Mar. 17	9:00 a.m.
Thursday, Mar. 23	Wednesday, Mar. 17	10:00 a.m.	Thursday, Mar. 18	9:00 a.m.

For the most up-to-date closure information, please refer to the [2021 Holiday Guide](#) and the [agencies page](#) of our website. CTFB will post and send out 30 days prior the ordering guidelines for closures so you can plan for your pantry needs.

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**Winter Storm Recovery Resource: SNAP Benefits Replacement**

Texas Health and Human Services Commission (HHSC) received federal approval to automatically provide replacement benefits, for food lost or destroyed due to winter storm Uri, to active SNAP recipients who reside in one of 66 eligible counties. CTFB service territory counties eligible to receive automatic benefit replacement include: Bastrop, Blanco, Burnet, Falls, Gillespie, Llano, San Saba, and Williamson. For a full list of the 66 eligible counties visit the HHS website [here](#). Active SNAP recipients in these counties do not need to do anything to have their benefits replaced.

Residents who do not live in one of the automatically eligible counties have until March 31, 2021 to report SNAP food loss and request replacement benefits. SNAP recipients are encouraged to request their replacement food benefits one of two ways.

1. By calling 2-1-1 and pressing option '2' during business hours, Monday-Friday 9am-6pm.
2. Or, recipients can download and complete the form H1855, Affidavit for Nonreceipt or Destroyed Food Stamp Benefits here: <https://hhs.texas.gov/laws-regulations/forms/1000-1999/form-h1855-affidavit-nonreceipt-or-destroyed-food-stamp-benefits>. Recipients should

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mail the completed form to Health and Human Services Commission, P.O. Box 149027, Austin, TX 78714-9027, or fax it to 1-877-447-2839.

HHSC is encouraging recipients to not go to their local office to request replacement due to the pandemic.

Additionally, federal approval was received to allow SNAP recipients to use their benefits for hot foods and ready-to-eat foods, such as rotisserie chicken or grocery store deli foods at SNAP approved retailers anywhere in the state through March 31st, 2021.

**The CTFB Social Services Team can help SNAP recipients who do not have access to printing the form H1855 by calling 1-855-366-3401, Monday-Friday, 8am-5pm.**

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### **Agency Hours Update**

We want to hear from you. Have your distribution times changed or is your agency closed temporarily for repairs due to last week's winter storms? If you are closing, adjusting hours, or have made any changes to your distributions, please reach out to your CTFB relationship manager to share updated information, or email us at [agencies@centraltexasfoodbank.org](mailto:agencies@centraltexasfoodbank.org).

## CONTACT THE TEAM

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