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Partner Agency Blast

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Announcements



Upcoming Closures

IMPORTANT REMINDER – The food bank will close on Memorial Day Monday, May 30, 2022. This means all regularly scheduled pick-ups and deliveries are cancelled during this time. Below are the modifications being made to the ordering schedule as a result of this closure:

If you are picking up or receiving delivery on:	Your ordering window opens on:	At:	Your order is due on:	At:
Tues., May 31	Wed., May 25	10:15 a.m.	Thurs., May 26	9:00 a.m.
Wed., Jun 1	Thurs., May 26	10:15 a.m.	Fri., May 27	9:00 a.m.

If your organization will be in need of a rescheduled pick-up during this closure, please reach out to your relationship manager to see what may be possible. Reschedule spots will be limited and are available first-come, first-served.

For the most up-to-date closure information, please refer to the [2022 Holiday Guide](#) and the [agencies page](#) of our website.

Share the Great News with CTFB!

Is your agency celebrating an anniversary? An awesome recognition/award on behalf of your community? CTFB would love to hear all about it! Share your wonderful news by filling out [this form](#) for the opportunity to be the Spotlight in our monthly Newsletter. Thank you for all your hard work!

CTFB's Partner Agencies Facebook Group

Partners, are you a member of the Central Texas Food Banks's Partner Agencies Group on Facebook? The Food Bank will occasionally post within this group about new/incoming product, grant opportunities, and general hunger-relief news. This private page is also the perfect place to suggest posts that share ideas, ask questions, and exchange resources.

Since this is a private group, please follow [this link](#) to request to join the group. You will answer a few short questions that will inform the admin that it is safe to allow you into the private group. If you have any questions, please email agencies@centraltexasfoodbank.org.

Important Reminders

Handling Fees Waived Through September 30, 2022

Thanks to the continued community support CTFB has received this year, we are pleased to announce we are able to once again waive handling fees for items on the shopping list for partners starting April 1, 2022 through September 30, 2022. **This means if you are receiving or picking up an order from us on or after April 1, 2022, there will be no handling fees attached to your orders through September 30, 2022. This also means you will receive \$0 handling fee invoices during this time for the food you order.** Please reference [this guideline](#) if you need a reminder on food handling and storage guidelines. If you have any questions about your agency's account, please reach out to your CTFB relationship manager or send us an email at agencies@centraltexasfoodbank.org.

Reminders for Verifying Eligibility and Reporting Service Totals

Partner Agencies must verify participant eligibility by completing an intake form on an annual basis (or every 6 months if eligibility is based on crisis rather than categorical or income criteria).

The TEFAP Signature Waiver expired on 3/31/2022, therefore Partner Agencies need to complete one of the following forms of intake with all neighbors:

- Complete the ["Regular" TEFAP Intake form](#).
- Complete the ["Alternate" TEFAP Intake Form](#) (may be preferred for drive thru models).
- Complete TEFAP Intake in Oasis.
 - Option 1- Electronically enter intake information directly into Oasis.
 - Option 2- Use [Regular Intake Form](#) plus [CTFB Core Supplemental Intake form](#), then transfer data from paper forms into Oasis.
- If your agency wishes to use an intake form specific to your organization, please submit your agency intake form to the [Partner Portal](#) for review and compliance recommendation.

Partner Agencies must report to CTFB the total number of individuals, households, and new households served each month. A household can only be recorded as "new" during their first lifetime visit to your agency – this does not reset each year or eligibility period. Click here for a sample sign in sheet for tracking service totals. Click here for additional instructions on monthly reporting. Please contact the Agency Relations Hotline with any questions: 512-684-2503.

Reminder: Monthly Report Holds

The reports partner agencies submit each month are crucial to the Central Texas Food Bank's mission and here's why:

- To source food accurately. The food sourcing team at CTFB analyze the data from partner agency reports to procure and forecast food

purchases. Accurate monthly reports ensure our shelves are stocked and ready to serve the nutritious food our neighbors need.

- To inform national organizations. The food bank also uses the data from reports to provide cumulative information to the Texas Department of Agriculture, which reports consolidated statewide numbers to the United States Department of Agriculture and to Feeding America. Accurate and timely monthly reports have immediate and larger implications.

We want to remind you of the report hold policy. Monthly reports must be submitted through the online reporting system by the eighth of the following month that is being reported (Example: April's report due by May 8). **If a Partner Agency does not submit their reports by the eighth, they are put on hold and may not place orders until all reports are submitted.**

Once an agency has accrued 4 report holds in a calendar year, the account will automatically be suspended until the first of the following month. The suspension will not be removed until the first of the following month, even after the late report is received. Every late monthly report received after an agency has accrued 4 report holds in a calendar year will automatically be suspended until the first of the following month. Excessive holds in a calendar year may lead to termination. Please let your relationship manager know if you have any questions.

The Agency Services Team is Back On The Road!

Please be on the lookout for communication from an Agency Services team member to schedule an upcoming site visit.

You can reference [this helpful guide](#) for an overview of required documents for Partner Agencies. We will review these documents as part of your annual site review.

We ask that all Partner Agencies submit these documents via our [Partner Portal](#) no later than 5/1/2022, unless you have submitted these items within the last 6 months.

We look forward to seeing you soon!

Contact the Team

512.684.2503 | agencies@centraltexasfoodbank.org

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6500 Metropolis Drive, Austin, TX 78744
