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## Partner Agency Blast 7/15/2022

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### TEFAP Signature Requirement—Updated Policy Guidance

The Texas Department of Agriculture (TDA) has recently removed the signature requirement for household eligibility for USDA Foods. This means that clients are no longer required to provide a signature on the Pantry Intake Form in order to receive food assistance.

TDA will be releasing new intake forms soon in order to reflect this change. As soon as new intake forms are available, the Central Texas Food Bank will provide these forms to Partner Agencies. In the meantime, please continue to use the 2022 Pantry Intake Form but be sure to inform clients that they are not required to sign the form.

Please note, staff/volunteers must still complete and sign the certification section at the bottom of the intake form, and the process for determining eligibility based on categorical, income, or crisis need remains the same.



## Agency Express Access and CTFB Website Issues

CTFB's website experienced some challenges recently for people not being able to access the website or not being able to access webpages fully. We resolved the issue as quickly as we could. However, if in the future, you are using the main CTFB website to access Agency Express for your orders and the website is not being responsive, please use [this direct website](#) for Agency Express as a workaround. **You should bookmark this direct website** in the event there are website challenges in the future so that you always have access to ordering during your order window.

If you also experienced challenges reporting, please use the following direct links in the future:

PA report: <https://centraltexasfoodbank.wufoo.com/forms/partner-agency-monthly-report/>

FFFF report: <https://centraltexasfoodbank.wufoo.com/forms/ffff-program-monthly-report/>

HOPE report: <https://centraltexasfoodbank.wufoo.com/forms/hope-program-monthly-report/>

We apologize for the inconvenience recently. If you are still experiencing any issues, please call our agency hotline; 512-684-2128, so we can troubleshoot and support your efforts.

## Got Veggies?

The Central Texas Food Bank has created opportunities for kids to learn and grow through gardening, by engaging their natural curiosity and wonder through our "Got Veggies?" education video series. These classes are perfect for summertime, or any time! Our fun classes and activities provide opportunities for families or informal groups to learn together, while encouraging love for nature and the environment.

For more information, [visit the Got Veggies webpage here](#). If you have any questions

please contact our garden team, Monday through Friday from 8:00 a.m. to 5:00 p.m. by phone at (512) 282-2111 or email at [gotveggies@centraltexasfoodbank.org](mailto:gotveggies@centraltexasfoodbank.org).

## **Large Quantities of Food and Household Products— Interested Partners**

If your agency has the ability to receive and distribute large amounts of food, including produce and shelf-stable, and household products, we want to know! Please [fill out this form](#) to opt in to receive notifications from CTFB when large quantities of product become available. We will send notifications via email, text, or phone call to inform agencies of available product type and quantity, with a request that agencies respond within a short time frame regarding their ability to receive the product.

- Products may include various sizes and quantities of pallets, totes, boxes, crates, or loose items ranging from five pallets to full truckloads.
- Partner Agencies may need to sort, waste, or organize mixed products prior to distribution to neighbors.
- Items may include perishable items with a short shelf-life, non-perishable items, or household items.
- Items may be picked up at dock appointments or added to deliveries based on operational capacity.
- Partner Agencies may decline product if unable to facilitate timeline or quantity.

To be added to the notification list, [fill out this form today!](#)

## **CTFB Agency Dock Update**

Agencies are now to sign-in at the window area to the left of the dock entrance. We will have signage directing agency staff and volunteers to the new sign-in area.

A few reminders about CTFB Agency Dock Pick-up:

- If you are running late or need to cancel your dock appointment, call the Agency Relations Hotline at 254-684-2503
- Sign in before picking up your order, and sign out after receiving your order
- All agencies must check their order with the invoice prior to leaving the Food Bank
- Arrive no earlier than 20 minutes before your scheduled pick-up
- Food, drinks and electronic devices are prohibited
- Closed-toe shoes required (no sandals or flip flops allowed)
- Shop-for items must be boxed separately by category and weighed by Food Bank warehouse staff
- If your agency is located near Belton or Waco, check out the Food Hub Container page to gain similar access to free produce in your area!

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## Contact the Team

512.684.2503 | [agencies@centraltexasfoodbank.org](mailto:agencies@centraltexasfoodbank.org)

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6500 Metropolis Drive, Austin, TX 78744

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