

December Partner Agency Blast

Upcoming Closures

IMPORTANT- The food bank will be closed from Friday, December 23, 2022 through Monday December 26, 2022 for the Winter Holiday. 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:
Tue., Dec. 27	Tue., Dec. 20	10:15 a.m.	Wed., Dec. 21	9:00 a.m.
Wed., Dec. 28	Wed., Dec. 21	10:15 a.m.	Thu., Dec. 21	9:00 a.m.
Thu., Dec. 29	Thu., Dec. 22	10:15 a.m.	Tue., Dec. 27	9:00 a.m.

IMPORTANT- The food bank will also be closed from Friday, December 30, 2022 through Monday, January 2, 2023 for the New Year Holiday. 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:
Tue., Jan. 3	Tue., Dec. 27	10:15 a.m.	Wed., Dec. 28	9:00 a.m.
Wed., Jan. 4	Wed., Dec. 28	10:15 a.m.	Thu., Dec. 29	9:00 a.m.
Thu., Jan. 5	Thu., Dec. 29	10:15 a.m.	Tue., Jan. 3	9:00 a.m.

If your organization will be in need of a rescheduled pick-up during these closures, please reach out to agencies@centraltexasfoodbank.org or Agencies Hotline at 512-684-2503 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 [FY23 Holiday Guide](#). All information is also located on the [closure section](#) of the [agencies page](#) on our [website](#).



Thanksgiving Turkey and Holiday Sides Update

We are excited to share news that thanks to wonderful community support, CTFB is cover the cost of Turkeys and holiday sides that Partner Agencies have ordered off t shopping list or those they requested for special distributions through November an December. **CTFB will not be sending invoices for these items.** We are apprecia our community coming together to support families this holiday season!

CTFB Food Supply Chain Convening

In late November, CTFB held a State of Food Supply Chain Convening to discuss the challenges facing food banks and the charitable feeding system across the nation. T the slide deck from that convening, please [click here](#). While there is no one solution

committed to leading short and long-term strategies. Thanks for all who attended and we look forward to future convening opportunities.

Verifying Client Eligibility – Intake

Please remember that Partner Agencies must verify participant eligibility on an annual basis (or every 6 months if eligibility is based on crisis criteria), by completing one of the following forms:

- Regular Intake Form ([English](#); [Spanish](#))
- Alternate Intake Form - may be preferred for drive thru models ([English](#); [Spanish](#))
- Electronic Intake within Oasis
- If your agency wishes to use a form or electronic system specific to your organization, please follow up with the Network Services team to verify that your process is compliant.

Remember to publicly post and/or share the [Participant Rights and Responsibilities](#) form with all participants during the intake process.

Additionally, ensure that all staff and volunteers collecting participant information complete an annual Civil Rights training ([English](#); [Spanish](#)) and submit the certificates to our [Partner Portal](#).

Reusable Plastic Containers and Banana Boxes

One of the necessary items to our sustainability is the ongoing supply of fresh produce offered by our network of donors across the country. The packaging many growers and donors utilize in their supply chains are plastic crates known as Reusable Plastic Containers (RPCs). Your agency plays an essential role in RPC recollections, as these RPCs need to cycle back into the supply chain for reuse. Please continue to return any retail crates (RPCs) to CTFB when picking up your order or receiving delivery. You can see an example of these crates on [this flyer](#).

Banana boxes are also an essential resource that allow us to effectively package food for

our agencies. Please return any banana boxes to the Food Bank at your next dock appointment, or send them back with your delivery driver at the next available opportunity.

Thank you for your support in helping to preserve these essential shared resources.

Partner Agency Policy and Procedures Manual

CTFB has revised our Partner Agency Policy and Procedures Manual. Please find the latest copy [here](#) and on our [website](#). The manual contains an appendix that summarizes all updates.

Contact the Team

512.684.2503 | agencies@centraltexasfoodbank.org

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