



March Partner Agency Newsletter

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Announcement

Thank you to everyone that has taken advantage of our new additional delivery opportunities. For those of you interested, CTFB is offering an additional delivery assorted pallets of produce, bread, frozen proteins, and/or dairy– even if you do not receive delivery currently. Please [fill out the survey here](#) to let us know the best day and time for delivery and choice of products. We can try to get you a “just in time” order ahead of distribution if you do not have the cooler space to store these items. Please note: We will try our best to accommodate each request, however product, delivery window and truck availability may vary. Please note: We will try our best to accommodate each request, however product, delivery window and truck availability may vary.

Spotlight



Order Issue Tracker

The Order Issue Tracker is now live on the CTFB website on our [Agencies webpage](#). Partners should use this link to report incorrect, damaged, spoiled or missing products. This will help us track and address any quality control issues with your feedback!

Submit an Order Issue

Share an issue with an order using this form.

Please use this form to report any issues related to HOPE, CSFP, Partner Agency, or FFFF orders. Issues may include but are not limited to, damaged, spoiled, or missing product.

We recommend using your invoice for the order to fill out this form as we will ask for the item number, quantity, and/or pounds affected. You also have the opportunity to attach pictures of the damaged or spoiled product.

Product in Totes – Reminder

We'd like to send out a reminder on pack sizes for the following items:

(LEFT IMAGE) 16156 Sweet Potatoes 1,250 lb bulk tote

(RIGHT IMAGE) 16157 Potatoes (BULK) 2,000 lb tote

Below are example sizes on what those bulk totes look like, compared to a regular case size.

*please disregard any packaging labels on the below items, these are meant for size comparison only.



LEFT: Sweet Potato TOTE, 1,250 lbs - Versus the usual case size(Can also occasionally come in 3,000).

RIGHT: Most recent Potato TOTE, 2,000 lbs - Versus the usual case size(Can also occasionally come in 3,000).

We do our best to make sure all pack sizes are labeled before items are added to the shopping list, so y'all have a heads up on what exactly you are ordering. If you ever have any questions, please feel free to reach out via agencies@centraltexasfoodbank.org.

HEB Stickers Available

Any Partner Agency who is involved with our Retail Donation program is now able to request HEB stickers to provide to their HEB store. Please contact Maddie Cordovano: mcordovano@centraltexasfoodbank.org for more information or to request stickers with your order.

Policy and Procedures Updates



Updates to CTFB Policy and Procedures Manual

We have recently made changes to our CTFB policy and procedures manual. Please take time to review the new sections in their entirety.

Civil Rights and Programmatic Complaints: CTFB recognizes the difference between a program complaint and a civil right complaint. Civil rights complaints can be filed directly with the Texas Dept. of Agriculture, USDA or with CTFB. Program complaints are filed directly with CTFB. CTFB respects the confidentiality of all parties including Partners. To provide an environment in which all feel safe registering a grievance, complainant

information is not shared, unless otherwise requested by the individual as a partner of complaint resolution.

Grievances against Partner Agencies: The Agency is required to provide a CTFB Agency Grievance Form to any client who requests it ([Programmatic](#) or [Civil Rights](#)). This form can be turned in to CTFB by the client. The procedure for investigating the grievance against the Agency is as follows:

- CTFB must respond to and investigate the client grievance.
- CTFB will notify the Agency, by telephone or visit, of the specific complaint that was received, if deemed appropriate and only for minor issues reported.
- Multiple complaints may result in an unannounced site visit by CTFB to ensure the Agency is operating in accordance with all CTFB guidelines.
- The conclusion of the investigation is at CTFB's sole discretion, and any recommendations will be documented in the Agency's file. The Agency will be notified in writing of the conclusions and any actions taken.
- Complainants have the right to remain anonymous. They can return the form to CTFB directly. This process applies to program participants, applicants, agency staff and volunteers.

Service of Clients: All clients must be served fairly and equitably and at the times posted. If the determination is to serve clients "once per week" then all clients must be served once per week. Clients should be informed of distribution frequency and when a distribution is cancelled for any reason, with at least three days in advance, when possible. **Agencies must post a [Client Bill of Rights](#) and [Agency Bill of Rights](#) in a clearly visible area so clients are aware of their rights.**

Losses and Damages: The Agency will report loss/damage of commodities to Central Texas Food Bank, as Central Texas Food Bank is responsible for filing all loss claims with the USDA regardless of whether the loss occurred at its facility or at the Agency's facility. If the Agency: A. Improperly distributes or uses any TEFAP commodities; B. Causes the loss of or damage to TEFAP commodities through its failure to provide proper storage, care, and handling, including poor or lack of pest control; and/or C. Experiences a loss of TEFAP commodities due to excessive inventory, as determined by Central Texas Food Bank. CTFB will pursue a claim (payable by the Agency) for the value of the lost TEFAP commodities.

Important Reminders

Civil Rights Training Instructions

Civil Rights trainings are due annually. Please obtain a new Civil Rights training certificate if your current one is about to expire. If you, your staff or volunteers are having any issues with the new Civil Rights Training, please [review our Civil Rights Training Instructions here](#).

TEFAP Participant Rights and Responsibilities

TEFAP applicants and participants have rights and responsibilities that are listed in the TEFAP Participant Rights and Responsibilities form. Partner Agencies must make the form available during the application and recertification process. Partner Agencies may read the form to applicants if necessary, or applicants may read it themselves. Partner Agency must provide a copy if requested by the applicant.

Recommendation: Present a laminated copy of the TEFAP Participant Rights and Responsibilities form to each applicant and instruct them to read as part of the application process. Post the form near the intake area and instruct the applicant to review.

Client Eligibility and Application: Categorical vs. Income vs. Household Crisis Eligibility

At the time of the initial application and when reapplying for USDA TEFAP foods annually, clients must agree to provide the following federally required information to determine eligibility: (a) name (b) address (c) number of persons in household (d) the basis for eligibility. A household may be eligible based on annual household income, enrollment in other federal benefits, or household crisis. Partner Agencies may not impose their own eligibility criteria. Partner Agencies must use the Pantry Intake Form or other CTFB-approved intake form in order to qualify all clients for food assistance. Partners using Oasis Insight will complete the Intake Form electronically within the database.

Categorical (Enrollment in Benefits):

A household is automatically (or categorically) eligible for USDA Foods if it currently receives assistance from one of the following programs:

- Supplemental Nutrition Assistance Program (SNAP), formerly Food Stamps

- Temporary Assistance for Needy Families (TANF)
- Supplemental Security Income (SSI)
- National School Lunch Program (NSLP) free or reduced-price meals
- Non-institutional Medicaid

Income Eligibility:

A household is eligible based on income if they have an annual household income at or below 185% of federal poverty guidelines. USDA annually publishes the TEFAP Income Eligibility Guidelines, which contains household qualifying income cut-offs for annual, monthly, and weekly income levels per number of household members. The eligibility guidelines cover the period from July 1 through June 30 of the following year. Current income guidelines and intake forms must be utilized by Partner Agencies by July 1 of each year.

Household Crisis Eligibility:

Clients who are not eligible based on income or enrollment in government benefits are asked to indicate that they are in an emergency need for food on the intake form. If the client indicates that they are in emergency need, they are eligible to receive USDA TEFAP food for up to 6 months. This time frame can be decided by the intake counselor but cannot exceed 6 months per emergency case without TDA approval. If the client does not wish to indicate that they are in an emergency, the client cannot receive USDA TEFAP food. Partner Agencies should use recent invoices to decipher what food product is USDA TEFAP product. In general, ALL clients should receive USDA TEFAP food unless they do not wish to declare they are in emergency need for food.

We are happy to schedule time to train new staff and volunteers on intake. Here to support your agency operations in any way!

Fresh Produce Grading Guidelines

Central Texas Food Bank is excited to offer this [Resource Guide](#) for produce grading standards. This guide provides information on assigning produce expiration dates, storage requirements, and standards for determining what produce items are and are not acceptable based on produce type.

Recipe Database

Looking for a recipe to share with our neighbors? Check out [our recipe database](#) here to find the latest recipes from our amazing nutrition team!

Join our Facebook group

CTFB has a Facebook group for our partners! In this group, we post reminders, donations announcements, answer questions and so much more. The group is intended for our partner agencies to network with one another and have conversation on how to better serve our neighbors. [Join here](#) as well as answer all of the membership questions to be accepted.

Contact the Team

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