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March Partner Agency Newsletter

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Upcoming Food Bank Closures

The Food Bank will be closed on **Wednesday May 3rd from 12pm-5pm**. Any pick-up appointments at the dock will be rescheduled to the morning or a later or earlier date. The Internal Distribution team will be reaching out soon to reschedule with your agency if you are affected.

IMPORTANT REMINDER- The Food Bank will close on **Memorial Day, May 29th**. 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 your organization will be in need of a rescheduled pick-up during this closure, please reach out to agencies@centraltexasfoodbank.org or your CTFB Relationship Manager to see what may be possible. Reschedule spots will be limited and are available first-come, first-served.

If you are picking up or receiving delivery on:	Your ordering window opens on:	At:	Your order is due on:	At:
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Tue., May 30	Wed., May 24	10:15 a.m.	Thu., May 25	9:00 a.m.
Wed., May 31	Thu., May 25	10:15 a.m.	Fri., May 26	9:00 a.m.

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For the most up-to-date closure information, please refer to the [2023 Holiday Guide](#) and the [agencies web page](#).

Rural Summer Meal Service for Children

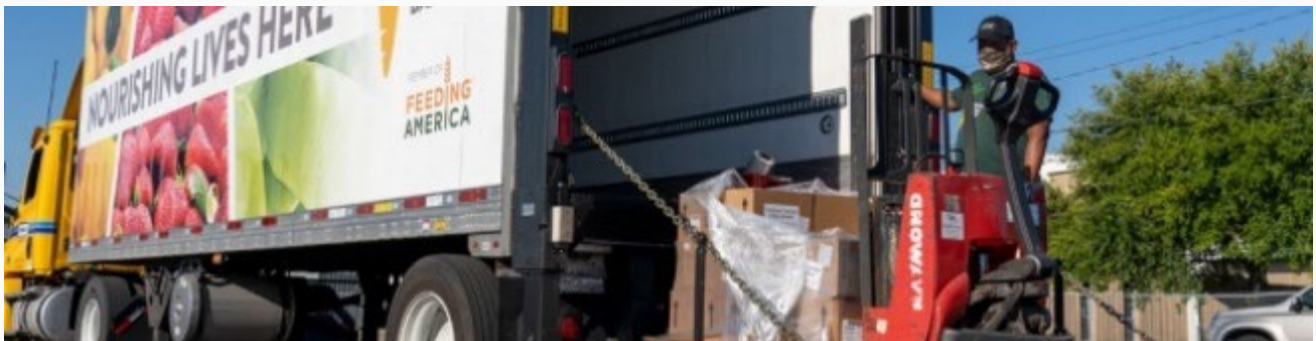
Summer is quickly approaching, and the CTFB Children’s team is excited to help you serve more children this summer! TDA has approved a non-congregate, rural waiver that will allow you to serve children in creative way (grab and go, door to door delivery, drive-thru etc.) throughout the summer! If you are interested, please complete this brief survey:

<https://centraltexasfoodbank.wufoo.com/forms/q5gaj2z1k37ku1/>

If you have any additional questions, please contact our Children’s Program Manager via email! bbleming@centraltexasfoodbank.org

Thank you!

Spotlights



Celebrating National Public Health Week



CTFB would like celebrate National Public Health Week by recognizing the contributions of our Partner East Austin Neighborhood Center (EANC). EANC is an affiliate with the Austin Public Health is one of six centers in the City Of Austin that serves neighbors in Travis County. As an affiliate with APH, Sandra Valdespino, EANC's Program Manager and her team, work to serve the community with their mission *"to prevent disease, promote health, and protect the well-being of all"*.

EANC provides an abundance of resources to Travis County residents. Currently, they are still serving as the distribution site for COVID tests and supplies. The Neighborhood Services Unit provides basic needs services, such as case management, nursing services, and food programs. Being able to provide these services is what Sandra explains to be what she loves most about her role with EANC. She works alongside a passionate team of dedicated and hard-working individuals who share her same values; focusing on lifting a burden from families in our community. They understand that providing frozen protein items or baby formula for a household can eliminate other barriers and allow a person to afford other times like prescriptions or set aside funds for other living costs.

Through EANC partnership with The Central Texas Food Bank, they have served 830 neighbors so far in January and February, alone. Their partnership with CTFB allows EANC to serve older adults and unhoused individuals by allowing them choice in the food they receive. They also provide healthy snacks and ingredients for children to take home. It is of high priority for EANC to provide nutritious food that empowers families to live healthier lifestyles. Their partnership with CTFB helps bridge that gap.

We are thankful to call East Austin Neighborhood Center a partner and are proud of the work they were doing to not only feed hungry families but also provide additional health resources during the pandemic and beyond; thank you.

Introducing Our Internal Distribution Team

We would like to formally introduce our Internal Distribution team to the Partner Agency Network. Elijah Coleman and Andrew Ingrassia have transitioned into the Network Services

team earlier this year, and have been providing support to the Network Standards and Capacity team as well as other departments such as Warehousing and Transportation.



Andrew Ingrassia (left), is our Internal Distribution Manager, and was previously on the Senior Programs team. He might look familiar because he has worked with many of our Partner Agencies for CSFP.

Now as a manager for Internal Distribution, his role consists of directing the food flow of what come in to the Food Bank and what comes out! He makes sure items are being added to the Shopping List and that partners are getting what they need. He also manages the dock at the Food Bank to make sure pick-ups are running smoothly and safely.

Andrew is looking forward to increasing the amount of fresh and nutritious foods we can send out to feed our neighbors!

Fun Fact: Andrew enjoys traveling and has stepped foot in over 29 countries.

Elijah Coleman (right), is our Order Clerk, and previously lent their talents to the Food Sourcing team. As Order Clerk, they are the "last mile" before orders get sent to the Warehouse to be pulled and staged.

Orders from programs such as FFFF, CSFP, HOPE, and Mobile Pantry must go through Eli to be approved. They check to make sure each program is receiving enough products to serve our neighbors. Eli along with Andrew works with Warehousing and Transportation to confirm that orders are being routed properly and on the correct dates.

They are excited to see Agencies succeed to the point where their communities do not need to rely on them as much, and for the area they are serving to have better access to food, housing, and employment.

Fun Fact: Eli is able to type over 90 words per minute (the average speed is 30!)

Resources for Partners and/or Clients



On the Horizon

The Network Service and Capacity team is excited to announce some exciting changes and events on the horizon here at works at CTFB. From policy improvements to new training sessions and networking events, we are eager to reveal what to expect moving forward.

Partner Agency Conference

After listening to your feedback, we are bringing back our Partner Agency Conference in August 2023! This networking event will be an opportunity not only to discuss strategies with other network partners but be a chance to learn new information about the state of hunger-relief, in an interactive and fun setting. As we get closer, we will be providing more details about the conference. However, we want to hear from you! Let us know [here](#), what you like to see, discuss, and learn at this year's conference.

Annual Site Visits

While the Network Service Standard and Capacity Team conducts site visits year-round, for many of our partner agencies, it's almost that time of the year for their annual site visit! This year and moving forward Relationship Managers will be reaching out to schedule site visits if possible during your pantry distribution time. This will allow us to see your operation on full display, share network best practices and discuss potential findings in real time. As a reminder, the annual site monitor visit serves as an opportunity for CTFB to evaluate the practices of our partner agencies as it relates to intake, food safety, record retention, and other policy guidelines. These visits must be conducted in order to remain compliant with not only CTFB but with the Texas Department of Agriculture and Feeding America guidelines. We also take this opportunity to thank your dedicated volunteers and hear feedback from community members. We are excited to come out and see you all once again!

Service Insights Initiative: Important Updates

Central Texas Food Bank is excited to continue our Service Insights network-wide initiative to track individual neighbor data across programs in order to capture the reach of our network, identify gaps in need, and make strategic decisions about where and how we offer services.

Three key components of the initiative include:

- Electronically collecting standardized client intake data across our network;
- Sharing client data across the network; and
- Maintaining client confidentiality.

There are two ways to participate in Service Insights:

- Use the Oasis Insight platform for intake
- Send individualized neighbor data to CTFB each month

For more information or to get started on your personalized plan to participate, please reach out to research@centraltexasfoodbank.org.

More to come from us soon!

Mobile Pantry Update

Central Texas Food Bank is launching an exciting pilot with our own Mobile Pantry program!

- **What's new?** We will be handing out these nifty cards to our neighbors at three mobile pantry sites this month.
- **Why?** When our neighbors return to mobile pantries in the future, we'll be able to easily look them up in our electronic intake software Oasis Insight using this card. This allows us to more efficiently track their cases, and knowing when and where folks are getting food will help us better understand the need in our communities.
- **How does this impact your organization?** If a neighbor shows up to your site with one of these cards and you're using Oasis Insight for intake, you can more easily find the person using the information on the card.* Faster intake! Less duplicates!

These three pilot sites are happening this week and next and we're expecting to learn a lot! We will let you all know how they go and communicate plans about future rollout plans.



A client card with a green header and a carrot illustration on the right. The header reads "CENTRAL TEXAS FOOD BANK CLIENT CARD". The card contains the following fields: Case Number: _____, First Name: _____, Last Name: _____, Issued on Date: ____/____/____, Proxy First Name: _____, and Proxy Last Name: _____.



Questions? Email research@centraltexasfoodbank.org.

*Note: This is true if the neighbor has agreed to the Release of Information allowing the sharing of their data across the network.

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](#).

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

512.684.2503 | agencies@centraltexasfoodbank.org

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