



May Partner Agency Newsletter

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Upcoming Food Bank Closures

IMPORTANT REMINDER- The Food Bank will close on Independence Day, July 4th. 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:
Wed., July 5	Thu., July 29	10:15 a.m.	Fri., June 30	9:00 a.m.
Thu., July 6	Fri., June 30	10:15 a.m.	Mon., July 30	9:00 a.m.
Fri., July 7	Mon., July 3	10:15 a.m.	Wed., July 5	9:00 a.m.

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

Agency Retail Pick-Up Partners

Please notify the Network Standards and Capacity Team at least two weeks in advance of any missed ARP pick-ups due to holiday closures.

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.

Confirmed Conference Date: Friday August 11th

We will provide more details as we get closer to our gathering. Looking forward to connect with you all in-person soon.

Wholesale Club Update

The CTFB Wholesale Food Club (WFC) will leverage our economies of scale and purchasing power for our network of community partners. The goal of the WFC is to secure the best pricing possible for in-demand items and support the logistics associated with securing bulk product. We will send out a survey gauging your interest in participating in the Wholesale Club very soon! Please ensure CTFB has your primary contact on file.

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.



A green client card with a white background for text. It features a carrot illustration on the right side. The text includes: 'CENTRAL TEXAS FOOD BANK CLIENT CARD', 'Case Number: _____', 'First Name: _____', 'Last Name: _____', 'Issued on Date: _____', 'Proxy First Name: _____', and 'Proxy Last Name: _____'. A small 'Staff Use Only' label is at the bottom right of the card.



- **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.

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

Food Safety during the Summer

Each year, USDA TEFAP flour, grain, and pasta products must be refrigerated during the months of May through September.

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](#).

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.

Ordering 44444 and 11011

When ordering Assorted Produce (44444), please be sure to order in 250 lbs. INCREMENTS. Assorted Frozen (11011), should be ordered in 50 lbs. INCREMENTS. If there is not enough pounds in stock (ex. 10), Agency Express will indicate that the quantity has been exceeded and will not allow you to add the item to your cart.

<input type="text"/>	3609	44444	Assorted Fresh Produce-250 lb	LB	0.00	0.00	ORDER in 250 lb increments		1	Choose Often	<input type="checkbox"/>
<input type="text"/>	10	11011	Assorted Frozen bulk, must order in 50lb increment Must Order by weight in 50 lb increments	LB	0.00	0.00	50 LB MINIMUM ORDER		1	Assorted Not Ranked	<input type="checkbox"/>

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 at bfleming@centraltexasfoodbank.org.

Thank you.

Spotlights



STAFF SPOTLIGHT: Mabel Rodriguez



Mabel Rodriguez is the Food Bank's Content Manager on the Communications team. Her role consists of developing strategies behind the marketing and communication content on CTFB's blogs and social media channels. Mabel, along with the Storyteller + Content Creator work as a team by gathering content out in the field. They work with both internal and external stakeholders to make sure the Food Bank has clear, branded messaging and assets for any given campaign.

Mabel has had the pleasure of interacting with a number of our Partner Agencies through story-gathering work. The best parts of her job have been the opportunities to witness and share the incredible stories of our clients and Partners.

In 2022, she had the pleasure of interviewing four PAs who were recipients of our Capacity Building Grant. She states "It is always such a special experience to see how close-knit each unique community becomes through this work."

The unique aspect of her role is that she get to see what's going on in all the different parts of our work, "I don't take that for granted. Visiting different mobile pantries, volunteer shifts, Partner distributions and special events keeps me grounded in the cause and keeps me inspired creatively with new ideas for our content!"

She is excited for our organization to expand its focus on root cause work. "It's so important to meet the immediate need for our neighbors, but it's equally as important to prioritize the future of the people we serve."

Fun Fact: Mabel is a plant lady! She recently expanded her indoor jungle to the outdoors and planted a veggie garden. She says growing fruits and veggies is so different than taking care of indoor plants, and there has been a BIG learning curve to it, but really enjoys the process.

PARTNER AGENCY SPOTLIGHT: ICNA-NAMCC



May is a time where we celebrate Asian American and Pacific Islander Heritage Month (AAPI). It is during this month that CTFB would like to highlight the amazing work our partners at North Austin Community Center (NAMCC) an Islamic Center of North America (ICNA) partner do year-around. NAMCC serves our community from two locations located in North West Austin. While NAMCC strives to provide services to their surrounding communities, primarily serves are refugees, specifically from Afghanistan, Iraq, Syria and Burma. While NAMCC offers many activities and services to the Muslim community of Austin. Their Da'wah Committee has made great strides in educating the public about Islam. Together, they have been able to clear any misconception people may have of Islam and have educated long time Muslims about the fundamentals of Islam.

Their pantries started in 2016 when a need within their community centers became evident. With help from their committed volunteers, they were able to undergo proper procedures in getting a pantry started and begin their partnership with CTFB. As many of our Partner Agencies experienced during the COVID pandemic, they underwent many changes to be able to restructure and fit the needs of their community. Since then they have been able to deliver to families and provide services through drive-thru distributions. Last year, ICNA was one of four food pantries in the area that received commendation for being in-compliance with TDA. They take pride in their hard work and efforts during a time of transition and uncertainty.

They share their experience with CTFB to be wonderful and are always happy to receive

support and cooperation in every situation. Thank you, ICNA, for your continued partnership and for being an advocate for families and individuals in our community.

Contact the Team

512.684.2503 | agencies@centraltexasfoodbank.org

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