



July Partner Agency Newsletter

In this Issue:

[On the Horizon](#)
[Important Reminders](#)

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 & Location

Friday August 11th

Norris Conference Center (2525 W Anderson Ln. #365, Austin, TX 78757)

Registration and Light Breakfast will be 7:30 AM- 8:00 AM

[**Please RSVP here by Friday 7/28**](#)

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

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 the CTFB's policies but also with the Texas Department of Agriculture and Feeding America guidelines. During our visit, we also take the 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!



Agency Retail Pickup Issue Tracker

Partners that pick-up at retail stores are now able to submit issues through the [ARP Issue Trackers](#) on the [Agencies webpage](#). Please use this tool to let us know if your agency has encountered any issues or concerns.

Agency Dock Protocols

Friendly reminder that as you come to the agency dock to pick up your order or to do shop-for, please remember you must wear closed toe shoes for your safety. We also want to remind you that the dock can become busy at times and to efficiently get each agency in and out, please only show up to your appointment at your allotted time. If you are uncertain of your time, please call the agency hotline and we can help. Thank you!

Please Return CHEP Blue Pallets

The Food Bank is asking for Partner Agencies to return all CHEP Blue Pallets that you have received. Pallets can be brought back with CTFB drivers at regional drop offs or dropped off at the Food Bank.



Healthier Texas Summit

October 5-6, 2023 AT&T Hotel and Conference Center in Austin, Texas

It's Time Texas and The University of Texas System are hosting the seventh annual community and population health conference: The Healthier Texas Summit. With over 40 sessions available to attend, Texas' thought leaders and health champions will gather over the

two days to share innovative ideas and effective practices that will empower action for systemic change. It's Time Texas is a nonprofit empowering Texans to live healthier lives and build healthier communities.

Content at the 2023 Healthier Texas Summit will focus on:

- Effective Health Communication
- Harnessing Data
- Creating Policy, Systems, and Environmental Change Through Cross-sector Collaboration
- Advancing Quality Primary Care through Innovative Strategies

Register Today! Visit healthiertexasummit.org to learn more.

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.

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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