



*March 19, 2020*

*This message is being sent to all members of the Central Texas Food Bank Partner Agency network.*

## **COVID-19 Update**

Partner Agencies:

The following are important updates regarding operations during coronavirus (COVID-19), effective March 19, 2020.

- At this time CTFB Inventory availability has not been impacted by COVID-19. However, in order to ramp up the production of emergency boxes we are reducing the frequency of processing produce. We are making some additions to our product offerings in an effort to help support your disaster relief efforts across Central Texas.
  - **Pre-packed boxes:** Beginning Monday, March 23, partners will find a pre-packed box of shelf-stable product averaging 26-28lbs available on the shopping list for a \$5 per box handling fee. We will be releasing this inventory to the shopping list on a rolling basis daily in order to ensure the product is equitably accessible for partners ordering throughout the week.
  - **Paper bags:** Last week, at the request of our partners, we ordered 150,000 paper bags. They are being produced now and we're expecting those to arrive in the coming weeks. We will make them available to you via the shopping list as soon as they are here.
- Despite being in disaster response mode, most of the rules for the distribution of food still apply. Here are some important reminders:
  - **Monthly report** - expect to submit your monthly reports like normal by the 8<sup>th</sup> of each month. For these reports, you should still be tracking households served, individuals per household, number of new households, etc.
  - **Client eligibility** – while the signature requirement on the TEFAP intake form has been waived temporarily (currently until April 30), you are still required to make clients eligible in order to receive TEFAP. Please note that an emergency declaration of need automatically makes a client eligible

regardless of their participation in government assistance programs or their income level. The impact COVID-19 is having on them does qualify them to receive emergency assistance.

- Partners have requested support with talking points for notifying the public about the intended use for food pantries. Here is that guidance:
  - *This is a fluid and rapidly developing situation, so we're working around the clock to provide food to Central Texans in need.*
  - *We are experiencing a dramatic increase in need for our services as more people are impacted by shutdowns, work stoppages, etc.*
  - *Central Texas Food Bank and its Partner Agencies want to remind everyone that your local food pantries and our mobile food pantries are for our neighbors facing real food insecurity, not just those who may be inconvenienced by a temporary shortage of items at their grocery store. We ask that everyone do their part and be respectful of this.*
- Postponed: March 28 Bulk Frozen Item Flea Market - Thank you for your interest in the Bulk Food Flea Market originally scheduled for March 28. Unfortunately, in an effort to continue to focus on our disaster response work, and ultimately better support the network, we have decided to postpone this event and will reschedule for a later date. We apologize for any inconvenience this update may cause.
- **We want to know if your distribution has changed (or is going to change) due to COVID-19. If you're closing, adjusting hours, or modifying your distribution model, please reach out to your Agency Relations Specialist with that updated information or share it via email at [agencies@centraltexasfoodbank.org](mailto:agencies@centraltexasfoodbank.org) or our partner agency hotline by calling (512) 684-2503.**
- Remember, we will be sharing COVID-19 resources for partners and our most updated communications on our website [here](#).

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## Contact The Team

### By phone:

(512) 684 - 2503

### By email:

[agencies@centraltexasfoodbank.org](mailto:agencies@centraltexasfoodbank.org)

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hunger."*

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6500 Metropolis Drive, Austin, Texas 78744