



*April 17, 2020*

*The following are important updates regarding operations during coronavirus (COVID-19), effective April 17, 2020.*

### **Policy Update**

In the Network Pulse Survey we heard from partners that you want CTFB to share more information about policy changes that are impacting our work. We're going to start including more of that content in these blasts.

Texas food banks received great news on Wednesday that the Governor approved a statewide request to FEMA that will provide 44 million pounds of food to the network in Texas. We've been advised that this will be the fastest way for us to receive much-needed shelf stable items to continue filling emergency boxes. CTFB will keep you informed as we learn more about the timeline for receipt of our allocation.

We continue to communicate daily with members of our local, state and federal delegation about the needs of our partners. Today, Derrick Chubbs, President & CEO of CTFB is speaking on a panel hosted by Senator Cornyn to elevate the feedback you have shared through pulse survey with the Senator and other government officials.

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### **Census 2020**

The deadline for the nationwide count has been extended to August 14th, and the Census Bureau is encouraging Congress to approve an extension even further until October 31st. We're exploring alternative ways to continue our Census outreach efforts under these evolving circumstances, and encourage your feedback on creative ways you're getting the word out.

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## **Face Masks for Partner Agency Staff & Volunteers**

We know that many partners are in need of personal protective equipment for use during your food distributions. Coming soon to the shopping list you will see fabric face masks that will cover the nose and mouth available in packages of 5 masks per bundle. Quantities are limited so we are asking partners to start by only ordering one bundle at a time for your organization. If you will need more than one bundle, please reach out to us at [agencies@centraltexasfoodbank.org](mailto:agencies@centraltexasfoodbank.org) to inquire about receiving more.

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## **Agency Retail Pick-Up**

To partners who participate in the Agency Retail Pick-Up Program – here are some important updates. Thank you for continuing to pick up from our retail partners. We know you're concerned that some of the retail stores where you pick up food have reported cases of COVID-19 and we share that concern. Our top priority is the safety of our clients, volunteers, partners and staff.

We're doing our best to monitor the reports of retail partners who have had an occurrence of the virus and in each case, the store employee has been identified & sent home for quarantine and the store has taken immediate measures to clean and disinfect its premises. To safeguard yourself and your co-workers, volunteers and clients, please continue to follow CDC guidelines to protect yourself and others from the spread of the virus. Remember that you should now be posting the **Distribution Safety Practices Flyer in [English](#) and [Spanish](#)** in a place where staff and volunteers can clearly see it at your site. Please make sure everyone picking up donations is wearing a protective covering on their face to protect themselves and everyone they come into contact with. Thank you again for doing so much to fight hunger.

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## **Client Resource Highlights:**

We want to provide more resources that are available for you to share with clients. Going forward we will be including a section on materials, organizations, and other tools you can use to support your clients during the COVID19 pandemic. All resources will also be posted online at [centraltexasfoodbank.org/agencies](http://centraltexasfoodbank.org/agencies).

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## **SNAP Application Assistance**

The CTFB Social Services Team continues to help clients with applications for SNAP (as well as Medicaid, TANF, Healthy Texas Women, Medicare Savings Program, CHIP, and CHIP Perinatal). The team is up to date on the most recent policy changes affecting these programs and we are providing application assistance both in-person at CTFB Headquarters in Austin and over the phone. Clients can reach out to request an appointment by calling (855) 366-3401.

## **Legal Aid Services**

If you have clients with legal questions, or who are need of free legal assistance. Lone Star Legal Aid may be able to help. They have many offices across Texas which cover our entire Central Texas region. Here is flyer in [English](#) and [Spanish](#) for you to share with clients about the types of assistance Lone Star Legal Aid is here to provide. More information can also be found on their website [www.lonestarlegal.org](http://www.lonestarlegal.org).

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## **General Reminders**

**We want to know if your distribution has changed (or is going to change) due to COVID-19. If you're closing, re-opening, 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.**

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Remember, we will be sharing COVID-19 resources for partners and our most updated communications on our website here: <https://www.centraltexasfoodbank.org/agencies>

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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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