



CTFB NETWORK PULSE SURVEY: APRIL 2020

Questions? Additional Feedback? Contact us at agencies@centraltexasfoodbank.org

About the Pulse Survey:

The CTFB network pulse survey was launched on April 8th and closed on April 13th. CTFB invited all partner agencies to participate and 75% of our 254 partners completed the survey. In this summary, we are sharing key, high-level results as well as some of the actions we are taking to respond to needs across the network.¹

RESULT HIGHLIGHTS

- Very few agencies have closed with **93%** of partners continuing to operate
- Most agencies have modified their distribution models to include: pre-packing food items to provide through drive-through or curbside distributions or limiting the number of clients on-site with pre-scheduled appointments
- The need has increased with **63%** of partners seeing an increase in the number of clients they are serving and **77%** of partners able to serve everyone who attends distributions without running out of food
- Partner Agency morale is high with **79%** of partners feeling good-to-great
- Although a majority of partners are not at risk of running out of funding and other key resources, a quarter of agencies reported uncertainty about sustainability moving forward



NEEDS ACROSS THE NETWORK



Partners have a need for both specific informational resources and guidance as well as core support and supplies including these top requested items: Policy updates; Public COVID19 data; Guidance on distribution models and the modified TEFAP intake process; Personal protective equipment (PPE); Cleaning supplies; Funding; Pre-bagged or boxed product from CTFB.

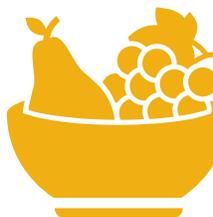
OUR RESPONSE

We've put together tools to help make these unprecedented times easier to navigate:

- Hosted two network-wide calls with a focus on navigating the temporary TEFAP intake process and applying for the federal Paycheck Protection Program (PPP)
- Hosted weekly Network Advisory Council (NAC) calls to ensure we're getting real-time feedback from partners
- Communicated through weekly Agency Blast emails with COVID19 specific content and helpful resource links
- Created an Alternative Distribution Model Toolkit to ensure you can continue to serve the community safely
- Developed a Distribution Safety Practices flyer to help you maintain a healthy workspace for staff and volunteers
- Shared Mental Health Resources because we know that taking care of others starts with taking care of yourself
- Provided resource guides on working with the media and fundraising during the coronavirus pandemic

We're providing you with the resources you need to be successful:

- Reimbursing **90%** of April handling fees and a percentage of May handling fees to help your organization's dollars go further when you need them most
- Sourcing the supplies you need, from over 150,000 paper bags to masks for all agencies
- Coordinating additional pick-up and delivery times, as available, to help you meet additional need
- Pre-packing no-cost emergency boxes to make it easier for you to serve clients with minimal touch
- Advocating for federal and state-level federal food program waivers to reduce barriers to the services the network is providing to those in need



¹ All percentages based on number of agencies responding

**Thank you for your critical work in addressing the growing hunger crisis.
We are proud to be your partner and are committed to being with you every step of the way!**