



May 21, 2020

The following are important updates regarding operations during coronavirus (COVID-19), effective May 21, 2020.

Policy Updates

Food Storage & Handling:

It's the time of year again to remember to refrigerate all flour, pasta, grains and rice. During the summer months of May-September, all of these items must be stored in your refrigerated space if you have carry over between distributions.

This food storage policy is a USDA requirement for all agencies that store USDA Foods. This method of storage prevents premature deterioration of food as storage at higher temperatures increases the likelihood of insect infestation and may shorten shelf life.

If you have any questions about how this change may affect your organization please reach out to us via email at agencies@centraltexasfoodbank.org or on the partner agency hotline by calling [\(512\) 684-2503](tel:(512)684-2503).

Coronavirus Food Assistance Program (CFAP)

CTFB and our network have been fortunate to benefit from the USDA's Coronavirus Food Assistance Program (CFAP). You'll see CFAP items on the shopping list, free of charge, with item numbers that

look like this: CFAP###. When distributing CFAP product in conjunction with other USDA product, like TEFAP foods, you must still use the normal TEFAP eligibility criteria and intake process.

Please remember that you report households served, individuals served, and new households to CTFB each month and will still need to share that information for CFAP distributions in order to accurately show the overall impact your organization is having.

If you need support, or have any questions about distributing CFAP product, we are here to help! Please contact your relationship manager if you want some one on one assistance.

Special Announcement: April Handling Fee Credits!

This is a friendly reminder that, as announced two weeks ago, CTFB will be helping to offset the cost of meeting the increase in demand across our entire Central Texas hunger relief network. You should now see a credit on your account for 90% of the handling fees that your agency accrued in April. We plan to offer a credit for May handling fees by mid-June, the actual percentage will be announced at the close of this month.

Thank you for all of your hard work! We hope this extra support helps to ensure you can maximize your resources and continue to get the inventory you need to serve the community during this time of increased need.

Partner Resources

Children Safety Tips

With children home now more than ever, Safe Kids Austin created a new [child safety tip sheet](#) with information to help parents and caregivers keep children safe. Safe Kids Austin is a community

coalition led by Dell Children's Medical Center committed to preventing serious childhood injuries in the Greater Austin area but their tips are helpful to any family across our Central Texas network and beyond. Coalition members represent a variety of organizations and contribute their expertise on a wide range of child health and safety topics. Together, they developed this tip sheet with safety reminders and local resources to help parents and caregivers keep children safe. Anyone interested in a printed version of the [Child Safety Tips Flyer](#) or who has any questions can contact Safe Kids Austin at safekidsaustin@ascension.org.

May Food Bank Closure—Reminder

The Food Bank will be closed on Monday, May 25 in observance of Memorial Day. There will be no pick-ups, deliveries or shop-for on this day.

This closure will affect the ordering deadline for agencies that pick up or receive delivery on Tuesday, May 26 and Wednesday, May 27. Below are the ordering windows for these specific days:

If you are picking up or receiving delivery on:	Your ordering window opens on:	Your order is due by:
Tuesday, May 26	Wednesday, May 20 at 10:00 a.m.	Thursday, May 21 at 9:00 a.m.
Wednesday, May 27	Thursday, May 21 at 10:00 a.m.	Friday, May 22 at 9:00 a.m.

Partner Agency Spotlights

We're highlighting another great CTFB partner – Foundation Communities! Keep an eye on our social media channels for their dedicated posts coming soon.

We want to hear from you! We'd love to highlight the great work your staff and volunteers are doing to meet the need across our Central Texas community. If your organization is interested in being featured, reach out to us at agencies@centraltexasfoodbank.org.

Product Credit Requests

Unfortunately, order shortages, damages, and quality issues happen. As a reminder to all partners, especially during this time, please report any of these issues and request credits from the Agency Relations team by 8:00am of the next business day after you have received your order. Any product shortages, damages or quality issues reported after this time period will not be eligible for an account credit. The credit determination will be made within two business days, and if the credit is granted, the credit will appear by the following month's billing statement or within 30 days. The Agency Relations Manager will inform Partner Agency of the status of their request.

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 or our partner agency hotline by calling [\(512\) 684-2503](tel:5126842503).

Remember, we will be sharing COVID-19 resources for partners and our most updated communications on our website here:

<https://www.centraltexasfoodbank.org/agencies>

Contact the Team:

By phone: (512) 684 - 2503

By email: agencies@centraltexasfoodbank.org
