



2025 Partner Agency Conference

June 12, 2025

H.O.P.E.

Helping Our Partners Excel



Travis	Travis	Travis	Travis	Travis	Willamson
Travis	Travis	Travis	Travis	Bastrop Lee Fayette	Willamson
Travis	Travis	Travis	Travis	Bastrop Lee Fayette	Willamson
Travis	Travis	Travis	Travis	Bastrop Lee Fayette	Willamson
Bell	Bell	Bell	Bell	Bell	Blanco Hays Caldwell
McLennan	McLennan	McLennan	McLennan	Falls Freestone Limestone	Blanco Hays Caldwell
Lampasas Coryell Milam	Lampasas Coryell Milam	Lampasas Coryell Milam	Llano Burnet	Llano Burnet	Overflow

S
T
A
G
E



2025 Partner Agency Conference

Opening Session

Sari Vatske

President & CEO of Central Texas Food Bank

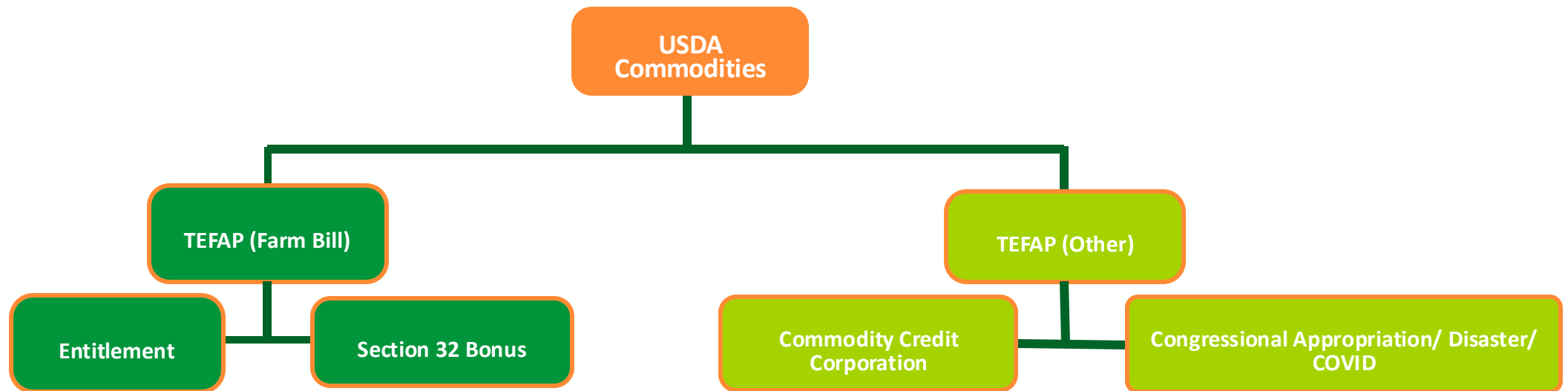


The background image is a photograph of a modern building's interior, overlaid with a green tint. On the left, a wide staircase with a metal railing leads upwards. In the center and right, there's a reception area with a long, dark counter. Behind the counter, a wall features a logo for 'CENTRAL FOOD BANK' which includes a stylized plant icon. To the right of the counter, there are glass doors. The overall atmosphere is clean and professional.

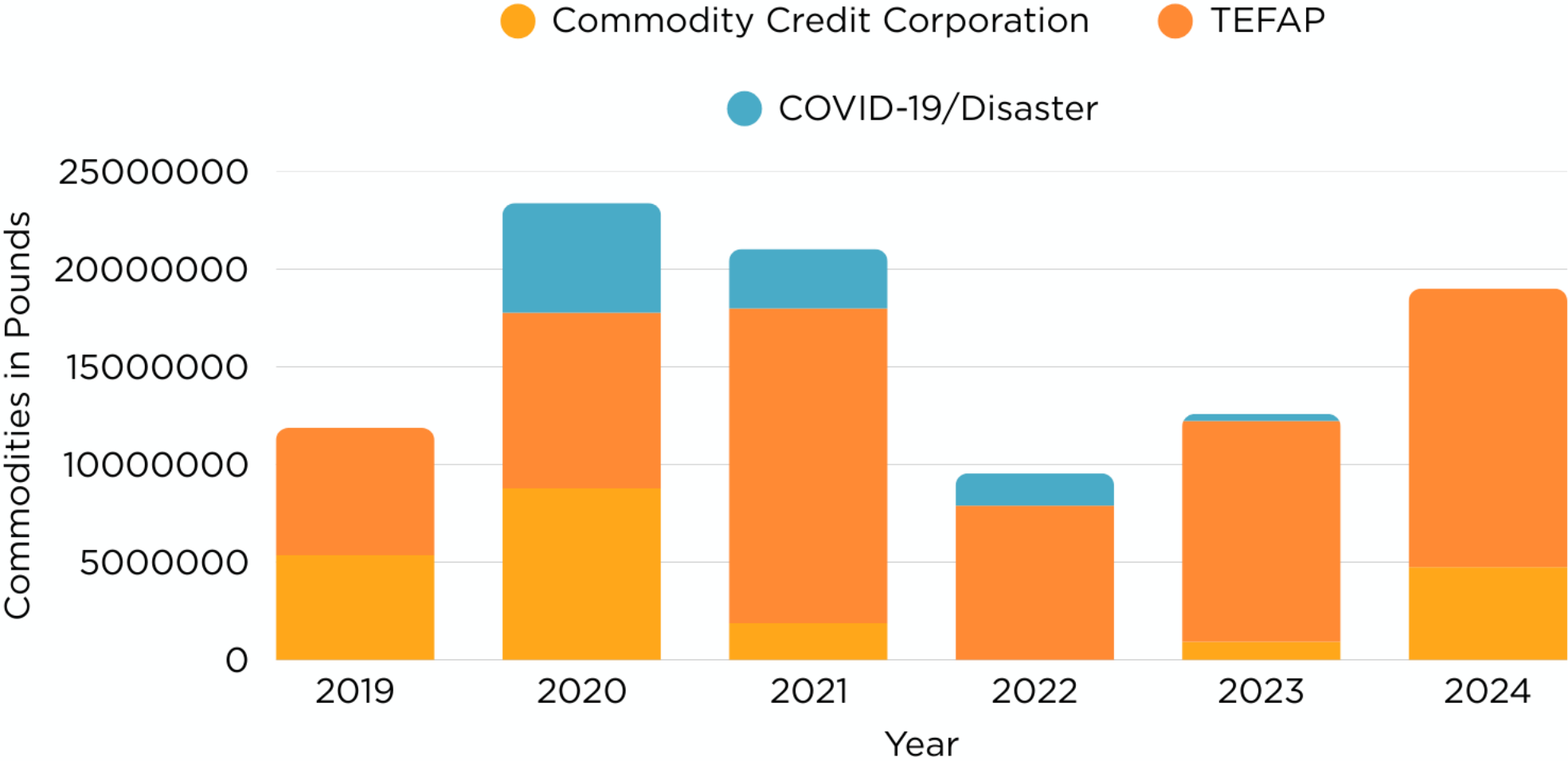
Federal Landscape

USDA Commodities and Reconciliation Package Status

TEFAP : Two Channels



Total USDA Commodities Received by CTFB, FY2019 – FY2024



USDA Commodities and Special Programs

In March, USDA announced \$500M in cuts to the CCC program

- **\$261M** additional purchases announced in late March (fruits, vegetables, tree nuts) via TEFAP Bonus
- **\$67M** additional purchases announced in late May (seafood, fruits, vegetables) via TEFAP Bonus

CTFB Impact: 40 CCC loads cancelled = 761,000 meals (dairy, protein, produce)

LFPA funds cut = \$5.5M for CTFB now unavailable for food purchases

TEFAP is not impacted by the ongoing budget reconciliation process

Potential new programs?... TBD (Trade Mitigation 2.0, MAHA, faith-based, etc...)

Reconciliation Status

The House passed its version of the reconciliation bill, and the Senate is considering its version this week (likely vote next week)

- *Reconciliation = exclusively dealing with fiscal/tax/debt mechanisms and only requires a simple majority in both chambers*
- *House version adjustments to SNAP total **\$300B***
- *Note: the reconciliation process is separate from FY26 budget and rescission processes (also currently ongoing)*

Enhanced SNAP work requirements: 20 hours/week for able-bodied adults up to age 64 and parents with children 7+

Restricts future adjustments to the Thrifty Food Plan

Shifts cost-share of SNAP entitlement to states, increases state administrative costs

Eliminates the SNAP Nutrition Education program

Potential Impact of Reconciliation Bill

- **State cost-share:** Texas could see an increase of \$1.1B/year to cover the cost of SNAP benefits + increased administrative costs
 - Reductions in other state nutrition/health programs?
 - Reductions in HHSC staff (potential for application backlogs)?
 - Opt out of SNAP altogether?
- Farm Bill negotiations may be delayed (ie: opportunity to enhance TEFAP spending)
- Added pressure on our network

Call to Action for our Partners

Help us Advocate with Congressional Delegation

Impact of SNAP state cost share on TX

Importance of bolstering TEFAP and
other commodity programs to support
increased demand on our network

Send us your questions and media inquiries

Media: Noelle Newton

Policy: Beth Corbett



Submit Your Questions



Submit Session Survey





**CENTRAL
TEXAS
FOOD
BANK**

H.O.P.E.

Helping Our Partners Excel
Conference



Policy Overview

2025 H.O.P.E Partner Agency Conference

Anurita Mittra

Vice President of Network Programs & Services

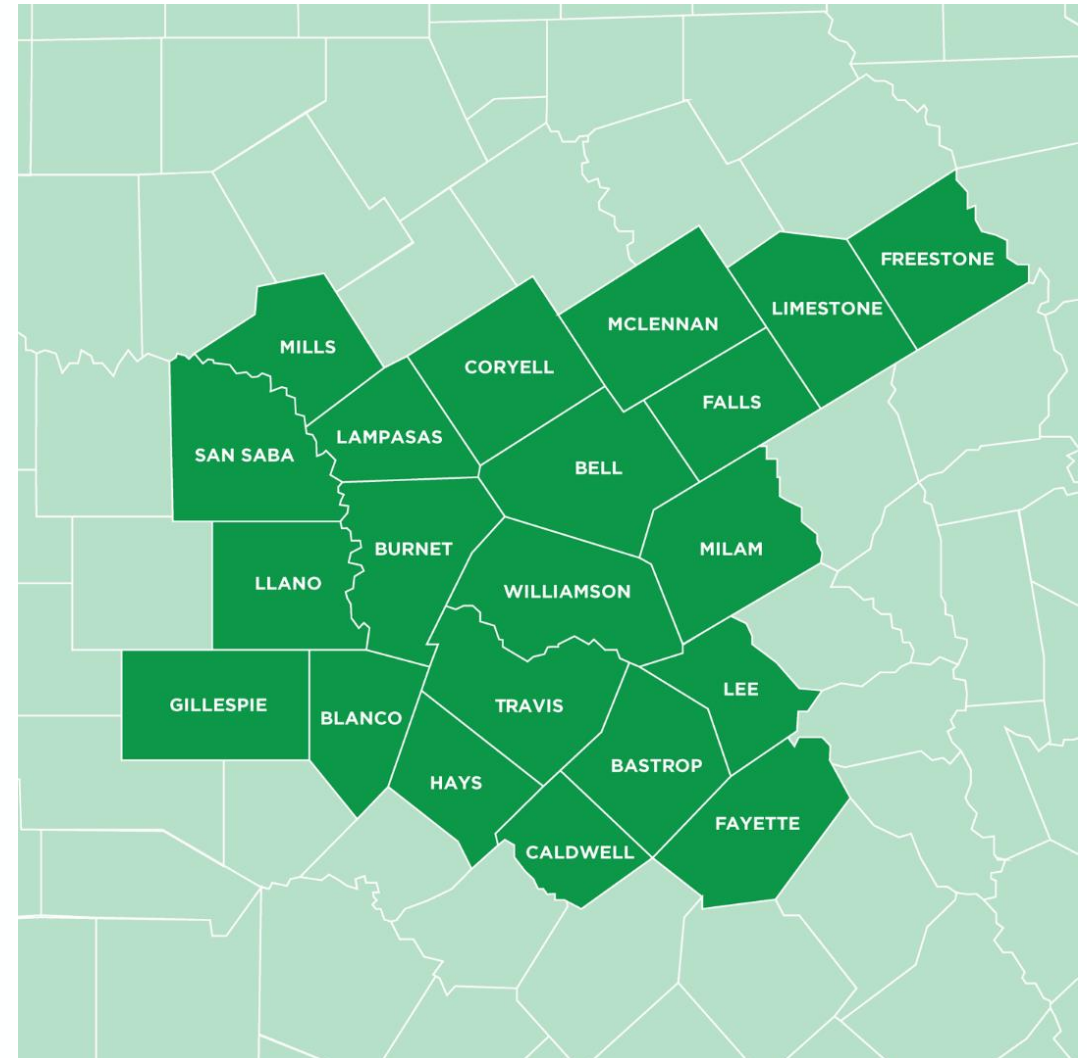
Kayla Posie

Manager of Network Services & Capacity



Session Agenda

- Sub-Distributions
- Mobile Distributions
- Dry Storage Temperature checks
- Use of Donated Goods
- Updated Income Guidelines
- Updated Program Minimums
- Partner Agency Annual Survey
- Partnership recognition
- Non-Disparagement



Sub-distributions

What is a sub-distribution?

Sub-distribution is a layered distribution model where a Partner Agency provides food to an outside agency for further distribution.

- New Partner Agencies (as of 2023) are NOT allowed to sub-distribute food to other organizations
- TDA recommends CTFB have greater visibility into where the food is going
- Ensures food traceability and adherence to food safety protocols

Sub-distributions

Current Partner Agencies (onboarded before 2023) collaborating with other community organizations to serve shared sites/neighbors must:

- Share list of ALL sites where food is distributed
- Oversee intake, food handling, distribution, storage, and reporting
- Store food only at their own site.
- Report all individuals/households served, broken down by site.
- All individuals interacting with clients must complete Civil Rights training.
- All clients must complete the annual intake process.

No new sub-distribution partners may be added after July 2025.
Refer any group requesting food to CTFB.

Mobile Distributions

- **Certification:**
Individuals overseeing distribution must have a valid food handler's certification to ensure safe food handling
- **Temperature Control:**
Frozen and refrigerated products must be transported using approved devices to maintain safe temperatures, including:
 - Temperature-controlled coolers
 - Thermal blankets
 - Active temperature devices (e.g., refrigerated trucks/units)
- **Product Safety:**
Any product outside temperature guidelines must be destroyed.



Dry Storage Temperature Logs

- Temperature must be checked every other day, or same schedule as your agency's cold storage
- To remain in compliance, dry storage areas must be kept at temperatures below 85°F

Texas Department of
Agriculture

Temperature Record

Form H1639
December 2024

Organization Name:

Location of Freezer(s)/Cooler(s)/Dry Storage:

Month:		Year:							
DAY OF MONTH	FREEZERS			COOLERS			DRY STORAGE	SIGNATURE	
	1	2	3	1	2	3			
1									
2									
3									
4									
5									
6									
7									
8									
9									

Use of Donated Goods

- Donated products are federal property under the IRS Code (Section 170(e)(3))
- Donated solely for charitable use
- Must be provided free of charge to:
 - The ill, needy and infants
- You MAY NOT:
 - Sell, trade, or barter products.
 - Use products for personal/programmatic needs.
 - Compensate staff or volunteers with food.
 - Distribute to anyone not considered “ill, needy, and/or infants.”
- Unacceptable Uses Include:
 - Church suppers
 - Social events
 - Bake sales
 - Fundraisers
 - Congregational activities

Updated Income Guidelines

Effective July 1, 2025 – June 30, 2026

No. of Household Members	Total Income				
	Annual	Monthly	Twice-Monthly	Bi-Weekly	Weekly
1	\$28,953	\$2,413	\$1,207	\$1,114	\$557
2	\$39,128	\$3,261	\$1,631	\$1,505	\$753
3	\$49,303	\$4,109	\$2,055	\$1,897	\$949
4	\$59,478	\$4,957	\$2,479	\$2,288	\$1,144
5	\$69,653	\$5,805	\$2,903	\$2,679	\$1,340
6	\$79,828	\$6,653	\$3,327	\$3,071	\$1,536
7	\$90,003	\$7,501	\$3,751	\$3,462	\$1,731
8	\$100,178	\$8,349	\$4,175	\$3,853	\$1,927
For each additional household member, add	+\$10,175	+\$848	+\$424	+\$392	+\$196

These guidelines are based on 185% of the federal poverty guidelines and are effective July 1, 2025 – June 30, 2026

Program Minimums

- New partners must:
 - Serve a minimum of 100 households per week and 500 households per month.
 - Hold a minimum of one weekly distribution for at least two hours.
 - **Upcoming:** order minimums



Partner Agency Annual Survey

- Will be requested to be completed annually
- Agreements (PA & TEFAP) will be sent to the signing authority after survey review by the NSC team
- Requested updates
 - All contacts
 - Distribution hours
 - Service boundaries or restrictions
 - Organization type
 - Public or private
 - Faith based or Community Org



Annual PA Update Request

This survey will be completed at the end of each fiscal year as a way to ensure all contacts and required documents are on file with CTFB.

In order to receive your FY26 Partner Agency agreement this form must be completed.

0%

Your Information

• Your Name

First Last

• Please Select Your Relationship Manager

- ☐ Baron Reedy
- ☐ Sophia Copeland
- ☐ Tessa Kisielewski
- ☐ I'm not sure

Partnership Recognition

- Clear Representation of Partnership
- Use of CTFB Logo and Brand Assets
- Co-Branding Requirements
- Proper Identification



**CENTRAL TEXAS FOOD BANK
PARTNER AGENCY MEMBER**

This institution is a proud partner of the Central Texas Food Bank (CTFB) agency network. This institution is an equal opportunity provider. Learn more about CTFB at www.centraltexasfoodbank.org/



Partnership Recognition

- **Website**
 - The CTFB Partner Agency Badge must be displayed on the page of your agency's website that talks about the food pantry services. For partner agencies that solely operate food pantries, the badge should be displayed on the homepage. CTFB should also be acknowledged in the "About Us" section or wherever your food services are described.
- **Social Media**
 - All Partner Agencies must include "Central Texas Food Bank Partner" in the bio or description section of their public social media profiles. This applies to platforms such as Facebook, Instagram, X (Twitter), LinkedIn, and others.
- **Public Facing Printed Materials**
 - The CTFB Partner Agency Badge must be included on all printed materials distributed to the public. This includes fliers, posters, or promotional materials for any food distributions or events involving food provided through CTFB.

Partnership Recognition

- **Lobby or Entrance**
 - All partners must display a CTFB Partner Agency badge decal or sign in a visible location at their public-facing food pantry site. This should be placed at the entrance or in the lobby area of the food pantry. Decals and signs are available today—please take whichever works best for your space.
- **Media Coverage**
 - In any news media appearances or coverage focused on food distribution provided by CTFB, the partnership with Central Texas Food Bank must be clearly acknowledged.
- **Service Content**
 - In any public communication focused on food distribution provided by CTFB, your agency must include an acknowledgment of your partnership with the Central Texas Food Bank.

Non-Disparagement

The Partner Agency Agrees to:

- Refrain from making false, disparaging, or defamatory statements about CTFB or Feeding America, in any form (verbal, written, or electronic) of communication
- Avoid any communication that could harm the reputation, business, or financial standing of CTFB or Feeding America
- Always represent both organization appropriately and positively.

“Think of what we could do, together” – Elphaba Thropp



A photograph of a family of four, including a man, a woman, and two young children, smiling and holding a large white sign that says "THANK YOU". The image is overlaid with a solid green filter. The family is standing outdoors, with trees and a car visible in the background. The man is on the left, wearing a dark shirt and a watch. The woman is in the center, wearing a light-colored top. The children are on the right, one holding the sign. The text "THANK YOU" is written in large, white, bold, sans-serif capital letters across the center of the image.

THANK YOU



Submit Your Questions



Submit Session Survey





**CENTRAL
TEXAS
FOOD
BANK**

H.O.P.E.

Helping Our Partners Excel
Conference



Operation Changes

2025 H.O.P.E. Partner Agency Conference

Andrew Ingrassia
Manager of Internal Distributions



Food Flow





AGENCY EXPRESS

Ordering and Common Errors

Agency Express Login



AGENCYExpress®

Login

User Name:

aingrassia

Password:

.....

[Forgot Password?](#)

Program Code:

0006ppa728

[Forgot Program Code?](#)

☐ Remember me next time.

Need to clear your username and program code? [Click Here](#)

Log In

TechBridge®
Delivering technology, driving change.

About TechBridge

TechBridge breaks the cycle of generational poverty through the innovative use of technology to transform nonprofit and community impact.

About Feeding America

Agency Express Ordering

Search

Item No. Description

Category

- Select a Category -

Nutritional Information

- Select Nutritional Information -

Feature Type

- Select one -

Handling Req.

- Select one -

Desc. Code ?

Food Source

- Select one -

Search

Show All

View Favorites

Shopping Cart

Total Line Items

3

Total Due

\$0.00

Gross Weight

144

[Print](#)

[Clear Cart](#)

[Add to Cart](#)

[Check Out](#)

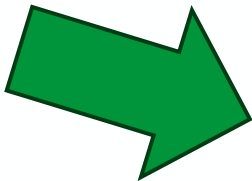
Shopping List

- Sort By -

Tip:Please Add to Cart requested items before leaving page

12

Order Qty	Available Qty.	Item No.	Description	UOM	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Nutritional Information	Favorite
3	5266	BKP000012PU	Flour	CASE	0.00	0.00	12 - 2lb		24	Choose Often	<input type="checkbox"/>
2	5000	GRN000009PU	White Rice	CASE	0.00	0.00	20 - 16oz		20	Choose Often	<input type="checkbox"/>
1	3645	CER000018PU	Oats	CASE	0.00	0.00	36 - 14.1oz		32	Choose Often	<input type="checkbox"/>



Agency Express Ordering

`www.agencyexpress3.org` says


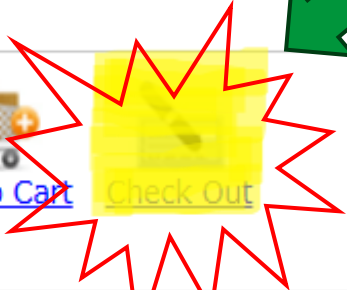



Success: Item BKP000012PU added to the cart.

Success: Item GRN000009PU added to the cart.

Success: Item CER000018PU added to the cart.

OK

Agency Express Ordering

Search				Shopping Cart	
Item No. Description <input type="text"/>				Total Line Items 3	
Category - Select a Category - ▾				Total Due \$0.00	
Nutritional Information - Select Nutritional Information - ▾				Gross Weight 144	
Feature Type Handling Req. Desc. Code ? Food Source					
-Select one- ▾ -Select one- ▾ <input type="text"/> -Select one- ▾					
Search Show All View Favorites				 Print  Clear Cart  Add to Cart Check Out	

Agency Express Ordering

My Appointment

Reference Number: **PO5794027**

Pickup/Delivery Date:

Pickup

 06/15/2025 Time: 08:00 AM

Comment (Please limit characters (&, <, >, ", ')). when PO is updated or submitted

Shopping Cart

June 2025

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Shopping Cart Summary

Total Due
\$0.00

Total Line Items
3

Gross Weight
144 lbs

Total Cube Size
4.66666 Cu. Ft.




 [Print](#)

 [Clear Cart](#)

 [Continue Shopping](#)

 [Update Cart](#)

 [Submit Cart](#)

Order Qty	Item No.	Description	Quantity	UOM	Gross Weight	Unit Price	Packaging Type	Pack Size	Handling Requirements	Special	Nutritional Information	Feature Type
<div></div> <div>3</div> <div>Available Qty. [5266]</div>	BKP000012PU	Flour	3	CASE	72	0.00	Case	12 - 2lb	Dry		Choose Often	
<div></div> <div>2</div> <div>Available Qty. [5000]</div>	GRN000009PU	White Rice	2	CASE	40	0.00	Case	20 - 16oz	Dry		Choose Often	
<div></div> <div>1</div> <div></div>	CER000018PU	Oats	1	CASE	32	0.00	Bag	36 - 14.1oz	Dry		Choose Often	

Shopping Cart Submitted

1st Pop-up Window

www.agencyexpress3.org says

Are you sure you want to submit the order?

OK

Cancel

2nd Pop-up Window

www.agencyexpress3.org says

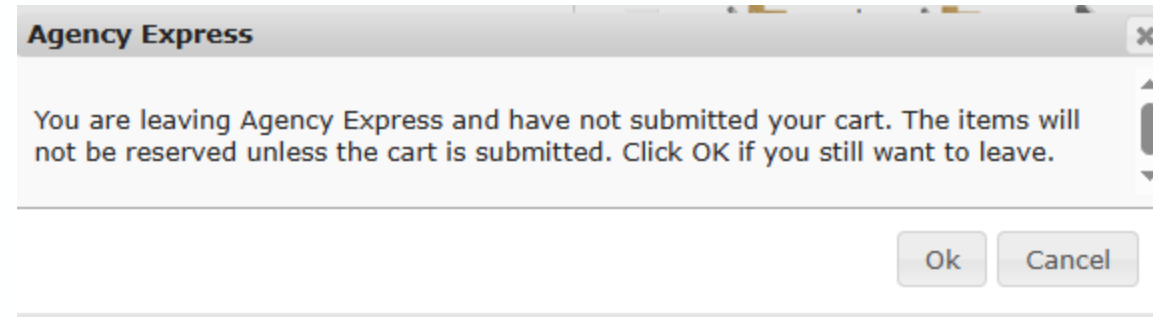
Order PO5788374 was submitted successfully.

OK

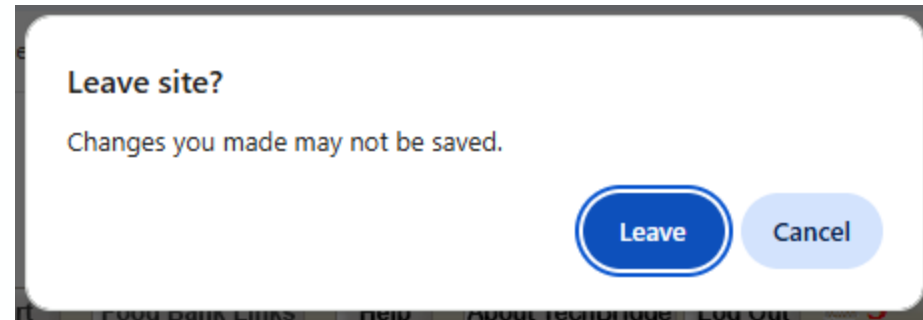
Shopping Cart NOT Submitted

There are two windows that warn you if your shopping cart was not submitted.

**Logout of
shopping cart**

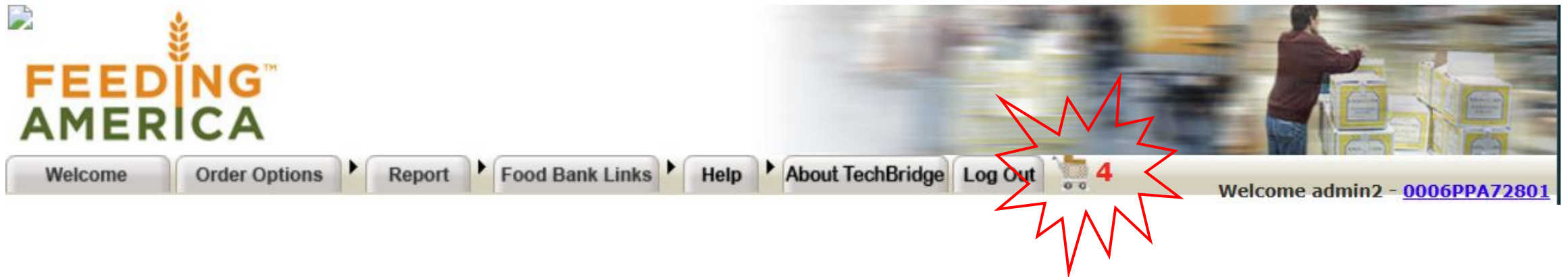


Exit the window

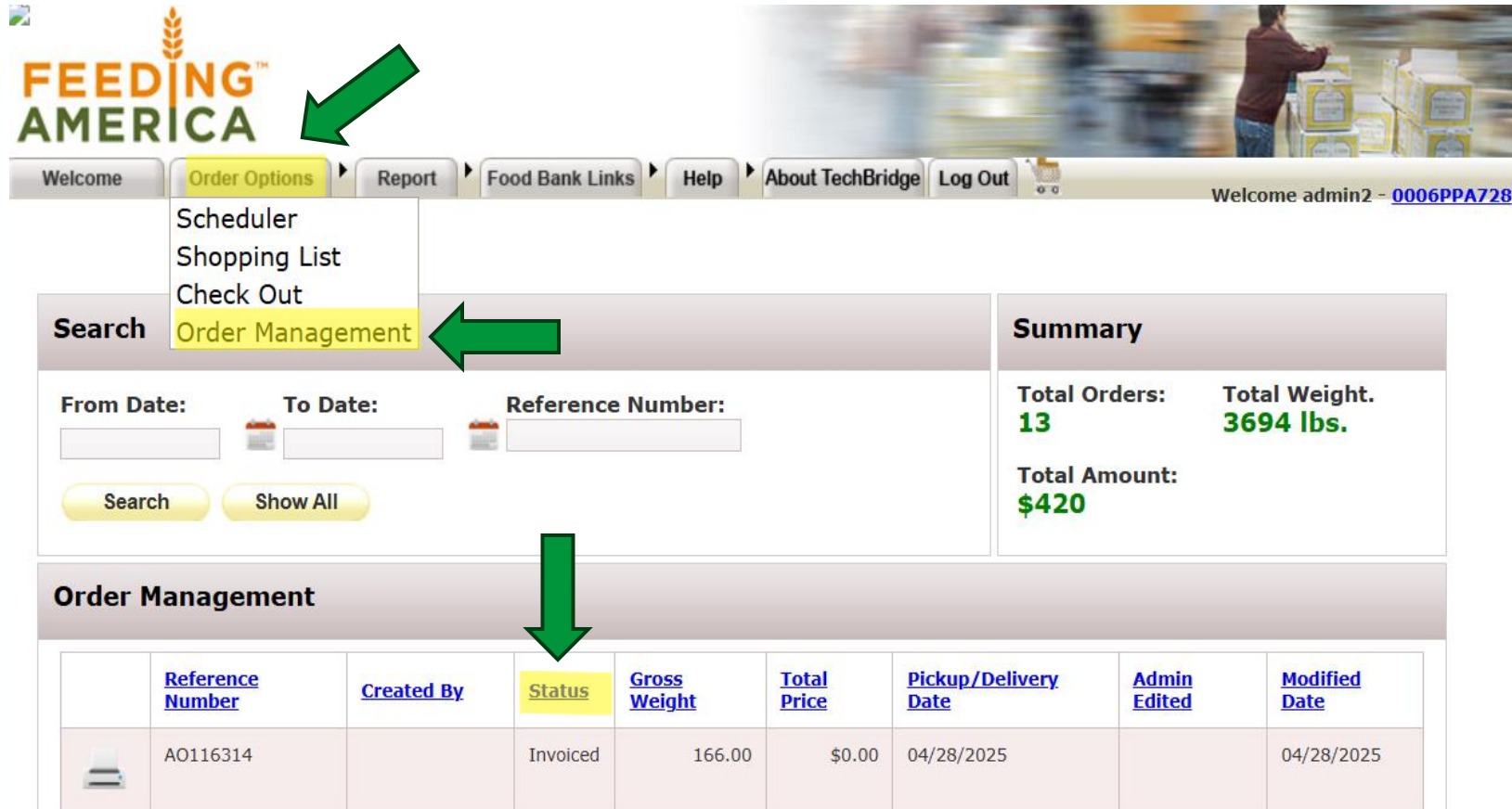


Shopping Cart NOT Submitted

Red numbers in your cart mean you have not submitted your cart.



Shopping Cart Status



FEEDING AMERICA

Welcome | **Order Options** | Report | Food Bank Links | Help | About TechBridge | Log Out | Welcome admin2 - 0006PPA728

Scheduler
Shopping List
Check Out
Order Management


Search

From Date: To Date: Reference Number:

Summary

Total Orders: **13** Total Weight: **3694 lbs.**
Total Amount: **\$420**

Order Management

	Reference Number	Created By	Status	Gross Weight	Total Price	Pickup/Delivery Date	Admin Edited	Modified Date
	AO116314		Invoiced	166.00	\$0.00	04/28/2025		04/28/2025

Status:

Not Submitted:

- Drafts

Submitted:

- Acknowledged
- Sent to Food Bank
- Released
- Invoiced
- Rejected

Shopping List Crossed Out



- Submit report for the correct month

Paying Invoices



Welcome Order Options ▶ Report ▶ Food Bank Links ▶ Help ▶ About TechBridge Log Out 

Welcome aingrassia - [0006PPA72801](#)

CTFB
Make a Payment ←

Paying Invoices

Pay Online: Food Handling Fees Central Texas Food Bank

You may pay for your food handling fees using the form below.

If you would like to pay by mail, please mail payments to:

c/o Partner Agency Billing
Central Texas Food Bank
6500 Metropolis Drive
Austin, TX 78744

Include your Agency ID # with your payment.

Please note that it may take up to two weeks to post to your agency account. To discuss emergency credit balance adjustments, please contact Vanessa Vela at [512-684-2103](tel:512-684-2103) or vvela@centraltexasfoodbank.org.

Thank you for the work you do!

*Payment
amount:

* Agency ID #: example PA999

* First Name:



ORDER WINDOW CHANGE

Current Window

<i>Delivery Date</i>	<i>Window Opens</i>	<i>Window Closes</i>
<i>Monday</i>	<i>Wed (10am) (previous week)</i>	<i>Thu (9am) (previous week)</i>
<i>Tuesday</i>	<i>Thu (10am) (previous week)</i>	<i>Fri (9am) (previous week)</i>
<i>Wednesday</i>	<i>Fri (10am) (previous week)</i>	<i>Mon (9am)</i>
<i>Thursday</i>	<i>Mon (10am)</i>	<i>Tue (9am)</i>
<i>Friday</i>	<i>Tue (10am)</i>	<i>Wed (9am)</i>
<i>Saturday</i>	<i>Wed (10am)</i>	<i>Wed (3pm)</i>

New Window – starting July 9

<i>Delivery Date</i>	<i>Window Opens - 8am</i>	<i>Window Closes - 8pm</i>	<i>Orders Picked / Staged</i>
<i>Monday</i>	<i>Thursday (previous week)</i>	<i>Thursday (previous week)</i>	<i>Friday</i>
<i>Tuesday</i>	<i>Friday (previous week)</i>	<i>Friday (previous week)</i>	<i>Monday</i>
<i>Wednesday</i>	<i>Monday</i>	<i>Monday</i>	<i>Tuesday</i>
<i>Thursday</i>	<i>Tuesday</i>	<i>Tuesday</i>	<i>Wednesday</i>
<i>Friday and Saturday</i>	<i>Wednesday</i>	<i>Wednesday</i>	<i>Thursday</i>

What's Changed?

- Order window will change from overnight to same day
 - 12-hour order window
- All agencies have the same amount of time to order
- Important Note: Most items we receive will appear on the shopping list by 1pm
- The new order window change will begin on Wednesday, July 9th at 8am



What Remains the Same?

- Delivery day
- Agency Express
- Add-on requests
 - Must be submitted during ordering window

E-mail:

Agencyorders@centraltexasfoodbank.org



Benefits

- Faster turnaround
- Fresher produce
- Streamline process
- Accurate inventory



What Do We Need From You?

- Place your orders on time during the window hours: **8 am - 8 pm**
- Double-check your order before submitting and check case sizes
- Submit order correctly
- Important Note: if you receive a pop-up window on AE when you close out, you **might not** have submitted your order!



A green-tinted photograph of several cardboard boxes filled with produce. The boxes are stacked, and the produce includes onions and potatoes. The word "EXTRAS" is overlaid in white, bold, sans-serif capital letters in the center of the image.

EXTRAS

Extras

- These are mixed pallets / totes of retail product (Miscellaneous produce, frozen, or dry)
- Separate from the shopping list
- Not enough product to case out and put on shopping list
- Must take whole pallet
- E-mail sent weekly
- NOT Guaranteed
- Email agencyorders@centraltexasfoodbank.org if you would like to be added to the list.



Submit Your Questions



Submit Session Survey





Question & Answers

2025 H.O.P.E. Partner Agency Conference

H.O.P.E.

Helping Our Partners Excel



Lunch

2025 H.O.P.E. Partner Agency Conference

H.O.P.E.

Helping Our Partners Excel



Travis	Travis	Travis	Travis	Travis	Willamson
Travis	Travis	Travis	Travis	Bastrop Lee Fayette	Willamson
Travis	Travis	Travis	Travis	Bastrop Lee Fayette	Willamson
Travis	Travis	Travis	Travis	Bastrop Lee Fayette	Willamson
Bell	Bell	Bell	Bell	Bell	Blanco Hays Caldwell
McLennan	McLennan	McLennan	McLennan	Falls Freestone Limestone	Blanco Hays Caldwell
Lampasas Coryell Milam	Lampasas Coryell Milam	Lampasas Coryell Milam	Llano Burnet	Llano Burnet	Overflow

S
T
A
G
E



**CENTRAL
TEXAS
FOOD
BANK**

H.O.P.E.

Helping Our Partners Excel
Conference



Neighbor Insights Updates

2025 H.O.P.E. Partner Agency Conference

Brandi James

Director of Data & Analytics



~To serve our neighbors better, we must understand them better~

Today's challenges in food access require not only compassion and commitment, but also clarity and collaboration.

Empowering Partnership through Data

~To serve our neighbors better, we must understand them better.~

Today's challenges in food access require not only compassion and commitment, but also clarity and collaboration.

This new Neighbor Insights Dashboard is more than just numbers – it's a tool to help us:

- Know who we are serving
- Spot gaps and opportunities
- Adapt services with greater equity and impact

How we collect Neighbor Insights

- CTFB makes Oasis Insight available for partners at no cost
- Onboarding and Training provided

Online intake
platform
(preferred)



Neighbor
data



Data sharing
process

- Partners with own intake system do not have to adopt Oasis Insight as long as they share data
 - Periodical submission through secure platform

How we manage neighbor data

Data Storage

- HIPAA* compliant platforms
 - Data warehouse
 - Oasis Insight

* Health Insurance Portability and Accountability Act (HIPAA)

Data Sharing

- Agreements established
- Shared on a need-to-know basis
 - Funders
 - Auditing
 - Feeding America
- Often anonymized

Data Ethics*

- Informed consent to release information
- Transparency
- Confidentiality
- Privacy
- Security

*Data ethics: the moral obligations of gathering, protecting, and using personally identifiable information and how it affects individuals.

External Dashboard

[Dashboard](#)



Submit Your Questions



Submit Session Survey





**CENTRAL
TEXAS
FOOD
BANK**

H.O.P.E.

Helping Our Partners Excel
Conference



Neighbors in Network Workshop

2025 H.O.P.E. Partner Agency Conference

Tessa Kisielewski &
NSC Team



Workshop Overview

Purpose:

For agencies to exchange knowledge and experiences between themselves.

It's also an opportunity for CTFB staff to learn about our partners' experiences, challenges, and solutions.

- Be Prepared to MOVE!
- Be Engaged!
- Listen to Others!
- Share Your Experiences!





REGIONAL RELATIONSHIP BUILDING



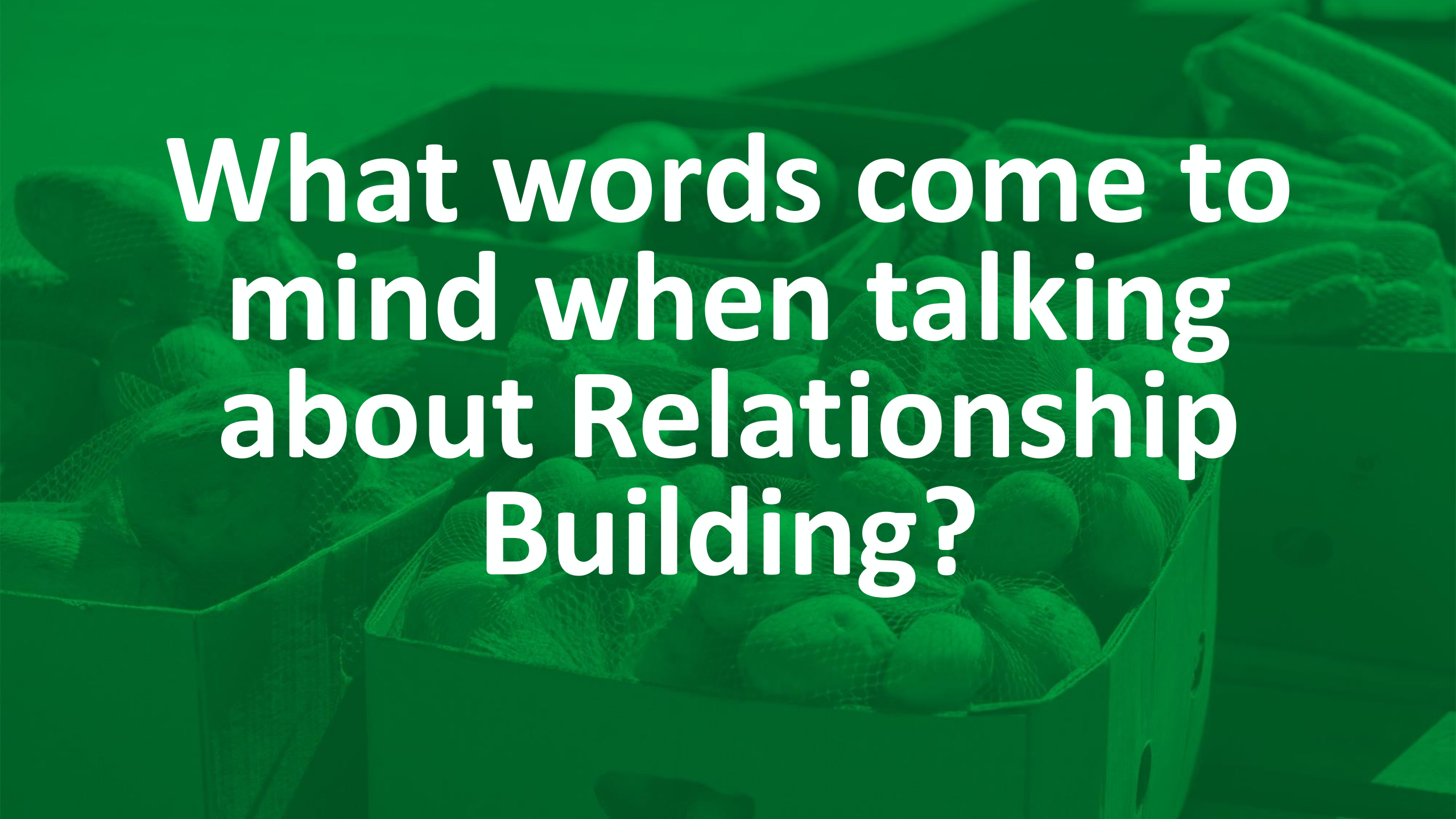
“

The Bell County pantries coordinate with each other to address specific community needs, ensuring a comprehensive approach to combating hunger. Monthly networking meetings such as the “CARE Network,” “United Way Community Connections,” and the “Bell County Hunger Coalition” allows for pantries to interact and problem-solve any concerns. We maximize our resources efficiently by not duplicating services for special programs, which enhances the overall impact of the food assistance system in our county.

Alicia Jallah, Executive Director

Helping Hands Belton

”



**What words come to
mind when talking
about Relationship
Building?**

Instructions

Stay in Your Current Seat

You are currently seated next to partners located within your same area.

Designate a Speaker

Designate a speaker for your group to share table discussion comments.

Table Discussion

As a group, pick 3 questions to discuss.

Write down your findings.

At the end of each discussion, groups will be called on to share their insights.

Table Discussion – Regional Relationship Building

1. Are there distribution and service times gaps we can fill as a group for our region? Specifically, review weekend and evening distribution times.
2. What regional collaborations have helped strengthen your food distribution efforts?

Table Discussion – Regional Relationship Building

3. What is a unique barrier to service your organization addressed in your region?

4. What is a unique barrier to food access you addressed for the neighbors in your area?

Table Discussion – Regional Relationship Building

5. What strategies have worked in your region to effectively engage local leaders and community organizations in local food assistance efforts?

6. How can your group build and strengthen the relationships in your county and across the region?



PUMP UP THE VOLUME



“

We were blessed with the opportunity to transform a 2,400-square-foot open area into a welcoming and functional environment. Our new space now includes a reception area, a food staging section, an administrative office, and private interview rooms for clients seeking financial assistance.

This move has already made a meaningful difference. Since 2023, we've seen nearly a 20% increase in client visits. The new location allows us to serve more neighbors in need: guests can now wait in comfort, volunteers can fill food orders more efficiently, and interview rooms provide the privacy and dignity our clients deserve.

Gaytha Braun
Lake Travis Crisis Ministries

”

A green-tinted photograph of a modern building interior. On the left, a wide staircase with a metal railing leads up. In the center and right, there is a reception area with a long, dark counter. Behind the counter, there are signs that read "HUNGER FOR RAIN" and "CENTRAL TEXAS FOOD BANK". A person is visible behind the counter. The floor is polished and reflects the light. The overall atmosphere is clean and professional.

What words come to mind when talking about Volume?

Instructions

Find your Group

See which fruit group your agency belongs to.

Move to the matching table.

Don't know where to go?
Ask CTFB staff for help!

Designate a Speaker

Once at your table, designate a speaker for your group to share table discussion comments.

Table Discussion

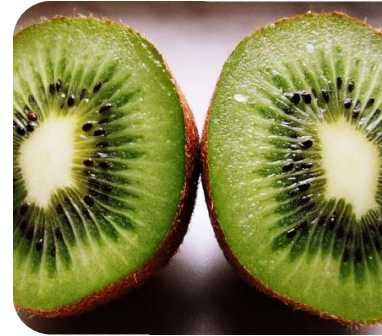
As a group, discuss the 2 questions on the screen.

Write down your findings.

At the end of each discussion, groups will be called on to share their insights.



Mango Group



Kiwi Group



Banana Group



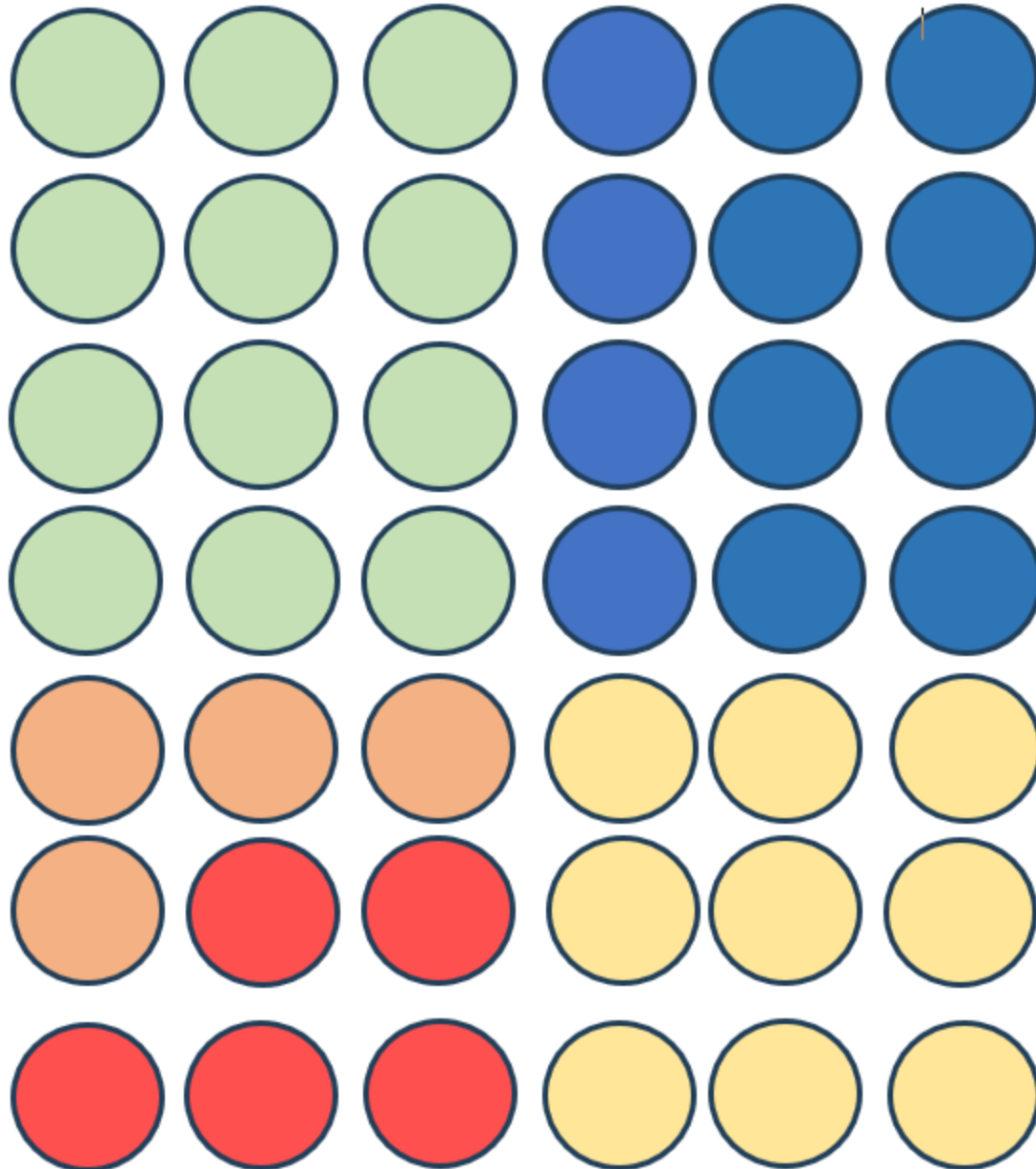
Blueberry Group



Cherry Group



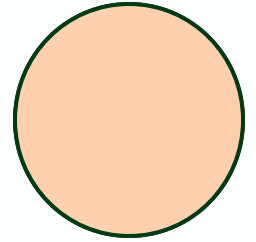
Look in your workbook to
find your group!



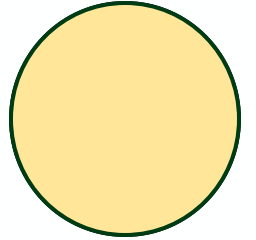
S
T
A
G
E



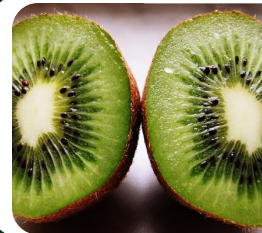
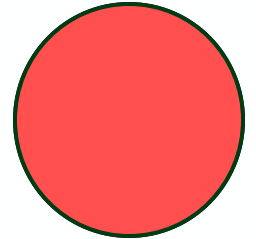
Mango Group



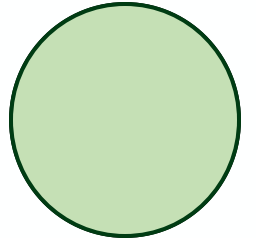
Banana
Group



Cherry Group



Kiwi Group



Blueberry
Group

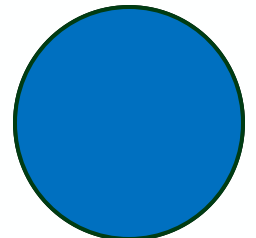


Table Discussion – Pump up the Volume

1. How does your service model, such as client-choice, pre-bagged, drive-thru, influence the amount of food provided to each household?
2. How do you ensure your food distribution provides food variety, nutritional quality, and quantity while meeting the increased community need?

Question for Meal Sites:

3. How does your agency handle communication with kitchen staff for meal planning? Is your cook involved in the ordering process?

Table Discussion – Pump up the Volume

4. Is there a change in your service model that increased the amount of food your agency was able to distribute?
5. Can you share a time when a creative or unexpected solution helped boost your food distribution?

Question for Meal Sites:

6. What meals are the most enjoyable for your site and neighbors? What are the different food sources you use to find the ingredients for these meals?



CAPACITY BUILDING




“

The direct shipping service provided by the Central Texas Food Bank has been an invaluable resource for our pantry. Previously, we had to rent a U-Haul, coordinate volunteers to assist with loading, and then manage the unloading process at our site. This process was time-consuming and required significant resources. The implementation of direct shipping has greatly streamlined our operations, allowing us to focus more on serving our community. We are truly grateful for this opportunity and the continued support from the Central Texas Food Bank.

Tre Baldwin

The Store at Baylor University

”

A photograph of a modern office interior, featuring a staircase on the left, a reception desk in the center, and glass-walled offices on the right. The entire image is overlaid with a semi-transparent green filter. The text is centered in the upper half of the image.

**What words come to
mind when talking
about Capacity
Building?**

Instructions

Stay in your group.

Stay in your fruit group but switch it up.

Talk to someone new!

Designate a Speaker

Once at your table, designate a speaker for your group to share table discussion comments.

Table Discussion

As a group, pick 1 of the 2 questions to discuss.

Write down your findings.

At the end of each discussion, groups will be called on to share their insights.

Table Discussion – Capacity Building

1. Can you share a change that helped maximize your facility's efficiency in food storage and distribution? Have you found a creative way to maximize limited space for storage and distribution?
2. Discuss your pantry team structure. Which model has worked best to effectively distribute the pantry's operation roles and responsibilities?

Question for Meal Sites:

3. What is the busiest time of year for your food services? What strategies have helped you best serve a fluctuating clients?

Table Discussion – Capacity Building

4. What is a pantry design or distribution model that centers the neighbor experience?

5. How would you describe your agency's capacity? What is a best practice you learned in managing its operations?

Table Discussion – Capacity Building

6. How do you successfully onboard and retain volunteers?

7. At your pantry, which role manages compliance requirements, such as annual trainings, client confidentiality, and food safety?

Food for Thought

What does your
ideal pantry
look like?





Submit Your Questions



Submit Session Survey





**CENTRAL
TEXAS
FOOD
BANK**

H.O.P.E.

Helping Our Partners Excel
Conference



Strategies to Share Your Success Story

2025 H.O.P.E. Partner Agency Conference

Norma Flores López
Director of Network Standards



Objectives

- Learn about the benefits of sharing success stories.
- Learn about how to create an effective strategy to share success stories.
- Discuss how to create SMART Goals.

A photograph of a woman with her hair in a bun, smiling and holding a young child. The image is covered with a semi-transparent green filter. Overlaid on this is the text 'BENEFITS OF SHARING SUCCESS STORIES' in a large, white, bold, sans-serif font. The woman is wearing a light-colored t-shirt with a smiley face graphic. The child is wearing a small hat and a bib with a bicycle graphic.

BENEFITS OF SHARING SUCCESS STORIES

Benefits



1. Boost your happiness and build your self-esteem



2. Inspire your audience



3. Create a positive narrative for your work

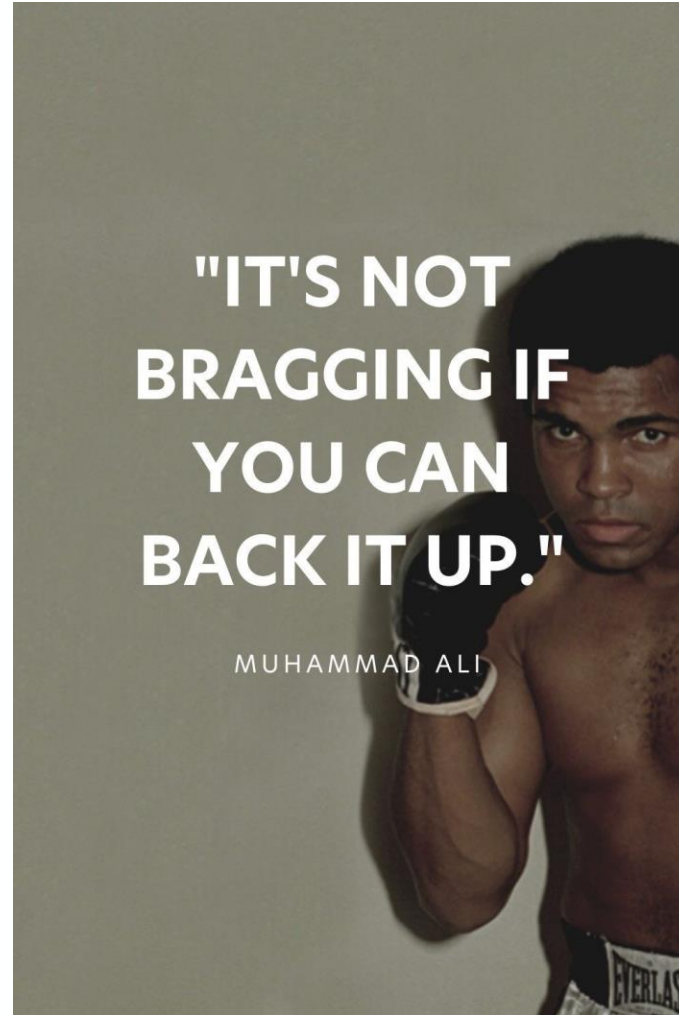


4. Strengthen your relationships



5. Improve your communication skills

Remember...





STRATEGIES TO SHARE YOUR SUCCESS STORY

What is a strategy?

A plan of action or policy designed to achieve a major or overall aim.



What is your “why”?

Define your goal. Make it SMART!

What is the SMART criteria?

S	Specific	What will be accomplished? What actions will you take?
M	Measurable	What data will measure the goal? (How much? How well?
A	Achievable	Is the goal doable? Do you have the necessary skills and resources?
R	Relevant	How does the goal align with broader goals? Why is the result important?
T	Time-Bound	What is the time frame for accomplishing the goal?

Source: [How to write SMART Goals v2.pdf \(ucop.edu\)](#)

Target Audience

- Who is your **target** audience?
- What is the best way to reach them?
- Things to consider:
 - Language
 - Medium
 - Frequency
 - Spokesperson



How to Tell Your Pantry's Story

- Build a Narrative
Narratives make the message personable and relatable.
- Share Images
Bright, engaging images are important! Images should support your message and be relevant to your target audience.
- Use Action Words
Compelling verbs like “Change” or “Act” help your audience visualize their impact.
- Keep it Short and Simple
Message should be short, action-oriented and to the point.
- Call to Action
A direct request focuses attention on your key message and outcome you want.




How will you achieve it?

- Plan
- Bring in stakeholders
- Execute
- Measure
- Adjust

Don't forget to celebrate your WINS!





EXAMPLE OF A SMART GOAL

Example

We want to show we are making a positive impact in the community.

Why? To increase volunteers at food distributions.

Let's make it into a SMART Goal.

SMART Goal

- **Specific**
Show we have impactful, fun distributions.
- **Measurable**
Increase the number of volunteers from 10 to 12.
- **Achievable**
Increase number of volunteers by 2 people (20%).
- **Relevant**
More volunteers will help us provide more food and decrease wait times at our distribution.
- **Time-bound**
We achieve our goal by the end of the month.



Strategy

Post on social media after every distribution.

Post should show photos of volunteers having fun. Include a positive quote by a neighbor we helped.

Include how to sign up for more information about volunteerism.

Other tips?



Planning Activity

It's time to put your new skills into practice!

What is a goal you want to achieve?

How can success stories help you achieve it?

Target Audience

Who is your target audience?

What is the best way to reach them?

SMART Goal

- Specific
- Measurable
- Achievable
- Relevant
- Time-bound

Steps to Consider

- Create a Plan
- Bring in stakeholders
- Execute
- Measure
- Adjust

PANEL DISCUSSION





PLANNING ACTIVITY

Contact Information

Norma Flores López

Director of Network Services

nlopez@centraltexasfoodbank.org

Noelle Newton

VP of Marketing + Communication

nnewton@centraltexasfoodbank.org



Submit Your Questions



Submit Session Survey





**CENTRAL
TEXAS
FOOD
BANK**

H.O.P.E.

Helping Our Partners Excel
Conference



THANK YOU!

SEE YOU NEXT YEAR!

H.O.P.E.

Helping Our Partners Excel