

# CTFB NETWORK PULSE SURVEY: JUNE 2020

Questions? Additional Feedback? Contact us at [agencies@centraltexasfoodbank.org](mailto:agencies@centraltexasfoodbank.org)

## About the Pulse Survey:

The second CTFB network pulse survey was launched on June 9 and closed on June 15. CTFB invited all partner agencies to participate and approximately 70% of our 254 partners completed the survey. In this summary, we are sharing key, high-level results as well as some of the ongoing actions we are taking to respond to needs across the network.<sup>1</sup>

## SURVEY HIGHLIGHTS

- Very few agencies have closed with **96%** of partners continuing to operate
- Most agencies have continued utilizing modified distribution models put in place in the spring
- Partners continue to see increased need with **65%** of partners experiencing an increase in the number of clients served and fewer partners are unable to meet the increased need with **88%** of partners able to serve everyone who attends distributions without running out of food
- Partner Agency morale remains high – in fact, higher than our last survey indicated – with **86%** of partners feeling good-to-great compared to **79%** in April
- Partners are doing better financially, with **83%** reporting they were not facing a critical funding shortfall compared to **59%** in April
- Only **25%** of agencies applied for and received funding through the Paycheck Protection Program but for those who did **87%** reported funding as very-to-extremely important in supporting their ability to stay operational



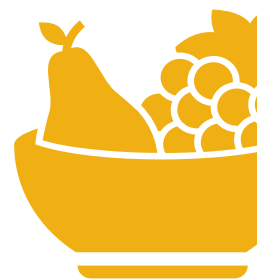
## FUTURE OUTLOOK

We recognize the high level of unpredictability that still exists and its impact on planning:

- When partners were asked to estimate when they would be ‘getting back to normal’ with their operations, answers were extremely varied and represented continued uncertainty
- Most partners have made some modifications to their operations during COVID-19 and plan to continue them through the summer and many into the fall with a focus on: boxed food distribution, drive-through and curbside distributions, and continuing to limit people onsite
- A majority of Agencies reported being able to accommodate a virtual annual site visit from CTFB. Your relationship manager will be in contact with updates and details

Given the current environment, we remain focused on being as responsive to the needs of our agencies as possible in order to continue to assist the network through the longer-than-anticipated response:

- **Partner Needs:** Top needs among partners have not changed much since April and include Cleaning Supplies, Safety/PPE, Food Storage solutions, Funding, Paper Bags and Resources for clients
- **Food Sourcing:** CTFB continues our focus on food sourcing and our team is working hard to leverage all national, state and local resources to stock our shelves, pursuing every opportunity for food to ensure that we get the best product for our partners and clients; We’ve also added paper bags and empty boxes to the shopping list for agencies to build their own pre-packaged product
- **Communications:** CTFB continues to host recurring Network Advisory Council (NAC) calls to ensure we’re getting real-time feedback from partners on behalf of the network and we continue our weekly Agency Blast emails with COVID-19-specific content and helpful resource links
- **Handling Fees:** CTFB is pleased to be able to continue reimbursing a percentage of monthly handling fees as fundraising allows to help your organization’s dollars go further when you need them most
- **Logistics:** Our team continues to coordinate additional pick-up and delivery times, as available
- **Advocacy:** CTFB continues to advocate for federal and state-level food program waivers to reduce barriers to services
- **Training and Technical Assistance:** CTFB is focusing on understanding partner capacity and identifying training needs as we plan for fall opportunities



<sup>1</sup> All percentages based on number of agencies responding

**The strength and resilience of our Partner Agency network has never been clearer.  
Thank you for your continued hard work and relentless efforts to serve our community.  
We are proud to be part of this amazing network!**