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| ***October 20, 2020******This message is being sent to all members of the Central Texas Food Bank Partner Agency network.*** |
| **Special AnnouncementSeptember Handling Fee Announcement**We are pleased to announce that we are, again, able to offer partial credits to all partners for the handling fees that were spent in September. A 10% credit for handling fees spent last month has been credited to your account. Thank you again 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. |
| **Partner Resources:TEFAP UpdatesSignature Waiver Extended**The TDA waiver to remove the required signatures from participants/proxies on TEFAP intake forms has been extended through December, 31, 2020. Agencies must still obtain federally required intake criteria to properly determine and document eligibility. Please see the revised temporary intake form linked on the Agencies section of our website **[here.](https://www.centraltexasfoodbank.org/media/365/%22%20%5Co%20%22Temporary%20Intake%20Form%22%20%5Ct%20%22_blank)** (Note: This applies to both the 2020-21 USDA Intake Form and the Temporary COVID-19 intake form. Because you do not need to collect signatures through the end of the year, you can call clients and fill out the form for them over the phone if you would like.)Please ensure to determine eligibility based on categorical and/or income first. If the participant does not qualify from those two, please utilize the household crisis option and document the reason: lost job, furloughed/laid off, etc. If you have any questions regarding the intake process or TEFAP eligibility, please reach out to your relationship manager.**Holiday Intake & Reporting**As the holidays approach, your agency may be planning special food distributions. Remember that the same intake and reporting procedures apply to holiday assistance as to regular services. Not sure how to track that holiday assistance? Check these FAQs below:**How do I report a distribution where clients received both regular groceries and extra holiday food?**Have your clients sign in as usual, and report the number of households as usual. You do not need to make adjustments such as doubling household counts to reflect the extra food each household received. Poundage totals will reflect the extra holiday food.**How do I report a special distribution of holiday foods that is separate from our regular distribution?**Have clients sign in as though they were at a regular distribution, and include totals from this distribution in your usual Partner Agency Monthly Report. You do not need to differentiate regular vs. holiday services in your report. Remember to count a household as “new” only if they have never gotten food from your agency before. Count a household in your report once for each distribution when they receive food from your agency, regardless of how much food you provide.**How do I report holiday poundage?**Holiday poundage works just like regular poundage. Central Texas Food Bank records will reflect any extra pounds of food you ordered from us. Please report any food you sourced elsewhere as “Pounds of food received this month from sources other than the Food Bank” in the Pantry Agency Monthly Report.**My agency normally does not provide meals, but we will be serving a holiday meal. My agency normally does not provide groceries, but we will be providing holiday groceries. How should we report it?**The Central Texas Food Bank tracks groceries and meals separately. There are training requirements for serving meals, and different intake and reporting processes for serving groceries. Questions: Please reach out to your relationship manager. |
| **Reminder: Complete the 2020 Network SurveyPlease make sure to complete the 2020 Network Survey! Your agency should have received an e-mail with instructions and a link to access the survey. Each agency needs to submit the survey only once, although multiple staff members may collaborate to make sure that the information provided is complete and accurate. *The survey is required for all agencies, and partners will receive an incentive for completing it. The deadline to complete the survey is Friday, October 23.***The purpose of the Network Survey is to gather updated information about partner operations, how we are serving clients, and additional support partners may need. The survey will also inform planning for the Service Insights Initiative. The goal of this initiative is to improve our services and better meet the needs of our clients, using administrative client data to better understand how much of the hunger need we are meeting and make strategic decisions about where and how we provide services.For questions about the 2020 Network Survey or the Service Insights Initiative, please reach out to Sam Night, Client Insights Project Manager, at snight@centraltexasfoodbank.org.**General RemindersWe 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.**Remember, we will be sharing COVID-19 resources for partners and our most updated communications on our website here: [https://www.centraltexasfoodbank.org/agencies](https://www.centraltexasfoodbank.org/agencies%22%20%5Co%20%22Visit%20our%20website%20for%20updated%20Partner%20communications.%22%20%5Ct%20%22_blank) |

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| **CONTACT THE TEAM**512.684.2503 | agencies@centraltexasfoodbank.org |
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