



*November 18, 2020*

*This message is being sent to all members of the Central Texas Food Bank Partner Agency network.*

## **Partner Resources**

### **Holiday Distributions, Intake, and Reporting**

Is your agency planning special food distributions for the holidays? We would love to know! Please email us at [agencies@centraltexasfoodbank.org](mailto:agencies@centraltexasfoodbank.org) with the distribution information, such as date, time, and if it is open to the public. 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?**

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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.

Please reach out to your relationship manager with any questions about distribution, intake, or reporting.

### **Foundation Community Marketplace Health Insurance Program**

Need health insurance for 2021? The health insurance experts at [Foundation Communities](#) can help individuals sign up for 2021 health insurance through phone appointments! Marketplace Open Enrollment is November 1 - December 15, 2020. Please share [this flyer](#) with clients at your distributions to let them know about this important resource and deadline.

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### **Service Insights Updates:**

**Thank you for completing the 2020 CTFB Network Survey!** We appreciate the time your staff and volunteers took to complete the survey. We also value the feedback our staff received from partners. In particular, we know this was a long survey to complete, and we appreciate you all taking the time to share detailed information about your agencies’ operations and other thoughts with CTFB. Our staff may also follow up with your agency individually.

In the meantime, CTFB will be reviewing survey responses to prepare a summary of results. We will be sharing our findings over the coming months. No agency’s individual response or identifying information will be shared. The survey results will also inform our strategy for rolling out the Service Insights Initiative to the network.

*Service Insights is a network-wide effort to align our shared systems of client intake and data collection. The goal of the initiative is to improve our services and better*

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*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](mailto:snight@centraltexasfoodbank.org).**

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### **Reminders**

**The Food Bank will be closed on November 26 and 27 for the Thanksgiving Holiday. There will be no pick-ups or deliveries on these days.**

<b>If you are picking up or receiving delivery on:</b>	<b>Order Window Opens:</b>	<b>At:</b>	<b>Order Due By:</b>	<b>At:</b>
Monday, Nov. 30	Monday, Nov. 23	10:00 a.m.	Tuesday, Nov. 24	9:00 a.m.
Thursday, Dec. 1	Tuesday, Nov. 24	10:00 a.m.	Wednesday, Nov. 25	9:00 a.m.

For the most up-to-date closure information, please refer to the [2020 Holiday Guide](#) and the [agencies page](#) of our website. CTFB will post and send out 30 days prior the ordering guidelines for closures so you can plan for your pantry needs.

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### **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](mailto: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

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communications on our website

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

## CONTACT THE TEAM

512.684.2503 | [agencies@centraltexasfoodbank.org](mailto:agencies@centraltexasfoodbank.org)

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6500 Metropolis Drive, Austin, TX 78744