



December 2, 2020

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

Spotlight: Thank You!

As 2020 comes to an end, we want to say THANK YOU! This has been a year of change and adapting, and you have managed to keep Central Texas fed throughout this unprecedented year. Thank you for your dedication to fighting hunger in Central Texas, we are so appreciative of you and all the hard work you do for your community.



Service Insights

Thank you for completing the 2020 CTFB Network Survey!

We received 217 agency responses to the survey with a response rate of 86%! CTFB appreciates 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 first share our findings with a group of representatives from the network, and will then share results more widely in the coming months. No agency's individual response or identifying information will be shared. Responses to the survey will also inform the development of a network rollout strategy for the **Service Insights Initiative**.

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 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. We recognize that our partners are already collecting client data with an assortment of tools. CTFB will support partners participating in Service Insights to improve client data collection with the appropriate technology, protect client information, and align the information they collect with partners across the network.

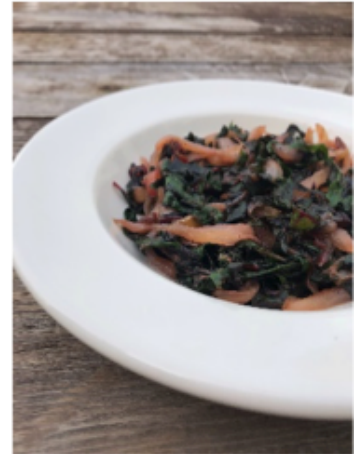
Service Insights is a multiyear initiative. Over the next four years, we will plan and implement a phased rollout strategy to standardize the client data we collect and improve the services we provide as a network. During the first year, our goal is to design a rollout strategy that 1) accounts for the current range of systems partners currently use to collect client data, and 2) addresses reported barriers to electronic data collection. In the coming months, CTFB will ensure opportunities for partners to weigh in on the design and review of the rollout strategy. In April 2021, our staff will present and finalize a strategy for implementing Service Insights with participating agencies.

For questions about the Network Survey or the Service Insights Initiative, please reach out to Sam Night, Client Insights Project Manager, at snight@centraltexasfoodbank.org.

Recipe of the Month: Swiss Chard and Caramelized Onions

For this month's recipe, [Swiss Chard and Caramelized Onions](#), we are featuring Swiss chard. Sometimes referred to as just "chard", this hearty green is available year-round and is unique in that it does well in both cool and hot temperatures.

Just like other leafy greens, Swiss chard is known to be a nutritional powerhouse vegetable packed with vitamins A, K, and calcium. When choosing chard, look for crisp, plump leaves that are green all over. Avoid leaves with yellow or brown spots and leaves that look or feel limp. To store fresh Swiss chard, place it unwashed in a plastic bag, squeeze the air out, and store it in the refrigerator for up to 10 days. During the cold months, Swiss chard can be kept in a vase on the countertop for 5-7 days. Simply cut the bottoms of the stems and set upright in cold water.



Swiss chard can be used just like spinach. It can be enjoyed raw as part of a salad or, because of its size, as a substitute in lettuce wraps. To preserve the most nutrition, opt for steaming, sautéing, or roasting, as many nutrients are lost to the water if chard is boiled and drained. When cooking Swiss chard, keep in mind that the leaves and stems can all be enjoyed, but the stems will need a little longer to cook than the leaves.

In this versatile recipe, rainbow Swiss chard is sautéed with onions. The extended cooking time of the onions, add a full, deep, rich sweet flavor to this dish, making this recipe an easy, yet delicious side dish for any occasion.

To find more recipes such as this one, click here <https://www.centraltexasfoodbank.org/recipes>.

Reminders

The Food Bank will be closed on December 24 and 25 for the Winter Holiday, and December 31 and January 1 in observance of New Years'. There will be no pick-ups or deliveries on these days.

If you are picking up or receiving delivery on:	Order Window Opens:	At:	Order Due By:	At:
Monday, Dec. 30	Monday, Dec. 21	10:00 a.m.	Tuesday, Dec. 22	9:00 a.m.
Tuesday, Dec. 29	Tuesday, Dec. 22	10:00 a.m.	Wednesday, Dec. 23	9:00 a.m.

If you are picking up or receiving delivery on:	Order Window Opens:	At:	Order Due By:	At:
Monday, Jan. 4	Monday, Dec. 28	10:00 a.m.	Tuesday, Dec. 29	9:00 a.m.
Tuesday, Jan. 5	Tuesday, Dec. 29	10:00 a.m.	Wednesday, Dec. 30	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.

Food Sourcing Forecast

Below, you will find a list of foods that will be available on the shopping list soon. On the hyperlinked items you will find easy recipes that can be shared with your clients. To find more recipes, visit our website.

Meat and Dairy	Produce	Shelf Stable Food Items
<p style="text-align: center;"> Eggs 2% Milk Whole Milk Chicken Breast Chicken Leg Quarters Whole Chicken Ground Beef Turkey </p>	<p style="text-align: center;"> Apples Grapes Oranges Russet Potatoes </p>	<p style="text-align: center;"> Beef Stew (Can) Cream of Chicken Soup (Can) Egg Noodles Mixed Fruit (Can) Pinto Beans (Can) Pumpkin Raisins Spinach (Can) Tomato Soup Whole Almonds </p>

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.

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

512.684.2503 | agencies@centraltexasfoodbank.org