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## Partner Agency Blast

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**Important Reminders**

**Upcoming Closures**

**IMPORTANT ANNOUNCEMENT – CTFB will be closed on Thursday, December 23 and Friday, December 24** in observance of the winter holiday. **CTFB will also be closed on Friday, December 31** to ring in the New Year but there will be no closures in 2022 related to the New Year’s Eve holiday. All regularly scheduled pick-ups, deliveries, and ordering will be cancelled during these times. Below are the modifications being made to the ordering schedule as a result of these closures:

<b>If you are picking up or receiving delivery on:</b>	<b>Your ordering window opens on:</b>	<b>At:</b>	<b>Your order is due on:</b>	<b>At:</b>
Mon., Dec. 27	Mon., Dec. 20	10:00 a.m.	Tues., Dec. 21	9:00 a.m.
Tues., Dec. 28	Tues., Dec. 21	10:00 a.m.	Wed., Dec. 22	9:00 a.m.
Mon., Jan. 3	Tues., Dec. 28	10:00 a.m.	Wed., Dec. 29	9:00 a.m.
Tues., Jan. 4	Wed., Dec. 29	10:00 a.m.	Thurs., Dec. 30	9:00 a.m.

**IMPORTANT ANNOUNCEMENT – CTFB will be closed on Monday, January 17** for MLK day. All regularly scheduled pick-ups, deliveries, and ordering will be cancelled during these times. Below are the modifications being made to the ordering schedule as a result of these closures:

<b>If you are picking up or receiving delivery on:</b>	<b>Your ordering window opens on:</b>	<b>At:</b>	<b>Your order is due on:</b>	<b>At:</b>
Tues., Jan. 18*	Wed., Jan. 12	10:00 a.m.	Thurs., Jan. 13	9:00 a.m.
Wed., Jan. 19	Thur., Jan. 13	10:00 a.m.	Fri., Jan. 14	9:00 a.m.

If your organization will be in need of a rescheduled pick-up at CTFB during this closure, please reach out to your relationship manager to see what may be possible. Reschedule spots will be limited and are available first-come, first-served.

For the most up-to-date closure information, please refer to the [2021 Holiday Guide](#), the [2022 Holiday Guide](#), and the [agencies page](#) of our website. CTFB will post and send out closure ordering guidelines 30 days prior so you can plan for your pantry needs.

[Click here to download the 2022 Holiday Guide.](#)

[Click here to visit the Agencies page.](#)

## Reminder: Monthly Report Holds

The reports partner agencies submit each month are crucial to the Central Texas Food Bank's mission and here's why"

- To source food accurately. The food sourcing team at CTFB analyze the data from partner agency reports to procure and forecast food purchases. Accurate monthly reports ensure our shelves are stocked and ready to serve the nutritious food our neighbors need.
- To inform national organizations. The food bank also uses the data from reports to provide cumulative information to the Texas Department of Agriculture, which reports consolidated statewide numbers to the United States Department of Agriculture and to Feeding America. Accurate and timely monthly reports have immediate and larger implications.

As we enter the New Year, we want to remind you of the report hold policy. Monthly reports must be submitted through the online reporting system by the eighth of the following month that is being reported (Example: November's report due by December 8). **If a Partner Agency does not submit their reports by the eighth of the month following the distribution, they are put on hold and may not place orders until all reports are submitted.**

**Once an agency has accrued 4 report holds in a calendar year, the account will automatically be suspended until the first of the following month.** The suspension will not be removed until the first of the following month, even after the late report is received. Every late monthly report received after an agency has accrued 4 report holds in a calendar year will automatically be suspended until the first of the following month. Excessive holds in a calendar year may lead to termination. Please let your relationship manager know if you have any questions.

## **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?**

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.

### **Reminder for all Agencies: Freezer Blanket Requirement**

CTFB would like to remind all Partner Agencies with refrigerated vehicles or coolers must utilize insulated freezer blankets for transporting perishable food. This requirement ensures that we comply with safe food handling policies and procedures. If your agency does not currently have freezer blankets, please contact your relationship manager or call our Agency Relations Hotline at (512)684-2503 for further assistance.

### **Announcement: Free Culinary Training Program**

The Culinary Team at CTFB Community Kitchen would like to extend an invite to our neighbors who are interested in a career in Food Service, have a passion for food, and are ready and willing to learn. This hands-on job-training

program is designed to teach basic culinary skills, cooking techniques, knife skills, equipment operation and professional development.

The CTFB Culinary Training Program is a free, 8 week training, and open to all members of the community (subject to eligibility requirements). Our program is a hybrid of in-person training and online lessons. Students attend in-person class 3 days a week, while completing our extensive online program through the Rouxbe Culinary Training Platform.

- Application due: 1/27/2022
- Interviews: 1/20-2/01/2022
- Start Date: 2/14/2022
- Graduation Date: 4/15/2022

You can find out more about the for Culinary Training Program at:

[www.centraltexasfoodbank.org/kitchen](http://www.centraltexasfoodbank.org/kitchen)

## Contact the Team

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

[Unsubscribe](#) | [Forward to a friend](#) | [Visit our website](#)  
6500 Metropolis Drive, Austin, TX 78744

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