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November Partner Agency Blast

Join Us: State of the Food Supply Chain-An Update

Please join us for a second virtual convening of our Partner Agencies as we continue the conversation on the State of the Food Supply Chain. As food banks across the US have been experiencing, food supply chain issues are limiting our inventory. We will provide an update to the causes for this disruption and our work towards solutions.

When: Wednesday, November 30, 8-9am

Where: Zoom, link to follow. Please RSVP [here](#).

Upcoming Closures

IMPORTANT- The food bank will be closed from Thursday, November 24, 2022 through Friday, November 25, 2022 for Thanksgiving. This means all regularly scheduled pick-ups and deliveries are cancelled during this time. Below are the modifications being made to the ordering schedule as a result of this closure:

If you are picking up or receiving delivery on:	Your ordering window opens on:	At:	Your order is due on:	At:
Mon., Nov. 28	Mon., Nov. 21	10:15 a.m.	Tue., Nov. 22	9:00 a.m.
Tue., Nov. 29	Tue., Nov. 22	10:15 a.m.	Wed., Nov. 23	9:00 a.m.

If your organization will be in need of a rescheduled pick-up during these closures, 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 [2022 Holiday Guide](#) and the [closure section](#) of the [agencies page](#) on our [website](#).



Product Recall Announcement

CTFB is notifying Partners of a statewide Product Recall. Tyson Fresh Meats, Inc., an Amarillo, Texas establishment, is recalling approximately 93,697 pounds of raw ground beef products that may be contaminated with extraneous materials, specifically reflective mirror-like material, the U.S. Department of Agriculture's Food Safety and Inspection Service (FSIS) announced. Read official FDA announcement and product detail [here](#).

CTFB has not purchased the affected items therefore it was not available on the shopping list, however, it's possible these items could have been a part of food received through Agency Retail Pick-up or as a part of other donations. Please locate and dispose of any of the potentially affected products still in your agency's possession.

If you have any questions, please contact us at agencies@centraltexasfoodbank.org.

Turkey Pricing Update

We're excited to see our Partners ordering and receiving turkeys for their community! CTFB is aware of an issue with invoicing for turkeys and many were charged incorrectly. We will send out corrected invoices by the end of the month to align with the \$1.60/lb. price communicated to the network.

As a reminder, payments are due within **30 days** of the invoice date or it will be considered past due. After 60 days, the unpaid invoice is considered delinquent.

Payment Methods

Partner Agencies are encouraged to pay invoices online. Payments are NOT accepted through personal checking accounts, personal credit cards, cash, or money orders. Partner Agencies may use agency credit cards from Visa, MasterCard, American Express and Discover. The Partner Agency account number and invoice number(s) must be included with payment, either by writing these numbers on the check or by enclosing a copy of the invoice.

If you prefer to pay by mail, please address payments to:

Central Texas Food Bank
c/o Partner Agency Billing
6500 Metropolis Drive
Austin, TX 78744

Partner Agencies may contact the Food Bank Accounts Receivable Specialist Vanessa Vela at 512-684-2103 to arrange for payments of invoices.

Partner Agency Policy and Procedures Manual

CTFB has revised our Partner Agency Policy and Procedures Manual. Please find the latest copy [here](#) on our website. The manual contains an appendix that summarizes all updates.

Intake Compliance Reminder

This is a reminder that clients do not need to present an ID or any other form of documentation in order to receive food assistance.

All application information may be self-declared. Partner Agencies may request but **must not require** proof of application information.

Partner Agencies must clarify the following points to clients:

- The inability or unwillingness to provide proof of ID, Residency, or Income is not a barrier to participation.
- Participants will receive USDA Foods without proof of ID, Residency, or Income.

Please post this [notice](#) to ensure that staff, volunteers, and clients are fully informed regarding identification policies.

Contact the Team

512.684.2503 | agencies@centraltexasfoodbank.org

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