Roadmap to Houston Food Bank Programs
Meet our TEAM
HFB CAP Team

- Established partnership with Feeding Texas in 2006.
- Responsible for SNAP Outreach in Houston and surrounding 11 counties.
- Team of 22 available navigators & specialists ready to assist.
- Traditionally, CAP hosts an average of 47 food distribution events monthly in current service area, while providing SNAP assistance on-site.
- CAP partners with more than 190 agencies to provide SNAP application assistance on-site and/or through referral process.
- Provide assistance on-site at HFB and through Portwall Pantry.
HFB CAP Team-Current Model

- CAP is still assisting with SNAP Outreach in Houston and surrounding 11 counties.
- CAP hosting distributions utilizing Map the Meal gap and program data to identify high need areas.
- CAP currently provides on-site assistance at Bennington Center and Mega Distribution located at NRG.
- CAP will continue to partner with program agencies through new referral model.
What We Do

• Programs we help with:
  • SNAP
  • Medicaid
  • CHIP
  • MSP
  • TANF
  • HTW
  • Long-Term Care Services
  • Referrals through Referral Partner Program (WIC, Workforce, Housing, Utility Assistance, etc.)
  • Prescription Discount Cards

• Where to apply:
  • YourTexasBenefits.com
  • Mail in a paper application
  • In a local TXHHSC office
  • At a CAP Partner Agency
  • Through CAP referral process
Other Services CAP Offers

• Renewals
  • SNAP households are commonly required to renew every six months
  • Medicaid cases are required to renew annually

• Change Reports
  • All recipients of government benefits are required to report a change they experience within 10 days of their change

• Verification Submissions
  • HHSC will notify the client with what verification documents are pending after completing the application or interview
Houston Food Bank Programs

The Houston Food Bank has a variety of programs to alleviate hunger for everyone in the community from children to seniors. All of the programs mentioned are available to families with an immigrant status.
Houston Food Bank Programs

Partner Services

• 18 Southeast Texas counties make up service area.
• 1,500 Community Partners
• Houston Food Bank is currently the largest food bank in the nation, in terms of distribution!
• 104 million nutritious meals were distributed in FY ‘19!
• 40.2 million pounds of produce distributed last year!
Houston Food Bank Programs

Backpack Buddy

- One in four students in the southeast Texas area rely on school meals to provide breakfast and lunch.
- Backpack Buddy works to fill that gap on weekends and holidays by providing take home meals.
- To enroll in the programs parents would speak to the school counselor and are required to have free/reduced lunch status.
Kids Café

- Provides children with free nutritious meals after school and during the summer in community locations where children gather.
- 18 counties are served by HFB, meals and snacks were supplied to kids at 300 sites in the 2019 fiscal year.
- Kids do not have to be enrolled in school or a program to participate.
Houston Food Bank Programs

School Market

- School Markets are set up like a small grocery store at a consistent location within a school’s campus that have set distribution schedules.
- This program is intended for middle and high school aged children that outgrow other HFB Programs.
- School Markets are run by the students for the students.
Houston Food Bank Programs

Senior Box

• The Senior Box Program manages the Commodity Supplemental Food Program that is designed to improve the health and nutrition of income-eligible seniors (60+).
• Through this program seniors receive a box of non-perishable food (valued at $50) each month, which helps stretch their available grocery dollars.
• The program currently serves about 11,000 seniors each month at 300 different sites.
What is the Referral Partner Program?

• The Referral Partner Program is designed to provide additional referrals to households who receive assistance on public benefit applications. When clients apply for SNAP benefits with a Community Resource Navigator, they will have the option to opt-in with the Referral Partner Program and connect with a Community Referral Specialist. Once connected with a Referral Specialist, a needs assessment will be conducted to determine what referrals are needed. Throughout the next year, the Referral Specialist will continue to recommend and refer the client to various programs and agencies within our community to help our clients reach self-sufficiency.
Additional Food Resources

Crowdsourcing Rescue

• Provides emergency food to people by delivery who do not have means of transportation, are quarantined or disabled/elderly.

Food Pantries

• Food For Change Markets (https://www.houstonfoodbank.org/our-programs/food-for-change/ffcmarketlocator/)
• Mega Distributions

Lyft Partnership
Rent & Utility Assistance

Partnerships

• Baker Ripley
• Catholic Charities
• West Houston Assistance Ministries
• Fort Bend County
• Harris County Social Services

*Requires one child under 18 to be in household.
Employment Opportunities

Smart Shift
• Requires for individuals to have access to a cellphone, valid ID and an active bank account.
• Currently working at three sites (HFB, St. Vincent De Paul and West Houston Assistance Ministries).
• No drug screen or background check necessary.
• Paid $15/hr for up to 40hrs a week.
• Employees are paid every three days instead of waiting for a regular bi-weekly check.
Classroom Curriculum

• Classroom setting to teach a group of clients how to apply on YourTexasBenefits.com
  • Four client size limit in person
  • Classroom setting should have adequate computer access
  • Potential for larger virtual classroom sizes through Go-to-Meeting platform
Classroom Curriculum

• One-on-One training of Your Texas Benefits Mobile App Assistance
  • Will provide learning module and one-on-one assistance through Classroom Curriculum model
  • Can provide assistance virtually through Go-to-Meeting platform
Navigating 2-1-1 Option 2

Call 2-1-1

Dial number for selected Language:
1 - English
2 - Spanish
0 - Other

1-English
2-Spanish
0-Other
1-Vietnamese
2-Farsi
3-Somali
4-Arabic
5-Mandarin
6-French

If you need one of these languages, dial the respective number.
If you need another language, dial "2" twice in a row.

A Call Representative will answer. Indicate the language you need at this time.

HHSC Case Questions
Navigating 2-1-1 Option 2 to get help with YourTexasBenefits.com.

Dial 2-1-1

Choose a Language:
1 - English
2 - Spanish
0 - Other

Option 2
YourTexasBenefits.com

Option 1
SNAP, TANF, Medicaid, etc.

Option 3
Do not have either

Option 4
Website or other questions

Option 3
YourTexasBenefits.com questions

Customer Service Representative
How To Partner With Us

• Potentially provide SNAP application assistance and/or Classroom Curriculum Workshops at your agency
• If currently partnering with HFB as a partner agency, CAP can potentially be on-site provided application assistance at mobile distributions
• Receive CAP literature and prescription discount cards for agency display and distribution if interested
• Refer community to CAP services through current referral model
CAP Referral Process Update

• In midst of current declared pandemic, COVID-19, HFB remains committed to supporting clients to the best of its ability.
• CAP will limit on-site assistance at agencies until further notice
• CAP has implemented new referral system to support virtual/remote application assistance model
• Current referral methods available:
  • SNAP Assistance Inquiry Form
  • Referral Sign-In Sheet
SNAP Assistance Inquiry Form

• Go to our Houston Food Bank page- Find Help:
  https://www.houstonfoodbank.org/find-help/snap/
• Select: SNAP Assistance Inquiry Form

You will then be directed to the Feeding America landing page to complete the form and be contacted. Information documented is submitted securely:
Referral Sign-In Sheet

- Utilize our paper Referral Sign-In Sheet attached to the e-mail.

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- Once completed, send daily to our e-mail inbox:
  CAP.Resource@houstonfoodbank.org
Any Questions?

Please contact Mayra Loera, CAP Capacity and Operations Manager
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