



Statistics Information & Procedures

The Partner Hub

The Partner Hub is your location for ordering, submitting stats, and viewing invoices and statements. Once on the Network Partners webpage, click the orange button that says “Partner Hub” and enter your program log-in information. See the Partner Hub Instructions document for more information.

Monthly Program Statistics Reporting Requirements

- Partner agencies are asked to submit program statistics monthly. Each agency reports information about the people served and the amount of food they distribute/serve.
- These statistics are required by Feeding America, but also serve to ‘tell the story’ of our agencies and programs.
- Reports are due no later than the 5th of the following month.
 - A report is due every month even if no food was distributed or served.
 - Failure to submit timely program statistics reports may result in your program being unable to order until the missing stats have been submitted.

Pantry Program Reporting

- Programs must track the people who receive food by counting each person in the household in the designated age bands (children 17 and under, adults 18-59, and seniors 60 and older).
- Programs may also collect other information (names, addresses, etc.) for the people they serve. It is recommended a program collect only the information they need and use, and no more.
- Programs must also track the total pounds distributed to people.
 - Using a scale to weigh the food is the preferred method of tracking distribution.
 - An estimate may be made by weighing a standard portioned and multiplying by the number of portions distributed.
- **How to report 1st Visits of the Month:** Each person in each household should be counted only once per month.
- **How to report Additional Visits of the Month:** If you serve the same people more than once this month, total and report their additional visits here.
- **How to report Pounds/Vouchers:** Everything you provide to a family during your distribution should be reported here, regardless of where it was obtained. This includes food and non-food products and cash or product vouchers redeemable at a store.
- **How to report 1st Visits of the Year:** This is the number of people served this month for the first time in this calendar year. Do start the count over each January.

Backpack Program Reporting

Backpack programs following the same instructions found above for pantry program, with a couple exceptions noted below:

- Households - If you are not able to track the number of households, assume 2 kids per household.
- Use the largest week's distribution in the "1st Visit of the Month" lines.
- Total the other week's distribution and report it in the "Additional Visits of the Month" lines.

Onsite and Meal Program Reporting

- **How to determine number of unique people served:** If one person eats many meals or snacks during the month, count that person only once. This number can often be obtained by determining how many people were enrolled or registered for your program during this month. If there is no better way to determine it, use the highest count for one meal as your unduplicated number.
- **How to determine the total number of meals and/or snacks served:** Count the number of times meals and snacks were served in one month. Count the number of people who ate each meal and each snack in one month. This number can often be obtained by adding together your daily attendance records or meal counts.

Frequently Asked Questions

- When clients come to our pantry, we are supposed to ask them if they have ever been here before to get the number for 1st visits of the year, correct?
 - Actually, we need you to ask if this is their 1st visit in this *calendar year* (example: 2021)
- If we are open every Thursday, I record the stats from the first week on the "1st visit of the month" line and the stats from all the other weeks on the "additional visits of the month" line?
 - No, the "1st visit of the month" line is meant to record every person's first visit to the pantry that month, regardless of which week they visit.
- We run a backpack program and do not distribute food during the months of June, July, and August. I still need to submit stats with zeros during those months even though we are not open, right?
 - Exactly! Entering zeros for months you do not distribute is perfect.
- Our backpack program starts every September when school is back in session. Do I count all students who receive food as 1st visits of the year when they start in September or January?
 - Either is fine as long as you do it the same way each year.