# PARTNER AGENCY
## *MONTHLY REPORT INSTRUCTIONS*

Each month, Central Texas Food Bank Partner Agencies are required to report key information such as clients served and pounds received.

Click on a section title to jump ahead:



## Deadlines & Reporting Holds

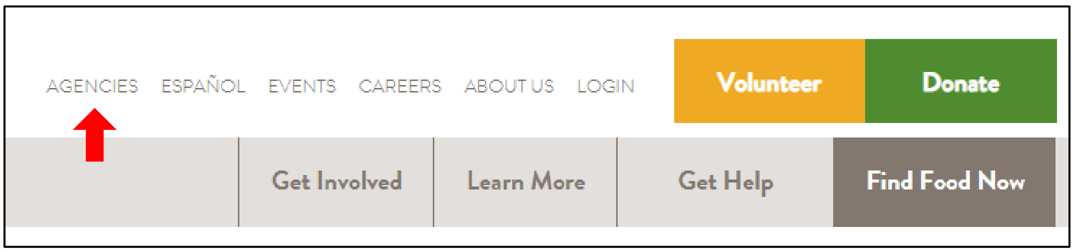
**The Partner Agency Monthly Report is due on the 8th of the month.** There is no grace period. Partner Agencies have until the end of the day on the 8th to submit their report without being placed on a reporting hold. For example, a Partner Agency can submit their December report as late as January 8th and not be placed on hold.

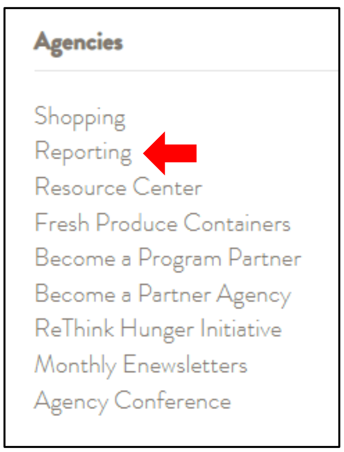
Partner Agencies that fail to submit their report before or on the 8th of the following month will be placed on a reporting hold. Partner Agencies cannot place new food orders while on hold, and 4 or more reporting holds in a calendar year will result in suspension of the Food Bank partnership. For more details about holds and suspension, please consult the Policies and Procedures Manual.

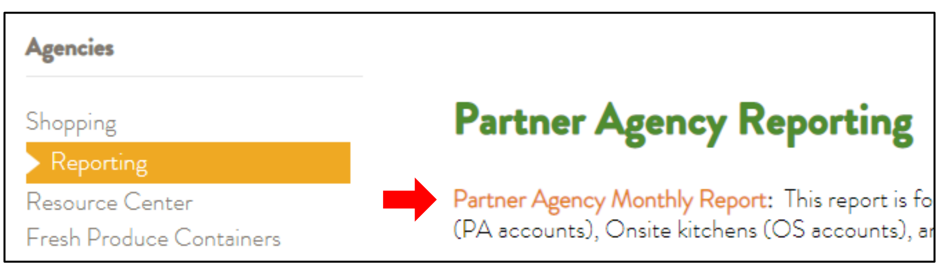
## Accessing the Monthly Report Form

The Partner Agency Monthly Report is available at https://www.centraltexasfoodbank.org/agency-reporting.

The reporting form is housed in the **Agencies** section of the Central Texas Food Bank's website. It can be accessed from the home page of the website by clicking Agencies from the menu at the top of the page, then **Reporting** from the submenu on the left side of the page, then Partner Agency Monthly Report under the **Partner Agency Reporting** heading.



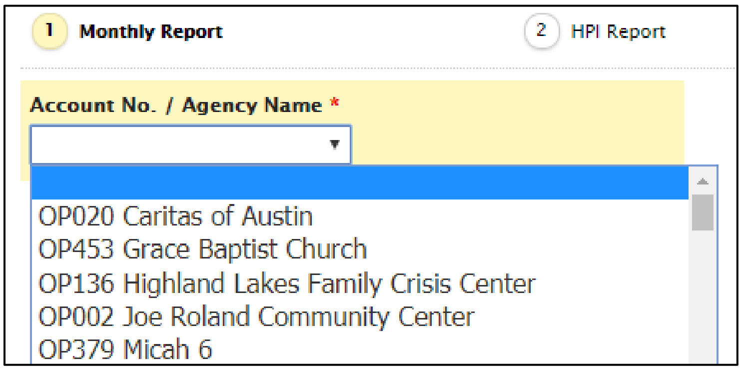



## Completing the Report: Basic Information

- **Account No. / Agency Name**

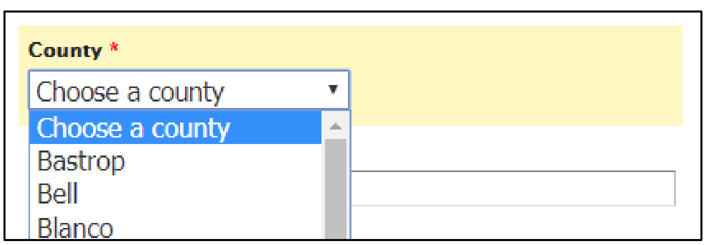
Select your site from the drop-down list. This list is organized first by agency type: OP sites are listed first, then OS sites, and finally PA sites. Within each of these 3 categories, agencies are then listed alphabetically by name. You can either scroll down to your agency's name or type your agency's account number (e.g. "PA639") into the field to jump down the list to your site.




If you are having difficulty using the account number to jump straight to your agency, please see the [troubleshooting section](troubleshooting section).

- **County**

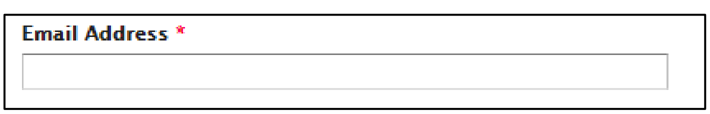
Select the county in which your agency is located. You can either scroll down to your county or type its name to jump to it.




- **Email Address**

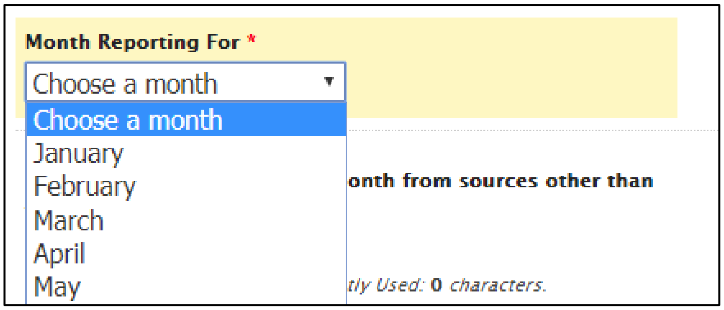
Enter your email address. You will automatically receive a copy of your report at this email address, and the Food Bank will send any follow-up communication about your report to this email address.

Our reporting form will not allow you to submit a report unless you have submitted a valid email address.



- **Month Reporting For**

Select the month for which you are reporting. You can either scroll down to the month or type its name to jump to it.




## Completing the Report: Monthly Data

Agency type determines what information is required each month:

| | PA | OP | OS |
|---|---|---|---|
| **Total Households Served** | ✓ | ✓ | |
| **Total Individuals Served** | ✓ | ✓ | |
| **Total Meals Served** | | ✓ | ✓ |
| **Pounds of food received this month from sources other than the Food Bank** | ✓ | ✓ | ✓ |

- **Total Households Served** (PA & OP)

Enter the total number of households served by your pantry in the reporting month. OPs report clients served by their kitchen separately under "Total Meals Served."

This value should be equal to or less than the total number of individuals served by your pantry in the reporting month.

- **Total Individuals Served** (PA & OP)

Enter the total number of individual people served in your pantry. OPs report clients served by their kitchen separately under "Total Meals Served."

This value should be equal to or greater than the total number of households served. For example, an agency that serves 5 households with 5 people in each household should report 5 households and 25 individuals.

- **Total Meals Served** (OS & OP)

Enter the total number of meals served by your kitchen in the reporting month.

If your agency operates a residential site where clients make their own meals, please multiply the number of clients at your site for the reporting month times 3 meals per day times the number of days in the month. For example, 10 clients at the site in the reporting month X 3 meals per day X 30 days in the month = 900 meals.

OP & OS

If your agency operates a residential site where clients make their own meals, please multiply the number of clients at your site for the reporting month by 3 meals per day by the number of days in the month.
For example, 10 clients at the site in the reporting month X 3 meals per day X 30 days in the month = 900 meals.

**Total Meals Served** *

Maximum of **5** characters. *Currently Used:* **0** *characters.*

- **Pounds of food collected this month from sources other than the food bank** (PA, OS, & OP)

When calculating your total, please consider all possible sources of food in your total, and take care to exclude food bank product in all its various forms. Estimating the poundage is OK if you are not able to weigh everything.

| INCLUDE | EXCLUDE |
|---|---|
| • Donations from the public, made directly to your agency or collected through local food drives not organized by the CTFB<br>• Donations from retailers that are not organized through the CTFB as part of agency retail pick-up<br>• Purchases by your agency<br>• Produce from your agency's garden | • Non-food items<br>• Orders placed by your agency<br>• Products picked up in the Shop-For area<br>• Donations received through agency retail pick-up, which is tracked through MealConnect<br>• Just in Time deliveries from the CTFB<br>• Product left over from a CTFB Mobile Pantry<br>• Produce picked up at a CTFB produce container, which is noted on your agency's account through a report from the host agency<br>• Relief provided by the food bank in response to a disaster<br>• Items from any program run by the food bank, including:<br>o Mobile Food Pantry<br>o Fresh Food for Families (FFFF)<br>o Healthy Options Program for the Elderly (HOPE)<br>o Commodity Supplemental Food Program (CSFP) |

| | |
|---|---|
| | o Kids Café<br>o Summer Food Service Program (SFSP)<br>o BackPack |

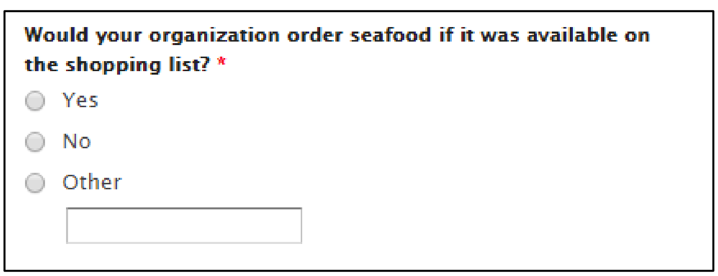
**Why does the food bank ask for non-food bank poundage?** This total is critical in understanding how well need is being met in each agency's area of Central Texas each month.

Ordering records and agency retail pick-up reports show how many pounds of food an agency accesses through the food bank each month; however, the food bank has no way of knowing how much food partner agencies source independently. The food bank asks agencies for the poundage they sourced independently each month and combines it with the poundage given by the food bank to get the total poundage provided to clients each month.

This calculation is not perfectly accurate, as it assumes that there is no food loss and that every pound sourced by an agency goes to a client. Still, including agency-sourced poundage provides a more accurate picture of the food assistance being distributed than using only the food bank's records. The food bank can then compare the amount of food distributed to the levels of need in different parts of Central Texas to determine where additional assistance is most needed.

- **Additional information**

Provide any additional information requested on the reporting form. Occasionally you will be asked to for additional information before submitting your report, as the reporting form is a convenient way for the Food Bank to get input from partners quickly. You may see these questions change from month to month.


**Would your organization order seafood if it was available on the shopping list?** *
Yes
No
Other

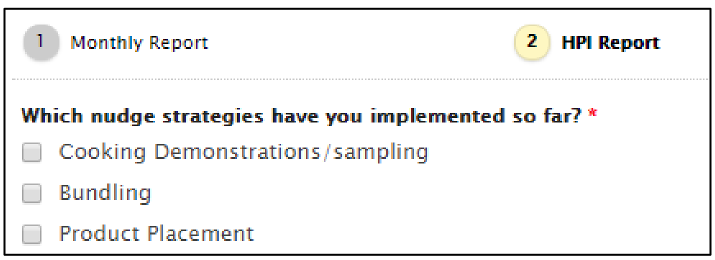
- **Comments**

Optionally, share a comment with the Food Bank before submitting your report. Comments might include notes on the month's report, feedback on the Food Bank's services, suggestions for how the Food Bank can better meet your needs, etc.

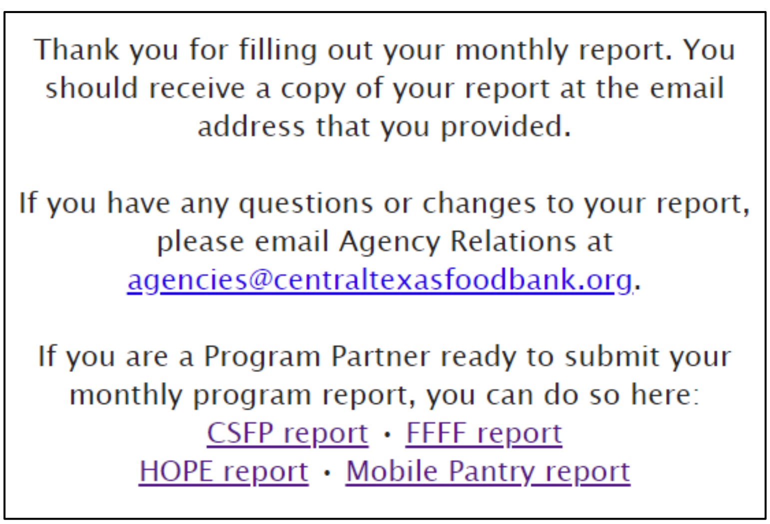
## Submitting the Report

When you are finished entering information, click **Next Page** to submit your report.


If your agency participates in the Healthy Pantry Imitative (HPI), you will be taken to the HPI Report.




If your agency does not participate in HPI, you will be taken to a confirmation page:




You will also receive a copy of your report at the email address you provided. Please save a copy of this confirmation for your own records.

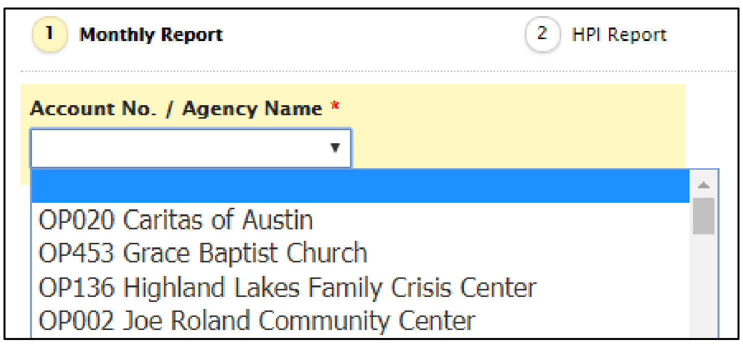
## Troubleshooting

- **What do the red asterisks * mean?**

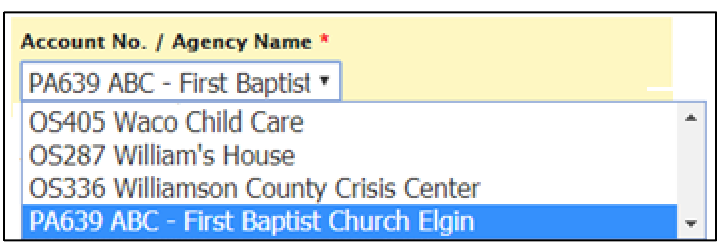
If a field in the report has a red asterisk on it, that field is required. The form will not let you submit your report unless that field has been completed.

- **I am typing my account number into Account No. / Agency Name, but the blue selection bar is not jumping down to my agency. Why isn't it working?**

If you pause as you are typing your account number, the blue selection bar may stop moving down the list. You will either need to scroll the rest of the way down to your agency or start over. You can start over by scrolling back up to the top until the blank field before the list of names is selected and then typing your account number again.



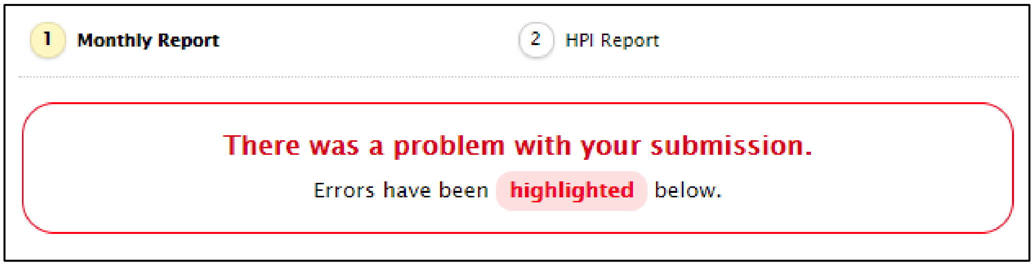

For example, let's say your account number is PA639 and your agency name is Zion Chapel Missionary Baptist Church. If you type "PA" and then pause for too long before adding "735," you will see the selection bar stuck on the first PA on the list, "PA639 ABC – First Baptist Church Elgin."




You can either scroll down the rest of the way to the end of the list or start over. To start over, first scroll back up to the top of the list until there is no text in the blue bar, then type "PA735" again without pausing.

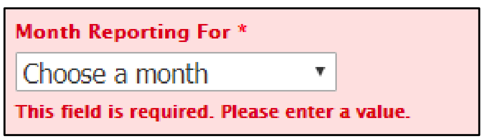
- **When I tried to submit my report, an error message appeared saying "There was a problem with your submission."**

This error message appears at the top of the form if you try to submit your report before entering all the required information.

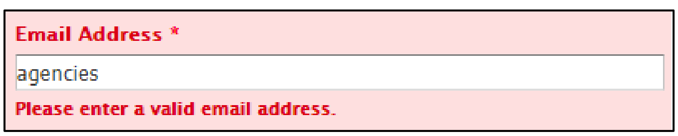


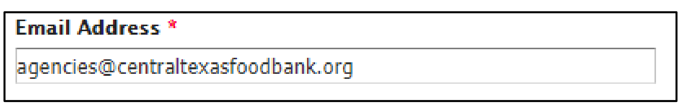

The form will highlight any fields that you need to complete or revise.

For example, the **Month Reporting For** field is required. If you hit the **Next Page** button without selecting a month from the drop-down list, the form will show the error message and highlight that field.

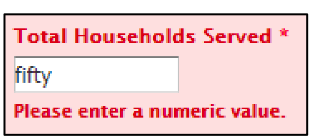


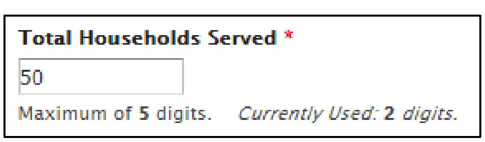

You must list a valid email address in the **Email Address** field. For example, the form will accept "agencies@centraltexasfoodbank.org" but not "agencies."




Similarly, you can type only number characters in all the **Total ______ Served** and **Pounds of food** fields. For example, the form will accept "50" but not "fifty."



- **I didn't get a copy of my report at the email address.**

Please email agencies@centraltexasfoodbank.org to check whether your report was received and, if so, request a copy of your report. If you did not see the confirmation message "Thank you for filling out your monthly report," your report may not have been submitted successfully and may need to be redone.

- **I got an email saying that my agency hasn't submitted a report this month, but I did submit a report.**

Upon submitting the report, you should have received a copy at the email address you provided in the form. Please forward this copy of the report to agencies@centraltexasfoodbank.org with a note letting us know what happened.

If you did not receive a copy of the report, it may not have registered correctly in our form. Please submit a new report and include a note under **Comments** letting us know what happened.

- **My question or problem isn't addressed here.**

Please contact us at agencies@centraltexasfoodbank.org or (512) 684-2503.