

AGENCY STATISTICS



The Food Bank
of Western Massachusetts

POLICY

- All member programs are required to submit monthly statistics, regardless of whether they have accessed or distributed Food Bank products, were suspended that month, or closed for a different reason.
- Statistics must be submitted by the 15th of the following month. For example, Aug 1st – Aug 31st stats are due on September 15th. Missing statistics will result in the inability to order.



MONTHLY STATISTICS

ESSENTIALS GUIDE P. 30-32

○ Why do they matter?

- For EFPs, program size is determined by monthly statistics. Program size determines MEFAP & USDA case limits!
- We use the numbers you report to communicate to media, legislators, and donors about the work we do together – we rely on you for accurate, timely reports!

○ Stats for each month are due the 15th of the following month

- Submit via Statistics tab in Online Ordering



DATA REQUIRED BY ALL PROGRAMS



DATA REQUIRED BY ALL PROGRAMS

- Effective Date - Please enter the month and year. If you are entering older stats and the month and/or year are not available, you will need to submit stats via the Monthly Service Form
- Comments – if you did not provide service for the month, please type **“NO SERVICE”** in the **comment box** and **“0”** in the **Total Individuals box**. If you enter “no service,” please include a brief explanation of the reason you did not have service.




DATA REQUIRED BY ALL PROGRAMS

- **01 Total Individuals** - **MUST BE ENTERED!!!!** – Please enter the number of people you served this month. Count each person only once. (This is a basic head count.)
- **02 New Individuals** – Of the individuals reported above, how many were there for the first time since October 1, 2022?
 - **03a New Individuals 0-17 Years** – Of these new individuals, how many were age 0-17?
 - **03b New Individuals 18-64 Years** – Of these new individuals, how many were age 18-64?
 - **03c New Individuals 65+ Years** – Of these new individuals, how many were age 65+?



DATA REQUIRED BY EMERGENCY PROGRAMS ONLY

- 04 EMER ONLY Total Households – How many HOUSEHOLDS did you provide food for this month? (A household is described as a group of people living together, often a family, who share food expenses)
 - 05 EMER ONLY New Households - Of the HOUSEHOLDS reported above, how many were there for the first time since October 1, 2022?
 - 06 EMER ONLY Service Visits - **MUST BE ENTERED!!!!**– please enter the number of people served multiplied by the number of times they were served by your program.
 - **PANTRIES:** Please count each INDIVIDUAL in a FAMILY each time he/she received food from your program.
 - **MEAL SITES/SHELTERS/REHABS:** Please count each meal served as one service visit.
- 

DATA REQUIRED BY EMERGENCY PROGRAMS ONLY

○ 09 (MEALSITES, SHELTERS, & REHABS ONLY)

Total Meals Served - How many MEALS did you serve this month? (A typical sit-down meal is a meal, even if prepared by clients themselves at your location or is taken off site. Please count 3 snacks as 1 meal.)



STATS INSTRUCTIONS & WORKSHEET: Find in the Essentials Guide on p. 31-32

TOTAL INDIVIDUALS			<p><u>Pantries & Internal Pantries:</u> please include all family members in total;</p> <p><u>All other programs:</u> please only include individuals served directly</p>
NEW INDIVIDUALS	Total		Of the INDIVIDUALS reported above, how many were there for the first time since Oct. 1st of this fiscal year (Oct.-Sept.)? (should = sum of age breakdowns)
	0-17		Of these new individuals, how many were children (age 0-17)
	18-64		Of these new individuals, how many were age 18-64?
	65+		Of these new individuals, how many were age 65+?
<u>EMERGENCY Programs ONLY (Pantries, Meal sites, Shelters):</u>			
TOTAL HOUSEHOLDS			How many HOUSEHOLDS did you provide food for this month?
NEW HOUSEHOLDS			Of the HOUSEHOLDS reported above, how many were there for the first time since Oct. 1st of this fiscal year?
SERVICE VISITS			<p>PANTRIES: Please count each INDIVIDUAL in a FAMILY each time he/she received food from your program.</p> <p>MEAL SITES/SHELTERS/REHABS: Please count each meal served as one service visit.</p>
MEALS SERVED			Equivalent to SERVICE VISITS

STATS INSTRUCTIONS & WORKSHEET: Find in the Essentials Guide on p. 33-34

TOTAL INDIVIDUALS	16	<u>Pantries & Internal Pantries:</u> please include all family members in total; <u>All other programs:</u> please only include individuals served directly	
NEW INDIVIDUALS	Total	11	Of the INDIVIDUALS reported above, how many were there for the first time since Oct. 1st of this fiscal year (Oct.-Sept.)? (should = sum of age breakdowns)
	0-17	3	Of these new individuals, how many were children (age 0-17)
	18-64	6	Of these new individuals, how many were age 18-64?
	65+	2	Of these new individuals, how many were age 65+?
<u>EMERGENCY Programs ONLY (Pantries, Meal sites, Shelters):</u>			
TOTAL HOUSEHOLDS	4	How many HOUSEHOLDS did you provide food for this month?	
NEW HOUSEHOLDS	3	Of the HOUSEHOLDS reported above, how many were there for the first time since Oct. 1st of this fiscal year?	
SERVICE VISITS	30	PANTRIES: Please count each INDIVIDUAL in a FAMILY each time he/she received food from your program. MEAL SITES/SHELTERS/REHABS: Please count each meal served as one service visit.	
MEALS SERVED	30	Equivalent to SERVICE VISITS	

MEAL SITE

- The three case studies we will be reviewing are all in reference to a meal site that is only open twice a month
- The meal site operates on a hybrid model where participants can take a meal to go or enjoy a sit-down dinner
- At the end, we will calculate stats



CASE STUDY #1 – MEAL SITES

Brenda (22) comes to your program by herself to have a hot meal. She has been to your program since Oct. 1st and knows how the program operates. She is served her plate and sits down to eat. Brenda goes back up for seconds and thirds. How would you calculate stats for Brenda as a single person accessing your program?

- Brenda is 1 individual
- Brenda is alone; therefore, she is 1 household.
- Brenda has been to your program before, so she is not new since 10/1.
- Brenda has been to your program both days you were open and had seconds and thirds
 - 1 person X 2 times they visited your program X 3 meals each time is: $1 \times 2 \times 3 = 6$ service visits which also equals 6 meals served

CASE STUDY #2 – MEAL SITES

John (41) comes to your program to pick up food for himself and his family. He has been to your program since Oct. 1st and knows how the program operates. John has a 16yr old son and twin girls that are 4yrs old. He is given two meals for each family member for the next two days. How would you calculate stats for John as a single parent accessing your program?

- John is 1 individual but is picking up food for 4 individuals total
- He is the head of his household; therefore, all four members of the family are considered 1 household.
- They have been to your program before, so they are not new since 10/1.
- John has been to your program both times you were open to access food for himself and his children
 - 4 persons X 2 times they visited your program X 2 meals each time is: $4 \times 2 \times 2 = 16$ service visits which also equals 16 meals served

CASE STUDY #3 – MEAL SITES

Jenn (25) comes to your program to pick up food for herself and her family. She has never been to your program before. She has an elderly mother (70) at home and an 8yr old child. She is given one meal for each family member that day and is encouraged to return as often as needed. How would you calculate stats for Jenn and her family who accessed your program for the first time?

- Jenn is 1 individual but is picking up food for 3 individuals' total
- She is the head of her household; therefore, all three members of the family are considered 1 new household.
- They have never been to your program, so they are all NEW.
- Jenn and her family only accessed your program the one time during that month for herself, her mother and her children
 - 3 persons X 1 time they visited your program X 1 meal each is: $3 \times 1 \times 1 = 3$ service visits which also equals 3 meals served



LET'S PUT IT TOGETHER! - MEALSITES

TOTAL INDIVIDUALS	8	<p><u>Pantries & Internal Pantries:</u> please include all family members in total;</p> <p><u>All other programs:</u> please only include individuals served directly</p>	
NEW INDIVIDUALS	Total	3	Of the INDIVIDUALS reported above, how many were there for the first time since Oct. 1st of this fiscal year (Oct.-Sept.)? (should = sum of age breakdowns)
	0-17	1	Of these new individuals, how many were children (age 0-17)
	18-64	1	Of these new individuals, how many were age 18-64?
	65+	1	Of these new individuals, how many were age 65+?
<u>EMERGENCY Programs ONLY (Pantries, Meal sites, Shelters):</u>			
TOTAL HOUSEHOLDS	3	How many HOUSEHOLDS did you provide food for this month?	
NEW HOUSEHOLDS	1	Of the HOUSEHOLDS reported above, how many were there for the first time since Oct. 1st of this fiscal year?	
SERVICE VISITS	25	<p>PANTRIES: Please count each INDIVIDUAL in a FAMILY each time he/she received food from your program.</p> <p>MEAL SITES/SHELTERS/REHABS: Please count each meal served as one service visit.</p>	
MEALS SERVED	25	Equivalent to SERVICE VISITS	

SHELTER

- The next three case studies we will be reviewing are all in reference to a shelter that is open every day of the week.
- There are several different sections under this one shelter program, but it offers breakfast, lunch, dinner and snacks
- At the end, we will calculate stats



CASE STUDY #4 – SHELTER

Lana (38) is placed at your program on the morning of 9/16 with her two children – ages 10 & 12. This is her first time ever in a shelter. How would you calculate stats for Lana and her family who accessed your program's services?

- Lana is 1 individual with two children making it a total of three new individuals.
- She is the head of her household; therefore, all three members of the family are considered 1 new household.
- Lana and her family accessed breakfast, lunch and dinner at your program during that month -
 - $3 \text{ persons} \times 3 \text{ meals a day} \times 15 \text{ days (9/16-9/30)} = 135 \text{ service visits}$
which also equals 135 meals served
 - The children accessed snacks every weeknight and three snacks every weekend in September (22 snacks on weeknights; 12 on weekends = 44 snacks total making it 15 meals/service visits to add to the original total equaling 150 service visits/meals served

CASE STUDY #5 – SHELTER

Josh (31) and Jessica (28) are a pregnant couple who have been at your program for the entire month of September. It is not their first time at your program this year. How would you calculate stats for Josh and Jessica who accessed your program's services?

- Josh and Jessica are 2 individuals with no children - yet.
- They are considered one household because they accessed the program together.
- Josh and Jessica accessed breakfast, lunch and dinner at your program that month -
 - $2 \text{ persons} \times 3 \text{ meals a day} \times 30 \text{ days (9/1-9/30)} = 180 \text{ service visits}$ which also equals 180 meals served
 - Jessica accessed 3 snacks every day the entire month of September (90 snacks = 30meals/service visits to add to the original total) making it 210 service visits/meals served



CASE STUDY #6 – SHELTER

Karl (66) accessed your program for the first time the evening of September 28th and made it in time for dinner. He had seconds. How would you calculate stats for Karl?

- Karl is a lone individual with no children.
- He is considered one household.
- Karl accessed breakfast, lunch and dinner the rest of the days in the month of September. He had seconds at every meal -
 - 1 person X 6 meals a day X 2days + the 2 dinners he had on the 28th (9/29-9/30 + 2 dinners 9/28)= 14 service visits *which also* equals 14 meals served
 - He did not access any snacks.



LET'S PUT IT TOGETHER! SHELTERS

TOTAL INDIVIDUALS	6	<p><u>Pantries & Internal Pantries:</u> please include all family members in total;</p> <p><u>All other programs:</u> please only include individuals served directly</p>	
NEW INDIVIDUALS	Total	4	Of the INDIVIDUALS reported above, how many were there for the first time since Oct. 1st of this fiscal year (Oct.-Sept.)? (should = sum of age breakdowns)
	0-17	2	Of these new individuals, how many were children (age 0-17)
	18-64	1	Of these new individuals, how many were age 18-64?
	65+	1	Of these new individuals, how many were age 65+?
<u>EMERGENCY Programs ONLY (Pantries, Meal sites, Shelters):</u>			
TOTAL HOUSEHOLDS	3	How many HOUSEHOLDS did you provide food for this month?	
NEW HOUSEHOLDS	2	Of the HOUSEHOLDS reported above, how many were there for the first time since Oct. 1st of this fiscal year?	
SERVICE VISITS	374	<p>PANTRIES: Please count each INDIVIDUAL in a FAMILY each time he/she received food from your program.</p> <p>MEAL SITES/SHELTERS/REHABS: Please count each meal served as one service visit.</p>	
MEALS SERVED	374	Equivalent to SERVICE VISITS	

IMPORTANT POINTS

- Cannot amend statistic online after it is submitted.
- If stats are entered incorrectly or were accidentally submitted before finishing, you must email agencyrelations@foodbankwma.org and someone on our team can reset them for you.
- Failure to submit stats for 3+ months, or stats that are older than 3 months, will result in suspension.
- Repeated entry of incorrect stats will result in suspension until corrections are received.



The Food Bank of Western Massachusetts

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Statistics

Page size: 

Stat Date ▲	Comment
09/30/2022	Submitted by Agency via Primarius Web Window at 10/4/2022 10:32 AM
07/31/2022	Submitted by Agency via Primarius Web Window at 8/31/2022 11:13 AM
06/30/2022	Submitted by Agency via Primarius Web Window at 7/15/2022 9:37 AM
05/31/2022	Submitted by Agency via Primarius Web Window at 6/6/2022 9:43 AM
04/30/2022	Submitted by Agency via Primarius Web Window at 6/6/2022 9:42 AM
03/31/2022	Submitted by Agency via Primarius Web Window at 4/1/2022 10:39 AM
02/28/2022	Submitted by Agency via Primarius Web Window at 1/31/2022 12:58 PM
11/30/2021	Submitted by Agency via Primarius Web Window at 11/8/2021 3:26 PM
08/31/2021	Submitted by Agency via Primarius Web Window at 8/9/2021 3:44 PM
07/31/2021	Submitted by Agency via Primarius Web Window at 8/25/2021 10:23 AM
06/30/2021	Submitted by Agency via Primarius Web Window at 6/26/2021 1:41 PM
05/31/2021	Submitted by Agency via Primarius Web Window at 6/4/2021 11:29 AM
04/30/2021	Submitted by Agency via Primarius Web Window at 5/3/2021 4:56 PM
03/31/2021	Submitted by Agency via Primarius Web Window at 4/2/2021 11:23 AM
02/28/2021	Submitted by Agency via Primarius Web Window at 3/3/2021 2:04 PM
01/31/2021	Submitted by Agency via Primarius Web Window at 3/11/2021 5:16 PM
12/31/2020	Submitted by Agency via Primarius Web Window at 2/3/2021 10:25 AM
11/30/2020	Submitted by Agency via Primarius Web Window at 12/1/2020 1:56 PM
10/31/2020	Submitted by Agency via Primarius Web Window at 2/3/2021 10:24 AM
09/30/2020	program closed for sept. Submitted by Agency via Primarius Web Window at 10/2/2020 11:51 AM

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Effective Date: Month: Year:

Comments:

Category	Quantity	Comment
01 Total Individuals	<input type="text"/>	<input type="text"/>
02 New Individuals	<input type="text"/>	<input type="text"/>
03a New Individuals 0-17 Years	<input type="text"/>	<input type="text"/>
03b New Individuals 18-64 Years	<input type="text"/>	<input type="text"/>
03c New Individuals 65+ Years	<input type="text"/>	<input type="text"/>
04 Total Households	<input type="text"/>	<input type="text"/>
05 New Households	<input type="text"/>	<input type="text"/>
06 Service Visits	<input type="text"/>	<input type="text"/>
09 Total Meals Served	<input type="text"/>	<input type="text"/>



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Effective Date: Month: Year:

Comments:

Category	Quantity	Comment
01 Total Individuals	<input type="text" value="524"/>	<input type="text"/>
02 New Individuals	<input type="text" value="524"/>	<input type="text"/>
03a New Individuals 0-17 Years	<input type="text" value="35"/>	<input type="text"/>
03b New Individuals 18-64 Years	<input type="text" value="451"/>	<input type="text"/>
03c New Individuals 65+ Years	<input type="text" value="38"/>	<input type="text"/>
04 Total Households	<input type="text" value="312"/>	<input type="text"/>
05 New Households	<input type="text" value="312"/>	<input type="text"/>
06 Service Visits	<input type="text" value="645"/>	<input type="text" value="121 came up for seconds"/>
09 Total Meals Served	<input type="text" value="645"/>	<input type="text" value="121 came up for seconds"/>



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<u>Stat Date</u>	<u>Comment</u>
10/31/2022	Submitted by Agency via Primarius Web Window at 11/1/2022 10:19 AM
09/30/2022	Submitted by Agency via Primarius Web Window at 10/4/2022 10:32 AM
07/31/2022	Submitted by Agency via Primarius Web Window at 8/31/2022 11:13 AM
06/30/2022	Submitted by Agency via Primarius Web Window at 7/15/2022 9:37 AM
05/31/2022	Submitted by Agency via Primarius Web Window at 6/6/2022 9:43 AM
04/30/2022	Submitted by Agency via Primarius Web Window at 6/6/2022 9:42 AM
03/31/2022	Submitted by Agency via Primarius Web Window at 4/1/2022 10:39 AM
02/28/2022	Submitted by Agency via Primarius Web Window at 1/31/2022 12:58 PM

**Questions
Or
Comments?**

