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# Service Statistics Deep-Dive

A regional agency of Catholic Charities and a member of Feeding America



# Introductions

Type in the chat:

- 1) Your name
- 2) The name of your agency



# Introductions



How does your agency currently keep track of service statistics?



# Agenda

- 1) HPNAP and TEFAP Requirements
- 2) Events & Statistics on FreshTrak
- 3) Examples from Agencies
- 4) Data Requests
- 5) Questions?



# What will you learn from today's session?

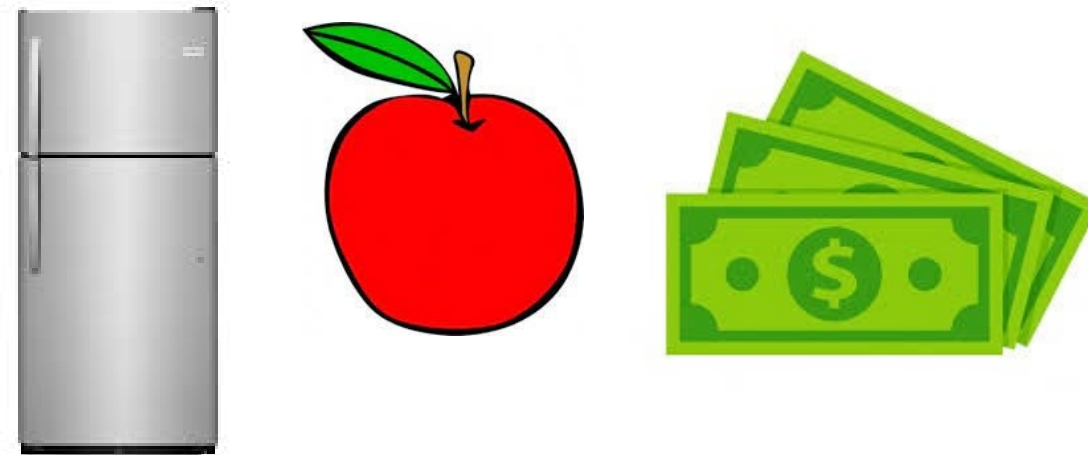
- 1) Understand what distributions count as a 3-day package for monthly service statistics
- 2) Learn about the different types of distributions other agencies conduct and how they track them
- 3) Why are stats important for the Food Bank? Why are stats important to your agency?



# So Many Acronyms!

HPNAP → Hunger Prevention & Nutrition Assistance Program (NYS)

- Many of our partner agencies receive funding from HPNAP for Operations Support & Capital Equipment and/or for Food



Our statistics reporting across the network reflects HPNAP guidance, even if your agency does not receive HPNAP funding.

TEFAP → The Emergency Food Assistance Program (federal)

- A lot of the food that's available for free on our menu is provided by TEFAP



These rules only apply to agencies that distribute TEFAP food. If you choose not receive TEFAP food, you do not need to follow this guidance.

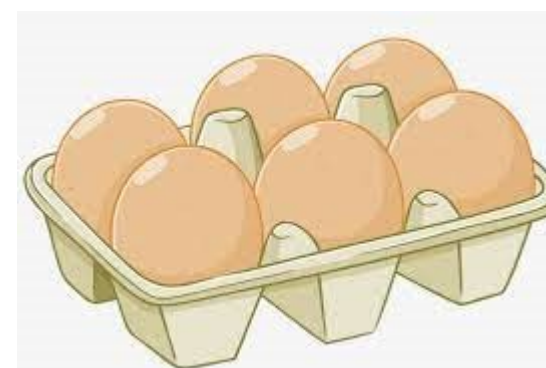
# Requirements

- You must provide food to **anyone** the first time they come to your agency
- Clients receiving TEFAP food at pantries must fill out a self-attestation annually
  - If they don't qualify for TEFAP or do not want to fill out the attestation, you should **still offer them non-TEFAP food**
- Pantries have to offer at least a **3-day package** of food at least **once per month**



# More About the 3-Day(+) Package

- Can't just be my personal idea of what 3 days of food looks like
  - Has to follow the guidelines set by NYS for a **certain number of choices across the food groups**
- 3-day package is entirely based on what is made **available** to the client, not what they choose to take






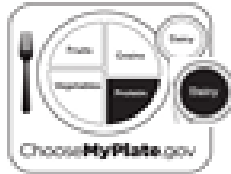



## HPNAP Minimum Food Guide for a 3 Day Pantry Package

Using this food guide ensures that each HPNAP meal contains two servings from the Vegetable and Fruit Group and a serving from each of the other two food groups; and supports MyPlate by filling a plate with one-half vegetables and fruits.

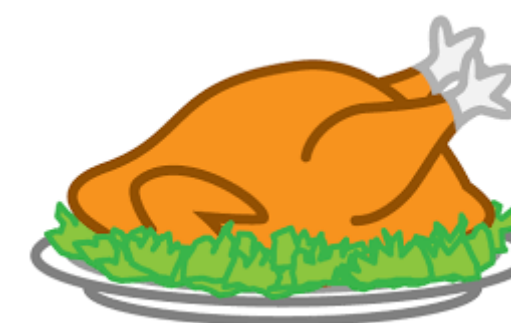
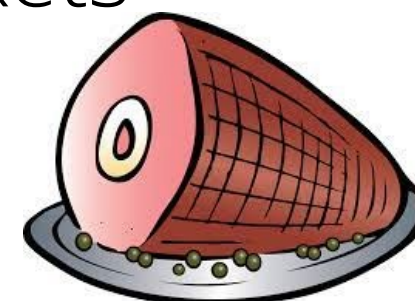


### Number of choices per household size

Food Group	What equals a choice(s)?	1	2	3	4	5	6
<b>Vegetables and Fruits</b>  <i>1 choice = 4 servings (svgs) 6 svgs/person/day</i>	Spaghetti Sauce, Canned Vegetables, 15 ounces = 1 choice Frozen Vegetables, 16 ounces = 1 choice Dried Fruit, 15 ounces = 1 choice Canned Fruit, 15 ounces = 1 choice Frozen Fruit, 12-16 ounces = 1 choice 4 Pieces, 1 Head, 1 Bunch, 1 Pound Fresh Produce = 1 choice Fruit or Vegetable Juice, 46-48 ounces = 1 choice <i>Limit Juice to one container per household</i>	5 choices	9 choices	14 choices	18 choices	23 choices	27 choices
<b>Proteins - Meat, Non-Meat and Dairy</b>  <i>1 choice = approx. 28 grams of protein 28 gms protein/person/day</i>	Canned Beans, 15 ounces = 1 choice <i>Dried Beans, 1 pound = 2 choices</i> <i>Peanut Butter, 18 ounces = 3 choices</i> Canned Stew or Chili, 15 ounces each = 1 choice 6 Eggs = 1 choice <i>Frozen Meat, Fish, Poultry, 8 ounces (1/2 pound) = 2 choices</i> Canned Chicken, Tuna, Salmon, 5 ounces, 1 can = 1 choice <i>Canned Salmon, 15 ounces = 2 choices</i> Shelf Stable, Fluid Milk, 32 ounces/1 quart = 1 choice <i>1/2 Gallon Milk = 2 choices</i> 4 Fluid Milks, 8 ounces each = 1 choice Dry Milk 1 Envelope = 1 choice 4 Yogurts, 6 ounces each = 1 choice 2 Greek Yogurt, 6 ounces each = 1 choice <i>Cottage Cheese, 16 ounces = 2 choices</i> American Cheese (not Cheese Food), 8 ounces = 1 choice <i>Mozzarella/Cheddar/Swiss Cheese, 8 ounces = 2 choices</i>	3 choices	6 choices	9 choices	12 choices	15 choices	18 choices
<b>Grains</b>  <i>1 choice = avg 12 svgs 6 svgs/person/day</i>	Bread, 1 Loaf = 1 choice 6 Rolls or Bagels = 1 choice Macaroni & Cheese 3 Boxes = 1 choice Rice or Pasta, 16 ounces = 1 choice Oatmeal, 18 ounces = 1 choice Cold Cereal, 12-16 ounces = 1 choice	2 choices	3 choices	5 choices	6 choices	8 choices	9 choices

# Reporting Statistics / 3-Day Packages

- Some pantries allow people to get a 3-day package once/month and come more often for a smaller package
  - Smaller packages do not count toward monthly stats
- How to handle turkeys/hams/holiday baskets
  - Easiest ways
    - 1) Give out as part of their normal visit.
    - 2) Hold a special distribution AND give access to the rest of the pantry.
  - If you don't allow access to the rest of the pantry, it will not count toward monthly stats
  - Reminder: if the holiday basket includes any TEFAP food, clients need to have a signed and current attestation on file even if they do not regularly attend your pantry



# Reporting Statistics / 3-Day Packages

New York State Department of Health

## HPNAP Operations Support and Capital Equipment Grant Instructions

Any time a client is offered less than a 3-day package, you should still track it. It doesn't count for monthly stats, but it does for HPNAP OS-CE app

### HOW ARE APPLICATIONS SCORED?

Applications will be scored on the following criteria:

Criterion	Measure	Maximum Points
Average service level	Average number of people served per month	25
Availability of service	Number of days of operation per month	25
Emergency food need or poverty	Number of individuals at 225% poverty within county	15
Impact and uniqueness of program	Promotion of healthy foods; Outreach; Unique aspects of food distribution or meal program; Work with other groups	15
Type of operation	Scoring based on soup kitchen, shelter, or food pantry	10
Program design and documentation	Explanation of how grant will increase capacity to serve; Complete documentation provided	10

Capital equipment applications will also be scored according to: 1) the need for equipment as described by the application; 2) the type and appropriateness of the equipment requested; and 3) the cost for each item.

# Reporting Statistics / 3-Day Packages

Please complete the questions below to show the **NUMBER OF PEOPLE SERVED** from January 1, 2022 to December 31, 2022. **Do not include Mobile Food Pantry statistics.**



## Descriptions of the distribution types -

**Regular Food Distribution:** Distribution during pantry hours. Must supply at least 3 food groups and at least 3 days worth of food.

**Extra Food Distribution:** Limited foods provided (ex. Only bread; Only Produce).

**Holiday Baskets:** Provided on occasion with less than 3 days' worth of food.

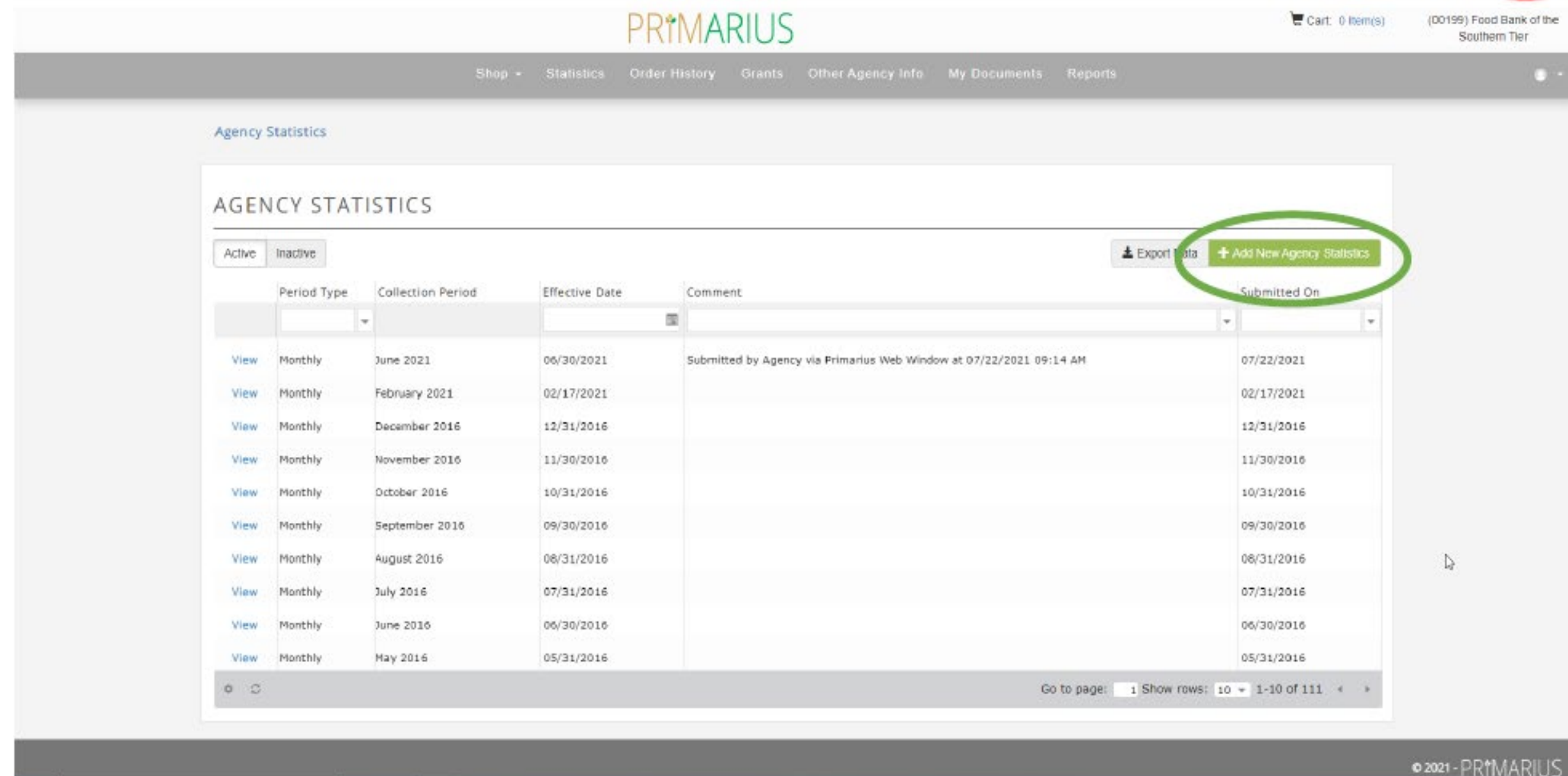
## Number of People Served

Distribution Type	Yearly Total	Monthly Average
Regular Food Distributions	#*	#*
Extra Food Distributions (ex. bread, produce only)	#	#
Holiday Baskets only	#	#
All Distributions		



# Reporting Statistics

- All agencies must report, by the 5<sup>th</sup> of the month, their service statistics for the previous month in PWW



The screenshot shows the PRIMARIUS web application interface. At the top, the PRIMARIUS logo is centered, with a shopping cart icon and 'Cart: 0 Item(s)' on the right. Below the logo is a navigation menu with links for Shop, Statistics, Order History, Grants, Other Agency Info, My Documents, and Reports. The main content area is titled 'Agency Statistics' and contains a sub-section 'AGENCY STATISTICS'. This section has two tabs: 'Active' and 'Inactive'. To the right of the tabs are two buttons: 'Export Data' and '+ Add New Agency Statistics', with the latter highlighted by a green circle. Below the tabs is a table with the following columns: 'View', 'Period Type', 'Collection Period', 'Effective Date', 'Comment', and 'Submitted On'. The table lists monthly statistics from May 2016 to June 2021. The most recent entry for June 2021 has a comment: 'Submitted by Agency via Primarius Web Window at 07/22/2021 09:14 AM'. At the bottom of the table, there is a pagination control showing 'Go to page: 1 Show rows: 10 1-10 of 111'.

View	Period Type	Collection Period	Effective Date	Comment	Submitted On
<a href="#">View</a>	Monthly	June 2021	06/30/2021	Submitted by Agency via Primarius Web Window at 07/22/2021 09:14 AM	07/22/2021
<a href="#">View</a>	Monthly	February 2021	02/17/2021		02/17/2021
<a href="#">View</a>	Monthly	December 2016	12/31/2016		12/31/2016
<a href="#">View</a>	Monthly	November 2016	11/30/2016		11/30/2016
<a href="#">View</a>	Monthly	October 2016	10/31/2016		10/31/2016
<a href="#">View</a>	Monthly	September 2016	09/30/2016		09/30/2016
<a href="#">View</a>	Monthly	August 2016	08/31/2016		08/31/2016
<a href="#">View</a>	Monthly	July 2016	07/31/2016		07/31/2016
<a href="#">View</a>	Monthly	June 2016	06/30/2016		06/30/2016
<a href="#">View</a>	Monthly	May 2016	05/31/2016		05/31/2016

# Reporting Statistics

## Pantries

- # households served
- # children (<18)
- # adults
- # seniors (60+)

## School Food Centers

- # households served
- # children (<18)
- # adults
- # seniors (60+)
- # snacks

## Meal Sites/Shelters

- # children (<18)
- # adults
- # seniors (60+)

## KFMs and some BackPack Programs

- # children receiving produce



3-day (+) packages ONLY

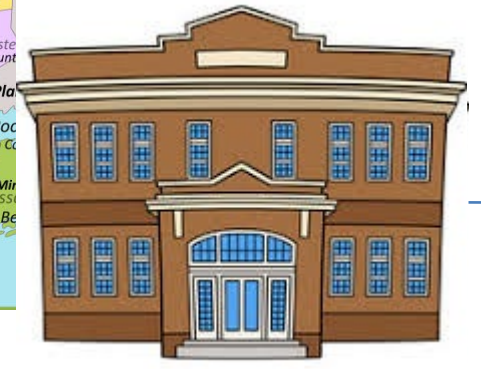
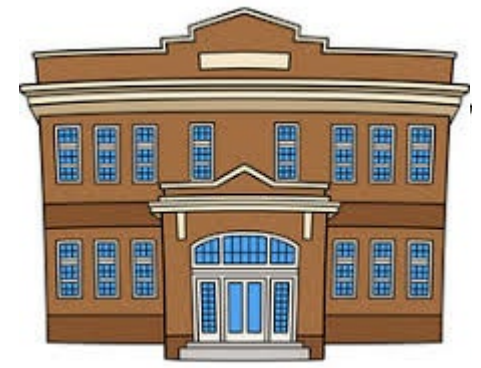
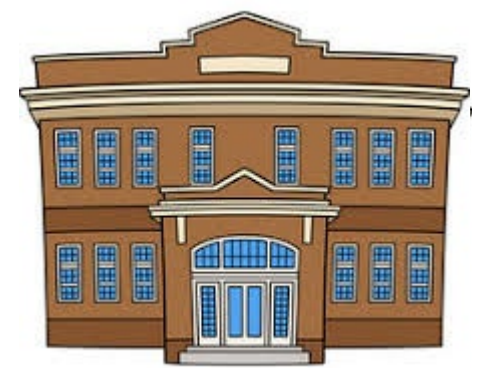
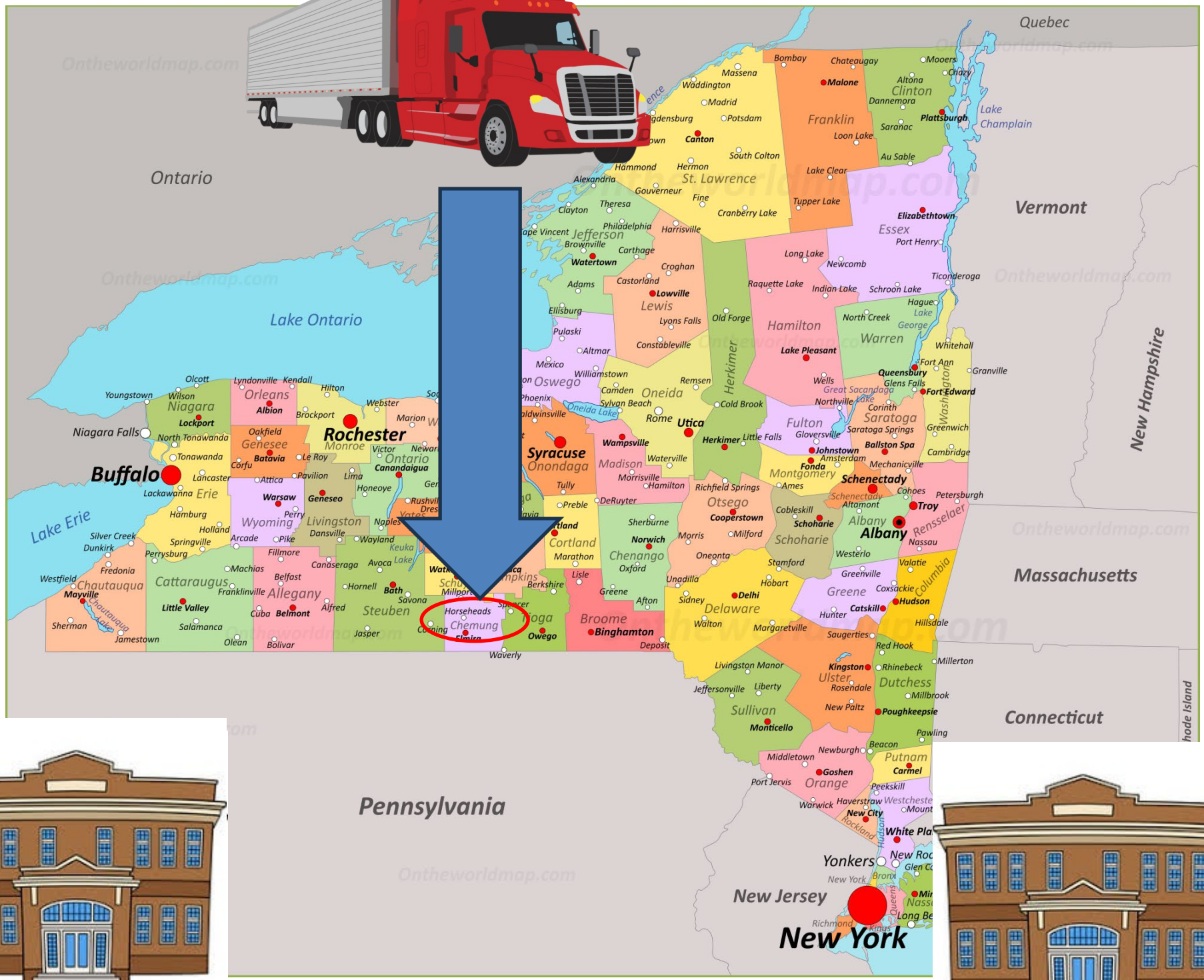
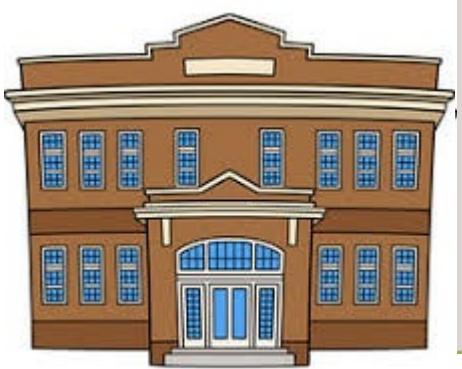
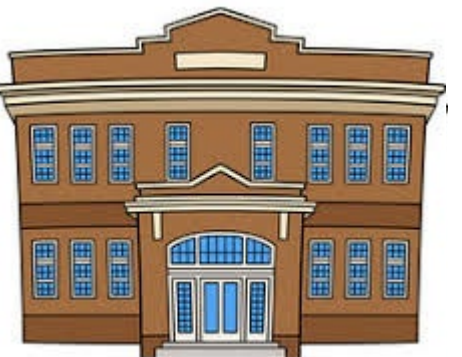
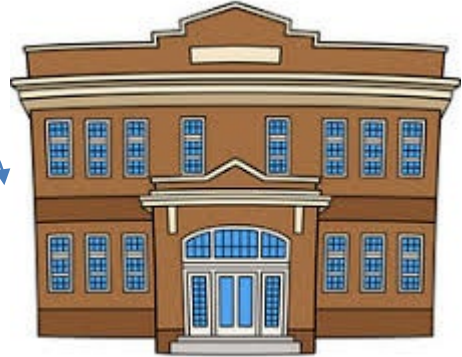
# Why do statistics matter?



Who does FBST have to provide stats to?



# Why do statistics matter?





# Why do statistics matter?

- Deciding where to expand strategic partnerships
- Securing funding and resources
- Targeting services towards certain populations
- Understanding your agency's impact
- Advocacy around food insecurity



# FreshTrak



[HOME](#) Lists: [Regular](#) [Expanded](#) [Serving](#) [Check-In](#) [Serving/Check-In](#) [Offline](#) [Reload Page](#)

Type abbreviated name here  
 Ex. Search for George Washington by typing "was,geo" [View Help](#)


 Expand

Name	Address	DOB	Phone	Alt ID
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## Add New Family & Visit

### Service Visit list for Monday 04/03/2023 , Pantry

[SHOW Notes](#)

Check In #	Service Visit #	Name	Address	City, State	County	Zip	Kids, Adults, Total	Visit Status	Time	Signed	New?	Notes
0	<a href="#">41422076</a>	Food, Agua	120 FOOD LN	CORNING, NY	STEUBEN	14830	1 + 4 = 5	Duplicate void	09:30 AM		New Family	
2	<a href="#">41422167</a>	Food, Agua	120 FOOD LN	CORNING, NY	STEUBEN	14830	0 + 4 = 4	Reserved	09:00 AM		New Family	
1	<a href="#">41422318</a>	Food, Agua	120 FOOD LN	CORNING, NY	STEUBEN	14830	0 + 4 = 4	Reserved	09:00 AM		New Family	
0	<a href="#">41422021</a>	Food, Albatross, JR	388 UPPER OAKWOOD AVE RM A	ELMIRA, NY	CHEMUNG	14903	0 + 1 = 1	Duplicate void	09:28 AM		New Family	
0	<a href="#">41422043</a>	Food, Albatross, JR	388 UPPER OAKWOOD AVE RM A	ELMIRA, NY	CHEMUNG	14903	0 + 1 = 1	Duplicate void	06:00 AM			
0	<a href="#">41422527</a>	Food, Balloon	388 UPPER OAKWOOD AVE HOMELESS	ELMIRA, NY	CHEMUNG	14903	0 + 1 = 1	Reserved	09:49 AM		New Family	

# FreshTrak: Service Statistics

Family Statistics	Un-Duplicated	All Service Events
<b>Households Served</b>	186	198
<b>People Served</b>	466	493
<b>Average Visits per Family</b>		1.06
<b>Average Family Size</b>	2.51	2.49
1 - 3 Individuals in Family	140 (75%)	152 (77%)
4 - 6 Individuals in Family	41 (22%)	41 (21%)
7+ Individuals in Family	5 (3%)	5 (2%)
<b>Age Category Totals</b>		
Kids (0 - 17 years old)	150 (32%)	158 (32%)
Adults (18 - 59 years old)	266 (57%)	283 (57%)
Seniors (60+ years old)	50 (11%)	52 (11%)
<b>Age Group Totals</b>		
0 - 4 years old	24	29
5 - 17 years old	126	129
18 - 24 years old	25	28
25 - 34 years old	63	67
35 - 59 years old	178	188
60 - 64 years old	18	20
65 - 84 years old	28	28
85+ years old	4	4

# Examples from Pantries

- Corning Community Food Pantry
- Ithaca Kitchen Cupboard; Salvation Army – Elmira
- Bread of Life Food Pantry



## Questions to consider:

- How often can clients come to your pantry?
- Are there limits on how much food they can receive if they have already been that month?
- In addition to your regular pantry, do you hold any other events? How do you track them? Are they 3-day packages or not?



# Examples from Pantries

- Corning Community Food Pantry

**Serve Families on 07/31/2023**

Pantry
Code Blue

**Jump to day**

Select Event: Pantry

Choose a Date: Pantry

Dayspring  
Thanksgiving  
Stewart Park  
Head Start  
Badger Creek  
Code Blue

Service Loa

Family Statistics	Un-Duplicated	All Service Events
<b>Households Served</b>	405	446
<b>People Served</b>	1165	1277
<b>Average Visits per Family</b>		1.1
<b>Average Family Size</b>	2.88	2.86
1 - 3 Individuals in Family	284 (70%)	314 (70%)
4 - 6 Individuals in Family	98 (24%)	108 (24%)
7+ Individuals in Family	23 (6%)	24 (6%)
<b>Age Category Totals</b>		
Kids (0 - 17 years old)	343 (29%)	376 (29%)
Adults (18 - 59 years old)	597 (51%)	655 (51%)
Seniors (60+ years old)	225 (20%)	246 (20%)
<b>Age Group Totals</b>		
0 - 4 years old	80	90
5 - 17 years old	263	286
18 - 24 years old	123	140
25 - 34 years old	152	159
35 - 59 years old	322	356
60 - 64 years old	54	62
65 - 84 years old	159	171
85+ years old	12	13



# Examples from Pantries

- Ithaca Kitchen Cupboard

**Serve Families on 07/31/2023**

Pantry Table

**Jump to day**

Select Event:



Choose a Date:

## Service Log

**Current** By Year

Pantry  Table  Baby Diapers   
 Adult Diapers

Event	Date	# Services	
Table	07/31/2023	17	Check-in
Pantry	07/31/2023	5	Check-in
Table	07/28/2023	18	Check-in
Pantry	07/28/2023	22	Check-in
Table	07/27/2023	28	Check-in
Pantry	07/27/2023	21	Check-in
Adult Diapers	07/26/2023	1	Check-in

Service Summary	Families Served	People Served
<a href="#">Pantry - Choice - 3 day</a> 	203	511
<a href="#">Special - Perishables only</a> 	390	969

# Examples from Pantries

- Salvation Army - Elmira

A screenshot of a web interface for a pantry. The main heading is 'Serve Families on 07/31/2023'. Below this are three yellow buttons: 'Daily', 'Monthly', and 'Holiday Boxes'. To the right, there is a 'Jump to day' section with a 'Select Event:' dropdown menu. The dropdown is open, showing options: 'Daily', 'Monthly', 'Holiday Boxes', 'Baby Diapers' (highlighted in blue), and 'Adult Diapers'. There is also a 'Choose a Date' label and a 'Su' button partially visible.

**Serve Families on 07/31/2023**

Daily Monthly Holiday Boxes

**Jump to day**

Select Event: Daily ▾  
Choose a Date: Daily  
Monthly  
Holiday Boxes  
Baby Diapers  
Adult Diapers



# Examples from Pantries

- Bread of Life Food Pantry

Serve Families on 07/31/2023

Pantry

## Service Log

Current

By Year

Pantry  Baby Diapers  Adult Diapers

Event	Date	# Services	
Pantry	07/26/2023	145	Check-in
Pantry	07/19/2023	124	Check-in
Pantry	07/12/2023	135	Check-in
Pantry	06/28/2023	135	Check-in
Pantry	06/21/2023	120	Check-in

Family Statistics	Un-Duplicated	All Service Events
<b>Households Served</b>	175	398
<b>People Served</b>	402	897
<b>Average Visits per Family</b>		2.27
<b>Average Family Size</b>	2.3	2.25
1 - 3 Individuals in Family	144 (82%)	333 (84%)
4 - 6 Individuals in Family	27 (15%)	56 (14%)
7+ Individuals in Family	4 (3%)	9 (2%)
<b>Age Category Totals</b>		
Kids (0 - 17 years old)	80 (20%)	172 (19%)
Adults (18 - 59 years old)	181 (45%)	398 (44%)
Seniors (60+ years old)	141 (35%)	327 (37%)
<b>Age Group Totals</b>		
0 - 4 years old	14	27
5 - 17 years old	66	145
18 - 24 years old	32	71
25 - 34 years old	43	85
35 - 59 years old	106	242
60 - 64 years old	42	97
65 - 84 years old	88	204
85+ years old	11	26



# Examples from Pantries

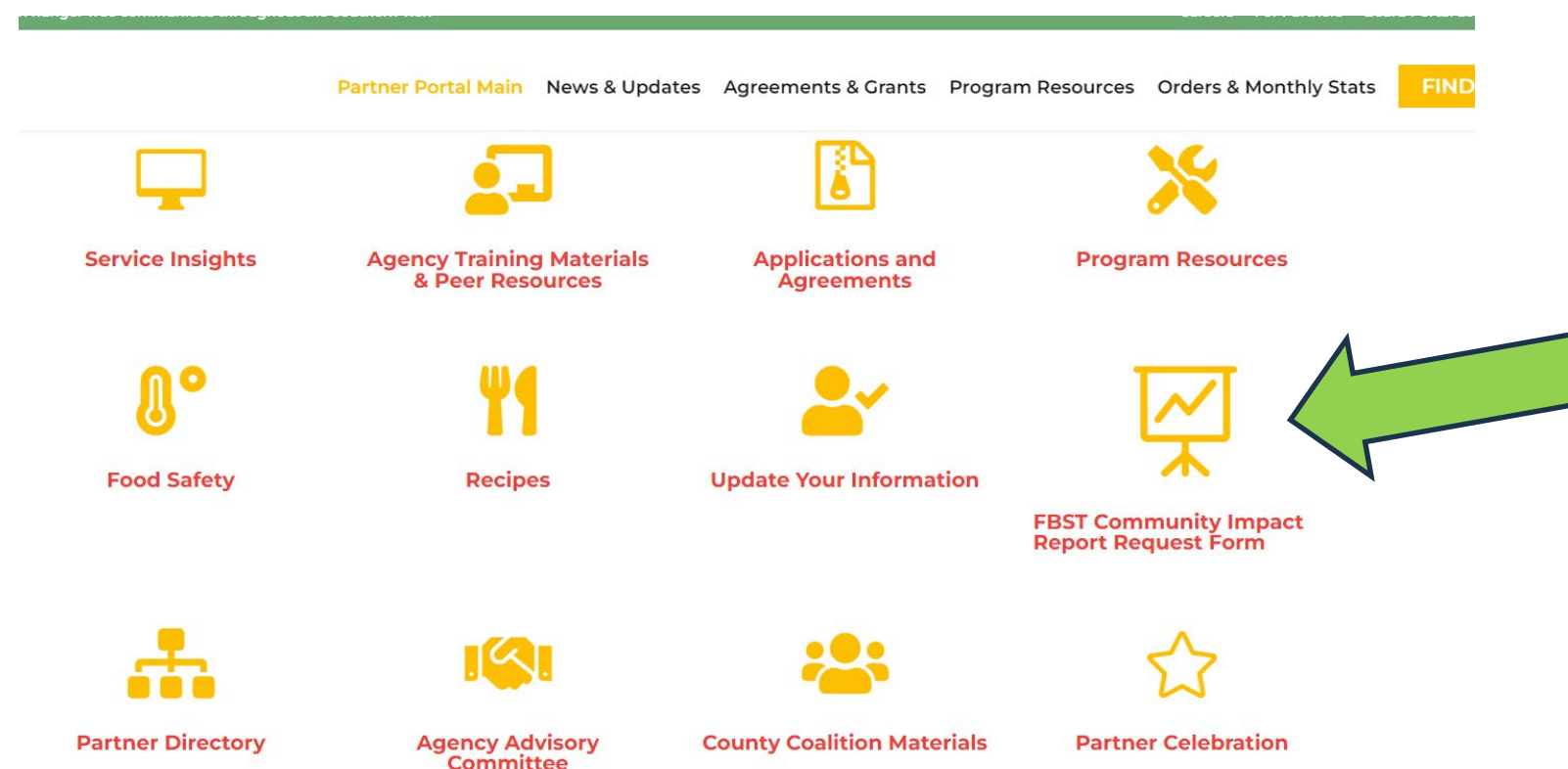


For pantry partners, what services or events do you track that are different than just a 3-day pantry? (*Enter in the chat*)



# Data Requests

- For simple service statistics for any/all events and timeframes, use the reporting feature in FreshTrak
  - Video and slides specifically about this on our SI page of the partner portal
- For more complex statistics/information, request help from us on the partner portal with the **FBST Community Impact Report Request Form**



# Data Requests

What type of report are you requesting?

Agency - these reports are specific to your agency

Service Insights - these reports are specific to FreshTrak users

Impact - these reports are non specific to agencies but are for areas, such as counties, congressional districts, census tracks, etc.

Choose one... ▾

What report information are you requesting?

Please be specific - what type of report you are requesting, for what area or agency, date range, data details (people served, pounds distributed, grant funds spent, etc.)

Enter your answer

Upload previous version of this report.

If you have a copy of a previous report that we can review, please upload it.

Select files...

or drag and drop files here

For what purpose are you requesting this report? \*

How is this report information going to be used?

Enter your answer

# Data Requests

Who is your intended audience for this report? \*

Enter your answer

What date do you need this by? \*

Please allow a minimum of two (2) weeks for these reports to be provided.  
One (1) month notice would be preferable.

Any reports with less than two (2) weeks' notice, may be subject to denial.

Enter a date

Submit



# Wrapping Up



Which best describes your experience on today's call?



Questions?

