



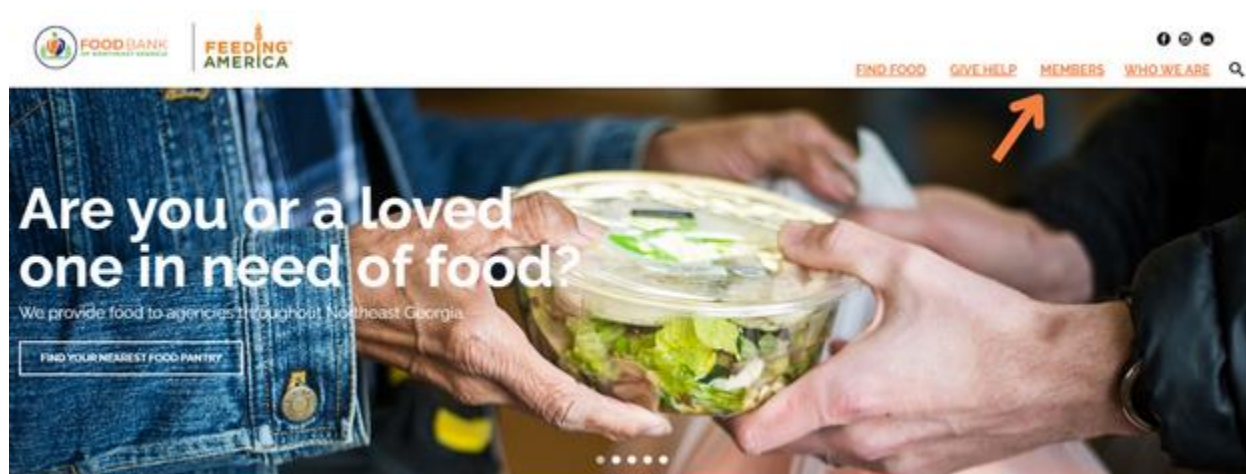
2024 Statistics Reporting Guide

All Members of the Food Bank of Northeast Georgia are required to report monthly food distribution statistics by the first day of each month. This information is vital to our mission of connecting neighbors with nourishing food.

Statistics can be edited on your own within 24 hours of submission. If you have issues with recording your statistics, need previous statistics updated, or have any questions, please contact the Membership Coordinator for your organization's county.

Logging In

To gain access to your account, you will need to visit the Food Bank of Northeast Georgia's website, then hover over the section that says "Members," and click subsections also titled "Members":



From the Members page, scroll down to the section regarding Online Ordering and click either the "Member Login" or "Place an Order" button:



MEMBER LOGIN

Are you looking to become a new Member?

The Food Bank of Northeast Georgia provides our members access to millions of pounds of food they might not otherwise have. Members gain access to food either through our online inventory system or by selecting items from our sharing floor.

To learn more about becoming a Member with the Food Bank of Northeast Georgia, please [click here](#).

Online Ordering

The online inventory system provides bulks, cased items for distribution. All items are ordered in case or pallet-size quantities. The shopping floor provides supplemental food and is a lot like a grocery store allowing members to hand select less-than-case amounts of food from the shelves or pallets of miscellaneous product.

PLACE AN ORDER

If you are having difficulty with accessing your account or placing an order, please contact our Food Access Coordinator.

Onboarding Information

- [New Member Orientation Video](#)
- [Agency Manual](#)

Member Forms

- [Member Contract 2024](#)
- [Weekly Temperature Log](#)
- [Pest Control Log](#)
- [Meal Tracker Form](#)
- [Third Party Site Agreement](#)
- [Media Release Form](#)
- [Statistics Reporting Guide](#)

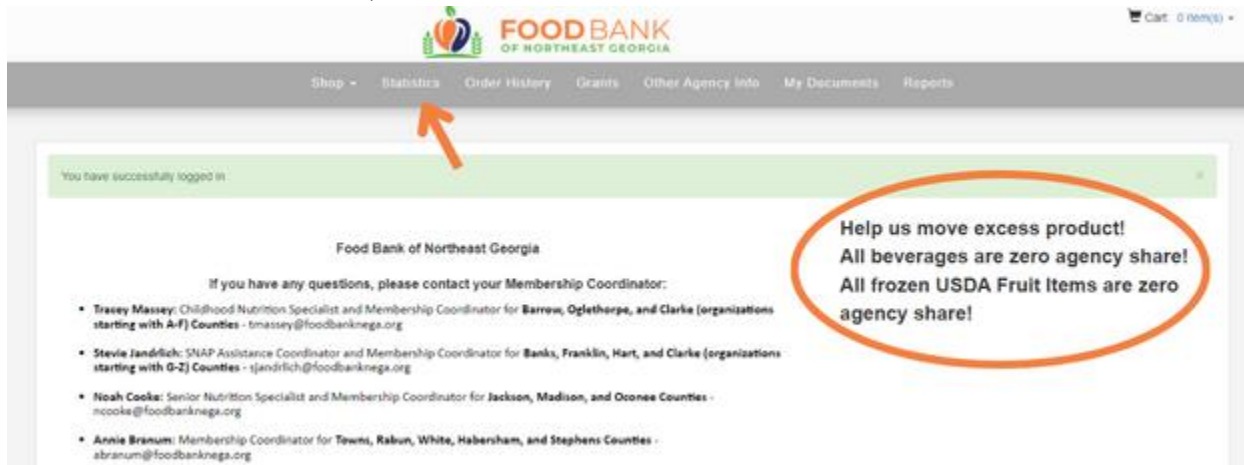
TEFAP/USDA Documents

- [TEFAP Form](#)

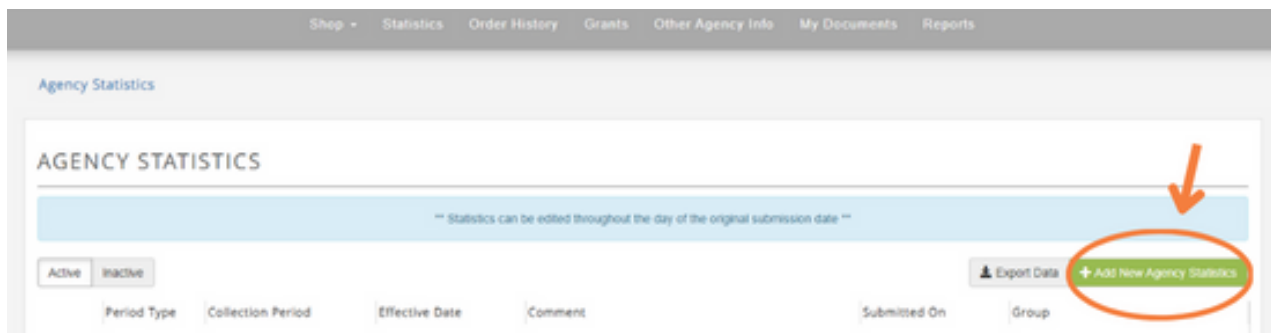
On the Log-In page, you will need to enter your login information to access your account. If this is your first time accessing your account, you may be prompted to set a new password after logging in.

Submitting Statistics

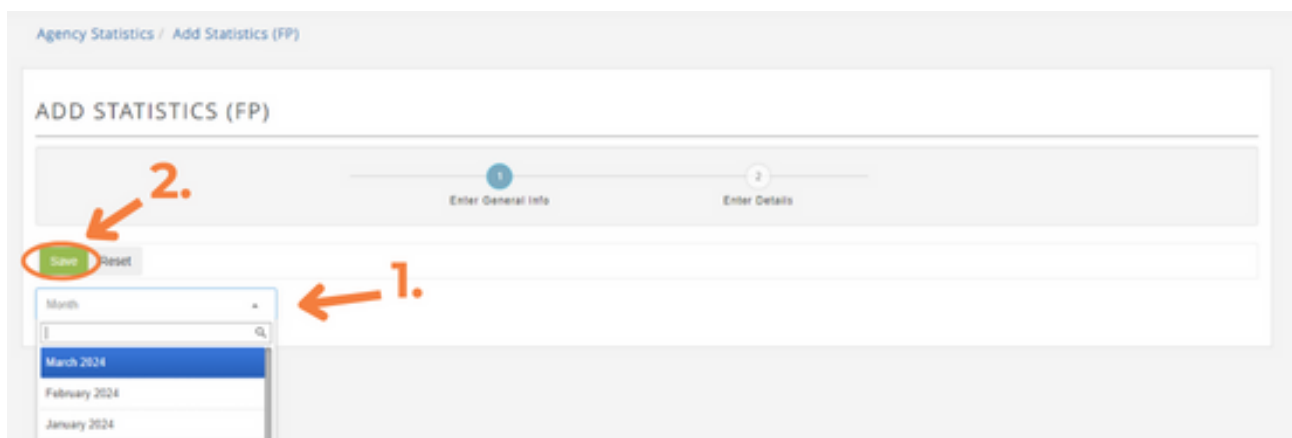
Now that you've logged in, first review the page for any updates, notices, and announcements. Then, click the "Statistics" button:



To begin submitting new statistics, click the green button, "+ Add New Agency Statistics":



Next, you will need to (1) select the month you are submitting statistics for and (2) click save to begin your submission:



Statistics Questions

Our statistics collect answers involving five categories of questions, which only apply to Members participating in those programs:

1. **ALL MEMBERS** - Statistics which apply to all Members
2. **USDA** - Statistics regarding those served using USDA foods for The Emergency Food Assistance Program (TEFAP). Refer to your completed TEFAP eligibility forms for these statistics.
3. **OP** - Statistics regarding those fed using cooked foods made by the Member or "On Premises Meals".
4. **GNAP** - Statistics regarding children and families with children served using Georgia Nutrition Assistance Program (GNAP) foods. Refer to your completed GNAP eligibility forms for these statistics.
5. **SSP** - Statistics regarding those served through registered Senior Staples distributors.

When completing your statistics, please note the following:

- Members should only record answers to questions that apply to them.
 - For example, if you do not use USDA products, you do not need to report any statistics for the USDA questions.
- Members who have applied and completed an annual GNAP MOU (Memorandum of Understanding) can receive GNAP foods during active distribution periods and GNAP statistics will only be asked during active distribution months.
- If you are unsure if you are submitting your statistics correctly or what the question may be asking, you can always contact your Membership Coordinator.

Once you enter the Edit Statistics page, you will get a notification saying, "your record was saved successfully." This is a quirk of the online system implying that the Edit Statistics page has begun to save any edits you make to the page. Stay on this page and add all your statistics numbers before exiting. Make sure to match the answers to the correct questions, as shown below the Statistic Name search bar. You may also use the comments bars of each statistic for any clarification or notes you would like to leave on the record. However, commenting a value will not be accepted in place of a value:

Shop ▾ Statistics Order History Grants Other Agency Info My Documents Reports

Agency Statistics / Edit Statistics (FP/OP GNAP/USDA)

The record was saved successfully

EDIT STATISTICS (FP/OP GNAP/USDA)

1 Enter General Info 2 Enter Details

Period: March 2024

Statistic Name	Value	Comment
2024 GNAP: At-Risk	11	
2024 GNAP: Meals Prepared and Served	16	
2024 GNAP: TANF Recipients (Uncommon)	0	
ALL MEMBERS: Total number of people served through your organization this month	192	

Be aware that you may have multiple pages of statistics to complete. Always expand the number of questions you can see to ensure you will not miss any questions.

ALL MEMBERS: Total number of people served through your organization this month	192
OP: Number of meals prepared and served (does NOT include any USDA or GNAP foods)	0
OP: Number of meals prepared and served using any USDA foods	23
OP: Total number of meals prepared and served	39
USDA: Number of Households served through TEFAP with USDA (# of completed TEFAP forms)	107
USDA: Number of people served through TEFAP with USDA	153

Go to page: 1 Show rows: 10 - 1-9 of 9

After reviewing that your statistics have been submitted correctly, click **save** at the top of the page. Clicking save will submit the statistics for the month.

Explanations for each current statistic question are as follows:

ALL MEMBERS: Total number of people served through your organization this month

- This number includes those served through **all** your organization's feeding programs, including drive-thru and brick-and-mortar food pantry distributions, emergency food, mobile pantry distributions, direct distribution, and on-premises cooking.

- If you do multiple forms of distributions, report the **total number** of people served. You can do this by adding together the number of people served at each distribution.

USDA: Number of people served through TEFAP with USDA

- This statistic is the total number of **people in households** served during your distribution. This can be calculated by adding the household size listed on each TEFAP form.

USDA: Number of Households served through TEFAP with USDA (# of completed TEFAP forms)

- The total number of households which received any amount of USDA food through all types of distributions, recorded by the total number of completed TEFAP forms collected from all types of distributions involving USDA products, besides on-premises (OP) meals.

OP: Number of meals prepared and served (does NOT include any USDA or GNAP foods)

- The number of people receiving prepared meals that are not prepared with GNAP or USDA foods.

OP: Number of meals prepared and served using any USDA foods

- The number of people receiving prepared meals using any amount of USDA food provided through the Food Bank's online ordering system.

OP: Total number of meals prepared and served

- The total number of people receiving prepared meals using **any** amount of food provided through the Food Bank. This number should equal the sum of non-USDA meals, USDA meals, and (if applicable) GNAP meals.
 - For example, if you prepare 0 meals without USDA product and 30 meals with USDA product, the total number of meals prepared and served will be 30.

GNAP: At-Risk

- The number of children or families with children requesting emergency food (or are at-risk of not having enough food to have a meal each day this week) receiving any amount of GNAP foods from your pantry.

GNAP: Meals Prepared and Served

- The total number of meal kits, boxes of shelf stable GNAP foods, and/or hot meals provided to children or families with children using any amount of GNAP foods.

GNAP: TANF Recipients (Uncommon)

- The total number of first-time visiting TANF recipients (cash recipients of the Temporary Assistance for Needy Families program) receiving GNAP foods—*please note that it is rare to receive TANF benefits, and it is likely that this statistic will be 0.*
- Be sure to differentiate between “At-Risk” and “TANF” when collecting GNAP forms to avoid incorrect reporting. You will find these from answers to question 6 of each GNAP Eligibility form.

GNAP questions may change annually, based on State and Federal requirements.

SSP: Total number of Senior Staples boxes distributed this month.

- The number of boxes you ordered and distributed through any means over the entire course of the month.
- This number will also need to be added to the *ALL MEMBERS: Total Number of People Served* statistic as well as the *USDA Number of Households* and *USDA Total Number of People*.

SSP: How many of the Senior Staples boxes you received were delivered directly to seniors' homes?

- The total number of boxes that you or a volunteer delivered directly to the homes of local seniors. If your program consisted of you picking up seniors for an event and then returning them to their home afterward with a box, this would be considered a delivery. If seniors are driving or being driven to you to receive a box, this is not considered a home delivery.

Editing Statistics

After you submit statistics, a record will be made of the time, date, and statistical categories you submitted. Statistics may be edited within 24 hours of submission in case of accidental or wrong submissions. There will be a blue banner on the top of your page if you are still able to edit. After statistics are locked in, however, they may only be edited by an administrator, such as your Membership Coordinator or Accounting.

To edit your statistics, on the Statistics page, press the edit button to re-enter your submission page as shown below:

Agency Statistics

AGENCY STATISTICS

Statistics can be edited throughout the day of the original submission date

Active Inactive Export Data Add New Agency Statistics

Period Type	Collection Period	Effective Date	Comment	Submitted On	Group
Monthly	January 2024	1/31/2024	Submitted by Agency via Primarius Web Window at 03/1...	03/18/2024 10:50 AM	FF/OP GNAR/USDA

Edit

Missing Statistics and Suspension

Statistics are due by the last day of each month. If your organization fails to submit statistics by the end of the first week of the following month, your account will be automatically suspended.

- *Example: You distributed food during May, so your statistics will be due before June 7th to avoid suspension.*

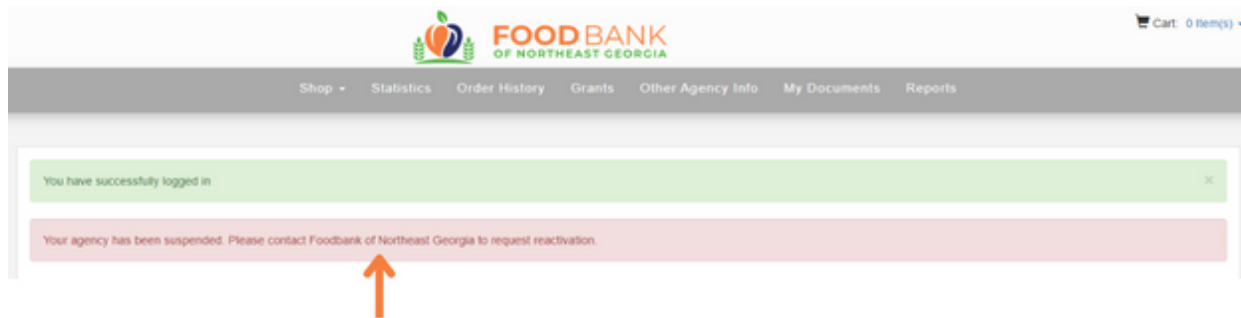
If your organization has had no food distributions, **you must still enter "0" for all categories in your statistics or your account will be suspended.** When your account is suspended due to statistics, it will remain suspended until your statistics have been entered.

Missing Statistics

This agency's last statistics were for 12/31/2023 which is more than the 35 days max. Please enter current statistics before ordering.

Your account may be suspended for other reasons, such as unfavorable monitoring visit, missed or overdue payment, and required paperwork not being submitted before deadlines. When your account is suspended for any reason besides overdue statistics, the main contact of your organization will

receive an email notifying the reason. If attempting to order online, you will receive a red banner on your account as shown below:



If you are suspended, you should always call your Food Access Coordinator for required steps to become unsuspended or “reactivated.” If suspension is due to payment, your Food Access Coordinator will connect you with the Accounting Department.