

## Monthly Statistics FAQ

**I'm trying to input my statistics, but the online system is saying there is already an entry for the month. How do I add my missing statistics?**

This happens when someone from an organization clicks through the green "+ Add New Agency Statistics" button and selects a month without submitting any actual numbers for that selected month. Primarius will autosave the blank statistics report as "0" for all values, and then automatically lock the submissions at the end of the day that this erroneous submission was made. To correct this issue, please contact either the Partner Services Manager or a Community Programs Coordinator.

**How do I update or correct my statistics after submitting them?**

You can edit the statistics throughout the day that the submission was created, but that submission is automatically locked at the end of that day. After the original day of submission, any corrections will need to be made by either the Partner Services Manager or a Community Programs Coordinator.

**Do I need to include families/household data? Most of our participants are unhoused, single, and/or students.**

Yes, please include families/household data even if most of your participants are unhoused, single, and/or students. In most cases for unhoused, single, and/or students, these participants would be counted as 1 family/household with 1 individual.

**Do I need to include individual data? Our site only counts participation by household/car.**

All programs should do their best to provide individual *and* household participation data. In the case that your organization only tracks participation by household, please evaluate if there is a way to begin documenting and tracking this information. If this is not possible, please do your best to estimate this individual data and make a note that this information is an estimation in the Comment section.

**Do I need to include age demographics? Our site doesn't track this information.**

All programs should do their best to provide the age demographic data for their participants. In the case that your organization does not currently track age demographics, please evaluate if there is a way to begin documenting and tracking this information. If this is not possible, please make a note that this information is not available in the Comment section.

## Agency Partners

### **If I don't provide age demographic information, does that affect my organization's access to resources?**

Unfortunately, yes. Many SLO Food Bank programs and grant-funded foods are restricted based on participants ages. An otherwise qualified Agency Partner that does not include age demographic information may be overlooked when staff distributes program and grant-specific resources to agencies serving a specific age demographic.

### **How do I count families/households and individuals for those that are using our services multiple times per month?**

The number of families/households, people, and the age demographics should be *unduplicated* over the course of the month. For example, if a family of 5 visited one's pantry three times during May, then that family would only count as 1 family/household served and 5 individuals rather than as 3 families and 15 individuals.

### **How do I determine if my pantry and/or meal site is open to the public or only for program participants?**

For these purposes, "public" distributions mean that a program is open to a member of the public without any sort of pre-registration or intake process before their arrival at the site, while "only for program participants" distributions are sites closed to the public and require registration or program enrollment before the day of service. For example, a pantry that signs up a new participant at their first visit to the pantry would be a "public" distribution, while a pantry that requires a participant to call ahead and enroll and does not allow someone to receive food at their first visit to the pantry without this pre-enrollment would be a "only to program participants."

### **Should I include my days open for both the public *and* only for program participants?**

Generally, you would only provide an answer to one of these questions, with the alternative being "0," given that most programs are either open to the public or open only to program participants. You would only provide a non-zero answer to both of these questions if your program provides separate public and private services. For example, if your site holds a once-a-month public distribution *and* weekly home-delivered groceries to enrolled participants, you would report "1" for # of days groceries available to the public and "4" for # of days groceries available only for program participants.

### **How do I count days open for a home-delivery meal or grocery program?**

A program that provides home-delivered food resources, such as meals or groceries, would count themselves as "open" on any day that those resources are delivered to their participants. Given that most of these types of programs require some sort of enrollment process, please add your days open to the "# of days meals/groceries available only for program participants" row.



## Agency Partners

**Our organization also uses and/or hosts other programs from the SLO Food Bank, such as No-Cook Bags, Breakfast Bags, Children’s Farmers’ Market, Senior’s Farmers’ Market, and/or a Neighborhood Food Distribution. Should we count those participants in our Statistics?**

Yes! We ask that an Agency Partner include participants for any and all SLO Food Bank programs. Please do your best to not double count participants across the different ways you provide them access to food resources. For example, if you have a participant that received a Breakfast Bag, food from your pantry, and participated in a Children’s Farmers’ Market over the course of the month, that participant should only count as 1 person and not as 3 people. If you have questions on this, please feel free to contact either the Partner Services Manager or a Community Programs Coordinator.