

MANNA Client Data Reporting Toolkit

Beginning July 2015, MANNA Partner Agencies will record their monthly client data directly into their Online Ordering Account. Not only will this be much easier and less time consuming, but each partner will be able to access their client data at any moment. The following toolkit is meant to give an easy step-by-step process for how to enter your client data. We welcome your feedback on the new process and these instructions

Please note: There are a few changes in the data reporting process that we are asking our partners to follow:

Client & Household Counts

- For Pantries: Prior to this fiscal year, pantries were asked to report “Unduplicated” clients – meaning that if a client in need visited your agency for food multiple times in a given month, you were only asked to count them one time. But because we feel that reporting “Unduplicated” clients does not fairly represent how many food boxes you serve per person or household, ***we are now asking that every pantry report TOTAL Households & Individuals – even if they are duplicated.*** So if a single mother with 3 children visits your pantry twice in a month, that would count as 2 Households and 8 Individuals. You count them each time they come in.
- For Community Meal Programs: Similar to pantries, MANNA would like to know the TOTAL number of meals your agency has served to clients in a given month. For each meal (Breakfast, Lunch & Dinner), please report how many times each meal was held (e.g. Your agency held 2 community dinners and 1 lunch in a month and 100 people came to each, you would report 300 Total Clients Served – even if they were the same 100 people at each).
- For Senior Centers, Rehabilitations, Residential Facilities, Group Homes & Youth Programs: While the number of program participants might fluctuate during a given month, please report the number of clients based on how many received assistance during the month – even if they were there for one day. Total meals served will be based on daily amounts over the course of the month (e.g. A Senior Care Center has 10 residents who were served Breakfast, Lunch & Dinner every day over a 30-day month. They would report 30 Breakfasts Served, 30 Lunches Served & 30 Dinners Served but only 10 clients in the program. However, if a Youth Program served snacks to 10 different kids every weekday of a month, they would report 20 Snacks Served and 200 Clients).
- Demographics/Agencies Serving Multiple Categories: If your agency hosts both a Pantry and a Meal Program, you may report their numbers within each of the respective categories. However, the demographics that you reports should be based on the make-up of your entire client base on an individual basis (e.g. During the month, 100 people visited your agency – 20 got only food boxes from the pantry, 45 got only meals from a community dinner & 35 got both food boxes and attended a meal. Your agency would report giving out 55 food boxes and having served 80 meals. But the demographics reported by your agency (Gender, Age, Race, County of Residence) would be based on the 100 people).

Items of Note

- **Deadline for Statistics:** Monthly client data **MUST** be submitted by the last day of the following month.
- **Submit stats even if no service is provided within a given month.**
 - Enter “0” for all client data.
- Some example client forms for recordkeeping and reporting will be made available on the MANNA website in the next week or two. If you have any questions, please contact me at lallison@mannafoodbank.org.

Agency Statistics Tab

To begin, log in to your Online Ordering account. A link to the Online Ordering webpage can be found in the 'For Agency' section of the MANNA FoodBank website (www.mannafoodbank.org) or it can be accessed via the following link: <https://orders.mannafoodbank.org/primariusww/login.aspx>

mannafoodbank.org/agency-access-and-information/

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CAPITAL CAMPAIGN

WHO WE ARE HOW YOU CAN HELP WHERE TO GET HELP HUNGER 101

Agency Access and Information

- Mobile Schedule and Drop-Off Sites
- About Partnership
- Monthly Newsletters for Partners
- Online Ordering Support
- TEFAP Documents
- Safe Food Handling
- Recipes
- Capacity Building Resources
- Community Outreach Resources
- Media for Partners
- Product Recalls
- Bread and Produce Availability
- MANNA Partner Agency – Client Data

WELCOME PARTNER AGENCIES

You'll find the menu to the left for all of your needs: online ordering, delivery schedules and important documents that only our partners need.

Beginning August 1, 2014 our ordering system, PRIMARIUS, will be upgraded. The new system is very similar to the old one, but you will have to log-in differently.

If you have already received instruction on how to use the new system, you can being your order by clicking the big green button below.

Click Here
to begin
Online Ordering

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Login

Agency Ref:

Username:

Password:

Login

V02.01.00.0046

Once logged in and on your agency home page, click the third tab labeled 'Statistics'

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Logged as: 88888TA | [My Agency](#) | [Logout](#) | [Help](#)

Home Orders **Statistics** Other Agency Info My Docs ⊕ Order Entry

Home Your Cart

Statistics Home Page

From the Statistics Home Page, you will be able to view prior data entries as well as input data for the prior period. To input your monthly stats, click the 'Enter Statistics' button on the lower right.

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Logged as: 88888TA | [My Agency](#) | [Logout](#) | [Help](#)

Home Orders **Statistics** Other Agency Info My Docs ⊕ Order Entry

Statistics

Page size: 20

Stat Date	Comment
No statistical entries were found.	

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Enter Statistics

Statistics Entry Page

When entering your monthly client statistics, please make note of a few things:

- While it is necessary that the numbers entered into the 'Quantity' field be integers, some of the categories are designed to report a percentage breakdown in certain demographics.
 - Section A: Gender
 - Section B: Age Category
 - Section C: Race/Ethnicity
 - Section F: County of Residence

Example Intake Form

Agency Name: TEST AGENCY		Month: July														
Agency Ref #: 88888		Year: 2015														
Household Data		Client Data											County			
Household No.	Household Members	Client Name			Gender		Age			Ethnicity						
		Client No.	Last Name	First Name	Male	Female	Years	Child (0-17)	Adult (18-64)	Senior (65+)	White/Caucasian	Black/African-American	Latino/Hispanic	Native Am./Am. Indian	Other/Unclear	
1	Primary Client	1	Allison	Luke	X		36		X		X					Buncombe
	Other Household Member	2	Allison	Levi	X		6	X			X					Buncombe
2	Primary Client	3	Smith	John	X		48		X			X			Buncombe	
	Other Household Member	4	Smith	Jane		X	45		X			X			Buncombe	
	Other Household Member	5	Smith	James	X		12	X				X			Buncombe	
3	Primary Client	6	Jones	Sarah		X	26		X		X				Buncombe	
	Other Household Member	7	Jones	Steve	X		25		X				X		Buncombe	
	Other Household Member	8	Jones	Stephanie		X	5	X			X				Buncombe	
4	Primary Client	9	Franklin	Jim	X		67			X	X				Buncombe	
	Other Household Member	10	Franklin	Betty		X	72			X	X				Buncombe	

- The numbers entered into each of those sections should add up to 100, regardless of the amount of clients you saw in a given month.
- Please include any relevant comments about your month's activity. These will be available for you to reference once the data is submitted.

Client Demographics

Client Demographics					
	No.	%		No.	%
Male	6	60%	White / Caucasian	6	60%
Female	4	40%	Black / African-American	3	30%
			Latino / Hispanic	1	10%
Child (0-17)	3	30%	Native Am. / Am. Indian	0	0%
Adult (18-64)	5	50%	Other / Unclear	0	0%
Senior (65+)	2	20%			

Pantry Data Summary	
Total Households: 4	Total Clients Served: 10

Effective Date: Month: Year:

Comments:

Category	Quantity
A-1: % Male	60
A-2: % Female	40
B-1: % Children (0-17)	30
B-2: % Adults (18-64)	50
B-3: % Seniors (65+)	20
C-1: % White	60
C-2: % Black/African American	30
C-3: % Latino/Hispanic	10
C-4: % Native American	0
C-5: % Other Race	0

} Equals 100

} Equals 100

} Equals 100

Soup Kitchens & Welcome Tables

Agencies that provide On-Site Emergency Meals will report their data as follows:

- ***For Soup Kitchens & Community Meals, the data will be entered as such (assume this agency had two community dinners during the month):***

60 people attended a weekly community dinner. 4 dinners took place during the month.

D-1: MEAL PROGRAM - Total Clients Served During Month	240
D-2: MEAL PROGRAM - How Many Times Was Breakfast Served?	0
D-3: MEAL PROGRAM - How Many Times Was Lunch Served?	0
D-4: MEAL PROGRAM - How Many Times Was Dinner Served?	4

Non-Emergency On-Site Meal Programs

- ***For Residential Facilities, Group Homes, Senior Centers, Youth Programs & Rehabilitation Centers, the data will be entered more like this:***

G-1: ON-SITE PROGRAMS - Number of Clients in Program	25
G-2: ON-SITE PROGRAMS - How Many Times Was Breakfast Served?	20
G-3: ON-SITE PROGRAMS - How Many Times Was Lunch Served?	4
G-4: ON-SITE PROGRAMS - How Many Times Was Dinner Served?	30
G-5: ON-SITE PROGRAMS - How Many Times Were Snacks Served?	0

25 People Are Enrolled In This Program. The Program Serves Breakfast on Weekdays, Lunches Every Sunday & Dinner Every Night. Over a 30-day Month, this is how many meals would be served.

Pantry Programs

Remember, for Pantry Programs, enter the Total Households and Individuals – Regardless of how many times a client came to your agency.

E-1: PANTRY PROGRAM - Total Households Served	30
E-2: PANTRY PROGRAM - Total Individuals Served	100



***Example:
20 Households visited once
5 Households visited twice***

County-wide Data

While most clients reside in the county in which a partner agency is located, it is important for MANNA to know where the food you serve is going.

Like the other demographic data, the percentages in this section should also add up to 100.

F-11: % AVERY County Clients	<input type="text"/>
F-12: % BUNCOMBE County Clients	100
F-13: % CHEROKEE County Clients	<input type="text"/>
F-14: % CLAY County Clients	<input type="text"/>
F-15: % GRAHAM County Clients	<input type="text"/>
F-16: % HAYWOOD County Clients	<input type="text"/>
F-17: % HENDERSON County Clients	<input type="text"/>
F-18: % JACKSON County Clients	<input type="text"/>
F-19: % MACON County Clients	<input type="text"/>
F-20: % MADISON County Clients	<input type="text"/>
F-21: % MCDOWELL County Clients	<input type="text"/>
F-22: % MITCHELL County Clients	<input type="text"/>
F-23: % POLK County Clients	<input type="text"/>
F-24: % SWAIN County Clients	<input type="text"/>
F-25: % TRANSYLVANIA County Clients	<input type="text"/>
F-26: % YANCEY County Clients	<input type="text"/>

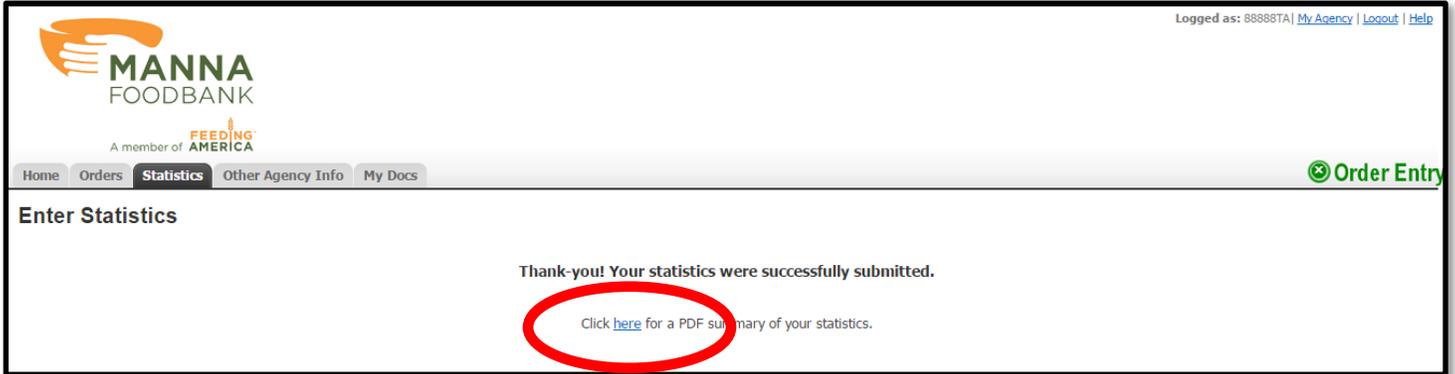
Submitting Monthly Data To MANNA

F-18: % JACKSON County Clients	<input type="text"/>	<input type="text"/>	<input type="text"/>
F-19: % MACON County Clients	<input type="text"/>	<input type="text"/>	<input type="text"/>
F-20: % MADISON County Clients	<input type="text"/>	<input type="text"/>	<input type="text"/>
F-21: % MCDOWELL County Clients	<input type="text"/>	<input type="text"/>	<input type="text"/>
F-22: % MITCHELL County Clients	<input type="text"/>	<input type="text"/>	<input type="text"/>
F-23: % POLK County Clients	<input type="text"/>	<input type="text"/>	<input type="text"/>
F-24: % SWAIN County Clients	<input type="text"/>	<input type="text"/>	<input type="text"/>
F-25: % TRANSYLVANIA County Clients	<input type="text"/>	<input type="text"/>	<input type="text"/>
F-26: % YANCEY County Clients	<input type="text"/>	<input type="text"/>	<input type="text"/>

Once you have entered all of your agency data, click the 'Submit Statistics' button. Once the data has been submitted it cannot be edited. If you need to make any changes to your monthly data, please call MANNA at 828-299-3663, Ext. 247.

Confirmation of Data Submission

Once your monthly data has been submitted, you will get a confirmation notice and be able to print out a pdf version of your monthly client data.



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Home Orders **Statistics** Other Agency Info My Docs

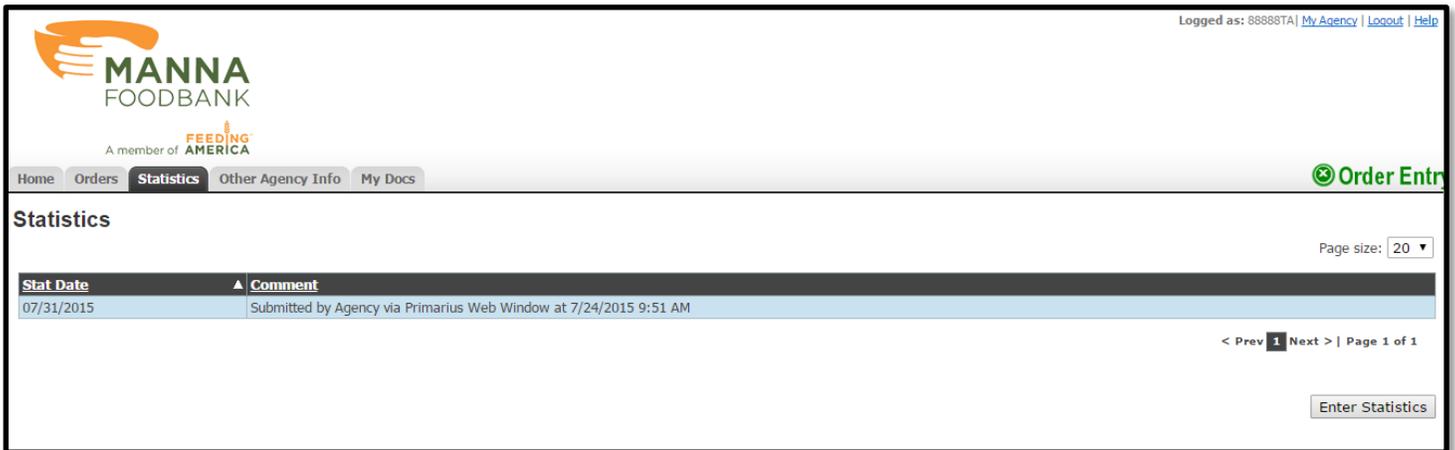
Order Entry

Enter Statistics

Thank-you! Your statistics were successfully submitted.

Click [here](#) for a PDF summary of your statistics.

Your monthly client data is also now available for viewing anytime back at the Statistics Home Page



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Home Orders **Statistics** Other Agency Info My Docs

Order Entry

Statistics

Page size: 20

Stat Date	Comment
07/31/2015	Submitted by Agency via Primarius Web Window at 7/24/2015 9:51 AM

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Enter Statistics

Category	Quantity	Comment
A-1: % Male	45	
A-2: % Female	55	
B-1: % Children (0-17)	20	
B-2: % Adults (18-64)	65	
B-3: % Seniors (65+)	15	
C-1: % White	70	
C-2: % Black/African American	15	
C-3: % Latino/Hispanic	10	
C-4: % Native American	3	
C-5: % Other Race	2	
E-1: PANTRIES - Total Households Served	30	
E-2: PANTRIES - Total Individuals Served	100	
F-11: % AVERY County Clients	0	
F-12: % BUNCOMBE County Clients	100	
F-13: % CHEROKEE County Clients	0	
F-14: % CLAY County Clients	0	
F-15: % GRAHAM County Clients	0	
F-16: % HAYWOOD County Clients	0	
F-17: % HENDERSON County Clients	0	
F-18: % JACKSON County Clients	0	
F-19: % MACON County Clients	0	
F-20: % MADISON County Clients	0	
F-21: % MCDOWELL County Clients	0	
F-22: % MITCHELL County Clients	0	
F-23: % POLK County Clients	0	
F-24: % SWAIN County Clients	0	
F-25: % TRANSYLVANIA County Clients	0	
F-26: % YANCEY County Clients	0	