



**CENTRAL
TEXAS
FOOD
BANK**

MONTHLY REPORTING IN AGENCY EXPRESS

NETWORK STANDARD & CAPACITY TEAM

The mission of the Central Texas Food Bank is to nourish hungry people and lead the community in the fight against hunger.

What is changing?

- No longer using Wufoo to submit reporting, rather we are now using Agency Express
 - [Link to Agency Express](#)
- If report is late, the Agency will be placed on a HOLD automatically on the 9th of the month and will remain on hold until report is submitted
- For agencies on Oasis or another electronic system, we are now asking for unique/unduplicated household and individual numbers



Duplicated vs. Unique (Unduplicated)

- Historically, CTFB has requested duplicated households and individuals for all pantries.
 - Total Households Served: This is the total number of households who received food in the month. This number is a duplicated number – each family should be counted every time they receive food from the pantry.
 - Total Individuals Served: This is the total number of people who will benefit from the food received from the pantry during the month. This is also a duplicated number.

TOTAL HOUSEHOLDS SERVED:

DEFINITION

This is the **total number of households who receive food in the month**. This number is a duplicated number – each family should be counted every time they receive food from the pantry.

EXAMPLE



Gary Smith visited Rosebud Pantry twice in August. The agency would report 2 for this category, counting each time Gary visited.

TOTAL INDIVIDUALS SERVED:

DEFINITION

This is the **total number of people that will benefit from the food received from the pantry during the month**. This also is a duplicated number.

EXAMPLE



Gary Smith has a household of 4 people, and he visited Rosebud Pantry twice in August. The agency would report this as 8 individuals, since 4 people benefited from the food twice in that month.

Source: Infographics courtesy of [Mountaineer Food Bank](#).

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Duplicated vs. Unique (Unduplicated)

- What does Unique (Unduplicated) mean?
 - Unique (Unduplicated) Households Served: This is the number of unduplicated households that receive food in the month. This means that you count the household one visit per month, even if they visit more than one.
 - Unique (Unduplicated) Individuals Served: This is the total number of people who have benefited from the food received from the pantry during the month. This is an unduplicated number.

DEFINITION

This is the **number of unduplicated households who receive food in the month**. This means that you count the household one visit per month, even if they visit more than once.

EXAMPLE



Aug
6th

Aug
24th

Gary Smith visited Rosebud Pantry twice in August. The agency would report this number as 1 in the Unduplicated Household category.

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Source: Infographics courtesy of [Mountaineer Food Bank](#).



Where to find your numbers?

Paper Intake

- If your current process tracks these numbers, keep using it and keep it up!
- CTFB provides sign-in sheets, that allow agencies to track monthly distribution totals.
- Just be consistent!

Oasis Intake

- There are 2 ways a PA can pull their monthly report in Oasis.
 - Assistance Report
 - Service Insights Report

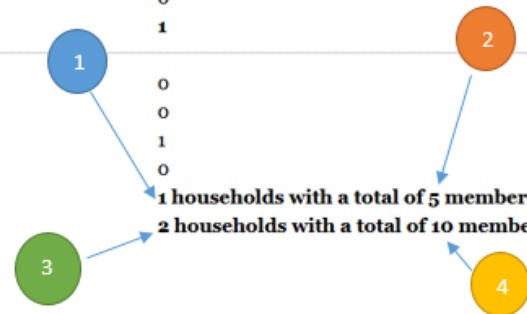


For Oasis Only – Assistance Report

Report Summary

Total Assistance:	\$ 0.00
Assistance Records:	2
Children (0 - 17) Assisted:	0
Adult (18 - 64) Assisted:	0
Senior (65+) Assisted:	1
Other (unknown) Assisted:	0
Total Cases Assisted:	1

Children (0 - 17) in Assisted Households:	0
Adult (18 - 64) in Assisted Households:	0
Senior (65+) in Assisted Households:	1
Other (unknown) in Assisted Households:	0
Total Households Assisted:	1 household with a total of 5 members
Duplicated Households Assisted:	2 households with a total of 10 members



In this report, you would submit:

- 1 Unique Households: 1
- 3 Total Households Served: 2

- 2 Unique/De-duplicated Individuals: 5
- 4 Total/Duplicated Individuals Served: 10



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For Oasis Only – Service Insight Report

Open the CSV file in Excel or Google Sheets ([here are instructions on how to import a CSV file to Google Sheets](#)).

Central Texas Food Bank	Date Range:	07/01/2022 - 07/31/2022
Unique Households		1
Total Households		2
Unique Individuals		5
Total Individuals		10
New Unique Households		0
New Unique Individuals		0

In the first section, find the fields **Unique Households, Total Households, Unique Individuals and Total Individuals**. From this report, you would submit:

Unique Households: 1

Unique Individuals: 5

Total Households Served: 2

Total Individuals Served: 10



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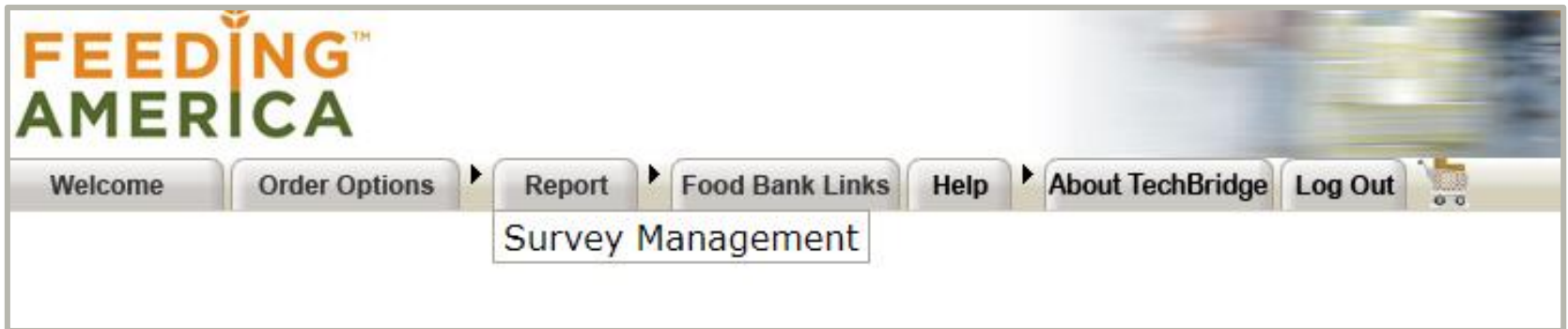
Where to find the Questionnaire

- <https://www.agencyexpress3.org/AgencyExpress30/NewLogin.aspx>
- This link will be posted on the agency reporting section of the CTFB website.
- This is the same link utilized to order food through Agency Express



Run through of Questionnaire Report

1. Once logged into the Agency Express you will hover over the 'Report' button and click 'Survey Management'.



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Run through of Questionnaire Report

2. On the Survey Management page, you will see a Search bar and a My Surveys box where the monthly reporting will now live. You will click on the **Submit** button to begin the monthly report.

FEEDING AMERICA

Welcome | Order Options | Report | Food Bank Links | Help | About TechBridge | Log Out

Search

Start Date: 8/6/2023 | End Date: | Expiration Date: | Ref #: | Title: | CERES SurveyID: | Required: -Select All- ▼

Search | Clear

My Surveys

	Ref #	Title	Start Date	End Date	Status	Expiration Date	CERES SurveyID	Required
Submit								

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Run through of Questionnaire Report

3. Fill out Questions and click submit

Total Households Served: *

Unique Households Served: *

Total Individuals Served: *

Unique Individuals Served: *

Total Meals Served: (enter 0 if does not apply) *

Pounds of food received other than from the Food Bank, ARP/Mealconnect? *

Month Reporting for: (Use number only, Jan=1, June=6, Dec=12) *

Has the primary reporting contact changed? (Yes or No) *

Submit

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Run through of Questionnaire Report

4. Once Submitted you will see the following message:



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Checking Your Work

You can also see that the questionnaire was submitted successfully by going back to the Survey Management page and looking under the my responses section

My responses						
	Ref #	Title	Start Date	End Date	My Response #	Submitted to Ceres
View Your Responses					1	Successful



Checking Your Work

My responses

	Ref #	Title	Start Date	End Date	My Response #	Submitted to Ceres
View Your Responses	7212	Test	9/28/2023 12:00:00 AM	9/29/2023 12:00:00 AM	1	Unsuccessful. Please try again
View Your Responses	7210	Test	9/26/2023 12:00:00 AM	9/27/2023 12:00:00 AM	1	Successful
View Your Responses	7209	Test	9/25/2023 12:00:00 AM	9/26/2023 12:00:00 AM	1	Successful
View Your Responses	7170	Monthly Report	8/23/2023 12:00:00 AM	8/24/2023 12:00:00 AM	1	Successful



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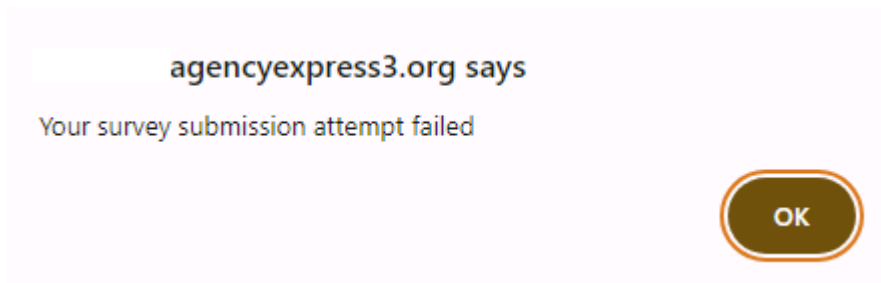
Troubleshooting

If you need to go back to view or edit your response, go to the Survey Management page under the 'My Survey' section, all the past questionnaires will be listed under 'My Responses'. Click on 'View My Responses'

My responses						
	Ref #	Title	Start Date	End Date	My Response #	Submitted to Ceres
View Your Responses						Successful



An Error Message Will look like this:



You will not be able to submit your response without fixing the error.



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Indications of being on a Hold

- If the report is late, the shopping list check out, and order management sections will have a strike out indicating that you can not shop.




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FAQ

- Who can fill out the questionnaire?
 - Currently, all shoppers and reporting contacts. Please let your relationship manager know of any changes to your reporting contacts.
- Haven't filled out your questionnaire before the 8th and your shopping is on hold?
 - Fill out questionnaire as soon as possible
 - Log out of Agency Express and wait 5 minutes
 - Log back in and shopping should be turned back on





The data you're reporting helps CTFB make strides toward our shared goal of closing the meal gap in central Texas. Thank you for your cooperation and dedication!

If you have questions please reach out to your relationship manager.

THANK YOU!