

Service Statistics & Reporting



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What is this training presentation?



This is a training that provides information about service statistics and how to report them.

What are Service Statistics?

- **Food Shelves & Grocery Programs:** Demographics of the people you service each month. Reporting includes: # of Children, # of Adults, # of Seniors, # of Households and # of pounds distribution.
- **Meal Programs:** Number of people and meals served each month. Reporting includes: # of meals, # of snacks and # of unduplicated people served.

Who should view this training?

- Staff or volunteers who reports service statistics from your program to SHH
- Supervisors of those who report service statistics
- Executive Director or Program Leader
- Anyone interested in learning more about statistics





Is this training required?

- **Yes**, this training is required for those reporting service statistics and program leader to ensure continuity and accuracy in reporting.
- **Available to all.** As with all our other trainings, you are welcome to share this internally as bests meets your staff and volunteer training needs.

Anything else I should know?

- We can make onboarding new volunteers and staff easier!
- Other helpful trainings are available like food safety and civil rights. You can find those trainings on Agency Zone: <https://agencies.2harvest.org/>
- Don't see what you need? Let us know!
- Contact Us at 651-209-7990 or orders@2harvest.org



Service Statistics

Service Statistics



- **Service Statistics tell the story of hunger in your community or neighborhood**
 - Required for all programs
 - Report all people served and food given out
 - Due by the 10th of the following month. For example: Statistics from the month of March, are due by April 10th.
 - **Report every month, even if you did not offer service (enter zeros)**
- **If you collect Food Rescue**
 - Reporting of collections by store, by category and by weight
 - Due by the 10th of the following month (or earlier)
 - [Please click here for food rescue statistics information](#)



Service Statistics – What's Reported?



Food Shelf/Grocery Giveaway Programs:

- First Time Visits
- Regular Visits
- Extra Visits
- All Pounds
- # of Children, # of Adults, # of Seniors and # of Households

Meal/Prepared Food Programs:

- Unique/Unduplicated Clients Served
- Total Meals Served
- Total Snacks Served



Service Statistics



Support from Second Harvest Heartland includes, but not limited to:

- Online reporting tools
- Quarterly service statistic reports
- Individualized consult on your program's statistics
- Database or tracking resources
- Answer questions about reporting such as:
 - What should my program report?
 - What's a first-time visit?
 - How do I report my extra produce giveaway?
 - What does unduplicated clients mean?



Submitting Service Statistics

Submitting Service Statistics



- **This is what you'll need to start reporting statistics**
 - Be an authorized user
 - Have an active program
 - Ready with your numbers to enter
 - Username and password for Heartland Hub
- **What your login will look like:**
 - Email:
 - Password:
 - Visit Heartland Hub: <https://heartlandhub.2harvest.org>
 - [How-To Submit Service Statistics on Heartland Hub](#)



Thank You!

Contact Us

Agency Customer Service

8:00 am – 4:00 pm

orders@2harvest.org

651-209-7990

833-856-0149 (Toll Free)



First Time Visitors



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What is this training presentation?



- **This is a training that provides information about first time visits for service statistics.**
- **What are first time visits?** This helps provide an unduplicated count of the number of individuals who access your program each year.
- **Who should view this training? This training is best suited for:**
 - Food Shelves and other programs that provide groceries
 - Staff or volunteers who reports service statistics from your program to SHH
 - Supervisors of those who report service statistics
 - Executive Director or Program Leader
 - Anyone interested in learning more about statistics



Is this training required?



- **No, but recommended** for those reporting service statistics and program leaders to ensure continuity and accuracy in reporting.
- **Available to all.** As with all our other trainings, you are welcome to share this internally as bests meets your staff and volunteer training needs.

Anything else I should know?

- We can make onboarding new volunteers and staff easier!
- Other helpful trainings are available like food safety and civil rights. You can find those trainings on Agency Zone: <https://agencies.2harvest.org/>
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Submitting Service Statistics



- **First Time Visits for Food Shelves & Other Grocery Distributions**
 - Helps provide the number of unduplicated individuals served each year
 - Count based on calendar year, starts over each January
 - Each January your total individual regular service count should match first time visitor number
 - After January, first time visits should count the number of individuals who did not visit in previous months of that calendar year



Submitting Service Statistics



January

Household Regular Visits	50
Adult Regular Visits	26
Child Regular Visits	32
Senior Regular Visits	12
Pounds Regular	2500
Household Extra Visits	22
Adult Extra Visits	15
Child Extra Visits	20
Senior Extra Visits	2
Pounds Extra	330
First Time Visits	70

In January

Regular Individuals = First Time Visits

February

Household Regular Visits	51
Adult Regular Visits	28
Child Regular Visits	35
Senior Regular Visits	13
Pounds Regular	2295
Household Extra Visits	20
Adult Extra Visits	12
Child Extra Visits	15
Senior Extra Visits	1
Pounds Extra	900
First Time Visits	6

In February, one family visits who

did not come in January

They had **6** in their household:

Adults 2

Child 3

Senior 1

March

Household Regular Visits	45
Adult Regular Visits	20
Child Regular Visits	29
Senior Regular Visits	10
Pounds Regular	2025
Household Extra Visits	20
Adult Extra Visits	15
Child Extra Visits	20
Senior Extra Visits	1
Pounds Extra	900
First Time Visits	8

In March, two families

visited that did not come

in February or January. There are

8 total between their two households:

Adults 2

Child 5

Senior 1



Thank You!

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