



Member of
**FEEDING
AMERICA**

FAQ for Agency Express Online Reporting

- ***What counts as a “new” household?***
 - ‘New’ is any household who accessed the pantry in the current month and not the previous month. For example, if a household accessed the pantry for the month of November, but they didn’t access it for the month of October and did access it in the months of September and August, then they are considered a ‘new’ household for the November report.
- ***How can my agency incorporate the “new” household question into my process?***
 - It can be as simple as putting a check box next to the signature line asking, “Did you access this pantry last month?” If they say no, then just count how many of those boxes say ‘no’, and that’s the total ‘new households’ for the month.
- ***If my agency doesn’t serve any patrons during a certain month, do I still need to submit a report?***
 - Yes. In order to be compliant, every Partner Agency with The Idaho Foodbank must submit a report every month. If your agency didn’t serve any patrons during one month, simply enter “0” for all of the questions.
- ***The dates in Agency Express are for the current month, not for the month that I am trying to submit a report for. Do I need to change the dates anywhere?***
 - No. The Start Date and End Date for each report is listed for the current month, but please report the previous month’s data. For example, the Start and End Dates listed as Dec. 1, 2016 to Jan 1, 2017 but you need to report your People Served numbers for November 2016. Next month, the dates will be listed as Jan 1, 2017 to Feb 1, 2017 and you will enter December 2016 data in this report.
- ***If my agency is both a Feeding Site and a Food Pantry, do I have to fill out two separate reports?***
 - Yes. Each program has a specific Program Code assigned to it, which determines which report is loaded onto Agency Express. An agency that is both a feeding site and a food pantry will have two program codes and will need to log into Agency Express under both codes to complete reports for both programs.
- ***After going to “Survey Management”, there is a Search option above My Surveys and My Responses. Do I need to use that to find my report?***
 - No. The reports that need to be filled out and submitted will always be under the My Surveys section. The reports that have been recorded can be found in the My Responses section. There is never any need for an agency to use the Search section.
- ***How do I know that my report has been submitted?***
 - After filling out your responses and clicking Submit, you should be redirected to a page that thanks you for taking the survey. When you go back to Survey Management, you can view your responses under the My Responses section.

Together, we can solve hunger.



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