2nd HARVEST

Quarterly Data FAQ

What are Quarterly Data Reports?
Quarterly Data Reports are a quick 5-10 minutes online reports that ask for data from your recent distributions.

Why do you need this information?
These reports give us a pulse on what our agencies in Eastern Washington and North Idaho are seeing in their communities. Our hope is that we can provide additional support if needed.

Am I required to submit these reports?
Yes. Reporting data is a Second Harvest partnership requirement.

Where can I access this the online reporting form?
Partner agencies can access this form by selecting the *Quarterly Data Report* button on the Agency Portal on the Second Harvest website. Please click on this link to access the Agency Portal.

How often do I need to report?
We ask our partner agencies to submit this report 4 times per year. Reporting months are September, December, March, and June. These reports are due in the first week of the following month. The reporting schedule is as follows:
- September data is due October 5th
- December data is due January 5th
- March data is due April 5th
- June data is due July 7th

Do I need to provide information for the entire quarter?
No. For each report, we will only need information for the reporting month. You don't need to report any other month's data.

How will I remember when the data is due?
Our agency relations team will reach out with reminder emails and phone calls two weeks before the reporting due date.

What if our agency was closed for the month?
Please submit a report with zeros (0) and comment that you were closed.

Do I need to submit this report, or can another agency staff member submit it?
Any agency staff agency can submit a report if they have access to complete information. We recommend training other staff members in case you are away during the reporting due date.

What type of data is collected?

We ask all partner agencies the following:

- The date
- Name of person submitting the survey
- Their phone number
- An email to send a copy of the report
- Recent client levels
- Did your agency receive enough food to serve all your clients
- Your preference on possible changes to your orders; increased variety or increased volume.

Food pantries are additionally asked:

- Total distribution days in reporting month
- Total pounds of food distributed from all sources, not just Second Harvest
- Total households served in the reporting month
- Total clients served in the reporting month

Meal programs are additionally asked:

- If your site is open to the public or not
- What types of meals are served (breakfast, lunch, dinner or snacks)
- Number of days meals were served
- Number of meals served for each type
- Grand total of all meals served

What if I operate both a food pantry and a meal program?

We ask that partner agencies who operate both programs submit one report for each.

What is the difference between a household and a client?

A household is a family or residence that someone is picking up for. Clients are the total number of individuals within a household. For example, let's say someone picks up food for their family of 4 and a neighbor's family of 3 – this would be considered 2 households and 7 clients.

- Second Harvest does not require agencies to verify information given by a client. For questions about client intake, please see our Client Intake Best Practices.

How do I know if I received enough food from Second Harvest?

For this question we ask if you had to turn clients away due to lack of food. We understand that your pantry or meal program inventory changes depending on how much donated food you receive from Second Harvest. You may need to adjust the volume of food you are distributing to each household based on the volume of food being received. Please understand that Second Harvest does our best to equitably distribute our food to all 280 partner agencies.

Who should I contact if I have questions, trouble submitting my report or need access to the report?

Contact your Agency Relations representative with questions or concerns.