

# FFLC Partner Agency Monthly Reporting Process and Late Reporting Procedure

Updated July 1, 2018

The information that we request from our partners is an important resource for FFLC in order to provide information and be transparent to the community, our Board of Directors, donors, and the Oregon Food Bank Network. To this end, all FFLC partner agencies are asked to submit a monthly report of their food distribution activities.

## Reporting process

- Nathan Keffer or Mallory Davis, the Partner Agency Service Coordinators, will send an email to all Partner Agencies (PA) on the 5<sup>th</sup> of each month with a reminder that all reports are due on the 10<sup>th</sup>.
  - If the 10<sup>th</sup> falls on a weekend, the due date of the report may be extended to the following Monday. This is up to the discretion of the Partner Agency Services Coordinators and may not be a regular occurrence. This decision will be clearly communicated to all PAs in advance of the report due date.
- As PAs turn in their reports, reports are tracked and categorized according to when the report was submitted:
  - turned in on time (on or before the 10<sup>th</sup>).
  - late but within the same calendar month it was due
  - late and in the next calendar month
  - extended deadline or excused (communication with Nathan or Mallory is required before the due date).
- By the 15<sup>th</sup> of each month, Nathan or Mallory will notify PAs whose reports were not submitted on time that their reports are late and they must be submitted as soon as possible.
- Agencies who have not turned in reports by the 20<sup>th</sup> of each month will receive a follow up email or phone call from Nathan or Mallory.

## Late report procedure

Provided the process outlined above has been followed:

- If an agency turns a report in late (but within the same calendar month it was due) for two months in a row and is overdue on the current month, the agency will not be allowed to access food until their overdue report is turned in to FFLC.
  - Example: October and November reports were both submitted late. If the December report is not submitted by the 10<sup>th</sup>, the Partner Agency will not be able to access food until that report is turned in.
- If an agency has not turned in the previous month's report and is late on the current month's report, they will not be allowed to access food before turning in all overdue reports to FFLC.
  - Example: October's report has yet to be submitted. November's report is past due. At this point, the Partner Agency is missing two months' worth of reports and will not be allowed to pick up food until both reports are turned in.
- The Partner Agency Service Coordinators will notify an agency if one of the situations described above applies to them. If one of the late report situations described above occurs for an agency more than once in a twelve-month period, the agency will be put on a corrective action plan for reporting. If the agency is unable to complete the corrective action plan, FOOD for Lane County may suspend the agency's access to food until the plan is successfully completed.