FY25 Nutrition Benefits Outreach Grant Program
Required and Recommended Reporting Metrics

A. Programmatic Reporting:

The Grantee is expected to submit programmatic reports as outlined in *Section L. Reporting and Payment Schedule* on page one (1) of the Grant Agreement. All reports should be submitted through the reporting platform provided by OFSR on or before the report due dates listed below.

- Mid-Cycle Performance Period: June 15, 2025- December 15, 2025
- Mid-Cycle Reporting Deadline: January 15, 2026
- End-Cycle (Final) Performance Period: June 15, 2025 – June 15, 2026
- End-Cycle (Final) Reporting Deadline: July 15, 2026

The OFSR will be providing the grantee with a link and QR code to a Customer Satisfaction Survey that all program participants must be invited to complete. Participants may choose not to respond to the survey. The questions included in the survey can be found below; the survey will be provided in English, Spanish. Amharic, Chinese, Vietnamese and Korean.

All reports should be submitted through the OFSR online reporting platform (https://bit.ly/NBO_FY25) by the specified due dates. The reports must include the **required metrics** outlined in the table below.

Section	Metrics
Engagement	- Total number of households engaged through Nutrition Benefits Outreach activities. (unduplicated) - Total number of children (ages 0-18) in engaged households - Total number of children (ages 0-5) in engaged households - Total number of Households engaged by home zip code
Outreach	- List of Languages Spoken during outreach efforts - Total number of contacts at outreach eventsTotal number of pre-screens conducted
Enrollment	- Total number of households engaged through application assistance - Total number of SNAP applications submitted - Total number of first-time applicants - Total number of repeat applicants - Total number of non-SNAP nutrition benefit applications/recertifications submitted: - FARMs - WIC - WIC Farmers Market Nutrition Program (FMNP) - Senior Farmers Market Nutrition Program (FMNP) - SUN Bucks - MC Groceries (if applicable)

Training	• Total number of trainings conducted (listed by zip code) • Total number of individuals trained
Outgoing Referrals*	• Total number of households referred to additional food assistance resources or services • Total referrals to WIC • Total referrals to WIC FMNP • Total referrals to Senior FMNP • Total number of households referred to non-food income supports
Incoming Referrals*	• Total number of households supported through an incoming referral
Narrative Feedback	• Please share about the challenges and successes that your organization experienced in implementing the proposed program objectives. • Please share about the cultural and/or linguistically relevant approaches that your organization took to best support residents. • Please share feedback on the collaboration with other partners around referrals and connecting clients with other wrap-around services.
Documentation	Upload photos and materials that document program activities; provide a brief caption or description for each upload.
Customer Satisfaction Survey (Qualitative Evaluation)	• Overall, how satisfied are you with the service provided by (organization name)'s staff? • How clearly did the staff explain how SNAP or other nutrition benefits programs work? • Was an application to receive nutrition benefits (like SNAP or others) completed successfully with the help of the navigator? • Please provide any additional comments or suggestions to improve our service.

The reports may also include the **recommended metrics** outlined in the table below.

Section	Metrics
Referrals*	Number of new active referral partnerships formed with other CBOs, food providers, schools, and government agencies. (list all partners)
Additional Support	Total number of follow-up interactions with clients, including tracking application status and offering additional technical assistance.
Documentation	Share photos and/or success stories related to program activities for OFSR public use (e.g. on social media or in communications)

*A referral within the context of this grant is defined as: the formal process of connecting a client to another service provider, program, or agency for support. Referrals can happen in two ways:

Outgoing Referrals: The CBO identifies that a client's need for services requires external support from another CBO, government agency, or program for application/enrollment/recertification assistance, for food and/or non-nutrition services such as housing, healthcare, etc. Outgoing referrals must entail:

- Informing the client about the external resource and obtaining consent to share their information for referral;
- Communication in writing to the external partner to provide background information and contact information for the client (offering a flyer, brochure, or a list of phone numbers without direct connection or further follow-up does not qualify as a referral);
- Providing the client with relevant contact details for the external partner and information regarding next steps; and
- Documenting the referral through a tracking system, email confirmation, or referral form.

Incoming Referrals: The CBO accepts a client referred by another CBO, government agency, or program to provide services. Incoming referrals must include:

- Acknowledging the referral from the external partner and initiating contact with the client;
- Offering details around the process for receiving the appropriate support services (such as SNAP application/enrollment assistance), and providing that support; and
- Recording the referral source and the outcome of the support provided.

A referral is considered valid, and should **only** be included in reported metrics, when there is clear communication between the referring and receiving party, **and the client receives additional assistance as a result of the referral.** As noted above, referral processes should be outlined in the submitted Performance Plan.

Grantees are also expected to participate in meetings and events with partners in the SNAP Working Group hosted by the Montgomery County Food Council on a quarterly or more frequent basis.

B. Financial Reporting:
The Grantee must submit a mid-cycle and end-of-cycle financial report following the timeline outlined below. All reports should be submitted through the reporting platform provided by OFSR on or before the report deadline listed below.

- Mid-Cycle Performance Period: June 15, 2025- December 15, 2025
- Mid-Cycle Reporting Deadline: January 15, 2026
- End-Cycle (Final) Performance Period: June 15, 2025 – June 15, 2026
- End-Cycle (Final) Reporting Deadline: July 15, 2026

The Financial Reports should include expense documentation as well as narrative and quantitative responses for the financial metrics outlined in the table below:

Section	Metrics	Data Type
Budget and Sourcing Metrics (Required)	Total amount ($) of the grant award spent to date.	Number
	Total amount ($) of the grant award spent to date on: • Staffing Costs • Other Operating Costs • Indirect Costs	Number
	Financial Report Narrative (*Description of the use of grant funds for activities and expenditures related to the project*)	Text
	Total value ($) of in-kind resources (e.g. staff hours, print costs, etc.)	Number
Financial Document Uploads (Required)	Receipts, Proof-of-Payment, and/or other relevant proof of project costs incurred that align with the final submitted project budget and the total amount of the grant award spent during the relevant Performance Period.	File Upload