

# Quarterly Service Reports (QSR): Need to Knows

- ❖ **Agency Number:** enter your Agency number here.
  - Agency numbers are the set of numbers associated with your account here at NH Food Bank; example: P0124-1
  - The Agency number is on the invoices you receive from NH Food Bank.
  - The Agency number is the last 4-5 digits of the program code you use for Agency Express. (Example: 0161pp0124-1)
- ❖ **Agency Name:** enter your Agency name here.
  - This is the name you have associated with your account (Agency number) with NH Food Bank.
  - Do not write “food pantry”, personal name, acronyms, etc. in this space.
- ❖ **Question 1:** *“Of the Food distributed by your program during the quarter, estimate the percentage that was sourced from the NH Food Bank?”*
  - Enter a percentage between 0-100.
  - Include Agency Express orders, Fresh Rescue donations, NHFB grants and food drives, foods acquired via NH Feeding NH funds in your percentage
  - Do not include private donations and purchases made by the Agency.
- ❖ **Question 2-4:** *What was the total number of client visits at your agency in the month of \*insert month\* (making sure to count if someone was served more than once)? Include individuals and households members.*
  - **Non-meal serving Agencies:** the answer would include the head count of clients and clients’ household members (if applicable) every time a visit was made at your Agency.
    - Food pantries, school pantries, backpack programs, etc.
  - **Meal serving Agencies:** the answer would include every meal served, regardless of headcount, include breakfast, lunch, dinner, snacks.
    - Residential programs, shelters, soup kitchens, etc.
- ❖ **Question 5-7:** *Of the total clients served for this quarter, what percentage of your clients are \*insert age bracket\*?*
  - Calculate the total of questions 2-4
  - Count the total number of client visits tallied by your Agency for each age bracket
    - Divide the total of the age bracket by the total of questions 2-4
    - Multiply the answer by 100. The answer to this is the percentage for the age bracket. Enter the percentage in the QSR for the age bracket you’ve calculated.
    - Repeat for each age bracket.
  - When added together, the total of questions 5-7 will equal 100%.

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Date: April 2025

By: A. McKinney

### **EXAMPLE:**

- ✓ Total of questions 2-4: 1,269
  - Total tallies for the quarter of under age 18: 363 (divide by 1,269. Multiply by 100) = 28%
  - Total tallies for the quarter of Ages 18-59: 529 (divide by 1,269. Multiply by 100) = 41%
  - Total tallies for the quarter of Ages 60+: 404 (divide by 1,269. Multiply by 100) = 31%
  - $28 + 41 + 31 = 100\%$
- **Question 8-9:** These are optional questions unless otherwise stated. Often these questions are used to assist NHFB with grants.
- **Additional Comments:** Add comments that pertain to your QSR information, as well as feedback and comments.
  - Please do not add any time-sensitive information in this section, such as questions regarding an order.

### **IMPORTANT INFORMATION:**

- ❖ Use the most current QSR link that is issued each quarter.
  - The link for the QSR is emailed to you at the end of each quarter via the monthly Agency Relations Bulletin.
  - The link is also posted on NHFoodBank.org under “Agency Portal”. Then click “Agency Reporting”.
- ❖ Review the QSR before submitting
- ❖ If you notice a discrepancy after the QSR is submitted, you may submit a new QSR with the correct information.
  - The newest QSR received is the one NHFB will use.
- ❖ If you do not receive the Agency Relations Bulletin and would like to, and/or if you have general questions, please contact your Agency’s NHFB Agency Relations Coordinator for assistance.



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