Monthly Service Report (MSR)
Reporting Guide

The attached MSR Worksheet and accompanying MSR Reporting Guide is designed to help you track the information needed for your Monthly Service Report. The explanations below provide additional guidance on what should be counted in each section and how numbers should be reported. All final figures must be submitted through Agency Express.

GENERAL REPORTING RULES:

1. **Count Actual Services Provided During the Month:**
    - Only report services, households, individuals, meals, or backpacks that were distributed during the reporting month.

2. **Report Unduplicated Households:**
    - When reporting households, count each household only once during the month, regardless of how many visits they made.
      Example: Smith family visits 4 times in July.
      Household count = 1
      Individuals in household = Count each family member once

3. **If No Food Was Distributed:**
    - You are still required to submit an MSR. Enter "0" for all applicable fields rather than leaving fields blank.

4. **Common Reporting Errors to Avoid:**
    - ❌ Counting the same household multiple times in one month.
    - ❌ Reporting pantry visits instead of households.
    - ❌ Including Partner Rescue Program pounds in "Outside Food Sources."
    - ❌ Leaving fields blank instead of reporting zero.
    - ❌ Reporting individuals in the wrong age category.
    - ❌ Forgetting to report backpack recipients under the "Children Under 18" category.

This guide should help agencies accurately complete each field of the MSR and reduce reporting errors or delays in processing.

SECTION I: REQUIRED FOR ALL AGENCIES

Every partner agency must complete this section.

1. **Total individuals under 18 years of age receiving ANY food assistance:** Enter the total number of unique children who received food assistance.
    - Include:
        - Pantry clients under age 18
        - Backpack program recipients
        - Children receiving meals through your program

2. **Total individuals age 18-64 receiving ANY food assistance:** Enter the total number of unique adults between ages 18 and 64 who received food assistance.
    - Include:
        - Pantry clients
        - Congregate meal participants
        - Other food assistance recipients

3. **Total individuals age 65 and over receiving ANY food assistance:** Enter the total number of unique seniors who received food assistance.
    - Include:
        - Senior pantry clients
        - Senior meal participants

4. **Total households receiving ANY food assistance (Each household only counted once per month - unduplicated):** Report the number of unique households served during the month.

What Counts as a Household? A household is generally people living together and sharing meals.

Example:

Household	Number of Visits
Garcia Family	3
Jones Family	2
Brown Family	1

Report: Households Served = 3. You would not report 6. The number of visits does not matter. Each household is counted only once per month.

5. **Total pounds of any food received or purchased for use in your feeding program outside of Second Harvest. (Does NOT include pounds reported to Second Harvest related to the Partner Rescue Program):** Report all food obtained from sources other than Second Harvest.
    - Include:
        - Grocery store donations
        - Community food drives
        - Direct food donations
        - Purchased food
        - Farm donations
        - Church donations
    - Do NOT include:
        - Food received from Second Harvest
        - Partner Rescue Program pounds reported separately

Example:

Source	Pounds
Local grocery donation	250
Purchased food	175
Food drive	125

Total reported = 550 pounds

SECTION II: FOOD PANTRY

Complete this section only if your agency operates a food pantry.

1. **Total number of HOUSEHOLDS receiving any USDA products:** Count households that received USDA commodities at least once during the month. If your agency does not receive any USDA commodities. Do NOT enter a number.
    - **USDA Examples:**
        - TEFAP products
        - USDA canned vegetables
        - USDA meat products
        - USDA shelf-stable items

Example:

100 households received food.

Of those:

- 80 households received USDA products.
- 20 households did not.

Report: USDA Households = 80

2. **Total number of HOUSEHOLDS receiving ONLY NON-USDA products:** Count households that received food assistance that did not contain USDA products.

Using the example above:

Non-USDA Households = 20

Important:

- A household should not be counted in both categories for the same food distribution.
- If the household received USDA food, they belong in the USDA category.

SECTION III: BACKPACK PROGRAM

Complete only if you operate a backpack program.

1. **Total number of backpacks distributed containing any USDA products:** Count backpacks containing one or more USDA food items.

Example:

150 backpacks were distributed
120 contained USDA items

Report: USDA Backpacks = 120

2. **Total number of backpacks distributed with NO USDA products:** Count backpacks that contained no USDA items.

Using the example above:

150 total backpacks
- 120 USDA
- 30 Non-USDA

Report: Non-USDA Backpacks = 30

SECTION IV: CONGREGATE FEEDING

Complete only if your agency serves meals on-site.

Examples:

- Soup kitchens
- Community meal sites
- Shelters
- Senior feeding programs

1. **Total number of meals served using USDA product:** Count every meal that contained USDA food.

Example:

500 meals served.
350 contained USDA foods.

Report: USDA Meals = 350

2. **Total number of meals served using NO USDA products:** Count meals that contained no USDA products.

Using the example above:

500 meals served

- 350 USDA
- 150 Non-USDA

Report: Non-USDA Meals = 150