

Using Data to Change Lives

# ALL FAITHS FOOD BANK KICK-OFF TO LINK2FEED



## **LINK2FEED AGENCY AGENDA**





WHAT IS LINK2FEED?

WHY DO WE USE IT?

SECURITY FEATURES

REQUIRED HARDWARE & SOFTWARE

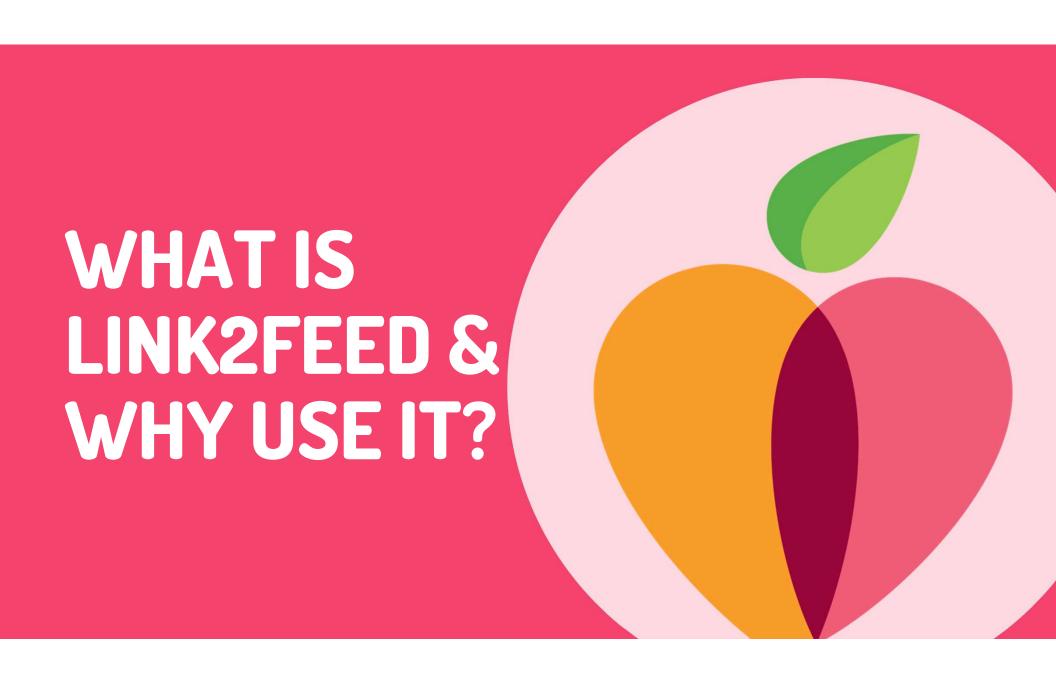
WHAT ARE THE BENEFITS?

WHERE DO WE REGISTER?

REGISTRATION PROCESS & FORMS

LINK2FEED INTERFACE

NEXT STEPS / Q&A





## **SO...WHAT IS LINK2FEED?**







Link2Feed (L2F) is a holistic client management system built especially for hunger relief organizations.

Link2Feed allows us to answer:

- Who are our clients?
- What are the needs of our clients?
- Where are they located?

Allowing us to understand true client needs and close food gaps.

## WHAT IS THE PURPOSE OF USING LINK2FEED?



Used to collect, manage, and report service data

• Generate custom reports.

Track all programs across AFFB's entire network

Provide real-time information.

100% Online\*

Gathers all required information that is needed for compliance as a network

Maintain safe and secure client information.

## SECURITY FEATURES







- 256-Bit Encryption (same level as online banking)
- Reports have no identifiable information
- Automatic timeout feature that logs users out after a period of inactivity
- Customized user accounts to provide only relevant information for their job function

AFFB and L2F are extremely committed to client dignity and security.

## HARDWARE & SOFTWARE REQUIREMENTS



#### **Hardware Requirements**

- Memory (RAM): 512 MB
- Hard Drive Space: 500 MB
- Internet Access: via Ethernet, WiFi, Gobi (4G/4G LTE), Mobile Broadband (4G/4G LTE)

#### **Software Requirements**

- Web Browser No Internet Explorer or Edge!
  - Google Chrome (up to date)
  - Mozilla Firefox (up to date)
  - Safari 7+ (up to date / OS X only)

#### **Other Info**

- JavaScript must be enabled
- Cookies must be enabled
- SSL must be enabled
- Some reports require Flash (table tools)
  - Chrome contains Flash by default
  - Firefox and Safari require Flash to be installed

#### **Supported Operating Systems**

- Windows (7 or Higher)
- Mac OS X (10.9 or Higher)









# WHATARE THE BENEFITS?



## **BENEFITS TO OUR NEIGHBORS**



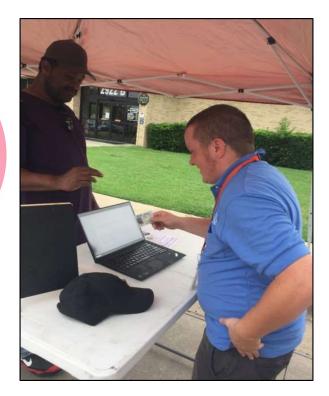
One-time Registration Across All Network Providers

Confidential

Fast & Easy Check-In For Future Services

Increased Resources

Link2Feed's software helps All Faiths Food Bank's network understand who is using their services and how to help them



## **BENEFITS TO OUR AFFB NETWORK**



#### EASY INTAKE

Intuitive
Step-By-Step
Intake
Process Easy
For Those
With Limited
Computer
Experience

#### \*PAPERLESS PROCESS

Eliminates
The Need For
Hardcopy
Client Files

#### **AUTOMATED COMPLIANCE**

TEFAP
Requirements
Including
Electronic
Signature,
Eligibility, &
Reporting
Directly In The
Software

#### **GRAPHIC REPORTING**

Generate
Custom
Reports
Saving Hours
Of Manual
Tabulation &
Making
Analysis Easy

#### MULTI-PROGRAM TRACKING

Track All
Programs
Across AFFB's
Entire
Network For
Accurate
Unduplicated
Reporting

#### **IMPROVED EFFICIENCY**

Increase Our Network's Efficiency & Communication

## REPORTING FEATURES IN NETWORK





**STATISTICS REPORT** – Used to complete monthly reports. Provides an aggregate overview of various metrics, configurable at run-time



**HEAT MAP REPORT** – A visual distribution of clients who have visited in the report period.



#### **INTERACTIVE HOUSEHOLD REPORT –**

Allows pivoting of data with the click of a mouse!

# WHERE DO NEIGHBORS REGISTER?



#### DIFFERENT TYPES OF PANTRIES



## Child & Family Pantries

- All Non –TEFAP
- In Schools or Child Centered Organizations
- Via Choice / Walk Up / Drive Thru



## Phone\* Calls

- TEFAP Still Needs Signing
- ViaOfficePhones



#### **Agency Pantries**

- TEFAP or Non-TEFAP Sites
- In a Variety of Organizations
- Via Choice / Walk Up / Drive Thru



#### **Mobile Pantries\***

#### **TEFAP Mobiles**

(USDA Subsidized Products: Protein, Dry Goods, & Produce)

#### Non - TEFAP

- Mobile Pantries
  (With Protein, Dry Goods, & Produce)
- Mobile Farm Markets (Produce only)
- In a Variety of Locations
- Via Drive Thru\*

#### **TEFAP**

The Emergency Food Assistance Program

# THE PROCESS & FORMS



## **ALWAYS COLLECT CLIENT CONSENT**



When conducting intake with your client you must collect verbal consent to record their information. This is a great opportunity to tell them why we're collecting data!

Intake Person: Hi! I'd like to get some information from you to add to our Link2Feed Database so the next time you come in your visit will be faster. Would that be OK?

Client: Why?

Intake Person: All Faiths Food Bank is collecting household information to improve our programs and services. This one-time registration will allow you to check-in at future visits using just Client ID or DOB. We will ensure that all your personal information will remain confidential and will not be shared outside of the food bank network.

## WHAT IF A CLIENT DOESN'T WANT THEIR INFORMATION IN LINK2FEED?



#### Non-TEFAP Sites: Clients Can Refuse To Disclose Information

If they Deny Sharing Information in Total = Anonymous visit They Share only the Minimum: Name, DOB, & Address = Basic Registration Allowed in L2F

- Clients have the option to opt-out of answering all other category questions
- Such Fields offer the options: "Didn't Ask", "Don't Know", & "Prefer Not To Answer"
- In a Minimal Share Case: "Don't Know" or "Prefer Not To Answer" may be necessary
- \*Selecting "Didn't Ask" is for when a Volunteer/Staff doesn't ask the question and these questions will pop up again on the next visit requiring an answer to be filled out.

#### **TEFAP Sites: Technically, REQUIRE Signed Qualified TEFAP Form only**

#### Option To Record "Anonymous Visits" Is A Last Resort

We Only record Name & Number Of Household Members (No other data is collected in system)

#### INTAKE FORM IN ENGLISH, SPANISH, PORTUGUESE, CREOLE, RUSSIAN, **UKRAINIAN & POLISH**



	4		

1 *Consent to Collect Data: g Yes¹ g No	<sub>2</sub> 2		Number of	People in Household <sup>3</sup> :
		Manak		
2 *Last Name1:				
3 *Date of Birth://	(mm/dd/y	yyy) 🗆 Date	of Birth Estimated	
*Gender Identity: ☐ Female <sup>1</sup> ☐ Male <sup>2</sup>	None of these	e³ □ Transgend	er4 🗆 Didn't Ask5 🖂	Prefer not to answer <sup>6</sup>
*Marital Status:   Common-Law <sup>1</sup>	□ Separated <sup>4</sup>		it Ask <sup>7</sup>	
□ Divorced <sup>2</sup>	□ Single <sup>6</sup>		t Know <sup>8</sup>	
□ Married <sup>3</sup>	□ Widowed <sup>6</sup>	□ Prefe	er not to answer9	
*Address1:				
Address (Line 2 - Apt, Lot or Un	it #)²:		*City <sup>3</sup> :	
*County <sup>4</sup> :	*State	:		Zip Code <sup>6</sup> :
□ No fixed address <sup>7</sup> □ Prefe	r not to answer8			
*Housing Type: (Select one)			Secret Company	
Emergency Shelter/Mission/Transition	nal <sup>1</sup>	public (Social)	) Housing <sup>5</sup>	□ Other®
□ Evacuee²		□ Unhoused <sup>6</sup>		□ Didn't Ask¹0
□ Own Home³		□ With Family/		□ Don't Know <sup>11</sup>
□ Private Rental <sup>4</sup>		□ Youth Home /	Shelter	□ Prefer not to answer!
a Email Address:				
b Preferred Language(s)				
1 *Referred by:				
Announcement from school <sup>1</sup>	D Current Client	4	□ Door Hanger <sup>7</sup>	
□ Flyer/Schedule <sup>2</sup>	p Food Bank Sta		Friend or family in	member <sup>8</sup>
□ Newspaper /Radio/ TV <sup>3</sup>	D Postcard maili			
			oOther10	
2 *Ethnicity: (Select all that apply)				
□ Alaska Native/ Aleut Eskimo¹	D Hispanic / Lati	no <sup>5</sup>	D Didn't A	sk <sup>9</sup>
☐ American Indian/ Native American <sup>2</sup>				
□ Asian³ □ Pacific Islander <sup>7</sup>				ot to answer <sup>11</sup>
□ Black / African American <sup>4</sup>	□ White / Anglo®			
13 *Self-identify as a Veteran:   Yes	n No <sup>2</sup> n Didn't a	ask <sup>3</sup> p Don't kn	now <sup>4</sup> p Prefer not to	answer <sup>5</sup>
14 *Self-identify as a Person with Disab				
15 *Does anyone in your household rec	eive Supplemen	tal Nutrition As	sistance Program (S	NAPI?
□ No¹ □ Yes² □ Didn't ask³ □ Don't				1.61
6 *Does anyone in your household rec	eive any of the f	ollowing benefi	its? (Check all that app	nly)
Free or Reduced School Lunch <sup>1</sup>			Security Income (SSI) <sup>5</sup>	□ Don't Know <sup>®</sup>
Low-Income Home Energy Assistance Program	m (LiHeap) <sup>2</sup>			es (TANF) <sup>6</sup> II No Benefits <sup>10</sup>
Medicaid <sup>3</sup>	a child aread	Other Benefits		□ Prefer not Answer
Supplemental Assistance for Women, Infants	& Children (WIC)4	DIGIT ASK		
7 *Total Monthly Household Income:	\$	_		
				English V20

#### Additional Household Members

Please fill in a line of information for each additional household member including spouse, children, parents, grandchildren, siblings, or anyone else who belongs to your household Please DO NOT list yourself

Name¹ (First and Last)	Date of birth <sup>2</sup> MM/DD/YYYY	Gender <sup>3</sup>	Relationship to You <sup>4</sup>	Ethnicity <sup>3</sup>	Self-Identify as Veteran?	Does this person have a Disability? <sup>7</sup>
1.					a Yes¹ a No² a Didn't ask³ a Didn't know⁴ a Prefer not to answer⁵	□ Yes¹ □ No² □ Didn't ask³ □ Didn't know⁴ □ Prefer not to answer⁵
2.					o Yes¹ o No² o Didn't ask³ o Didn't know⁴ o Prefer not to answer⁵	□ Yes¹ □ No² □ Didn't ask³ □ Didn't know⁴ □ Prefer not to answer⁵
3.					o Yes¹ o No² o Didn't ask³ o Didn't know⁴ o Prefer not to answer⁵	a Yes a No a Didn't ask <sup>3</sup> b Didn't ask <sup>3</sup> b Didn't know <sup>4</sup> b Prefer not to answer <sup>5</sup>
4.					a Yes a No <sup>2</sup> a Didn't ask <sup>3</sup> a Didn't know <sup>4</sup> a Prefer not to answer <sup>5</sup>	a Yes a No <sup>2</sup> a Didn't ask <sup>3</sup> a Didn't know <sup>4</sup> a Prefer not to answer <sup>5</sup>
5.					a Yes¹ a No² a Didn't ask³ a Didn't know⁴ a Prefer not to answer⁵	□ Yes¹ □ No² □ Didn't ask³ □ Didn't know⁴ □ Prefer not to answer⁵
6.					□ Yes¹ □ No² □ Didn't ask³ □ Didn't know⁴ □ Prefer not to answer⁵	a Yes a No" a Didn't ask <sup>3</sup> a Didn't know <sup>4</sup> a Prefer not to answer <sup>5</sup>
7.					o Yes¹ o No² o Didn't ask³ o Didn't know⁴ o Prefer not to answer⁵	o Yes¹ o No² o Didn't ask³ o Didn't know⁴ o Prefer not to answer⁵

This institution is an equal opportunity provider.

## TEFAP QUALIFICATIONS

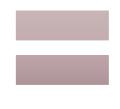
USDA Audits AFFB Annually







SOCIAL SERVICE BENEFIT(S) AND/OR QUALIFIED INCOME



TEFAP ELIGIBLE NEIGHBOR



## **Income Eligibility**

300%

Higher than the poverty level

**Single HH** was \$19,578

NOW \$45,180

**2-Person HH** was \$26,572

NOW \$61,320

**4-Person HH** was \$40,560

NOW \$93,600



TEFAP Form

Name

FL County

- Florida Residents Only
- Need Social Services and/or Income Eligibility
- Filled out by Neighbor

We check this box to verify the neighbor completed and read the entire form.

#### ALL FAITHS FOOD BANK

#### THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP) CERTIFICATION OF ELIGIBILITY TO TAKE FOOD HOME 7 CFR 251

Name:	Number of People in Household:
County:	Zip Code:
	w the income listed for the number of people in your household, you are low is effective July 1, 2024 - June 30, 2025.

Household Size	Annual Income	Monthly Income	Twice per Month	Every two Weeks	Weekly Income
1	\$45,180	\$3,765	\$1883	\$1738	\$869
2	\$61,320	\$5,110	\$2,555	\$2,358	\$1,179
3	\$77,460	\$6,455	\$3,228	\$2,979	\$1,490
4	\$93,600	\$7,800	\$3,900	\$3,600	\$1,800
5	\$109,740	\$9,145	\$4,573	\$4,221	\$2,110
6	\$125,880	\$10,490	\$5,245	\$4,842	\$2,421
7	\$142,020	\$11,835	\$5,918	\$5,462	\$2,731
8	\$158,160	\$13,180	\$6,590	\$6,083	\$3,042
For each additional family member add:	\$16,140	\$1,345	\$673	\$621	\$310

You are eligible to receive food from TEFAP if your household meets the income guidelines above or participates in any of the following programs. Please place a checkmark in the space next to the category that applies.

Income eligibility
Supplemental Nutrition Assistance Program (SNAP) (aka Food Stamp
Temporary Assistance to Needy Families (TANF)
Supplemental Security Income (SSI)
Medicaid

☐ The Local Distributing Agency staff must check this box, after the applicant has read the below certification statement:

I certify, by self attesting, that my yearly household gross income is at or below the income listed on this form for households with the same number of people OR that I participate in the program(s) that I have checked on this form. I also certify that as of today, I reside in the State of Florida. This certification is being submitted in connection with the receipt of Federal assistance. I understand that making a false certification may result in having to pay the State agency for the value of the food improperly issued to me and may subject me to civil or criminal prosecution under State and Federal law.

Any changes in the household's circumstances must be reported to the distributing agency immediately.

PLEASE REFER TO THE REVERSE SIDE OF THIS DOCUMENT FOR THE USDA NON-DISCRIMINATION STATEMENT

(English) Updated 1/25



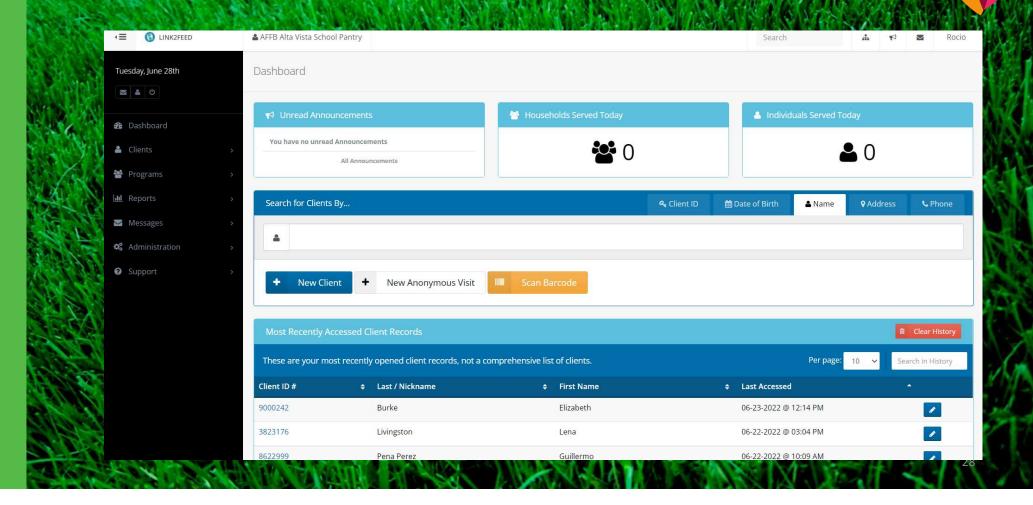


Qualifiers:
Benefits
and/or Income

Proxy Name (Someone outside house)

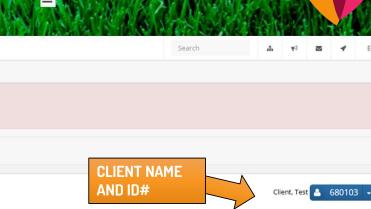


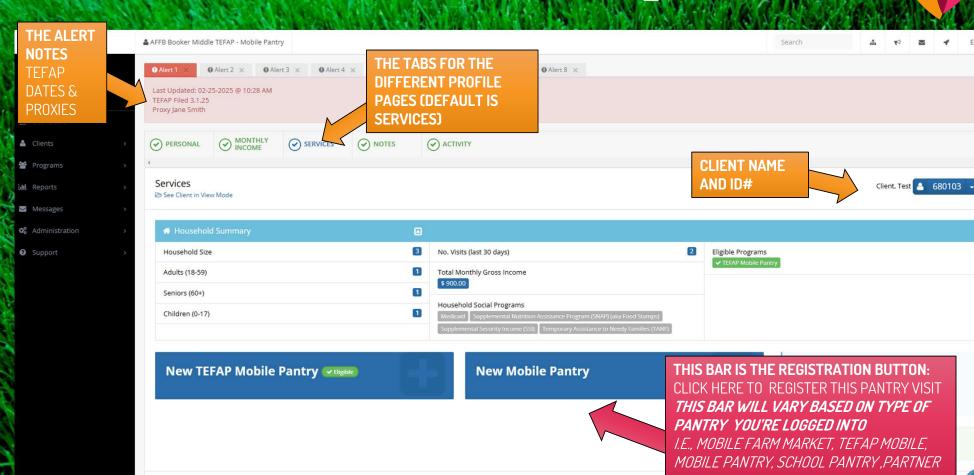
## LINK2FEED DASHBOARD



## SERVICES PAGE (DEFAULT)

WHERE THE PANTRY VISIT IS RECORDED

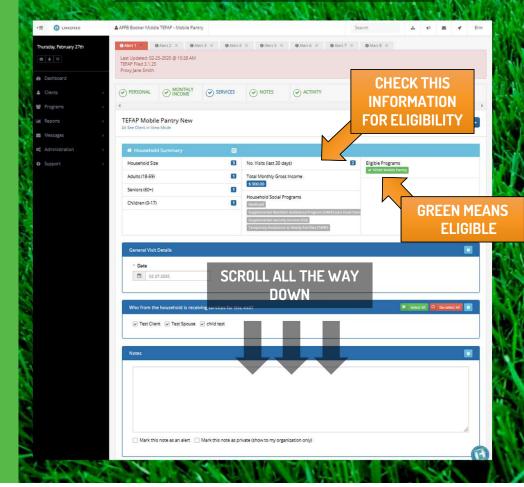


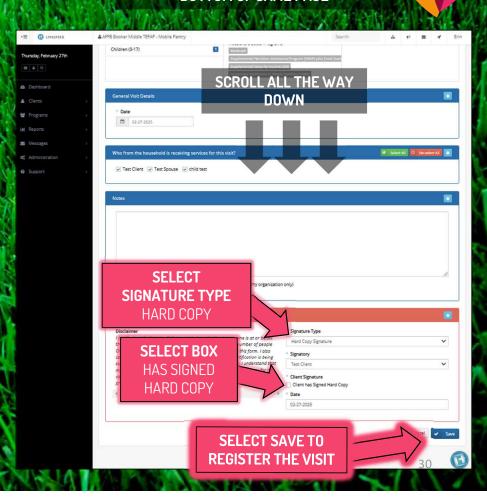


## **NEW** TEFAP SERVICES ENTRY

TOP OF TEFAP SERVICE REGISTRATION PAGE

**BOTTOM OF SAME PAGE** 

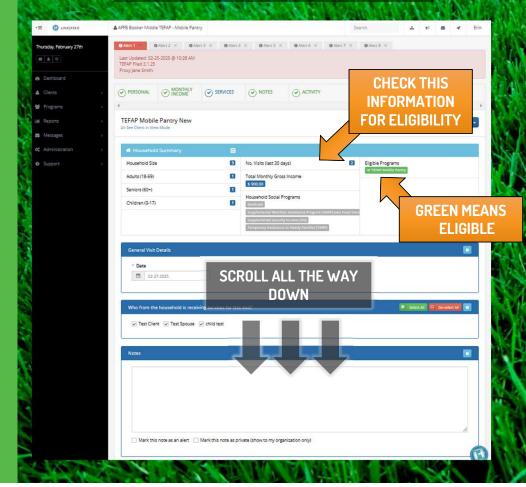


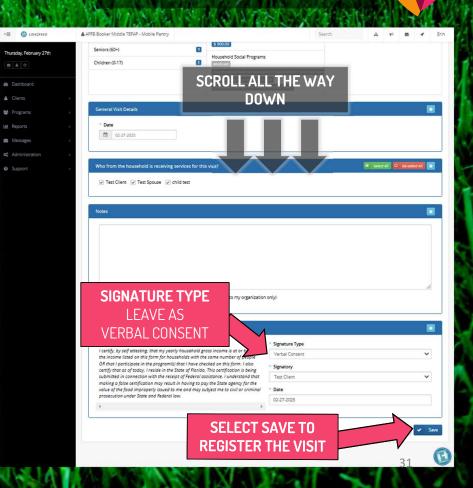


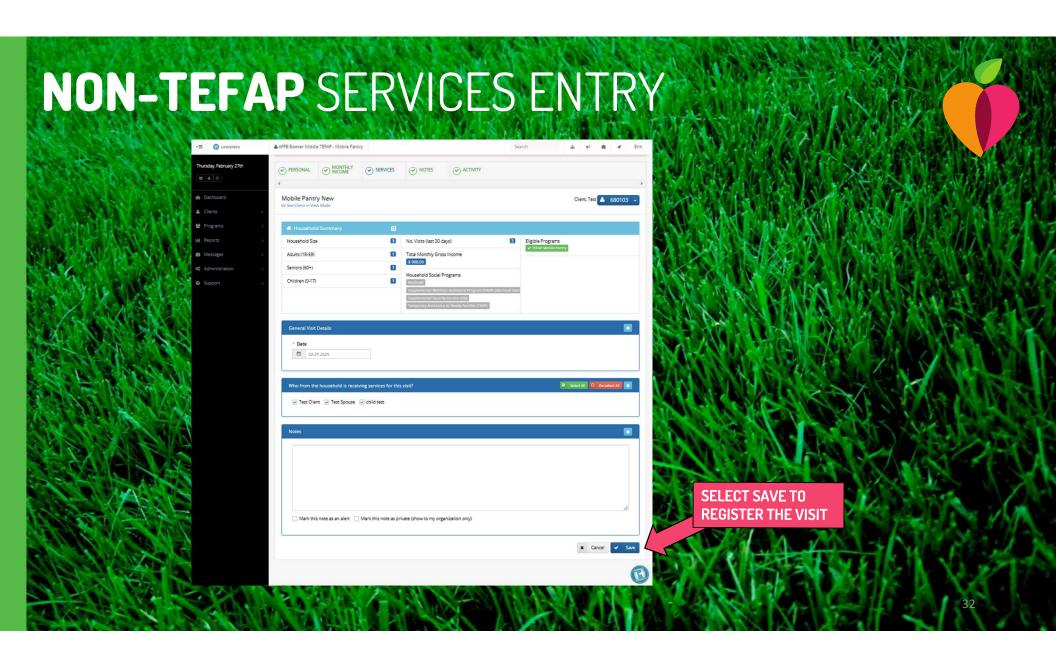
## FILED TEFAP SERVICES ENTRY

TOP OF TEFAP SERVICE REGISTRATION PAGE

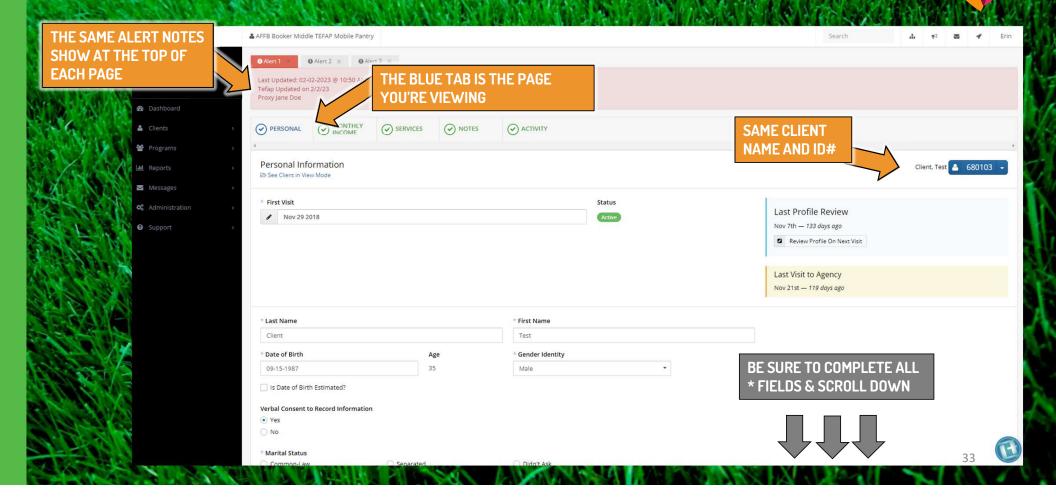






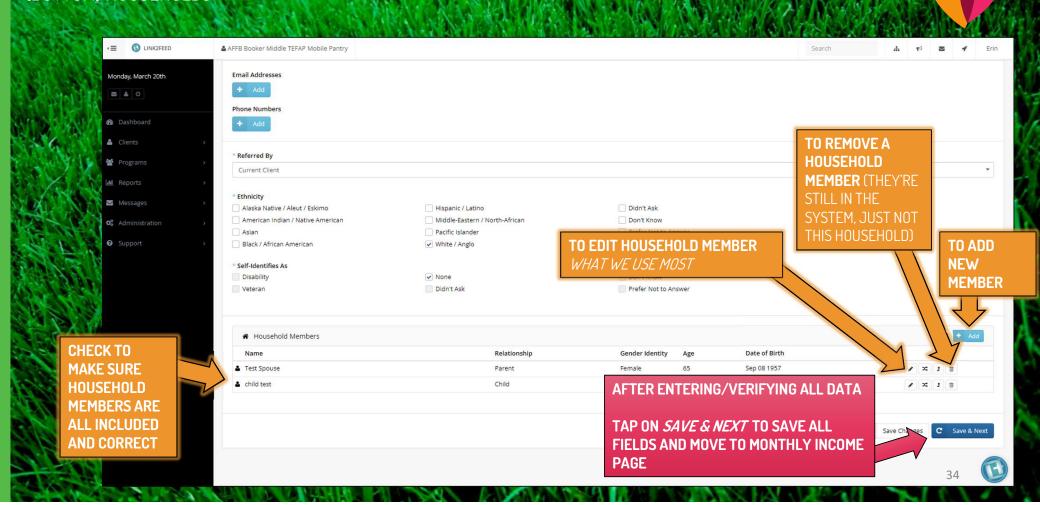


## **CLIENT PERSONAL PAGE**



## CLIENT PERSONAL PAGE CONTINUED

(BOTTOM) HOUSEHOLDS



## CLIENT MONTHLY SERVICES PAGE

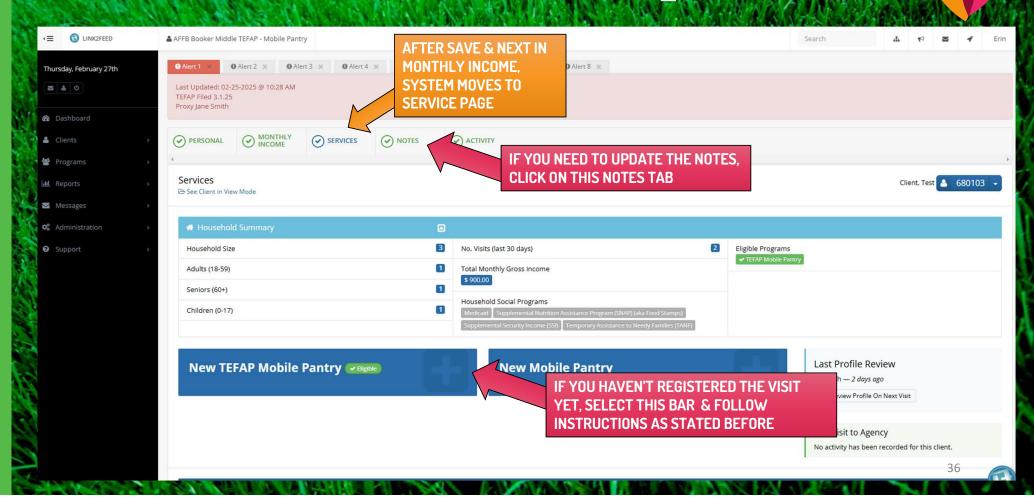
WHERE YOU'RE SENT AFTER SAVE & NEXT IN PERSONAL PAGE



## **CLIENT SERVICES PAGE**

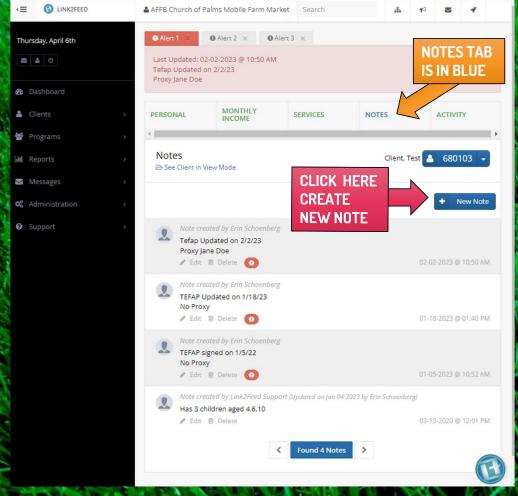
WHERE YOU'RE SENT AFTER SAVE & NEXT IN MONTHLY INCOME

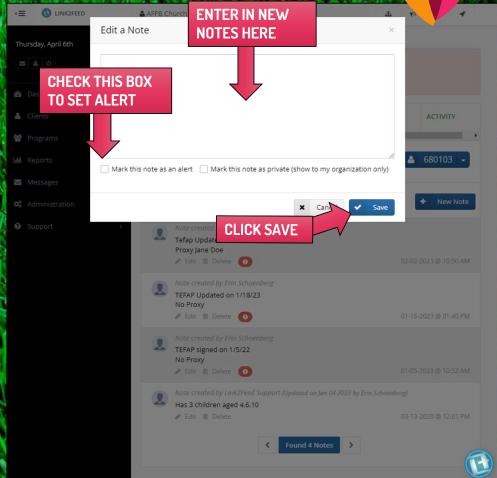




## **CLIENT NOTES PAGE**

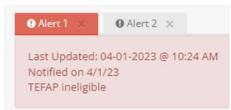
YOU MUST CLICK ON NOTES TAB TO GO TO THIS PAGE





#### **NOTES ON NOTES...**

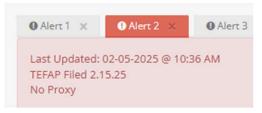
- L2F Notes Needed for Accountability & Compliance
  - 1. TEFAP Ineligible: Notified on "Date", TEFAP Ineligible

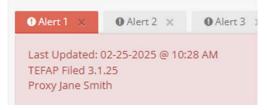


2. TEFAP needs Updating: Notified on "Date", needs to Update TEFAP



4. **TEFAP Filed**: TEFAP Filed on "Date", Proxy "Full Name" or No Proxy







## **NEXT STEPS**

- Sign Memorandum of Understanding Form
- Civil Rights Training
  - Click Here to Register
- Registration Resources in Agency Portal
  - https://allfaithsfoodbank.org/partner-agency-forms/

## **ANY QUESTIONS?**



#### **Erin EverGreen**

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**ALL FAITHS FOOD BANK**