



Link2Feed Client Intake Guidelines

Overview

This Link2Feed (L2F) document is designed to support All Faiths Food Bank staff and volunteers with client data collection.

Please note that the additional data elements should be used with care to minimize respondent burden, streamline client intake, and keep the focus on information that is most important for providing services.

Introduction & Disclaimers

- “Hello, I’m [name] with All Faiths Food Bank. I’m here to check you in to our pantry.”
- “Do you have a client card with All Faiths Food Bank?”
- “Do you know if you’re registered with All Faiths Food Bank?” or “Do you remember registering with anyone, sharing your name, address, and other information?”
 - If “Yes” or “I don’t know” → Search in L2F*
 - If “No” → New Client Registration (Intake)

*Even if clients think they are not registered, a lot of the times they are already in L2F. To avoid creating duplicate profiles, please search *all clients (new and existing)* in L2F before proceeding to registration.

Searching for clients

L2F is a huge database. In addition to AFFB mobiles, Partner Agencies also use L2F. This means errors may be made when entering data and it is critical to verify, clarify and updated, if needed, client information.

- When searching for clients, verify and confirm spelling for names.
- If you cannot find a client with given DOB, try searching with month and date reversed – e.g., if a client’s birthday is February 4, 1990, try searching both ways: 02/04/1990 and 04/02/1990.



Confidentiality Disclaimers

“AFFB requires one-time registration for all our clients. Even if it is your first and last time at our pantry, registration is required.”

“I am going to ask you a few questions. If you do not feel comfortable answering, please let me know. All information you share is confidential and secure with All Faiths Food Bank.”

TEFAP Disclaimers

- This site is only for Sarasota or Desoto County Residents.
- This site requires eligibility. Your household needs to make below \$ [corresponding household income per TEFAP]. Or someone in your household needs to receive SNAP/TANF/SSI/Medicaid.
- Proxy: cannot be someone from the same household
 - Must ask: Are you picking up for a different household/family?
 - *Clients themselves* must either in person, via phone or email to authorize proxies.
 - They can call our office and ask for Registration or email cshein@allfaithsfoodbank.org.

Providing Context

Providing context helps clients feel more comfortable with sharing their information. Clients are more receptive to questions once they understand their information is only used to better our services.

“After registration, you will receive a client card. This lets you check in quickly at all of our pantries [listed on the schedule at <https://allfaithsfoodbank.org/foodmap/>].”

“Collecting this information helps us serve our clients better. We collect information on additional household members to know how many people we are serving, and to stock our trucks accordingly.”



“We collect information on income and government benefits so that we can serve you better. For example, information on income and benefits led us to providing SNAP, Medicaid, and Cash Assistance (TANF) application assistance.”

Other Tips:

- Instead of asking for names and dates of birth right away, ask whether they have children in the household.
- Instead of asking for income amount right away, first ask for types of income source.
- A lot of our clients under the age of 18 receive Free or Reduced Lunch; automatically ask households with children whether they receive Medicaid/Free or Reduced Lunch
- Some clients worry that sharing their information will affect them negatively. Assure them AFFB does not share this information with any other organization and the info is confidential.

Providing Additional Info to New Clients

- Make sure to point out link to online schedule and phone number at the bottom of client card.
- Refer clients who need assistance with SNAP/Medicaid/Cash Assistance (TANF) to Benefits Specialist Mia Pompey; clients whose income is eligible for TEFAP will most likely qualify for SNAP or Medicaid as well. However, do not promise or indicate that a client is eligible, but rather **may be** eligible.



Example intake scenario:

“All Faiths Food Bank requires one-time registration for all our clients. I will give you a client card after this registration, which you can use to check in at all our pantries.

First, Can I have your first and last name? What is your DOB? What is your address?

Now, I am going to ask you a few more questions. If you do not feel comfortable answering any of them, please let me know.

Are you married or single? Are you a homeowner, renter, with friends or family, or in transition? How did you find out about our pantry?

Are you a veteran?

*How many people do you have in your household including yourself?
Do you have any children in the house?*

Can I have the names and dates of birth (approximate age if unknown) of other people in the household?

Does anybody in the household receive government benefits such as Medicaid, SNAP, TANF or SSI?

Does anybody in the household have a part-time or full-time job?

Would you feel comfortable sharing your approximate income amount?

***For TEFAP sites:** Is your monthly household income less than [TEFAP income threshold per household size]?*

Thank you for your time. That is everything. You are in our system and do not need to register again.”



Glossary

SSI (Supplemental Security Income): benefits are awarded on the basis of financial need to adults and children who are disabled, blind, or at least 65 years old and have limited income and resources. This should not be confused with Social Security benefits. SSI benefits are not based on prior work or a family member's prior work.

Social Security: benefits may be paid to individuals that have worked long enough and paid Social Security taxes.

SSDI (Social Security Disability Insurance): allows workers who become disabled to receive Social Security retirement benefits early. SSDI is based on amount of taxes paid throughout working career and does not have any income restrictions or requirements to qualify.

TANF (Temporary Assistance to Needy Families): assistance for families *with children* whose guardians are not able to provide for basic needs.

Linked household members: clients who reside in more than one house, e.g., children with shared custody.