

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

WHATIS
LINK2FED &
WHY USE IT?



LINK2FEED IS AN ANSWER



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



LINK2FEED 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



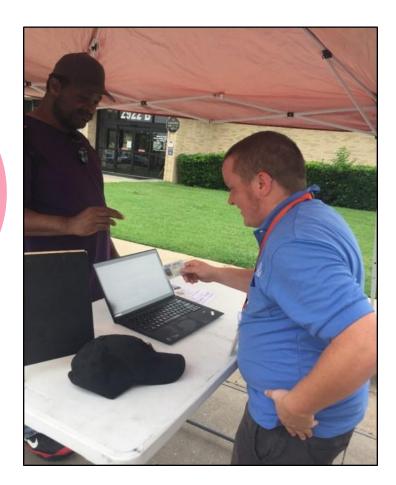
One-time Registration Across All Network Providers

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

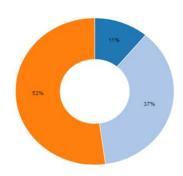
Track All
Programs
Across AFFB's
Entire
Network For
Accurate
Unduplicated
Reporting

IMPROVED EFFICIENCY

Increase Our Network's Efficiency & Communication

REPORTING FEATURES IN NETWORK

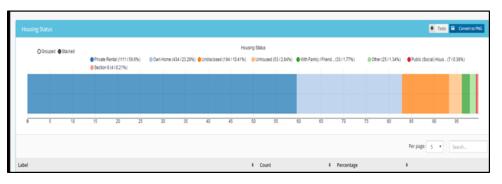




STATISTICS REPORT – Used to complete monthly reports. Provides an aggregate overview of various metrics, configurable at run-time



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!

WHEREDO 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 COMING SOON!



Primary Registration Information

1 Consent to Collect Data: Yes¹ No	2	Number o	f People in Household ³ :
2 *Last Name¹:	*First Name ² :		
3 *Date of Birth://	(mm/dd/yyyy) c	Date of Birth Estimated	
4 *Gender: p Female1 p Male2 p Non	e of these ³ a Transgender ⁴	□ Didn't Ask ⁵ □ Prefer	not to answer ⁶
5 *Marital Status: a Common-Law ¹	□ Separated ⁴ c	Didn't Ask ⁷	
□ Divorced ²		Don't Know ⁸	
		Prefer not to answer ⁹	
6 *Address¹:			
Address (Line 2 - Apt, Lot or U		,	
7 *County ⁴ :	*State ⁵ :		*Zip Code ⁶ :
□ No fixed address ⁷ □ Prefe	er not to answer ⁸		
8 *Housing Type: (Select one)			
Emergency Shelter/Mission/Transition		Social) Housing ⁵	o Other
n Evacuee ² n Own Home ³	a Unhous	ed" mily/ Friends ⁷	□ Didn't Ask ¹⁰ □ Don't Know ¹¹
p Private Rental ⁴		lome / Shelter ⁸	prefer not to answer ¹²
9 Email Address: 10 Home Phone Number: 1	N	Iohile Phone Number:2	,
11 *Referred by: Announcement from school ¹	□ Current Client ⁴	□ Door Hanger ⁷	
Flyer/Schedule ²	□ Food Bank Staff Member		member ⁸
□ Newspaper /Radio/ TV ³	□ Postcard mailing ⁶	□ Social Media/W □Other ¹⁰ □	
12 *Ethnicity: (Select all that apply)			
□ Alaska Native/ Aleut Eskimo¹	□ Hispanic / Latino ⁵	□ Didn't /	Ask ⁹
- American Indian/ Native American			
□ Asian³	□ Pacific Islander ⁷	□ Prefer	not to answer ¹¹
 Black / African American⁴ 	□ White / Anglo ⁸		
13 *Self-identify as a Veteran: p Yes¹ 14 *Self-identify as a Person with Disal	o No² o Didn't ask³ o Do billity?: o Yes¹ o No² o D	on't know ⁴ = Prefer not bidn't ask ³ = Don't know	to answer ⁵ ⁴ a Prefer not to answer ⁵
15 *Does anyone in your household re a No ¹ a Yes ² a Didn't ask ³ a Don't			(SNAP)?
16 *Does anyone in your household re	ceive any of the following b	enefits? (Check all that a	oply)
□ Free or Reduced School Lunch¹		ental Security Income (SSI) ⁵	□ Don't Know ⁶
□ Low-Income Home Energy Assistance Progra — Medicaid ³	m (LiHeap) ² :: Tempora :: Other Be	ry Assistance to Needy Fami	lies (TANF) ⁶ Do Benefits ¹⁰ Prefer not Answer ¹¹
□ Medicaid ² □ Supplemental Assistance for Women, Infants			□ Freter not Answer…
17 *Total Monthly Household Income:			English V2023

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 ² MM/DD/YYYY	Gender ³	Relationship to You ⁴	Ethnicity ³	Self-Identify as Veteran?	Does this person have a Disability? ⁷
i.					□ Yes³ □ No² □ Didn't ask³ □ Didn't know⁴ □ Prefer not to answer⁵	□ Yes' □ 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	□ Yes' □ No² □ Didn't ask³ □ Didn't know⁴ □ Prefer not to answer⁵
3.					□ Yes¹ □ No² □ Didn't ask³ □ Didn't know⁴ □ Prefer not to answer⁵	□ Yes' □ No ² □ Didn't ask ³ □ Didn't know ⁴ □ Prefer not to answer ⁵
4.					□ Yes¹ □ No² □ Didn't ask³ □ Didn't know⁴ □ Prefer not to answer⁵	□ Yes' □ No ² □ Didn't ask ³ □ Didn't know ⁴ □ Prefer not to answer ⁵
5.					□ Yes¹ □ No² □ Didn't ask³ □ Didn't know⁴ □ 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	□ Yes' □ No ² □ Didn't ask ³ □ Didn't know ⁴ □ Prefer not to answer ⁵
7.					□ Yes¹ □ No² □ Didn't ask³ □ Didn't know⁴ □ Prefer not to answer⁵	□ Yes' □ No ² □ Didn't ask ³ □ Didn't know ⁴ □ Prefer not to answer ⁵

This institution is an equal opportunity provider.

TEFAP QUALIFICATIONS

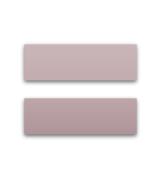
TEFAP Forms Need to Be Signed Each Year USDA Audits AFFB Annually



SARASOTA
OR DESOTO
COUNTY
RESIDENCY



TOTAL
HOUSEHOLD
INCOME
OR
RECEIVE SOCIAL
SERVICE
BENEFITS



TEFAP
ELIGIBLE
NEIGHBOR

TEFAP FORM

1. NEED COMPLETE NAME & FULL ADDRESS *City Spelled Out

Do Not Circle Here Check Below Instead

4. NEEDS AT LEAST ONE OF THESE OPTIONS CHECKED

If anyone In The Household Receives Any of These, The Entire Household Qualifies

5. NEED NEIGHBOR'S SIGNATURE

7. OPTIONAL: NAME(S) OF PROXY PICKUP PERSON

* A Person OUTSIDE The Household

** Household

Members Are

Already Permitted To

Pick Up, Don't Put

Their Names Here

ALL FAITHS FOOD BANK

EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP) CERTIFICATION OF ELIGIBILITY TO TAKE FOOD HOME

7 CFR 251

Name:	Sally Walden	Number of People In Household:	4
Address:	123 Anywhere Lane		
	Sarasota, FL 12345	County: Sarasota	

The following shows a yearly gross income for each family size. If your household income is at or below the income listed for the number of people in your household, you are eligible to receive food. The chart below is effective July 1, 2023 - June 30, 2024.

Household Size	Annual Income	Monthly Income	Twice per Month	Every two Weeks	Weekly Income
1	\$18,954	\$1,580	\$790	\$729	\$365
2	\$25,636	\$2,137	\$1,069	\$986	\$493
3	\$32,318	\$2,694	\$1,347	\$1,243	\$622
4	\$39,000	\$3,250	\$1,625	\$1,500	\$750
5	\$45,682	\$3,807	\$1,904	\$1,757	\$879
6	\$52,364	\$4,364	\$2,182	\$2,014	\$1,007
7	\$59,046	\$4,921	\$2,461	\$2,271	\$1,136
8	\$65,728	\$5,478	\$2,739	\$2,528	\$1,264
For each additional family member add:	\$6,682	\$557	\$279	\$257	\$129

The chart details eligibility criteria for monthly income, income received twice monthly (24 payments per year), income received every two weeks (26 payments per year) and weekly income.

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.

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

Please read the following statement carefully and then sign the form and write in today's date. You only need to meet one of these requirements to be eligible to receive USDA foods.

I certify 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. Program officials may verify what I have certified to be true. 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.

Signature: Sally Walden	Date: 1/31/202
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THIS CERTIFICATION IS VALID FOR A PERIOD OF ONE YEAR and may be renewed as needed. Any changes in the household's circumstances must be reported to the distributing agency immediately.

OPTIONAL: I authorize	Bastian Bux	to pick up USDA foods on my behalf.

2. NEED THE # IN HOUSEHOLD

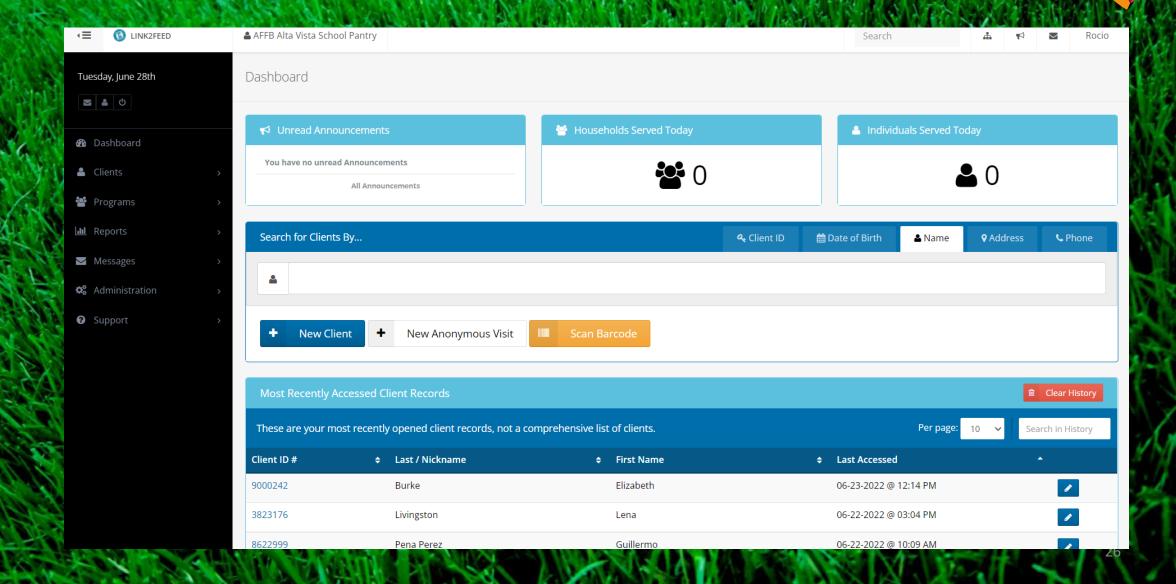
3. NEED COUNTY
LISTED (NO ABBREVIATIONS)
SARASOTA OR DESOTO ONLY
Anything Else is Ineligible

6. MUST HAVE A DATE OF SIGNING

24



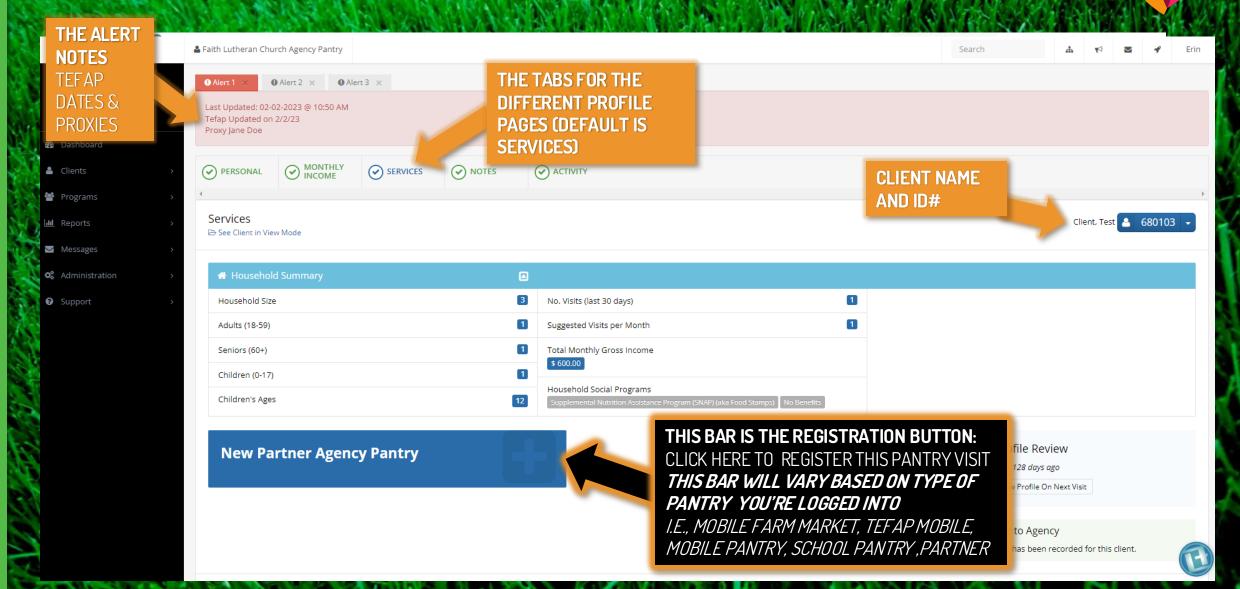
LINK2FEED DASHBOARD



CLIENT SERVICES PAGE (DEFAULT)

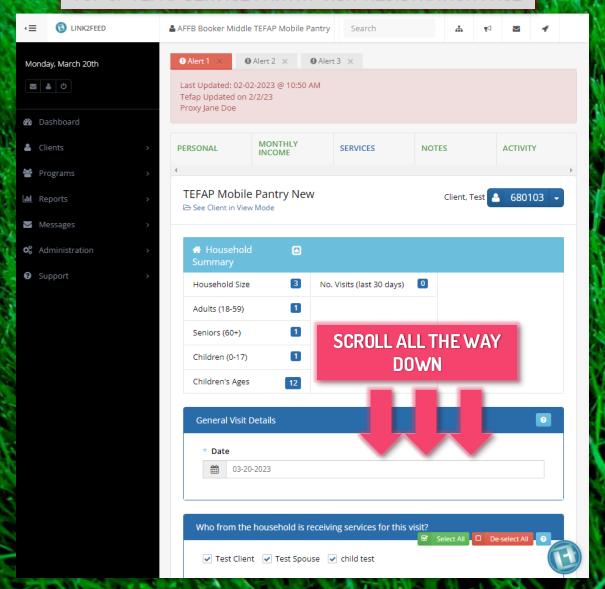
WHERE THE PANTRY VISIT IS RECORDED



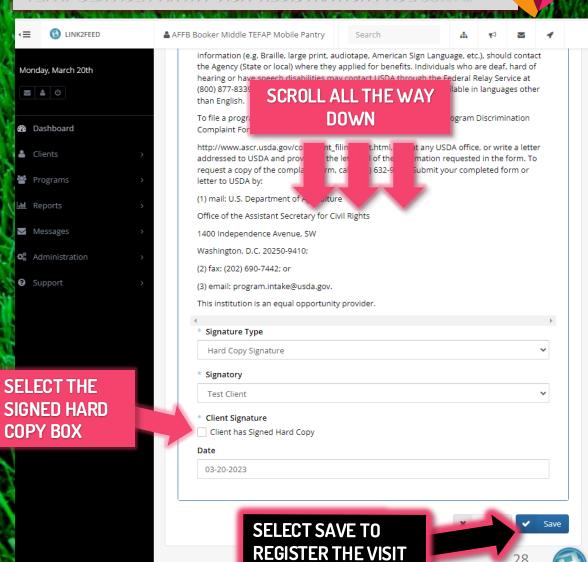


INSIDE CLIENT TEFAP SERVICES

TOP OF TEFAP SERVICE PANTRY VISIT REGISTRATION PAGE

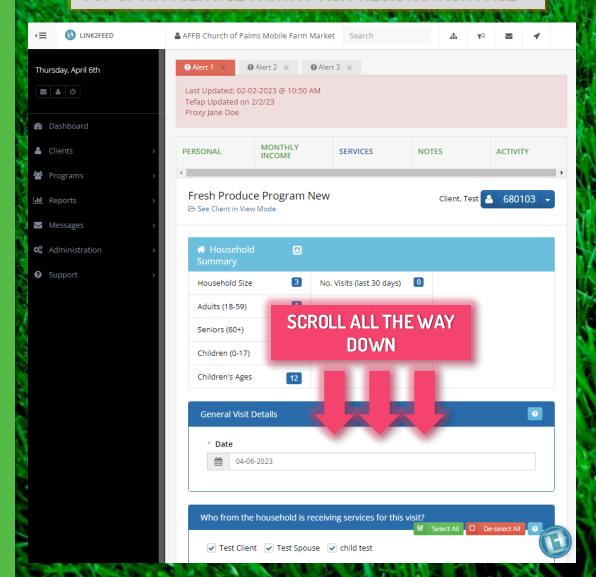


TEFAP SERVICE PANTRY VISIT REGISTRATION PAGE CONT...

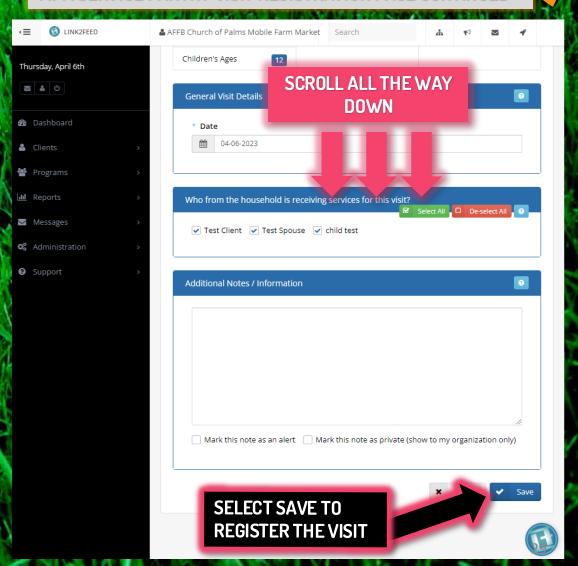


INSIDE CLIENT NON-TEFAP SERVICES

TOP OF MFM SERVICE PANTRY VISIT REGISTRATION PAGE

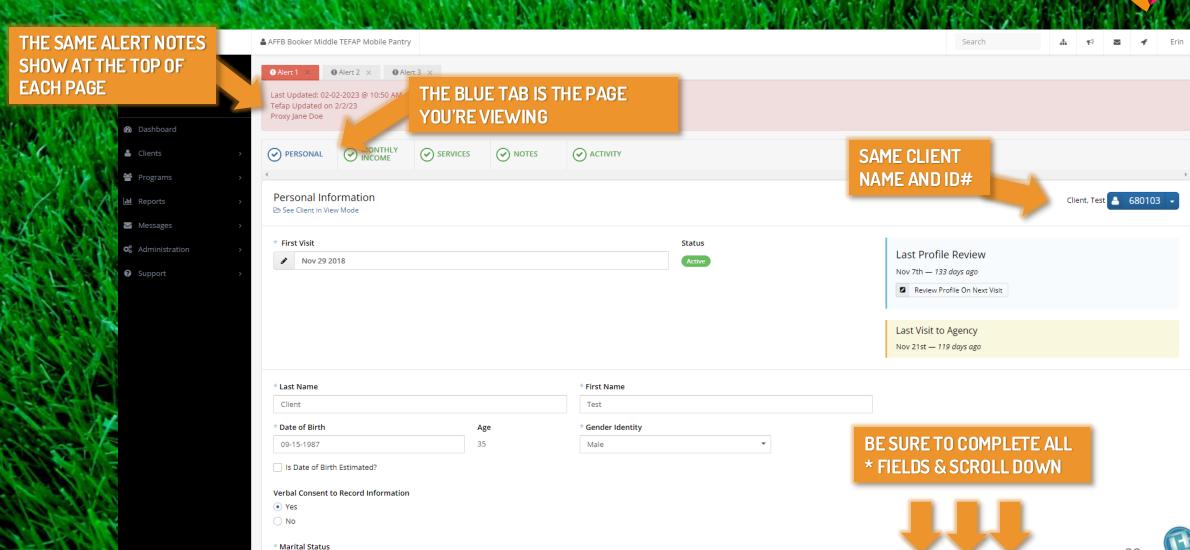


MFM SERVICE PANTRY VISIT REGISTRATION PAGE CONTINUED



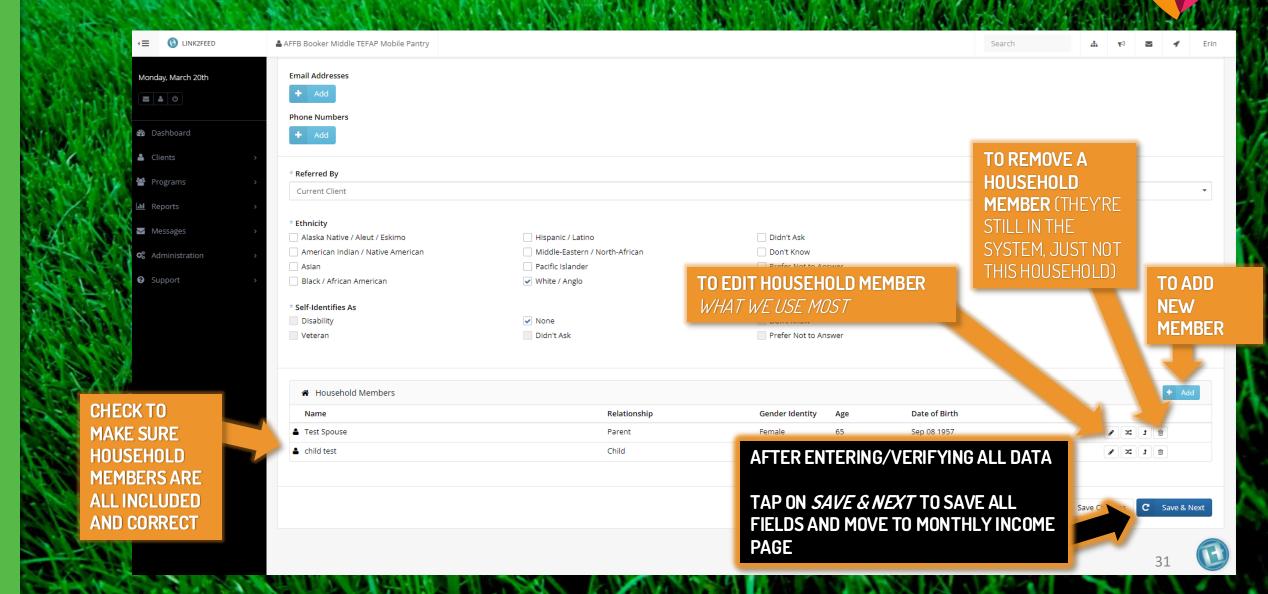
CLIENT PERSONAL PAGE





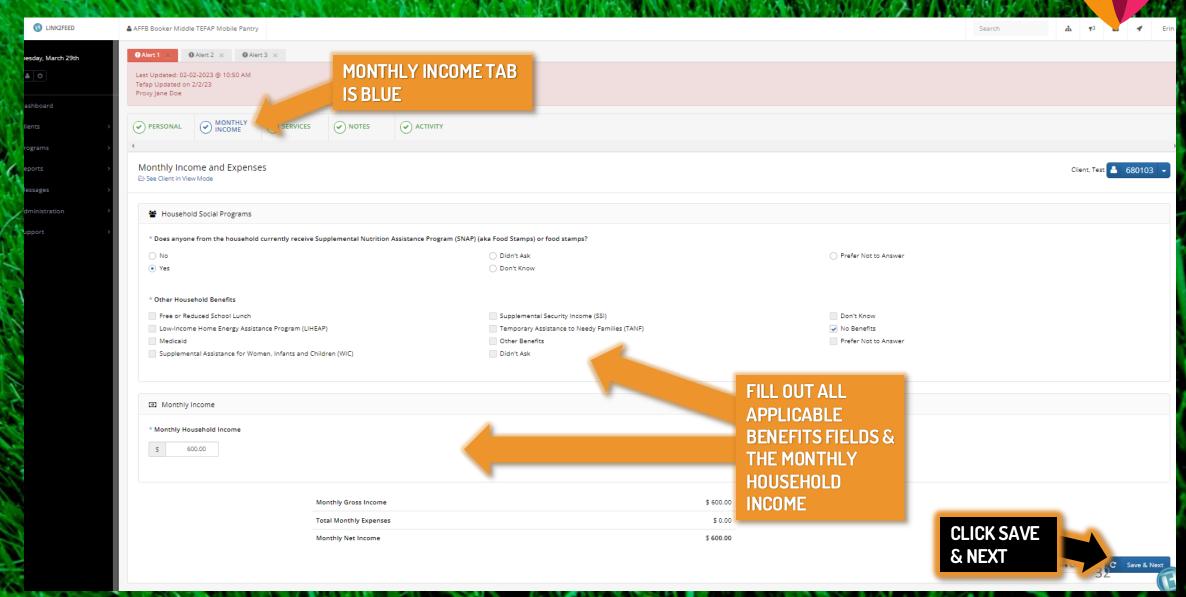
CLIENT PERSONAL PAGE CONTINUED

(BOTTOM) HOUSEHOLDS



CLIENT MONTHLY SERVICES PAGE

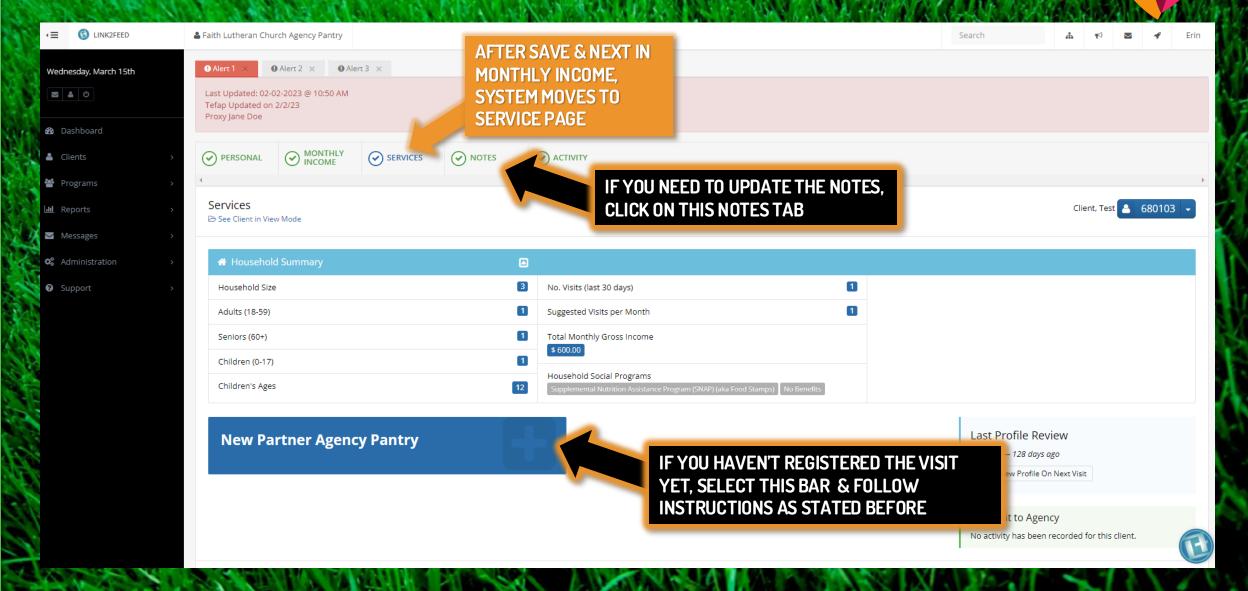
WHERE YOU'RE SENT AFTER SAVE & NEXT IN PERSONAL PAGE



CLIENT SERVICES PAGE

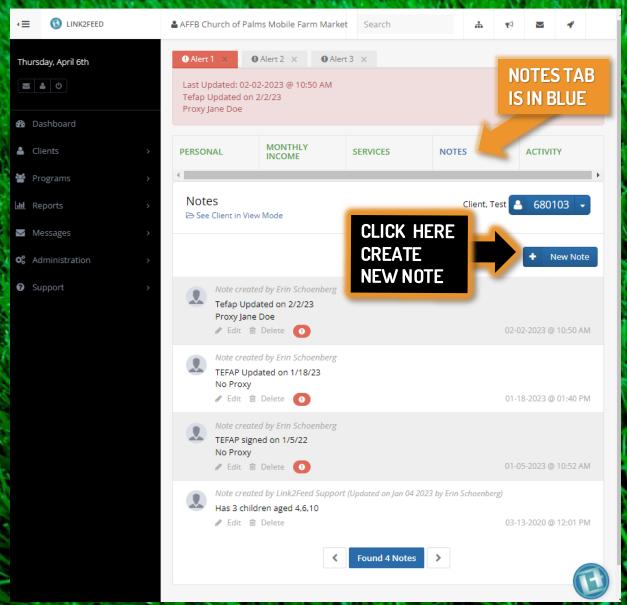
WHERE YOU'RE SENT AFTER SAVE & NEXT IN MONTHLY INCOME

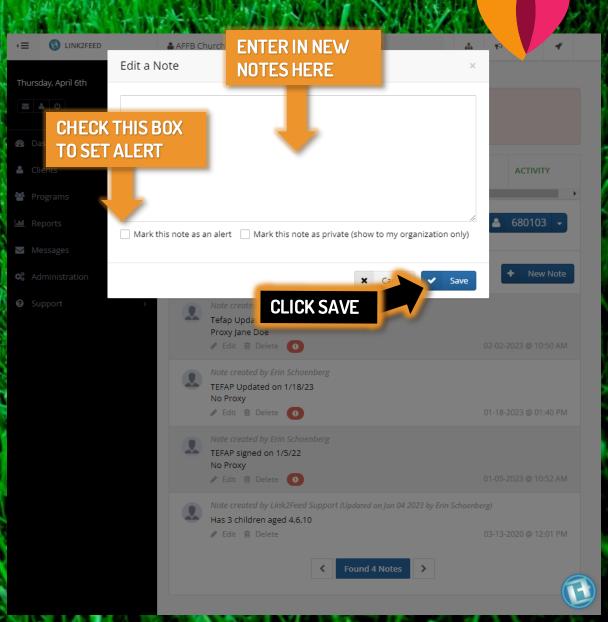




CLIENT NOTES PAGE

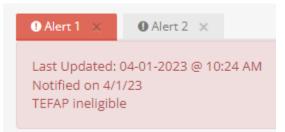
YOU MUST CLICK ON NOTES TAB TO GO TO THIS PAGE

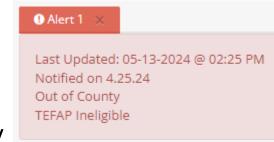




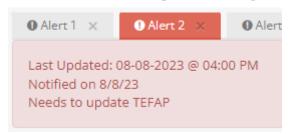
NOTES ON NOTES...

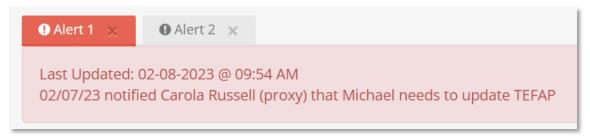
- L2F Notes Needed for Accountability & Compliance
 - 1. TEFAP Ineligible: Notified on "Date", TEFAP Ineligible



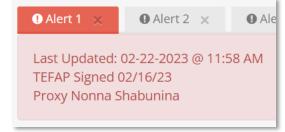


- 2. Out of County*: Notified on "Date", Out of County_
- 3. TEFAP needs Updating: Notified on "Date", needs to Update TEFAP





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





NEXT STEPS

QUESTIONS & ANSWERS



NEXT STEPS

- Civil Rights Training
 - Click Here to Register
- Link2Feed Field Training
 - Click Here to Sign-Up

Coverage Always Needed & Appreciated

In South County & **Desoto Locations**

Opportunity Details | Client Registration Field Training -Link2Feed





Opportunity Name:

Client Registration Field Training - Link2Feed

Once you have attended the virtual introductory training, Erin will meet with you at Mobile Distribution sites to provide you with hands on training. After attending 2-3 onsite trainings, you will be eligible to start signing up for Link-2-Feed opportunities

Select an Available Slot Below	
Date/Time & Details	<u>Spots</u> <u>Available</u>
Thu, Nov 2, 2023 - 4:00 PM to 6:30 PM TEFAP Colonial Baptist: 2400 Taylor Ranch Trail, Venice	2
Sat. Nov 4, 2023 - 8:00 AM to 10:00 AM MP Englewood Methodist 700 E Dearborn St, Englewood, FL	2
Mon, Nov 20, 2023 - 9:00 AM to 11:00 AM MP Desoto Village 4810 FL-72, Arcadia, FL 34266	2
Wed, Nov 22, 2023 - 8:30 AM to 10:30 AM MFM Roy McBean 1790 21st, Sarasota, FL 34234	2
Mon, Nov 27, 2023 - 4:00 PM to 6:30 PM TEFAP First Congreational Church 1031 S Euclid Ave	2
Sat. Dec 2, 2023 - 8:00 AM to 11:30 AM TEFAP North Port City Hall 4790 City Hall Blvd	2
Mon, Dec 4, 2023 - 9:00 AM to 11:00 AM TEFAP Englewood Elks Lodge 401 N Indiana Ave, Englewood	2
Wed, Dec 13, 2023 - 4:30 PM to 7:00 PM TEFAP Lamarque Elem. 3415 Lamarque Ave, North Port, FL	1
Mon, Dec 18, 2023 - 9:00 AM to 11:00 AM MP Desoto Village 4810 FL-72, Arcadia, FL 34266	2
Wed, Dec 20, 2023 - 9:30 AM to 11:30 AM MFM Church of Palms 3224 Bee Ridge Road, Sarasota, FL	2



NEXT STEPS

- Sign Memorandum of Understanding Form
- Civil Rights Training
 - Click Here to Register

ANY QUESTIONS?



Contact

Erin EverGreen

Client Registration Coordinator

Work 941.379.6333 EXT.143

Direct 561.846.2149

EEverGreen@AllFaithsFoodBank.org

ENDING HUNGER ALL FAITHS FOOD BANK