



Reference Document for Link2Feed Client Intake: **TEFAP Certification**

This document serves as a best-practice guide for utilizing the Client Intake function within Link2Feed to ensure all our sites are using the software in the same way. This allows us to record the most accurate data.

**For questions on Link2Feed, please contact Kara Stewart: kstewart@rfbo.org
or Katharine Morgan: kmorgan@rfbo.org**

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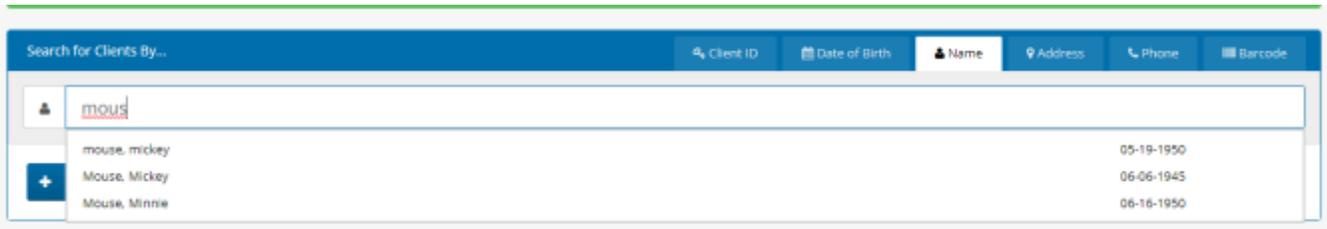
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Link2Feed Standard of Use

Every user at every partner agency is expected to use the system the same way in order to preserve the integrity of the data. The following instructions should be provided to everyone at your location that will be utilizing Link2Feed to ensure consistent intake practices and system use.

Always begin by searching through existing clients before entering new data.

Within Link2Feed, you can search by name (first, last, or both), date of birth, address, and phone number. If no client match is found, **then** create a new client profile.



When creating a new client profile, Link2Feed is dynamically comparing the information you enter against information already in the system to avoid duplicate profiles.

TEFAP Tab

Link2Feed replaces the TEFAP certification (and re-certification) paper forms through the online “TEFAP” tab within the client’s profile. This tab will only populate if your agency is eligible to provide USDA commodities. There are two steps needed to complete this tab. First, make sure the monthly income tab is populated and accurate. Second, complete the certification process (covered below).

All of this is based on the information entered within their client intake profile. Please be sure you are verifying the client’s information has not changed with each visit to ensure accuracy here. As a reminder, you should be verifying the client’s address, household members, and income each time.

A client must be certified within the TEFAP tab prior to receiving any TEFAP/USDA commodities. To begin the certification process, please click the “TEFAP” tab on the client’s profile.



On this page, in the center of the screen, you will see a grid of the TEFAP Eligibility Criteria (income guidelines).

If the client's household qualifies for TEFAP, the grid will display a green bar where the client income falls.

Eligibility Criteria [Save Changes to update criteria](#)

State Eligibility		Yes
Social Program Eligibility		SNAP / Food Stamps
Household Size	Monthly Income	
1	1926	
2	2607	
3	3289	
4	3970	
5	4652	
6	5333	
7	6015	
8	6696	
Each additional household member	682	

If the client is **not** eligible for TEFAP, the grid will still display; however, it will display a yellow bar where the client should fall if eligible.

Eligibility Criteria [Save Changes to update criteria](#)

State Eligibility		Yes
Social Program Eligibility		SNAP / Food Stamps
Household Size	Monthly Income	
1	1926	
2	2607	
3	3289	
4	3970	
5	4652	
6	5333	
7	6015	
8	6696	
Each additional household member	682	

If the client does qualify for TEFAP, you will need to then certify them to receive USDA commodities by clicking the blue “Certify” button at the top of the grid.

Certification/Recertification Log

Certify ←

Eligibility Criteria [View Changes to update criteria](#)

State Eligibility	Yes
Social Program Eligibility	SNAP / Food Stamps
Household Size	Monthly Income
1	1926

This will open a new window that displays the non-discrimination statement and requires the client’s signature. The text in this disclaimer is the same text that is available on the paper forms for TEFAP. By having the client sign electronically, this eliminates the need for the paper form. You may record the client’s signature in this window by choosing one of the following options from the drop-down:

- **Sign on Screen** – If you are using a computer or touch screen device, the client can sign electronically on the screen via mouse or touchpad with this option. You will need to choose this option, and then click the “Open Signature Canvas” button to record the signature.
- **Hard Copy Signature** – If a client has filled out hard-copy paperwork for this certification period, you may select this option to notate this. Remember, you must keep hard files on hand for a minimum of four years.
- **Scriptel Signature Pad** – If your agency has Scriptel signature pads, you may select this option and prompt the client to sign using the electronic signature pad. No further action is required.

Client eSignature

Disclaimer
Require TEFAP profiles to be reviewed in full at set increments and sign off on a disclaimer

Check the box if using, then copy and paste your state's client certification/recertification in disclaimer in the box provided.

I certify that the total gross income for my household is at or below the gross income guidelines. I declare that I have not received USDA Foods/TEFAP within the past 30 days.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and

Signature Type

Sign On Screen
Sign On Screen
Hard Copy Signature
Scriptel Signature Pad

Date
10-09-2010

After the client has signed, please remember to click “Save” at the bottom of this screen to save their signature.

Once certified, the certification log will populate with the date and signature of the client. A banner will also appear at the top of the client's profile with the date of recertification (July 1st).



Social Program Eligibility

The eligibility grid on the TEFAP tab will list a section of any social programs the client may qualify for. Eligibility Criteria [Save Changes to update criteria](#)

State Eligibility	Yes
Social Program Eligibility	SNAP / Food Stamps
Household Size	Monthly Income
1	1926
2	2607
3	3289
4	3970
5	4652
6	5333
7	6015
8	6696
Each additional household member	682

This is a great opportunity to visit with a client to see if they are currently enrolled in any of the programs listed. If not, you could serve as a proxy to help them apply. **Contact RFBO for details on getting a proxy account created.**

Re-Certification (every July)

Every July, Link2Feed will automatically post a banner at the top of the client's profile that will prompt you to review their information for recertification. The recertification process is the same as the certification process through the TEFAP tab.