



Link2Feed Rollout Preparation Packet

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LINK2FEED

Link2Feed is a Certified B Corporation that believes we can't end hunger if we don't understand it.

Our technology helps organizations around the world feed change, one link at a time.

Before Getting Started...

This packet is designed to help prepare you and your agency to rollout the new intake and reporting system, Link2Feed. It includes a brief overview of technical requirements and roles within the L2F system; a paper copy of the new intake form with highlights to denote the differences from Oasis; the ROI; and the notice of new intake system.

Recommendations:

- Depending upon your agency's serving schedule, Regional Food Bank recommends posting the notice of the change to a new intake system **as much in advance as possible, but at least two services prior**. For example, agencies that serve weekly must post their notice a minimum of two weeks in advance.
- The ROI document provided should be displayed prominently in the intake area to allow clients to review. For agencies that have multiple intake areas, please post the ROI in each intake area individually.

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:

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

Required Software:

- Web browser
 - Google Chrome
 - Mozilla Firefox
 - Safari 7+
 - **Internet Explorer is not supported**
- Javascript enabled
- Cookies enabled
- SSL enabled
- Adobe Flash
 - Required for some reports

Equipment Highlights

Technology – Barcodes, Script/Signature Pads, and more

Regional Food Bank understands the importance of technology in your agencies and is reviewing the costs associated with implementing barcodes and electronic signature (script) pads for its partners. Our goal is to be able to provide these resources at a free or reduced cost in order to ease client experience across our service region.

Depending upon the outcome of our research, this section may be updated to include setup information regarding this technology, as well as rules of use.

Role Setup within Link2Feed:

Your site will have been set up within Link2Feed by Regional Food Bank, and your identified agency manager will have been added. As an agency manager, you will have the ability to add additional users to your location. Any volunteer or staff member that will be recording activity should have their own separate user profile within Link2Feed.

Link2Feed User Roles

While Link2Feed offers a variety of roles that can be assigned when creating a user, we have outlined what roles should be selected based on your needs within Link2Feed. **Please note that the agency manager role will have been created already for you, and is only displayed here as a reference between your permissions and those of your agency workers.**

User	User Permissions	Agency Role	L2F Role(s)
Agency Manager	<ul style="list-style-type: none"> • Add/Edit Users • Reporting on agency • Enter client data • Record services provided • Resolve duplicates 	Directors, managers, full-time staff or long-term volunteer	<ul style="list-style-type: none"> • Agency Manager • Reporter • Agency Intake • Exporter • Duplicate Checker • Intake Anonymous • User (automatically checked) <p>For CSFP pantries, CSFP Worker will also be checked.</p>
Agency Worker	<ul style="list-style-type: none"> • Enter client data • Record services provided 	Staff, volunteers	<ul style="list-style-type: none"> • User (automatically checked) • Agency Intake • Intake Anonymous • Messenger <p>For CSFP pantries, CSFP Worker may also be checked.</p>

**Agency Managers are also able to define if some agency workers should have additional permissions, such as viewing reports or reviewing potential duplicates within the system.*

Our Data Promise to You!

Regional Food Bank of Oklahoma and our Partner Agencies (*your local food pantry*) are working together to improve the intake processes by using Link2Feed software. All information will be stored electronically in the Link2Feed database.

What is Link2Feed? Link2Feed is a secure online database to manage information regarding clients who are served within the network of Regional Food Bank.

How Does it Help Me? The full intake process will only be done once! From time-to-time, you will be asked to verify or update your information. This feature creates faster intake during future visits.

How Will it Be Used? The collected information helps your food pantry and Regional Food Bank share accurate information for a clearer understanding of hunger in our community. The more information we have, the stronger our message for funding community resources. We respect your right to share, and hope you'll tell us about yourself.

❖ **We will treat you and your information with dignity and respect!**

- If you do not want to provide your information, or you feel uncomfortable answering any questions, we respect that choice and will do our best to provide services to you no matter what.
- We will trust your answers and will always provide our best service.

❖ **We will keep your information safe and secure!**

- We will not share your personal and individual information with anyone outside of this partner network.
- Link2Feed has a high security standard, just like the banking industry.

❖ **Who can access my information?**

- Your profile ID number is unique to you in Link2Feed and can be used at multiple food pantries.
- Food Assistance provided by each pantry partner can **only** be viewed by the pantry partner that provided the assistance.
- Only approved people can log into the system. Your pantry and Regional Food Bank can run reports to look for trends and learn more about the community. Individuals will **not** be identified in reports.

Notification of New Intake System!

Effective DATE

As part of our commitment to remain innovative in the fight against hunger, we will be changing over to a NEW online intake system.

As we switch systems, we will ask you to complete a revised Pantry Intake Form.

We appreciate your patience during this change, as intake may take longer than normal during the next month.

Our new system, called Link2Feed, will help us continue to provide the customer service you have come to expect, and enable us to explore what community services and referrals we can make available as resources for you.

Thank you!

Client Intake Form

PERSONAL INFORMATION (Head of Household):

Last Name: _____ First Name: _____ Date of Birth: _____

Gender Identity: Female Male Transgender Other Undisclosed

Marital Status: Single Married Common-Law Divorced Separated Widowed Undisclosed

Consent Signature: *By signing below, you consent to have this information entered into our online database. The collected information helps your food pantry and Regional Food Bank share accurate information for a clearer understanding of hunger in our community. We respect your privacy and will not share your personal, individual information with anyone outside of this partner network.*

Signature: _____ Date: _____

Address: _____

City: _____ Zip: _____ County: _____

Housing Type: Own Home Private Rental Emergency Shelter/Mission/Transitional Evacuee
 Public/Social Housing With Family/Friends Youth Home/Shelter Unhoused (homeless)
 Undisclosed Other

Phone Number: _____ Email Address: _____

ID Type Provided: Driver's License Birth Certificate Passport State ID Card Link2Feed Barcode ID
 Permanent Residence Card Other Photo ID None

Were you referred to our agency by any of the following? No Referral Child Care Support Client/Friend/Family
 Community Support Emergency Shelter Employment Support or Education Faith Organizations
 Financial Support or Education Health Care Housing Support Immigration/Newcomer Services
 Legal Support Media/News/Outreach Mental Health Support or Education Nutritional Education
 School Program (for children) Social Worker Benefits/ Social Service Assistance Utilities Support
 Other Food Bank Program Other _____

Race or Ethnicity: White/Anglo Hispanic/Latino Black/African American Asian
 American Indian/Native American Middle Eastern/North African
 Alaska Native/Aleut/Eskimo Undisclosed Pacific Islander Other _____

Self-Identifies As: Military Active Duty Military Reservist Veteran Disability/Disabled
 Other Undisclosed None

PERSONAL INFORMATION (Additional Members of Household):

Please fill in the chart to list each additional resident in the household address above.

First Name:	Last Name:	Date of Birth: <i>(format: xx/xx/xxxx)</i>	Gender Identity:	Race or Ethnicity:	Military Status:	Relationship* to Head of Household:
1.						
2.						
3.						
4.						
5.						
6.						

**Relationship Options: Boyfriend/Girlfriend, Child, Common-Law Partner, Friend, Grandchild, Grandparent, Parent, Roommate, Spouse, Sibling, Ward, Other Relative, Other, Undisclosed*

PROFILE

Head of Household Education Level: Grade 0-8 Grade 9-11 GED High School Diploma
 Some Post-Secondary Trade School/Professional Accreditation 2 Year Degree 4 Year Degree
 Master's Degree PhD Undisclosed

Head of Household Employment Type: Full-Time Part-Time Post-Secondary Student Retired
 Unemployed Self-Employed Working Multiple Jobs Unable to Work Due to Disability
 None Undisclosed Other

MONTHLY INCOME

Monthly Gross (Pre-Tax) Income Amount: \$ _____

Income Type: Employment Income Disability Assistance Social Security Income Unemployment Income
 Pension No Income Other: _____ Undisclosed

Please check the benefits that household members receive, if any: CSFP/ Senior Boxes Disability/ SSI
 FDPIR (Tribal Benefits) TANF Medicaid/ Sooner Care Medicare SNAP/ Food Stamps
 WIC Veteran Benefits None

DIETARY CONSIDERATIONS

Please list any special dietary needs in your household: Dairy Diabetic Gluten Allergy Peanut Allergy
 Halal Kosher Low Sodium Vegan Vegetarian None