

Link2Feed CSFP Certification and Services Log



Updated 12.2021

How to Certify or Extend Certification

Every CSFP neighbor must have a full profile within Link2Feed to record their CSFP status. Once you have completed the profile, you may click the “CSFP” tab at the top to open their CSFP profile.

A screenshot of the Link2Feed interface. At the top, there is a horizontal navigation bar with eight tabs: PERSONAL, PROFILE, MONTHLY INCOME, DIETARY CONSIDER..., CSFP (highlighted with a blue circle), SERVICES, NOTES, and ACTIVITY. Below the tabs is a light blue banner with the text: "If this client is not a CSFP client, click on the 'Services' tab to record a visit." Below the banner is the "CSFP Information" section, which includes a link: "See Client in View Mode".

At the top of this page, there is the section to enter the CSFP ID, Status, Enrollment Date and confirm the neighbor has received documentation. The location will default to your organization’s name.

A screenshot of the "Client Information" and "Documentation" sections in the Link2Feed interface. The "Client Information" section contains the following fields:

- * CSFP ID: 138561
- * Location: TRAINING: TEFAP Pantry w/ CSFP
- * Status: None
- * Enrollment Date: (empty field)
- Last Status Change Date: 12-14-2021

The "Documentation" section contains the following field:

- * Eligibility Notification Letter Sent: Radio buttons for Yes and No.

Status options include:

- **None** – This is the default option for neighbors who have not been certified or do not qualify.
- **Active** – A neighbor has been certified and picks up every month.
- **Inactive** – A neighbor no longer picks up and may be termed from the program.
- **Waiting List** – A neighbor is approved and is on the wait list.
- **Suspended** – The default option for neighbors who have not picked up in 2 months.
- **Deceased** – A neighbor has passed on.
- **Closed** – An optional status if it applies to your organization’s process.

Once you update the status to “Active” or “Waiting List,” the system will require you to input their Enrollment Date for the program. You must also confirm that they were notified of their eligibility and the date the notification occurred.

Client Information

* CSFP ID 138561	* Location TRAINING: TEFAP Pantry w/ CSFP	* Status Active
* Enrollment Date 12-16-2021	Last Status Change Date 12-14-2021	

Documentation

* Eligibility Notification Letter Sent <input checked="" type="radio"/> Yes <input type="radio"/> No	* Eligibility notification letter date 12-16-2021
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To add a proxy – or someone who may pick up on behalf of the eligible client – click the “Add Proxy Signatory” button.

Proxy Signatories

This will open an option to record the name and phone number of the proxy. The phone number is optional.

Proxy Signatories

* Name Frodo Baggins	Phone (555) 555-5555	<input type="button" value="🗑"/>
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A neighbor may have up to **5** proxies listed on their account at one time. To remove a proxy from the account, click the trash can icon to the far right of their name.

Once you have this information filled out, scroll to the bottom and click the “Save Changes” button to update the system before continuing.

At the bottom of this page, there is the eligibility criteria chart. The system will populate this chart based off of the profile information entered for the neighbor, so be sure to keep their profile up to date.

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

Minimum Age	60
Has CSFP ID	Yes
Has Enrollment DATE (or is on Waiting List)	Yes
Status is Active/Waiting List	Yes
Requires Certification/Recertification	Yes
Has already visited this calendar month	No

Household Size	Monthly Income
1	1396
2	1888
3	2379
4	2871
5	3363
6	3855
7	4347
8	4839
Each additional household member	492

This chart will notify you of any changes as well as if the neighbor qualifies for the program but has not yet been entered into the system.

To certify or extend certification for a neighbor, click the “Certify” or “Extend” button below the chart as is appropriate.



Certification/Recertification Log

This will open a pop-up window to collect signatures. The language in this window is the same as the paperwork neighbors used to sign.

Client eSignature

Disclaimer
This application is being completed in connection with the receipt of Federal assistance. Program officials may verify information on this form. I am aware that deliberate misrepresentation may subject me to prosecution under applicable State and Federal statutes. I am also aware that I may not receive both CSFP and WIC benefits simultaneously, and I may not receive CSFP benefits at more than one CSFP site at the same time. Furthermore, I am aware that the information provided may be shared with other organizations to detect and to prevent dual participation. I have been advised of my rights and obligations under the program. I certify that the information I have provided for my eligibility determination is correct to the best of my knowledge.

I authorize the release of information on this application form to other organizations administering assistance programs for use in determining my eligibility for participation in other public assistance programs and for program outreach purposes.

- This application is being completed in connection with the receipt of Federal assistance. Program officials may verify information on this I am aware that deliberate misrepresentation may subject me to prosecution under applicable State and Federal statutes.
- Improper use or receipt of CSFP benefits as a result of dual participation or other program violations may lead to a claim against the individual to recover the value of the benefits and may lead to disqualification from
- I understand that the food packages provided by this program are solely intended for my consumption as a participant in the I understand that selling CSFP commodities or exchanging them for non-food items could result in my termination from the program. Improper use or receipt of CSFP benefits as a result of dual participation or other program violations may lead to a claim against me to recover the value of the benefits.
- I understand that I am only allowed to obtain one food package per I am aware that if I fail to obtain a food package during two consecutive months, my participation in the program can be terminated.
- I may appeal any decision made regarding termination from the program, and I may submit a request for a fair hearing to the Regional Food Bank of
- Nutrition education will be made available to me and I am encouraged to participate in these The CSFP site will provide information on other nutrition, health, or assistance programs, and make referrals as appropriate.
- I consent to the release of information regarding my application to and participation in the program to CSFP staff, to other CSFP agencies if I desire to transfer to a different site, and to the officials of the USDA, Oklahoma Department of Human Services, and the Regional Food Bank of
- I understand that I must report changes in household income or composition within 10 days after the
- In accordance with Federal law and S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.
- I authorize the release of information provided on this application form to other organizations administering assistance programs for use in determining my eligibility for participation in other public assistance programs and for program outreach
- I have been advised of my rights and obligations under the I certify that the information I have provided for my eligibility determination is correct to the best of my knowledge.

Yes/No
 Yes
 No

Signature Type
 Sign On Screen

Signatory
 Bilbo Baggins

Client Signature Open Signature Canvas

Date
 12-16-2021

On the bottom left, you may record their response to the language by clicking the appropriate circle next to “Yes” or “No.”

On the right, you may record the neighbor signature. Under “Signature Type,” you may choose between:

- **Sign On Screen** – This records the signature electronically by opening the signature canvas; neighbors may sign by holding down the left mouse button, or by using a stylus on a touch screen device.
- **Hard Copy Signature** – This option notates that the neighbor has signed the traditional paperwork. For this option, be sure to modify the date to the date the neighbor signed the paper.
- **Scriptel e-Signature Pad** – This option allows the system to collect the signature via the provided signature pad.

Under “Signatory,” choose either the neighbor or the appropriate proxy if they are completing certification or extension for the neighbor. The date will default to today’s date; it only needs to be modified if the neighbor signed a hard-copy paper on an alternate date.

At the bottom of this window is the space for the intake worker’s signature. The same options exist for this as for the neighbor’s signature above.

Worker eSignature

Disclaimer
I confirm that this applicant is at or over 60 years of age and the household income is at or below 130% of the poverty guideline.

Signature Type
 Sign On Screen

Signatory
 Kara Stewart

Worker Signature Open Signature Canvas

Date
 12-16-2021

When finished, click “Save.”

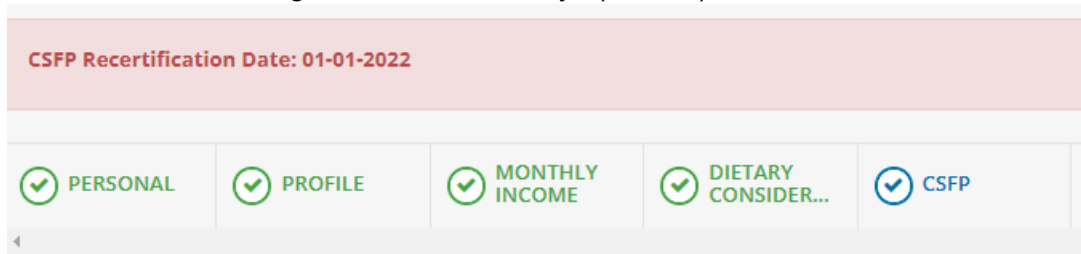
This will take you back to the original CSFP tab. The system will keep a record of certification and extensions, as well as the date each was completed and the option to view the signature within the system.

Certification/Recertification Log



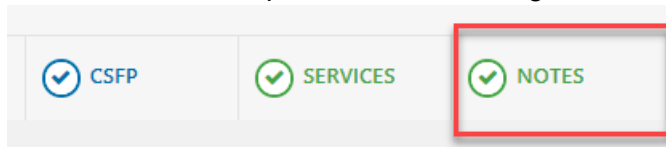
At the top of the CSFP tab, a banner will now appear to notate the neighbor is certified. This banner will change color:

- **Blue** – The neighbor has a current certification.
- **Yellow** – The neighbor is within 60 days of extension.
- **Red** – The neighbor is within 30 days (or after) of extension.

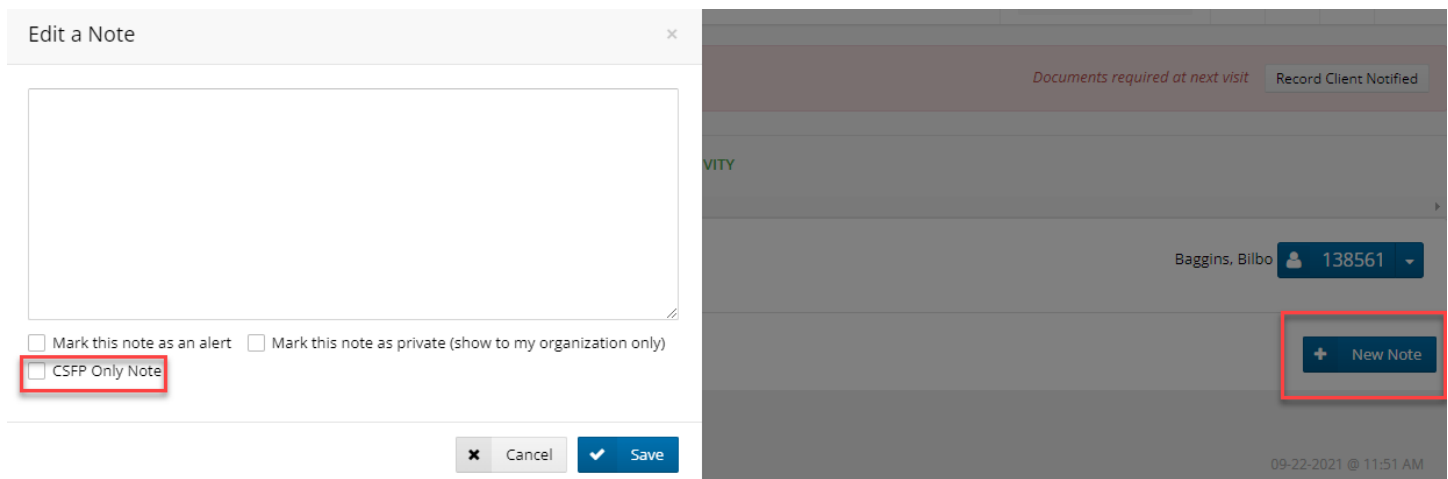


How to Create a CSFP-Specific Note for a Neighbor Profile

To create a CSFP-specific note for a neighbor, click on the “Notes” tab.



To create a note, click on the blue “New Note” button on the right side of the screen. This will open a pop-up window to create the note. The system will automatically record the date, time and person recording the note.



The options at the bottom of this window include:

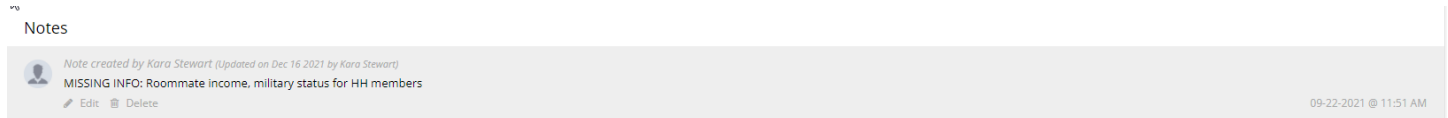
- **Mark as an alert** – This will create a banner at the top of the neighbor’s profile with this information.
- **Mark as private** – This will limit the notation to your agency only and hide it from network partners.
- **CSFP Only** – This limits the note to the CSFP tab.

Be sure to click the “CSFP Only Note” option at the bottom of the Note box and then click “Save.”

After creating the note, it will display on the “Notes” tab, listing the creator, date, and time the note was created. There will also be the options to Edit or Delete the note as needed.

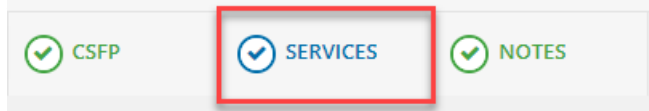


The note will also display on the “CSFP” tab at the bottom of the page.

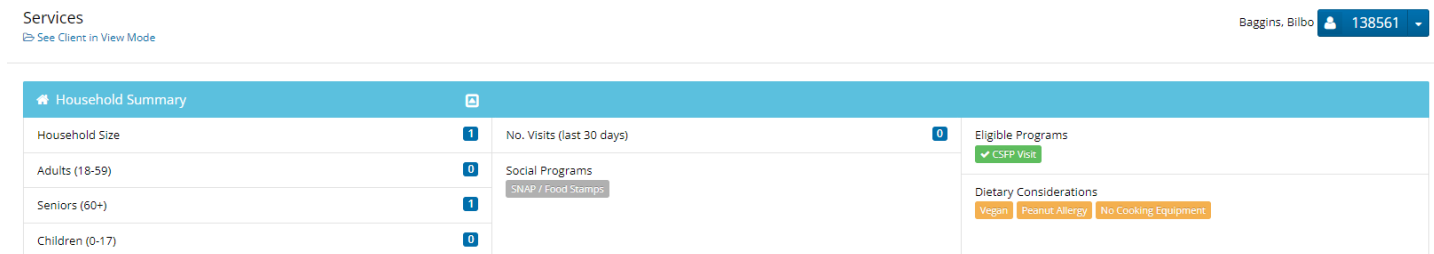


How to Record a CSFP Box Pickup

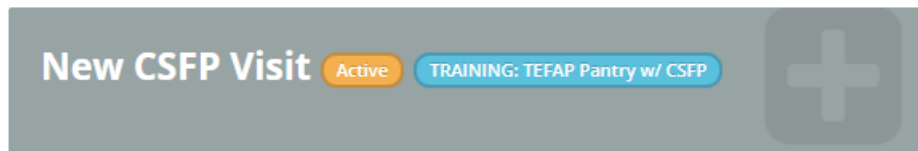
To record a client picking up their CSFP box, click on the “Services”



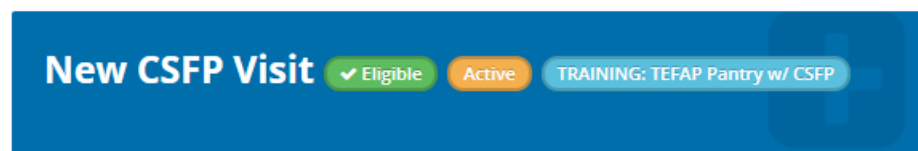
On this page, you will see a Household Summary that details the household size, age groups present in the household, the number of visits a neighbor has had to our partner network within the last 30 days (**not** only your agency) and any eligible programs or dietary considerations.



Below that, you will have a “New CSFP Visit” button. If the button is greyed out, the neighbor is either not certified, not eligible or not active to receive CSFP.



If the neighbor is eligible and has been certified, the button will be blue and notate “Eligible,” their status and the agency they are certified to pick up from.



When the button is blue, click it to record a pick-up. This will open a new screen that will contain the Household Summary again at the top. Under the “General Visit Details,” the date will default to today’s date. Under “Who from the household is receiving services for this visit?” the appropriate neighbors will automatically display and be selected.

You should not need to make any changes to these boxes.

New CSFP Visit
See Client in View Mode

Baggins, Bilbo 138561

Household Summary		
Household Size	1	No. Visits (last 30 days) 0
Adults (18-59)	0	Social Programs SNAP / Food Stamps
Seniors (60+)	1	Eligible Programs ✓ CSFP Visit
Children (0-17)	0	Dietary Considerations Vegan Peanut Allergy No Cooking Equipment

General Visit Details

* Date: 12-16-2021 Double Distribution

Who from the household is receiving services for this visit? Select All De-select All

Bilbo Baggins

Below that, there is an **optional** “Food & Items / Services Provided” box to record additional details about items this neighbor received during this visit. The “Provide Details” box is a text box to add any additional detail regarding the items needed. While this information is optional, it can be used to record and run reports on later if needed.

Food & Items / Services Provided Select All De-select All

Foods Provided
 Bread Household Items (light bulbs, toilet paper, etc) Produce / Perishables (# of Items)

Provide details of other Food Items supplied on this visit

Items Provided
 Home Delivery

Provide details of the other Non-Food Items supplied on this visit

Next, you will have the option to add a note to this visit. This note is specific **to this visit**, not just the neighbor itself (as the Notes tab previously covered was). For example, if Mr. Baggins informed the intake personnel that he would not be able to pick up next month due to surgery, it could be notated here.

Additional Notes / Information

Mark this note as an alert Mark this note as private (show to my organization only)

Finally, there is the signature box, which replaces the paper form neighbors previously signed when picking up their box.

On the right, you may record the neighbor signature. Under “Signature Type,” you may choose between:

- **Sign On Screen** – This records the signature electronically by opening the signature canvas; neighbors may sign by holding down the left mouse button, or by using a stylus on a touch screen device.
- **Hard Copy Signature** – This option notates that the neighbor has signed the traditional paperwork. For this option, be sure to modify the date to the date the neighbor signed the paper.
- **Scriptel e-Signature Pad** – This option allows the system to collect the signature via the provided signature pad.

Under “Signatory,” choose either the neighbor or the appropriate proxy if they are completing certification or extension for the neighbor. The date will default to today’s date; it only needs to be modified if the neighbor signed a hard-copy paper on an alternate date.

When finished, click “Save.”

This will return you to the “Services” tab. At the bottom of this page, you will now see a record of service, including the date, organization recording service, type of service and any additional details.

Visit / Service Date	Location / Program	Summary / Items Provided	
12-16-2021	Location TRAINING: Pantry w/ CSFP Program CSFP Visit	Worker: Kara Stewart Client: Bilbo Baggins	Per page: 25