

Introducing Link2Feed



For more than 40 years, food banks and pantries have been providing food assistance. Providing food to people takes care of the immediate need but Oklahoma remains one of the hungriest states in the nation. In order to end hunger, we must begin addressing what causes hunger and poverty in our state.

Why an Intake System?

The mission of the Regional Food Bank of Oklahoma is to lead a network that provides nutritious food and pathways to self-sufficiency for people facing hunger. To do this, we need to be a leader in educating the public on hunger and advocating for those living with hunger. Hunger is situational and an outcome of different scenarios including disadvantaged neighborhoods, lack of housing and education, unemployment/underemployment, aging, gender, racial and ethnic disparities, and health and healthcare access. It is imperative that we understand what is contributing to too many Oklahomans living with hunger.

Providing a unified and standardized approach to intake is an important step. This approach will have all partners ask the same questions (data elements with the same data definitions) and focus on accuracy of information. This gives us an informed view of the lived experience of our neighbors and the impact on food insecurity.

Why Link2Feed?

Link2Feed is a free and easy-to-use online intake system available to all partners of the Regional Food Bank at no cost. The Regional Food Bank uses Link2Feed to standardize questions asked at intake and to electronically manage the requirement of the CSFP and TEFAP programs. Additionally, partners can manage their own programs/services within Link2Feed.

- The Link2Feed company specifically developed this intake system for a network of food banks and pantries.
- It's used to collect, manage and report service data and demographics.
- It allows a neighbor to complete one application for service, regardless of the number of programs eligible for:
 - TEFAP
 - CSFP
 - Senior Servings
- It provides real-time information about your agency's services.
- Valuable reporting to raise public awareness through communication and support donor requests.
 - Pull service numbers by timeframe, demographics, services offered:
 - Food Assistance
 - Clothing Closet
 - Financial Assistance
 - School Supplies
 - Run reports for DHS on TEFAP and/or CSFP illustrating automated compliance with electronic signatures.
 - Insights into dietary preferences to support food orders and donation requests.
- No physical software to install or update – it's all online!
- It's as secure as the software that your banking institution uses.

What are the Benefits to Food Pantry Partners?

- ❖ *Easy Intake* - Intuitive step-by-step intake process is easy for those with limited computer experience.
- ❖ *Paperless Process* - Eliminate the need for hardcopy neighbor files (after initial implementation)
- ❖ *Automated Compliance* - TEFAP and CSFP requirements including electronic signatures, eligibility and reporting directly in the online system.
- ❖ *Graphic Reporting* - Generate custom reports, save hours of manual tabulation and makes analysis easy.
- ❖ *Multi Program Tracking* - Track all your programs from financial assistance to clothing programs in Link2Feed.

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- ❖ *Case Management* - Tools like notes and referral tracking allow you to understand and support all a client's needs.

How Secure is Neighbor Data in Link2Feed?

- ✓ Link2Feed is bound by a confidentiality agreement that affirms no ownership to your data or user information.
- ✓ At no point will Link2Feed release any neighbor data to the public or sell it to an affiliate.
- ✓ All data in Link2Feed is protected by 128-Bit Encryption (*the same level of security used in online banking*).
- ✓ Reporting only shows general and summarized household information, it has no individual identifiable information.
 - For privacy, Link2Feed users are unable to see the neighbor's visits to other food pantry partners.
 - For security, users are unable to create lists of neighbor names from Link2Feed, maintaining that reports illustrate general and summarized household information.
- ✓ Every authorized user of Link2Feed is required to sign and accept an End User License Agreement (EULA) to login to the system.
- ✓ Link2Feed has an automatic timeout feature that logs users out after a period of inactivity.
- ✓ Neighbor data is more secure in Link2Feed than pieces of paper on a desk or stored in file cabinets as they are vulnerable to copying.
- ✓ For additional security information: <http://link2feed.com/security-features/>

Hardware & Software Requirements:

Hardware Requirements

- ✓ Memory (RAM): 512 MB
- ✓ Hard Drive Space: 500 MB
- ✓ Internet Access: via Ethernet, Wi-Fi, Gobi (4G/4G LTE), Mobile Broadband (4G/4G LTE)

Operating Systems

- ✓ Windows (7 or Higher)
- ✓ Mac OS X (10.9 or Higher)

Required Software

- ✓ Google Chrome
- ✓ Mozilla Firefox
- ✓ Safari 7+ (up to date / OS X only)
- ✓ (**not** Internet Explorer)