



REGIONAL FOOD BANK OF OKLAHOMA®

Kids Café

This document serves as a best-practice guide for utilizing the Kids Café 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 Kids Café, please contact Chelsea Casso: ccasso@rfbo.org
For questions on Link2Feed, please contact Janee Rudolph: jrudolph@rfbo.org**

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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.

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About Link2Feed

Link2Feed is certified B Corporation that believes that we can't end hunger if we don't understand it. Their technology helps organizations around the world feed change in their communities. More than 3,100 organizations have used Link2Feed to assist 1.6 million neighbors in need. To learn more about Link2Feed visit www.link2feed.com

Partner Benefits

Link2Feed is a free, easy-to-use client intake software available to all partners of Regional Food Bank. The Regional Food Bank will be using Link2Feed not only to manage its Kids Café programs, but also for their pantries and TEFAP programs.

Link2Feed is client intake software developed specifically for food banks and their pantries. That means it...

- Is used to collect, manage and report service data.
- Allows a client to complete one application for service.
- Provides real-time information about your agency.
- Will increase our network's efficiency and communication.
- Allows us to truly understand the need in our area.
- Gathers all the information that is needed as a network and store it in a secure online database.
- Is just as secure as the software that your banking institution uses!

What's in it for me?

- Easy Intake - Intuitive step-by-step intake process easy for those with limited computer experience; there is no need to update software, as this is all online.
- Paperless Process - Eliminate the need for hardcopy client files!
- Automated Compliance- TEFAP and CSFP requirements including electronic signatures, eligibility and reporting directly in the program.
- Graphic Reporting – Ability to generate custom reports saving hours of manual tabulation and making analysis easy.
- Multi Program Tracking - Track all your programs from financial assistance to clothing programs in Link2Feed.
- Case Management- Tools like notes, referral tracking and messaging allow you to understand and support all of a client's needs.

Before Getting Started

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

Helpful Tips

- Ensure your browser's AutoFill settings are turned off. This will prevent previously-entered information from populating within the text boxes.
- Do you have your login information? The system will only allow you **three** login attempts before locking you out.
- The system also has a 20-minute inactivity timer. If inactive for 20 minutes, the system will log you out completely, prompting you to log in again. Due to this, please only have Link2Feed open in **one** browser tab at a time.

Support

Link2Feed has a robust support system that can be access when logged in by accessing the "Support" tab on the left-side dashboard. This will allow you to access the user manual and Link2Feed Support videos, as well as submit a ticket to Link2Feed's support. Please submit a ticket directly to Link2Feed if the issue lies in the program, such as being locked out or a function not operating as expected.

At Regional Food Bank, you may contact Chelsea Casso for questions regarding questions or issues directly related to Kids Café functions, best practices, or if you are unsure how to accomplish a task. You may reach her at ccasso@rfbo.org or by calling 405-600 – 3103.

Link2Feed FAQs

Is client data secure?

- L2F is bound by a detailed licensing and confidentiality agreement that affirms no ownership to your food bank's data or user information. At no point will L2F release your data to the public or sell it to an affiliate.
- L2F's 128-bit security encryption per field is the same level of online banking providers. The L2F system automatically assesses all browser security settings prior to accessing the online system in order to ensure the highest level of data protection.
- Every authorized user is required to read, understand and sign (by logging in) an End User License Agreement (EULA). The system automatically sends an agreement through L2F software that all users must click to accept in order to login.
- All staff and volunteers must have their own login to L2F. Usernames or passwords are not to be shared.
- User roles are assigned to every end user/intake person with varying levels of permissions to access client data. For example: An Agency Manager role has access to set up users, run reports, etc. A Services role would be assigned to a volunteer limiting client information that they can view, no report capability, etc. It is the responsibility of the Agency Manager to conduct regular maintenance of overview of users and roles.
- Two Factor Authentication Code requires all users to type in a secondary password each time they log in from a new device to prevent users from accessing the system outside of permitted locations, an agency manager must also be present for this to function. Example: A volunteer would not be able to log in remotely outside of the hunger relief organization's facility as they wouldn't know the secondary password.
- Client data is more secure in L2F since pieces of paper on a desk or stored in unlocked file cabinets are vulnerable to copying!
- For additional security information: <http://link2feed.com/security-features/>

Who owns the client data?

- Link2Feed contract directly states (Section 1.4) partner utilizing database is the owner of the data.
- Link2Feed acknowledges Client Data entered into the Software by End Users of Licensee or an End User, and stored and maintained within the Software, is the property of the Licensee or End User as noted in the EULA (section 10)
- For additional contract and agreement information: <http://link2feed.com/us-contract-and-licensing/>

How is client information shared?

- If a user searches for a client name, and they've received services from other FBR partners, their information will come up. This provides a faster intake process for the client and prevents dual participation for certain commodities programs.
- Users are unable to see the client's visits to other FBR partners.
- Users are unable to create lists of client names from L2F. This provides additional client data security and accessibility.

Understanding the EULA

What does EULA mean?

EULA means “End User License Agreement” and is a legal contract between a software application author or publisher and the user of that software application. By accepting the EULA, you are agreeing to use the software application as stated within the agreement, including acknowledging the limitations and restrictions stated in the EULA.

All users must approve the EULA before logging into Link2Feed for the first time. You can review the EULA anytime by visiting: <http://link2feed.com/us-contract-and-licensing/>

Approving the EULA

When logging in for the first time to the Link2Feed portal, you will be prompted to accept the EULA by the following screen:



The screenshot shows a web interface for the Link2Feed End User Software License Agreement. At the top, there is a blue header bar with the text "Link2Feed End User Software License Agreement". Below the header, there is a white area with the text "Read Link2Feed End User Software License Agreement" and a small square icon to the right. Below this, there is a white area with a checkbox and the text "I have read and understand the terms of the Link2Feed End User Software License Agreement". At the bottom right, there are two buttons: "Agree" and "Do Not Agree".

Setup

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 meal service 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 meal services	Directors, managers, full-time staff or long-term volunteer	<ul style="list-style-type: none">• Agency Manager• Reporter• User (automatically checked)
Meal Service Attendant	<ul style="list-style-type: none">• Enter client data• Record meal services	Staff, volunteers	<ul style="list-style-type: none">• User (automatically checked)

**Agency Managers are also able to set serving times for meal services for their sites. Doing so will prevent any user at that site from recording a meal service outside of those hours. This may be done through the “Agency Settings” page under the “Administration” tab. Instructions can be found [here](#).*

Participant Data

Link2Feed offers the ability to upload participant information in bulk. The Regional Food Bank strongly recommends uploading your previous participant data in order to smooth the transition to Link2Feed.

Participant information must be formatted into the required Excel template, which includes a participant’s first and last name, date of birth, type, lunch type, and status, for a bulk upload. This template can either be uploaded by your agency or through the Regional Food Bank upon request.

Duplicates

Link2Feed is a dynamic system that will constantly search existing users against users being created to prevent duplicate information from being entered. When entering a new participant that may be a potential duplicate, you will receive a pop-up notification with existing participant information that the system identified as being similar to the information being entered. To preserve the integrity of the data surrounding your meal service, it is imperative that you review this information diligently to determine if a duplicate exists.

If you have determined this is not a duplicate, you will be able to notify the system to “dismiss” this instance of possible duplication. Both potential duplicates and dismissed duplicates will still populate in a system report for both your agency manager and the Regional Food Bank to review and manage.

To view this information, please access the “Participant Duplicates” page under the “Participants” tab on the left-hand navigation menu. When reviewing this report, if you determine that potential or dismissed duplicates **are** duplicates, their records can be merged to ensure accurate record-keeping.

Meal Service

Every user at every site 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 they are knowledgeable on these instructions.

Recording a Meal Service

Only one meal service of each type may be recorded for each site for each day. If a meal service is already in progress for your site, you **will not** be permitted to start a new meal service. Additionally, if your agency manager has dedicated service times for meal service, you **will not** be permitted to create a meal service outside of those hours.

- The number of meals from the previous day must be entered. If this is the first meal service for your location, please enter “0.”
- Temperature of meals and milk received must be entered in addition to maintaining your fridge and freezer logs.
 - If your site receives a daily delivery, please record the temperature of the meal and milk upon receiving your delivery.
 - If your site **does not** receive a daily delivery, please record the temperature of the meal and milk when you remove them from the fridge/freezer.
- Meal types are:
 - Snack: A lighter serving than a meal, served prior to lunch
 - Lunch: Mid-day meal
 - Supper: Evening meal
 - PM Snack: Lighter portion than a meal, served after lunch
- For “Time Received,” enter the time the meal service will begin. When entering the time the meal service will end, account for the total time you are scheduled to be serving. If needed, it is possible to end a meal service prior to this time.
- A signature must be entered for the personnel logging the meal service. Depending on your device, you may need to use a mouse or touchscreen to sign. While this may be difficult, please do so to the best of your ability.

Recording Participants

With each participant, begin by attempting to search for them within the existing roster. There is a search bar in the upper left of this grid for ease of use. From there, you can determine if the participant is an existing participant or new to the system.

- To record a meal for **an existing participant**, locate them (listed alphabetically by last name) in the participant grid. There is a search bar in the upper left of this grid for ease of use. You must click or tap their name **twice** to record a meal for that participant.
- To record a meal for **a new participant**, you will need to add them to the system first. You may do so by clicking “Add a Participant” and entering their information. Only the information marked with asterisks is required to save their information within the system. You must click or tap their name **twice** to record a meal for that participant.

If you begin to enter a participant’s information that currently exists in the system, a pop-up will appear notifying you that the participant may exist within the system already. This pop-up will contain the existing participant’s information for you to review and determine if the new user you are entering matches the existing user. After review, you may choose to determine if the users are the same, or if the system should “dismiss” this potential duplicate and continue creating a new participant.

Prior to ending the meal service:

- Ensure you have entered any damaged meals and eligible carry-over meals in the appropriate boxes.
- In the Notes and Comments section, **please enter a description of the meal served, including meal components.** For example, “BBQ Chicken (2oz MMA), Roll (1oz grain), Green beans (1/2cup), peaches (1/4 cup), Milk (1 cup).” For some sites, this option will be provided when creating the meal service.

Meal services must be entered as they are served, on the day the service is taking place. Once you have ended the meal service, you will only have until the end of the day to edit, if needed. After that, changes can only be made by Regional Food Bank.

Reporting

Depending on your user permissions, you may be able to run reports for your site. Reports can be beneficial in giving you an idea on various metrics for your site, such as meals served or information regarding the participants within a program.

There are a few different reports you can access within your agency:

- **Summer Report:** Metrics for the summer meal service program only
- **School Year Report:** Metrics for the school year meal service program only
- **School Year Demographics Report:** Metrics on demographics entered for participants of the school year meal service
- **Reimbursement Report:** Metrics on reimbursement for the selected program
- **Error Log Report:** Metrics on the meal services who have logged errors and the corrective actions

For any report, you will be able to choose the metrics and settings. Some brief guidelines on reporting within Link2Feed:

- The report must have a name, but the naming convention is entirely whatever works best for you. We suggest something similar to “Report Type – Date” in order to distinguish between reports in the future.
- You have the option to schedule the report you are currently running, with its settings, to be ran automatically. If you do not wish to schedule the report, leave the option as “Once Only.”
- **Reports are nearly instant.** Once clicking “Run Report,” you may need to refresh your page for the latest report to display.
- The system will keep a log of reports, with the most recent one for your agency listed at the top. Please be aware of this when running multiple reports on the same day.

Reports and the data within are only seen by those permitted users within your agency, and by Regional Food Bank.