

Link2Feed Senior Servings Guide

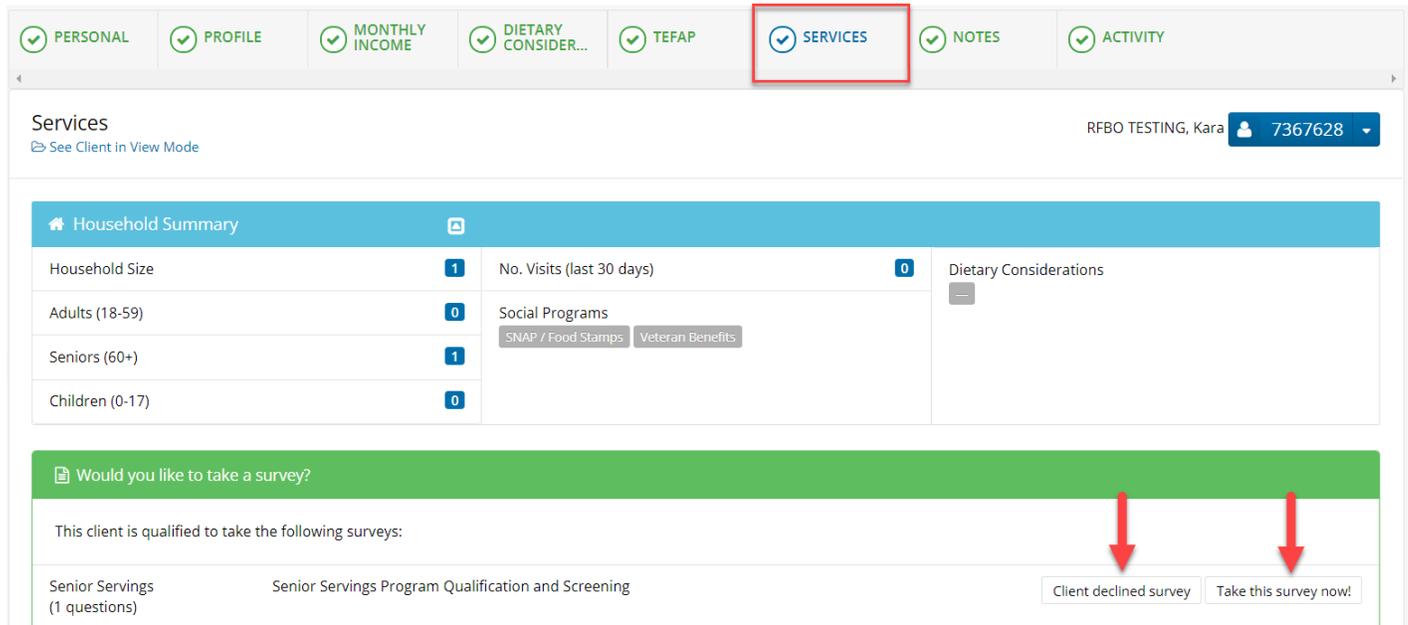
****This guide is intended to walk through the Senior Servings program, which must be enabled for your organization after confirmation from the Food for Health and Seniors team. By default, the permissions for this program will be enabled for all users at your organization that have intake permissions.****

Senior Servings Eligibility

Any adult age 60 or older within a household may qualify if they answer “yes” to the screening question. The number of meals they receive is based upon the answers to this screening question and can be up to 12 meals per qualifying client. Meals are distributed monthly.

Qualifying a Neighbor for Senior Servings

After accessing a neighbor profile where one or more adults in the household is eligible, the “Services” tab will populate the screening question survey for the program.



Services

RFBO TESTING, Kara 7367628

PERSONAL PROFILE MONTHLY INCOME DIETARY CONSIDER... TEFAP SERVICES NOTES ACTIVITY

Household Summary

Household Size	1	No. Visits (last 30 days)	0	Dietary Considerations
Adults (18-59)	0	Social Programs		
Seniors (60+)	1	SNAP / Food Stamps Veteran Benefits		
Children (0-17)	0			

Would you like to take a survey?

This client is qualified to take the following surveys:

Senior Servings (1 questions)	Senior Servings Program Qualification and Screening	Client declined survey	Take this survey now!
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If the neighbor declines to take the survey, click the “Neighbor Declined Survey” button. The system will still have the survey available if the neighbor changes their answer.

Declining the survey screening question makes the neighbor ineligible for the program and cannot receive the monthly meal distribution for Senior Servings. They may still receive other assistance from your organization.

If the neighbor accepts, click the “Take This Survey Now!” button. This will populate the survey question:

Senior Servings

Please ask the client the following questions to see if they qualify for Senior Servings. These qualifications should prompt a verbal initial screening question (below) during intake. A "Yes" answer indicates that the client DOES struggle to prepare their own meals, making them eligible for Senior Servings.

Senior Servings Pre-Screen question: Do you experience any physical difficulties or challenges preparing your own home-cooked meals? This could include: 1) difficulty in standing for long periods, 2) pain or difficulty when using your hands to chop or open packages, and/or 3) sometimes experience forgetfulness when cooking #1

yes
 no

Cancel Save

Once an answer is selected, the system will ask for confirmation, or give the option to edit:

Senior Servings

Check the following answers for correctness and then press "Decline", "Confirm", or "Edit"

Question #1 Senior Servings Pre-Screen question: Do you experience any physical difficulties or challenges preparing your own home-cooked meals? This could include: 1) difficulty in standing for long periods, 2) pain or difficulty when using your hands to chop or open packages, and/or 3) sometimes experience forgetfulness when cooking

selected yes
no

Decline Edit Confirm

If the neighbor answers no, they are not eligible for the program and cannot receive the monthly meal distribution from the Senior Servings program. They may still receive other assistance from your organization.

If the neighbor answers yes, they are eligible to receive the monthly meal distribution from the Senior Servings program.

The survey will continue to populate in case the neighbor would like to change their responses or participation in the program.

After completing the survey, click over to the “Notes” tab to add a new note. Notate that the neighbor is a senior servings neighbor, and click “Mark as Alert” before saving the note.

Edit a Note

SR SERVINGS CLIENT

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

CSFP Only Note

Cancel Save

This will create an alert display notifying users that this neighbor is receiving Senior Servings meals.

Alert 1

Last Updated: 10-19-2021 @ 12:09 PM
SR SERVINGS CLIENT

TEFAP Recertification Date: 07-01-2022

PERSONAL PROFILE MONTHLY INCOME DIETARY CONSIDER... TEFAP SERVICES

Recording Neighbor Senior Servings Monthly Visit

For neighbors picking up both Senior Servings meals and other pantry assistance, visits must be recorded separately: one under Senior Servings, and one under TEFAP or Pantry as appropriate.

Once a neighbor has answered the screening question and has a note on file, a “Senior Servings” program button will populate on the “Services” tab.

To record a visit, click the “New Senior Servings” button.

The screenshot displays a user interface with a top navigation bar containing several tabs: PERSONAL, PROFILE, MONTHLY INCOME, DIETARY CONSIDER..., TEFAP, SERVICES (highlighted with a red box), and NOTES. Below the navigation bar, the 'Services' section is active, showing a 'Household Summary' with the following data:

Household Summary	
Household Size	1
Adults (18-59)	0
Seniors (60+)	1
Children (0-17)	0

Additional information shown includes 'No. Visits (last 30 days)' with a value of 0, 'Social Programs' (SNAP / Food Stamps, Veteran Benefits), and 'Dietary Consider'.

At the bottom of the interface, there are three prominent buttons:

- New TEFAP/USDA Food Pantry Assistance (Eligible)
- New Food Pantry Assistance
- New Senior Servings** (highlighted with a red box)

This will open a new page that allows you to record visit information, similar to pantry assistance.

Senior Servings New
[See Client in View Mode](#)

The screenshot shows two sections of a web form. The first section, titled 'Household Summary', contains a table with the following data:

Household Size	1	No. Visits (last 30 days)	0
Adults (18-59)	0	Social Programs	
Seniors (60+)	1	SNAP / Food Stamps Veteran Benefits	
Children (0-17)	0		

The second section, titled 'General Visit Details', contains two input fields: '* Date' with a calendar icon and the value '10-19-2021', and '# of Meals' with a text input field containing the value '0'. The '# of Meals' field is highlighted with a red border.

Under “General Visit Details,” the date will default to today’s date. Under “# of Meals,” record the number of meals the neighbor is receiving **during this visit**. This is important as not all neighbors will pick up their meals regularly or all meals in a single visit. Both of these are required and must be filled out to save the record of assistance.

The screenshot shows a section titled 'Who from the household is receiving services for this visit?'. Below the title, there are three checkboxes with names: troy webb, Kara Stewart, and Eli Webb.

Under “Who from the household is receiving services for this visit,” please update the listing to check **only** the senior(s) receiving meals. By default, everyone in the household will be checked, which will skew your numbers when reporting on senior serving distributions.

After making your adjustments, please scroll to the bottom and click “Save” in order to save this visit.

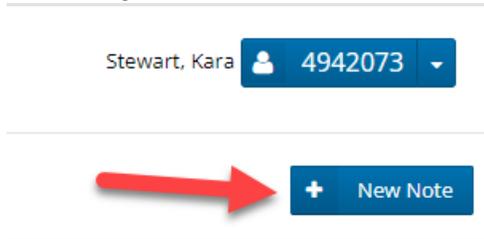
Setting Recertification Reminder

The system currently prompts an annual profile review each July to verify a neighbor's information has not changed or to prompt changes. The Senior Servings survey should also be reverified each July by completing the survey again. Currently, the system does not have a way to automatically schedule a recertification reminder; this is the process for setting a reminder manually.

To have the system set a reminder for recertification, begin by clicking the “Notes” tab at the top of the neighbor's page.

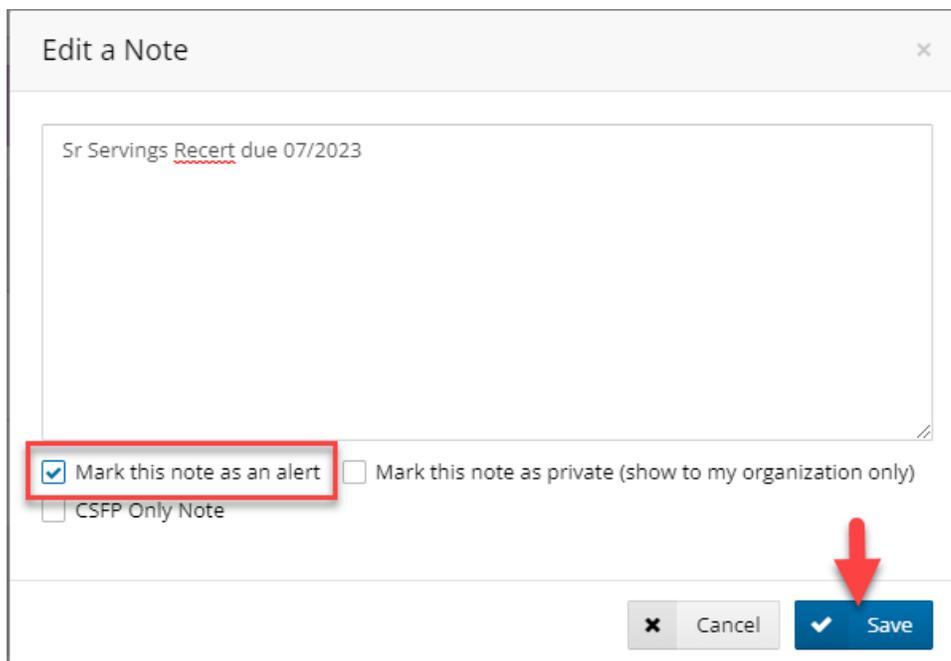
The screenshot shows a horizontal navigation bar with several tabs, each with a green checkmark icon. The tabs are: PERSONAL, PROFILE, MONTHLY INCOME, DIETARY CONSIDER..., TEFAP, SERVICES, NOTES, and ACTIVITY. The 'NOTES' tab is highlighted with a red border.

On the right side, click the blue “+New Note” button.



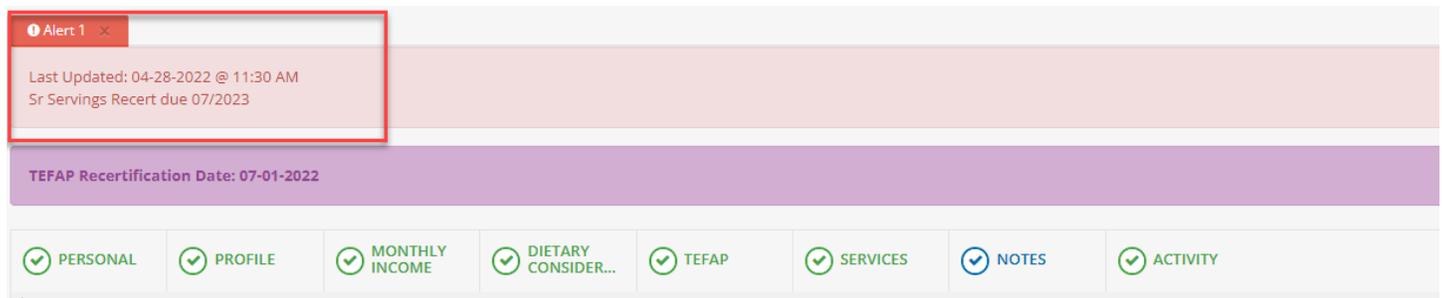
This will open a pop-up where you can enter the reminder on when recertification should occur. You **do not** need to enter your name or date as the system will automatically do this for you.

After entering the text, be sure to click the box to “Mark this note as an alert.” This will prompt the system to remind you for recertification. **Do not** check any other box.

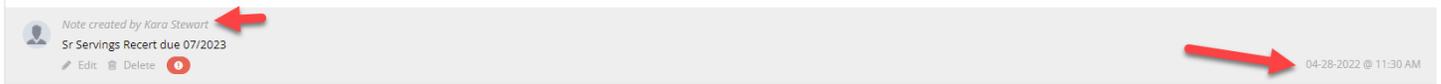


When finished, click “Save.”

This will generate a red alert bar at the top of the neighbor's page that will be visible to all agencies that access this neighbor on every page of the neighbor's profile. The banner will also include the date and time the note was last updated.



On the Notes tab, the note will also be visible and include the name of whomever created the note as well as the date and time it was created. If the note is edited, it will also display the name of whomever edited the note as well as the date and time it was updated.



If a neighbor declines to recertify, you may remove the alert from the profile by clicking the “Delete” button on the note listing.