



Reference Document for Link2Feed Client Intake: Recording Services and Assistance

This document serves as a best-practice guide for utilizing the Client Intake 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.

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URL: accounts.link2feed.com

Login: Your email address

Default Password: Link2Feed!

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Always begin by searching through existing clients before entering new data. Within Link2Feed, you can search by name (first, last, or both), date of birth, address, and phone number. If no client match is found, **then** create a new client profile.

Search for Clients By...	Client ID	Date of Birth	Name	Address	Phone	Barcode
mouse						
+ mouse, mickey						05-19-1950
+ Mouse, Mickey						06-06-1945
+ Mouse, Minnie						06-16-1950

When creating a new client profile, Link2Feed is dynamically comparing the information you enter against information already in the system to avoid duplicate profiles.

Services Tab

Link2Feed captures all program services and assistances provided to a client under the “Services” tab of their client intake profile, including TEFAP/USDA assistance, CSFP boxes, general food pantry assistance, emergency boxes, referrals, and other services your agency may provide.

To record that a client has received assistance, please click the “Services” tab.

Services
[See Client in View Mode](#)

This page will provide you with a summary description of the household, including a breakdown by age of the household members associated with the head of household. This screen also shows eligibility programs such as SNAP, TEFAP or CSFP, and any dietary considerations.

Services
[See Client in View Mode](#)

Stewart, Kara 3322807

Household Summary	
Household Size	3
Adults (18-59)	1
Seniors (60+)	1
Children (0-17)	1

Eligible Programs

- TEFAP/USDA Food Pantry Assistance

Dietary Considerations

Beneath this summary, there are blue buttons to click on which is how you will record food assistance.

The button options you have will vary based on what your agency is able to provide as well as what the client is qualified to receive. If a client is not eligible for a type of assistance, such as CSFP or TEFAP, the button will appear grey and you will not be able to record that type of assistance for the client.

New TEFAP/USDA Food Pantry Assistance Eligible

New Food Pantry Assistance

New Other Services/Referrals Provided

Last Profile Review
May 5th — 55 days ago
 Review Profile On Next Visit

Last Visit to Agency
No activity has been recorded for this client.

For general food pantry assistance, where the client does **not** receive any USDA commodities, please click the “New Food Pantry Assistance” button. This will open a new window with the same client household summary listed at the top.

General Visit Details

- For the date, the system will default to today’s date. Next to that, you **may** enter the number of bags/boxes a client received this visit if your agency tracks this distribution method (this is **not required** to be completed).
- Below that, the **members of the household** will populate as receiving assistance this visit by default.
 - For instances where you know some of the household members are not currently in residence, such as split custody situations or grandparents that may only have their grandchildren for the summer, you may uncheck those not currently receiving assistance.
- The next section is a space available for you to track food specifics such as emergency assistance, homeless assistance, or home delivery. This is **not required** and is up to your agency if desire to track these elements.
- Once set, please scroll to the bottom of the screen and hit save.

🏠 Household Summary
🗨️

Household Size	3	Eligible Programs
Adults (18-59)	1	✔️ TEFAP/USDA Food Pantry Assistance
Seniors (60+)	1	Dietary Considerations
Children (0-17)	1	

General Visit Details
🗨️

* Date # of bags/boxes

📅 06-29-2023

0

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

Kara Stewart eli stewart john james fake name smith

Food Provided
🛒 0 Items
🗨️

Foods Provided

0 Bread	0 Disaster Assistance	0 Emergency Box Assistance	0 Holiday Distribution
0 Home Delivery	0 Homeless Assistance	0 Produce / Perishables	

Provide details of other Food Items supplied on this visit

Additional Notes / Information
🗨️

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

✖ Cancel
✔ Save

For TEFAP/USDA Food Pantry Assistance, please click the “New TEFAP/USDA Food Pantry Assistance” button to record that the client is receiving USDA commodities that visit. This will open a new window with the same client household summary listed at the top.

The only difference in recording TEFAP assistance versus general food pantry assistance is that a client acknowledgement is required to receive TEFAP/USDA commodities.

At the bottom of the TEFAP visit screen, there is an additional area for the client to sign for receipt of food. This may be captured via verbal consent, electronically sign on screen (using a touchscreen or a mouse), or by a Scriptel e-signature pad.

Note: This replaces the hard-copy paper log that your agency used previously to record USDA commodities, although there is still the option to retain hard-copy paper signatures. If you **do not** have your client sign electronically, you **must** keep your paper records for at least four years.

Client eSignature

Disclaimer
I certify that my weekly or monthly household income is at or below the income limits for households with the same number of people as my household. I also certify that, as of today, my household lives in Oklahoma. This certification is being made in connection with the receipt of Federal assistance. I understand that making a false statement may subject me to criminal prosecution under State and Federal law.

* Signature Type
Verbal Consent

* Signatory
Kara Stewart

* Date
06-29-2023

Cancel Save

To finish recording this visit, please be sure to click the “Save” button at the bottom of the screen.

Other Services & Referrals

You are also able to record any non-food services and/or referrals provided. While this is not required, it does provide the opportunity to track all of your services from school supplies to clothing programs separately from food assistance.

General Visit Details

* Date
06-29-2023

Who from the household is receiving services for this visit?

Select All De-select All

Kara Stewart eli stewart john james fake name smith

Items / Services Provided

0 Items

Items Provided

<input type="text" value="0"/> Case Management	<input type="text" value="0"/> Hygiene Kits	<input type="text" value="0"/> Weather Kits	<input type="text" value="0"/> Adult Clothing
<input type="text" value="0"/> Child Clothing	<input type="text" value="0"/> Christmas Gifts	<input type="text" value="0"/> Diapers/Formula	<input type="text" value="0"/> Household Items (light bulbs, toilet paper, etc.)
<input type="text" value="0"/> Salon Services (ex: Haircut)	<input type="text" value="0"/> School Supplies	<input type="text" value="0"/> School Uniforms	

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

Referrals

Select All De-select All

<input type="checkbox"/> Benefits/Social Service Assistance	<input type="checkbox"/> Child Care Support	<input type="checkbox"/> Client/Friend/Family	<input type="checkbox"/> Community Support
<input type="checkbox"/> Emergency Shelter	<input type="checkbox"/> Employment Support or Education	<input type="checkbox"/> Faith Organizations	<input type="checkbox"/> Financial Support or Education
<input type="checkbox"/> Health Care	<input type="checkbox"/> Housing Support	<input type="checkbox"/> Legal Support	<input type="checkbox"/> Media/News/Outreach
<input type="checkbox"/> Mental Health Support or Education	<input type="checkbox"/> Nutritional Education	<input type="checkbox"/> Other Food Bank Program	<input type="checkbox"/> School Program (for children)
<input type="checkbox"/> Social Worker	<input type="checkbox"/> Utilities Support	<input type="checkbox"/> Other (Specify)	<input type="checkbox"/> No Referral

Additional Notes / Information

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

Cancel Save

To finish recording this visit, please be sure to click the "Save" button at the bottom of this screen