



# 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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Login: Your email address

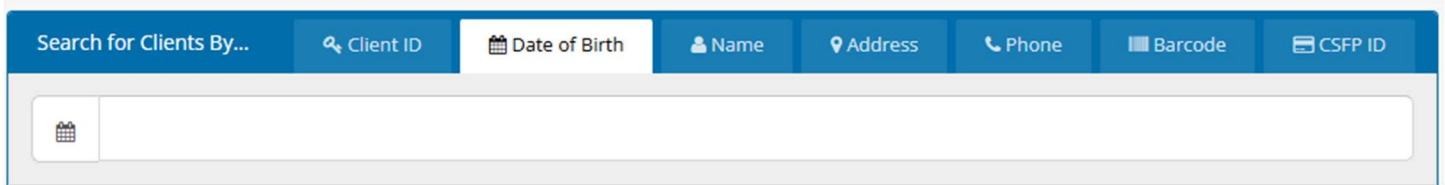
Default Password: Link2Feed!

***Updated: 2/25/2025***

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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. We recommend starting with Date of Birth.

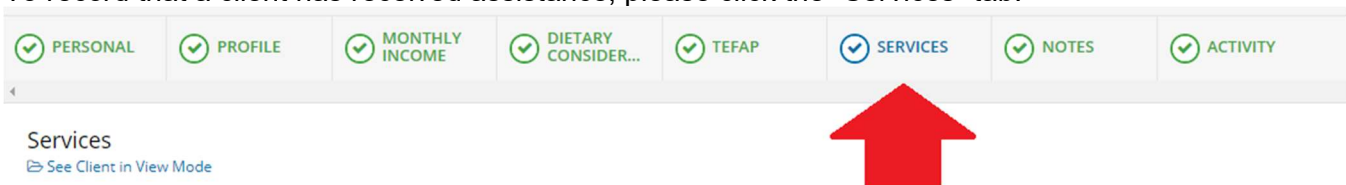


When creating a new client profile, Link2Feed is dynamically comparing the information you enter against information already in the system to avoid duplicate profiles.

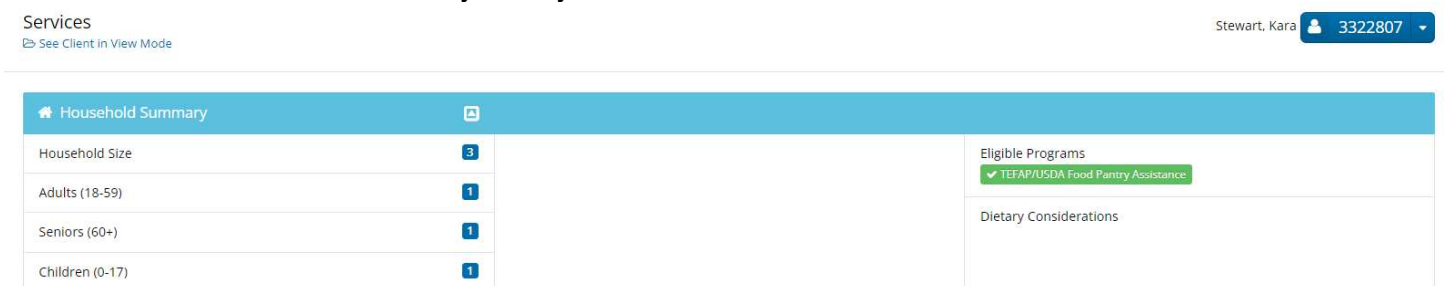
## Services Tab

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.



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.



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.



**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
Adults (18-59)	1
Seniors (60+)	1
Children (0-17)	1

Eligible Programs

TEFAP/USDA Food Pantry Assistance

Dietary Considerations

General Visit Details

Date

06-29-2023

# of bags/boxes

0

Who from the household is receiving services for this visit?

Select AllDe-select All

☒ Kara Stewart☒ eli stewart☒ john james fake name smith

Food Provided

0 Items

Foods Provided

0Bread

0Disaster Assistance

0Emergency Box Assistance

0Holiday Distribution

0Home Delivery

0Homeless Assistance

0Produce / 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)

CancelSave

**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 typing on screen, electronically sign on screen (using a touchscreen or a mouse), or by a Scriptel e-signature pad, or with verbal consent.

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

0

Case Management

0

Hygiene Kits

0

Weather Kits

0

Adult Clothing

0

Child Clothing

0

Christmas Gifts

0

Diapers/Formula

0

Household Items (light bulbs, toilet paper, etc.)

0

Salon Services (ex: Haircut)

0

School Supplies

0

School Uniforms

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

Referrals

Select All

De-select All

☐ Benefits/Social Service Assistance

☐ Child Care Support

☐ Client/Friend/Family

☐ Community Support

☐ Emergency Shelter

☐ Employment Support or Education

☐ Faith Organizations

☐ Financial Support or Education

☐ Health Care

☐ Housing Support

☐ Legal Support

☐ Media/News/Outreach

☐ Mental Health Support or Education

☐ Nutritional Education

☐ Other Food Bank Program

☐ School Program (for children)

☐ Social Worker

☐ Utilities Support

☐ Other (Specify)

☐ 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