Link2Feed Newsletter: Late March 2021
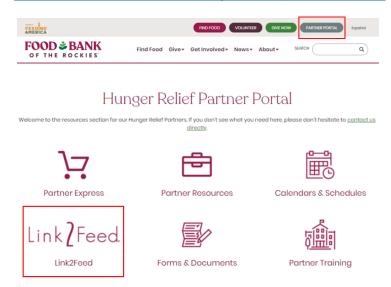
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Partner Portal Update

As a part of the Food Bank of the Rockies rebrand, the website has gone through a makeover. This includes a brand-new central location for all your Link2Feed resources! This page will continue to grow and expand to better suit your needs as a Partner using Link2Feed, so keep checking back for new resources and links. To find the new Link2Feed page, go to Partner Portal and click on Link2Feed. There, you will find all of our important documents, instructional videos, and links necessary for your success with Link2Feed.

https://www.foodbankrockies.org/partner-portal/link2feed/

TEFAP Updates

<u>Paperless Process</u>

Have you been tracking TEFAP visits both on paper and on Link2Feed? It is time to become approved for paperless tracking!

The paperless approval process is simple. After 30 days of tracking both forms of intake, contact Food Bank of the Rockies (L2F@foodbankrockies.org) to set up an audit. Audits must be conducted by Food Bank of the Rockies staff and during a regular distribution time. Once your organization has passed the audit, we will follow up with an agreement and distribution of Scriptel Signature Pads. These pads are provided at no cost to your organization and can be utilized once signatures are reinstated.

If you are ready to go paperless, would like to verify your paperless status, or to learn more about the process, please email L2F@foodbankrockies.org.

<u>TEFAP Signature Waiver</u>

Tracking TEFAP visits in Link2Feed has never been easier with the waiver of the signature field on Link2Feed. Signatures have been waived in Colorado since the start of the Pandemic so it only made sense to temporarily remove the signatures from the Link2Feed site. If you have yet to start using Quick Clicks, now is the time as recording TEFAP visits only takes the click of one button! Please note, that once signatures are reinstated, the signature field will be activated again on Link2Feed.

<u>Updated TEFAP and CSFP Eligibility Requirements</u>

The Colorado Department of Human Services released its new 2021 TEFAP and CSFP Eligibility Applications. These changes are already reflected under the TEFAP and CSFP tabs respectively within Link2Feed.
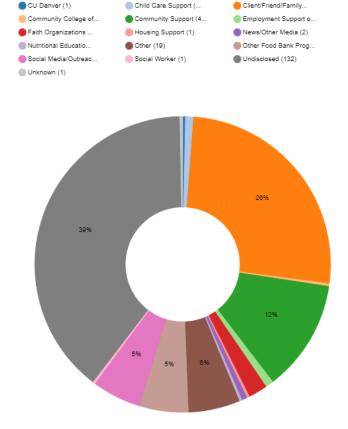
Referred By

When conducting a New Client intake, the Referred By question may seem inconsequential and tempting to skip over. However, it is an important question that can help Food Bank of the Rockies and your pantry alike understand a crucial link in food access. *How do clients find out about the resources within their community?* Within the last year, 32% of our clients visited a

pantry due to hearing about it via word of mouth from a friend, family member, or other client. However, a notable percentage also heard about the pantry via community and housing support services, news outlets, and other pantry locations. We'd additionally like to point out a few new options for Referred by. They include: Social Media/Outreach, Drive By, Internet Search, and colleges (incl: MSU Denver, CU Denver, CCA, and CCD).

Want to know how your clients are learning about your pantry?
Run a Statistics Report and for the Reporting Sections, select Referred By: Households (Unique).

Upcoming Webinar: Tuesday, April 13th at 12:30pm

Topic: Client Duplicates + Merging and Linking Household Members

Join us for our monthly Webinar Series for Active Link2Feed Users! On the second Tuesday of the month, we will host a half-hour, lunch-time Zoom call to review various features of Link2Feed. We will spend approximately the first twenty minutes discussing the month's topic and open the last ten minutes of the call to answer any questions regarding Link2Feed. No RSVP is required.

Date: Tuesday, April 13th at 12:30pm

How: Join Zoom Meeting

https://zoom.us/j/97720221912?pwd=VmlETU9uNmhMTzhFV0lnTFZyM0tnZz09

Meeting ID: 977 2022 1912

Passcode: 406418

FAQ of the Month:

Q: I've been told that Link2Feed is secure, but how secure is it really?
A: Very secure is the short answer. The Link2Feed software engineers use a 256-bit security protection that is commonly used in online banking systems. One of the ways this works is that it encrypts the data both at rest and in transit. What does this mean? It means that while Link2Feed is open on a computer and while Link2Feed is communicating with its servers, the data is encrypted. This makes it extremely safe from the threat of potential hackers. Link2Feed is also bound by its licensing agreement to never sell or share confidential client information with third parties. Other security features of Link2Feed include automatic time out features, strong password requirements, hierarchical user profiles, and optional authentication codes.

To learn more visit: https://www.link2feed.com/security-features/

Future Trainings
If you know of other Partners looking to get started with Link2Feed, please refer them to the following link to sign up for beginner trainings: http://bit.ly/L2FRSVP

Know of any potential Link2Feed volunteers for our Mobile Pantry locations?
Have them sign up for a one-hour volunteer training on Volunteer Hub! Trainings are the second Tuesday of each month from 10am-11am.
https://foodbankrockies.volunteerhub.com/#_=_

Thank you for being dedicated Link2Feed users, we appreciate your participation!

Further Questions?
Email: L2F@foodbankrockies.org
Watch: https://www.youtube.com/user/link2feed/videos
Visit: https://www.foodbankrockies.org/partner-portal/link2feed/

Wherever hunger rises, so can we.