Link2Feed Newsletter: December 2021

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Duplicate Checker Updates

Exciting News! Common names are no longer common. Link2Feed's Duplicate checker has updated the criteria of flagged duplicates. The matching criteria is based on First Name, Last Name, Date of Birth, and Address 1. If a profile matches 3 of the 4 fields the account will be flagged a "Possible Duplicate". This should greatly reduce the number of duplicates you are experiencing during intake. For more information on the update, click here.

Human Connection

Over the last year, client interaction has changed drastically, mostly with the difficulty in being able to build rapport with clients in-person. However, this can be done through other methods. Representatives can establish and maintain relationships with clients through:

- Listening to clients: knowing their story opens opportunities for other programs or services clients may qualify for.
- Treating your client with respect: treating others how you want to be treated.
- Patience: Understanding that depending on culture, background, or personality it may take some time to build trust

Examples:

Address clients by first name

Before diving into a new client intake, tell the client that you are glad that they are here.

Walk new clients through the steps of the distribution so that they know what to expect

Some questions can be sensitive so it is important to reassure clients that if they do not feel comfortable giving certain information, they can say "I'd prefer not to say."

Let's CNCT!

CNCT (Connect) is the client self-enrollment tool that empowers clients to input accurate household information to create their own profile. Typically, this tool is helpful if your pantry has limited staff or volunteers to conduct intake or limited hours. Clients can register ahead by using the link, or scanning a QR code when waiting for distribution.

Mobile Pantry / Drive up methods can be similar in how CNCT can work for you. Clients are able to self-register prior to distribution, remember to write Name and Birthday to later track visit. You can also use CNCT as a translation tool, when there is a language barrier. It may be helpful to have a second tab open with the CNCT registration page, so that you can translate the questions into any language. It also helps to let the client know the check in process can speed up if they would like to register online – simply say *"While you're waiting, you can self-register online. This will speed up the process and I'll check you in when you get to the front of the line".*

Consider creating signs or flyers to display and hand out during distribution that provides the CNCT web link and QR code. We have two examples that you can use: individual flyers or this poster.

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.