






Link2Feed Pro Tips

General Tips

-  **BEING CLIENT CENTERED.** Please greet the client first thing and act with kindness.
-  **CLIENT PRIVACY.** Please log out of the software if you plan to step away during a distribution so that unauthorized persons can't view client data.
-  **DEVICE SECURITY.** Please notify someone if you are stepping away and hand them your device(s) to avoid devices going missing.
-  **LOCATION.** If/when the system asks via pop-up when you first get into Link2Feed if you want to allow it to know your location, please choose ALLOW. This means it will show local addresses once you start typing an address and will auto-populate once you choose the right local address.
-  **CLIENT SEARCH.** Always search for the client. Use the Client ID or barcode card if you have it. Date of birth and phone numbers are next best options. If you search by name, do not enter an initial. If you forget to search for them and you type in their name and birthday, the system will show you potential duplicate(s) if they already are in the system.



Follow us @FoodBankRockies

foodbankrockies.org

This institution is an equal opportunity provider.

Intake Tips – Client is *not* in Link2Feed

- 🌱 **CONSENT.** Before you start entering data for someone, you must ask for verbal client consent.
 - If consent is not given:
 - For TEFAP distributions: You must fill out a TEFAP form for them.
 - For CSFP distributions: An anonymous visit cannot be recorded for clients interested in receiving CSFP product. A client must have a profile created, with income and age provided, as well as be certified, in order to receive CSFP product.
 - All cases: Do an anonymous visit and specify the appropriate number of adults and children.
- 🌱 **QUALITY OF DATA ENTRY.** Please watch spelling, capitalization, and accuracy. Please ask the client each question. Data that is complete and high-quality leads to better searching and better analysis.
- 🌱 **PROPER DATE FOR FIRST VISIT.** Ask the client how long they have been coming. Only choose "Today" if it is truly their first time visiting. Otherwise, you can estimate – for example, “about 4 years” means you can enter 4 years back from today.
- 🌱 **CLIENT CAN REFUSE TO ANSWER A GIVEN QUESTION.** Please mark the question as “Didn’t Ask,” “Prefer Not to Answer,” or “Don’t Know” based on the client’s response.
- 🌱 **HOUSEHOLD MEMBERS.** It may take a while, but please enter the data for each household member. This data helps our analysis and helps the household qualify for TEFAP, Everyday Eats (CSFP), and/or kids meals.



Follow us @FoodBankRockies

foodbankrockies.org

This institution is an equal opportunity provider.

Intake Tips – Client is *already* in Link2Feed




- 🌱 **SWITCH TO PRIMARY CLIENT.** If you see this across the top of the client profile, click on it. It is easier to record the visit under the primary client since their profile is complete.

[Click here to switch to the primary client of this household.](#)

- 🌱 **ALERTS.** If the person is already in the system, please review any alerts at the top of an existing client's profile (shown as a red banner pop-up). Take action as needed and remove alert if issue is resolved.
- 🌱 **ANY CHANGES?** Ask the client if any of their data has changed. If so, please update it and save your changes.


Intake Tips – Service Visits for ALL Clients

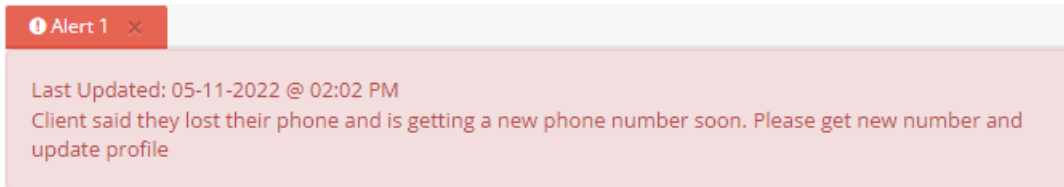
- 🌱 **DON'T FORGET THE SERVICE VISIT!** Please do not forget to record a service visit for every client, especially those where you enter all their data (where it can be easy to forget). Without a service visit, it is as though the client was not there to get food. It affects the distribution totals and distribution reporting of how many people were helped. Look for "Last Visit" or page down on the SERVICES tab to check your work.


Last Visit to Agency May 10th — yesterday			
		Per page: 25	<input type="text"/>
Visit / Service Date	Location / Program	Summary / Items Provided	
05-10-2022	Location Training Agency B - TEFAP Program TEFAP Pantry Visit		  



Follow us @FoodBankRockies

 **ADD NOTES WHEN NEEDED.** If there is something you need to communicate about this client, please add a note as an "Alert" for the next intake person. See example:



 **INELIGIBLE?** Clients may be ineligible for CSFP and/or TEFAP based on age and income or social program eligibility.

Don't forget to enjoy yourself as you help our community! Thank you.

For more information, please contact:

Link2Feed Support Email: L2F@foodbankrockies.org

Link2Feed Support Voicemail: 720-370-5362




Follow us @FoodBankRockies

foodbankrockies.org

This institution is an equal opportunity provider.

Everyday Eats (CSFP) Intake Tips – Client is not in Link2Feed

 **CERTIFY.** When entering a client's data, if this is an Ever



Follow us @FoodBankRockies

foodbankrockies.org

This institution is an equal opportunity provider.