



GOLDEN
HARVEST **FOOD**
BANK

Link 2 Feed



Using Data to change Lives



Link2Feed Agenda

- What is Link2Feed?
- How will your agency use it?
- What are the agency benefits?
- Frequently Asked Questions
- Security Features
- How our network will share information
- User Roles
- Training in Link2Feed



So...
What is
Link2Feed?



What is L2F?

- Link2Feed is a Client Service Insights program designed specifically to meet the needs of hunger relief organizations. This online program tracks Client Visits, generates real-time data reports, and increases understanding of food insecurity in our communities.
- This paperless alternative for data tracking enables our partners to more efficiently and effectively support their clients through a simple and easy to learn software. Requiring no special equipment or software downloads, Link2Feed works with any device that has access to the internet including computers, tablets, and smartphones.
- We are thrilled to be able to offer Link2Feed at no additional cost to your organization.





So...What is Link2Feed?

Link2Feed is a holistic client management system built especially for hunger relief organizations.

- Used to collect, manage, and report service data.
- Provides real-time information.
- Increases our network's efficiency and communication.
- Allow us to understand the true need.
- 100% ONLINE.
- Gathers all the information that is needed for compliance as a network.
- The information entered into L2F is powerfully protected

Software built by food bankers, for food bankers.



YOU are part of something bigger!

Each day, more than 10k+ software users log into **Link2Feed** at 6,200 hunger and poverty relief organizations to **serve their communities.**

More than **3.2 MILLION** unique individuals served.
58 MILLION social service transactions recorded.



Partner Agency Benefits

For the clients we serve:

- Inform foods and services
- One-time intake
- Increased resources
- Confidential

For Partner Agencies:

- Service insight
- Secure
- Convenient
- User friendly
- Powerful reporting and communication tools





Agency Benefits

- **EASY INTAKE-** Intuitive step-by-step intake process easy for those with limited computer experience.
- **PAPERLESS PROCESS-** Eliminate the need for hardcopy client files.
- **AUTOMATED COMPLIANCE-** TEFAP requirements including electronic signatures, eligibility, and reporting directly in the software.
- **MULTI-PROGRAM TRACKING-** Track all of your programs from financial assistance to clothing programs in Link2Feed.
- **CASE MANAGEMENT-** Tools like notes, referral tracking, and messaging allow you to understand and support all of a client's needs.

Agencies

Partner agencies enlisted in the USDA program **MUST actively use Link2Feed in year 2022 to maintain access to USDA food.**





How will I get support for Link2Feed

- Golden Harvest Food Bank will provide all training and support, including support when your agency “goes live”.
- We’ll work with you to launch Link2Feed in the easiest and best way possible.
- Link2Feed has a robust searchable user manual within the portal. Upon logging in, click on the support menu on the left-hand side and select “User Manual” <https://link2feed.atlassian.net/wiki/spaces/UserManual/overview>
- Link2Feed has a YouTube channel for their training videos including several for Intake and Reporting. <https://www.youtube.com/user/link2feed>
- A Golden Harvest Food Bank representative will help with the start-up process.





Security Features

- 256-Bit Encryption (Same level as online banking).
- Reports have no identifiable information.
- Automatic timeout feature that logs users out after a period of inactivity.
- *Paper forms can be left out for anyone to see!*
- Customized user accounts to provide only the relevant information for their job function.

SCDA and L2F are extremely committed to client dignity and security.

Data Sharing

How is Data Accessed?

- Link2Feed's software helps GHFB's network understand who is using their services and how to help them.
- Partner agencies can network together in a community for increased collaboration and gathering unduplicated client counts.



Hardware and Software



Required Software

- Web Browser – No Internet Explorer or Edge!
- Google Chrome (up to date)
- Mozilla Firefox (up to date)
- Safari 7+ (up to date / OS X only)

Hardware Requirements

- Memory (RAM): 512 MB
- Hard Drive Space: 500 MB
- Internet Access: via Ethernet, Wi-Fi, Gobi (4G/4G LTE), Mobile Broadband (4G/4G LTE)

Supported Operating Systems

- Windows (7 or Higher)
- Mac OS X (10.9 or Higher)

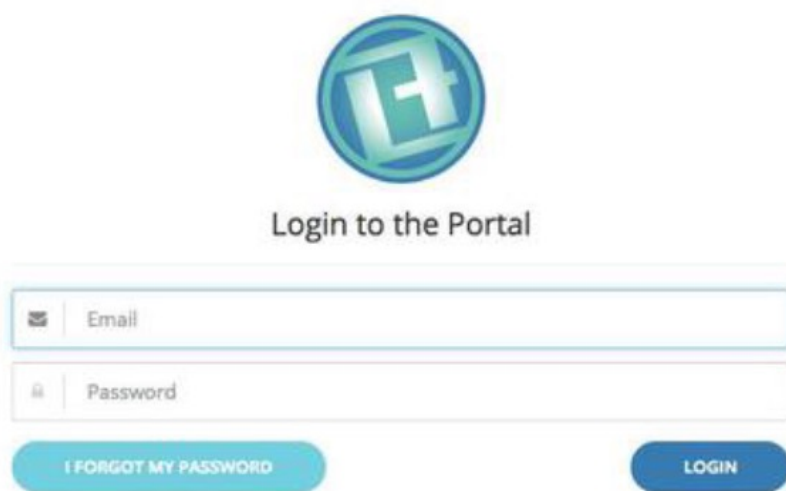
Other Info:

- JavaScript must be enabled
- Cookies must be enabled
- SSL must be enabled
- Some reports require Flash (table tools)
- Chrome contains Flash by default
- Firefox and Safari require Flash to be installed





Logging in



The screenshot shows a login interface for a portal. At the top center is a circular logo with a blue and green design. Below the logo is the text "Login to the Portal". Underneath this text are two input fields: the first is labeled "Email" with an envelope icon, and the second is labeled "Password" with a lock icon. Below the "Email" field is a blue button that says "I FORGOT MY PASSWORD". Below the "Password" field is a blue button that says "LOGIN".

To enter clients into database:

1. go to: <http://portal.link2feed.com>
2. You will see a login displayed on your screen.
3. Enter your email address and password in the spaces provided by your organization.
4. Click on the “Login” button to proceed.



Always Collect Client

When conducting intake with your client you must collect verbal consent to record their information. This is a great opportunity to tell them why we're collecting data!

Intake Person: Hi, I'm (name). We're so glad you came to Agency (Agency Name) today and we're here to help you!

First, I'd like to get some information from you to add to our Link2Feed Database so the next time you come in, your visit will be faster. Would that be OK?

Client: Why?

Intake Person: This information is only shared with the South Carolina TEFAP partner pantry network to help us get service insight and more resources for the people we help.

The data uses security similar to a bank and your information is kept confidential.

If you have any questions, here's a form to get some answers.

Recording visits and Dashboard



PERSONAL MONTHLY INCOME DIETARY CONSIDER... TEFAP SERVICES NOTES ACTIVITY

Services
See Client in View Mode

Click here to switch to the primary client of this household.

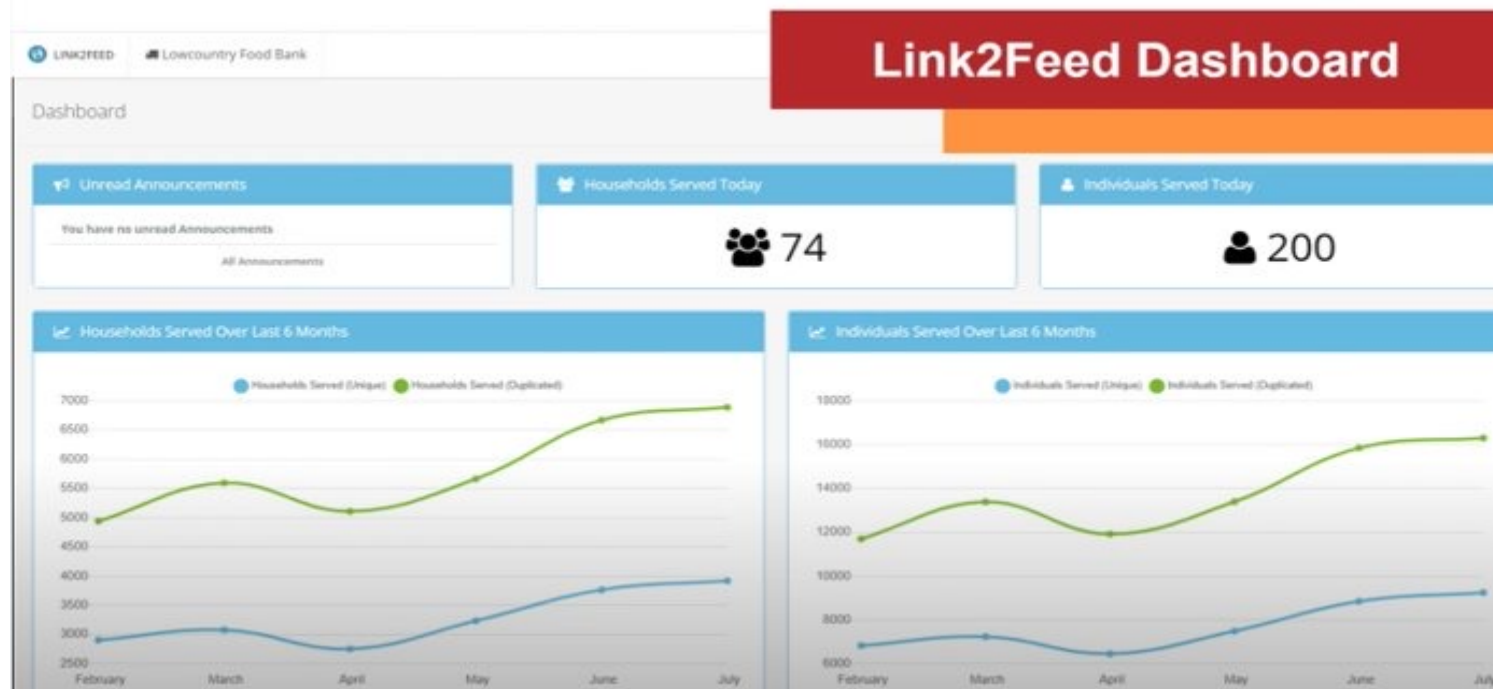
Household Summary

Household Size	2	No. Visits (last 30 days)	0	Eligible Programs	TEFAP Visit
Adults (18-59)	1	Social Programs		Dietary Considerations	
Seniors (60+)	0	Food Stamps Supplemental Nutrition Assistance Program (SNAP)			
Children (0-17)	1				
Children's Ages	10				

New TEFAP Visit Eligible +

New Pantry Visit +

Last Profile Review
Apr 29th — 119 days ago
☒ Review Profile On Next Visit





Use of Link2Feed is a **MANDATORY** update implemented by the SC Department of Agriculture (SCDA) for partner agencies serving TEFAP/USDA food.





Contact us any time!

Contact your Coordinator:

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