



Link2Feed Newsletter: April 2021

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Support and Materials

The Food Bank of the Rockies Outreach Team is here for your Link2Feed questions and to provide support. If you need any Link2Feed materials please reach out – best to reach us here: L2F@foodbankrockies.org.

We will be happy to supply our partners with more client ID cards, Find Food cards, and CNCT cards. If you need any Link2Feed materials such as paper intake forms, client takeaway forms, Our Data Promise posters, or L2F informational sheets we can provide those as well. We also have updated our website to better support you. We have a new Partner Portal which is located at the link below. The portal has many of the materials you may need for Link2Feed. If you need a refresher on any of the features within Link2Feed you can also always visit the L2F YouTube page listed below.

YouTube: <https://www.youtube.com/user/link2feed>

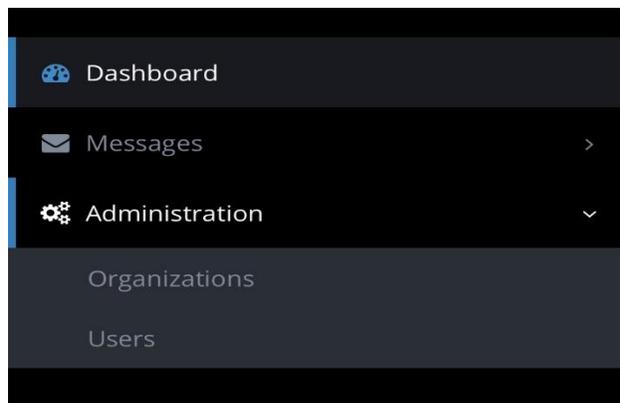
Partner Portal: <https://www.foodbankrockies.org/partner-portal/link2feed/>

Adding Users / MOU reminder

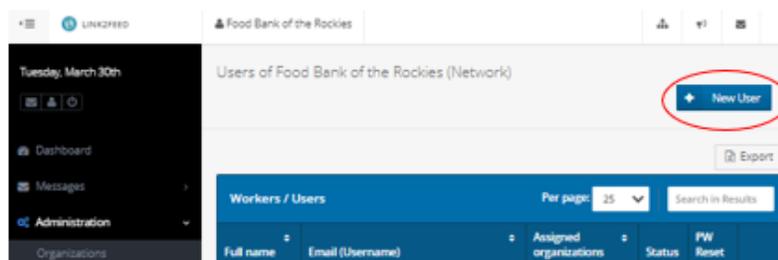
If you have any new volunteers or employees joining your Link2Feed intake team, the Agency Manager for your organization has permission to set up these new users. Any new Link2Feed User are required to sign an MOU which will be kept on file at your organization. If you are having any difficulty adding a user please email the outreach team at L2F@foodbankrockies.org.

Here's a video of the process: <https://www.youtube.com/watch?v=puxhzUesV58>

In your dashboard, go to the Administration tab and then click Users.



First search the results to ensure that the user does not already have an existing Link2Feed account. Then click New User and fill out the profile accordingly. Be sure to double check the organization and user role they are assigned to.



Undisclosed Answers

The reason Food Bank of the Rockies has decided to provide Link2Feed as a service insight tool to our partners is so we can better understand the communities we serve. We understand some of the information being asked and collected can seem personal and confidential. However, there are reasons we recommend collecting this data. Questions around income are required for government program eligibility, we can determine if there are other programs a client may qualify for and we can refer them to organizations that can provide more assistance. Collecting an address, allows us to understand where clients are coming from and if we need to establish more programs in those areas (*are they traveling far to reach your program?*). We are working on a culturally responsive food initiative which is why we find information about ethnicity important – are we providing the right foods for the clients you're serving? In the future newsletters we will be going in-depth into which questions are often answered as

undisclosed and how we can work to lower that answer gap and make these questions feel more comfortable to discuss.

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

Grant Opportunity:

Community organizations in the City or County of Denver are eligible to apply for up to \$10,000 in grant funding through Denver Health and Services. The deadline to apply is May 5th.

<https://www.denvergov.org/Government/Departments/Denver-Human-Services/Be-Involved/Partner-With-Us/Grants/Human-Together-Grants>

FAQ of the Month:

Q: Do additional household members have completed Link2Feed profiles?

A: When you add additional household members to a client's profile, it automatically generates a **limited** Link2Feed profile for them as well. When you log a visit for a primary household member, Link2Feed also records a visit for the other members of the household (see image).

This allows us to know in real time how many total individuals are being served. Additionally, there are reports (Statistics Report) where you can include stats around the individuals, not just the client.

If the additional household member comes to the pantry, without the primary household member, you can still record a visit under the additional household member's profile. Alternatively, you can press the blue banner at the top of the page to switch to the profile of the primary household member and record the visit there.

Services

[See Client in View Mode](#)

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

If someone listed as an additional household member visits the pantry, but states that they are now separate from the initial primary household, you can click the trash icon next to their profile. This removes their affiliation with the other household, and their Link2Feed profile now exists in a separate household of their own. You can also move a member of a separate household into an existing household by clicking on Merge or Link when the Duplicate Checker appears.



To learn more about this, be sure to attend our next webinar on April 13th!

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.**