

Link2Feed: Announcements, Introduction, and Instructions

Announcement prior to Rollout:

Script: “Hey everyone. Can I get all of your attention for a quick announcement? We are starting the process of changing over to a new check-in program called Link2Feed (Next week, month, etc.) (hold up a Link2Feed pantry card or poster of the card). We are part of a network of not-for-profit food pantries across the state who are joining together to use one unified program. This new program will help us apply for grant funding, make improvements to our program, and help us show how important they are in our community and our state. We will be talking with each of you individually to give you more details when the time comes. We have some informational (fliers, posters, etc.) up here if you would like to (read or take home). We do not want this program to affect anyone’s access to food, so if you have any questions or would like to get started early to save time later please come talk with us. Thank you.”

Announcement during Rollout:

Script: “Hey everyone. Can I get all of your attention for a quick announcement? We have changed over to a new check-in program called Link2Feed (hold up a Link2Feed pantry card or a poster). We are part of a network of not-for-profit food pantries across the state who are joining together to use one unified program. This new program will help us apply for additional grant funding, make improvements to our programs, and help us show how important these services are in our community. We will be talking with each of you individually to give you more details. If you already have a card like this one (hold up the Link2Feed card or poster of the card) you are already entered but please still check in with us to make sure everything is current. We do not want this program to affect anyone’s access to food, so if you have any questions please come talk with us. Thanks for your patience while we are transitioning our system. Thank you.”

Introducing Link2Feed when doing live intake:

*“We are part of a network of not-for-profit food pantries across the state providing food in our communities free of cost. We use (or “are switching to”) a unified check-in system that helps us apply for grants, make improvements to our program, and help us show how important these services are in our community. This system does not restrict any services you receive here or other locations or programs. Any information you share with us will be kept private within our network of pantries. **(TEFAP ONLY) The only required information is your name, address, number of people in your household, and your signature confirming that your household income is at or below the eligibility guidelines that are posted. To get an accurate count of how many people our services are reaching we will ask for the name and date of birth for each person you share this food with. If you feel uncomfortable providing any of the information we ask for let us know and we can provide alternative options. (See pg. 10 in the Link2Feed User Guide for alternative options.). The additional questions are optional and no services will be denied if you choose not to answer them or if you choose to not have your information entered into our networked check-in system. Do you have any questions before we get started? ”***

If the client agrees to participate:

Script: “We can go through the questions one-on-one or we have a paper form option you could fill out on your own. Which would you prefer? We ask the same questions to everyone because we do not want to make any assumptions. Some questions might seem obvious but it is our job to make sure everyone goes through the

same process. There are no right or wrong answers and no judgement attached to any answer. Remember, you can always say undisclosed if you do not want to share something."

Live Intake instructions:

(Refer to the live intake script on pg. 5-6 in the Link2Feed User Guide)

Introduction to the paper form:

(Read the instructions on the front of the form to the client before you hand it to them. Offer to help fill it out if they would like and to answer any questions.)

If the client does not want to participate:

(Refer to the "Anonymous visit instructions" on pg. 10 of the Link2Feed User guide.)

Handing out Link2Feed Cards:

Script after live Intake: "Here is the new Link2Feed card showing that you are updated. If you visit us again we ask you to show this card for quick check-in. If you lose it don't worry, we can look you up by name and give you another card. We ask you to do your best to hold onto it to save us the money of having to make more."

After turning in the paper form:

Script for reviewing completed forms: "I am just going to review this form quickly to make sure I can read everything and that we did not miss anything." Script if a question is blank: "Did you want to mark this question undisclosed?" (Make sure they have marked something in each box and confirm the number of people in their household that they share food with.)

Script for once the form has been reviewed: *"Here is the new Link2Feed card with your name on it showing that you have completed the paperwork. If you visit us again show us this card and we will add your number to it for quick check-in. If you lose it don't worry, we can look you up by name and give you another card. We ask you to do your best to hold onto it to save us the money of having to make more."*

When Finished:

Script for everyone: "Thank you for your help".