<u>Rolling Out Link 2 Feed Initial Start and Client Registration:</u>

1. During the time you would normally be doing client intake you will hand out the enrollment forms to your clients. You might want to include a brief explanation to them:
    a. We are starting to use a client enrollment system in order to make your future visits easier and faster for you and all other clients. You can fill out this form here on paper and turn it in as you pull up for your food today. When you return the next time to any Forgotten Harvest food distribution, you will receive a card/number to make your check in faster. By doing this, you will no longer have to provide your contact details on each visit. (suggestion to provide pens for client use)
    b. You may also choose to fill the form out electronically by using the QR code on the sheet here. If you do that, please write down the Client ID# that the system will give you upon completion (Pro-tip: have them take a screen shot of the number to save for long term).
    c. You will still need to write on the window (or whatever your process is) to signify the number of households. You can simply ask them how many people they are picking up for that day since they will be providing the address/info on the form or online.
2. The client pulls up prior to the food distribution:
    a. If paper form is used:
        i. Have a basket or box to collect the completed forms, have volunteer who is collecting them do a quick glance to make sure all information is completed.
        ii. If assigning scan cards, have volunteer write the number from the back of scan card clearly on the top of each paper form. Volunteer then gives client the scan card, encourages clients to take picture of the card or Client ID# or to write down the numbers. Informs client these numbers can be used at any Forgotten Harvest/Gleaners pantries, and they will be asked for their card.
        iii. Indicate number of people in the household on the vehicle as usual process
        iv. If client picks up for other households, provide a short form for each family/household to be filled out. Volunteer enters the additional households on USDA sheets like normal and informs the driver if they come back with completed forms for each additional family, they too will no longer need to use the USDA sheet.
    b. If registered online/QR Code:
        i. They will need to provide their Client ID# from their phone/device at this time to you (this is the number they get on the confirmation screen).
            1. If you are using a device/scanner, you can now enter their Client ID# in the L2F system to check them in.
            2. If not using a device, enter Client ID# clearly on client ID tracking form (you will need to update L2F after distribution with these numbers for check-in).
        ii. Indicate number of people in the household on the vehicle as usual
        iii. If assigning scan cards, have volunteer write the number from the back of scan card clearly on the USDA form in the name column, right next to the client ID#.
3. Client continues to distribution as normal.

4. After distribution is over:
    a. All paper registration forms will need to be hand entered into the L2F system as soon as possible. Enter "undisclosed" for any information not asked on the form or not captured. *Anyone issued a scan card must have it entered within their profile.
        i. Once profile is complete, enter/check them into the panty.
    b. Anyone who registered online via the online link, enter the Client ID# numbers from the Client ID tracking sheet and check them into the pantry.
    c. Send all USDA Sheets to Forgotten Harvest for individuals not registered with L2F
5. Next/Future Distribution:
    a. As clients pull up you will ask:
        i. Do you have a scan card or Client ID#?
            1. If yes, scan card or enter number into system.
                a. If not using an electronic device, write the scan card number or client ID# on the Client ID Tracking sheet
                b. Upon completion of panty distribution, enter all numbers into L2F and check them into the pantry (see data entry resource)
            2. Check them in for the distribution.
            3. Continue to food distribution.
        ii. If No Card:
            1. Did you fill out a registration form last time?
                a. Yes: With Device look up client by name or birthdate
                    i. Check card area, either assign a card to them or delete old and issue new card. Then hit save in the L2F profile.
                    ii. Check in for today's distribution.
                    iii. Give them the card (tell them to keep it for future visits, encourage taking a picture or writing the number down)
                        1. Remind them, the card has no monetary value but will help speed up their check in at future food distributions here and at any other pantry with Forgotten Harvest or Gleaners.
                    iv. Continue to food distribution.
                b. Yes: With no tech device, write down name and birthdate on Client ID tracking sheet so the person can be found in the system later and checked in.
                    i. After distribution look up these names/ID's in L2F and check them into the panty.
                c. If no (or if they say yes but you cannot find them in the system):
                    i. Start process over by giving them a form and having them fill it out or using the QR Code.

- Notes:
    - If client refuses to fill out or provide information, you can still provide them with food. We cannot turn anyone away for not providing information. Just enter their information on the USDA form, like you have until now. Again, do this for any client without a card or number.

- Each distribution after you start this process will move faster and better for you.
- Once you get to a place where most clients are registered, you may consider creating a line or area for people who are “new” or not yet registered (if you use multiple lines). You will want to always have the registration forms on hand as you will have new people throughout the year.