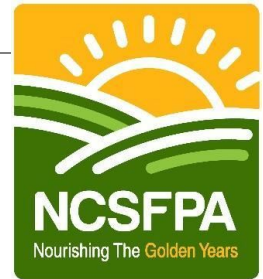


# Link2Feed

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NATIONAL CSFP ASSOCIATION



# Thank you for joining us!

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Please,



Rename yourself and include your name and organization



Put yourself on mute when others are speaking



Share your name, state, and organization when speaking

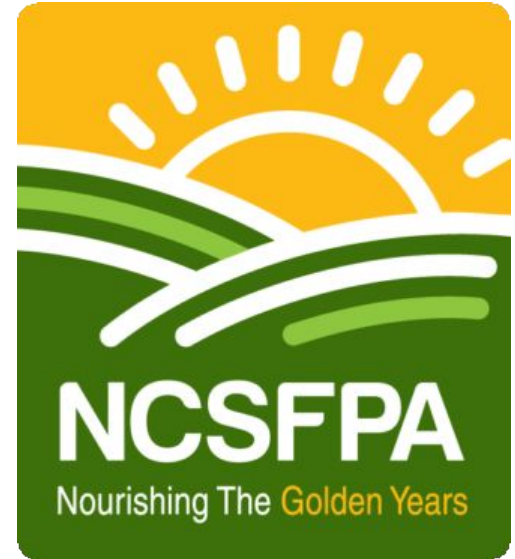


Feel free to enter comments and questions in the chat

**Welcome to today's  
NCSFPA Office Hour**

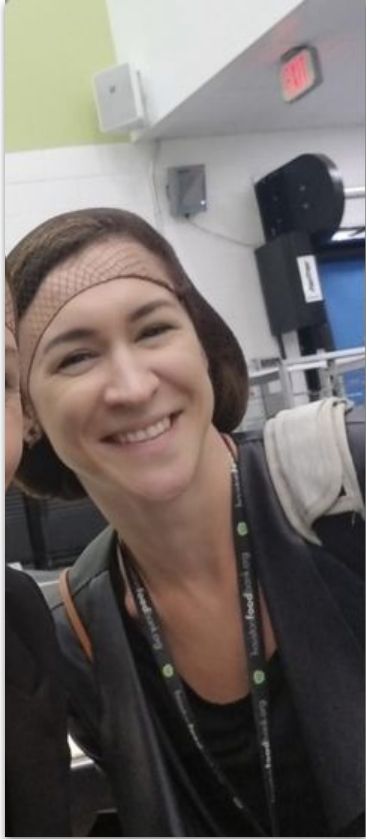
**Our topic today is...**

**Intro to Link2Feed  
Case Management Software**





# **Automate your CSFP Program**



Presenter:

Naomi Czerwinskyj, MS

Link2Feed Account Executive

- Nonprofit and Public Service background- women's international development
- First day with Link2Feed was at the Feed Nourish Connect Conference in July 2018
- Food bank and state Implementation Specialist for 3 years
- Account Executive role for past 2 years

**Welcome!**

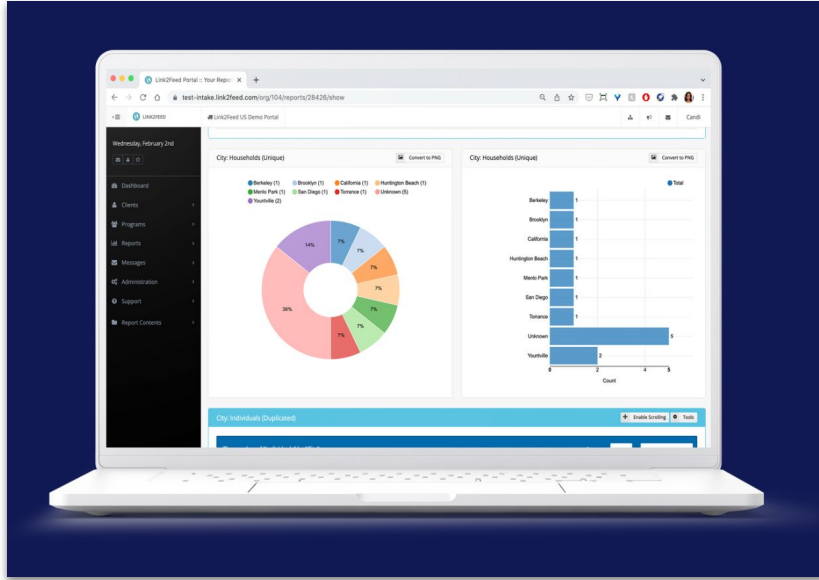


# Agenda

- About Link2Feed
- Our CSFP software
- Transforming CSFP programs with Link2Feed
- Client case studies
- Questions



# Link2Feed Case Management Software for CSFP



Link2Feed is a web-based software that helps states, food banks & agencies:

- Collect data
- Streamline operations
- Save time and volunteer hours
- Measure impact
- Guide decision-making
- Eliminate hunger



# What would the future look like if you improved your CSFP program management?



North Carolina Department of Agriculture and Consumer Services  
Food Distribution Division

COMMODITY SUPPLEMENTAL FOOD PROGRAM APPLICATION

Steven W. Troxler  
COMMISSIONER

Contracted Agency: \_\_\_\_\_  
Distributing Agency if different from Contracting Agency: \_\_\_\_\_  
County Name: \_\_\_\_\_

**Applicant Information (Please Print Clearly)**

Applicant Name:	Date of Birth:	Age:	Sex:	Application Date:
Residential Address:	City:	State:	Zip Code:	Home Phone:
Mailing Address:	City:	State:	Zip Code:	Cell Phone:

(Data will not affect with Federal Civil Rights Ethnic Category (8 Are you Hispanic or  
☐ Yes ☐ No

Did you provide a  
Guideline to apply  
Gross Household Income  
Monthly  
Total Household Monthly Income  
List the name of all family members

I hereby certify that I understand that the distributing agency is \_\_\_\_\_.

**Eligibility Verification Criteria**  
Date on Document: \_\_\_\_\_  
\*This application is based on the information provided on this form. I am aware that I am also aware that I am

**Washington State Department of Agriculture**  
**FOOD ASSISTANCE**

**Commodity Supplemental Food Program (CSFP)  
Income Eligibility Guidelines**  
Effective from February 2023 until notification of the income guidelines for 2024

Elderly* - 130% of Poverty					
Household Size	Annual Income	Monthly Income	Twice per Month Income	Every Two Weeks Income	Weekly Income
1	\$18,954	\$1,580	\$790	\$729	\$365
2	\$25,636	\$2,137	\$1,069	\$986	\$493
3	\$32,318	\$2,694	\$1,347	\$1,243	\$622
4	\$39,000	\$3,250	\$1,625	\$1,500	\$750
5	\$45,682	\$3,807	\$1,903	\$1,757	\$879
6	\$52,364	\$4,364	\$2,182	\$2,014	\$1,007
7	\$59,046	\$4,921	\$2,460	\$2,271	\$1,136
8	\$65,728	\$5,478	\$2,739	\$2,528	\$1,264
For each additional family member, add	\$6,682	\$557	\$278	\$257	\$129

\* Must be 60 years of age or older to participate in this program.

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this








# Paper process for CSFP program can be cumbersome

Timeline: ~1 month

1. Paper form completed with client at site →
2. Site sends each completed form to food bank
3. Food bank manually enters data into Excel sheet
4. Food bank prints handwritten signature sheets for sites to record visit signatures / certifications
5. Food bank repeats steps 1-4 monthly
6. Food bank requests report monthly
7. Food bank enters monthly data into state website

CSFP Applicant Self-Declaration of Need Form 302002: WRITE-IN

Name of Participant:		Must Provide Proof		<input type="checkbox"/> Male <input type="checkbox"/> Female
Date of Birth:		Date of Birth:		<input type="checkbox"/> Prefer not to say.
Street Address:	Apt#:	City:	Zip:	
Phone Number:	<input type="checkbox"/> Cell <input type="checkbox"/> Home	Email address:		

What is your total household income? \$ \_\_\_\_\_ How many persons live in your household? \_\_\_\_\_

Household Income Reported is Received (Check One): ☐ Weekly ☐ Monthly ☐ Annually

Household Size	2021-22 CSFP Income Guidelines – Elderly 130% of Poverty			
	Annual	Monthly	Weekly	
1	\$16,744	\$1,396	\$322	
2	\$22,646	\$1,888	\$436	
3	\$28,548	\$2,379	\$549	
4	\$34,450	\$2,871	\$663	
5	\$40,352	\$3,363	\$776	
6	\$46,254	\$3,855	\$890	
7	\$52,156	\$4,347	\$1,003	
8	\$58,058	\$4,839	\$1,117	
For each additional household member, add:		\$5,902	\$492	\$114

Household Member	First Name	Last Name	Birthdate	Gender [Circle One]
2				Male or Female
3				Male or Female
4				Male or Female

For additional household members turn over.

Are you Hispanic or Latino? (Check Only One) ☐ Yes ☐ No

What is your race? (Check All That Apply) ☐ American Indian or Alaska Native ☐ Asian ☐ White  
☐ Black or African American ☐ Native Hawaiian or Another Pacific Islander

"This application is being completed in connection with the receipt of Federal assistance. Program officials may verify information on this form. I am aware that deliberate misrepresentation may subject me to prosecution under applicable State and Federal statutes. I am also aware that I may not receive CSFP benefits at more than one CSFP site at the same time. Furthermore, I am aware that the information provided may be shared with other organizations to detect and prevent dual participation. I have been advised of my rights and obligations under the program. I certify that the information I have provided for my eligibility determination is correct to the best of my knowledge.

I authorize the release of information provided on this application form to other organizations administering assistance programs for use in determining my eligibility for participation in other public assistance programs and for program outreach purposes. (Please indicate decision by placing a checkmark in the appropriate box.) YES ☐ NO ☐

Signature of ☐ Participant / ☐ Caretaker (Check One): \_\_\_\_\_

Print Name of Caretaker: \_\_\_\_\_

Courtesy of Greater Pittsburgh Community Food Bank



# Automation to help manage CSFP streamlines process

## Timeline: Immediate!

1. Site completes client intake on L2F website (no paper needed); all data rolls up to food bank
2. Food bank downloads and submits CSFP data into state website

CSFP Check-In Date: 01-10-2023  
CSFP Recertification Date: 01-04-2024

✓ PERSONAL

✓ MONTHLY INCOME

✓ CSFP

✓ SERVICES

✓ NOTES

📘 If this client is not a CSFP client, click on the "Services" tab to record a visit.

CSFP Information

🔗 See Client in View Mode

Client Information

\* CSFP ID

176896

📅

\* Location

Agency A-Large Network

▼

\* Status

Active

\* Enrollment Date

02-05-2022

Last Status Change Date

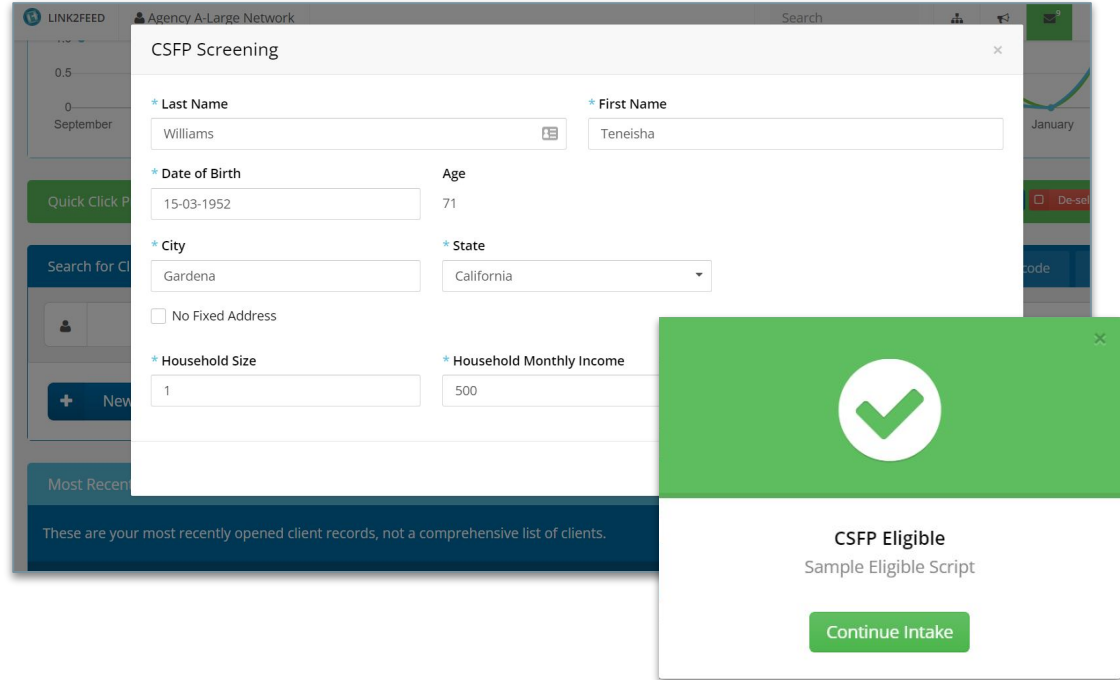
09-03-2023

***Courtesy of Greater Pittsburgh Community Food Bank***



# Easier CSFP application management at Sites

- Custom intake screening questions
- Electronic signatures eliminates paper
- Automated recertification or check-in prompts
- Client search and duplicate checker ensures accurate distribution
- Unduplicated client counts



The screenshot displays a web application interface for 'Agency A-Large Network'. A 'CSFP Screening' form is open, containing the following fields:

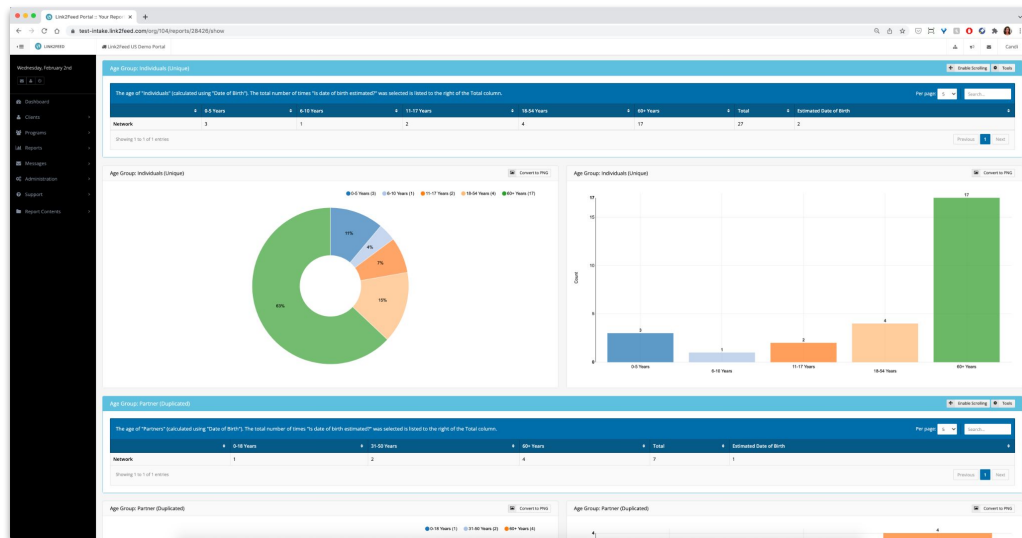
- Last Name:** Williams
- First Name:** Teneisha
- Date of Birth:** 15-03-1952
- Age:** 71
- City:** Gardena
- State:** California
- No Fixed Address:** ☐
- Household Size:** 1
- Household Monthly Income:** 500

Below the form, a green confirmation box with a white checkmark icon displays the text: 'CSFP Eligible' and 'Sample Eligible Script'. A green button labeled 'Continue Intake' is positioned at the bottom of this confirmation box.



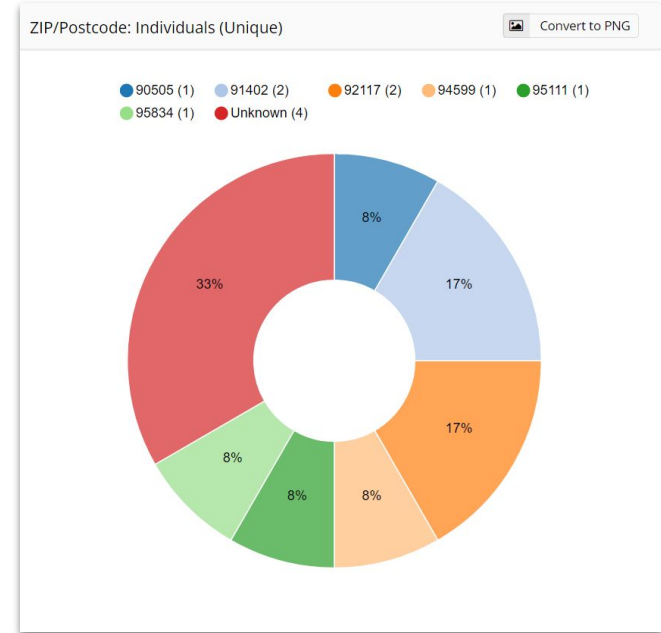
# Easy, visual reports accessible by users at Sites

- Unlimited number of users at sites with specific access roles
- Sites can view visual reporting on their own agency data
- Food banks retrieve reports directly from software



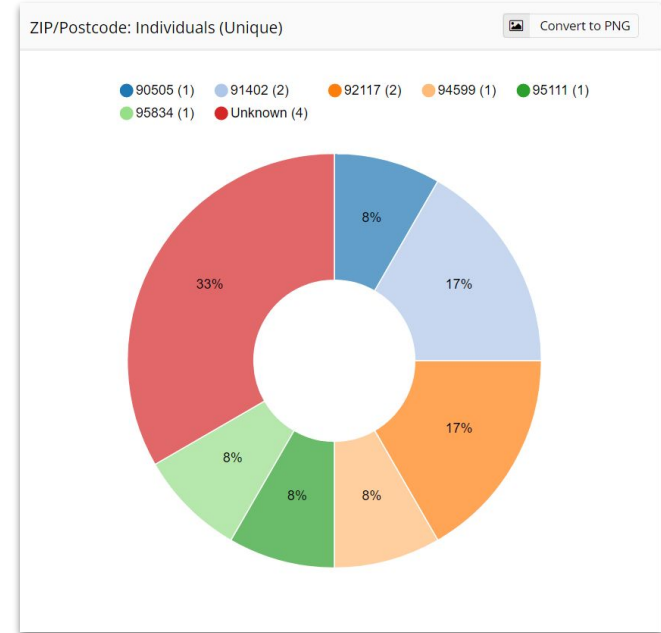
# Easier CSFP audits and reporting for food banks

- Easily enable CSFP if you are already using the L2F platform (all programs in one place)
- Quick retrieval of e-records and e-signatures for state audits, including the 3+ year requirement for storage
- Food bank admin-level anonymized CSFP reporting can be run automatically each month, saving time and administrative work



# Easier program administration for state agencies

- State-specific CSFP guidelines are customized (income guidelines, certification / recertification periods)
- Anonymized, state-level user access for agencies
- Consistent, accurate data from all organizations receiving CSFP in the state- all in one place
- Secure-cloud based data prevents heavy paper load, storage, and chasing down sites for data



# Case Study: El Pasoans Fighting Hunger

- Only food bank in the city (El Paso, TX)
  - 132 partner agencies and 200K food-insecure individuals
- Complex paper-based process; COVID caused agencies to drop off program
- After using L2F: Increased CSFP caseload by 1,200 (38% increase)
  - Prevented dual participation and allowed them to identify seniors who missed boxes
  - Clean, quick audits with the TDA (state agency)





# Case Study: Second Harvest Middle Tennessee and State of TN

- State of TN purchased L2F for CSFP
  - SH Middle TN was first in state to rollout CSFP with L2F
    - 420 partner agencies
    - 1,800 CSFP Caseload
    - Rolled out to 20 CSFP (19 TEFAP) agencies in late 2020
- Agencies used paper, causing food bank to receive inconsistent data across partner sites
- After using L2F: Efficient reporting, meeting caseload distribution monthly
  - Easier tracking helped sites and food bank fully understand the needs faced by clients

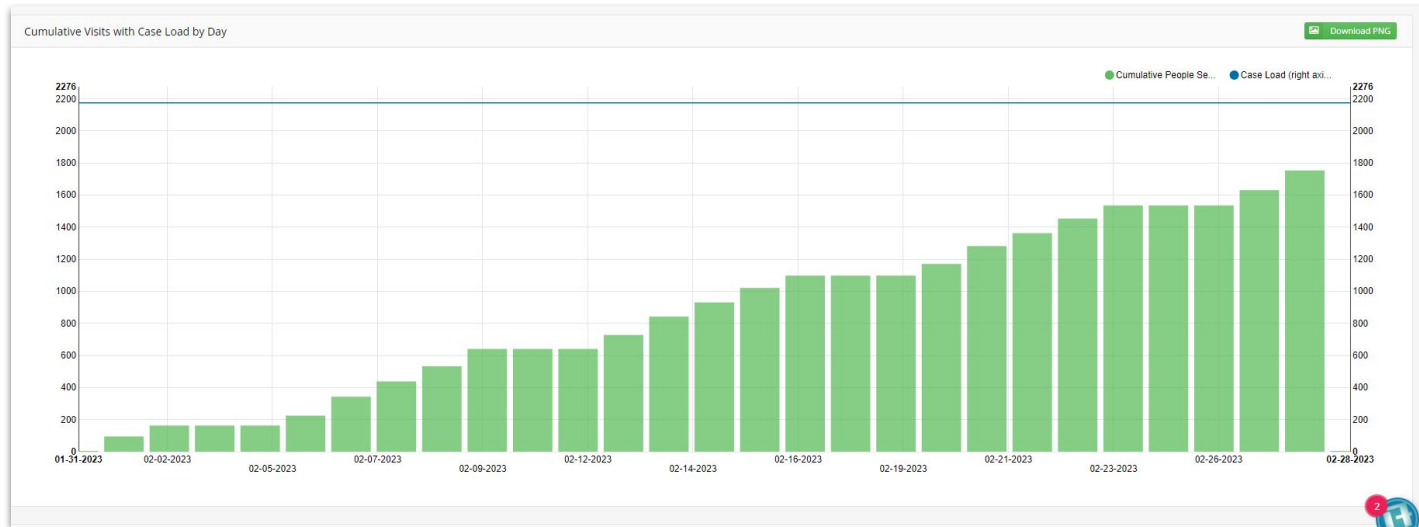




# Case Study: Second Harvest Middle Tennessee and State of TN

## Sample Caseload Distribution Report

- Track distributions to ensure food bank is meeting the CSFP caseload



# Value of Your Link2Feed Investment

- Over **10** years of experience with large national food banks in the US and Canada
- Built **for and by** state and food banks: Reporting access at site, food bank, and state-level
- A community of peers as partners (Customer Advisory Board)
- Approved in **35** states (80 Feeding America food banks)
- Unlimited online technical support for administrators
- Only fully automated, **paperless** CSFP software- manage **all** programs in one place
- **Dedicated, customized training** and implementation with dedicated Customer Experience team



# Q&A



# Reach Out

- **Contact Us:**
  - [link2feed.com/contact-sales](https://link2feed.com/contact-sales)
  - [nczerwinskyj@link2feed.com](mailto:nczerwinskyj@link2feed.com)

## Additional resources and case studies

- **Case study:** [Food Bank Tackles Four Times Additional Caseload with Link2Feed](#)
- **Case study:** [United Way Saves 40 Hours on Reporting Per Month](#)
- **Case study:** [Food Bank Uses Link2Feed's Data as Emergency Response Tool](#)
- [US food bank customer list](#)

