

CAFB ImpactTracker

My Network Information

To log into my network, go to:

<https://cafbtanf.charitytracker.net>

Your Network Administrator is **Karla Cantu**, she can be contacted by email at kcantu@austinfoodbank.org or at the following phone number: **512-282-2111 X 206**. You can also send a message to the network administrator via the "Contact Admin" button located in the upper right corner.

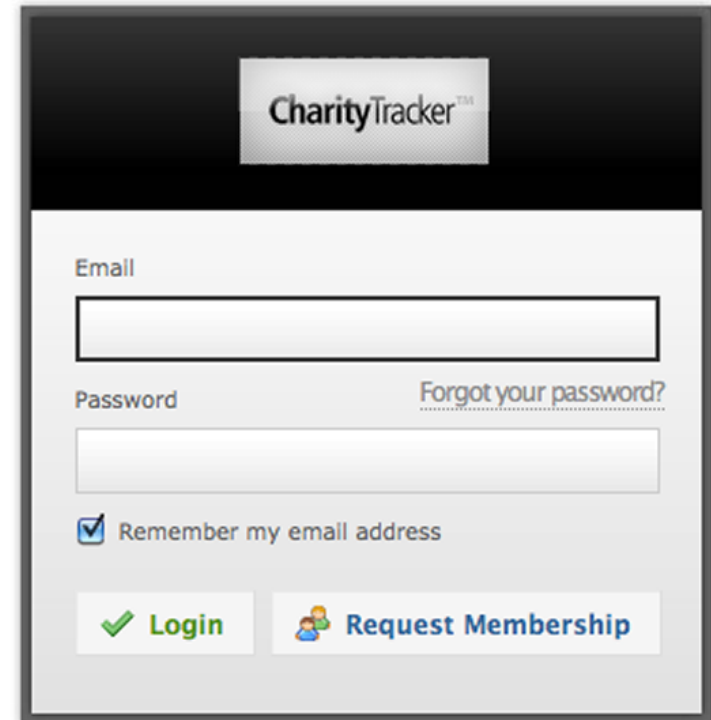
Help!

Sometimes using software can be intimidating. That's why we made it easy for you to learn and get help should you need it. We have a whole library of learning resources including Frequently Answered Questions, Video Tutorials, and an Online Learning Center. You can find these resources by going to www.charitytracker.com/learningcenter

You can also visit the Online Learning Center from inside CharityTracker by clicking the help button in the upper right corner.

If you'd prefer, you can shoot us an email at support@charitytracker.com and, believe it or not, you can reach us by phone by calling us toll free at: 888.764.0633. Ask for Kyle or Greg.

Let us know your comments, suggestions and testimonials with the feedback button found in the upper right corner.



Login Screen

How do I log in?

You will receive an email containing your login information with a link to <https://cafbtanf.charitytracker.net> to log in to your CAFB Impact Tracker account.


I forgot my password, how do I get it back?

On the login screen, there's a "Forgot Your Password?" link you can click to setup a new password.

The screenshot shows the CharityTracker Home Tab. At the top, there is a navigation bar with the CharityTracker logo, the user name 'Isaac Simon', and links for 'INVITE', 'FEEDBACK', 'HELP', and 'LOG OUT'. Below the navigation bar are tabs for 'Home', 'My Agency', and 'Agencies'. On the left side, there is a sidebar with a search bar, an 'ADD NEW CASE' button, and lists for 'Recent Cases' and 'Recent Searches'. The main content area features a welcome message, a 'Bulletins' section with an 'ADD BULLETIN' button, and three bulletins: 'User Training - April 14th', 'Free vehicles available! Please contact ASAP', and 'Free Apartment Available - June 1 thru June 23'. Each bulletin includes a date, time, and options to 'EDIT' or 'DELETE'. A '1 comments' indicator is visible under the first bulletin, and a '5 comments' indicator is visible under the second. At the bottom of the bulletin list, there is a '7 Bulletins' summary and navigation arrows.

Home Tab

With Bulletins, everyone in your CAFB Impact Tracker network (CharityTracker) can be notified via email about anything from community events, to a listing of temporary resources and services that are available within the community. To post a message on the community board click

Click the  button to reply to a bulletin.

The screenshot shows the CharityTracker My Agency Tab. The top navigation bar is identical to the Home Tab. The 'My Agency' tab is selected, and the main content area displays 'Simon Solutions' information. This includes 'Street Address', 'Mailing Address', 'Phone', 'Fax', and 'Web' details. Below this is an 'About Us' section. The 'Agents' section features an 'ADD AGENT' button and lists two agents: 'Greg Hammond' and 'Sally Joe Jones'. Each agent entry includes a profile picture, name, email, phone number, and options to 'CHANGE PASSWORD', 'EDIT', or 'DELETE'. A 'LOGIN DISABLED' button is visible under Sally Joe Jones. At the bottom, there is a '11 Agents' summary and navigation arrows.

My Agency Tab

The My Agency tab is the one-stop place for any information on your agency. To edit the information for your agency click the [EDIT AGENCY INFORMATION](#) link found under the My Agency tab. We encourage you to update your "About Us" section to include your agency's contact information, hours of operation, services provided, etc. Also under the My Agency tab you can view a list of all cases and assistance records you've contributed to the community database, and customize assistance categories to meet your agency's needs. You'll also find the Reports section here where you go to generate reports. Choose from four types of reports -- Assistance, Cases, Categories, or Demographics report.

Agencies Tab

This tab is a listing of all the agencies in your CharityTracker network. Agencies are sorted alphabetically. Pick the first letter of the name or click "SHOW ALL" to see all participating agencies and agents. You can toggle between viewing agencies and agents.

Search



Use the Search feature to find out if a case is already in the system before adding a new case. The Search button is located on left side of the screen. Type all or part of the name that you are looking for in the search bar and then click "Search". The search results will be displayed with the closest matches at the top of the list. The Advanced Search feature allows you to narrow down your search by other criteria - address, city, state, date of birth, etc.

Add New Case



Click the "Add New Case" button to add a case to the system. On the Add Case dialog box that appears enter an individual's identifying information, income & employment, and demographic information. Click the "Add" button when you are finished.

Note: In accordance with the CharityTracker Terms of Service, a signed Release of Information form is required to enter any basic identifying client information. Click the "Print ROI" button to print a hard-copy of the form. Be sure the client signs the ROI form and click the "Verify ROI" button.

CharityTracker™ Isaac Simon
Simon Solutions

INVITE FEEDBACK HELP LOG OUT

Home My Agency Agencies

SEARCH
ADD NEW CASE

Recent Cases
Matthew Arlo Smith
Jacob Alan Senecal
Anne Senecal
Isaac Simon
Tammy Johnson
Aaron Isaac Stedman
John John Deo
Smiley Johnson
Jonathan Brown
Joanne Deo

Recent Searches
AL 223315 (4)
lillard (0)
Jonesville, AK (0)
10/3/1983 (1)
smith (1)

Personal Info for Matthew Arlo Smith EDIT CASE

Address: 1284 Johnson Ferry Road
Florence, AL 35630

Mailing Address: Not Provided

County: Lauderdale Maiden: Not Provided
DOB: 3/5/1981 – 29 years old Nickname: Not Provided
SSN: ###-##-2342 Income sources: \$8450 yearly

Phone: 256-555-1234 — Home
256-555-5983 — Cell

Other IDs: Driver's License: AL 1112325

Details: Gender: Male , Race: Caucasian , Marital status: Married , Education: Highschool-Incomplete , Employment: Full time

History of Modifications

Modified by Isaac Simon from Simon Solutions Thu, Apr 1 at 1:43 p.m.
Phone Number deleted
Work: 256-555-5264

Modified by Isaac Simon from Simon Solutions Thu, Apr 1 at 1:43 p.m.
Release Of Information added
expires 3/31/2013

Modified by Isaac Simon from Simon Solutions Thu, Apr 1 at 1:42 p.m.

1-20 of 24 Modifications

Matthew Arlo Smith
1284 Johnson Ferry Road
Florence, AL 35630
Phone: 256-555-1234 (Home)
Phone: 256-555-5983 (Cell)
DOB: 3/5/1981
SSN: ###-##-2342

Personal Info Assistance Relationships Notes Alerts

EDIT CASE
FLAG CASE
CASE REPORT

<Previous 1 2 Next >

- 1 The **Personal Info** tab gives you an overview of personal identifying information for a case. If you need to make a change to a case's personal information, you can click the "EDIT CASE" link. You will see all changes made to the case displayed in the "History of Modifications" list.
- 2 The **Assistance** tab allows you to view all past assistance records and add new ones to a case. Click the "Add Assistance" button, enter a value, choose a category, and then click the "Add" button.
- 3 The **Relationships** tab allows you to keep track of other cases that are related to the individual you're looking at. Simply click the "Add Relationship" button to add a relationship.

- 4 The **Notes** tab is where you can write notes to associate with a case. Notes are an easy way to remember important information about a case. When you are in a case, click on the Notes tab and then the "Add Note" button.
- 5 The **Alerts** tab is the place where you can give a heads-up to other agents in your network about a certain case. Alerts allow you to notify everyone in the network of suspicious activity, or perhaps there's a need that your agency alone cannot meet. Click the Alerts tab when you are in a case and then the "Add Alert" button.

Flag Case 🚩

The "Flag Case" button, located at the bottom right of a case, allows you to send a message to the network administrator if you notice an issue with a case. For example, you can use this feature if you notice two cases for the same individual and they need to be merged into one. The administrator will be notified of the flagged case via email.

Case Report 📄

You can generate a printable report for a case which will include a summary of all personal info, assistance records, relationships, notes, and alerts. Do this by clicking the "Case Report" button found in the bottom right corner of a case.

Summer Family Nutrition Program (SFNP)

The Summer Family Nutrition Program (SFNP) provides free Family Food Boxes during the summer to families with children. The program's goal is to alleviate hunger and obesity in children in low-income families when National School Lunch and School Breakfast Program meals are not available in the summer. SFNP ensures children have the nutrition they need so they are ready to learn when school starts in the fall, and families have the resources and nutrition education they need to provide their children with healthy, nutritious food.

Step One - Pre-Screening

Prior to entering client information into the database a search must be done to assure that the family has not already been pre-screened at another food pantry. Click SEARCH, enter the family's address and click enter. If the address does NOT appear in the search then the family has NOT registered at another participating food pantry and you may proceed with screening. If the address DOES appear in the search than the family has already been qualified and registered for the program – Please inform the family that they can only register ONCE and must receive their benefit boxes at the agency that registered them.

Pre-screen clients using the CAFB SNFP pre-screening tool. The family is eligible if they answers YES to question #3 AND in question #6 is participating in one of the listed Federal Programs OR meets the household size/income guideline.

If they qualify have them sign both the pre-screen form and the Release of Information (ROI). You must now enter family information from the pre-screening form into this database. AGENCY will keep the signed Pre-screening form and ROI. Please note that these forms are confidential and must be kept in a safe and secure location. All Forms will be turned over to CAFB at the completion of the program. NOTE: The number of signed Pre-screening forms and ROI should match the number of clients served as indicated in the CAFB Impact Tracker (CharityTracker) database.

Instruct the family how they will receive their SFNP benefit boxes from your agency. Distributions vary at each participating food pantry. Provide voucher with date/time of pick-up.

Step Two - Distributing the SNFP Benefit Boxes

Prior to handing boxes to a family you must assure that they have not already received their benefit boxes for the current month. Agency must do a SEARCH for the family and review the Assistance tab. If the family has not received their benefit proceed.

The SEARCH for the family will bring up the family. Click Assistance, then click on the current month assistance being provided. Once you have recorded that the assistance is being provided in the database you may give the benefit boxes to the family. Provide the family with a voucher/information of when they must return for the next benefit box.

Got a Question?

Please feel free to contact agency relations with any questions.