FOOD BANK
OF NORTHERN NEVADA

OASIS INSIGHTS

USER GUIDE

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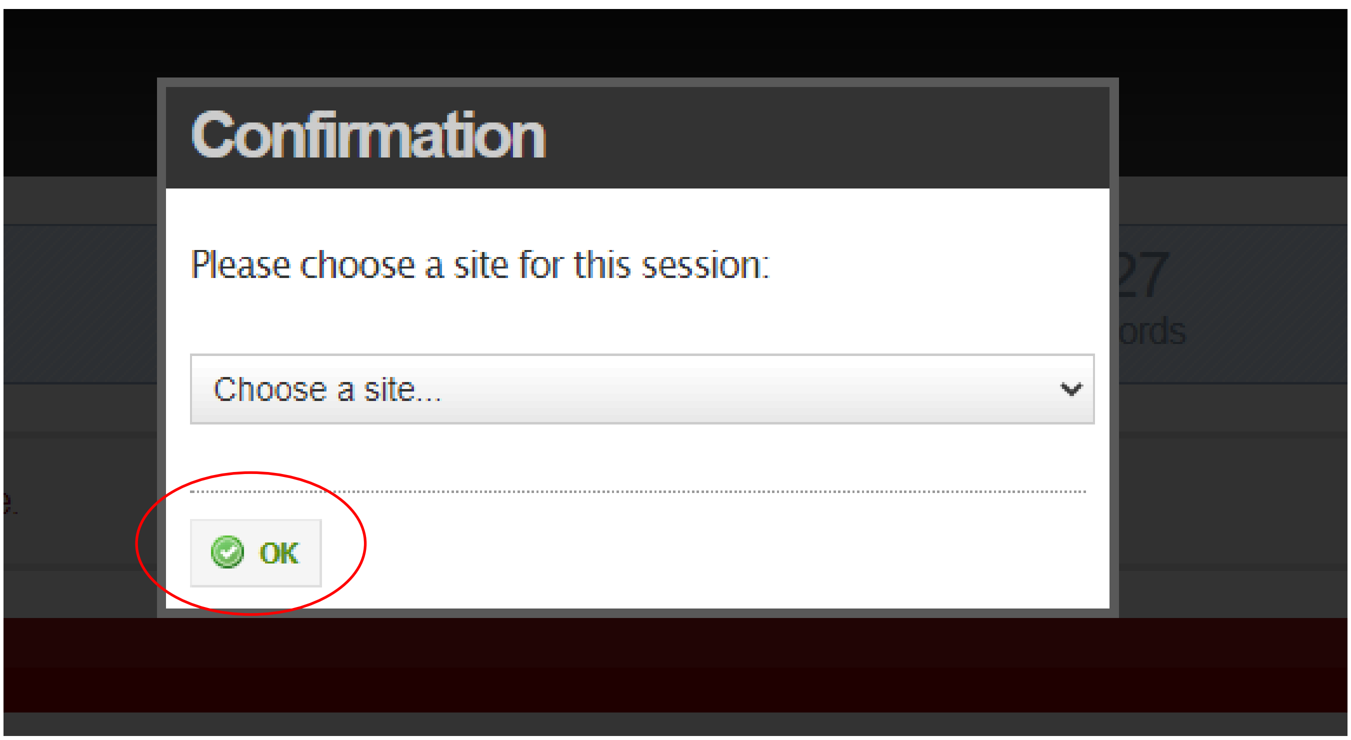
Introduction to Oasis

Oasis Insight is an online database used by thousands of food banks, food pantries, and other charitable institutions throughout the United States to keep client data in a safe and confidential manner. Rather than keeping individual spreadsheets, or even paper records that can be cumbersome to work with, every client's file and pantry report can be easily created, stored, and automatically backed up in Oasis. Once an agency is set up, maintaining client records, assistance counts, and monthly reports becomes an easy, routine process. Best of all, agencies within the Food Bank of Northern Nevada's network receive 100% free access, training, and ongoing technical support on Oasis as long as they remain FBNN partner agencies. All this makes client data entry and reporting much easier, freeing up every Oasis user's time and energy to do what matters most: helping to feed our communities.

Basic Functions

Signing In

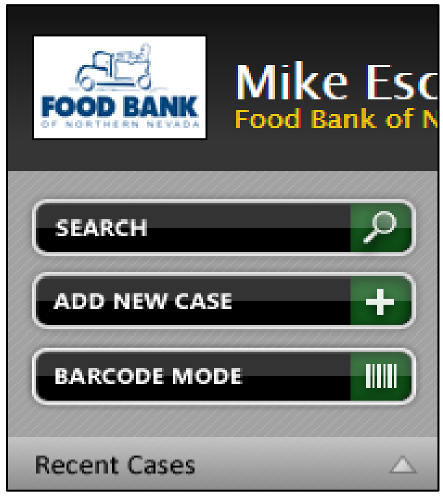
- Log onto Oasis (https://fbnn.oasisinsight.net/)
- The intro screen pops up with a site-selection menu window that looks like this. Do NOT enter any site – ignore this menu and navigate past it by clicking "OK."
  - If you select an entry by mistake, simply log out of Oasis, log back in, and click "OK" without selecting a site.



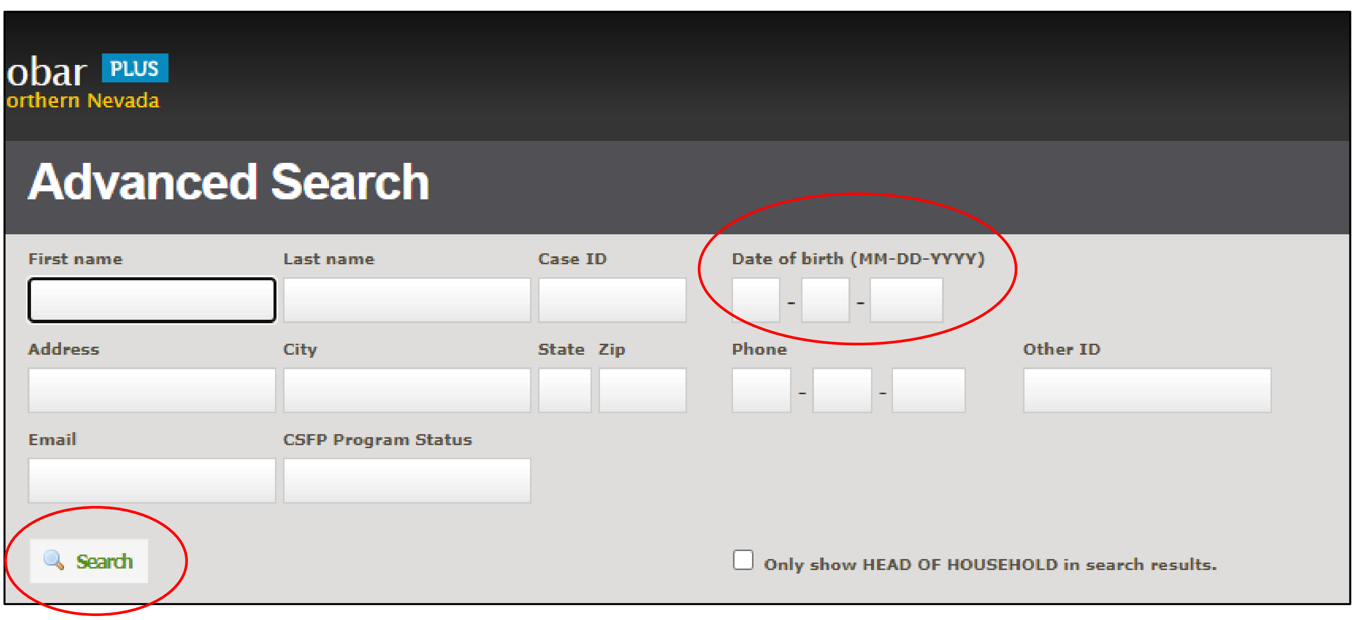
You are now logged into Oasis.

Searching for Clients

- On the far left-hand side of the screen, click on the “Search” button

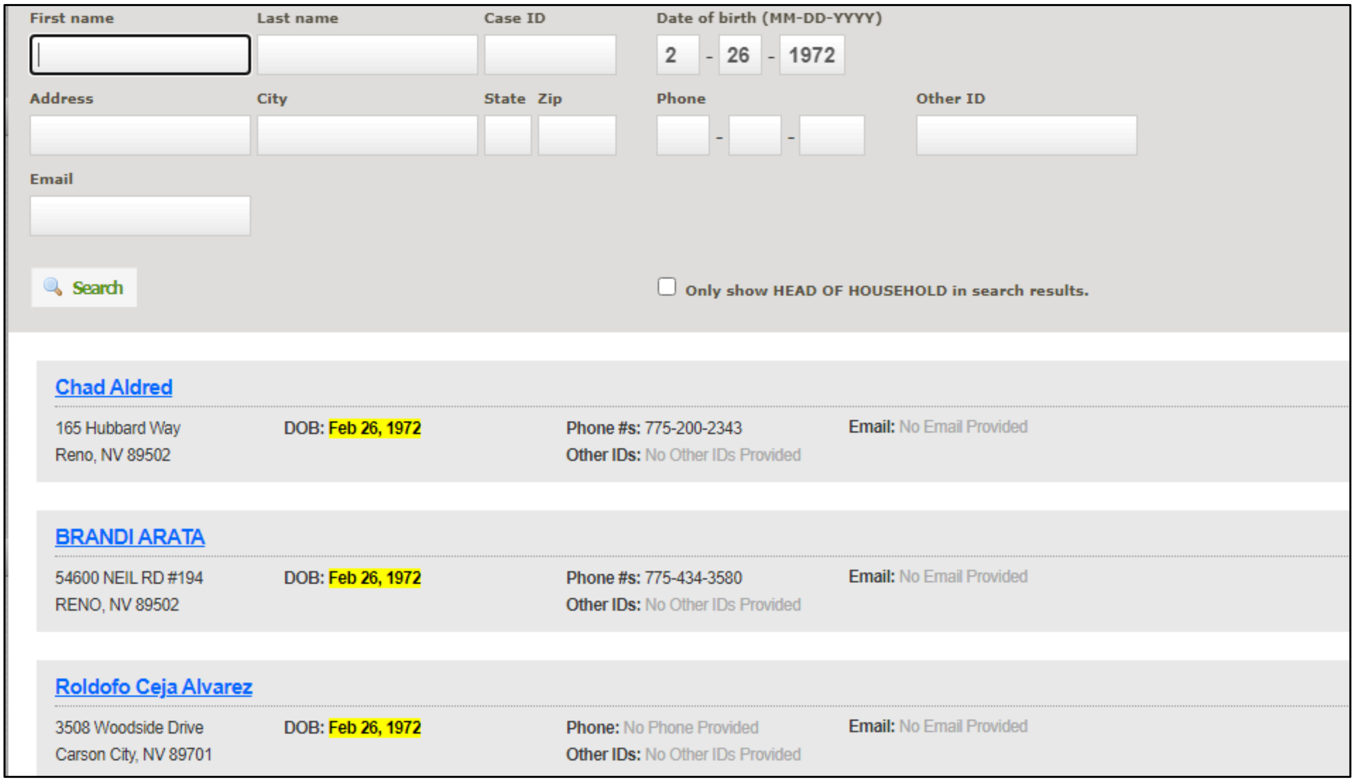


- **ALWAYS** search a client by DATE OF BIRTH. Enter the client’s DOB, then click on the “SEARCH” button as pictured below.
  - Searching by DOB will pull up a list of all clients sharing that same DOB. A DOB search will yield quicker results than a name search, and it will also allow you to easily identify whether a client may have already been entered in the past under a misspelled name, different last name (for example, some Hispanic clients have two last names), etc. In short, a DOB search will better prevent you from accidentally creating duplicate entries.



- This pulls up a list of all clients in Oasis who share a particular birthdate. You will see whether the client you are searching for exists.

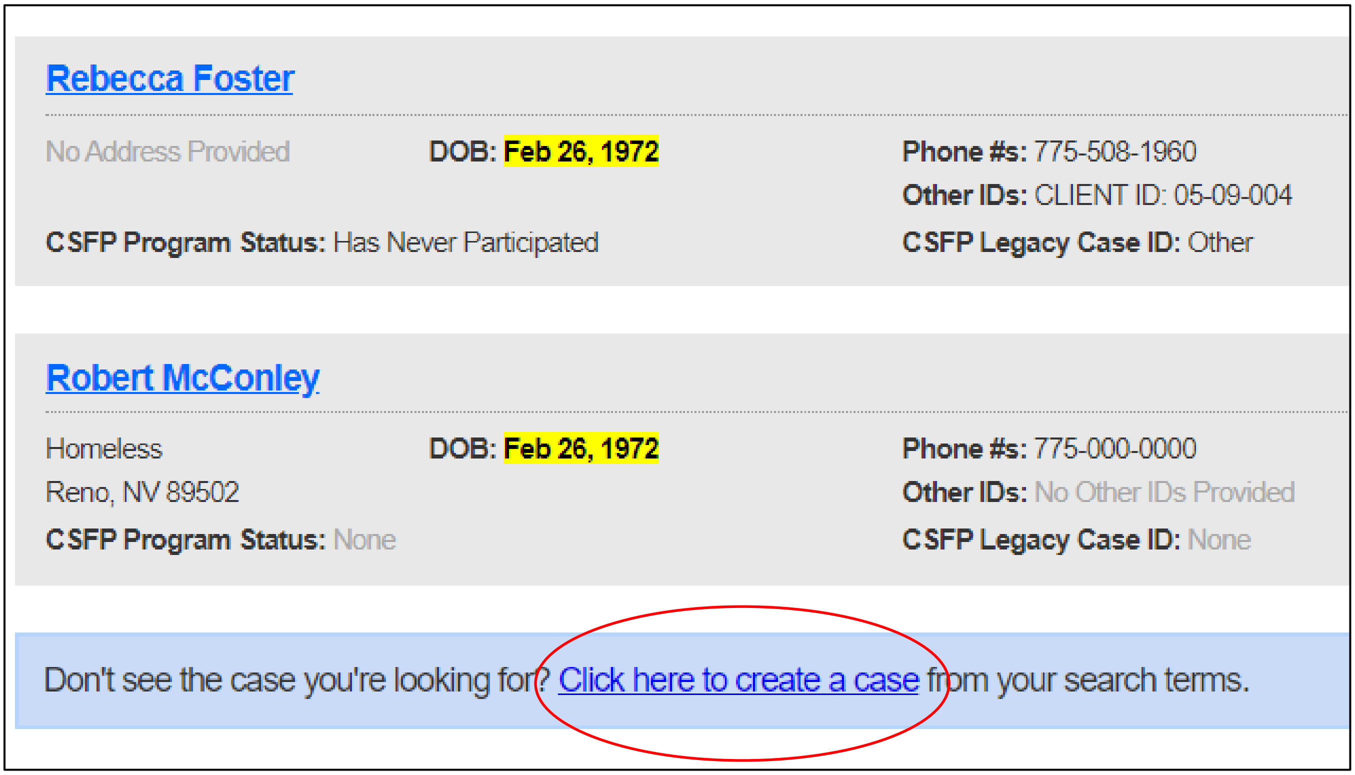
- If they exist already, click on their name (in blue). From here, you may edit their information and add assistance records to their profile (see “Updating Profile Information on Existing Clients” and “Adding Assistance to Existing Clients”)



- IMPORTANT: Please note that Oasis only displays (10) client profiles per page. Every so often, there are more than (10) clients who share the same birthdate, so it is important that we scroll to the bottom of the page and see if there are multiple pages for us to look through BEFORE we assume a client doesn’t exist and create a new profile.

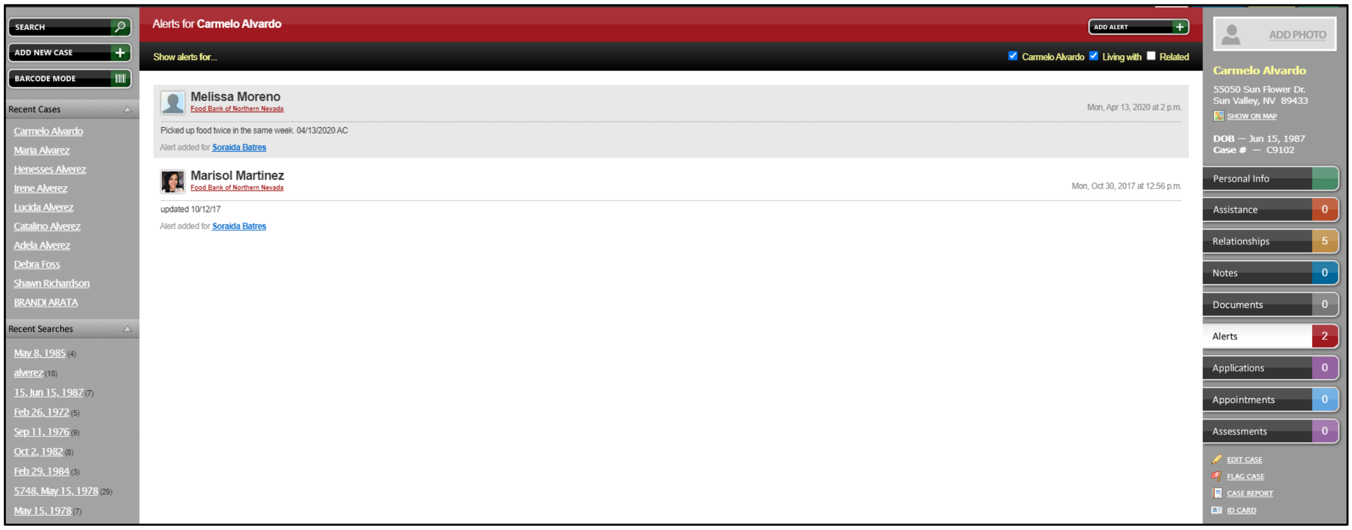
Creating a New Client Profile

- If you look for a client and they do NOT exist in Oasis already, you may create them from this same Search screen by clicking on the "Click here to create a case" link on the bottom of the screen. From here, you will be able to create a profile for the new client following the steps below (Updating/Creating Profile Information on Clients). These are essentially the same steps/menus you will see regardless of whether a client already exists in Oasis or if you are creating them from scratch.

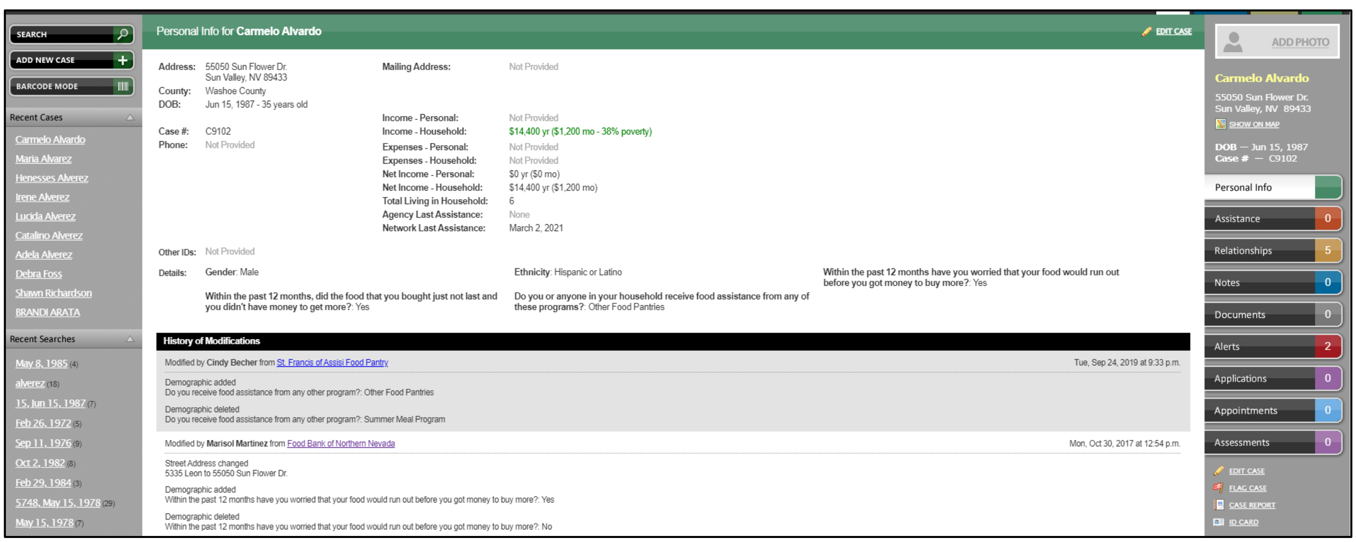


Updating/Creating Profile Information on Clients

- Assuming a client you looked up in the previous step exists and you have selected them, you'll be taken to a screen that looks something like this. By default, Oasis will take you to the "Alerts" section of a client's profile, if there are any Alerts entered for that client. If there are not any Alerts entered for a client, you will be taken to the "Personal Info" section of their profile.

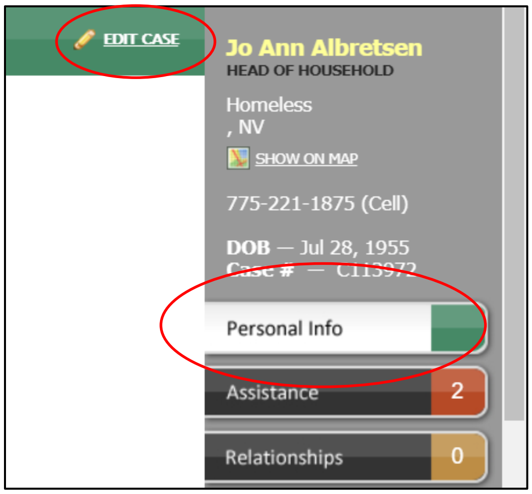


Sample: Client "Alerts" page

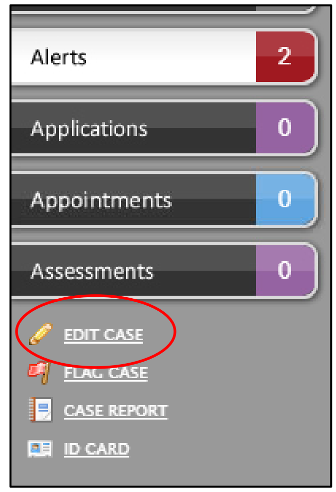


Sample: Client "Personal Info" page

- You will now edit the client's personal/demographic info. If you are already on the Personal Info page, you may click on "Edit Case" from the Personal Info page (Screenshot 1). If you are on any other page, like the Alerts page, you may click on the "Edit Case" link found on the right-hand menu below the tabs (Screenshot 2).

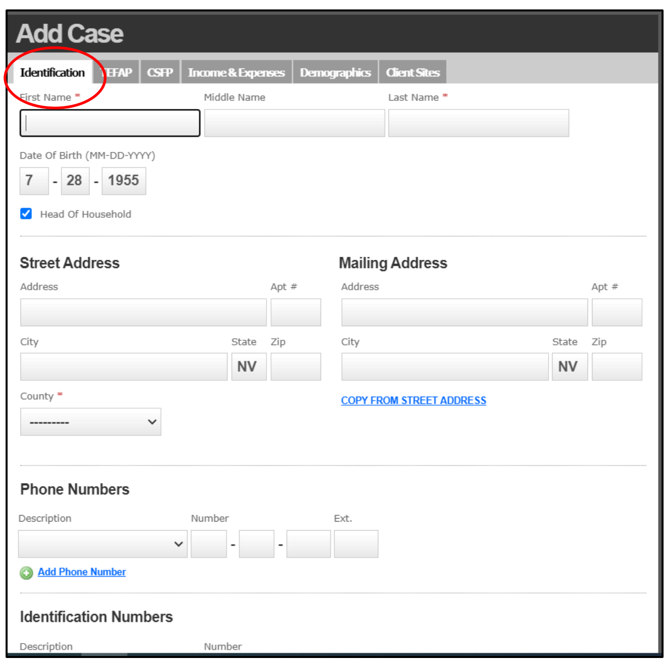


Screenshot 1



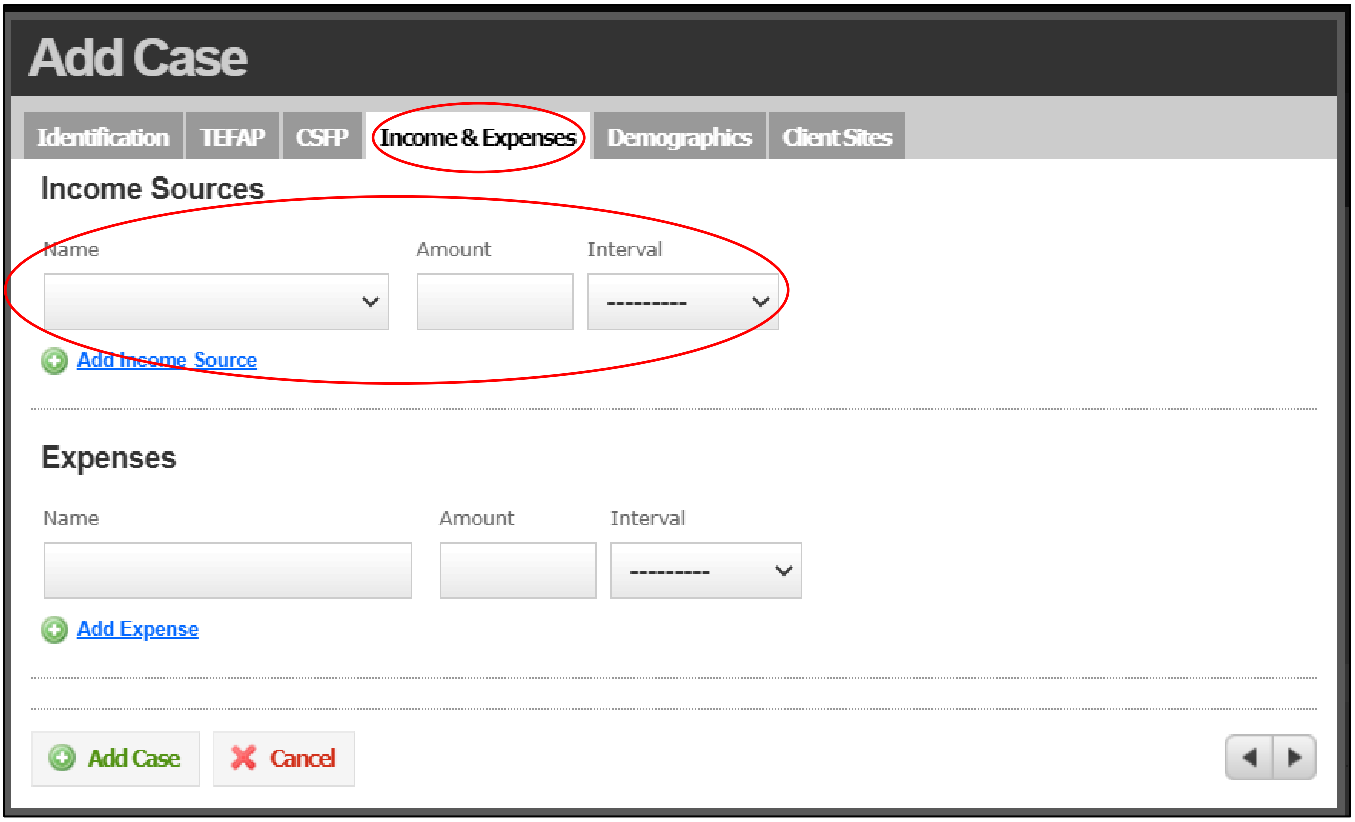
Screenshot 2

- This pulls up the below screen/set of options. Starting on the "Identification" tab, fill out/update all the provided information. **Be sure to scroll down all the way to the bottom to make sure you are entering all possible information!**
  - NOTE: For phone number, select "Other" from the "Description" pull-down menu

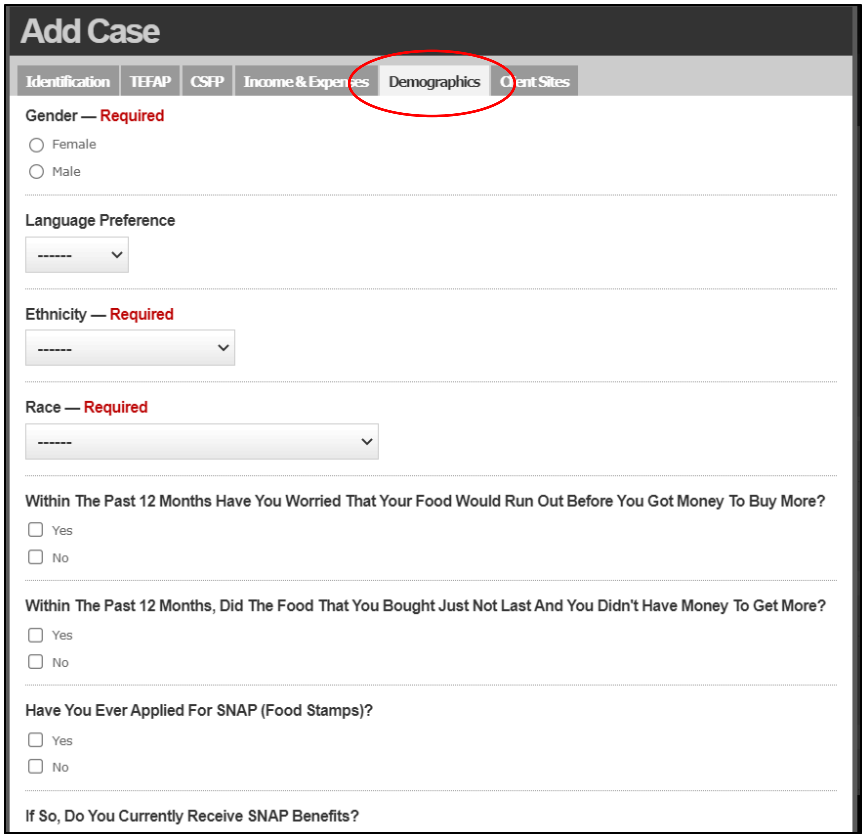


- Once you have entered all information on the "Identification" tab, select the "TEFAP" tab. NOTE: Not all partners will have this tab in their view. If you do NOT have this tab, skip to the next step.
    - If a client has indicated they do NOT CURRENTLY receive SNAP (food stamp) benefits, select "AI."
    - If a client has indicated they CURRENTLY receive SNAP benefits, select "PA."

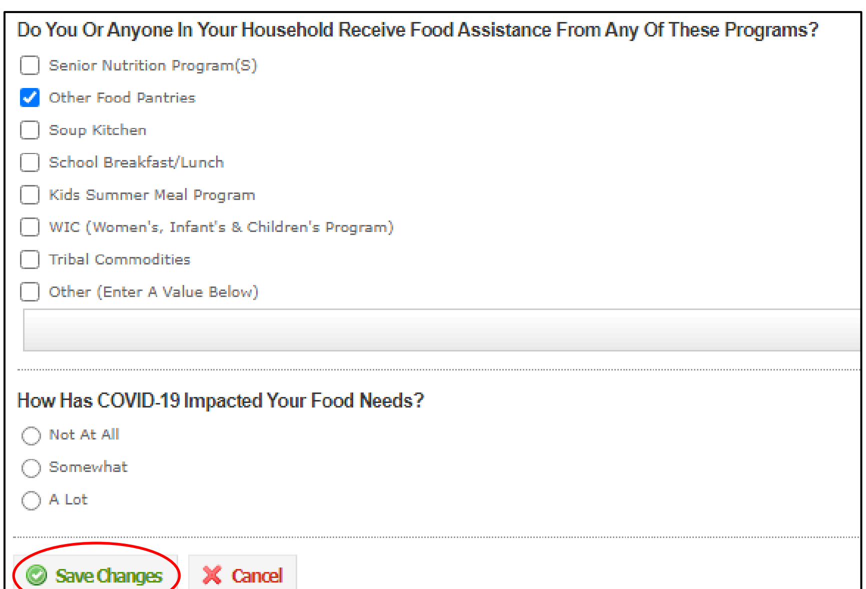
- Next, select the "Income & Expenses" tab.
  - In the "Name" pulldown menu, select "Other"
  - Type in the amount of income in the "Amount" box.
  - Select the appropriate interval (e.g. monthly, yearly, etc.).



- Next, click on the "Demographics" tab. Enter all the information as provided on the client's intake form. Make sure you SCROLL DOWN all the way to the bottom of this menu to enter all the required prompts/questions.



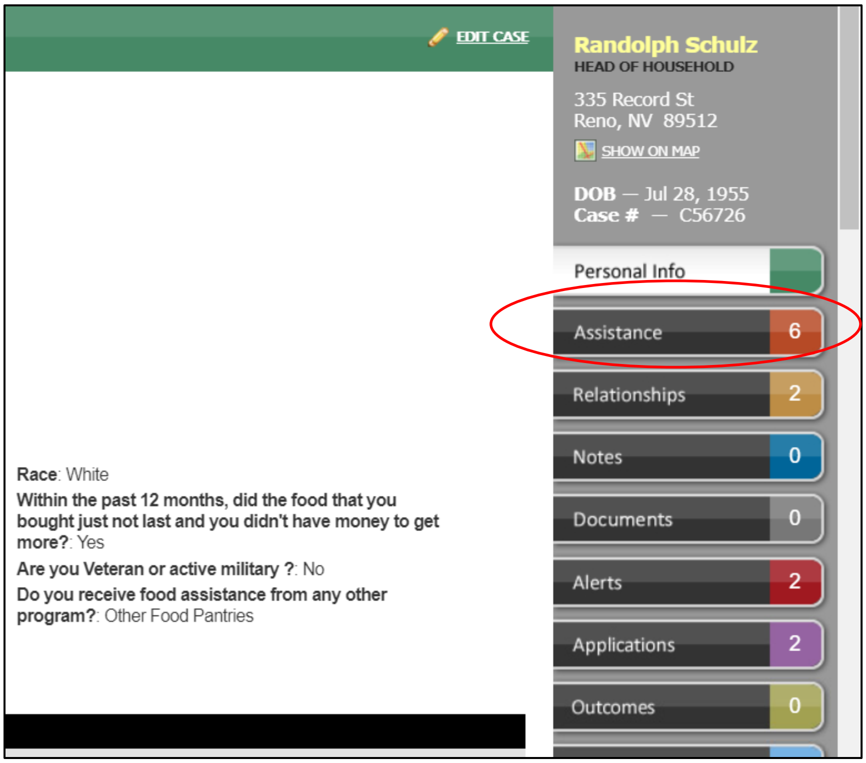
- Finally, scroll all the way to the bottom of the site roster list and click "Save Changes" if you are updating an existing client).



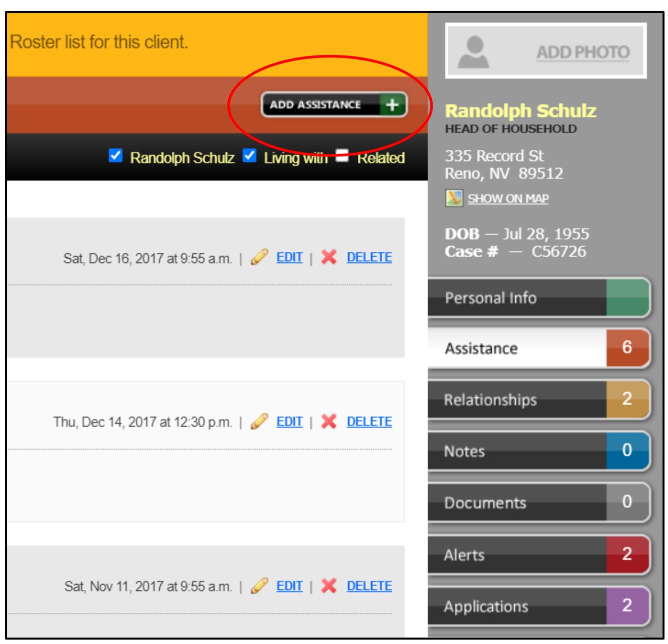
Adding Assistance to Client Records

Once you are on a client's page, you will be able to add Assistance records to this client as follows.

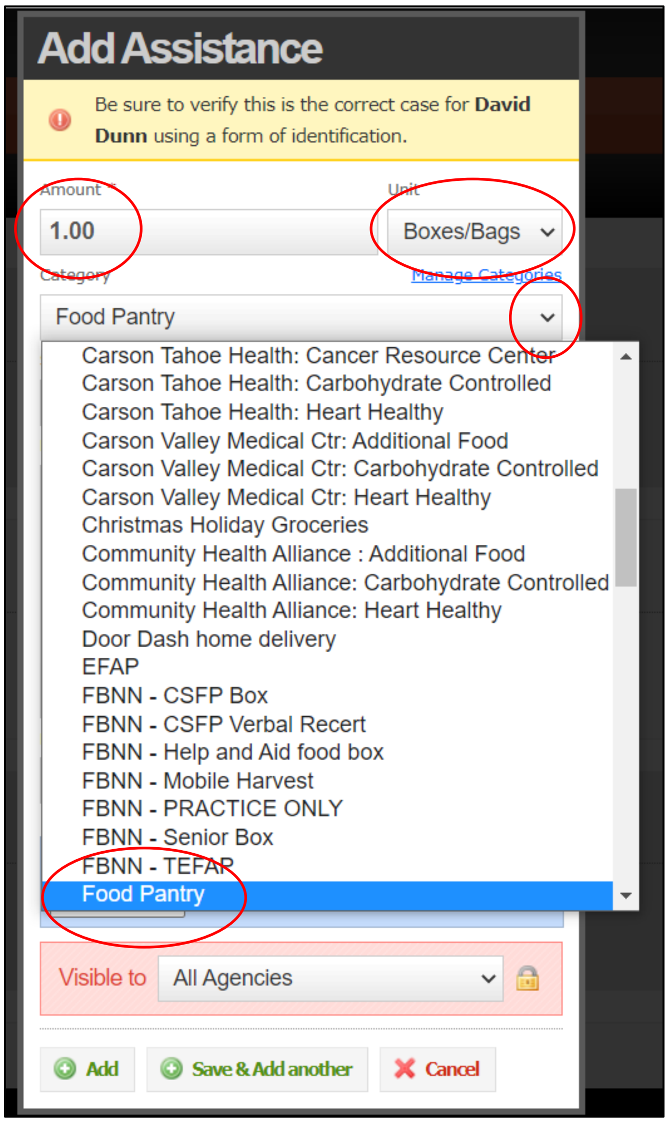
- Click the "Assistance" button on the right-hand side of the screen.



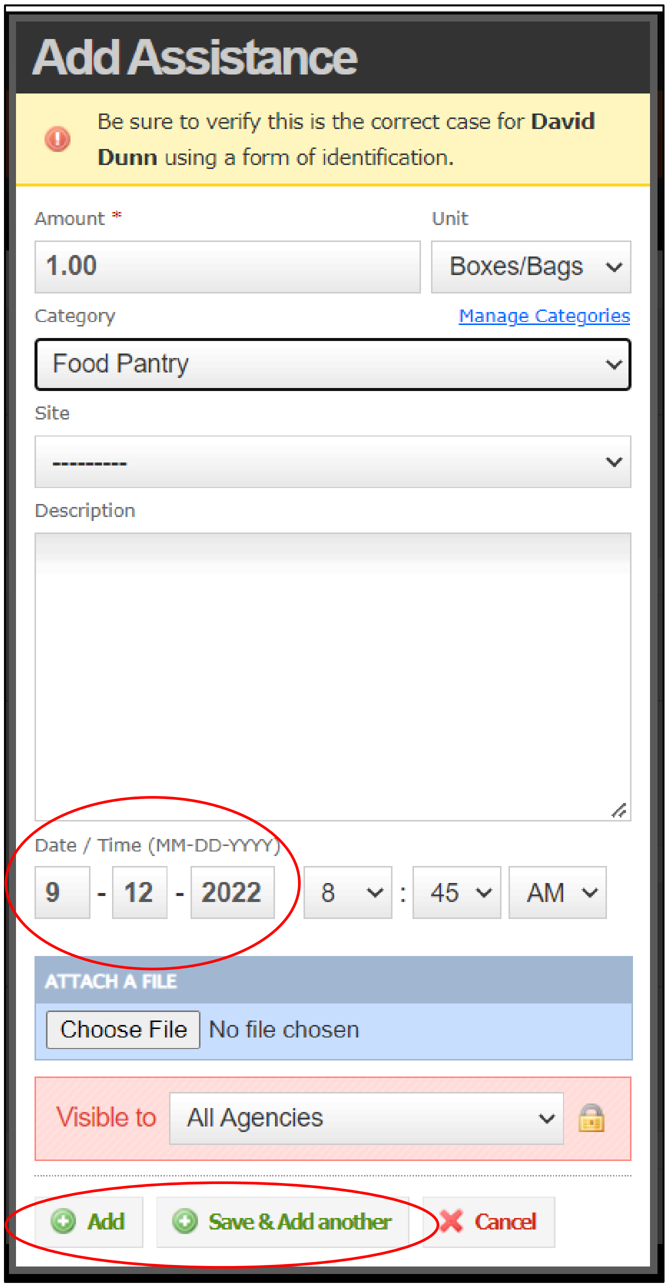
- Once on the Assistance screen, click on the "Add Assistance" button toward the upper right-hand side of the screen.



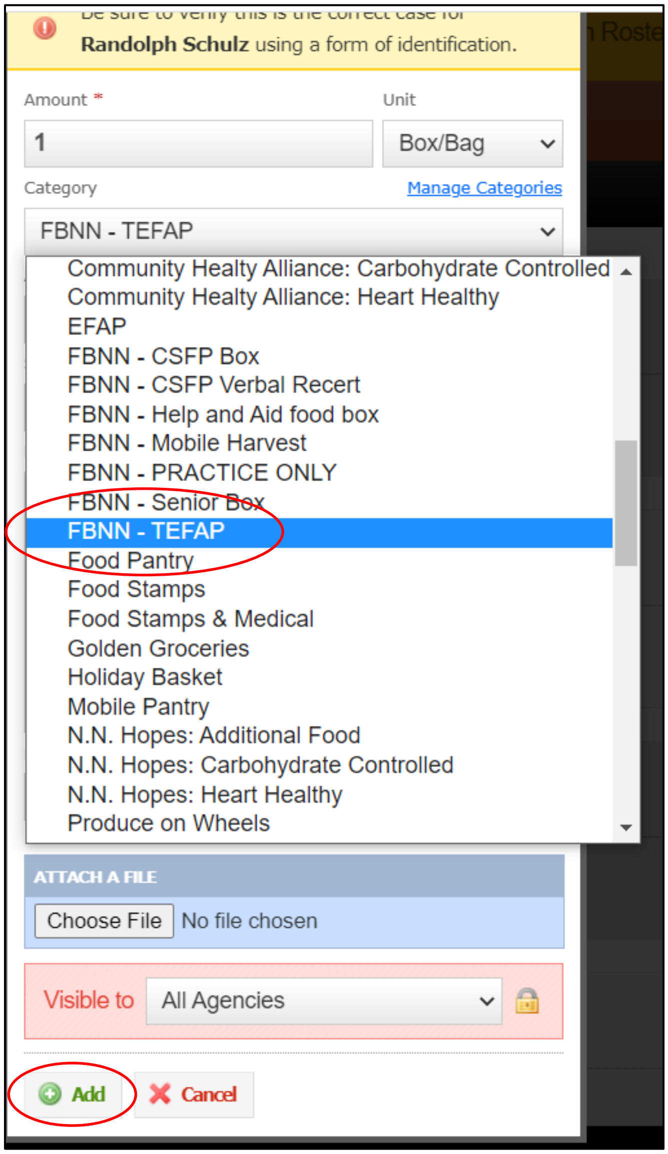
- This brings up the below screen. Click the arrow on the "Category" pull-down menu and scroll down until you see the type of assistance (See the Types of Assistance section for more information) you want to add to this client's record. In most cases, it will be the "Food Pantry" category, but in other cases, you will want to add other and/or additional categories. We will discuss later on in this guide how to do this.
  - Leave the "Amount" as 1.00 and the "Unit" as whatever it is listed as for the category you choose. Even if a client receives multiple boxes/bags, it is still only one pantry visit, hence we leave things as 1.00.



- Next, check what DATE the client received this assistance (do not worry about changing the time, only the DATE). By default, Oasis will pick today's date/time, which should be fine most of the time. Be sure that you are changing this ONLY as needed, which should only be the case if you are entering client assistance AFTER a distribution has taken place.
  - If the client ONLY received one type of assistance (e.g. "Food Pantry"), select the appropriate food category from the pulldown menu. Then, hit "Add" at the bottom of the menu.
  - If they ALSO received another type of assistance (e.g. TEFAP, etc.) along with their first type of food that day, select "Save and Add Another," then move to the next step.

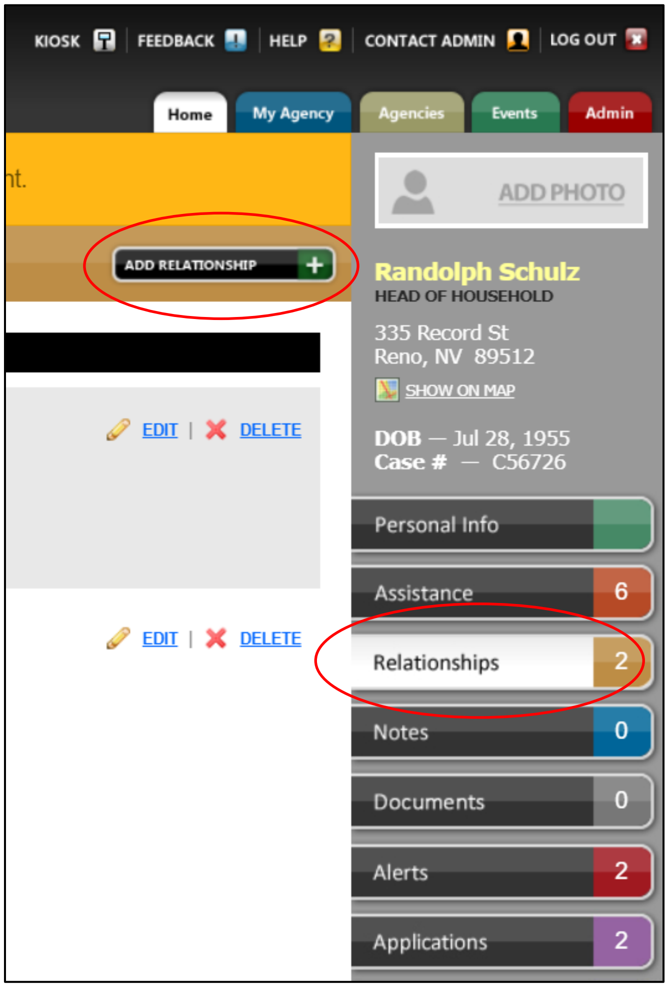


- For clients who ALSO received an additional form of assistance on the same pantry visit/food distribution (e.g. TEFAP assistance), select the appropriate category from the "Category" pull-down menu. IF NECESSARY, change the assistance date. Then, select "Add." The client will now have both X and Y types of assistances received on the correct date if you did everything right.

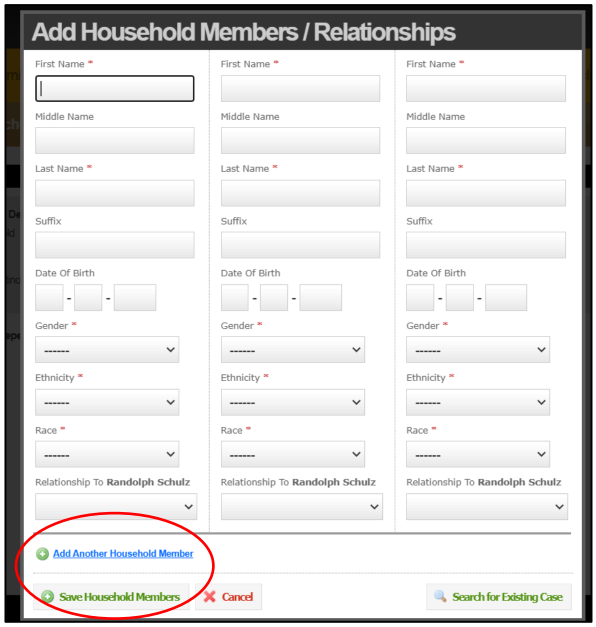


Adding/Deleting Relationships

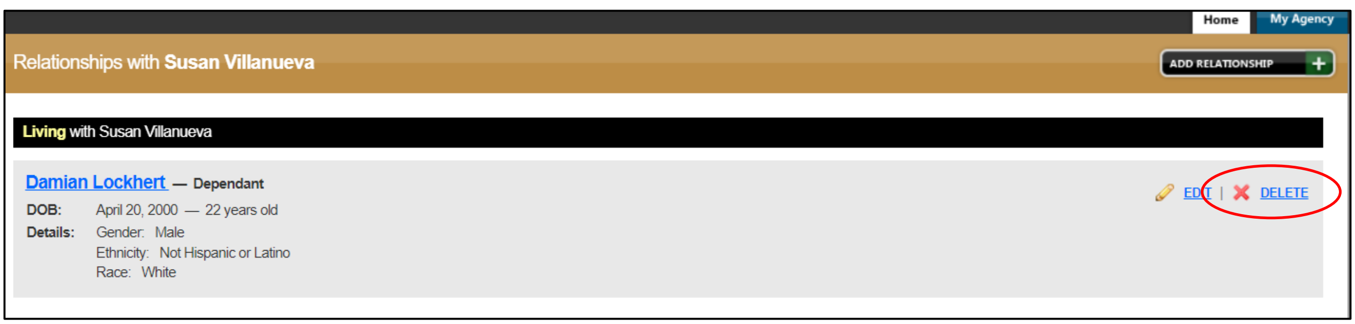
- Add Relationships to any client's profile by clicking the "Relationships" button on the right-hand side of the screen. This pulls up a menu where you will be able to add Family/Household members who live with this client.
    - NOTE: If you have a client who lives by themselves, you may skip this section entirely.
- Once in the "Relationships" section, select "Add Relationship."



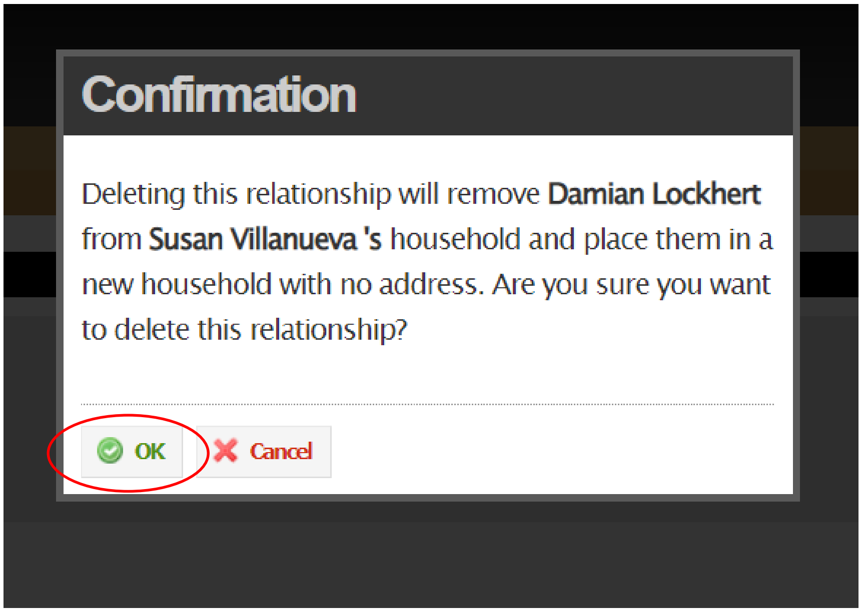
- The below menu appears. Enter all the household members' information. If you need to add more household members, select "Add Another Household Member" toward the bottom of the screen.
  - Once you have added all relationships, select "Save Household Members."



- Sometimes, we need to REMOVE relationships from a household for any number of reasons (someone moved out, passed away, etc.). To do this, navigate to the "Relationships" tab, find the relationship you



- Click the "OK" button on the window that appears to remove that relationship from a client's household.



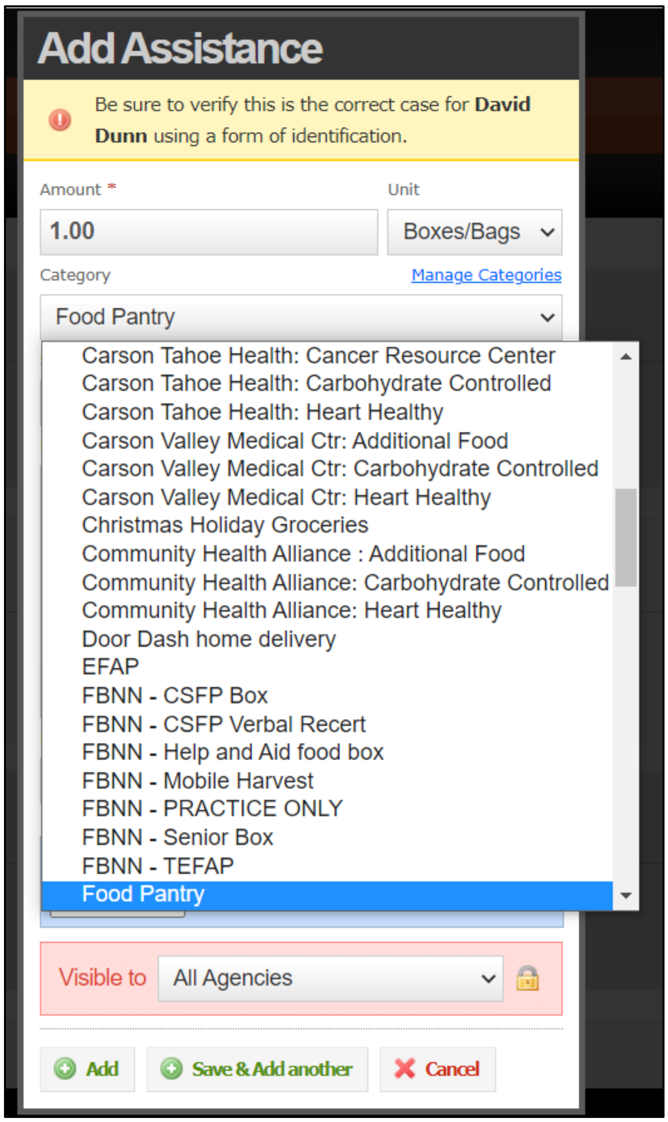
Types of Assistance

Disclaimer: If you have not yet, please review Basic Functions, focusing on Adding Assistance to Client Records before proceeding to this section of the Oasis Manual.

Oasis allows users to track many different programs that are offered at their pantry. This guide will describe the different assistances and when you use them.

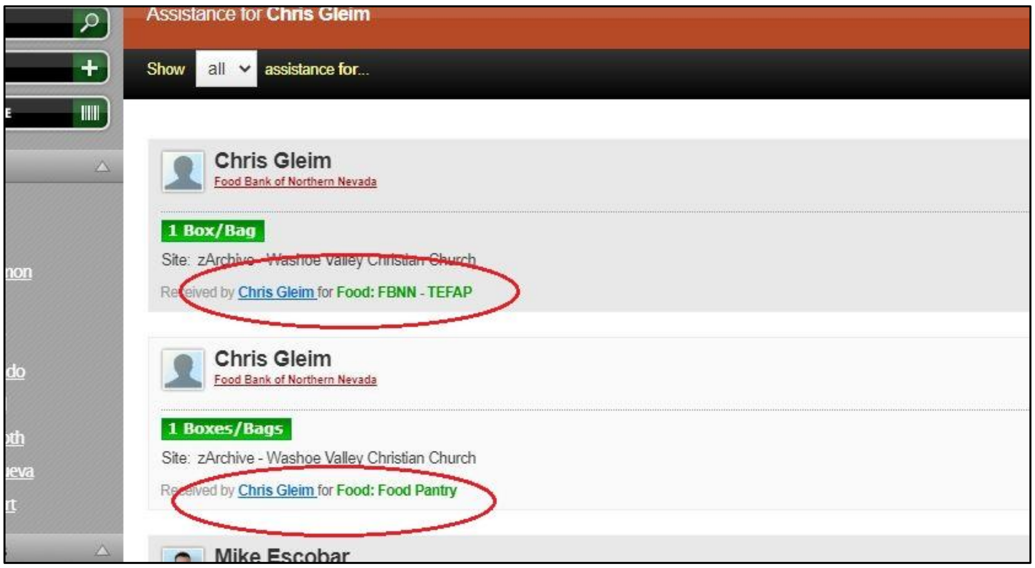
Food Pantry

- As stated in the Adding Assistance to Client Records section above, this is the assistance type that will be most used when adding assistance to a client profile. This is used anytime you are providing services to a client during pantry operations. ***More assistances can be added to this time of service but Food Pantry should always be your start.***
  - Now that Food Pantry has been added we can follow the steps outlined in the Adding Assistance to Client Records section to continue to add other assistances.

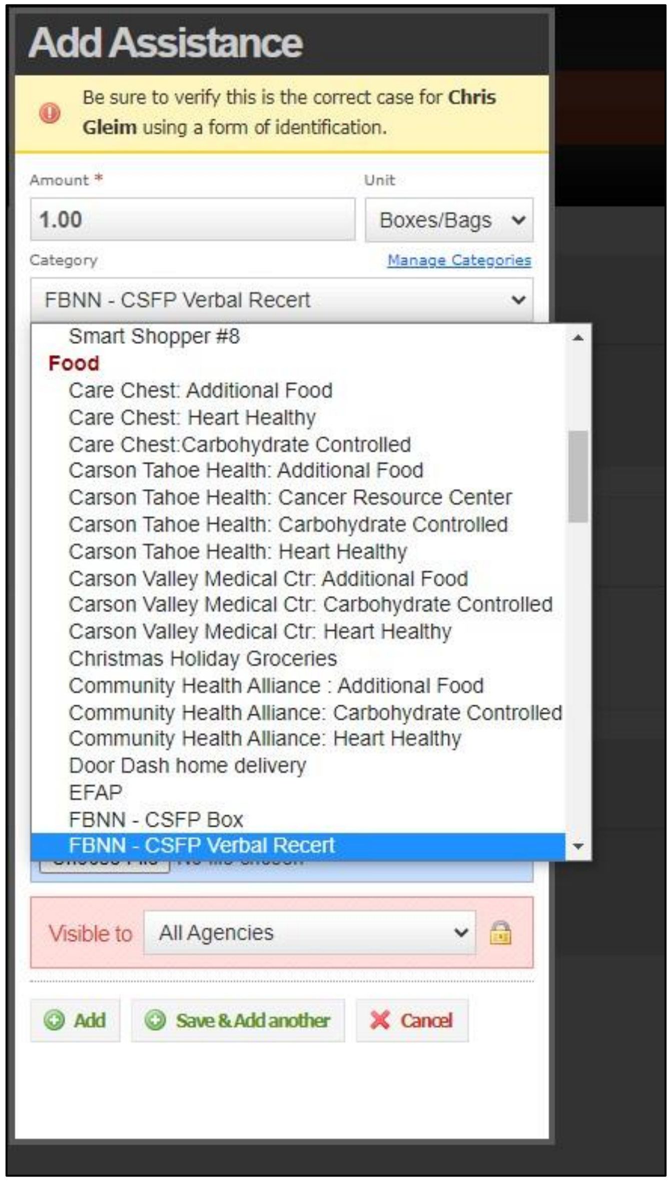


TEFAP

- TEFAP or The Emergency Food Assistance Program is a federally funded program that many of our pantries provide for clients. If your pantry has TEFAP commodities available, both Food Pantry and FBNN – TEFAP assistance needs to added to the client's assistance profile.
  - Once you have added and submitted both assistances, each will display in the client profiles assistance page.
  - Reminder: If your pantry has other programs (e.g. Rx Pantry, Golden Groceries) add these assistances as well.



Rx Pantry
Rx Pantry is a program where clients are provided a prescription from a physician that is redeemed at select pantries. There are multiple locations where these prescriptions are given and three types of Rx assistances (Additional Food, Heart Healthy, and Carbohydrate Controlled). When adding assistance, you will need to locate where the client received their prescription, as well as which of the three Rx categories it is for.

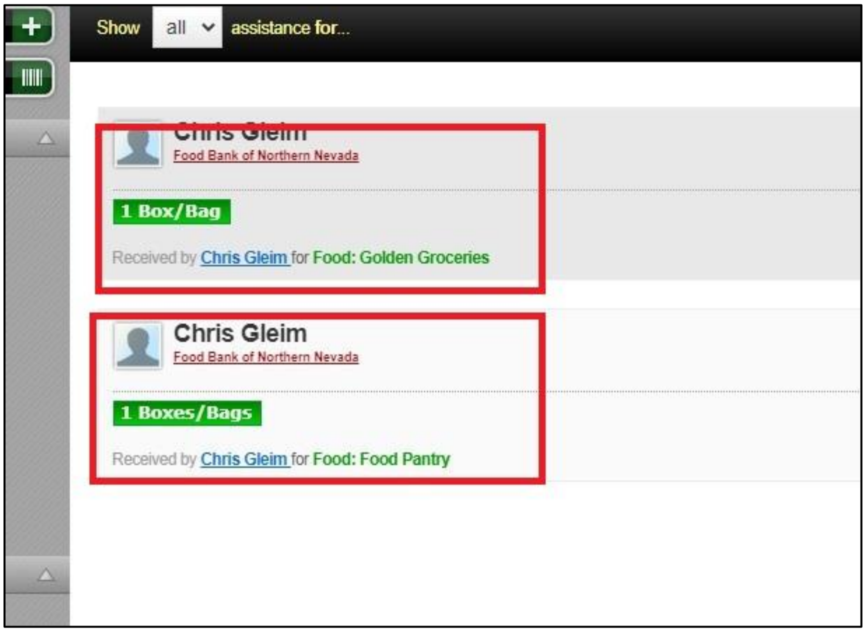


- Possible Rx Locations
    - Care Chest
    - Carson Tahoe Health
    - Carson Valley Medical Ctr
    - Community Health Alliance
    - N.N. Hopes (Northern Nevada Hopes)
    - Renown
    - UNR Student
    - VA Clinic
    - Washoe Tribe Health Clinic
    - WRPT Health Clinic
- Note: All clients are welcome to Rx Pantry food, but only clients who have the prescription should have this assistance added to their profile.
- Reminder: If your pantry has other programs (e.g. TEFAP, Golden Groceries) add these assistances as well.

Golden Groceries

Golden Groceries is a program that focuses on providing extra Senior-specific times when they can receive food, as well as additional food items. If your pantry has Golden Groceries available, both Food Pantry and Golden Groceries assistance types need to be added to the client's profile.

- Once you have added and submitted both assistance types, each will display in the client profile's assistance page.
- Reminder: If your pantry has other programs (e.g. TEFAP, Rx Pantry) add these assistances as well.



Other Functions

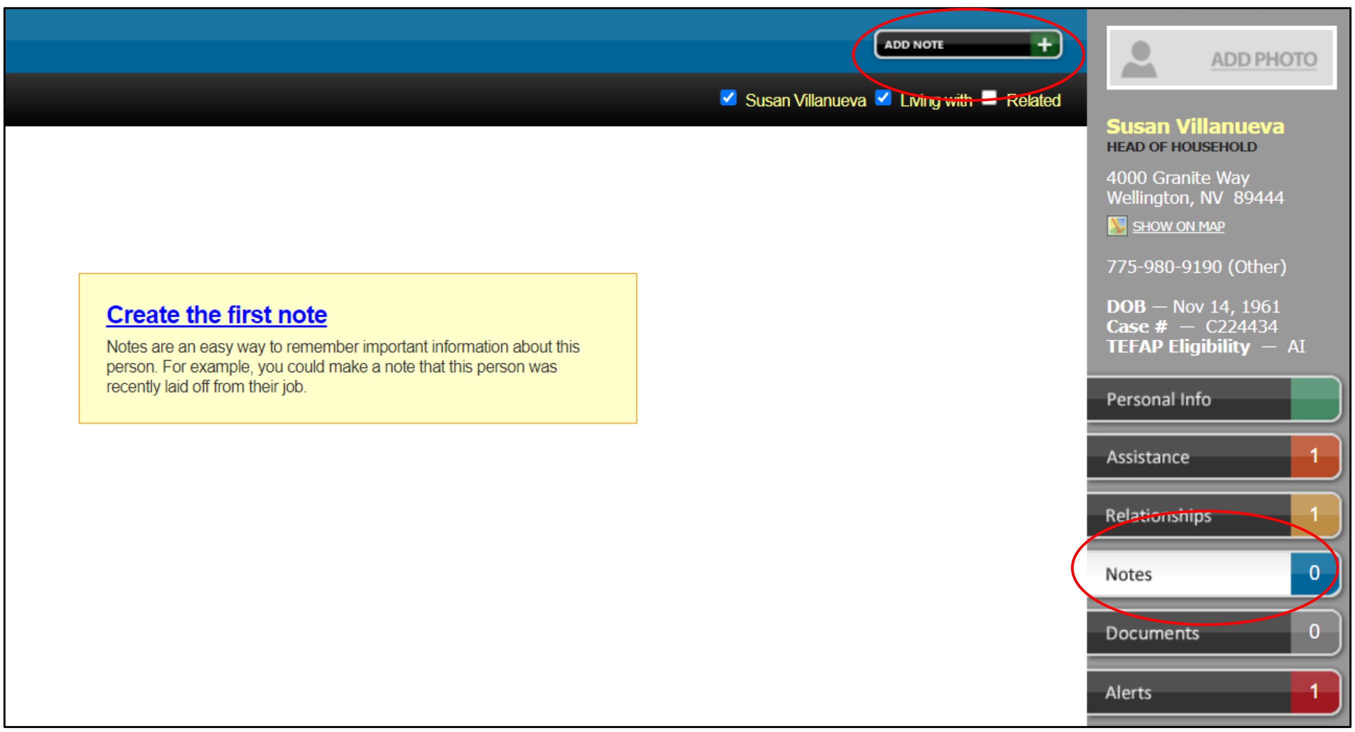
Adding Notes/Alerts to Client Records

Oasis allows you to make notes on client records that may be included in two different sections. These notes and alerts are visible to ALL Oasis users in the network, so it is important that nothing confidential or insensitive is posted on here. Instead, use notes and alerts to post information about a client that is good to be reminded of anytime staff log on and view a client's record. This might include reminders to obtain or update information, behavior/conduct issues that resulted in a suspension of services, etc.

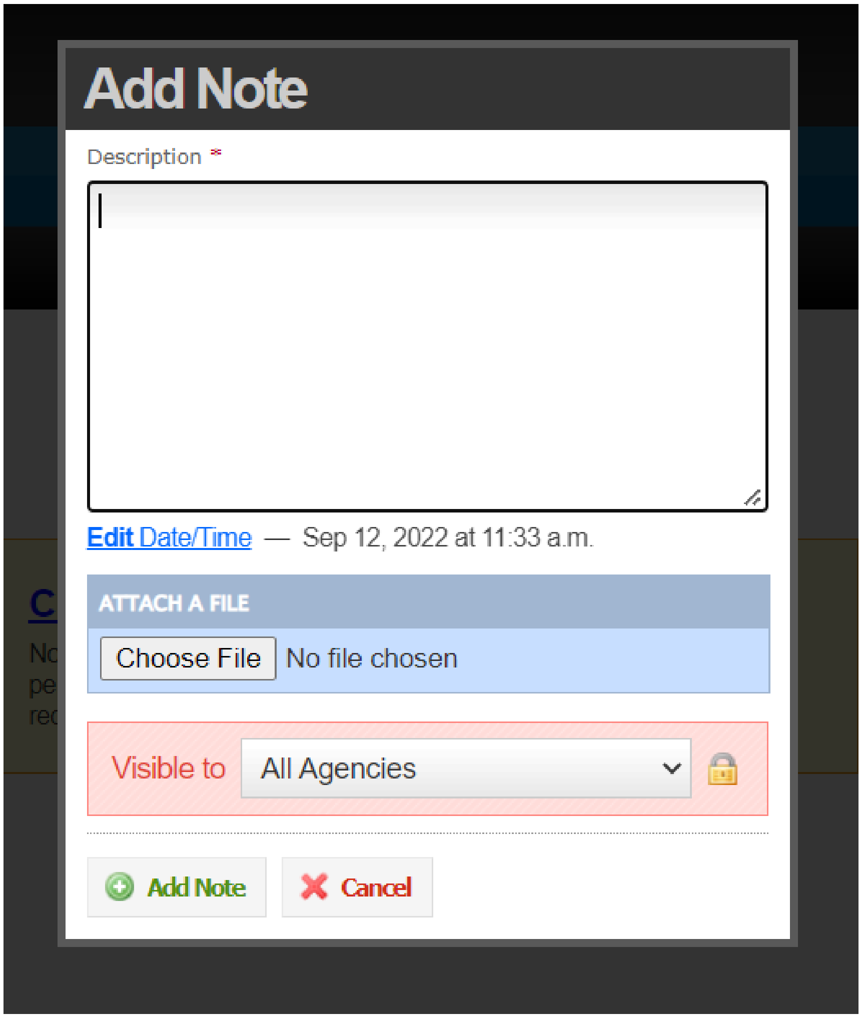
Generally, you want to use the NOTES function to include less important information that you wish to communicate but that is not necessarily overly timely, essential, etc. You will want to use ALERTS to communicate very important information that you want people to see easily. By default, Oasis takes you to a client's ALERTS page if any alerts have been entered on that profile, so it's the first thing everyone will see when they view any given client.

Adding Notes to a Client Record

- Click on the "Notes" tab on the right side of the screen while on a client's profile.
- Once in the "Notes" section of a client profile, click the "add note" button.

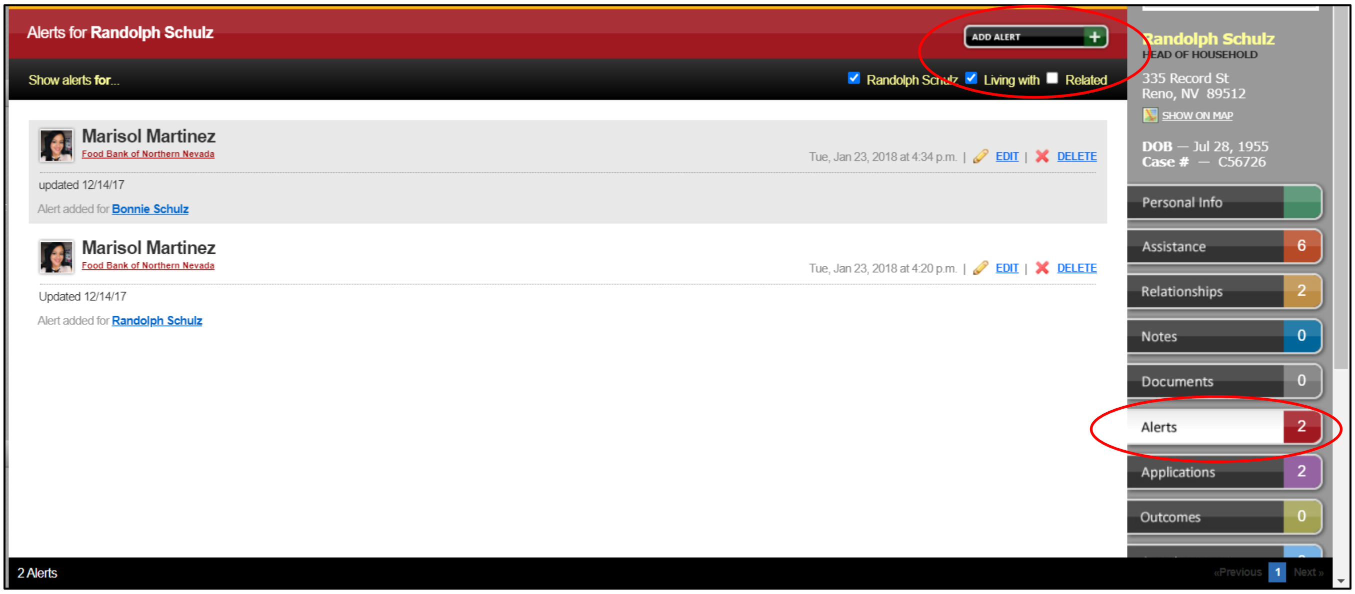


- Type in whatever you wish to appear as the Note. Remember, these Notes are visible to any FBNN Oasis user, so be sure that you are keeping your statements specific but professional.

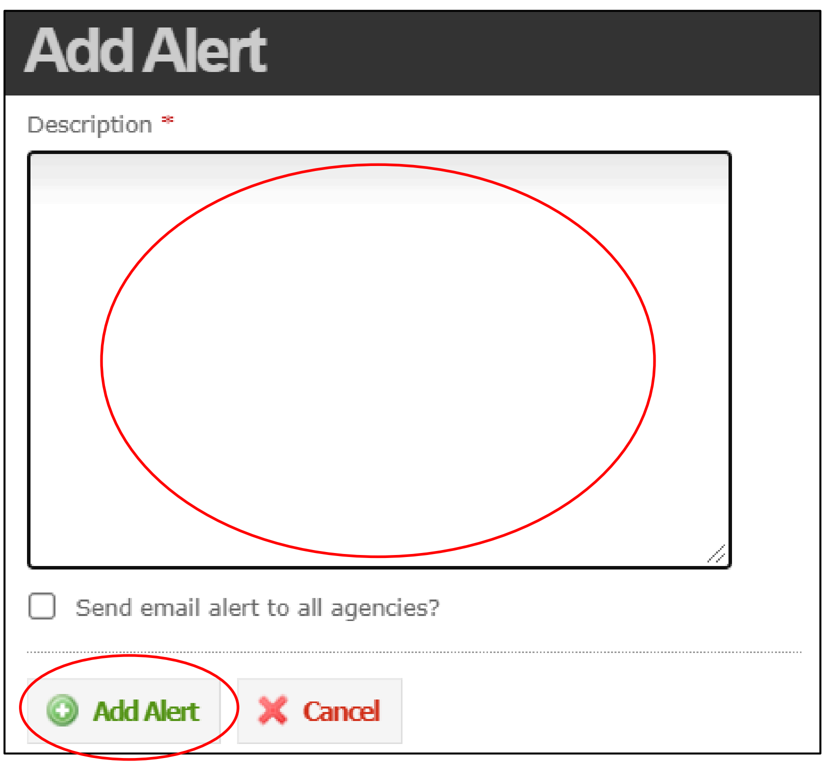


Adding Alerts to a Client Record

- Navigate to the Alerts screen by hitting the "Alerts" button on the right-hand side of the screen. This will take you to a screen that looks similar to the below example.
- Select "Add Alert" toward the top of the screen.

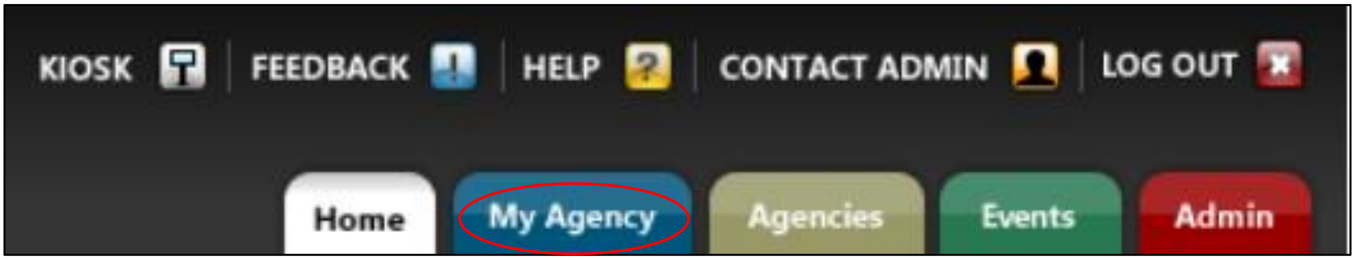


- Type in whatever you wish to appear as the Alert. Remember, these Alerts will generally be the FIRST thing any Oasis user sees when they pull up a client's profile, so be sure that you are keeping your statement specific but professional.

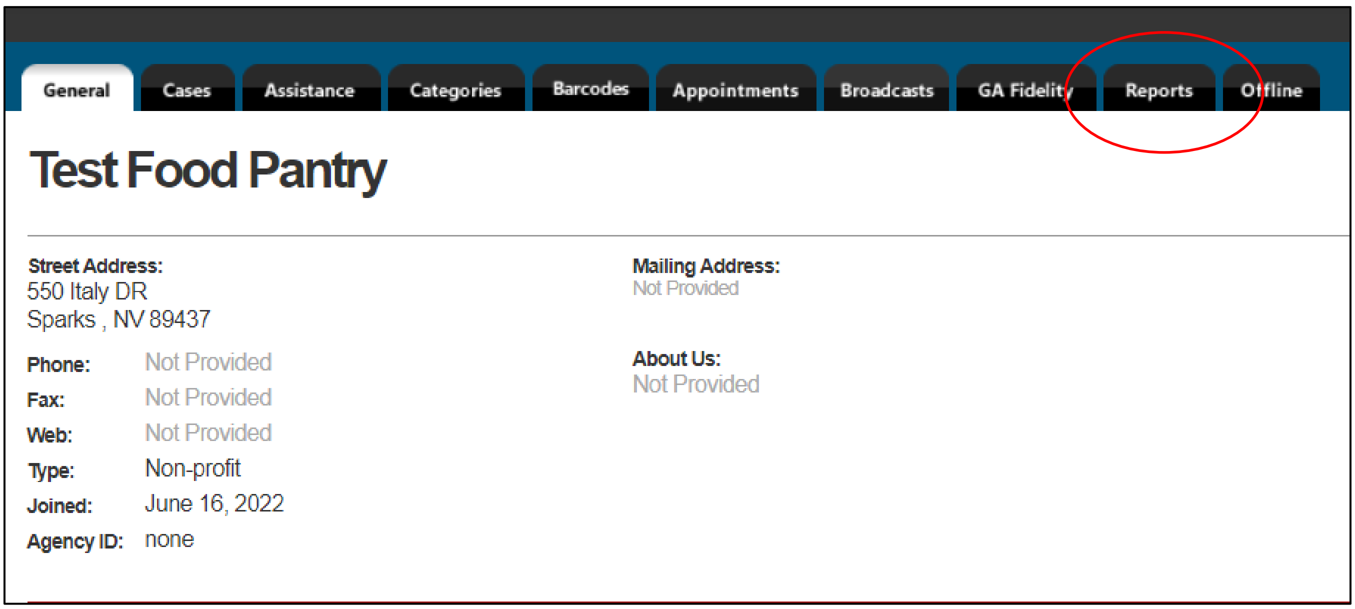


Creating/Printing a Roster of Clients from your Agency (Entering Assistance while OFFLINE)

- Once you've logged into Oasis, click on the "My Agency" tab in the upper right corner of your screen.

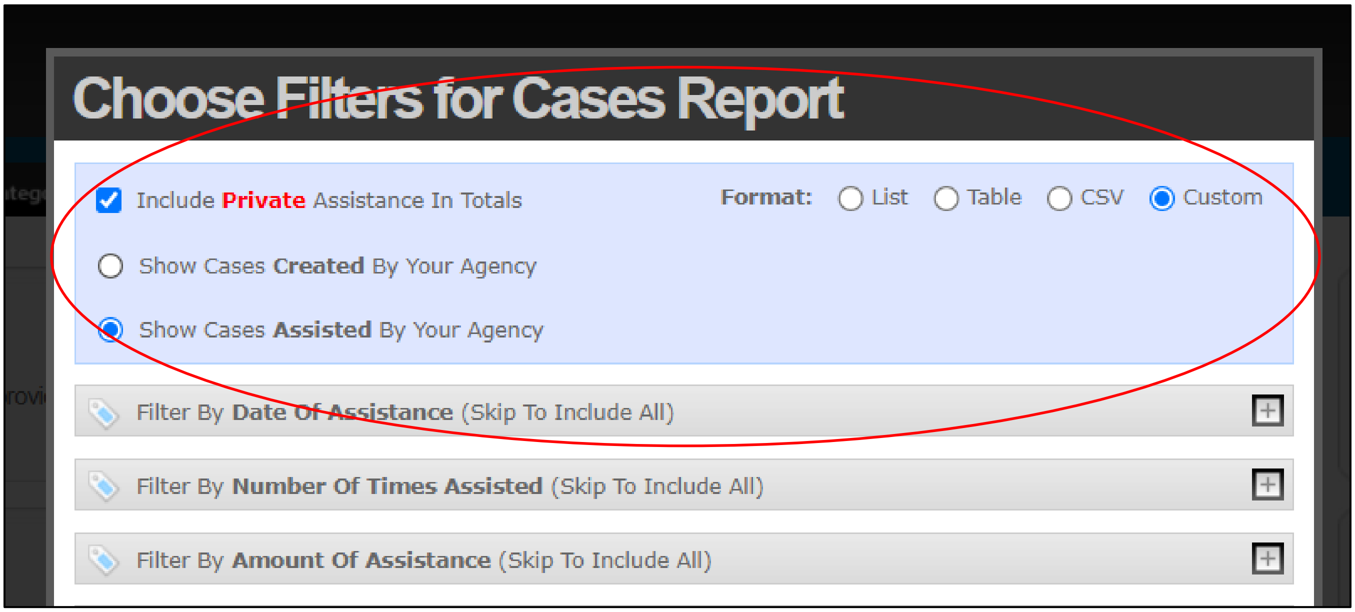


- Click on the "Reports" tab

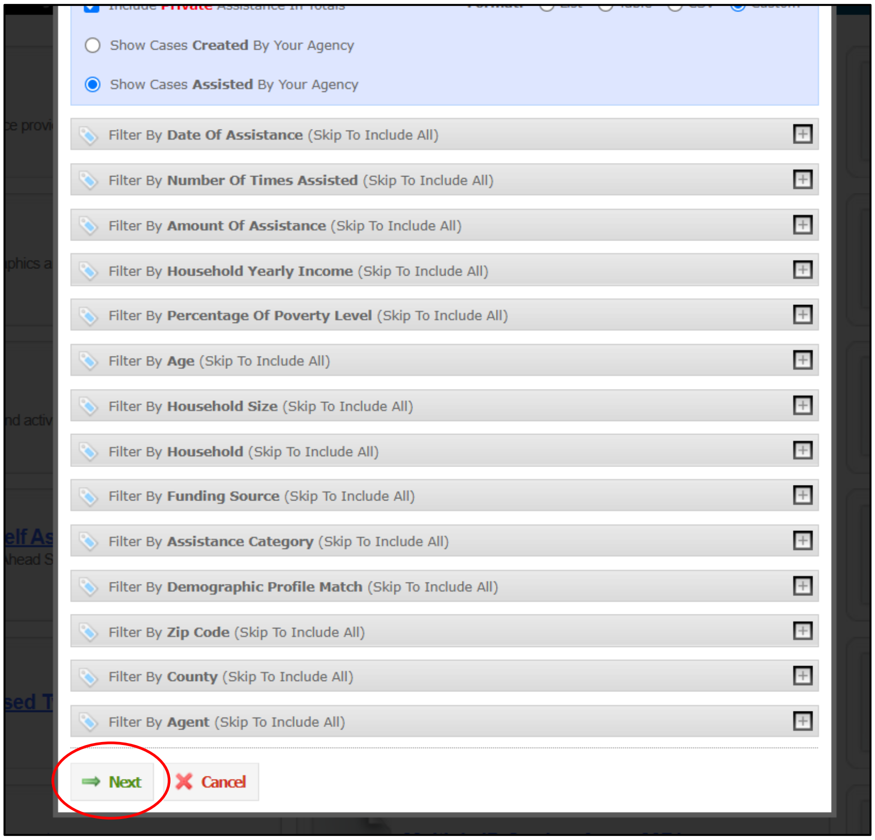


- Click on "Cases" menu. This will allow you to create a roster of all the people your agency has assisted.

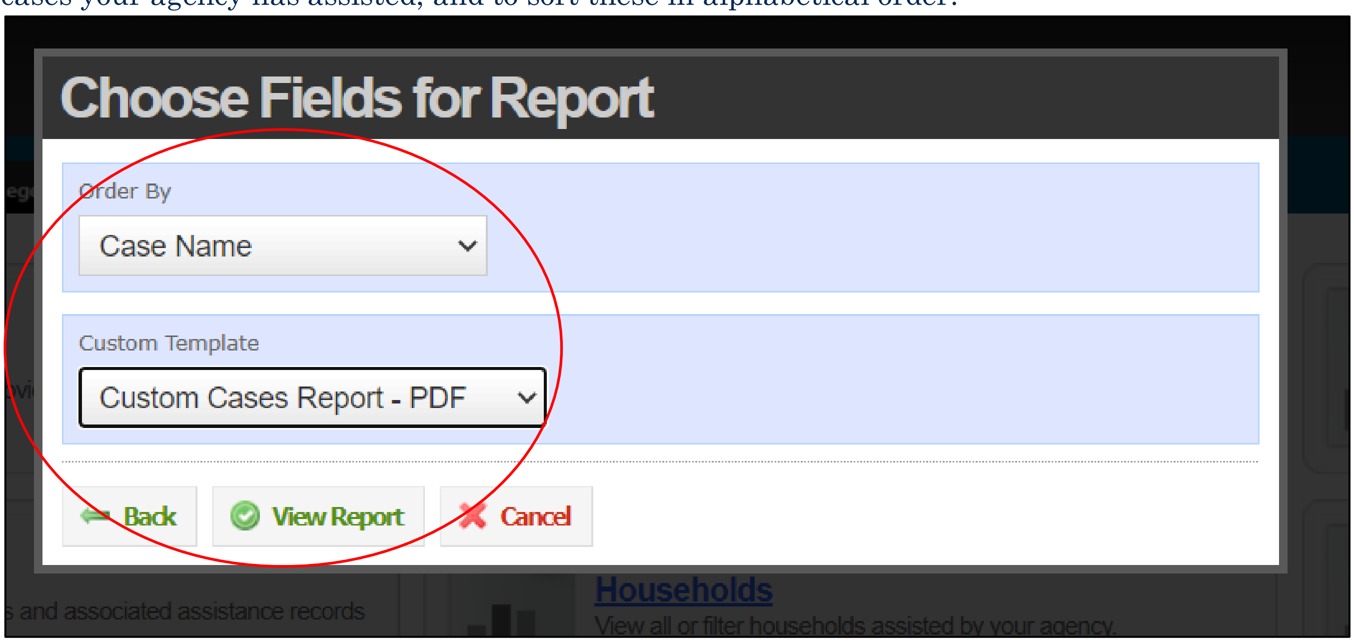
- The following menu opens up. Make sure all appropriate areas are selected as pictured below
  - Check "Include Private Assistance in Total"
  - Select "Show Cases ASSISTED by your Agency (if you select "Created", the system will generate a much smaller, incomplete list)
  - Select "Custom" as your format



- Click "Next"

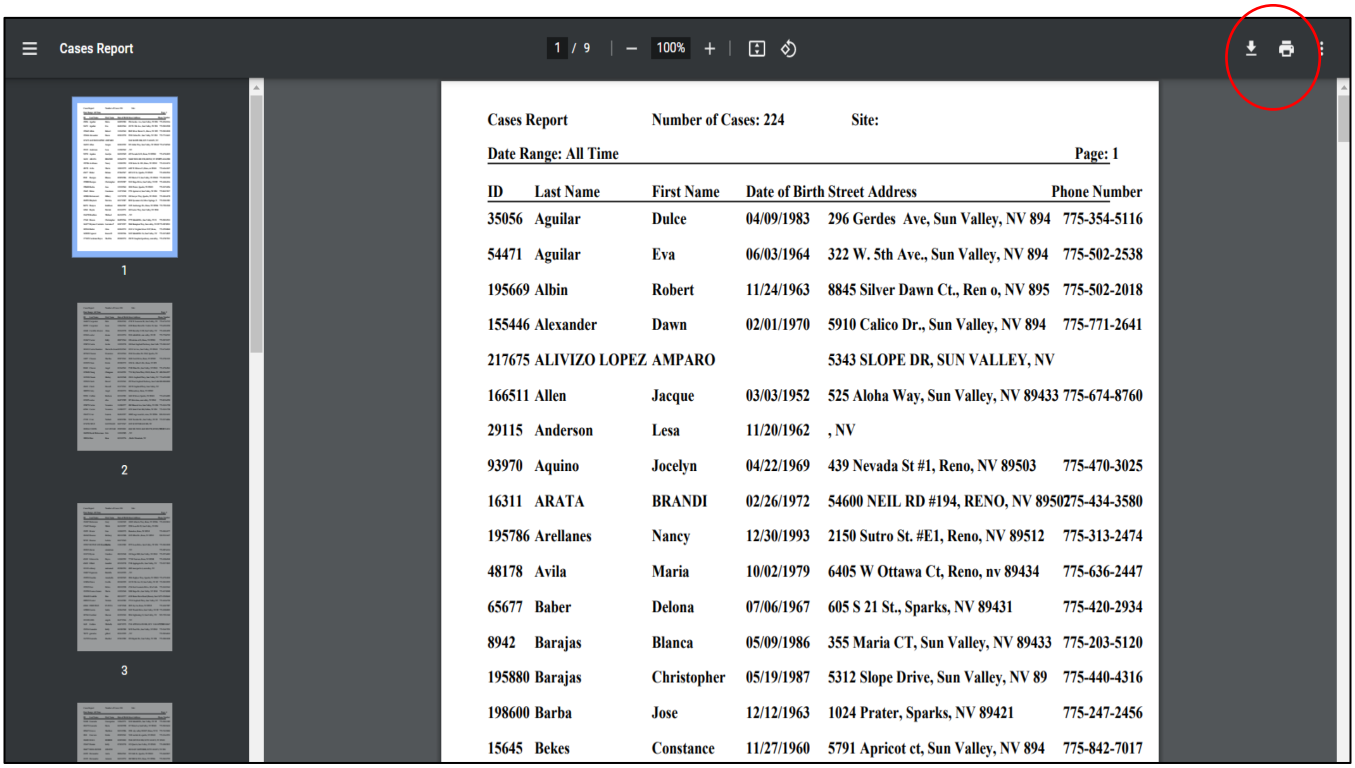


- When the following menu opens up, open up the first dropdown menu and select "Case Name."
- Then, open up the second dropdown menu and select "Custom Cases Report – PDF"
- Finally, hit "View Report." You will be asking Oasis to create a report that contains ALL the cases your agency has assisted, and to sort these in alphabetical order.



- The following screen will open up after some time. LEFT click on the blue link to open up the roster

- Once you left click, a report that looks something like the following will open up. This is the list of all clients your agency has ever assisted. From here, you can download the roster and save it somewhere on your computer by clicking on the “arrow” icon (first icon inside the red circle below), or you can PRINT the roster by clicking on the printer icon (second icon inside the red circle below).
  - If you opt to print it, this paper roster can now be used to quickly check clients into a distribution where you do NOT have computer/internet access. You would simply put a checkmark on the printed roster next to the names of existing clients who see you at the food distribution, and you would then input this assistance into Oasis at a later date when you’re back on a computer (see the next section, “Inputting Multiple Client Assistance Records”).
  - If a client who is NOT on this paper roster drops in to see you at the food distribution, you know that they are a NEW client, and thus you can sign them up on the spot using whatever paper intake form/process your agency uses. This new client may then also be created onto Oasis when you get back on a computer.



Cases Report Number of Cases: 224 Site:

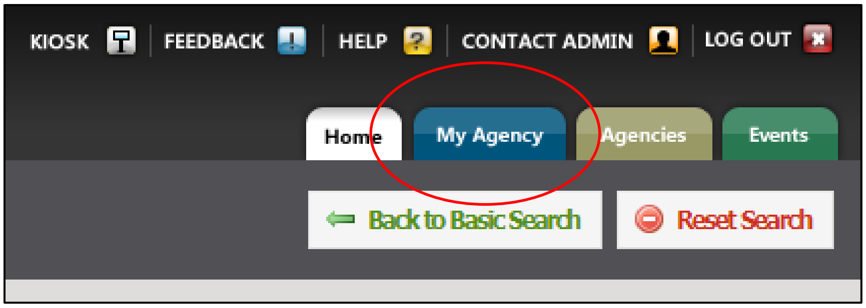
Date Range: All Time Page: 1

ID	Last Name	First Name	Date of Birth	Street Address	Phone Number
35056	Aguilar	Dulce	04/09/1983	296 Gerdes Ave, Sun Valley, NV 894	775-354-5116
54471	Aguilar	Eva	06/03/1964	322 W. 5th Ave., Sun Valley, NV 894	775-502-2538
195669	Albin	Robert	11/24/1963	8845 Silver Dawn Ct., Ren o, NV 895	775-502-2018
155446	Alexander	Dawn	02/01/1970	5910 Calico Dr., Sun Valley, NV 894	775-771-2641
217675	ALIVIZO LOPEZ	AMPARO		5343 SLOPE DR, SUN VALLEY, NV	
166511	Allen	Jacque	03/03/1952	525 Aloha Way, Sun Valley, NV 89433	775-674-8760
29115	Anderson	Lesa	11/20/1962	, NV	
93970	Aquino	Jocelyn	04/22/1969	439 Nevada St #1, Reno, NV 89503	775-470-3025
16311	ARATA	BRANDI	02/26/1972	54600 NEIL RD #194, RENO, NV 8950	275-434-3580
195786	Arellanes	Nancy	12/30/1993	2150 Sutro St. #E1, Reno, NV 89512	775-313-2474
48178	Avila	Maria	10/02/1979	6405 W Ottawa Ct, Reno, nv 89434	775-636-2447
65677	Baber	Delona	07/06/1967	605 S 21 St., Sparks, NV 89431	775-420-2934
8942	Barajas	Blanca	05/09/1986	355 Maria CT, Sun Valley, NV 89433	775-203-5120
195880	Barajas	Christopher	05/19/1987	5312 Slope Drive, Sun Valley, NV 89	775-440-4316
198600	Barba	Jose	12/12/1963	1024 Prater, Sparks, NV 89421	775-247-2456
15645	Bekes	Constance	11/27/1960	5791 Apricot ct, Sun Valley, NV 894	775-842-7017

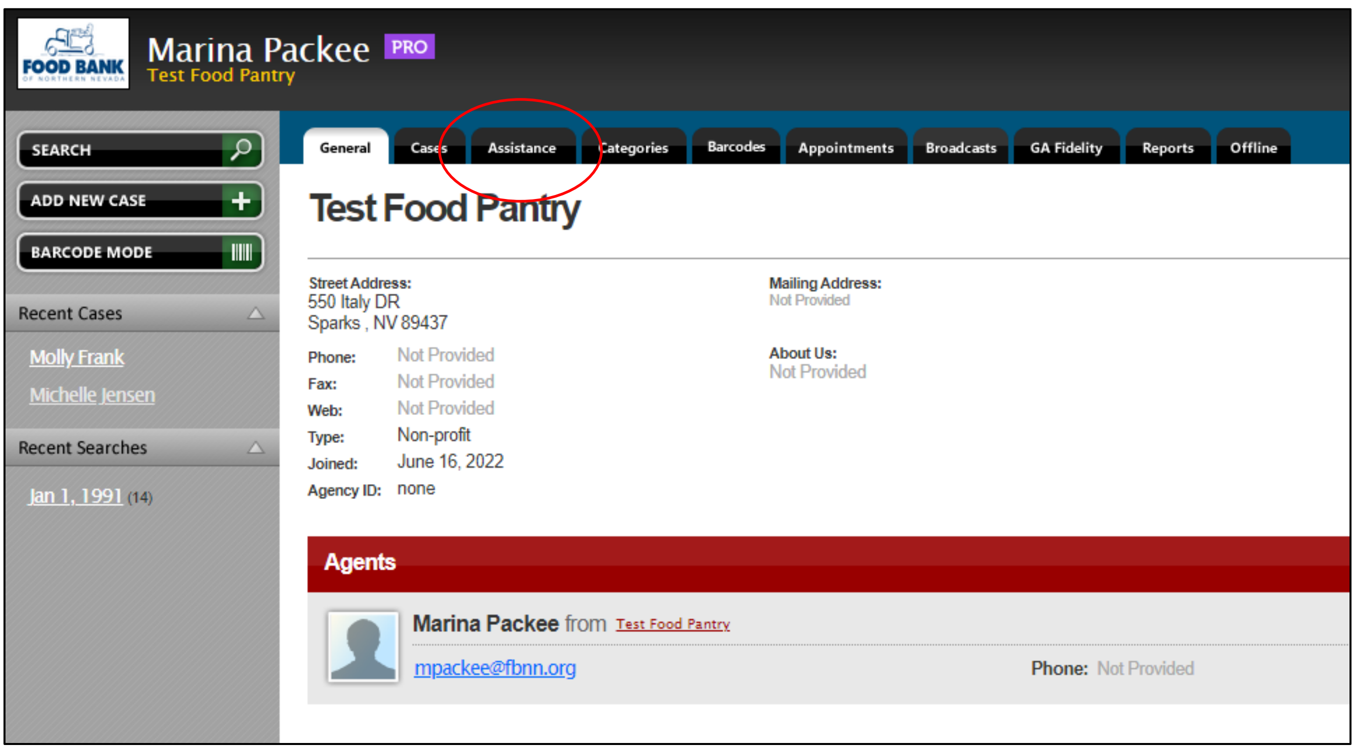
Inputting Multiple Client Assistance Records

Oasis allows users to input assistance for multiple clients at a time. This is particularly useful if you checked clients in using a paper roster (see “Creating/Printing a Roster of Clients from your Agency”) and are now ready to input their assistance into Oasis.

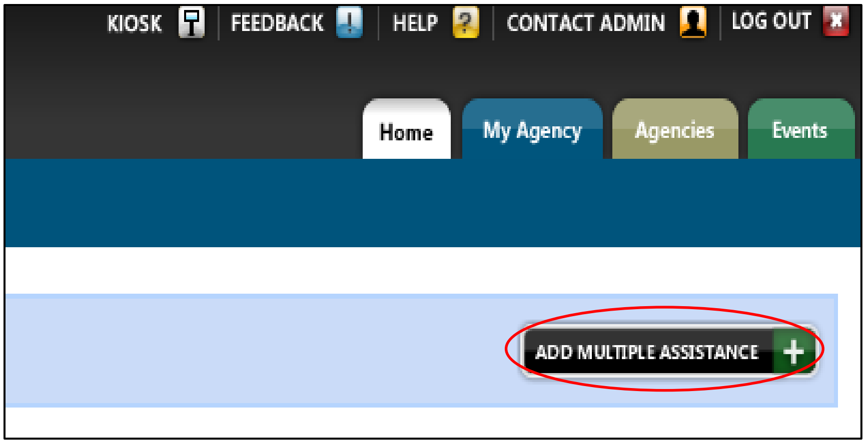
- Log into Oasis as usual
- Click on the “My Agency” tab in the upper right corner of your screen



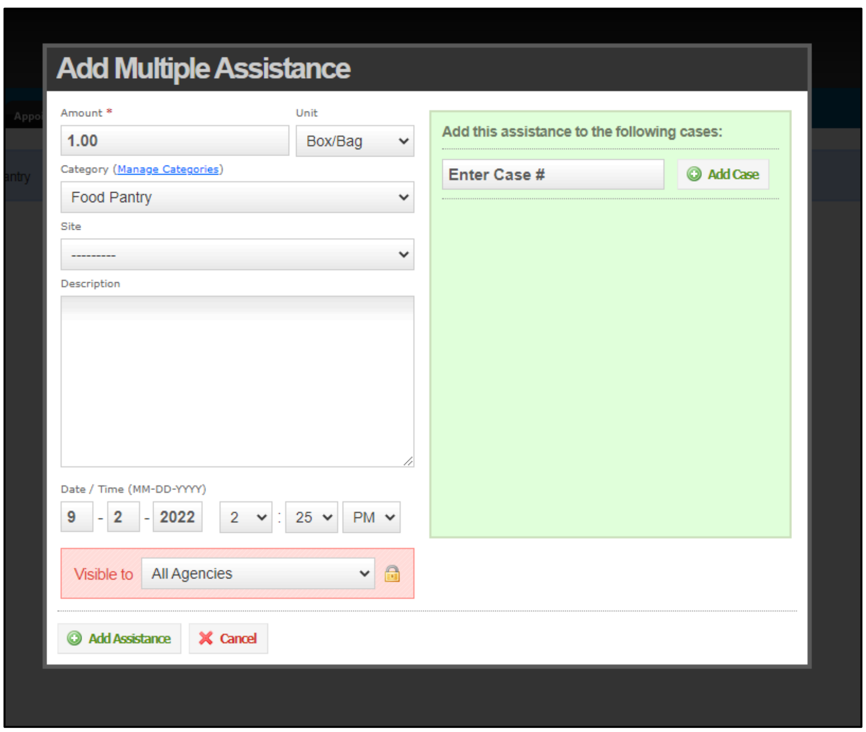
- Click on the “Assistance” tab in the menu that has now opened up



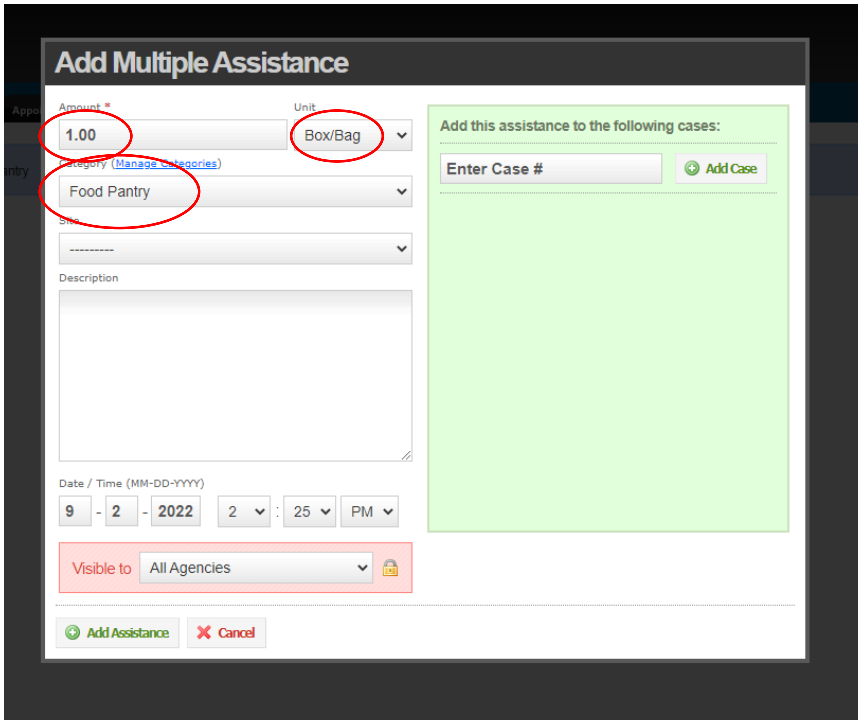
- In the screen that opens up, click on the "Add Multiple Assistance" button toward the right side of your screen.



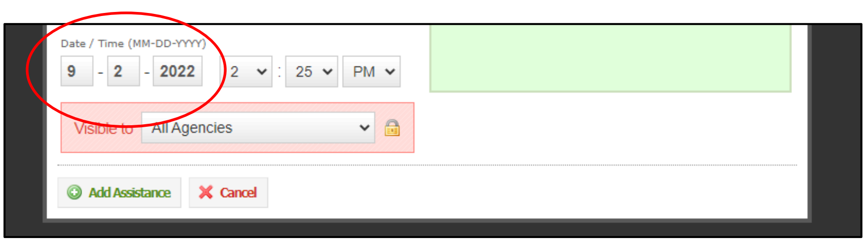
- The below menu opens up, and it is here that you can begin entering assistance for all of your clients. Here, we will tell Oasis what clients received what kinds of assistance, and on which day.



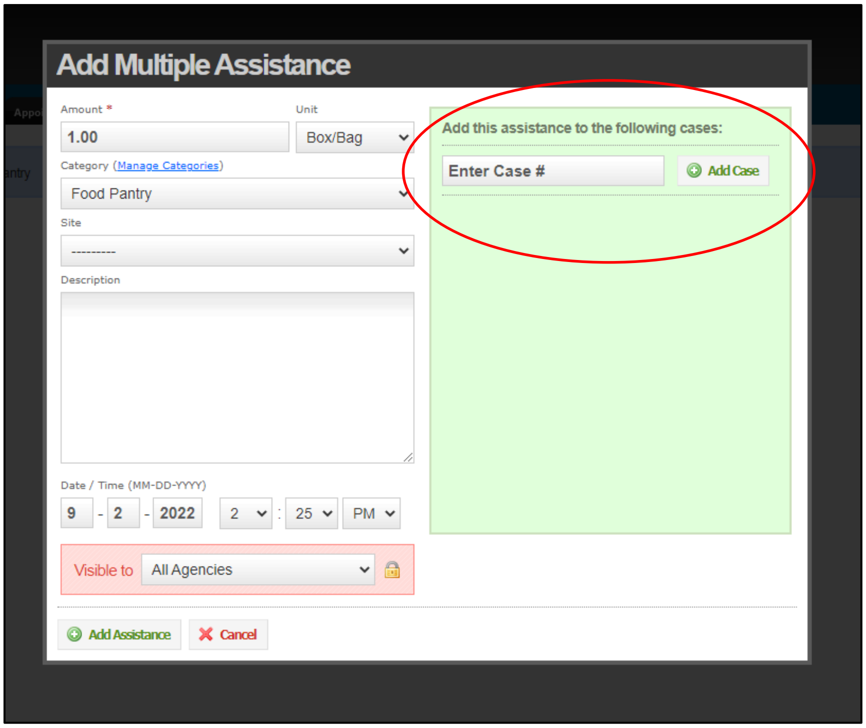
- As a general rule, each client will receive ONE unit of a certain type of assistance. In the below example, we are preparing to add one unit of food pantry assistance (1 box/bag) for each client we served. This is our way of telling Oasis that the client visited our food pantry once on this date, regardless of how many bags/boxes of food they actually received.
  - Make sure that you change the circled fields to reflect that types/amount of assistance you want to give each client.



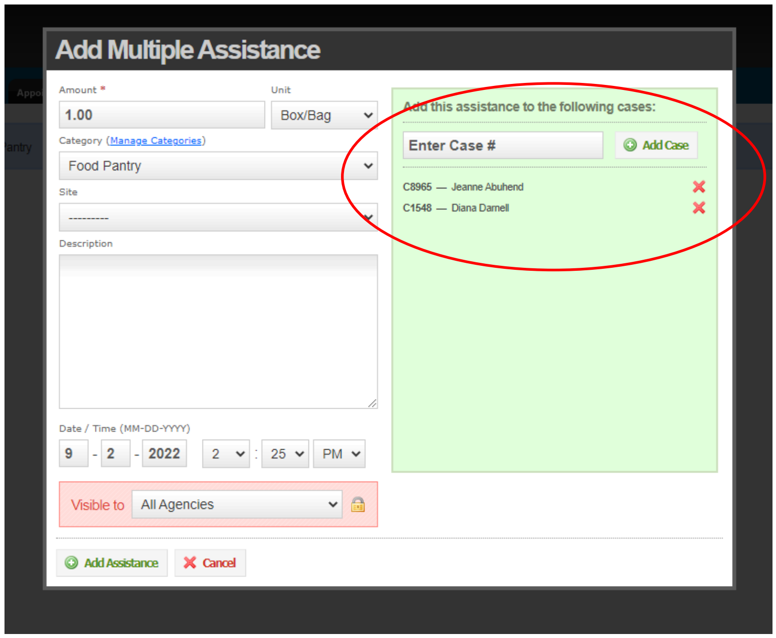
  - Now, change the DATE to the day/month/year that the client received assistance. Do not worry about changing time – only date.



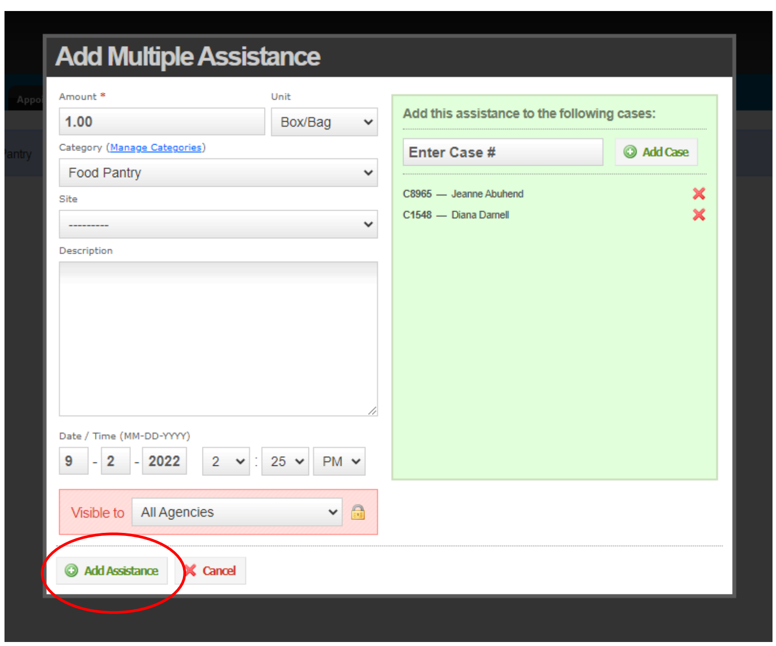
- Now you are ready to begin telling Oasis WHO received assistance on those days. You will do so by entering the appropriate CASE NUMBERS for the clients who received assistance in the pictured field. Remember that you can obtain these case numbers from your printed client roster.



- Type in the first client's case number, then hit the "Add Case" button. Continue doing so until all clients who received assistance on that day are included in the list.
  Note: If you make a mistake and add an incorrect client, click the "red X" picture next to each client's name to remove them from the list.



- When you are finished adding all clients, click the "Add Assistance" button at the bottom of the window. This will prompt Oasis to enter your chosen assistance type for each selected client on the date you specified.

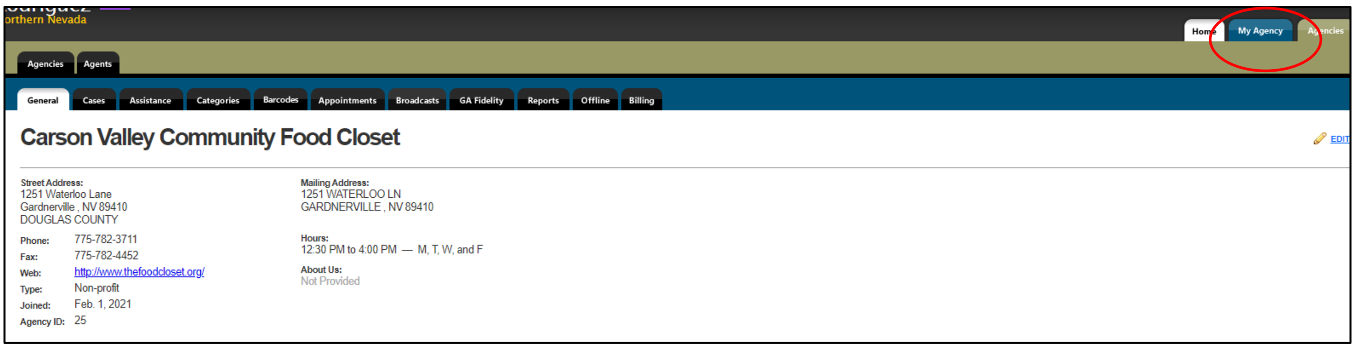


Running Reports

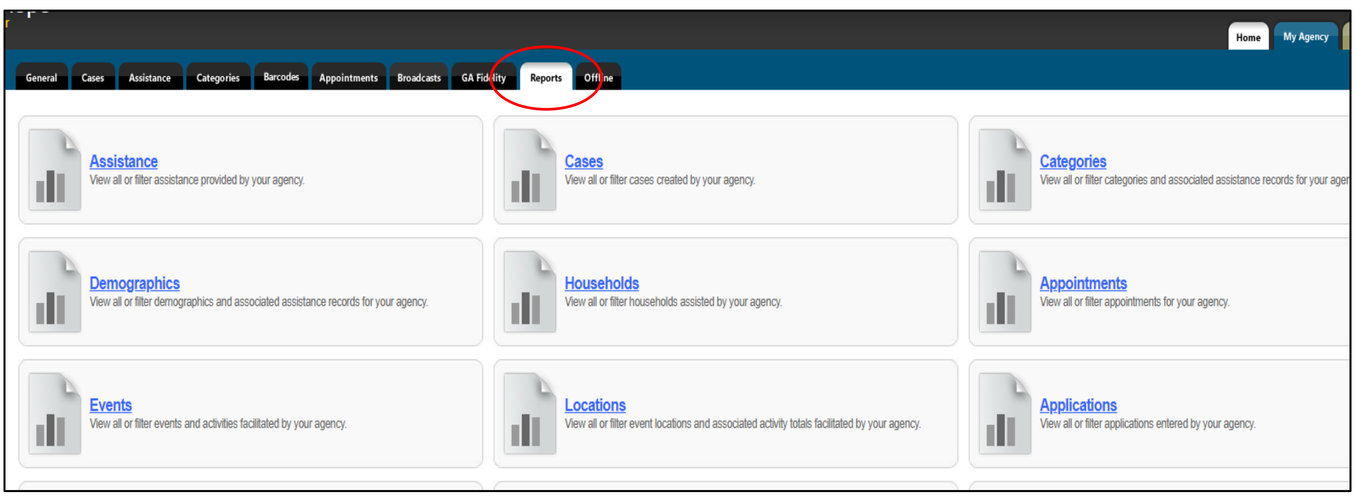
Once you sign up under the FBNN "umbrella" as a partner agency who uses Oasis, we create a variety of report templates that easily allow you to look up all kinds of data. This includes categories like how many clients received certain types of food assistance at your location last month, what individual demographic categories (e.g. race, ethnicity, income levels, families with and without kids, etc.) visited your location during a given time frame, what income brackets clients fall into, and what clients visited your pantry more than once on any given month.

Essentially, any data FBNN asks you to report to us can be easily obtained using the Reports features in Oasis and the templates we create for you upon signing up!

- Click on "My Agency" tab.

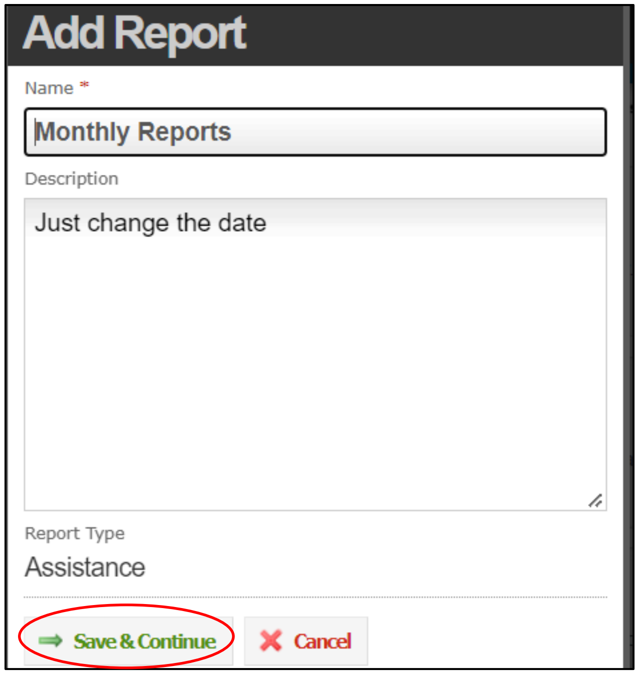


- Click on "Reports" Subtab.

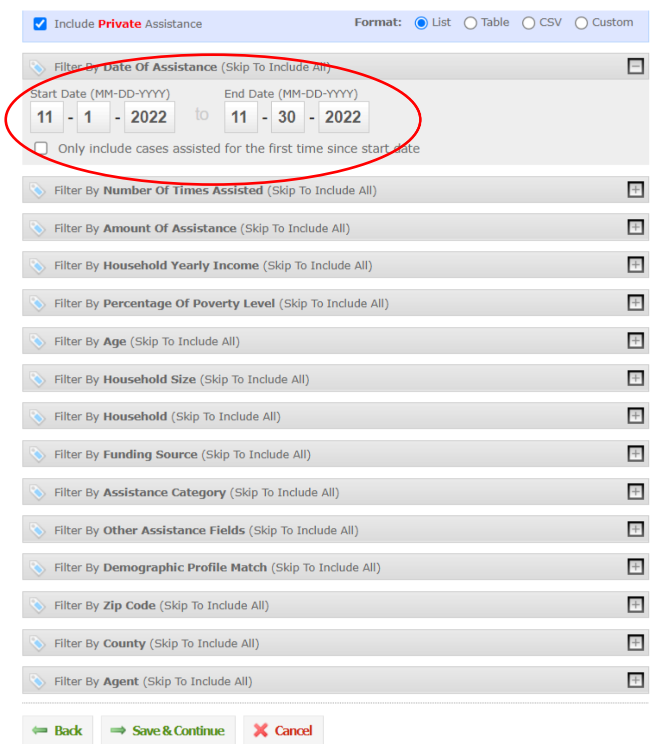


- Scroll down until you see the "Saved Reports" section of this screen. Here, you'll find all the report templates FBNN staff have created for you. Note that below EACH report, you'll see we've included brief instructions to ONLY change the date when you run these reports. We have configured all other settings for you – all you need to do is change the date!
- Hit the "Edit" button next to the type of report you wish to run. For this example, we'll run your "Monthly Report" (first option). This contains most of the data you will need to provide FBNN, including how many total clients and households you served, along with most of their basic demographics data (ages, sexes, races/ethnicities).

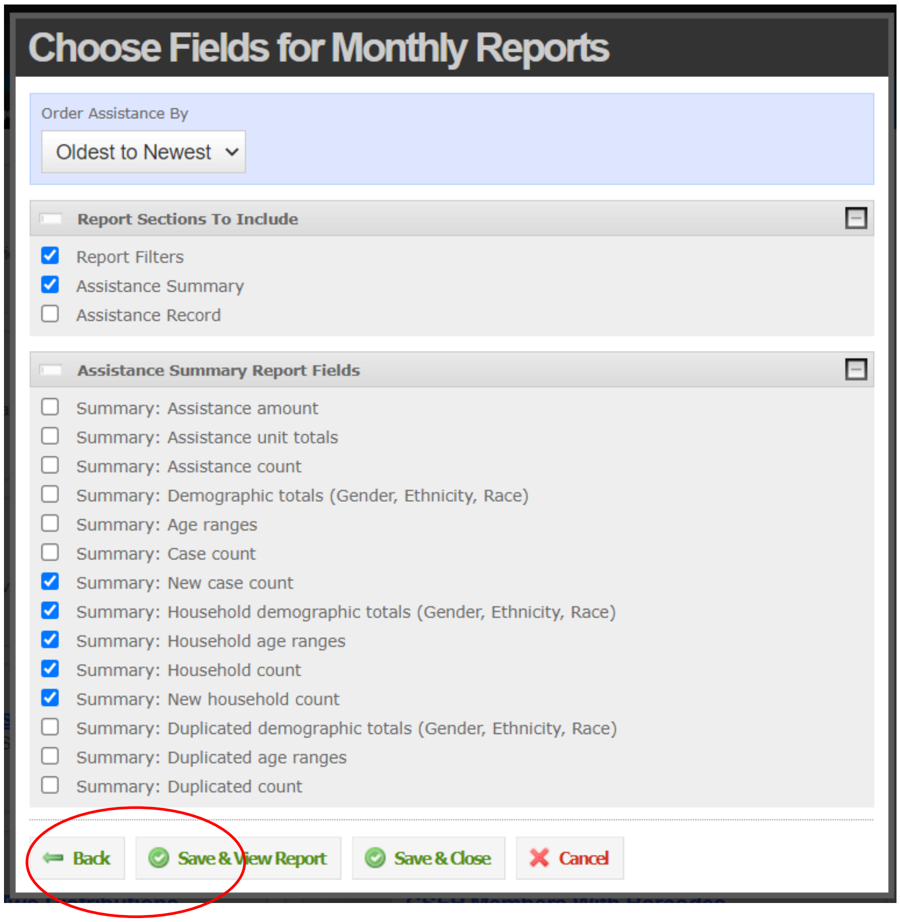
- The below window appears. Hit "Save and Continue." Note that you are once again being reminded to ONLY change the date on the following report!



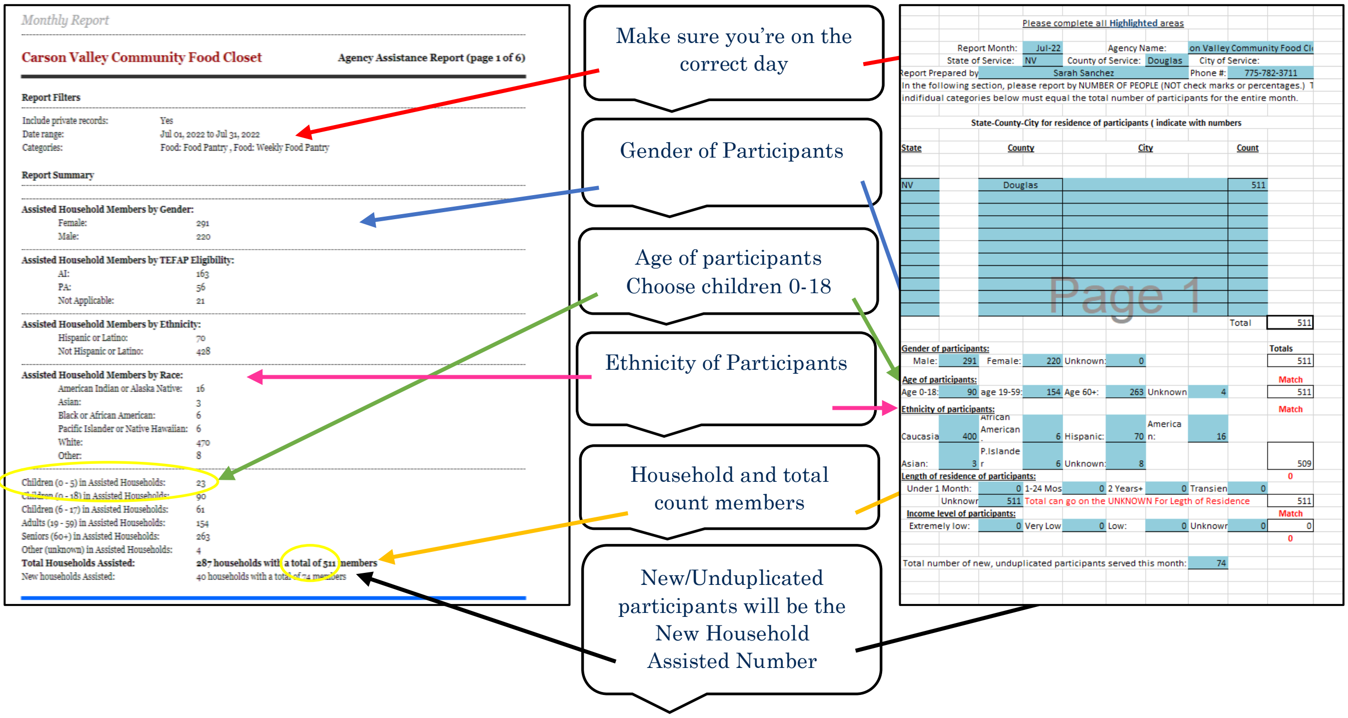
- The below screen appears. Change ONLY the date range you are looking to obtain, and then hit "Save and Continue."



- The below screen appears. All the appropriate categories have already been prechecked for you, so do not make any changes. Hit "Save and Continue."



- The report on the LEFT side of the below picture is the Agency Assistance Report that Oasis generates based on what you just did. You may copy the data from this report into the monthly Excel spreadsheet (right image) that you submit to FBNN. Most of the demographic data FBNN asks you to report out will be found here.



- Once you have obtained and copied the necessary information, press the "Go Back" button on the top left corner of the report screen on Oasis. This will take you back to your Reports home page.

- Once back on the Reports home page, you may run reports for the remaining data you still need to obtain. The “Monthly Reports” template will give you much of the data you will need to send to FBNN, but there are some items related to client Income Levels and how often clients visit your pantry that will NOT be found in this report.

  The monthly Excel spreadsheet also contains a second/back page. Here, you will include how many clients received assistance at your establishment 1, 2, 3, 4, or 5 times per month. You will learn how to obtain this information in the next step.

Pantry Services:	***A***		***B***
1) Number of participants this month receiving food assistance once:		x1=	0
2) Number of participants this month receing food assistance twice:		x2=	0
3) Number of participants this month receing food assistance three times:		x3=	0
4) Number of participants this month receing food assistance four times:		x4=	0
5) Number of participants this month receing food assistance five times:		x5=	0
6) Totals	0		0
7) Total number of households served:			

Repeat the process outlined above for the other reports you need to run as appropriate.

- Your report screen will look somewhat similar to what is pictured below, but some specifics may differ. We have created all the templates you need to access all the data we ask you to report to FBNN, based on the type of agency you operate and your unique requirements.

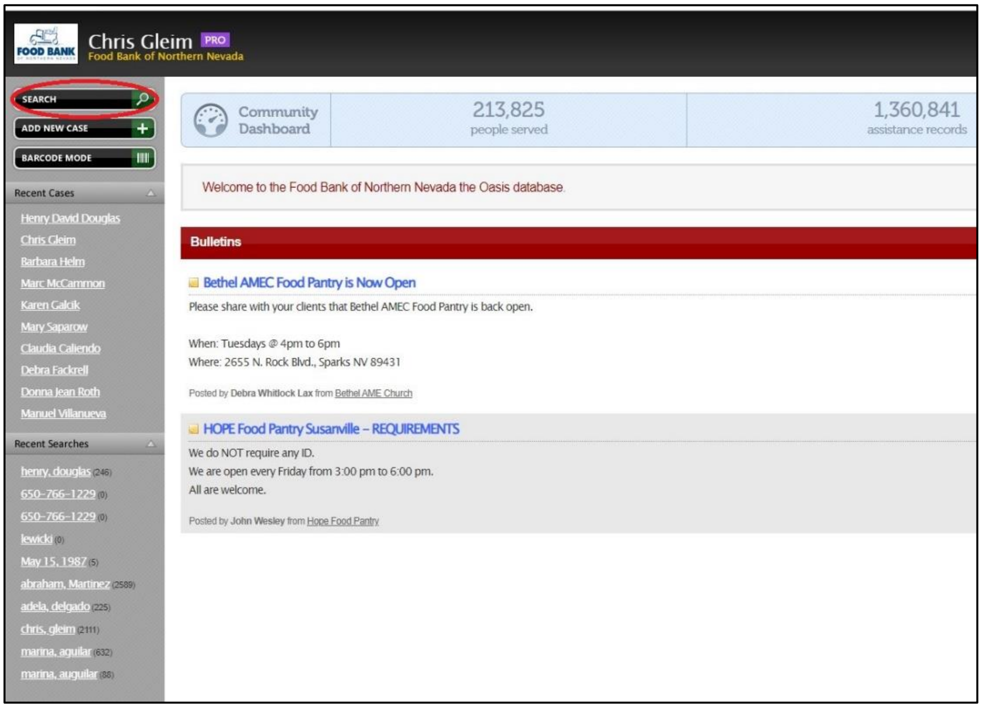
IMPORTANT: If you are ever missing a report template you feel you need, are unable to access the necessary information to report to us, or have ANY question related to reporting, please reach out to one of our staff members ASAP and do NOT make any changes to your report templates!

Barcodes and Barcode Scanning

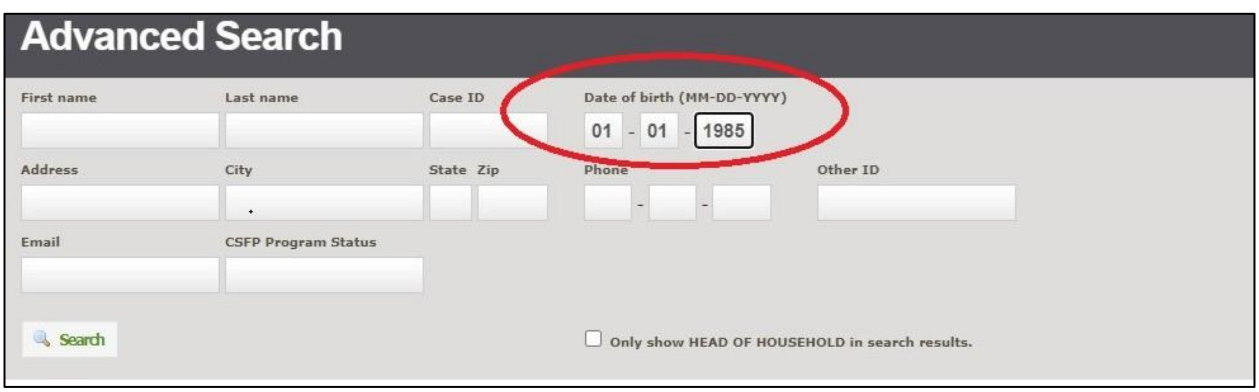
Barcode scanning is a great way to make your distribution streamlined. Using the barcode function will allow you to add a barcode from any card the client has (Driver's Licenses, Clarity, even a Costco Card) on them to their profile. You will then be able to simply scan this barcode to enter their profile. Assistances can be entered with barcodes as well, which as stated will speed up the check in process, making the clients and your experience better.

Adding a Barcode to a Clients Profile

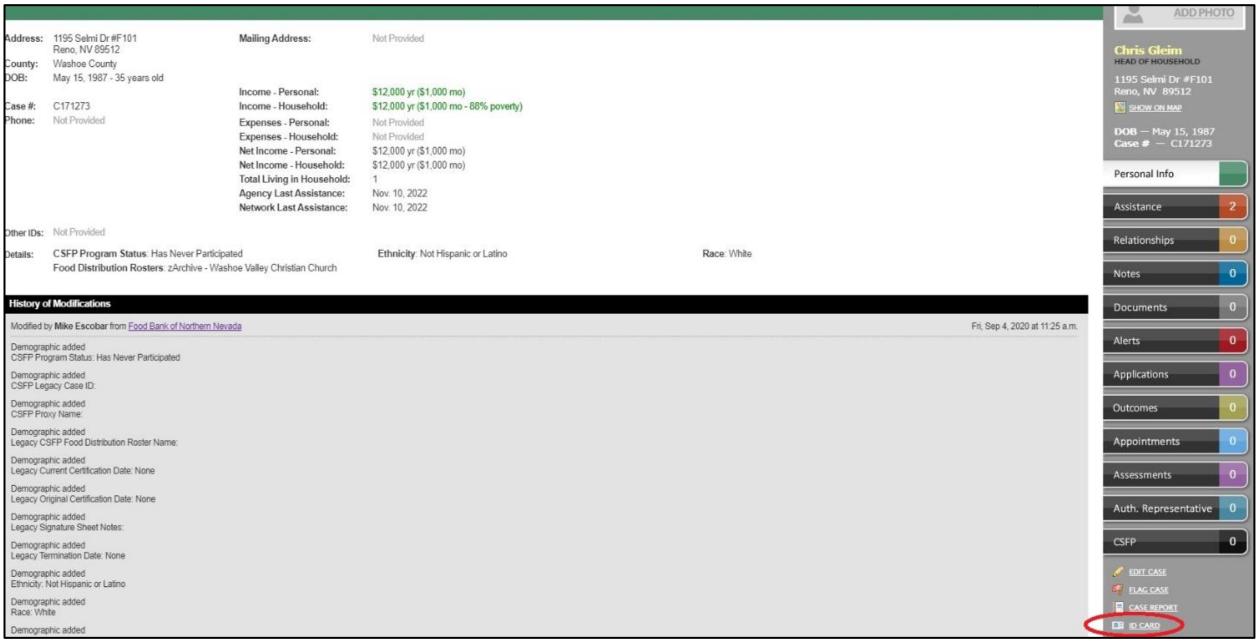
- From the Oasis home screen. In the top left hand corner hit "Search."



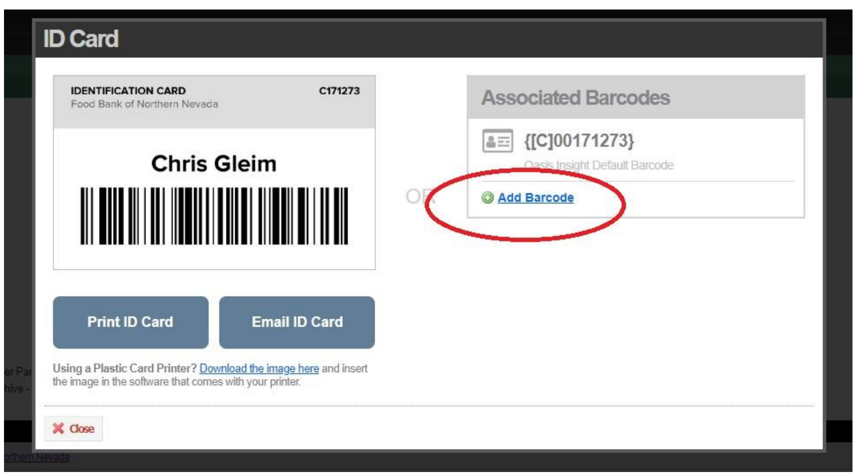
- Find the client being assisted by any of the categories in the screen. Birthday is always recommended. Then choose the correct clients profile.



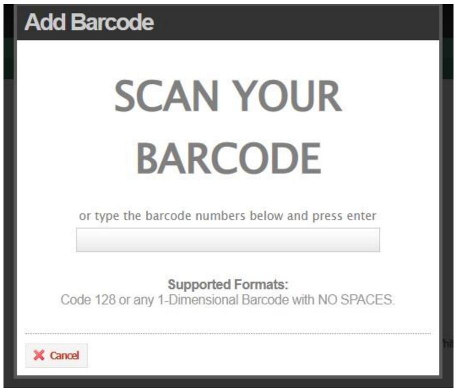
- Once in the profile you will scroll down to where it says "ID Card" on the bottom right side and click on that link.

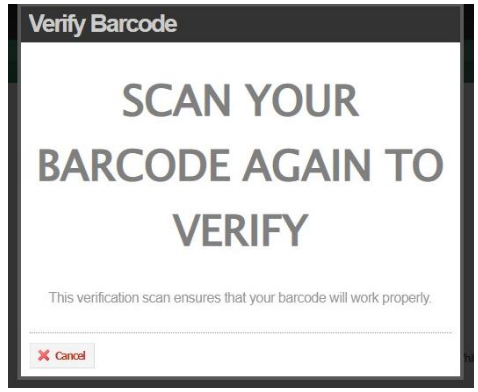


- The Id Card box will pop up, and a barcode can be added by pressing "Add Barcode."

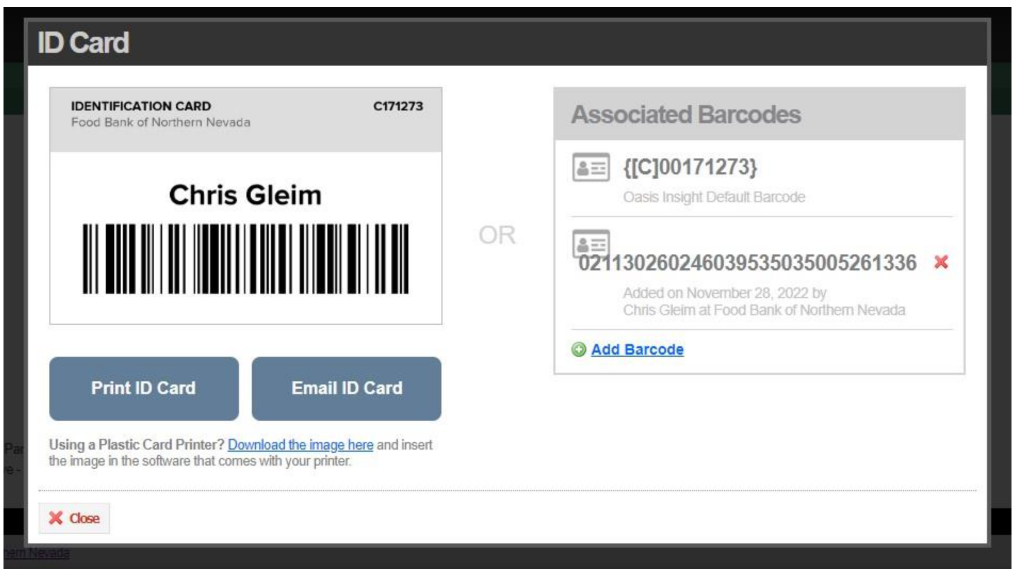


- Once you hit Add Barcode a screen will pop up where you will need scan the barcode the client has provided with an RF Scanner twice. Once to add, twice to verify.





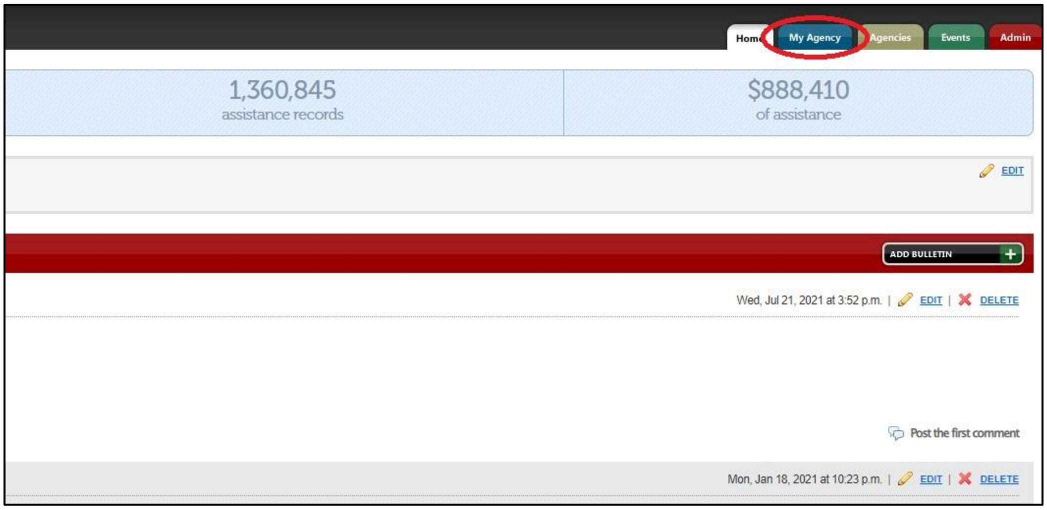
- This barcode will then populate in the ID Card screen. From here you can either close out of the Id Card box or add another barcode using the same process.



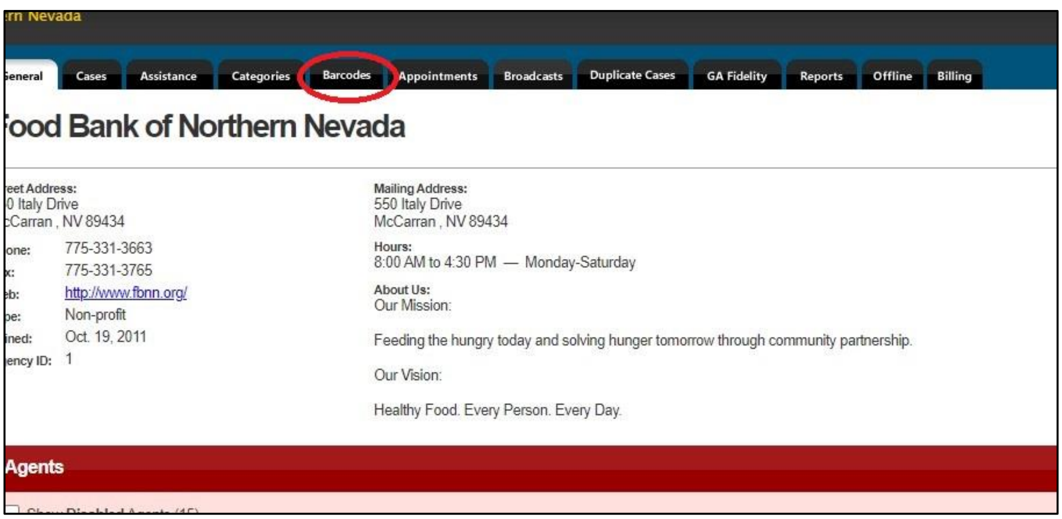
  - Next time that client comes through you only need to scan the added barcode to get into the client's profile.

Generating Assistance Barcodes

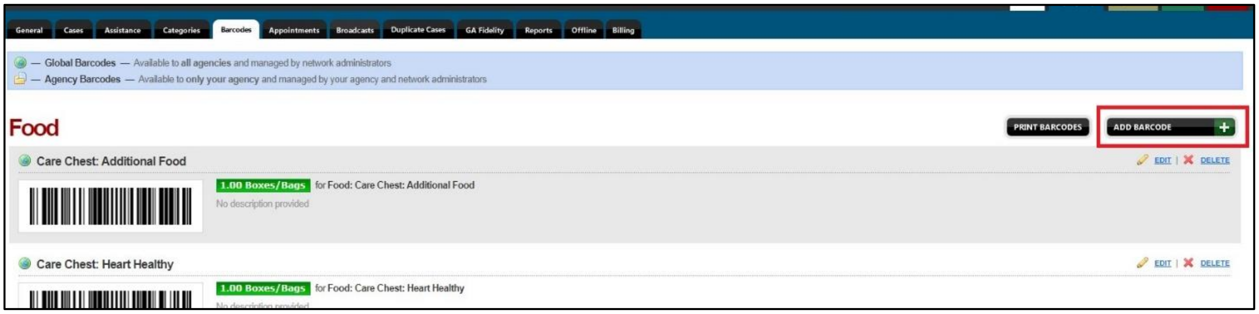
- From the home screen you will need to go to the “My Agency” tab in the top right hand corner.



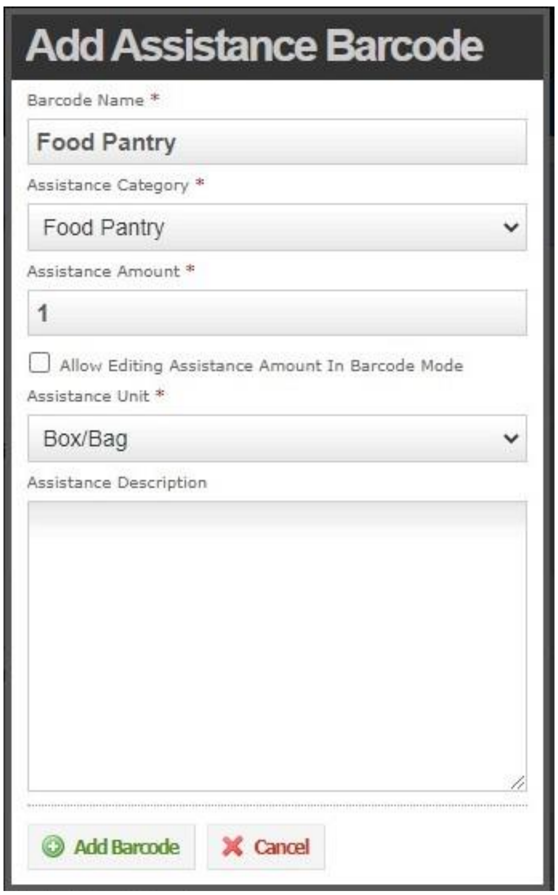
- Then select the “Barcodes” tab. There will be a good amount of barcodes that are auto generated. You may need to add the following barcodes depending on which programs have at your pantry
  - Food Panty
  - FBNN – TEFAP
  - Golden Groceries
  - Rx Pantry – This will need to include the 3 Rx Categories (Additional Food, Carb Controlled, Heart Healthy) and the location of where the prescription is from.
  - CSFP
    1. FBNN – CSFP Box
    2. FBNN – CSFP Verbal Recert

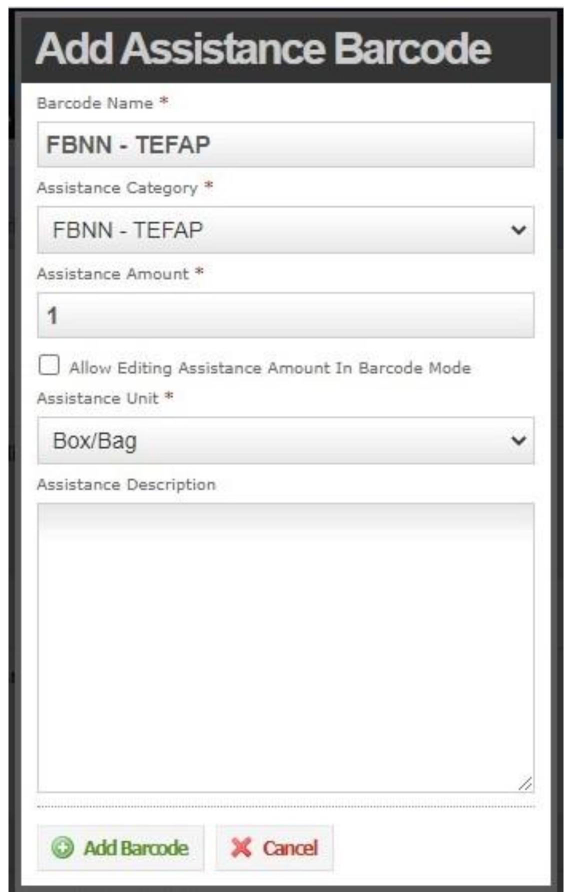


- To add a Barcode, press the "Add Barcode." The "Add Assistance Barcode" box will open.



  - Here you will add the following:
    - Barcode Name: Typically, you will name it the same as the Assistance Category.
    - Assistance Category: This is the assistance you are providing from the list above.
    - Assistance Amount: Should always be 1.
    - Assistance Unit: This should always be Box/Bags.



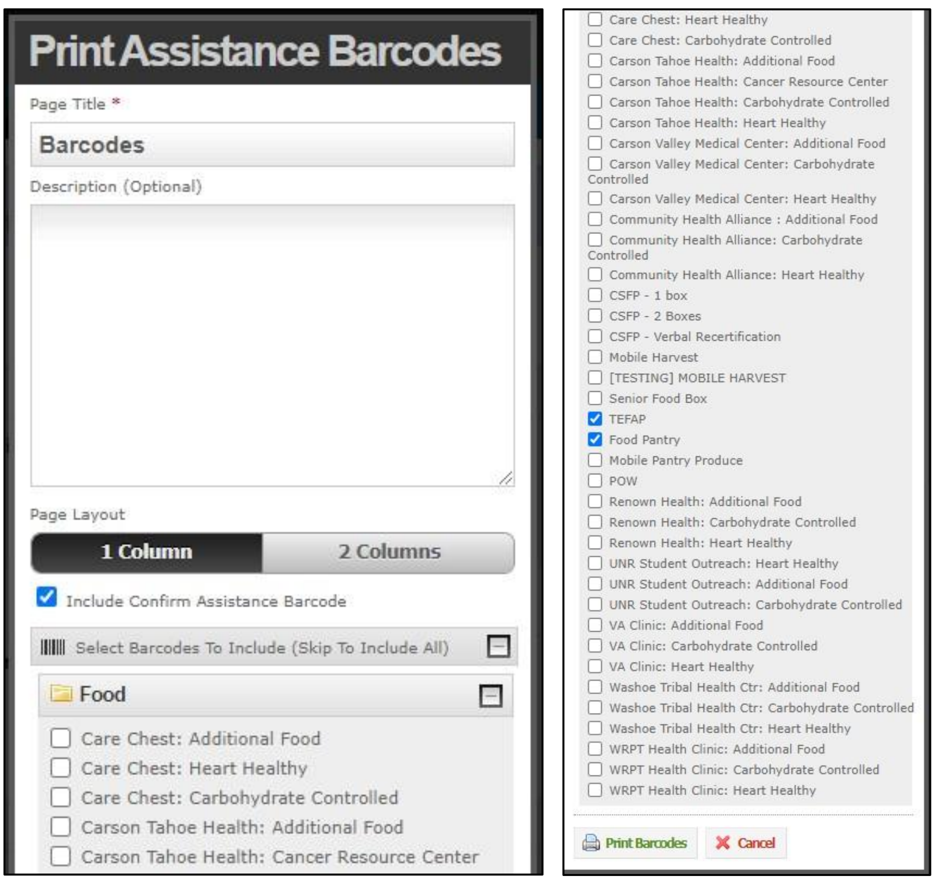


    - Hit "Add Barcode" and the new barcode will populate on the Barcode page.
    - Repeat the above steps if you need more assistance barcodes

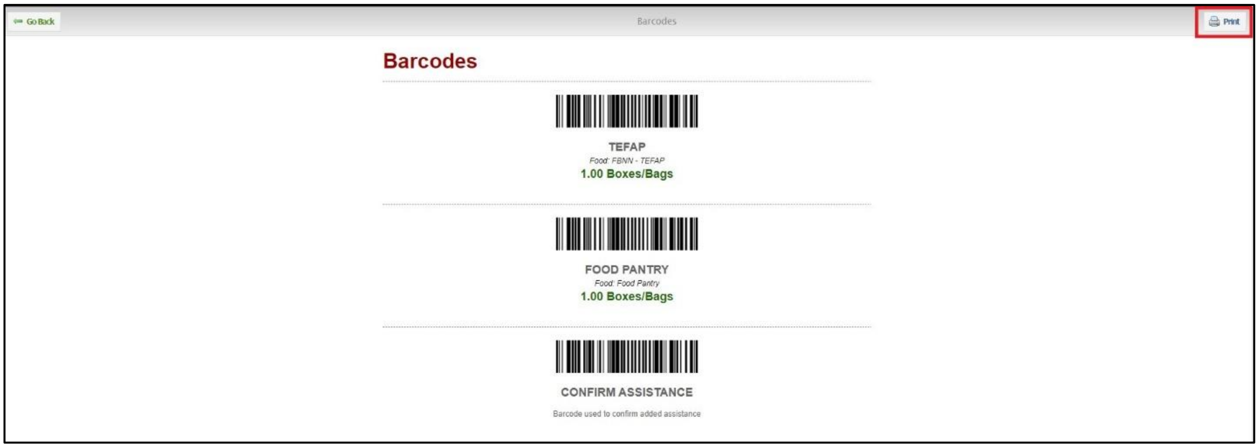
Printing Barcodes

From the “Barcode” tab under “My Agency” there is a “Print Barcode” button. See below.

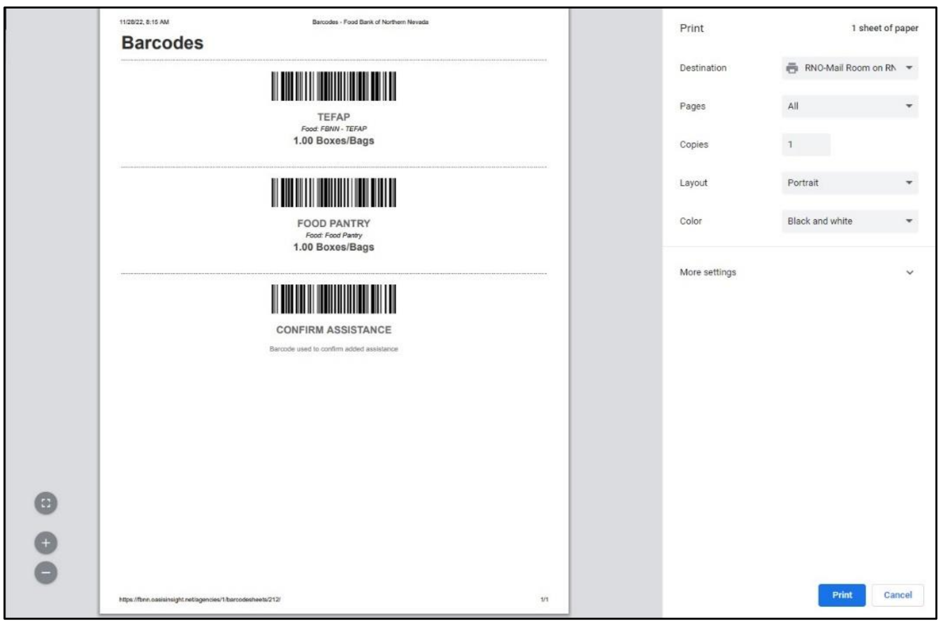
- A “Print Assistance Barcode” will pop up. From here you putting in following:
  - Page Title. This can be named anything.
  - Skip “Description:”
  - Keep “Page Layout” as 1 Column.
  - Keep “Include Confirm Assistance Barcode” checked.
  - Press the + button under “Select Barcodes to Include (Skip To Include All”
  - Press the + button under “Food”
  - Then choose all of the programs you run at the pantry.
  - Then press “Print Barcode”



- A print page will come up where you need to press “Print” in the top right corner.



- A formal print screen will pop-up where you can send the document to your printer.

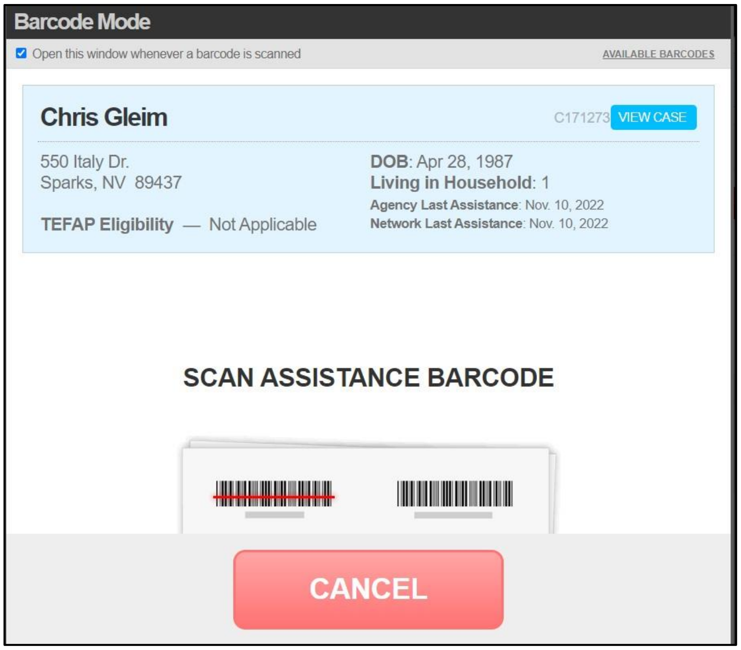


- Make sure the format is in Portrait layout and also fit all to one page. This will make it easier for you when checking in clients.

Checking Clients in with Barcodes

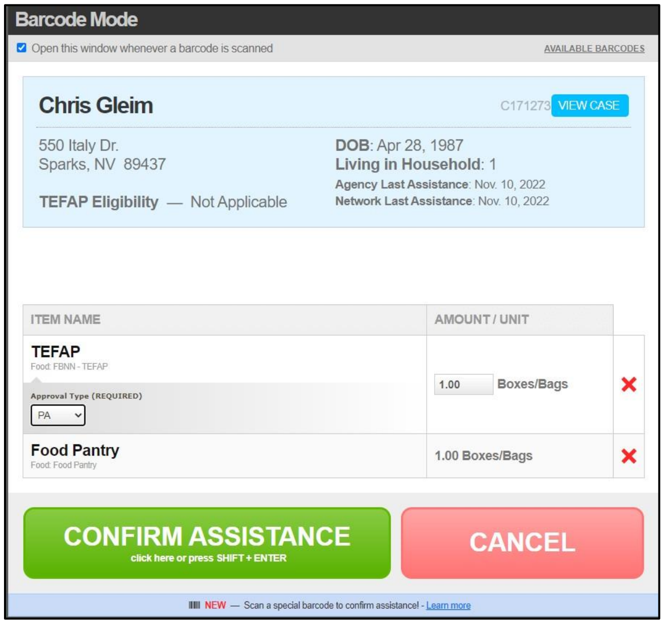
Now that we have client barcodes in their profiles, as well as barcodes for each assistance your pantry provides, we can start scanning clients using barcodes.

- Client arrives to be checked in at the pantry. You will need to ask them for any ID or barcode they have attached to their profile.
  - Scan the barcode on the card, and the screen below should pop-up.

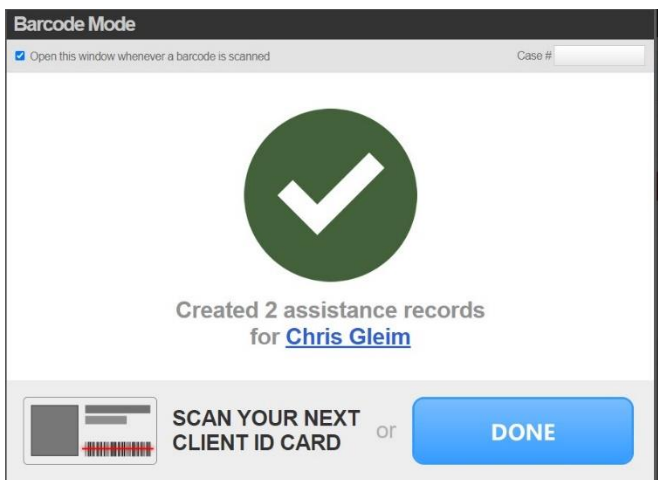


  - If it does not pop up, go ahead and scan the card again to double check that is it not valid.
  - If the client does not have their card with associated barcode, you will need to look them up by their birthday. Once you are in their profile you can move to the next step and start scanning assistances.

- Once the "Barcode Mode" box appears, you can just go straight into scanning all the assistances that are being provided.
  Note, you do not need to do one at a time; they can all be added at once.
  See below (Food Pantry and TEFAP)
  - Now that the assistances have been added, scan confirm to complete the process.



  - Once you have scanned confirm, all of the scanned assistance will appear in the clients "Assistance" tab.



- You do not need close the "Barcode Mode" box once you have completed with a client. If the next client has their ID, you can scan their card to bring up the client's profile, and you can repeat the process.