

Ryan White Program
Service Area Standards: Food Bank/Home Delivered Meals
Final Draft – March 2014

Background: Food Bank/Home Delivered Meals services for people living with HIV are intended to improve and sustain a client's health, nutrition and food security and quality of life. Good nutrition has been shown to be a critical component of overall measures of health, especially among people living with HIV. According to Palermo et al. (2013), “Food insecurity is now recognized as fundamental to the four pillars of a holistic response to HIV-prevention, care, treatment, and mitigation. It is strongly associated with increased behavioral risk of HIV transmission, reduced access to HIV treatment and care, and decreased adherence to antiretroviral therapy (ART), poor nutritional status, and worse clinical outcomes among HIV-infected individuals.”

All programs will utilize available standards of care to inform their services and will operate in accordance with legal and ethical standards. The importance of maintaining confidentiality is of critical importance and cannot be overstated. All programs must comply with the Health Insurance Portability and Accountability Act (HIPAA) standards for information disclosure.

Food Bank/Home Delivered Meals Services Standards are designed to ensure consistency among Ryan White and State funded food services for Ryan White eligible clients. These standards for service delivery provide guidance to direct services programs so that they may best:

- Assess and respond appropriately to the physical, nutritional, dietary, and therapeutic needs of clients.
- Assist clients in securing appropriate food and nutrition services.
- Meet the specific and unique needs of HIV-positive clients.
- Provide appropriate and effective referrals for assessment, care and services, if requested or deemed necessary.
- Provide food services in as culturally and linguistically appropriate a manner as possible.
- Prepare meals in adherence to Food and Drug Administration standards and requirements.
- Demonstrate compliance with state sanitation standards and requirements for food storage, preparation, and provision.

Program Guidance: Food Bank/Home Delivered Meals refers to the provision of actual food items, hot meals, or a voucher program to purchase food. This also includes the provision of essential non-food items that are limited to the following:

1. Personal hygiene products
2. Household cleaning supplies
3. Water filtration/purification systems in communities where issues of water safety exist

Unallowable costs include household appliances, pet foods, and other non-essential products.

HRSA Definition:

- The provision of actual food items
- Provision of hot meals
- A voucher program to purchase food

May also include the provision of non-food items that are limited to:

- Personal hygiene products
- Household cleaning supplies
- Water filtration/ purification systems in communities where issues with water purity exist

Appropriate licensure/ certification for food banks and home delivered meals where required under State or local regulations

No funds used for:

- Permanent water filtration systems for water entering the house
- Household appliances
- Pet foods
- Other non-essential products

NOTE: *Nutritional services and nutritional supplements not provided by a licensed, registered dietitian should be considered a support service under the Ryan White HIV/AIDS Program. Food not provided pursuant to a physician's recommendation and a nutritional plan developed by a licensed, registered dietitian also shall be considered a support service- Food-Bank/Home Delivered Meals.*

All subrecipients must meet universal standards requirements in addition to service area standards for which they are funded.

Standard	Measure	Data Source
<p>Food Bank/Home Delivered Meals: Government Regulations</p> <p>1.1 Provider complies with local, state, and federal food safety, preparation and sanitation requirements and standards.</p> <p>1.2 Provider shall comply with the USDA Department of Agriculture food handling guideline.</p> <p>1.3 Food shelf providers supplying food baskets that include The Emergency Food Assistance Program (TEFAP) food must sign and maintain a TEFAP contract in order to be able to purchase government surplus food for use in food baskets.</p>	<p>1.1 Compliance with all appropriate regulatory agencies; records of applicable local health department food handling/food safety inspection licenses and certifications are maintained on file.</p> <p>1.2 USDA guidelines on file and copies of monitoring documents by regulatory agencies.</p> <p>1.3 Signed contract on file.</p>	<p>1.1 File review/Site visits</p> <p>1.2 File Review/Site Visits</p> <p>1.3 File Review/Site Visits</p>
<p>Food Bank/Home Delivered Meals: Food Handling and Quality Control</p> <p>2.1 Agency shall comply with procedures for purchasing, receiving, sorting, issuing, preparing, and service of safe food and beverage products.</p> <p>2.2. All new program staff members and volunteers in the kitchen and food bank shall participate in educational training regarding food safety within one month of hire and annually thereafter.</p>	<p>2.1 Procedures and certifications on file.</p> <p>2.2. Education certificates or documentation of training completion on file at provider agency for each staff member.</p>	<p>2.1 File Review/Site Visits</p> <p>2.2 File Review/Site Visits</p>
<p>Food Bank/Home Delivered Meals: Nutritional guidelines for the provision of food shelf, home delivered meals, and on-site meals.</p>		

Standard	Measure	Data Source
<p>3.1 All Food Bank/Home Delivered Meals shall offer clients a pamphlet on nutrition and HIV.</p> <p>3.2-3.4 Applies to food shelf, home delivered meals, and on-site meals.</p> <p>3.2 Planning for meals and grocery bags/food shelf shall include consultation and approval from a registered dietitian in accordance with nutrition guidelines for PLWHA such as those developed by the Academy of Nutrition and Dietetics. (www.adaf.org or www.eatright.org).</p> <p>3.3 When possible, the special dietary needs and practices of clients shall be considered in menu planning and food preparation (e.g., dietary restrictions.)</p> <p>3.4 Clients report that the food services they receive help them adhere to treatment or “regular meals help me take my medication on schedule.”</p> <p>3.5 On-site meals clients report that the meals they eat help make a difference in maintaining good health.</p>	<p>3.1. Pamphlet readily available.</p> <p>3.2. Documentation in program records.</p> <p>3.3 Plan in place and documentation in program records.</p> <p>3.4 Procedure to collect outcomes data on file and data collected.</p> <p>3.5 Procedure to collect outcomes data on file and data collected.</p>	<p>3.1. Review/Site Visits</p> <p>3.2 Review/Site Visits</p> <p>3.3 Review/Site Visits</p> <p>3.4 Outcomes data reported to Funder and/or Review/Site Visits.</p> <p>3.5 Outcomes data Reported to Funder and/or Review/Site Visits.</p>
<p>Food Bank/Home Delivered Meals Client Intake:</p> <p>4.1 Services are made available to all individuals meeting Ryan White eligibility requirements.</p>	<p>4.1 Promotional materials, documentation of Ryan White eligibility requirements, and</p>	<p>4.1 File Review/Site Visits</p>

Standard	Measure	Data Source
<p>4.2 Intake and assessment of client’s needs for food bank/home delivered meals services are provided to all new Ryan White clients.</p> <p>4.3 Clients are informed of services available and what client can expect if s/he enrolls in services.</p> <p>4.4 Client information is collected to facilitate referrals and follow-up as necessary.</p>	<p>policy relating to verification of eligibility are stored in program files.</p> <p>4.2 Documentation in client files and program file.</p> <p>4.3 Description of services and client responsibilities are included in client’s signed consent form.</p> <p>4.4 Documentation in client file.</p>	<p>4.2 File Review/Site Visits</p> <p>4.3 File Review/Site Visits</p> <p>4.4 File Review/Site Visits</p>
<p>Food Bank/Home Delivered Meals: Nutrition Needs, Support, and Coordination</p> <p>5.1 A client who is identified in need of nutritional counseling receives a referral to a registered dietitian for an individual assessment, evaluation, and counseling.</p> <p>5.2 Program staff shall stay current on other food service providers outside of the Ryan White System, educate consumers on how to access food services outside the Ryan White System. and make available a resource directory of current local food service providers.</p> <p>5.3 Program staff shall document all services performed including the time spent as a face-to-face encounter services provided on behalf of a consumer and referrals to other food resources.</p>	<p>5.1. Formal and informal memorandum of agreement on file for referral and coordination with medical nutritional therapy programs.</p> <p>5.2 Documentation of education and payer of last resort in consumer files, .Current resource directory offered at intake to clients.</p> <p>5.3 Documentation in client file and CLD reporting as defined in contract.</p>	<p>5.1 File Review/Site Visits</p> <p>5.2 File Review/Site Visits</p> <p>5.3 File Review/Site Visits</p>