

**Ryan White Program**  
**Service Area Standards: Food Bank/Home Delivered Meals**

**HRSA Definition:**

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:

1. Permanent water filtration systems for water entering the house
2. Household appliances
3. Pet foods
4. 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.*

**Universal Standards:** All subrecipients must meet [universal standards](#) requirements in addition to service area standards for which they are funded.

Standard	Measure	Data Source
<p><b>1. Government Regulations, Food Handling and Quality Control</b></p> <p>1.1 Provider complies with local, state, and federal standards for:</p> <ul style="list-style-type: none"> <li>• Food safety, handling, preparation and sanitation</li> <li>• Purchasing, receiving, sorting, issuing, preparing, and service of safe food and beverage products.</li> </ul> <p>1.2 Food shelf providers supplying food that includes 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>1.3 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. Training should be completed prior to handling food.</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. Provider policies and procedures on file.</p> <p>1.2 Signed contract on file.</p> <p>1.3 Certificates in file.</p>	<p>1.1-1.3 File review/Site visits</p>
<p><b>2. Nutritional guidelines for the provision of food shelf, home delivered meals, and on-site meals</b></p> <p>2.1 All Food Bank/Home Delivered Meals providers shall offer clients annually a pamphlet on nutrition and HIV.</p> <p><b>2.2-2.4 Applies to food shelf, home delivered meals, and on-site meals.</b></p>	<p>2.1 Documentation readily available.</p> <p>2.2 Documentation in program records.</p>	<p>2.1. Review/Site Visits</p> <p>2.2. Review/Site Visits</p>

Standard	Measure	Data Source
<p>2.2 Planning for meals and food shelf shall include consultation and approval from a registered dietitian in accordance with nutrition guidelines for people with HIV such as those developed by the Academy of Nutrition and Dietetics.(<a href="http://www.adaf.org">www.adaf.org</a> or <a href="http://www.eatright.org">www.eatright.org</a>).</p> <p>2.3 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>2.4 Program evaluation should be done annually and should include questions about whether clients report:</p> <ul style="list-style-type: none"> <li>• that the food services they receive help them adhere to treatment or “regular meals help me take my medication on schedule”</li> <li>• that the meals they eat help make a difference in maintaining good outcome.</li> </ul>	<p>2.3 Plan in place and documentation in program records.</p> <p>2.4 Procedure to collect outcomes data on file and data collected.</p>	<p>2.3. Review/Site Visits</p> <p>2.4. Outcomes data reported to Funder and/or Review/Site Visits.</p>
<p><b>3. Nutrition Needs, Support, and Coordination</b></p> <p>3.1 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>3.2 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</p>	<p>3.1. Formal and informal memorandum of agreement on file for referral and coordination with medical nutritional therapy programs.</p> <p>3.2. Documentation of education and payer of last resort in consumer files. Current resource directory offered at intake to clients.</p>	<p>3.1 File Review/Site Visits</p> <p>3.2 File Review/Site Visits</p>

Standard	Measure	Data Source
<p>resource directory of current local food service providers or referral to other statewide resources such as Minnesotahelp.info or MN foodline.</p>		
<p><b>4 Food Voucher management</b></p> <p>4.1 Agency shall negotiate with Recipient the number of food vouchers an individual client may receive in a program year, the program service area, and the dollar amount of the food vouchers.</p> <p>4.2 Policies and procedures on the following:</p> <ul style="list-style-type: none"> <li>• What individual clients may use vouchers for</li> <li>• Accounting for individual food vouchers including tracking voucher numbers</li> <li>• Dissemination of food voucher</li> <li>• System for reconciling vouchers</li> </ul> <p>4.3 A security system is in place to safeguard vouchers which includes: locked storage, limited staff access, and a system for documenting distributed vouchers.</p> <p>4.4 Program should have no more than approximately a month's supply of food vouchers on hand.</p>	<p>4.1. Clients receive food vouchers per negotiated amount</p> <p>4.2.-4.4. Agency Policies and Procedures on file. Distribution logs, client records, and financial documentation readily available.</p>	<p>4.1. CAREWare/ File review</p> <p>4.2.-4.4. File review/ Site Visits</p>