

**Ryan White Part A Program
Serving the Middlesex, Somerset, Hunterdon
Transitional Grant Area**

**Food Bank Service Standards
Ryan White HIV/AIDS Treatment Extension Act of 2009**

Approved: November 2018

Prepared by

**Service Standards and Integrated Care Committee of the
Middlesex-Hunterdon-Somerset HIV Health Services Planning Council**

Food Bank Services Definition:

Food bank/home-delivered meals include the provision of actual food or meals. It does not include finances to purchase food or meals. The provision of essential household supplies such as hygiene items and household-cleaning supplies should be included in this item. This includes vouchers to purchase food.

Source: (US Dept. of Health and Human Services, Health Resources and Services Administration, (HRSA), HIV/AIDS Bureau (HAB) 2009 Ryan White HIV/AIDS Treatment Modernization Act of 2009.

Agency Standards of Care (Food Bank Services)

| Table 1. Agency Related Issues | | | |
|---------------------------------------|-------------------------------|--|--|
| Policy Number | Activity/Issue | Minimum Acceptable Threshold of Service | Accountability Mechanism |
| 1.1 | Definition of services | Agency has description of services on file. | 100% of agencies will define services they provide. |
| 1.2 | Licensure | Agency has current licenses on file from appropriate licensing agency. | 100% of agencies are licensed and accredited by appropriate state/federal agencies. |
| 1.3 | Hours of operation | Agency has documentation of operating hours on file. | Staff is available to answer incoming calls during agency's normal operating hours. If client calls within operating hours, staff will respond within one business day or the first business day after a weekend or holiday |
| 1.4 | Emergency services | Agency has policy on file outlining emergency service procedures related to the service they provide. | 100% of agencies will have policies in place to handle emergencies/crises that occur outside of normal operating hours. |
| 1.5 | Special service needs | Agency complies with Americans Disabilities Act (ADA). | 100% of agencies have policies to respond to special needs consumers. |
| 1.6 | Cultural/Linguistic diversity | Agency has written policy on file including process for language translation. | 100% of agencies have policies in place for responding to cultural and linguistic diversity (including translation services). |
| 1.7 | Referrals | Agency has written referral policy on file. | 100% of agencies will have a referral process for care of HIV related problems outside of their direct service area. |
| 1.8 | Linkages | Agency has written policy for establishing linkages and record of linkages on file. | 100% of agencies will develop and maintain linkages with primary health care, support and other service providers. |
| 1.9 | Provider communication | Agency has written policies on file that allow for communication between different programs. Documentation of consent is required | 100% of providers document communication regarding patient care (HRSA funded services and others.) |

| Table 1. Agency Related Issues | | | |
|---------------------------------------|-------------------------|---|---|
| Policy Number | Activity/Issue | Minimum Acceptable Threshold of Service | Accountability Mechanism |
| 1.10 | Food delivery | <p>Agency will deliver to clients who meet specific criteria for food delivery</p> <p>Agencies have written procedures in place to deliver food for clients who are physically disabled and cannot pick up their food</p> | 100% of agencies have written procedures for food delivery to eligible clients |
| 1.11 | Policies and procedures | Agency has written staff policies on file. | <p>100% of agencies have written policies for staff which include (but are not limited to):</p> <ul style="list-style-type: none"> ● Agency policy and procedures ● Agency has a description of the Ryan White Treatment Extension Act of 2009 ● Standards of professional behavior ● Compliance with the Health Insurance Portability and Accountability Act [PL 104-191] ● Client confidentiality ● Release of information ● Communication about agency issues ● Health and safety procedures including universal precautions |
| 1.12 | Grievance Policy | Agency has grievance policy on file and available to consumers | 100% of agencies have grievance policies and procedures available to consumers. |
| 1.13 | Staff evaluation | Agencies have procedures in place to evaluate staff. | <p>100% of agencies have evaluation procedures on file.</p> <p>100% of agency staff has a working knowledge of evaluation procedures.</p> <p>100% of agency staff receive an annual performance evaluation</p> |

| Table 1. Agency Related Issues | | | |
|---------------------------------------|-----------------------------|---|--|
| Policy Number | Activity/Issue | Minimum Acceptable Threshold of Service | Accountability Mechanism |
| 1.14 | Quality management | Agencies have procedures in place to evaluate the quality and effectiveness of food bank services on an ongoing basis. | 100% of agency has written procedures on file to evaluate food bank services. Agency participates fully in TGA Quality Management activities including data and chart review processes. |
| 1.15 | CAREWare data collection | Monthly reports are sent to grantee and are available on request. CAREWare is used to ensure data is collected in a uniform manner | 100% of agencies regularly update client information, needs assessment, client progress and care and client referrals and other services provided and share monthly reports with grantee. |
| 1.16 | Planning Council attendance | Agency representatives must attend monthly Planning Council meeting | Agency must attend 75% of monthly Planning Council meetings |

Staff Service Standards (Food Bank Services)

| Table 2. Staff Related Issues | | | |
|--------------------------------------|----------------------------|---|---|
| Policy Number | Activity/Issue | Minimum Acceptable Threshold of Service | Accountability Mechanism add percentages |
| 2.1 | Staff hiring | All staff will have necessary skills and experience determined by <ul style="list-style-type: none"> ● Written application ● Resume ● References ● Personal interview | Application, resume, and communication with personal references are documented in personnel files. |
| 2.2a | Staff qualifications | All staff have a diploma, certificate or license (if appropriate) or experience documented in personnel file | 100% of staff possesses a diploma, certificate or license (if appropriate) or experience documented in personnel file |
| 2.3 | Staff job descriptions | All staff will be given a written job description. The job description includes definition of food bank services | 100% of staff has job description and service standard documented in personnel file. |
| 2.4 | Staff training | All staff are trained and knowledgeable on: <ul style="list-style-type: none"> ● HIV/AIDS and the affected tri-county community including disease process, co-morbidities and psychosocial effects of the disease. ● Cultural sensitivity ● Client confidentiality, client rights, agency grievance procedures | 100% of personnel files document training. |
| 2.5 | Staff continuing education | All staff has the opportunity to take advantage of continuing education training that is available and appropriate. Staff attends at least one in-service or specialized training a year on topics related to their position. | 100% personnel files document training. |

| Table 1. Agency Related Issues | | | |
|---------------------------------------|-------------------------|--|--|
| Policy Number | Activity/Issue | Minimum Acceptable Threshold of Service | Accountability Mechanism |
| 2.6 | Staff supervision | All supervisors are knowledgeable about RW HIV food bank services and procedures including fiscal and program All staff will receive (at minimum) one hour supervision per week to develop skills | 100% of supervisors are knowledgeable about RW program. Supervision is documented in personnel file |
| 2.7 | Policies and procedures | Signed form is documented in personnel file. | 100% of staff agrees to follow agency policies and procedures |
| 2.8 | Staff evaluation | Staff evaluations are documented in personnel files | 100% of staff is evaluated on their performance annually. |
| 2.9 | Documentation | All staff will keep written documents of contact with consumers in accordance with RW data collection procedures | 100% of all contacts are documented in client files. |

Client Service Standards (Food Bank Services)

| Table 3. Client Related Issues | | | |
|---------------------------------------|---|--|--|
| Policy Number | Activity/Issue | Minimum Acceptable Threshold of Service | Accountability Mechanism |
| 3.1 | Client Eligibility | In order to be eligible for services, individuals must meet the following: <ul style="list-style-type: none"> ● HIV+ ● Residing or receiving services in the Middlesex, Somerset, Hunterdon TGA ● Income no greater than 500% of the Federal Poverty Level ● Documented need that Ryan White is payer of last resort | 90% of consumers have eligibility documented in their file. |
| 3.2 | Access to other Resources | Documentation that other sources of food assistance are not adequate | 90% of consumer records have verification of the level of access to other resources. |
| 3.3 | Referral to the food program | In order to qualify for Ryan White food bank services, consumers must have an internal referral from a Ryan White funded agency. Completion of referral is documented within 24 hours of pick up/delivery. | 90% of Ryan White consumers have referrals from Ryan White agencies in CARE Ware. |
| 3.4 | Access to food service for a standard referral | Consumers who are referred to the food program will receive at least one food package in the month of the referral. | 100% of consumers who pick up their food will have a unit of service within the month of service. |
| 3.5 | Access to food package service for an emergency referral subject to availability | Consumers who are referred to the food program will receive at least one food package in 2 business days from emergency referral. | 90% of consumers who are referred to the food program will have a unit of service that is within 2 business days of the initial emergency referral. |
| 3.6 | Food bank/home-delivered meals include the provision of actual food or meals, fresh produce, and emergency food access. | Food Distribution Packages distributed to Ryan White consumers as part of this program must contain a variety of foods that includes protein and vegetables. | 90 % of Ryan White Service units reflect food distribution packages that contain meat and/or vegetables. Provider enters the amount of produce and meat distributed. |
| 3.7 | Outcome of food services | Agency will monitor the outcomes of food distribution service through a pick up log sheet | 100% of pick up days will maintain a pick up log sheet |