



Norfolk TGA Ryan White Part A FOOD BANK / HOME DELIVERED MEALS SERVICE STANDARD

SERVICE CATEGORY DEFINITION

Food Bank / Home Delivered Meals:

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:

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

Funds cannot be used for:

- Household Appliances;
- Pet Foods;
- Other non-essential products;
- Permanent water filtration systems for water entering the house;
- Purchase of tobacco or alcohol products;
- **No direct payments to clients to purchase food is allowed.**

CLIENT INTAKE AND ELIGIBILITY

All Subrecipient's are required to have a client intake and eligibility policy on file. It is the responsibility of the Subrecipient to determine and document client eligibility status, as outlined in the Ryan White Part A—Norfolk TGA Eligibility Policy in accordance with HRSA/HAB regulations. Eligibility must be completed at least once every six months.

Eligible clients must:

- ◇ Live in the Norfolk TGA (Chesapeake, Norfolk, Virginia Beach, Portsmouth, Suffolk, Hampton, Newport News, Poquoson, Williamsburg, York County, James City County, Gloucester County, Matthews County, Isle of Wight and Currituck County, North Carolina)
- ◇ Have an HIV/AIDS diagnosis
- ◇ Have a household income that is at or below 300% of the federal poverty level



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- ◇ Be uninsured or underinsured

Services will be provided to all Ryan White Part A qualified clients without discrimination on the basis of: HIV infection, race, creed, age, sex, gender identity or expression, marital or parental status, sexual orientation, religion, physical or mental handicap, immigrant status, or any other basis prohibited by law.

PERSONNEL QUALIFICATIONS

Staff providing Food Bank/Home Delivered Meal services must have documented in their personnel record(s):

1. Basic knowledge of HIV/AIDS and/or infectious disease and can work with vulnerable targeted populations and subpopulations
2. Staff will have at least one (1) hour of cultural diversity training a year.

CARE AND QUALITY IMPROVEMENT OUTCOME GOALS

The overall treatment goal of food bank / home delivered meal services is to assist eligible people living with HIV/AIDS in the TGA with food assistance to ensure access to adequate caloric intake and balances nutritional meals to optimize health outcomes.

Clinical Quality Improvement outcome goals for food bank / home delivered meals are:

- 75% of food bank / home delivered meal clients are linked to medical care as documented by at least one medical visit, viral load or CD4 test in the measurement year.
- 75% of food bank / home delivered meal clients achieve and maintain viral suppression.



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SERVICE STANDARDS, MEASURES, AND GOALS

Standard	Measure	Goal
1. Services are provided by trained professionals.	Documentation of annual 1 hour of cultural competency training.	100%
2. Subrecipient assists clients in seeking alternate sources to obtain food bank/home-delivered meals.	Documentation of planning sessions occur with clients regarding alternate source investigation for food bank/home-delivered meals.	75%
3. Clients receiving vouchers have properly documented education on the use of food vouchers.	Documentation that Subrecipient’s educates clients on allowable use of food vouchers.	75%
4. Client receiving services through food bank/home delivered meals are linked and retained in medical care	Documentation that client has medical visits in each 6-month period of the measurement year with at least 60 days apart.	75%
5. Client had less than 200 copies/mL at last HIV Viral Load test during the measurement year.	Documentation of viral load test outcomes evident through Norfolk TGA CAREWare Performance Measure	75%



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CLIENTS RIGHTS AND RESPONSIBILITIES

Subrecipient's providing services are required to have a statement of consumer rights and responsibilities posted and/or accessible to the client. Each Subrecipient will take all necessary actions to ensure that services are provided in accordance with the consumer rights and responsibilities statement and that each consumer understands fully his or her rights and responsibilities.

CLIENT RECORDS, PRIVACY, AND CONFIDENTIALITY

Subrecipient's providing services must comply with the Health Insurance Portability and Accountability Act (HIPAA) provisions and regulations and all federal and state laws concerning confidentiality of consumers Personal Health Information (PHI). Subrecipient's must have a client release of information policy in place and review the release regulations with the client before services are received. A signed copy of the release of information form must be included in the clients record. Information on all clients receiving Ryan White Part A funded services must be entered in the HRSA sponsored, Norfolk Part A managed, CAREWare Database.

CULTURAL AND LINGUISTIC COMPETENCY

Subrecipient's providing services must adhere to the National Standards on Culturally and Linguistically Appropriate Services.

CLIENT GRIEVANCE PROCESS

Each Subrecipient must have a written grievance procedure policy in place which provides for the objective review of client grievances and alleged violations of service standards. Clients will be routinely informed about and assisted in utilizing this procedure and shall not be discriminated against for doing so. A signed copy of the grievance procedure policy form must be included in the clients record.

CASE CLOSURE PROTOCOL

Each Subrecipient providing services should have a case closure protocol on file. The reason for case closure must be properly documented in each client's file. If a client chooses to receive services from another provider the Subrecipient must honor the request from the client.