

# Memphis TGA Ryan White Part A & MAI Food Bank/ Home Delivered Meals Service Standards

## PURPOSE

The purpose of the Ryan White Part A and MAI Food Bank and Home Delivered Meals Standards of Care is to ensure that uniformity of service exists in the Memphis Transitional Grant Area (TGA) such that the consumers of a service receive the same quality of service regardless of where or by whom the service is provided. Standards will be used as contract requirements, in program monitoring, and in Quality Management. If an agency is unable to meet a particular standard, the agency must document why the standard was unable to be met and explain the steps it is taking to meet that standard.

## MEMPHIS TGA SERVICE DEFINITION

Food Bank and Home Delivered meals include the provision of actual food or meals. Cash should not be given to consumers for the purchase of food or other essential items. Food Bank/Home Delivered Meal services fund the provision of:

- **Food Bank/Pantry.** A food bank is a central distribution center within agency's catchment area or home delivery providing groceries for indigent clients with HIV/AIDS and their families. The food is distributed in cartons or bags of assorted products to Ryan White clients. Non-food products, such as personal hygiene products, must also be provided.
- **Food Vouchers.** This service provides certificates or cards, which may be exchanged for food at cooperating supermarkets or meals at clinics or social services agencies. Vouchers must be provided from retailers who offer produce, meat, and dairy items, as well as personal hygiene items.
- **Home Delivered Meals.** This service provides nutritionally balanced home delivered meals for clients with HIV/AIDS who are indigent, disabled or homebound, and/or who cannot shop or prepare (or have others shop for or prepare) their own food. This includes the provision of both frozen and hot meals.
- **Non-Food Products.** This service provides reimbursement for the cost of non-food products, such as personal hygiene products, to be provided to eligible individuals through food and commodity distribution programs. Ryan White Part A funds may not be used to pay for household appliances, household products, car care products, pet

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foods or products, or baby care items (e.g. diapers, formula, layette items, etc.). Personal care kits must be provided from the agency's central distribution center.

## **HRSA SERVICE 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. Funds awarded under the Ryan White HIV/AIDS Program may be used to purchase essential non-food household products as part of a Ryan White HIV/AIDS Program funded Food Bank support service. These include essential items such as personal hygiene products, household cleaning supplies, and/or water filtration/ purification devices (either portable filter/pitcher combinations or filters attached to a single water tap) in communities/areas where recurrent problems with water purity exist. Such devices (including their replacement filter cartridges) purchased with Ryan White HIV/AIDS Program funds must meet National Sanitation Foundation standards for absolute cyst removal of particles less than one micron. This policy does not permit installation of permanent systems for filtration of all water entering a private residence. Funds may NOT be used for household appliances, pet foods or other non-essential products.

## **STANDARDS DEVELOPMENT PROCESS**

These standards were developed through extensive background research on standards of care, a review of existing standards from other Ryan White Part A Eligible Metropolitan Areas (EMA) and TGAs, meetings of the Evaluation and Assessment Committee of the Memphis TGA Ryan White Planning Council and meetings with the Ryan White Part A Grantee.

## **APPLICATION OF STANDARDS**

These standards apply to all agencies that are funded to provide Food Bank/ Home Delivered Meals services through Ryan White Part A within the Memphis TGA.

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Standard	Measure/Method
<b>I. Policies and Procedures</b>	
A. See Universal Standards of Care for detailed information.	
B. The agency shall adhere to all federal, state, and local public health food safety regulations (handling and storage).	<ul style="list-style-type: none"> <li>• Policy and documentation on file</li> </ul>
C. The agency shall maintain evidence that all required inspections are current and result in acceptable findings.	<ul style="list-style-type: none"> <li>• Policy and documentation on file</li> </ul>
D. The agency shall ensure that access to the food storage area is limited, and that it is locked outside of food handling or distribution hours.	<ul style="list-style-type: none"> <li>• Policy and documentation on file</li> </ul>
E. The agency shall ensure that perishable foods are stored and disposed of in accordance with applicable State Department of Health guidelines. Nonperishable foods should be disposed of if there is evidence of spoilage or damage to package.	<ul style="list-style-type: none"> <li>• Policy and documentation on file</li> </ul>
F. The agency shall purchase and distribute nutritious foods using guidelines developed by a registered nutritionist/licensed dietician and provided by the Grantee's office. Sample menus for preparing food bag contents must be included in each food bag.	<ul style="list-style-type: none"> <li>• Policy and documentation on file</li> <li>• Documentation of food bag contents and menus</li> </ul>
<b>II. Program Staff</b>	
A. See Universal Standards of Care for detailed information.	
B. Staff is knowledgeable about eligibility requirements, nutrition and available community food resources and provides information to clients.	<ul style="list-style-type: none"> <li>• Policies and procedures on file</li> <li>• Documentation in staff files</li> </ul>

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Standard	Measure/Method
<b>III. Access to Services</b>	
A. Agency maintains an updated listing and formal relationships with other providers of Ryan White and non-Ryan White services, for which the agency doesn't currently provide.	<ul style="list-style-type: none"> <li>• Written letter(s) of agreement on file</li> </ul>
B. See Universal Standards of Care for detailed information.	
C. Agency has service hours that accommodate target population, including evening and/or weekend hours when possible.	<ul style="list-style-type: none"> <li>• Policy on file</li> <li>• Posted hours</li> <li>• Site visit observation</li> </ul>
D. For agencies providing Food Bank and/or Home Delivered Meals Services, there are policies in place that at a minimum address the following: <ul style="list-style-type: none"> <li>✓ Amount of food given per client</li> <li>✓ Frequency of food items or meals provided</li> <li>✓ Mechanisms to address urgent or emergency client needs for food pick up or delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Agency policy on file</li> <li>• Client file verification</li> </ul>
E. For agencies providing Food Vouchers, there are policies in place which at a minimum address the following: <ul style="list-style-type: none"> <li>✓ Amount of voucher based on client's income/ household size</li> <li>✓ Frequency of service</li> <li>✓ List of eligible food and non-food items eligible for purchase</li> <li>✓ Monitoring of voucher use</li> <li>✓ Mechanisms to address urgent or emergency client needs</li> </ul>	<ul style="list-style-type: none"> <li>• Agency policy on file</li> <li>• Client file verification</li> </ul>

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Standard	Measure/Method
<b>IV. Eligibility Determination/Intake/Screening</b>	
A. A client with Ryan White Part A eligibility is eligible for Ryan White Food Bank/Home Delivered Meals.	<ul style="list-style-type: none"> <li>Agency policy on file</li> </ul>
B. Clients should be informed that they may NOT receive services from more than one Ryan White funded Food Banks service in any one month period.	<ul style="list-style-type: none"> <li>Documentation in client file</li> </ul>
<b>V. Service Coordination/Treatment/ Referral</b>	
A. Clients who are not eligible for Ryan White Food Bank Services will be referred to other community food resources.	<ul style="list-style-type: none"> <li>Documentation of referral in client record</li> </ul>
<b>VI. Client Rights and Responsibilities</b>	
A. See Universal Standards of Care for detailed information.	

## Resources:

### Supplemental Nutrition Assistance Program (SNAP)

- <http://www.fns.usda.gov/snap/eligibility>

### SNAP Guidance on Non-Citizen Eligibility

- [http://www.fns.usda.gov/sites/default/files/Non-Citizen\\_Guidance\\_063011.pdf](http://www.fns.usda.gov/sites/default/files/Non-Citizen_Guidance_063011.pdf)

### Tennessee Food Stamp Program - Eligibility Information

- [http://tn.gov/humanserv/adfam/fs\\_1.html](http://tn.gov/humanserv/adfam/fs_1.html)

### Arkansas SNAP Program

- <http://www.benefits.gov/benefits/benefit-details/1108>

Revision Approved by Memphis Area Ryan White Planning Council 09/22/10, 10/24/2012, 02/27/2013, 1/28/2015, 4/10/2015

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Mississippi SNAP Program

- <http://www.mdhs.state.ms.us/supplemental-nutrition-assistance-program-%28snap%29/snap-for-the-client/>