

## Food Bank/Home Delivered Meals

### 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

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

### CLIENT INTAKE AND ELIGIBILITY

All agencies are required to have a client intake and eligibility policy on file. It is the responsibility of the agency to determine and document client eligibility status, as outlined in the Ryan White Part A—Cleveland TGA Eligibility Policy.

Eligible clients must:

- Live in the Cleveland TGA (Cuyahoga, Ashtabula, Lake, Lorain, Geauga, or Medina County)
- Have an HIV/AIDS diagnosis
- Have a household income that is at or below 500% of the federal poverty level
- 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.

# Food Bank/Home Delivered Meals

## PERSONNEL QUALIFICATIONS

Any agency providing services in the Food Bank/Home Delivered Meals (FB/HDM) category must comply with federal, state, and local regulations regarding the provision of food bank services, food item delivery and/or home delivered meals including any required licensure and/or certifications to operate the particular food service program involved.

All personnel being billed for delivering meals and/or any food items must hold a valid Ohio driver's license and automobile insurance consistent with state minimum requirements. This also applies to delivery personnel whose agencies may have customized their FB/HDM programs as detailed in their proposal to the Grantee.

## 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:

- 100% of all agencies providing services maintain proper licensure as required by the state of Ohio, pertaining to program service delivery approved by the Grantee.
- 80% 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.

Food Bank/Home Delivered Meals

Cleveland TGA Service Standard of Care

SERVICE STANDARDS

	Standard	Measure	Goal
1.	Food Bank/Home Delivered Meal services are provided by agencies that maintain appropriate required licensure.	Documentation of appropriate food licensure or licensure required for food delivery personnel reviewed. <b>*For clarification, please see Personnel Qualifications section above</b>	100%
2.	Agencies providing Food Bank/Home Delivered Meals collect and maintain signed receipts for all resources distributed.	Documentation of a signed receipt for all services received is maintained and available for review in the client chart.	100%
3.	* Clients receiving home delivered meals have documented medical necessity of need updated at least every six months (~180 days) or sooner if noted by physician.	* A written physicians referral documenting the home delivery as a medical necessity including the diagnosis and length of time the physician expects the patient will require home delivered meals is evident in the client chart.	80%
4.	Food Bank/Home Delivered Meal clients are linked to medical care.	Documentation that the client had at least one medical visit, viral load, or CD4 test within the measurement year evident in the client chart.	80%
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 Cleveland TGA CAREWare Performance Measure.	80%

\* Indicates Local TGA Standard of Care  
 All other standards derived from the  
 HRSA/HAB National Monitoring Standards  
 and/or the HRSA/HAB HIV Performance  
 Measures

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Cleveland TGA Service Standard of Care

## CLIENTS RIGHTS AND RESPONSIBILITIES

Agencies providing services are required to have a statement of consumer rights and responsibilities posted and/or accessible to the client. Each agency 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

Agencies 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). Agencies 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 client’s record. Information on all clients receiving Ryan White Part A-funded services must be entered in the HRSA sponsored, Cleveland Part A managed, CAREWare Database.

## CULTURAL AND LINGUISTIC COMPETENCY

Agencies must provide effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs. (Pulled from the National Standards on Culturally and Linguistically Appropriate Services).

## CLIENT GRIEVANCE PROCESS

Each agency 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 client’s record.

## CLIENTS RIGHTS AND RESPONSIBILITIES

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