

Food Bank/Home Delivered Meals

Health Resources and Services Administration (HRSA) Definition: Food bank/home-delivered meals refer 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

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

Eligibility: Clients accessing Food Bank/Home Delivered Meals Services shall be at or below 200% of the Federal Poverty Level (FPL) and not be eligible for Supplemental Nutrition Assistance Program (SNAP) benefits. Case Managers can request an override from the Recipient’s Office or the Lead Agency under special circumstances.

1.0 Agency Policies and Procedures for Food Pantries and Home Delivered Meals

The agencies shall have policies and procedures to ensure that the services are accessible to all eligible clients. The agency policies and procedures shall ensure compliance with the following standards.

1.0 Agency Policies and Procedures for Food Pantries and Home Delivered Meals

	STANDARDS		MEASURES
1.1	Agencies with a food pantry and/or home-delivered meals program shall comply with local, state, and federal food safety, sanitization, and safety regulations.	1.1	Policy in place that reflects guidelines
1.2	Agencies with a food pantry and/or home-delivered meals program shall comply with the USDA Department of Agriculture food handling guidelines.	1.2	USDA guidelines on file and copies of monitoring by regulatory agencies available in agency records
1.3	Agencies with a food pantry and/or home-delivered meals program shall	1.3	Inspection reports available upon request.

	maintain and show evidence that all required inspections are current, and resulted in acceptable findings.		
1.4	Agencies with a food pantry and/or home-delivered meals program shall provide adequate space and equipment to store food in a sanitary manner.	1.4	Appropriate space and equipment available upon inspection/observation.
1.5	Agencies with a food pantry and/or home-delivered meals program shall comply with procedures for purchasing, receiving, sorting, issuing, preparing, and service of safe food and beverage products.	1.5	Procedures and certifications on file.
1.6	All food pantry and/or home-delivered meals providers' staff members repackaging bulk foods shall have current and valid food handling permits or license.	1.6	Permits/license on file at provider agency
1.7	All new food pantry and/or home-delivered meals providers' staff members shall attend educational seminars regarding food safety within three months of hire and annually thereafter.	1.7	Education certificates on file at provider agency for each staff member
1.8	Agencies shall receive consultation from a registered and/or licensed dietitian regarding the nutrition, caloric needs, and other dietary issues of people with HIV, and has incorporated that guidance into its food pantry and/or home-delivered meals program; and consultation should be done on an annual basis and must be documented.	1.8	Documentation of consultation in agency files.

2.0 Food Pantry & Food-Processing Facility Scope of Work

The objective of the Scope of Work Standard for Food Bank/Home Delivered Meals is to ensure that RWHAP Part A and Part B is the payer of last resort.

2.0 Food Pantry & Food Processing Facility Scope of Work

STANDARDS		MEASURES	
2.1	No food bag shall contain cans that are dented, swollen, showing rust, or missing a label in accordance with FDA regulations.	2.1	Documentation of a pantry and/or food-processing facility inspection.
2.2	All milk and cheese products shall have the word pasteurized on the label.	2.2	Documentation of a pantry and/or food-processing facility inspection.
2.3	Fresh food such as bread shall be free of any mold.	2.3	Documentation of a pantry and/or food-processing facility inspection.
2.4	Fruits and vegetables shall be free from insects and mold.	2.4	Documentation of a pantry and/or food-processing facility inspection.
2.5	All packaged products shall be labeled properly, and within the expiration period as stated on the product in accordance with FDA regulations.	2.5	Documentation of a pantry and/or food-processing facility inspection.
2.6	Frozen foods shall be packaged, kept completely frozen and stored in a proper freezer at 0° Fahrenheit or below.	2.6	Documentation of a pantry and/or food-processing facility inspection.

3.0 Responsibility of Case Management Agencies

The purpose of the responsibility of case management agencies is to establish the scope of work for the coordination of food bank/home delivered meals.

3.0 Responsibility of Case Management Agencies

STANDARDS		MEASURES	
RWHAP Orlando Service Area Service Standards	3	Food Bank/Home Delivered Meals	Approved: 4/26/2017 Revised: 4/26/2023

<p>3.1 Clients accessing Food Bank/Home Delivered Meals services in Orange County and Brevard County shall be issued a Food Voucher or supermarket gift card to be used at a contracted Food Pantry or supermarket.</p> <p>Eligible clients in Brevard, Orange, Osceola, Seminole, and Lake Counties shall be issued Supermarket Gift Cards. Clients with a Nutritional Plan and/or as prescribed by a Medical Provider shall be enrolled in the Home Delivered Meals Program.</p>	<p>3.1 Documentation in the approved electronic database management system demonstrates that food vouchers are issued to clients accessing services in Orange County and in Brevard County, and that supermarket gift cards are issued to clients accessing services in Orange, Lake, Osceola, Seminole, and Brevard Counties. Clients receiving Home Delivered Meals shall have a Nutritional Plan and/or a prescription from a Medical Provider.</p>
<p>3.2 Agencies shall ensure that clients have exhausted access through other funding sources prior to issuing a food voucher or supermarket gift cards.</p>	<p>3.2 Documentation in the approved electronic database management system demonstrates Ryan White is the "Payer of Last Resort".</p>
<p>3.3 Agencies distributing supermarket gift cards shall have policies and procedures in place to safely store and track the distribution of gift cards.</p>	<p>3.3 Supermarket gift card distribution policy and procedure reflects safety procedures and tracking mechanisms.</p>
<p>3.4 Agencies distributing supermarket gift cards shall ensure that client receipts are submitted prior to the distribution of additional gift cards.</p>	<p>3.4 Receipts uploaded into in the approved electronic database management system client file.</p>
<p>3.5 Agencies distributing supermarket gift cards shall ensure that client receipts include only allowable items.</p>	<p>3.5 Receipts in the approved electronic database management system reflect only allowable items.</p>
<p>3.6 Supermarket gift cards shall only be used for items included on the Food Rights & Responsibilities form and be from supermarkets that facilitates the use of gift cards for allowable items only.</p>	<p>3.6 Food Rights & Responsibilities specifies the unallowable items. Documentation of the signed Food Rights & Responsibilities form located in the client file for each issued supermarket gift card.</p>

<p>3.7 (Part A) Agencies in Orange, Osceola, Seminole, and Lake Counties distributing supermarket gift cards and/or food vouchers shall ensure that no more than \$50/client is distributed per month unless pre-approved by the Recipient's Office.</p> <p>(Part B) Agencies in Brevard, Orange, Osceola, Seminole, and Lake Counties distributing supermarket gift cards and/or food vouchers shall ensure that no more than \$35/client is distributed per month unless pre-approved by the Lead Agency.</p>	<p>3.7 (Part A) Documentation of supermarket gift card and/or food voucher indicates that no more than \$50/client is distributed monthly without prior approval.</p> <p>(Part B) Documentation of supermarket gift card and/or food voucher indicates that no more than \$35/client is distributed monthly without prior approval.</p>
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4.0 Discharge

Clients who are no longer engaged in HIV treatment and care services OR have achieved self-sufficiency should have their cases closed.

4.0 Discharge

STANDARDS	MEASURES
<p>4.1 Clients may be discharged from food bank and home delivered meals services when the client:</p> <ul style="list-style-type: none"> • Has achieved all goals listed in the Nutritional Care Plan • Has become ineligible for services • Has relocated out of the service area • Is incarcerated • Is deceased • Decides to discontinue services • Is found to be improperly utilizing the service and/or is asked to leave the agency. • Is found to be in violation of the signed Food Rights and Responsibilities form. 	<p>4.1 Documentation of case closure in the approved electronic database management system.</p>

4.2 The client will be notified in writing of termination from food bank and/or home-delivered meals services including the reason indicated for discharge.	4.2 A copy of the letter is uploaded to the approved electronic database management system client file.