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SERVICE STANDARDS FOR FOOD BANK/HOME DELIVERED MEALS

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| Origination Date: November 2015 | | | | | |
| <i>Reviewed/approved by the Continuum of Care Committee</i> | November 12, 2015 | January 11, 2019 | February 13, 2020 | | |
| <i>Approved by the Planning Council</i> | December 16, 2015 | September 18, 2019 | February 19, 2020 | | |

I. PURPOSE OF SERVICE STANDARDS

The purpose of these standards is to define the minimal acceptable levels of quality in service delivery and to ensure that a uniformity of service exists in the Newark Eligible Metropolitan Area (NEMA).

II. GOAL

The goal of Food Bank/Home Delivered Meals is to help individuals living with HIV to access food necessary to maintain their health and adherence to prescribed medications.

III. DEFINITION

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

IV. ELIGIBILITY FOR SERVICES

- HIV+ status to determine eligibility for Ryan White Part A funding
- Residence in the Newark EMA
- Income must be less than 500% of FPL

V. KEY SERVICE COMPONENTS AND ACTIVITIES

- Food Bank/Pantry Services – Distribution centers that warehouse and distribute food and related grocery items including nutritional supplements and other miscellaneous items
- Home Delivered Meals – Provided for clients experiencing physical or emotional difficulties that render them incapable of preparing meals for themselves
- Food vouchers – On-going support for food and household supplies

VI. PROVIDER AGENCY POLICIES AND PROCEDURES¹

- Agency must comply with the appropriate city/county/state/federal agencies regulating safe food handling
- Agency must have written policies and procedures in place that address confidentiality (HIPAA), grievance procedures, client’s rights and the agency’s rights and responsibilities

“To plan for the development, implementation and continual improvement of the health care and treatment services for People Living With and Affected by HIV & AIDS who reside in the five New Jersey Counties of Essex, Morris, Sussex, Union and Warren.”

- The client must be notified of his/her rights, of the agency's rights and responsibilities and the agency's grievance policy/procedure
- Agency must have a private, confidential office space for seeing clients
- **Records Retention** - Agency will keep inactive client records in a confidential locked location. Client records will be kept for seven (7) years
- **Confidentiality Policy** - All written and verbal communications regarding the client will be maintained with strict confidentiality according to the policy of the agency and in accordance with local, state and federal laws
- **Cultural Competence** - Agency will ensure that culturally and linguistically appropriate services are available to all clients and be able to provide services that are culturally sensitive and in the client's preferred language or arrange for a competent translator
- **Americans Disabilities Act Compliance**-Agency must demonstrate that the needs of disabled clients are met
- **Client Consent**-The agency must obtain written consent for services and a consent for the release/exchange of information from the client. The consent must be specific as to type of information, agency to which the information will be shared, and length of time during which the consent is valid
- **Grievance Policy**-The agency must review the policy with the client and provide a copy in a language and format the client can understand
 - The Agency must be inspected by the Health Department to confirm food and safety measures
 - The Agency will develop food lists and food choices in accordance with required nutritional needs
 - The Agency will maintain and distribute food supply and adhere to "sell by", "best if used by", and "expiration dates", per USDA regulations

VII. ACCESSIBILITY/STANDARDS OF SERVICE

- There will be no barriers due to client disability. The agency must be compliant with ADA requirements for the provision of reasonable accommodations to address clients with special needs
- The agency must demonstrate a commitment to provide services that are culturally sensitive and linguistically appropriate
- The agency must demonstrate input from clients with regard to service delivery through client satisfaction surveys
- There will be no barriers due to language differences between the agency and clients. Agencies must have the ability to provide native language speakers for services when 20% or more of their clients prefer another language or arrange for a competent translator

VIII. PROCESS

- A. Intake – To determine client eligibility and to collect demographic information
- B. Development of an individualized plan of service
- C. Re-Assessment and Re-Certification
- D. Case closure/transfer

- A. **Intake** – The following should be included:
 - a. Proof of HIV+ status to determine eligibility for Ryan White Part A funding
 - b. Date of Intake
 - c. Gender/date of birth/race/ethnicity/gender orientation
 - d. Proof of residency, including County of residence
 - e. Proof of income
 - f. Employment status

- g. Proof of active participation in primary medical care or documentation of client's intention to access medical care
- h. Information about significant other/partner/minor children living in household
- i. Preferred language of communication
- j. Name and contact information about person authorized to sign for client if necessary
- k. Food preferences and client allergies/intolerances/dietary restrictions/cultural preferences

B. Development and implementation of an individualized plan of service

- a. Develop menus reflecting client needs, food preferences, client allergies/intolerances/dietary restrictions/cultural preferences
- b. Ensure that menus are compatible with current medications (including dosages, nutritional supplements and complementary therapies)
- c. Determine frequency of access to Food Bank/Pantry/ Home delivered meals
- d. Determine the need for food vouchers

C. Re-Assessment and Re-Certification

- a. Reassess plan; revise as necessary
- b. Adjust Service Plan if necessary
- c. Utilize CHAMP to reduce duplication of services
- d. Reevaluation of client eligibility

D. Case closure/transfer

- a. The agency must document date and reasons for closure of case including but not limited to; no contact, client request, client moves out of service area, client died, client ineligible for services or inappropriate use of Service
- b. A summary of the services received by the client must be prepared for the client's record

IX. DOCUMENTATION

Written documentation is kept for each client which includes:

1. Client's name and unique identifier number
2. Proof of HIV+ status
3. Initial Intake
4. Documentation of reassessment(s)
5. Signed initial and updated individualized service plan
6. Evidence of consent for services
7. Documentation of each contact with or on behalf of the client
8. Evidence of the client's understanding of his/her rights and responsibilities
9. Signed "Consent to release information" form if needed. This form must be specific and time limited

X. ENGAGEMENT AND RETENTION OF CLIENTS

The best way to retain clients in care and be aware of barriers that are preventing a client accessing care is to maintain an ongoing relationship.

Procedure to be followed for missed appointments and/or deliveries for Home Delivered Meals

1. A representative of the food provider will call the client if the meals could not be delivered or if the client has not picked up food as scheduled to determine if there is a reason why the client has not complied with the service plan
2. A representative of the food provider will attempt to reach the client no less than 2 times during a one-week period

3. If the representative of the food provider is unable to reach the client by phone, a letter will be sent to the client requesting that the client contact the agency to re-establish the service
4. The representative of the food provider should check with other agencies which are providing services to the client if known
5. A representative of the food provider may make a home visit if not prohibited by agency policy
6. If appropriate and with prior approval of the client, the representative of the food provider will contact the emergency contact

XI. STAFF/TRAINING

Qualifications/Training

- HIV experience/training preferred
- Obtain and maintain food handling certification
- Agency will provide new hires with training regarding confidentiality, client rights and the agency's grievance procedure
- Valid Driver's license if needed
- Annual staff evaluation/review

XII. Program Guidance [HIV/AIDS Bureau Policy 16-02]

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