

Food bank/home delivered meals service standards

Program: Ryan White Part B	Section: Support services
Department: Health and Human Services Policy owner: Ryan White Part B administrator Approved by: HEART program manager	Last review: 2024.06. Next review: 2025.04.01 Origination: 2019.08.06

Acronyms

CMA: case management agency

HRSA: Health Resources and Services Administration

RWB: Ryan White Part B Program

Service category definition

Food bank/home delivered meals refers to the provision of actual food items, hot meals, or a voucher program to purchase food.

Covered services

Food voucher gift card

- Allowable methods of service delivery:
 - Actual food items
 - Essential non-food items 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 food
 - Alcohol and tobacco products

Key service components and activities

Standard/activity	Measure/documentation
<i>RWB</i>	
Purchase food vouchers	<ul style="list-style-type: none"> ● Food voucher invoice ● Food voucher log contains each food voucher number
Make sure client is eligible for food voucher	<ul style="list-style-type: none"> ● ClientTrack ● Food voucher log
<ul style="list-style-type: none"> ● Send food voucher to client via certified mail ● Distribute to CMA per request 	<ul style="list-style-type: none"> ● Certified mail receipt ● Food voucher log ● ClientTrack ● Tracking log

Applicable universal service standards

- Records management
- Fiscal
- Eligibility determination/screening
- Client-related policies: Grievance, Privacy and Confidentiality, Rights and Responsibilities

Monitoring standards

- Quality assurance activities according to the Ryan White Part B Support Services Procedure manual to make sure the use of funds meets requirements.
- Compliance with all federal, state, and local laws regarding the provision of food banks, home-delivered meals, and food voucher programs, including any required licensure and/or certifications.

Resources

HRSA RW Program Services: Eligible Individuals & Allowable Uses of Funds Policy Clarification Notice (PCN) #16-02

https://hab.hrsa.gov/sites/default/files/hab/Global/service_category_pcn_16-02_final.pdf

Ryan White HIV/AIDS Program (RWHAP) National Monitoring Standards for RWHAP Part B Recipients

[National Monitoring Standards for RWHAP Part B Recipients - June 2023](#)

[HRSA Performance Measures](#)

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Revised	Reviewer	Description or location
2024.06.24	RWB administrator	Update key service component activities

Approval Group	Reviewed
Part B administrator: Seyha Ros	2024.06.24
Senior RN quality consultant: Vinnie Watkins	224.06.26
HEART program manager: Tyler Fisher	2024.06.26