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Alabama Ryan White Part B Service Standards

Food Bank/Home-Delivered Meals

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Purpose

This Service Standard was prepared by the Alabama Department of Public Health (ADPH) Office of HIV Prevention and Care (OHPC) and the United Way of Central Alabama (UWCA) in consultation with Organizational Ideas (a technical assistance provider), with stakeholder input to guide the delivery of high-quality services for people with HIV (PWH). This document contains the minimum requirements Ryan White Part B (RWPB) providers are expected to meet when delivering HIV care and support services funded by RWPB. Providers may exceed these standards. These standards will also provide a basis to evaluate the RWPB services. Please note that all RWPB Service Standards expectations also apply to Health Resources and Services Administration (HRSA) Ending the HIV Epidemic in the U.S. (EHE)-funded services unless exceptions are noted.

Definitions and Descriptions

The description under the “Standard” column outlines the required activities that must be provided to the client receiving the RWPB service. The “Documentation” column provides the documents that must be maintained by the provider delivering the service. The Service Standards contain the following major elements:

- **Agency & Personnel Requirements:** The minimum required education, certification, experience, and facility requirements that are needed to provide the RWPB service.

- **Eligibility & Intake:** Eligibility refers to the current statewide criteria for receiving services through RWPB as outlined in the RWPB Universal Standard. The agency must determine or confirm RWPB eligibility for the client prior to provision of services. Eligibility may occur during intake or through a stand-alone process. Intake is the process of collecting information to determine the client's immediate service needs.
- **Assessment:** The Assessment is an evaluation of need conducted by qualified personnel to determine if there is a need for the RWPB service. The evaluation must render the determination for referral or provision of service. It must include the elements listed in the standard. The documentation of the evaluation of need is determined by the agency.
- **Provision of Services:** The provision of services are the activities or services that are provided to the client. Where appropriate, a Service Plan should address the client's assessed needs with a timeline to resolve the need(s).
- **Transition/Discharge:** Transition/Discharge refers to the release or cessation of the RWPB service. Transition or Discharge may occur in conjunction with the transition or discharge from the agency's program, when the client no longer needs or meets the criteria for the service, when the client is transitioned to another care provider, or when a client is deceased.
- **Case Closure:** When a client is discharged or transitioned to another care provider, the services will cease and the case is closed.

I. HRSA 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. 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.

II. Program Guidance

Water filtration/purification devices (either portable filter/pitcher combinations or filters attached to a single water tap, and replacement filters) distributed in communities/areas where problems with water purity exist, must meet [National Sanitation Foundation](#) standards for absolute cyst removal of particles less than one micron.

Nutritional services and nutritional supplements provided by a registered/licensed dietitian or nutrition professional are considered a core medical service under the Medical Nutrition Therapy service standard.

III. Key Service Components and Activities

Allowable activities include:

- Food items
- Hot meals
- Food vouchers
- Personal hygiene products
- Household cleaning supplies
- Water filtration/purification systems in community where issues of water safety exist

Not allowable:

- Household appliances
- Pet foods
- Other non-essential products

For common components required for all RWPB services, please see the RWPB Universal Service Standard. Key service components and activities are noted in the Service Standards below.

ADPH Service Standards:

Standard	Documentation
1. Agency & Personnel Requirements	
1.1) Staff or volunteers providing Food Bank/Home Delivered Meals may have a wide range of education and lived experiences. At a minimum, staff and volunteers should receive the following	1.1) Completed trainings in personnel files.

<p>training and information:</p> <ul style="list-style-type: none"> • HIV 101 • Cultural Competency • Community resources, particularly related to food programs • Safe food handling 	
1.2) The agency has policies and procedures addressing Food Bank/Home Delivered Meals operations and safe food handling.	1.2) Agency has policies and procedures regarding safe food handling.
1.3) Subrecipients must maintain all licenses and permits required by law to operate their food service program, including regulations for food banks or food pantries, and compliance with conditions of agreements between sources, if applicable.	<p>1.3) Copy of the current license on display at the site (if applicable).</p> <p>Tracking records to differentiate food bank items from various sources, if required by other sources, such as United States Department of Agriculture (USDA), 7 CFR, Parts 250 and 251.1</p>
1.4) Agency shall have an emergency policy and procedure for expedited services for clients without access to potable water or food.	1.4) Agency emergency policy and procedure for expedited services for clients without access to potable water or food.
1.5) If the agency utilizes vouchers, a policy and procedure is required to account for and verify RWPB funds are used only for the purchase of allowable items.	1.5) Agency policy and procedure on allowable use of vouchers that includes verification.
2. Eligibility & Intake	
2.1) Subrecipient must conduct or confirm eligibility consistent with statewide eligibility requirements. All clients must have an active eligibility at the time of service.	2.1) Active eligibility for RWPB in client's record during the service delivery period.
2.2) Complete intake within 5 business days of referral or sooner as per emergency policy and procedure.	2.2) Intake completed within 5 business days of referral or sooner as per emergency policy and procedure.
3. Assessment	
3.1) A brief assessment of the client's need must be completed by designated staff prior to the provision of services and within 5 business days of intake, or sooner as per emergency policy and procedure.	3.1) Client record shows assessment completed by designated staff that is signed and dated prior to the provision of services and within 5 business days of intake, or sooner as per emergency policy and procedure.

<p>3.2) The assessment should indicate, at a minimum:</p> <ul style="list-style-type: none"> a. Whether client can safely store and/or prepare food b. Gaps in client’s current access to food and allowable non-food items c. Community water safety issues when applicable d. Reason for need e. Other resources available to the client to supplement provided services f. Risk to the client if services need is not met 	<p>3.2) Assessment in client record reflects specified elements.</p>
<p>4. Provision of Services</p>	
<p>4.1) Designated staff and client will develop a Service Plan, based on the needs assessment, within 5 business days of assessment, or sooner as per emergency policy and procedure. The service plan will specify how the client will receive services:</p> <ul style="list-style-type: none"> a. Direct provision of food and allowable non-food items, b. Direct provision of prepared meals, and/or c. Vouchers for purchase of allowable items. <p>Providers should make reasonable efforts to ensure that available foods include special nutritional needs, healthier food options, religious requirements, and ethnic food preferences.</p>	<p>4.1) Client record includes signed and dated Service Plan, within 5 business days of assessment, that reflects the needs assessment and how client will receive services.</p>
<p>4.2) Service will be provided to the client within 5 business days of assessment or sooner as per emergency policy and procedure.</p>	<p>4.2) Client record indicates first service(s) were provided within 5 business days of assessment, or sooner if emergency policy and procedure apply.</p>
<p>4.3) Each provision of service will be documented indicating what the client received:</p> <ul style="list-style-type: none"> a. Direct provision of food and/or allowable non-food items 	<p>4.3) Client record reflects date and type of services provided and specific non-food items obtained via vouchers.</p>

<p>b. Hot meals or the utilization of a meal delivery service (if applicable), and/or</p> <p>c. Voucher for purchase of allowable items</p>	
<p>4.4) Designated staff will work collaboratively with the client to ensure that their needs for food security are being met. This may include assisting/referring to Supplemental Nutrition Assistance Program (SNAP), other RWPB Service Categories, and community services programs to reduce food insecurity, and sustain nutritional and/or health well-being for clients.</p>	<p>4.4) Client record reflects date of referral(s) to other agencies for assistance based on client needs identified in assessment.</p>
<p>4.5) Reassessment of needs should be completed as situations change, when requested by the client, or designated staff recommends maintaining or improving service provision, and at least every 12 months.</p>	<p>4.5) Client record reflects a reassessment at least every 12 months.</p>
<p>5. Transition/Discharge</p>	
<p>5.1) See Universal Standard</p>	
<p>6. Case Closure</p>	
<p>6.1) See Universal Standard</p>	

Resources

1. Health Resources and Services Administration (HRSA) HIV/AIDS Bureau (HAB) Policy Clarification Notice (PCN) #16-02: Ryan White HIV/AIDS Program Services: Eligible Individuals and Allowable Uses of Funds:
<https://ryanwhite.hrsa.gov/sites/default/files/ryanwhite/grants/service-category-pcn-16-02-final.pdf>
2. Ryan White HIV/AIDS Program (RWHAP) National Monitoring Standards for RWHAP Part B Recipients:
<https://ryanwhite.hrsa.gov/sites/default/files/ryanwhite/grants/2023-rwhap-nms-part-b.pdf>
3. United States Department of Agriculture (USDA), 7 CFR, Parts [250](#) and [251. I](#)