


Title: Food Bank/Home Delivered Meals Service Standards Program: Ryan White Part B Section: Support Services	
Executive Sponsor: Utah Department of Health Policy Owner: Ryan White Part B Administrator Approved by: Ryan White Part B Program Manager	Last Review: 2021.07.01 Next Review: 2022.06.01 Origination Date: 2019.08.06

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

Clients access food voucher services through their case management agency (CMA). The CMA and the Utah Department of Health, Ryan White Part B Program (Program) confirms current client eligibility for food voucher services prior to issuing food vouchers.

Food vouchers are used to purchase:

- 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
- Alcohol and tobacco products may not be purchased with food vouchers

KEY SERVICE COMPONENTS AND ACTIVITIES

Standard / Activity	Measure / Documentation
Utah Department of Health, Ryan White Part B Program (Program)	
<ul style="list-style-type: none"> • Ensures food voucher service is available for clients to access. • Purchases food voucher (gift cards through SVM). 	<ul style="list-style-type: none"> • Receipt of food vouchers • Electronic file contains each individual food voucher number
<ul style="list-style-type: none"> • Ensures client eligibility for food voucher services. 	<ul style="list-style-type: none"> • The Program conduct quality assurance to review eligibility is up to date. • ClientTrack[®] • Distribution log
<ul style="list-style-type: none"> • Sends food vouchers to clients via certified mail. • Distributes to CMA per request. 	<ul style="list-style-type: none"> • Certified mail receipt • Distribution log • ClientTrack[®]
Case Management Agency (CMA)	
<ul style="list-style-type: none"> • Conducts an assessment to determine if client eligible for food voucher service. • Follows the Program’s food voucher service guidelines. 	<ul style="list-style-type: none"> • Complete food voucher application in ClientTrack[®] • Distribution log • Food Voucher Guidelines • Documentation in ClientTrack[®]

Applicable Universal Service Standards
<ul style="list-style-type: none"> • Client Rights and Responsibilities • Cultural and Linguistic Competency • Grievance Process • Intake and Eligibility • Personnel Qualifications • Recertification Requirements • Privacy and Confidentiality

MONITORING STANDARDS

The Program conducts quality assurance activities according to the Support Services Procedure Manual.

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

Date	Title of reviewer	Change Description or Location
2021.07.01	RWB Administrator	Updated formatting, add covered services and key service components and activities headers, revise content in all sections.
2021.06.28	Quality Coordinator	Listed all Universal SS for RWB Administrator to determine which are applicable and need monitoring (delete those not applicable)
2021.06.24	Senior RN Quality Consultant & Quality Coordinator	<ul style="list-style-type: none"> • Added ‘monitoring standards’ section • Incorporated Food Voucher Assistance Request Form • Consistent terminology, specifically food voucher instead of gift card. Food voucher aligns with HRSA terminology.
2021.03.16	RWB Administrator	Updated contractor, the Program, and case management sections

Approval Group	Date Reviewed
RWB Administrator: Seyha Ros	2021.07.01
RWB Quality Coordinator: Marcee Mortensen	2021.06.28
RWB Senior RN Quality Consultant: Vinnie Watkins	2021.06.24
RWB Manager: Tyler Fisher	2021.07.15
UDOH Director of the Bureau of Epidemiology: Sam LeFevre	2021.07.15