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SERVICE STANDARDS FOR FOOD BANK/HOME DELIVERED MEALS

Origination Date: November 2015					
<i>Reviewed/ Approved by the Continuum of Care Committee</i>	November 12, 2015	January 11, 2019	February 13, 2020	March 11, 2021	December 8, 2022
<i>Approved by the Planning Council</i>	December 16, 2015	September 18, 2019	February 19, 2020	April 21, 2021	January 18, 2022

In addition to the Universal Standards, you are also expected to follow the following guidelines.

I. GOAL

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

II. DESCRIPTION [HRSA PCN 16-02 Rev. 10/22/2018]

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

III. 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

IV. SERVICE LIMITATIONS/REQUIREMENTS

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

See Medical Nutrition Therapy. Nutritional services and nutritional supplements provided by a registered dietitian are considered a core medical service under the HRSA RWHAP.’ Program Guidance [HIV/AIDS Bureau Policy 16-02]

V. ASSESSMENT AND SERVICE PLAN

A. Development and implementation of an individualized plan of service

- a. Develop menus reflecting client needs, food preferences, client allergies/intolerances/dietary restrictions/cultural preferences.

“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.”

- 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.

DOCUMENTATION

Written documentation is kept for each client which includes:

1. Signed initial and updated individualized service plan
2. Documentation of each contact with or on behalf of the client

VI. ENGAGEMENT AND RETENTION OF CLIENTS

Refer to the Universal Service Standard.

VII. STAFF QUALIFICATIONS AND 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