

HIV Health Services Planning Council Sacramento TGA

SERVICE STANDARDS

Subject: Food and Nutrition Services

No.: SSC 12

Date Approved: 1/22/03

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Consistent with funded Service Priorities established by the Sacramento TGA HIV Health Services Council the following Food and Nutrition Service Standard will apply to all Ryan White contracted vendors that provide Food and Nutrition services.

1. Ryan White funding is to be used for HIV/AIDS medical care including, psycho-social and support services designed to significantly improve access and adherence to such medical services. Food and Nutrition services that are provided by agencies and paid for through Ryan White funding will be part of a comprehensive medical care plan that promotes the optimal state of health for the afflicted individual and shall be:

- Medically appropriate
- Healthful and nutritious

These expectations shall apply whether such services are provided directly by a RW Agency, or by a non-RW Agency to which the client is referred by a RW Agency.

2. Ryan White funding is to be expended in a cost effective, equitable manner which is based upon client need verification. Payment for Food and Nutrition services through Ryan White funding is authorized only in circumstances where client eligibility is validated and no other payment guarantor has been identified.

3. In accordance with the above:

- A. Nutritional Counseling services shall be provided by a Registered Dietitian or other qualified professional working in consultation with HIV qualified physicians.
- B. Food distributed by food banks and others shall be fresh (for packaged food, not beyond recommended expiration dates), free from filth or vermin and, until distributed to consumers, properly stored and handled to maximize shelf life and minimize spoilage. Referrals shall only be made to food providers which have valid, current permits issued by the appropriate county health department or otherwise meet accepted community standards. It is recommended and preferred that food packages contain items which can be used together to create nutritionally complete meals for a minimum of *three days* per person or family. Referrals by service providers to food banks and other services which are not themselves recipients of Ryan White Part A and SAM funding, shall be based in part on client feedback on their satisfaction with the quality of such services.

- C. Expenditures for Food shall be controlled to minimize opportunities for inappropriate use. Vouchers or debit cards shall be issued only to qualified clients and, if possible for reasonable cost, shall be labeled or coded to prevent purchase of alcoholic beverages, tobacco products or games of chance. In order to prevent resale of vouchers or food cards, clients shall, if possible for reasonable cost, be required to return to the agency a used or expired voucher or debit card in order to obtain a replacement.
 - i. Eligible clients must provide proof of need with each request for food vouchers. The reported need of the client for a food voucher will be documented and added to the case file.
 - ii. Upon receipt of a Ryan White food voucher, clients will be instructed that additional food voucher assistance will not be given unless and until:
 - 1. Client is referred to and attends nutritional skills course (as available), and/or;
 - 2. Client provides a requested grocery receipt displaying that the Ryan White food voucher was used for “Healthful and Nutritious” items.
 - D. Providers of Food or Nutritional Services shall not use their professional status as a means to promoting products in which they may have a financial interest to either clients or medical providers.
4. RW Agencies which provide Medical Case Management services shall develop and adhere to budgets for Food and Nutritional Services which reflect the principles referred to above. In addition, if available funding levels are anticipated to be less than the total need, agencies shall ensure that funds are distributed among the maximum possible number of clients who are most at risk for nutrition related health problems. Agencies shall assure that no client receives any RW funded services unless such client is found to be eligible for services under such Eligibility Standards as may be adopted by the Planning Council.
5. Medical Case Managers at RW Agencies may at any time submit to the RW Fiscal Agent requests for interpretation of these or any other Services Standards adopted by the HIV Health Services Planning Council, based on the unique medical or other healthcare needs of a client or on unique barriers to accessing healthcare services which may be experienced by a client.
6. RW Agencies shall provide a means by which Medical Case Managers can obtain in-servicing and on-call advice related to interpreting client medical and other healthcare needs.
7. Clients shall have the right to request a review of any service denials under this or any other Services Standards adopted by the HIV Health Services Planning Council. The most recent review / grievance policies and procedures for the RW Agency shall be made available to each client upon intake. Such policies and procedures shall include an explanation of the criteria and process for accessing any available advocacy or ombudsman services.

Kane R. Ortega

Adopted:

Kane Ortega, Chair

Date: 12/08/10