

## **ATLANTA EMA QUALITY MANAGEMENT STANDARDS AND MEASURES FOOD BANK/HOME-DELIVERED MEAL SERVICES**

### **Purpose**

The purpose of the Ryan White Part A quality management standards and measures is to ensure that a uniformity of service exists in the Atlanta Eligible Metropolitan Area (EMA) such that the consumers of a service receive the same quality of service regardless of where the service is provided. If an agency is unable to meet a particular standard, the agency must document why the standard was unable to be met and explain the steps it is taking to meet that standard.

### **Definition**

Food Bank/Home-delivered Meals include the provision of actual food items, hot meals and vouchers to purchase food. Food Bank/Home-Delivered Meals may also include the provision of non-food items that are limited to personal hygiene products, household cleaning supplies and water filtration/ purification systems in communities where issues with water purity exist. Funds may not be used for permanent water filtration systems for water entering the house, household appliances, pet foods and other non-essential products.

Nutritional services and nutritional supplements provided by a registered dietitian are considered a core medical service, Medical Nutrition Therapy, under the RWHAP.

All Food Bank/Home-delivered Meals provided by Ryan White funded agencies shall be: Medically appropriate, healthful and useable. These services shall be used as a support and to improve access and adherence to HIV/AIDS medical services. Agencies shall assure that no client receives any Ryan White (RW) funded Food Bank/Home-delivered Meal services unless such client is found to be eligible for services under such Eligibility Standards as may be adopted by the Metropolitan Atlanta HIV/AIDS Health Services Planning Council.

### **Standards Development Process**

The standards were developed through extensive background research on quality management standards, a review of existing standards from other Ryan White Part A EMAs, meetings of the Nutrition Task Force and meetings with the Ryan White Part A Grantee.

### **Application of Standards**

These standards apply to all agencies that are funded to provide Food Bank/Home-delivered Meal services.

### **Acknowledgements**

Fulton County would like to thank all of the EMAs that shared their standards, as well as the members of the Nutrition Task Force who gave generously of their time to provide valuable input to the development of these quality management standards and measures.

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<b>I. Policies and Procedures</b>	
<b>Standard</b>	<b>Measure</b>
A. Agency must have policies and procedures in place that address confidentiality (HIPAA), grievance procedures and supervision requirements per federal and state law and local regulations.	<ul style="list-style-type: none"> <li>• Policy and procedure manual</li> <li>• Grievance procedure posted in visible location</li> </ul>
B. Agency has eligibility requirements for services in written form. This is inclusive of: <ul style="list-style-type: none"> <li>✓ Clients rights and responsibilities</li> <li>✓ Release of information/confidentiality</li> <li>✓ Eligibility for services</li> </ul>	<ul style="list-style-type: none"> <li>• Policy on file</li> </ul>
C. Agency is licensed and/or accredited and has current permits from the appropriate local/state/federal agency.	<ul style="list-style-type: none"> <li>• Current licensure from appropriate local/state/federal agency</li> <li>• Up-to-date permits on file (if applicable)</li> </ul>
D. Agency has written policies and procedures in place that protect the physical safety and well-being of staff and clients. This is inclusive of: <ul style="list-style-type: none"> <li>✓ Physical agency safety               <ul style="list-style-type: none"> <li>• Meets fire safety requirements</li> <li>• Meets governmental food safety and sanitation regulations</li> <li>• Complies with Americans with Disabilities Act (ADA)</li> <li>• Is clean, comfortable and free from hazards</li> <li>• Complies with Occupational Safety and Health Administration (OSHA) infection control practices</li> </ul> </li> <li>✓ Crisis management and psychiatric emergencies               <ul style="list-style-type: none"> <li>• How to assess emergent/urgent vs. routine need</li> <li>• Verbal intervention</li> <li>• Non-violent physical intervention</li> <li>• Emergency medical contact information</li> <li>• Incident reporting</li> <li>• Voluntary and involuntary inpatient admission</li> </ul> </li> <li>✓ Refusal of services</li> <li>✓ Client/Parent/Guardian Rights and Responsibilities (see Standard VII)</li> </ul>	<ul style="list-style-type: none"> <li>• Policy on file</li> <li>• Site visit</li> <li>• Government inspection report (if applicable)</li> </ul>

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<b>I. Policies and Procedures (continued)</b>	
<b>Standard</b>	<b>Measure</b>
E. Agency has private, confidential office space for individual counseling and education sessions with clients (e.g. no half-walls or cubicles, all rooms must have doors).	<ul style="list-style-type: none"> <li>• Site visit</li> </ul>
F. Agency will have all inactivated client records in a confidential locked location for a period as stipulated by law.	<ul style="list-style-type: none"> <li>• Site Visit/Program Monitoring</li> </ul>
G. Agency is required to assure and maintain documentation of the following which shall be made available to the Recipient and HRSA upon request and during Ryan White Part A site visits: <ul style="list-style-type: none"> <li>a. Services provided by type of services, number of clients served, and levels of service</li> <li>b. Amounts and use of funds for purchase of allowable non-food items</li> <li>c. Compliance with all federal, state, and local laws regarding the provision of food bank, home-delivered meals and food voucher programs including any required licensure and/or certification</li> </ul>	<ul style="list-style-type: none"> <li>• Personnel files</li> <li>• Client records</li> <li>• Site Visit/Program Monitoring</li> </ul>
<b>II. Program Staff</b>	
A. Staff are trained and knowledgeable about HIV/AIDS and available resources.	<ul style="list-style-type: none"> <li>• Training records</li> </ul>
B. Staff have appropriate skills and relevant experiences to be providing food and/or nutrition services to people living with HIV.	<ul style="list-style-type: none"> <li>• Personnel records</li> <li>• Training attendance in the past year</li> </ul>
C. Staff receives appropriate supervision as required by licensure/certification.	<ul style="list-style-type: none"> <li>• Personnel records</li> <li>• Training records</li> </ul>
D. Staff have a clear understanding of their job description and responsibilities as well as agency policies and procedures.	<ul style="list-style-type: none"> <li>• Written job description that includes roles and responsibilities and a statement of having been informed of agency policies and procedures on file signed by staff &amp; staff supervisor/human resources manager</li> <li>• Confidentiality agreement signed by staff</li> </ul>
<b>III. Access to Services</b>	
<b>Standard</b>	<b>Measure</b>
A. Agency is accessible to desired target populations. Accessibility includes: <ul style="list-style-type: none"> <li>✓ Proximity to community impacted by HIV</li> <li>✓ Proximity to mass transit</li> <li>✓ Proximity to low-income individuals</li> </ul>	<ul style="list-style-type: none"> <li>• Site visit</li> <li>• Agency client data report consistent with funding requirements</li> </ul>

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✓ Proximity to underinsured/uninsured individuals	
B. Agency is compliant with ADA requirements for non-discriminatory policies and practices and for the provision of reasonable accommodations to address communication (e.g. sign language interpreter).	<ul style="list-style-type: none"> <li>• Policy on file</li> </ul>
C. Agency demonstrates the ability to provide culturally and linguistically competent services according to the Atlanta EMA standards for desired target population.	<ul style="list-style-type: none"> <li>• Personnel and training records</li> <li>• Site visit</li> <li>• Client satisfaction survey</li> </ul>
D. Agency demonstrates input from clients in service design and delivery.	<ul style="list-style-type: none"> <li>• Client satisfaction survey</li> <li>• Existence of Consumer Advisory Board</li> </ul>
<b>IV. Service Eligibility Screening</b>	
<b>Standard</b>	<b>Measure</b>
<p>A. Provider determines client eligibility for services. Client eligibility will be reassessed every 6 months. The process to determine client eligibility must be completed in a time frame so that oral health services are not delayed. Eligibility assessment must include at a minimum:</p> <ul style="list-style-type: none"> <li>✓ Proof of HIV status</li> <li>✓ Proof of income</li> <li>✓ Proof of residency</li> <li>✓ Proof of active participation in primary care or documentation of the client’s plan to access primary care <ul style="list-style-type: none"> <li>• At least 1 visit with a primary care provider every 6 months</li> <li>• For affected children &lt; 4, at least 1 primary care visit within 12 months</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Client record</li> <li>• Agency client data report consistent with funding requirements</li> </ul>
B. Client is informed of the client confidentiality policy and grievance policy at first face to face contact.	<ul style="list-style-type: none"> <li>• Client record</li> <li>• Client satisfaction survey</li> </ul>
<b>V. Service Coordination</b>	
<b>Standard</b>	<b>Measure</b>
A. Agency staff act as a liaison between the client and other service providers to support coordination and delivery of high quality care. For those clients not in outpatient ambulatory health services, agency staff must note progress towards linking the client into outpatient ambulatory health services.	<ul style="list-style-type: none"> <li>• Client record – documentation of with whom staff are communicating and progress to linking client to primary care if appropriate</li> </ul>
B. Agency staff will maintain documentation of service coordination in client’s record to include:	<ul style="list-style-type: none"> <li>• Client record</li> </ul>

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<ul style="list-style-type: none"> <li>✓ Date of service</li> <li>✓ Number of clients served</li> <li>✓ Type of service provided <ul style="list-style-type: none"> <li>• Food bank</li> <li>• Home-delivered Meals</li> <li>• Vouchers</li> </ul> </li> </ul>	
<b>VI. Food Bank</b>	
<p>A. Agencies must utilize the appropriate guidelines for food banks as follows:</p> <ul style="list-style-type: none"> <li>• Association of Nutrition Services Agencies' (ANSA) <i>Nutrition Guidelines for Agencies Providing Food to People Living with HIV Disease</i> for menu development, food production, transportation and food safety.</li> </ul>	<ul style="list-style-type: none"> <li>• Site visit</li> <li>• Form on file within designated timeframe signed by a registered dietitian that the guidelines were met</li> </ul>
<p>B. Food bank menu provided by agencies is reviewed by a RD biannually.</p>	<ul style="list-style-type: none"> <li>• Form on file within designated timeframe signed by a registered dietitian that the guidelines were met</li> </ul>
<p>C. Food distributed by food banks and others shall be fresh (for packaged food, not beyond the recommended expiration dates), free from filth or vermin and, until distributed to clients, properly stored and handled to maximize shelf life and minimize spoilage.</p>	<ul style="list-style-type: none"> <li>• Policy on file</li> <li>• Site visit</li> </ul>
<b>VII. Food Vouchers</b>	
<b>Standard</b>	<b>Measure</b>
<p>A. Expenditures for food shall be controlled to minimize opportunities for inappropriate use. If possible for reasonable cost, vouchers or debit cards shall be labeled or coded to prevent purchase of alcoholic beverages, tobacco products or games of chance. If possible, clients shall be asked to return to the agency an unused or expired voucher to prevent its resale.</p>	<ul style="list-style-type: none"> <li>• Policy on file</li> <li>• Site visit</li> </ul>
<b>VIII. Home Delivered Meals</b>	
<b>Standard</b>	<b>Measure</b>
<p>A. Agencies must utilize the appropriate guidelines for home delivered meals as follows:</p> <ul style="list-style-type: none"> <li>• Association of Nutrition Services Agencies' (ANSA) <i>Nutrition Guidelines for Agencies Providing Food to People Living with HIV Disease</i> for menu development, food production, transportation and food safety.</li> <li>• Current Georgia Dietetic Association's <i>Diet Manual</i> for therapeutic menus</li> </ul>	<ul style="list-style-type: none"> <li>• Site visit</li> <li>• Documentation of review of menu by RD</li> </ul>
<p>B. Home delivered meal menus are reviewed by a registered dietitian quarterly.</p>	<ul style="list-style-type: none"> <li>• Form on file within designated timeframe signed by a registered dietitian that the guidelines were met</li> </ul>

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C. The provision of home delivered meals should include a distribution plan.	<ul style="list-style-type: none"> <li>• Written plan</li> </ul>
<b>IX. Clients' Rights and Responsibilities</b>	
A. Client confidentiality policy exists for all service settings.	<ul style="list-style-type: none"> <li>• Policy on file</li> </ul>
B. Grievance policy exists.	<ul style="list-style-type: none"> <li>• Policy on file</li> </ul>
C. An up-to-date release of information form exists and is signed by the client.	<ul style="list-style-type: none"> <li>• Policy on file</li> <li>• Client record, specifically a release of information signed within last year</li> </ul>
D. The agency has a formal policy as governed by Georgia law for clients who may be incapable of making their own treatment or care decisions.	<ul style="list-style-type: none"> <li>• Policy on file</li> <li>• Legal/medical consultation policy</li> </ul>
E. Client will be informed of the client confidentiality policy, grievance policy, their rights and responsibilities and their eligibility for services.	<ul style="list-style-type: none"> <li>• Documentation in client chart initialed or signed by client (chart review) showing that they have read or been informed</li> </ul>