

Health Resources and Services Administration (HRSA) service definition:

Food Bank/Home Delivered Meals (FB/HDM) 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

Program guidance:

- Unallowable costs include 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).

Key service components and activities:

Funding for **food bank/home delivered meals** may include:

- The provision of actual food items
- Provision of hot meals
- Provision of nutritional supplements *not* ordered by a physician or resulting from a registered dietitian's assessment
- A voucher program to purchase food

May also include the provision of non-food items that are limited to:

- Personal hygiene products
- Household cleaning supplies
- Water filtration/purification systems in communities where issues with water safety exist

Appropriate licensure/certification for food banks and home delivered meals where required under state or local regulations.

No funds may be used for:

- Permanent water filtration systems for water entering the house
- Household appliances
- Pet foods
- Other non-essential products

HIV Services Program service standards:

Key service components and activities are noted in the service standards below.

Standard	Documentation
Personnel qualifications	
1. Staff must be managed according to personnel policies and procedures of subrecipient agency.	1. Personnel file for all employed staff. 2. Subrecipient agency personnel policies and procedures.
Eligibility criteria	
1. Subrecipients must have established criteria for the provision of food bank/home delivered meals that includes, at minimum: a. Eligibility verification consistent with recipient requirements.	1. Non-medical case managers/appropriate agency staff must maintain up to date eligibility records for clients according to agency protocol and in any data system required by the Indiana Department of Health (IDOH). 2. Documentation must be made available for review by IDOH upon request.
Licensing and regulations (if applicable)	
1. Subrecipients must maintain all licenses and permits required by state/local law to operate the food service programs.	1. Documentation according to local regulations/state laws and/or agency policy must be available for review by IDOH upon request.
Service delivery: food bank/home-delivered meal	
1. Subrecipient must have process and/or assessment for determining client need for services. 2. Subrecipients should make reasonable efforts to include healthy food options (such as canned or fresh vegetables, fruits, meats, and fish). 3. Subrecipient must document nutritional needs of clients accessing services (provider recommendations, food allergies, special dietary requirements, etc.).	1. Policies and procedures with documentation of identified areas. 2. Present documentation of reasonable effort at time of monitoring. 3. Documentation of service provided and nutritional needs in the client record (provider recommendations, food allergies, special dietary requirements, etc.). 4. Services units provided must be recorded in CAREWare service tracking system no later than 20 days



- Subrecipient must document provision of services in the client record. - Subrecipient shall adhere to all federal, state, and local food safety regulations (food handling, storage, etc.).	after the end of each month in which services were provided. Case notes entry is required, but the deadline for entry is determined by the funded agency.
Service Delivery: Food Voucher	
- Subrecipient must have a process for determining client need for services. - Subrecipient must have policies and procedures to ensure appropriate use of food vouchers. - Subrecipient should make reasonable efforts to discuss healthy food options (such as canned or fresh vegetables, fruits, meats, and fish) when applicable.	- Policies and procedures with documentation of identified areas - Policies and procedures are available for review by IDOH upon request - Present documentation of reasonable effort to discuss healthy food options (such as canned or fresh vegetables, fruits, meats, and fish) when applicable, at time of monitoring - Services units provided must be recorded in CAREWare service tracking system no later than 20 days after the end of each month in which services were provided. Case notes entry is required, but the deadline for entry is determined by the funded agency.
Volunteers	
- Volunteers who have client contact will: - Receive orientation prior to providing services - Have clear understanding of duties - Receive supervision by qualified staff - Complete all required training and sign documents as it relates to agency and client expectations and confidentiality.	- Orientation curriculum or materials. - Signed and dated document that outlines responsibilities for each volunteer and confidentiality expectations. - Documentation of supervision.

Subservices:

- FD/HDM – food bank
- FD/HDM – food voucher
- FD/HDM – Non-prescribed home delivered meals



Service unit definition:

- Food bank = one visit
- Food voucher = one voucher

