

- A. waivers for inability to pay are approved by the Be Well Manager (or Live Well Manager), with rationale noted on the client intake documentation through the Hunger Vital Sign[®] Score. Escalate to CEO for any other waivers exceeding \$500 annually per client.
- B. No services are denied due to inability to pay, per RWHAP § 2605.
- C. Disputes are handled per the Whistleblower Policy #1.2.

V. Review and Public Availability:

- A. The policy and schedule are reviewed annually or with FPL updates.
- B. Publicly posted and available for review.

Approvals:

Signature:  Date: _____

Thomas S. Pietrogallo, MSW/LCSW, MBA Chief Executive Officer

BOD Approved Date: 10/2013 Date Established: 10/2013 Date Reviewed/Revised: 12/06/2025

POLICY

The Poverello Center, Inc. complies with HRSA requirements regarding sliding fees. Any person who receives Healthy Groceries service from the Poverello Center Inc. must comply with HRSA programmatic requirements to pay a nominal fee, if the income of the participant exceeds 100% of the Federal Poverty Level. Some programs allow for caps to these charges as specified in the PHS Act § 2605. Clients of Poverello are capped at the statutory maximum amount based on their individual annual gross income (Schedule of Charges Attached). The schedule of charges is publicly available and posted on the agency's website, in service facilities, and provided to clients upon enrollment.

At the Be Well Manager's (or Live Well Manager equivalent) discretion, a fee waiver may be instituted to prevent food insecurity as documented on the client intake assessment of the Hunger Vital Sign[®]. No client shall be denied services due to inability to pay.

PROCEDURE**I. Determination of Client Placement:**

- A. Client eligibility for charges is based on their individual annual gross income, verified through documentation (e.g., pay stubs, tax returns) at intake and annually thereafter.
- B. Placement on the sliding fee scale corresponds to the client's FPL bracket, using current HHS Federal Poverty Guidelines.
- C. Clients at or below 100% FPL pay \$0 for RWHAP-funded services.

II. Imposition of Charges:

- A. Charges are imposed per the attached Schedule of Charges for RWHAP-funded services.
- B. Clients are informed in writing of the schedule, their placement, fees, and responsibility to track their annual expenditures to ensure they do not exceed the cap.
- C. Fees are collected at the time of service or billed, with payments tracked in QuickBooks per Policy #1.4 (Cash) and #1.6 (Check Preparation).

III. Tracking and Caps on Charges:

- A. Aggregate charges per client are tracked in the accounting system to enforce annual caps: no more than 5% of gross annual income for 101-200% FPL, 7% for 201-300% FPL, 10% for >300% FPL.
- B. Charges cease once a client reaches their individual cap; adjustments are documented.
- C. Clients may provide documentation of charges from other RWHAP providers to count toward the cap.
- D. Program income from fees is reported according to RWHAP requirements (Section C.6 of National Monitoring Standards).

IV. Waiver and Appeals:

Product Name	Nutrition Goal	Choice of Items	Charge*	100% or Less	101-200%	201-300%	301-400%	401% or above	Funders	Fee Cap Per Contract Year**
Fuel Pack - Youth	Weekend worth of meals simple prep required	Nutritionist Curated	\$15	\$0	\$0	\$0	\$0	\$0	GL/TH	N/A
Fuel Pack - Homeless	2 days' worth of ready to eat meals	Nutritionist Curated	\$17	\$0	\$0	\$0	\$0	\$0	GL/TH	N/A
Healthy Groceries - Adult	Weeks' worth of Healthy Groceries	Client Selected from Nutritionist Curated Selection	\$75	\$0	\$2	\$5	\$8	\$75	RW	5%/7%/10% of annual gross income***
Healthy Groceries - Adult	Weeks' worth of Healthy Groceries	Client Selected from Nutritionist Curated Selection	\$75	\$0	\$0	\$0	\$0	\$0	FS/CE/BC	N/A
Healthy Groceries - Child	Weeks' worth of Healthy Groceries with Child Friendly Selection	Client Selected from Nutritionist Curated Selection	\$50	\$0	\$0	\$0	\$0	\$0	FS/PU/CE/BC	N/A
Emergency Food - Walk Ups	1 or 2 meals worth of foods from an assortment of donor provided items available	Based upon donor provided items available	\$1	\$0	\$0	\$0	\$0	\$0	TH	N/A
Palm Beach Food Vouchers	Weeks' worth of groceries via county vouchers for chronic illness clients	Client Selected from Approved Retailers	\$50	\$0	\$0	\$0	\$0	\$0	Local/PB	N/A

Product Name	Nutrition Goal	Choice of Items	Charge* 100% or 101-201-301-401% Less 200% 300% 400% above					Fund ers	Fee Cap Per Contract Year**
Broward Food Vouchers	Weeks' worth of groceries via county vouchers for HIV/AIDS clients (up to 12 units/year)	Client Selected from Approved Retailers	\$50	\$0	\$0	\$0	\$0	Local/BR	N/A

- Charge may vary reflecting the actual cost of the product delivered to clients ** Caps apply only to RWHAP-funded services and are calculated per client; non-RW items have no cap. *** For RW: 5% for 101-200% FPL, 7% for 201-300%, 10% for >300%; cap is on total annual charges imposed.

AN = Anonymous BC = Broadway Cares/Equity Fights AIDS (funded for chronic illness) RW = Ryan White Part A TH = Thrift Store Revenue GL = Grant Local PU = Publix CE = CEO Fund FS = Family Success PB = Palm Beach County Local Funding BR = Broward County Local Funding