

REVIEWING SERVICE STANDARDS

What are service standards?

Service standards outline the elements and expectations a Ryan White service provider follows when implementing a specific service category. The purpose of the service standards is to ensure that all Ryan White service providers offer the same fundamental components of the given service category across a service area. Service standards establish the minimal level of service or care that a Ryan White funded agency or provider may offer in Los Angeles County.

While reading the document, focus on the information inside of the tables within the document (see example below). Look at the column with the standard. Does the information included in this column meet the needs of consumers? Why or why not? Consider providing examples of what is missing from the service standards to help meet the needs of consumers. You can also share examples of what is working well based on the standards listed in the document.

STANDARD	DOCUMENTATION
Residential Care Facility for Chronically Ill (RCFCI) are licensed to provide 24-hour care and supervision to any of the following: Adults 18 years of age or older with living HIV/AIDS	Program review and monitoring to confirm.
Individual Service Plan (ISP) will be completed within 7 days of the client's admission.	ISP on file in client chart signed by client and Transitional Care Residential Facility (TRCF) staff and updated every 3 month or as needed based on client's individual needs.

Here is a template you can use when writing your public comment:

My name is _____, and I am _____ (an unaffiliated consumer for the Commission on HIV). I am submitting public comment on the Housing Services service standards currently under review by the SBP Committee.

After reading the document, I think that the Housing Services service standards:

- Meet consumer needs. How?
- Do not meet consumer needs. Why not? Give examples of what is missing?

Lastly, I have the following additional comments related to the Housing Services service standards: