****

**Title X Policy Templates**

**Purpose**

Grantees are required to have written policies in accordance with [Title X statutes and regulations](https://www.hhs.gov/opa/title-x-family-planning/about-title-x-grants/statutes-and-regulations/index.html). This package of policy templates provide a foundational structure towards being in compliance with requirements of the Title X Program. These policies are only examples of the ways in which grantees can demonstrate compliance; they do not constitute additional requirements, nor an exhaustive list. Grantees are meant to tailor the following policy templates to their specific needs. Grantees who contract with subrecipient agencies to deliver Title X services may find it helpful to provide them with templates to ensure that they also meet the requirements of the Title X Program.

The FPNTC is supported by the Office of Population Affairs of the U.S. Department of Health and Human Services (FPTPA006028-04-00). The information presented does not necessarily represent the views of OPA, HHS, or FPNTC member organizations.

Updated February 2020

**TABLE OF CONTENTS**

**Policy Templates Page**

**Project Management and Administration**

[1.1 Voluntary Participation 3](#_Toc28940545)

[1.2 Prohibition of Abortion & Referral for Abortion 5](#_Toc28940546)

[1.3 Physical Separation of Title X and Non-Title X Activities 7](#_Toc28940547)

[1.4.3 Authorized Purchases 9](#_Toc28940548)

[1.4.5 Subrecipient Inclusion in Grantee Policy Establishment 10](#_Toc28940549)

[1.4.6 Financial Management System 11](#_Toc28940550)

[1.5.1 Federal Poverty Level Guidance, Third Party Billing, and Income Verification 12](#_Toc28940551)

[1.5.2 Discount Schedules 14](#_Toc28940552)

[1.5.3 Fee Waiver 15](#_Toc28940553)

[1.5.4 Reasonable Costs/Fee Schedules 16](#_Toc28940554)

[1.5.5 Voluntary Donations 17](#_Toc28940555)

[1.5.6 Discount Eligibility for Minors 18](#_Toc28940556)

[1.5.7 Third Party Payments 19](#_Toc28940557)

[1.5.9 Confidential Collections 21](#_Toc28940558)

[1.6.1 Personnel Policies 22](#_Toc28940559)

[1.6.2 Cultural Competency 24](#_Toc28940560)

[1.7 Staff Training and Project Technical Assistance 26](#_Toc28940561)

**Project Services and Clients**

[2.2 Client Dignity 28](#_Toc28940562)

[2.3 Non-Discriminatory Services 30](#_Toc28940563)

[2.4 Availability of Social Services 31](#_Toc28940564)

[2.5 Availability and Use of Referrals 33](#_Toc28940565)

[2.6 Clinical Protocols and Standards of Care 34](#_Toc28940566)

[2.7 Provision of Family Planning and Related Services 35](#_Toc28940567)

[2.8 Range of Family Planning Methods 37](#_Toc28940568)

[2.9 Durational Residency 39](#_Toc28940569)

[2.10 Pregnancy Testing and Diagnosis 40](#_Toc28940570)

[2.11 Compliance with Legislative Mandates 43](#_Toc28940571)

**Confidentiality**

[3 Confidentiality 45](#_Toc28940572)

**Community Participation, Education, and Project Promotion**

[4.1 Collaborative Planning and Community Engagement 47](#_Toc28940573)

[4.2 Community Awareness and Education 48](#_Toc28940574)

**Information and Education Materials Approval**

[5.1 Materials Review and Approval Process 49](#_Toc28940575)

[5.3 Advisory Committee Membership 50](#_Toc28940576)

[5.4 Grantee Oversight for Materials Review 51](#_Toc28940577)

[5.5 Advisory Committee Responsibility for Materials Review 52](#_Toc28940578)

[5.6 Advisory Committee Requirements 53](#_Toc28940579)

**Additional Administrative Requirements**

[6.1 Facilities and Accessibility of Services 55](#_Toc28940580)

[6.2 Human Subjects Clearance (Research) 57](#_Toc28940581)

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 1.1 Voluntary ParticipationFamily planning services are to be provided solely on a voluntary basis (Sections 1001 and 1007, PHS Act; 42 CFR 59.5 (a)(2)). Clients cannot be coerced to accept services or to use or not use any particular method of family planning (42 CFR 59.5(a)(2)).A client’s acceptance of family planning services must not be a prerequisite to eligibility for, or receipt of, any other services, assistance from, or participation in any other program that is offered by the grantee or subrecipient (Section 1007, PHS Act; 42 CFR 59.5(a)(2)).Personnel working within the family planning project must be informed that they may be subject to prosecution if they coerce or try to coerce any person to accept services or to employ or not to employ any particular methods of family planning (Section 205, Public Law 94-63, as set out in 42 CFR 59.5(a)(2) footnote 1). |
| **Policy Title** | **Voluntary Participation** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Providing Quality Family Planning Services: Recommendations from the Centers for Disease Control and Prevention and the U.S. Office of Population Affairs (QFP) Appendix C (pages 45–46)<https://www.hhs.gov/opa/guidelines/clinical-guidelines/quality-family-planning/index.html> Code of Federal Regulations 42 CFR 59.5(a)(2) <https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement that family planning services are to be provided solely on a voluntary basis, that a client’s acceptance of services must not be a prerequisite to eligibility for any other services, and that personnel will be subject to prosecution if they coerce or try to coerce any person to undergo an abortion or sterilization procedure.

**Policy:** *[Agency may want to include the following]*

* Services will be provided on a voluntary basis and clients may not be coerced to use any particular method of contraception or services.
* Staff will be informed at least once during the project period that:
	+ clients may not be coerced to use contraception, or to use any particular method of contraception or service,
	+ family planning services must not be a prerequisite to eligibility for, or receipt of, any other services, assistance from, or participation in any other program,
	+ they may be subject to prosecution if they coerce, or try to coerce, any person to undergo an abortion or sterilization procedure.
* General consent forms or other documentation at service sites (and/or maintained in electronic health record) will inform clients that services are to be provided on a voluntary basis.
* Each client will sign a general consent form.
* Administrative policies at service sites include a written statement that receipt of family planning services will not be a prerequisite to receipt of any other services offered by the service site.
* General consent forms or other documentation provided to clients will state that receipt of family planning services is not a prerequisite to receipt of any other services offered by the service site.
* If any family planning services are not provided directly, subcontracts for family planning services will specify that administrative policies used by service sites include a written statement that services are provided on a voluntary basis.

**Procedure:** *[Agency may want to include the following]*

* How and where staff are notified about this policy will be documented (e.g., statement signed by employee, staff circulars, training records, orientation checklist, etc.) at the grantee, subrecipient, and service site levels.
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 1.2 Prohibition of Abortion & Referral for Abortion Title X grantees and sub-recipients must be in full compliance with Section 1008 of the Title X statute, which prohibits abortion as a method of family planning, 42 CFR 59.5(a)(5), which prohibits projects from providing, promoting, referring for, or supporting abortion as a method of family planning, and 42 CFR 59.14(a), which bars referral for abortion as a method of family planning. |
| **Policy Title** | **Prohibition of Abortion & Referral for Abortion** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Section 1008 of the Title X Statute<https://www.hhs.gov/opa/sites/default/files/title-x-statute-attachment-a_0.pdf>Code of Federal Regulations 42 CFR Part 59.14(a) and 59.5(a)(5) <https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15>  |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with requirements that prohibit providing, promoting, referring for, or supporting abortion as a method of family planning; and referring for abortion as a method of family planning.

**Policy:** *[Agency may want to include the following]*

* Abortion will not be provided as a method of family planning as part of the Title X project.
* Clients will not be referred for abortion as part of the Title X project, except for medical emergencies, or in the case of rape or incest.
* Contracts with subrecipients will include language addressing the requirement prohibiting:
	+ sites from providing abortion as a method of family planning.
	+ referrals for abortion as a method of family planning, except for medical emergencies, or in the case of rape or incest.
* Subrecipients and/or service sites will have written policies or procedures that prohibit:
	+ providing abortion as a method family planning.
	+ referring for abortion as part of the Title X project, except for medical emergencies, or in the case of rape or incest.
* Financial documentation at service sites will demonstrate that Title X funds are not being used for abortion services and adequate separation exists between Title X and non-Title X activities.

**Procedure:** *[Agency may want to include the following]*

* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 1.3 Physical Separation of Title X and Non-Title X ActivitiesTitle X grantees and subrecipients must be in full compliance with 42 CFR 59.15, which stipulates that a Title X project must be organized so that it is physically and financially separate from activities which are prohibited under section 1008 of the Act and 42 CFR 59.13, 59.14, and 59.16. Systems must be in place to assure adequate physical and financial separation of any non-Title X activities from the Title X project.  |
| **Policy Title** | **Physical Separation of Title X and Non-Title X Activities** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Section 1008 of the Title X Statute <https://www.hhs.gov/opa/sites/default/files/title-x-statute-attachment-a_0.pdf>Code of Federal Regulations 42 CFR 59.13, 59.14, 59.15, and 59.16<https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement that a Title X project must be organized so that it is physically and financially separate from prohibited activities.

**Policy:** *[Agency may want to include the following]*

* Title X project activities will be physically and financially separate from prohibited activities.
* Subrecipients will have written policies ensuring compliance with this requirement.
* Contracts with subrecipients will include language addressing the requirement of physical separation.

**Procedure:** *[Agency may want to include the following]*

* The process for achieving objective integrity and independence from prohibited activities such as: (a) separate, accurate accounting records; (b) the degree of separation from facilities (e.g., treatment, consultation, examination and waiting rooms, office entrances and exits, shared phone numbers, email addresses, educational services, and websites) in which prohibited activities occur and the extent of such prohibited activities; (c) separate personnel, electronic or paper-based health care records, and workstations; and (d) absence of signage and material referencing or promoting abortion.
* Documentation (e.g., staff circulars, training records) for demonstrating that staff has been trained at least once during the current project period on permissible and impermissible Title X activities.
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 1.4.3 Authorized PurchasesThe grantee must ensure that all services purchased for project participants will be authorized by the project director or his designee on the project staff (42 CFR 59.5(b)(7)).  |
| **Policy Title** | **Authorized Purchases** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Code of Federal Regulations 42 CFR Part 59.5(b)(7)<https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement that purchases for project participants be authorized by the project director or designee on the project staff.

**Policy:** *[Agency may want to include the following]*

* All services purchased for project participants will be authorized by the project director or her/his designee on the project staff.

**Procedure:** *[Agency may want to include the following]*

* Approval process for purchases.
* Process to designate staff other than project director who can approve purchases for project.
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 1.4.5 Subrecipient Inclusion in Grantee Policy EstablishmentSubrecipient agencies must be given an opportunity to participate in the establishment of ongoing grantee policies and guidelines (42 CFR 59.5(a)(10)). |
| **Policy Title** | **Subrecipient Inclusion in Grantee Policy Establishment** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Code of Federal Regulations 42 CFR 59.5(a)(10)<https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15>  |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring subrecipient agencies are given an opportunity to participate in the establishment of ongoing grantee policies and guidelines.

**Policy:** *[Agency may want to include the following]*

* Grantee will provide opportunity(s) for subrecipients to participate in the establishment of ongoing grantee policies and guidelines.

**Procedure:** *[Agency may want to include the following]*

* Frequency and type of activities grantee will conduct to involve subrecipients in the establishment of grantee policies and guidelines.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 1.4.6 Financial Management SystemThe grantee and each subrecipient must maintain a financial management system that meets Federal standards, as applicable, as well as any other requirements imposed by the Notice of Award, and which complies with Federal standards that will support effective control and accountability of funds, as required (45 CFR 75.302). |
| **Policy Title** | **Financial Management System** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | 45 CFR 75.302 - Financial management and standards for financial management systems<https://www.govinfo.gov/app/details/CFR-2016-title45-vol1/CFR-2016-title45-vol1-sec75-302>  |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement to maintain financial management systems that meet Federal standards, as applicable. The policy should also describe any other requirements imposed by the Notice of Award, and which comply with Federal standards that will support effective control and accountability of funds.

**Policy:** *[Agency may want to include the following]*

* Grantees and subrecipients will maintain financial management systems that meet Federal standards, as well as any other requirements imposed by the Notice of Award, and which comply with Federal standards that will support effective control and accountability of funds.

**Procedure:** *[Agency may want to include the following]*

* The type of financial management system grantee and subrecipients will use to meet financial management requirements.
* Process for tracking revenues and expenditures associated with the Title X project.
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 1.5.1 Federal Poverty Level Guidance, Third Party Billing, and Income VerificationClients whose documented income is at or below 100% of the Federal Poverty Level (FPL) must not be charged, although projects must bill all third parties authorized or legally obligated to pay for services (Section 1006(c)(2), PHS Act; 42 CFR 59.5(a)(7)).For the purposes of considering payment for contraceptive services only, where a women has health insurance coverage through an employer that does not provide the contraceptive services sought by the woman because the employer has a sincerely held religious or moral objection to providing such coverage, the project director may consider her insurance coverage status as a good reason why she is unable to pay for contraceptive services, as detailed in (42 CFR 59.2).Although not required to do so, grantees who have lawful access to other valid means of income verification because of the client’s participation in another program may use those data, rather than re-verify income or rely solely on the client’s self-report.  |
| **Policy Title** | **Federal Poverty Level Guidance, Third Party Billing, and Income Verification** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Code of Federal Regulations 42 CFR 59.2 and 59.5(a)(7)<https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement that clients whose documented income is at or below 100% of the FPL will not be charged fees for Title X services provided to them, and that third parties authorized or legally obligated to pay for services will be billed.

**Policy:** *[Agency may want to include the following]*

* Clients will not be denied project services or subjected to any variation in quality of services because of inability to pay.
* There will not be a general policy of no fee or flat fees for the provision of services to minors, or a schedule of fees for minors that is different from other populations receiving family planning services.
* Clients whose documented income is at or below 100% of the FPL will not be charged for family planning services.
* Third party payers will be billed when authorized or legally obligated to pay for services.
* Income verification lawfully obtained for the client’s participation in another program may be used, rather than re-verify income or rely solely on the client’s self-report.
* Client income verification will be aligned with Title X program requirements and will not present a barrier to receipt of services.

**Procedure:** *[Agency may want to include the following]*

* Process that will be used for determining and documenting the client’s eligibility for discounted services.
* Process for ensuring that client income verification procedure(s) will not present a barrier to receipt of services.
* Process for updating poverty guidelines and schedule of discounts that will be used at grantee and/or subrecipient sites.
* Process that grantee and subrecipients will use to ensure that staff are using the most recent FPL guidelines and schedule of discounts.
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 1.5.2 Discount SchedulesA schedule of discounts, based on ability to pay, is required for individuals with family incomes between 101% and 250% of the Federal Poverty Level (FPL) (42 CFR 59.5(a)(8)). |
| **Policy Title** | **Discount Schedules** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Code of Federal Regulations 42 CFR 59.5(a)(8)<https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement to establish a schedule of discounts to provide partial discounts for services provided in the Title X Project, to individuals with family incomes between 101% and 250% of the FPL based on clients’ ability to pay.

**Policy:** *[Agency may want to include the following]*

* Services provided in the Title X Project to individuals with family incomes between 101% and 250% of the FPL will be based on individuals’ ability to pay.

A schedule of discounts for services provided in the project will be developed and updated annually to be in accordance with the FPL.

**Procedure:** *[Agency may want to include the following]*

* The process for annual assessment of client income and discounts.
* Documentation or records demonstrating that client incomes are assessed and discounts are appropriately applied to the cost of services.
* The process for informing clients about the availability of the schedule of discounts.
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 1.5.3 Fee WaiverFees may be waived for individuals with family incomes above 100% of the FPL who, as determined by the service site project director, are unable, for good reasons, to pay for family planning services (42 CFR 59.2).  |
| **Policy Title** | **Fee Waiver** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Code of Federal Regulations 42 CFR 59.2<https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement that no client will be denied services due to inability to pay, by waiving fees or payments for individuals with family incomes above 100% of the FPL, who are unable, for good reasons, to pay for family planning services provided through the Title X-funded project.

**Policy:** *[Agency may want to include the following]*

* Fees and payments will be waived for individuals with family incomes above 100% of the FPL, who are unable, for good reasons, to pay for family planning services provided through the Title X-funded project.
* The site director (or designee) is responsible for making determinations regarding waiver of charges.

**Procedure:** *[Agency may want to include the following]*

* The process for referring the client’s financial records to the site director (or designee) for review and consideration of waiver of charges when they do not have documented income at or below 100% of the FPL but who are unable for good cause to pay for family planning services.
* The process for informing clients about determination of the waiver.
* The records that will be maintained to document: 1) the site director‘s determination, and 2) that the client was informed of the site director’s determination.
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 1.5.4 Reasonable Costs/Fee SchedulesFor persons from families whose income exceeds 250% of the Federal Poverty Level (FPL), charges must be made in accordance with a schedule of fees designed to recover the reasonable cost of providing services (42 CFR 59.5(a)(8)). |
| **Policy Title** | **Reasonable Costs/Fee Schedules**  |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Code of Federal Regulations 42 CFR 59.5(a)(8)<https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement that, for persons from families whose income exceeds 250% of the FPL, charges will be made in accordance with a schedule of fees designed to recover the reasonable cost of providing services..

**Policy:** *[Agency may want to include the following]*

* Charges for providing family planning services through the Title X Project, to persons from families whose income exceeds 250% of the FPL, will be based on a schedule of fees designed to recover the reasonable cost of providing services.

**Procedure:** *[Agency may want to include the following]*

* Process used by the grantee and subrecipients for determining the cost of services (e.g., using data on locally prevailing rates and actual clinic costs to develop and update the schedule of fees; frequency for updating the costs of services).
* Process for assuring that financial records indicate client income is assessed and that charges are applied appropriately to recover the cost of services.
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 1.5.5 Voluntary DonationsVoluntary donations from clients are permissible; however, clients must not be pressured to make donations, and donations must not be a prerequisite to the provision of services or supplies. |
| **Policy Title** | **Voluntary Donations**  |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Title X Program Review Tool - Updated December 2019 |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the collection of voluntary donations from clients.

**Policy:** *[Agency may want to include the following]*

* Voluntary donations from clients are permissible; however, clients must not be pressured to make donations, and donations must not be a prerequisite to the provision of services or supplies.

**Procedure:** *[Agency may want to include the following]*

* The process for how donations are requested and/or accepted.
* Documentation (e.g., signage, scripts) that demonstrates clients are not pressured to make donations and that donations are not a prerequisite to the provision of services or supplies.
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 1.5.6 Discount Eligibility for MinorsEligibility for discounts for unemancipated minors who receive confidential services must be based on the resources of the minor, provided that the Title X provider has documented its efforts to involve the minor’s family in the decision to seek family planning services (absent abuse and, if so, with appropriate reporting) (42 CFR 59.2). .  |
| **Policy Title** | **Discount Eligibility for Minors**  |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Code of Federal Regulations CFR 59.2<https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15>  |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement that discounts for unemancipated minors who receive confidential Title X services are based on the resources of the minor (42 CFR 59.2).

**Policy:** *[Agency may want to include the following]*

* Eligibility for discounts for unemancipated minors seeking or receiving confidential services in the Title X Project are based solely on the adolescent’s resources.

**Procedure:** *[Agency may want to include the following]*

* The process for determining whether a minor is seeking confidential services (e.g., question on intake form).
* The process for assessing minor’s resources (e.g., income).
* The process for alerting all clinic and billing staff about minor clients who are seeking and receiving confidential services.
* The type of documentation agencies will maintain (e.g., client records) to demonstrate that the service sites are implementing this policy in accordance with Title X requirements.
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 1.5.7 Third Party PaymentsWhere there is legal obligation or authorization for third party reimbursement, including public or private sources, all reasonable efforts must be made to obtain third party payment without the application of any discounts (42 CFR 59.5(a)(9)). Family income should be assessed before determining whether copayments or additional fees are charged. With regard to insured clients, clients whose family income is at or below 250% the Federal Poverty Level (FPL) should not pay more (in copayments or additional fees) than what they would otherwise pay when the schedule of discounts is applied. |
| **Policy Title** | **Third Party Payments**  |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Code of Federal Regulations 42 CFR 59.5(a)(9)<https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement that the Title X Project makes all reasonable efforts to obtain third party payment, without the application of discounts, from all public and private third party reimbursement sources authorized or legally obligated to pay for services.

**Policy:** *[Agency may want to include the following]*

* All reasonable efforts will be made to bill and obtain third party payment, without the application of discounts, from all public and private of third party reimbursement sources authorized or legally obligated to pay for services.
* Family income will be assessed before determining whether copayments or additional fees are charged.
* Insured clients whose family income is at or below 250% of the FPL will not pay more (in copayments or additional fees) than what they would otherwise pay when the schedule of discounts is applied.

**Procedure:** *[Agency may want to include the following]*

* The process for obtaining and/or updating contracts with private and public insurers.
* The process grantee and subrecipients will use to assess family income before determining whether copayments or additional fees are charged.
* The process for ensuring that financial records indicate that clients with family incomes between 101%-250% of the FPL do not pay more in copayments or additional fees than they would otherwise pay when the schedule of discounts is applied.
* Process for identifying third party payers the grantee and/or subrecipients will bill to collect reimbursements for cost of providing services.
* Documentation (e.g., billing records) grantee and subrecipients will use to demonstrate the reasonable efforts made to bill and collect reimbursement from third party payers in a timely manner.
* Grantee’s process for monitoring and providing oversight of subrecipients to ensure they are complying with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 1.5.9 Confidential CollectionsReasonable efforts to collect charges without jeopardizing client confidentiality must be made (42 CFR 59.11). |
| **Policy Title** | **Confidential Collections** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Code of Federal Regulations 42 CFR 59.11<https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement that reasonable efforts to collect charges be made without jeopardizing client confidentiality.

**Policy:** *[Agency may want to include the following]*

* Reasonable efforts to collect charges will be made without jeopardizing client confidentiality.

**Procedure:** *[Agency may want to include the following]*

* Description of safeguards that protect client confidentiality, particularly in cases where sending an explanation of benefits could breach client confidentiality.
* Documentation (e.g., billing records) grantee and subrecipients will use to demonstrate that confidentiality is maintained when clients request confidential services.
* Grantee’s process for monitoring and providing oversight of subrecipients to ensure they are complying with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 1.6.1 Personnel PoliciesGrantees and subrecipients are obligated to establish and maintain personnel policies that comply with applicable Federal and State requirements, including Title VI of the Civil Rights Act, Section 504 of the Rehabilitation Act of 1973, Title I of the Americans with Disabilities Act, and the annual appropriations language.  |
| **Policy Title** | **Personnel Policies** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Title VI of the Civil Rights Act <https://www.justice.gov/crt/title-vi-1964-civil-rights-act>Titles I of the Americans with Disabilities Act of 1990 (ADA)<https://www.eeoc.gov/laws/statutes/ada.cfm> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with applicable Federal and State requirements, including Title VI of the Civil Rights Act, Section 504 of the Rehabilitation Act of 1973, Title I of the Americans with Disabilities Act, and the annual appropriations language.

**Policy:** *[Agency may want to include the following]*

* Grantee and subrecipients will establish and maintain general personnel policies that address at a minimum:
	+ Non-discrimination in personnel administration within any of the organizations funded through the Title X Project
	+ Staff recruitment
	+ Staff selection
	+ Performance evaluation
	+ Promotion
	+ Termination
	+ Compensation
	+ Benefits
	+ Employee grievances

**Procedure:** *[Agency may want to include the following]*

* Procedures for staff recruitment, staff selection, performance evaluation, promotion, termination, compensation, benefits, staff orientation.
* How often personnel policies will be updated.
* The process for ensuring project personnel are informed about new and updated personnel policies.
* Grievance procedures.
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 1.6.2 Cultural CompetencyProject staff should be broadly representative of all significant elements of the population to be served by the project, and should be sensitive to, and able to deal effectively with, the cultural and other characteristics of the client population (42 CFR 59.5 (b)(10)). |
| **Policy Title** | **Cultural Competency** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | National Standards for Culturally and Linguistically Appropriate Services (CLAS)<https://thinkculturalhealth.hhs.gov/clas>Code of Federal Regulations <https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement that project staff should be broadly representative of all significant elements of the population to be served by the project, and should be sensitive to, and able to deal effectively with, the cultural and other characteristics of the client population.

**Policy:** *[Agency may want to include the following]*

* Project staff will be broadly representative of all significant elements of the population to be served by the Title X Project.
* Project staff will receive training in order to be sensitive to, and able to deal effectively with, the cultural and other characteristics of the client population.
* Clients will be assessed for the degree to which they feel staff is sensitive to and able to deal effectively with the client population.

**Procedure:** *[Agency may want to include the following]*

* Processes for ensuring that project staff is broadly representative of all significant elements of the population to be served by the Title X Project, and is sensitive to, and able to deal effectively with, all cultural characteristics of the client population (i.e., age, race, gender, creed, ethnicity, background, education, language spoken and function).
* Process used by grantee and subrecipients to identify populations that may be in need of culturally competent care (e.g., needs assessment or other documentation).
* Process for and frequency of training staff in providing culturally competent care.
* Types of documentation the grantee and subrecipients will maintain to demonstrate how the project supports and implements culturally competent services (e.g., staff training, in-services and client satisfaction surveys).
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 1.7 Staff Training and Project Technical AssistanceProjects must provide for the orientation and in-service training of all project personnel, including the staff of subrecipient agencies and service sites (42 CFR 59.5(b)(4)).The project’s orientation/in-service training includes annual training on Federal/State and local laws regarding notification or reporting of child abuse, child molestation, sexual abuse, rape, or incest, intimate partner violence, as well as on human trafficking (42 CFR 59.17).The project’s orientation/in-service training should include training on involving family members in the decision of minors to seek family planning services and on counseling minors on how to resist being coerced into engaging in sexual activities (42 CFR 59.2, 59.17). |
| **Policy Title** | **Staff Training and Project Technical Assistance** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Code of Federal Regulations 42 CFR 59.5(b)(4), 59.2, and 59.17<https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement that projects provide for the orientation and in-service training of all project personnel. Training of project personnel includes annual training on Federal/State and local laws regarding notification or reporting of child abuse, child molestation, sexual abuse, rape, or incest, intimate partner violence, as well as on human trafficking; and annual training on involving family members in the decision of minors to seek family planning services and on counseling minors on how to resist being coerced into engaging in sexual activities.

**Policy:** *[Agency may want to include the following]*

* New Title X project personnel will be required to complete an orientation that includes the topics as listed above.
* Title X project personnel will receive annual training on Federal/State and local laws regarding notification or reporting of child abuse, child molestation, sexual abuse, rape, or incest, intimate partner violence, as well as on human trafficking.
* Title X project personnel will receive annual training on involving family members in the decision of minors to seek family planning services and on counseling minors on how to resist being coerced into engaging in sexual activities.

**Procedure:** *[Agency may want to include the following]*

* Process for developing a training plan for project personnel that addresses key requirements of the Title X program and priority areas, including how staff training needs are assessed.
* Process for documenting and maintaining project personnel training attendance.
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 2.2 Client DignityServices must be provided in a manner which protects the dignity of the individual (42 CFR 59.5(a)(3)). |
| **Policy Title** | **Client Dignity** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Providing Quality Family Planning Services: Recommendations from the Centers for Disease Control and Prevention and the U.S. Office of Population Affairs (QFP) (pages 4 and 24) <https://www.hhs.gov/opa/guidelines/clinical-guidelines/quality-family-planning/index.html> Code of Federal Regulations CFR 59.5(a)(3)<https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement that services provided through the Title X Project must be provided in a manner that protects the dignity of the individual.

**Policy:** *[Agency may want to include the following]*

* Client privacy will be protected during all aspects of their appointment/clinic encounter.
* Documentation will be posted in the service sites, clearly visible to all clients, that outlines the client’s rights and responsibilities (e.g. a client/patient bill of rights).
* Services will be provided in a client-centered, respectful, and culturally competent manner.
* Project staff receive training in culturally competent care to meet the needs of key populations including LGBTQ, adolescents, individuals with limited English-proficiency, and the disabled.

**Procedure:** *[Agency may want to include the following]*

* Process for informing the client about their rights and responsibilities (e.g., client/patient bill of rights).
* Method of assessment that clients perceive providers and other clinic staff to be respectful (e.g., client surveys).
* Process for determining populations in the network that may be in need of culturally competent care (e.g., grantee needs assessment or other documentation).
* Process for and frequency of training staff in providing culturally competent care.
* Processes for ensuring the client’s privacy during all aspects of their appointment/clinic visit.
* Processes for ensuring the clinic environment is welcoming (i.e., privacy, cleanliness of exam rooms, ease of access to service, fair and equitable charges for services including waiver of fees for “good cause,” and language assistance).
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 2.3 Non-Discriminatory ServicesServices must be provided without regard to religion, race, color, national origin, disability, age, sex, number of pregnancies, or marital status (42 CFR 59.5 (a)(4)). |
| **Policy Title** | **Non-Discriminatory Services** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Code of Federal Regulations 42 CFR 59.5(a)(4)<https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement that all services are provided without regard to religion, race, color, national origin, disability, age, sex, number of pregnancies, or marital status.

**Policy:** *[Agency may want to include the following]*

* Services will be provided through the Title X-funded project without regard to religion, race, color, national origin, disability, age, sex, number of pregnancies, or marital status.
* Staff will be informed of this requirement on an annual basis.

**Procedure:** *[Agency may want to include the following]*

* Process by which staff will be informed about requirements for providing non-discriminatory services.
* Documentation that grantee and subrecipients will use to demonstrate compliance with this requirement (e.g., staff circulars, orientation documentation, training curricula).
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

 [INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

| 2.4 Availability of Social ServicesProjects must provide for social services related to family planning including counseling, referral to and from other social and medical services agencies, and any ancillary services which may be necessary to facilitate clinic attendance (42 CFR 59.5 (b)(2)). |
| --- |
| **Policy Title** | **Availability of Social Services** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Providing Quality Family Planning Services: Recommendations of CDC and the U.S. Office of Population Affairs (pages 4–20)(<https://www.cdc.gov/mmwr/pdf/rr/rr6304.pdf>) Code of Federal Regulations 42 CFR 59.5 (b)(2)<https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(Insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement that the project provide for social services related to family planning including counseling, referral to and from other social and medical services agencies, and any ancillary services that may be necessary to facilitate clinic attendance, as needed.

**Policy:** *[Agency may want to include the following]*

* The grantee’s needs assessment will document the social service and medical needs of the community to be served.
* The grantee’s needs assessment will document the ancillary services that are needed to facilitate clinic attendance, as well as identify relevant social and medical services available to help meet those needs.
* Subrecipients will develop and implement plans to address the related social service and medical needs of clients as well as ancillary services needed to facilitate clinic attendance.
* Subrecipients will have a process to refer clients to relevant social and medical services agencies (e.g., child care agencies, transport providers, WIC programs).
* Service sites will get signed written collaborative agreements with these other agencies when possible and if appropriate.
* Staff and providers will document in the medical record when referrals were made, based on documented specific condition/issue.

**Procedure:** *[Agency may want to include the following]*

* Where staff will be able to locate up-to-date referral names and contact information.
* Procedure for vetting referral resources.
* Schedule for updating referral information.
* Location of written collaborative agreements.
* Schedule for updating and renewing written collaborative agreements.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 2.5 Availability and Use of ReferralsExcept as provided in 42 CFR 59.14(a) with respect to the prohibition on referrals for abortion as a method of family planning, projects must provide for coordination and use of referral arrangements with other providers of health care services, local health and welfare departments, hospitals, voluntary agencies, and health services projects supported by other federal programs (42 CFR 59.5(b)(8)).  |
| **Policy Title** | **Availability and Use of Referrals** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Providing Quality Family Planning Services: Recommendations of CDC and the U.S. Office of Population Affairs (pgs. 4–20)(<https://www.cdc.gov/mmwr/pdf/rr/rr6304.pdf>) Code of Federal Regulations 42 CFR 59.5 (b)(8)<https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(Insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement for the coordination of effective patient referrals for other providers of health care services, local health and welfare departments, hospitals, voluntary agencies, and health services projects supported by other federal projects.

**Policy:** *[Agency may want to include the following]*

* Subrecipients and service sites will develop and implement plans to coordinate with and refer clients to other services (as listed above) when appropriate.
* Service sites will have processes for effective referrals to relevant agencies.
* Service sites will get signed written collaborative agreements with these other agencies when possible and if appropriate.
* Staff and providers will document in the medical record when referrals were made based on documented specific condition/issue.

**Procedure:** *[Agency may want to include the following]*

* Where staff will be able to locate up to date referral names and contact information.
* Schedule for updating of referral information.
* Location of written collaborative agreements.
* Schedule for updating and renewing written collaborative agreements.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 2.6 Clinical Protocols and Standards of CareAll grantees should ensure services provided within their project operate within written clinical protocols that are in accordance with nationally recognized standards of care, approved by the grantee, and signed by the physician responsible for the service site. |
| **Policy Title** | **Clinical Protocols and Standards of Care** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Providing Quality Family Planning Services: Recommendations from the Centers for Disease Control and Prevention and the U.S. Office of Population Affairs (QFP) (pages 1–40)<https://www.hhs.gov/opa/guidelines/clinical-guidelines/quality-family-planning/index.html> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement that the Title X-funded project provides services in accordance with written clinical protocols aligned with nationally recognized standards of care.

**Policy:** *[Agency may want to include the following]*

* Service sites will operate within written clinical protocols aligned with nationally recognized standards of care and signed by the medical director or physician responsible for the service site.

**Procedure:** *[Agency may want to include the following]*

* Which nationally recognized standards of care are utilized (e.g., OPA, USPSTF, CDC, ACOG).
* Process for updating clinical protocols to ensure they are current (i.e., revised within the past 12 months) and reflect current Federal and professional medical associations recommendations for each type of service as cited in the QFP.
* Process for documenting clinical staff participation in training on the QFP.
* Process for assessing adherence to approved protocols through medical records reviews.
* Process for conducting client observations to assess adherence to approved protocols.
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 2.7 Provision of Family Planning and Related ServicesAll projects must provide for medical services related to family planning (including physician’s consultation, examination, prescription, and continuing supervision, laboratory examination, contraceptive supplies) and referral to other medical facilities when medically necessary, consistent with the prohibition on referral for abortion as a method of family planning in 42 CFR 59.14(a), and provide for the effective usage of contraceptive devices and practices (42 CFR 59.5(b)(1)). This includes, but is not limited to emergencies that require referral. Efforts may be made to aid the client in finding potential resources for reimbursement of the referral provider, but projects are not responsible for the cost of this care. |
| **Policy Title** | **Provision of Family Planning and Related Services** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Code of Federal Regulations 42 CFR 59.14(a) and 59.5 (b)(1)<https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement that projects must provide for medical services related to family planning (including physician’s consultation, examination, prescription, and continuing supervision, laboratory examination, contraceptive supplies) and referral to other medical facilities when medically necessary, consistent with the prohibition on referral for abortion as a method of family planning in 42 CFR 59.14(a), and provide for the effective usage of contraceptive devices and practices.

**Policy:** *[Agency may want to include the following]*

* Male and female clients served by the project, including adolescents, will be provided the following services, as appropriate: a broad range of contraceptives, including natural family planning methods and other fertility awareness based methods; pregnancy testing and counseling; services to assist with achieving pregnancy; basic infertility services; STD services; and preconception health services.
* Breast and cervical cancer screening will be available on-site or by referral to female clients.

**Procedure:** *[Agency may want to include the following]*

* Location of clinical protocols that document the services referenced in this policy are provided.
* Description of collaborative agreements with relevant referral agencies including: emergency care, HIV/AIDS care and treatment providers, infertility specialists, primary care and chronic care management providers.
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 2.8 Range of Family Planning MethodsAll projects must provide a broad range of acceptable and effective family planning methods (including contraceptives, natural family planning or other fertility awareness-based methods) and services (including infertility services, information about or referrals for adoption, and services for adolescents). If an organization offers only a single method or a limited number of methods of family planning, it may participate as part of a project as long as the entire project offers a broad range of family planning methods and services. (42 CFR 59.5(a)(1)). |
| **Policy Title** | **Range of Family Planning Methods** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Providing Quality Family Planning Services: Recommendations from the Centers for Disease Control and Prevention and the U.S. Office of Population Affairs (QFP) Recommendations (pages 1–23)<https://www.hhs.gov/opa/guidelines/clinical-guidelines/quality-family-planning/index.html> Code of Federal Regulations 42 CFR 59.5(a)(1)<https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement to provide a broad range of acceptable and effective family planning methods (including contraceptives, natural family planning or other fertility awareness-based methods) and services (including infertility services, information about or referrals for adoption, and services for adolescents).

**Policy:** *[Agency may want to include the following]*

* Female, male, and adolescent clients will be provided a broad range of acceptable and effective family planning methods (including contraceptives, natural family planning or other fertility awareness-based methods) and services (including infertility services, information about or referrals for adoption, and services for adolescents).

**Procedure:** *[Agency may want to include the following]*

* Grantee’s process for ensuring that a broad range of acceptable and effective family planning methods, including LARCs, are available through its subrecipients and/or service sites, optimally on-site, or by referral.
* Process for ensuring that all contraceptive methods offered routinely at subrecipient and grantee service sites remain adequately stocked.
* Types of documentation subrecipients and service sites will maintain to demonstrate clients are offered a broad range of acceptable and effective family planning methods and services.
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 2.9 Durational ResidencyServices must be provided without the imposition of any durational residency requirement or requirement that the client be referred by a physician (42 CFR 59.5(b)(5)). |
| **Policy Title** | **Durational Residency** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Code of Federal Regulations 42 CFR 59.5(b)(5)<https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement that services are provided without the imposition of any durational residency requirement or that the client be referred by a physician.

**Policy:** *[Agency may want to include the following]*

* Services will be provided without the imposition of any durational residency requirement.
* Services will be provided without the imposition of a requirement that the client be referred by a physician.

**Procedure:** *[Agency may want to include the following]*

* Process for ensuring staff and clients are aware that the Title X-funded project does not impose durational residency or physician referral requirements for the receipt of services.
* Documentation that subrecipients and service sites will maintain to demonstrate that services are provided without the imposition of any durational residency or physician referral requirements.
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 2.10 Pregnancy Testing and DiagnosisBecause Title X funds are intended only for family planning, once a client served by a Title X project is medically verified as pregnant, she shall be referred to a health care provider for medically necessary prenatal health care. The Title X provider may also choose to provide the following counseling and/or information to her:(i) Nondirective pregnancy counseling, when provided by physicians or advanced practice providers;(ii) A list of licensed, qualified, comprehensive primary health care providers (including providers of prenatal care);(iii) Referral to social services or adoption agencies; and/or(iv) Information about maintaining the health of the mother and unborn child during pregnancy.In cases in which emergency care is required, the Title X project shall only be required to refer the client immediately to an appropriate provider of medical services needed to address the emergency.A Title X project may not use the provision of any prenatal, social service, emergency medical, or other referral, of any counseling, or of any provider lists, as an indirect means of encouraging or promoting abortion as a method of family planning. The list of licensed, qualified, comprehensive primary health care providers (including providers of prenatal care) in bullet ii above may be limited to those that do not provide abortion, or may include licensed, qualified, comprehensive primary health care providers (including providers of prenatal care), some, but not the majority, of which also provide abortion as part of their comprehensive health care services. Neither the list nor project staff may identify which providers on the list perform abortion.Nothing here shall be construed as prohibiting the provision of information to a project client that is medically necessary to assess the risks and benefits of different methods of contraception in the course of selecting a method, provided that the provision of such information does not promote abortion as a method of family planning. (42 CFR 59.14) |
| **Policy Title** | **Pregnancy Testing and Diagnosis** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Providing Quality Family Planning Services: Recommendations from the Centers for Disease Control and Prevention and the U.S. Office of Population Affairs (QFP) (pages 13–14)<https://www.hhs.gov/opa/guidelines/clinical-guidelines/quality-family-planning/index.html> Code of Federal Regulations 42 CFR 59.14<https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement to provide pregnancy testing and diagnosis services to all clients in need of these services. Once a client served by a Title X project is medically verified as pregnant, she shall be referred to a health care provider for medically necessary prenatal health care. The Title X provider may also choose to provide the following counseling and/or information to her:

(i) Nondirective pregnancy counseling, when provided by physicians or advanced practice providers;

(ii) A list of licensed, qualified, comprehensive primary health care providers (including providers of prenatal care);

(iii) Referral to social services or adoption agencies; and/or

(iv) Information about maintaining the health of the mother and unborn child during pregnancy.

In cases in which emergency care is required, the Title X project shall only be required to refer the client immediately to an appropriate provider of medical services needed to address the emergency.

**Policy:** *[Agency may want to include the following]*

* Service sites will provide pregnancy testing and diagnosis services to all clients in need of these services.
* Once a client served by a Title X project is medically verified as pregnant, the client will be provided a referral to a health care provider for medically necessary prenatal health care.

**Procedure:** *[Agency may want to include the following]*

* If the grantee has chosen to include nondirective pregnancy counseling in its Title X project: the process for how 1) pregnant clients will be offered neutral, factual information, and non-directive pregnancy counseling, when provided by a physician or Advanced Practice Provider; 2) medical records of pregnant clients will document that information and counseling provided was nondirective, and was provided by a physician or Advanced Practice Provider; and 3) medical records of pregnant clients will document that referral for medically necessary prenatal care was made.
* If the service site has chosen to include a provider list as part of its Title X project: the process for demonstrating any list provided to clients includes licensed, qualified, comprehensive primary health care providers (including providers of prenatal care), some (but not the majority) of which may provide abortion as part of their comprehensive health care services.
* Process for ensuring written clinical protocols regarding pregnancy testing and diagnosis are in accordance with the recommendations presented in the QFP, including reproductive life planning discussions and medical histories that include any coexisting conditions.
* Process for ensuring clients with a positive pregnancy test and who are in need of services who wish to continue the pregnancy receive initial prenatal counseling and are assessed regarding their social support.
* Process for ensuring clients with a negative pregnancy test who do not want to become pregnant are offered same-day contraception, if appropriate.
* The types of documentation that will be maintained to demonstrate referrals for abortion have only occurred in cases of medical emergencies, or in the case of incest or rape.
* The types of documentation that will be maintained to demonstrate that pregnancy testing and diagnosis services are: 1) provided in accordance with QFP and 2) available and offered to all clients in need of these services.
* How the conscience rights of individuals will be protected consistent with laws.
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 2.11 Compliance with Legislative MandatesTitle X grantees must comply with applicable legislative mandates set out in the HHS appropriations act. Grantees must have written policies in place that address these legislative mandates:“None of the funds appropriated in the Act may be made available to any entity under Title X of the Public Health Service Act unless the applicant for the award certifies to the Secretary of Health and Human Services that it encourages family participation in the decision of minors to seek family planning services and that it provides counseling to minors on how to resist attempts to coerce minors into engaging in sexual activities.”“Notwithstanding any other provision of law, no provider of services under Title X of the Public Health Service Act shall be exempt from any State law requiring notification or the reporting of child abuse, child molestation, sexual abuse, rape, or incest.” |
| **Policy Title** | **Compliance with Legislative Mandates** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Title X Legislative Mandates<https://www.hhs.gov/opa/title-x-family-planning/about-title-x-grants/legislative-mandates/index.html>  |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with applicable legislative mandates to: 1) encourage family participation in the decision of minors to seek family planning services, 2) provide counseling to minors on how to resist attempts to coerce minors into engaging in sexual activities, and 3) comply with any State law requiring notification or the reporting of child abuse, child molestation, sexual abuse, rape, or incest.

**Policy:** *[Agency may want to include the following]*

* Grantee and subrecipients will comply with applicable legislative mandates set out in the current HHS appropriations act.
* Minors seeking care will receive counseling to encourage family participation in the decision to seek family planning services.
* Minors seeking care will receive counseling on how to resist attempts to coerce minors into engaging in sexual activities.
* Staff will adhere to the notification and reporting of child abuse, child molestation, sexual abuse, rape, or incest in accordance with state law.
* Staff will be informed that: 1) clinic staff must encourage family participation in the decision of minors to seek family planning services, 2) minors must be counseled on how to resist attempts to coerce them into engaging in sexual activities, and 3) state law must be followed requiring notification or the reporting of child abuse, child molestation, sexual abuse, rape, or incest.
* Clinical staff will document in the medical record counseling regarding encouragement of family participation in adolescent clients’ decisions to seek family planning services, and how to resist attempts to being coerced into engaging in sexual activities.

**Procedure:** *[Agency may want to include the following]*

* Process for including language in subrecipient contracts and conducting monitoring activities related to the legislative mandates.
* Process for ensuring and documenting (e.g., staff circulars, training curricula) that all project staff have been formally informed about the following: 1) encouraging family participation in the decision of minors to seek FP services, 2) counseling minors on how to resist attempts to coerce them into engaging in sexual activities, and 3) following state law requiring notification or the reporting of child abuse, child molestation, sexual abuse, rape, or incest.
* Process for notification and reporting of child abuse, child molestation, sexual abuse, rape, or incest.
* Process for documenting when minors are encouraged regarding family participation in their decision to seek family planning services and counseled on how to resist attempts to being coerced into engaging in sexual activities.
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 3 ConfidentialityEvery project must have safeguards to ensure client confidentiality. Information obtained by project staff about an individual receiving services may not be disclosed without the individual’s documented consent, except as required by law or as may be necessary to provide services to the individual, with appropriate safeguards for confidentiality. Concern with respect to the confidentiality of information may not be used as a rationale for noncompliance with laws requiring notification or reporting of child abuse, child molestation, sexual abuse, rape, incest, intimate partner violence, human trafficking or other similar reporting laws. Information may otherwise be disclosed only in summary, statistical, or other form that does not identify the individual (42 CFR 59.11). |
| **Policy Title** | **Confidentiality**  |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Health Insurance Portability and Accountability Act (HIPAA) <https://www.hhs.gov/hipaa/index.html> Code of Federal Regulations 42 CFR 59.11<https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement to establish safeguards for ensuring client confidentiality.

**Policy:** *[Agency may want to include the following]*

* Grantee requires that all service sites and subrecipients safeguard confidentiality.
* All staff will be informed (at least once every three years) about policies related to preserving client confidentiality and privacy.
* Medical records system will have safeguards in place to ensure adequate privacy, security, and appropriate access to personal health information.
* HIPAA privacy forms will be provided to clients and signed forms will be collected (as required).
* General consent forms will be provided in a confidential manner and will note any limitations that may apply.

**Procedure:** *[Agency may want to include the following]*

* Process by which client confidentiality will be safeguarded.
* Grantee includes language regarding confidentiality requirements in subrecipient contracts.
* Process for documenting that staff have been informed about policies related to preserving client confidentiality and privacy (e.g., within staff circulars, new employee orientation documentation, training curricula).
* Process for ensuring clinical protocols and policies have statements related to client confidentiality and privacy.
* Process for safeguarding client medical records to ensure adequate privacy, security, and appropriate access to personal health information.
* Process for ensuring and documenting that HIPAA privacy forms are provided to clients and signed forms are collected (as required).
* Process for ensuring general consent forms or other documentation at service sites state that services will be provided in a confidential manner and note any limitations that may apply.
* How grantee and subrecipients ensure third party billing is processed in a manner that does not breach client confidentiality, particularly in sensitive cases (e.g., adolescents or young adults seeking confidential services, or individuals for whom billing the policy holder could result in interpersonal violence).
* The process for ensuring that client education materials (e.g., posters, videos, flyers) noting the client’s right to confidential services are available to clients.
* The process for assessing the physical layout of the facility to ensure it allows for client services to be provided in a manner that safeguards client confidentiality and privacy.
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 4.1 Collaborative Planning and Community EngagementTitle X grantees and subrecipient agencies must provide, to the maximum feasible extent, an opportunity for participation in the development, implementation, and evaluation of the project by persons broadly representative of all significant elements of the population to be served; and by persons in the community knowledgeable about the community’s needs for family planning services (42 CFR 59.5(b)(10)). |
| **Policy Title** | **Collaborative Planning and Community Engagement** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Code of Federal Regulations 42 CFR 59.5(b)(10)<https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement to establish a system for ensuring that the grantee provides opportunities for participation to individuals who represent significant elements of the population served by the Title X-funded project, including participating in activities related to the development, implementation, and evaluation of the Title X project.

**Policy:** *[Agency may want to include the following]*

* Grantee and subrecipients will establish community engagement plans that ensure individuals who are broadly representative of the population be served, and those who are knowledgeable about the community’s needs for family planning services, will participate in developing, implementing, and evaluating the Title X project.

**Procedure:** *[Agency may want to include the following]*

* Process by which diverse community members (identified through needs assessment) will be involved in efforts to develop, assess, and/or evaluate the family planning project.
* Process for documenting community engagement activities (e.g., reports, meeting minutes).
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 4.2 Community Awareness and EducationEach family planning project must provide for community information and education programs. Community education should serve to achieve community understanding of the objectives of the project, make known the availability of services to potential clients, and encourage continued participation by persons to whom family planning services may be beneficial. (42 CFR 59.5(b)(3)). The community education program(s) should be based on an assessment of the needs of the community and should contain an implementation and evaluation strategy. |
| **Policy Title** | **Community Awareness and Education** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Code of Federal Regulations 42 CFR 59.5(b)(3)<https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement to provide for community information and education programs.

**Policy:** *[Agency may want to include the following]*

* Grantee will establish a community education and service promotion plan that:
	+ states that the purpose is to achieve community understanding of the objectives of the project, make known the availability of services to potential clients, and encourage continued participation by persons to whom family planning may be beneficial,
	+ promotes the use of family planning among those with unmet need,
	+ utilizes an appropriate range of methods to reach the community, and
	+ includes an evaluation strategy.

**Procedure:** *[Agency may want to include the following]*

* Process for assessing community awareness of and need for access to family planning services.
* Process for documenting implementation and evaluation of plan activities.
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 5.1 Materials Review and Approval ProcessTitle X grantees and subrecipient agencies are required to have a review and approval process, by an Advisory Committee, of all informational and educational (I&E) materials developed or made available under the project prior to their distribution (Section 1006(d)(2), PHS Act; 42 CFR 59.6(a)). |
| **Policy Title** | **Materials Review and Approval Process** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Code of Federal Regulations 42 CFR 59.6(a)<https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement to establish a review and approval process, by an I&E Advisory Committee, of informational and educational materials developed or made available under the Title X Project prior to their distribution.

**Policy:** *[Agency may want to include the following]*

* All informational and educational materials developed or made available under the Title X Project will be reviewed and approved by an I&E Advisory Committee prior to their distribution.

**Procedure:** *[Agency may want to include the following]*

* Whether grantee will implement the materials review and approval process for all subrecipients and/or service sites at the grantee level, or require that each subrecipient develop its own process for meeting this requirement.
* The process for reviewing materials (e.g., in person, electronically).
* Criteria (and any relevant review tools) the I&E Advisory Committee members will use for reviewing and approving materials to ensure that they are suitable for the population and community for which they are intended and to ensure their consistency with Title X Program Requirements.
* Frequency of materials review and approval process.
* Documentation (e.g., roster of committee members, list of materials reviewed including dates reviewed and approved, meeting minutes) to demonstrate compliance with this requirement.
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s))

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 5.3 Advisory Committee MembershipEach Title X grantee must have an Advisory Committee of five to nine members, except that the size provision may be waived by the Secretary for good cause shown (42 CFR 59.6(b)(1)). The Advisory Committee must review and approve all informational and educational (I&E) materials developed or made available under the project prior to their distribution to ensure that the materials are suitable for the population and community for which they are intended and to ensure their consistency with the purposes of Title X (Section 1006(d)(1), PHS Act; 42 CFR 59.6(a)). |
| **Policy Title** | **Advisory Committee Membership** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Code of Federal Regulations 42 CFR 59.6(b)(1) and 42 CFR 59.6(a)<https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement to establish a system for meeting the membership size and diversity requirements for the I&E Advisory Committee the grantee will use to review and approve all I&E materials developed or made available under the Title X project, prior to their distribution.

**Policy:** *[Agency may want to include the following]*

* The I&E Advisory Committee established by the grantee or subrecipients for the materials review and approval process will consist of five to nine members and will be broadly representative of the population or community for which the materials are intended.

**Procedure:** *[Agency may want to include the following]*

* Process to document compliance with the membership size requirement for the I&E Advisory Committee (e.g. updated lists/rosters, meeting minutes).
* Process to document that the I&E Advisory Committee is active (e.g. meeting minutes).
* The process for selecting individuals who will serve on the I&E Advisory Committee to ensure membership is broadly representative of the population or community for which the materials are intended.
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 5.4 Grantee Oversight for Materials ReviewThe grantee may delegate information and education (I&E) functions for the review and approval of materials to subrecipient agencies; however, the oversight of the I&E review process rests with the grantee.  |
| **Policy Title** | **Grantee Oversight for Materials Review** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Code of Federal Regulations <https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee compliance with the requirement that the grantee provides oversight for the materials review and approval process.

**Policy:** *[Agency may want to include the following]*

* Grantee will ensure that subrecipients and service sites adhere to all Title X I&E materials review and approval requirements.

**Procedure:** *[Agency may want to include the following]*

* Process grantee will use to provide oversight of the materials review and approval functions.
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 5.5 Advisory Committee Responsibility for Materials ReviewThe Advisory Committee(s) may delegate responsibility for the review of the factual, technical, and clinical accuracy to appropriate project staff; however, final responsibility for approval of the information and education (I&E) materials rests with the Advisory Committee.  |
| **Policy Title** | **Advisory Committee Responsibility for Materials Review** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | Code of Federal Regulations <https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement to review the factual, technical, and clinical accuracy of all I&E materials developed or made available for the Title X project.

**Policy:** *[Agency may want to include the following]*

* Grantee will ensure that the I&E Advisory Committee or appropriate project staff review the factual, technical, and clinical accuracy of all I&E materials developed or made available to the Title X-funded project.
* If this function is delegated to appropriate project staff, the I&E Advisory Committee will be responsible for oversight and final approval.

**Procedure:** *[Agency may want to include the following]*

* Description of how the factual, technical, and clinical accuracy is ensured, by the I&E Advisory Committee or appropriate project staff.
* Description of how the I&E Advisory Committee provides oversight and final approval, if this responsibility is delegated.
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 5.6 Advisory Committee RequirementsIn reviewing materials, the information and education (I&E) Advisory Committee(s) must: * Consider the educational and cultural backgrounds of the individuals to whom the materials are addressed;
* Consider the standards of the population or community to be served with respect to such materials;
* Review the content of the material to ensure that the information is factually correct;
* Determine whether the material is suitable for the population or community to which it is to be made available; and
* Establish a written record of its determinations (Section 1006(d), PHS Act; 42 CFR 59.6(b)).
 |
| **Policy Title** | **Advisory Committee Requirements** |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | CDC Health Literacy Resources<https://www.cdc.gov/healthliteracy/developmaterials/testing-messages-materials.html> Code of Federal Regulations 42 CFR 59.6(b)<https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirements for the I&E Advisory Committee.

**Policy:** *[Agency may want to include the following]*

* The I&E Advisory Committee will determine whether materials are suitable for the target population or community through a documented review and approval process that includes:
	+ Consideration of the educational and cultural backgrounds of the individuals to whom the materials are addressed;
	+ Consideration of the standards of the population or community to be served; and
	+ Assessment of factual accuracy of the content of I&E materials reviewed.

**Procedure:** *[Agency may want to include the following]*

* Process for conducting I&E material reviews.
* Process for assessing factual accuracy of the content of I&E materials reviewed.
* Criteria (and any relevant review tools) the I&E Advisory Committee members will use to ensure that the materials are suitable for the population and community for which they are intended.
* Process for reviewing materials written in languages other than English.
* Process for documenting compliance with all I&E Advisory Committee requirements (i.e., meeting minutes, review form used).
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 6.1 Facilities and Accessibility of ServicesTitle X clinics must have written policies that are consistent with the HHS Office for Civil Rights policy document, Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons (August 4, 2003) (HHS Grants Policy Statement 2007, II–23). Projects may not discriminate on the basis of disability and, when viewed in their entirety, facilities must be readily accessible to people with disabilities (45 CFR 84). |
| **Policy Title** | **Facilities and Accessibility of Services**  |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |  |
| **References** | HHS Office for Civil Rights<https://www.hhs.gov/ocr/index.html>Providing Quality Family Planning Services: Recommendations from the Centers for Disease Control and Prevention and the U.S. Office of Population Affairs (QFP) (page 24)<https://www.hhs.gov/opa/guidelines/clinical-guidelines/quality-family-planning/index.html> Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons<https://www.hhs.gov/civil-rights/for-individuals/special-topics/limited-english-proficiency/guidance-federal-financial-assistance-recipients-title-vi/index.html>CDC Health Literacy Resources<https://www.cdc.gov/healthliteracy/developmaterials/testing-messages-materials.html> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement that clinic sites are readily accessible to individuals with physical disabilities or language barriers. The policy also should describe the process for ensuring grantee and subrecipient compliance with the requirement that information provided to clients is culturally appropriate and reflects the client’s beliefs, ethnic background, and cultural practices.

**Policy:** *[Agency may want to include the following]*

* Language translation services will be readily provided, at no cost to clients, when needed.
* Individuals with disabilities will have access to services at grantee and subrecipient sites.

**Procedure:** *[Agency may want to include the following]*

* The process that will be used to provide translation services (e.g., language assistance line, on- site interpreters, or bilingual staff).
* Process for ensuring and documenting that staff are made aware of policies and processes to access language translation services.
* How clients are informed about availability of translation services at no cost to clients (e.g., signage/posters in different languages).
* Process for documenting any accommodations made for disabled individuals.
* Process for ensuring that information presented in educational materials:
	+ is clear and easy to understand.
	+ Is tailored to literacy, age, and language preferences of client populations.
* Process for ensuring that information presented during counseling:
	+ is culturally appropriate and reflects the client’s beliefs, ethnic background, and cultural practices.
	+ emphasizes essential points (e.g., limits the amount of information presented appropriately).
	+ communicates risks and benefits in a way that is easily understood (e.g., using natural frequencies and common denominators).
* Grantee’s process for monitoring subrecipients for compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s)).

[INSERT AGENCY NAME AND LOGO]

**FAMILY PLANNING PROGRAM POLICY AND PROCEDURES**

|  |
| --- |
| 6.2 Human Subjects Clearance (Research)Research conducted within the Title X Projects may be subject to Department of Health and Human Services regulations regarding the protection of human subjects (45 CFR Part 46). The grantee/sub-recipient should advise OPA in writing of any research projects that involve Title X clients.  |
| **Policy Title** | **Human Subjects Clearance (Research)**  |
| **Effective Date** |  |
| **Revision Dates** |  |
| **Review Due Date** |   |
| **References** | Code of Federal Regulations 45 CFR Part 46<https://www.ecfr.gov/cgi-bin/text-idx?SID=c1cbd72e13f7230f1e8328fa52b57899&mc=true&node=sp42.1.59.a&rgn=div6#se42.1.59_15> |
| **Approved by Signature** |  |
| **Approved Date** |  |

**Purpose:** The purpose of this policy is to describe ***(insert Agency Name)*** process for ensuring grantee and subrecipient compliance with the requirement that grantee and subrecipients have a system in place for advising OPA in writing of any research projects that involve Title X clients.

**Policy:** *[Agency may want to include the following]*

* Notification will be given in writing to OPA regarding any research projects that involve Title X clients.

**Procedure:** *[Agency may want to include the following]*

* Grantee’s process for advising OPA in writing of any research projects that involve Title X clients.
* Documentation that demonstrates compliance with this requirement (e.g., letter with summary of project sent to OPA).
* Grantee’s process for monitoring subrecipients and service sites to ensure compliance with this requirement.
* How staff will be trained and updated on changes to this policy.
* How staff can access this policy (location of paper/electronic version(s).