



1.7 STAFF TRAINING AND PROJECT TECHNICAL ASSISTANCE

POLICY:

Personnel Training

Projects must provide for the orientation and in-service training of all project personnel, including the staff of sub-recipient agencies and service sites. (42CFR 59.5(b)(4))

Client-Centered Services

Project staff should provide services in a manner that is client-centered, culturally and linguistically appropriate, inclusive, and trauma-informed; protects the dignity of the individual; and ensures equitable and quality service delivery consistent with nationally recognized standards of care. (42CFR 59.5(a)(3))

State Reporting Requirements: Mandatory Reporting for Abuse, Rape, Incest, and Human Trafficking

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, incest or human trafficking. (Legislative Mandate)

ND Century Code Chapter 50-25.1 Child Abuse and Neglect

[North Dakota Century Code t50c25.1 \(ndlegis.gov\)](https://ndlegis.gov/codified/collections/chapter-50-25-1)

Family Involvement and Coercion

None of the funds appropriated in this 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 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. (Legislative Mandate)

Voluntary and Non-Coercive Services

Staff must be informed that family planning services are to be provided solely on a voluntary basis. (Sections 1001 & 1007, PHS Act; 42CFR 59.5(a)(2))

Services Not a Prerequisite for Eligibility or Services

Staff must be informed that 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 service site or any other program grantee or subrecipient. (Sections 1001 & 1007, PHS Act; 42CFR 59.5(a)(2))



Personnel Awareness

Staff must be informed that that they may be subject to prosecution if they coerce or try to coerce any person to undergo an abortion or sterilization procedure. (Section 205, Public Health Law 94-63, 42CFR 59.5(a)(2) footnote 1)

Confidentiality

Staff must understand and comply with policies to protect client confidentiality and privacy. (42 CFR 59.10)

Non-Discriminatory Services

Staff must be informed that services must be provided without regard to religion, race, color, national origin, disability, age, sex, sexual orientation, gender identity, sex characteristics, number of pregnancies, or marital status. (42CFR 59.5(a)(4))

Training to Support Implementation of QFP Quality Family Planning | HHS Office of Population Affairs recommendations were developed by the Office of Population Affairs (OPA) and the Centers for Disease Control and Prevention (CDC). While not mandated per federal regulations, completion of training found in the Putting the QFP into Practice Series Toolkit supports successful provision of quality family planning services.

PROCEDURE:

All individuals (whether or not they are employees) serving clients for, or on behalf of the project, must receive timely training. Subrecipients are responsible for the training of all project staff and must create a training plan that addresses key requirements of the Title X program priority areas.

Annual staff training on state- and grantee-specific policies and procedures is recommended.

- State Reporting Requirements: Mandatory Reporting for Abuse, Rape, Incest, and Human Trafficking
- Family Involvement and Coercion
- Client-Centered Services (Cultural Competency)

Project staff must **annually** sign the ND DHHS Family Planning Statement of Understanding.

<https://www.hhs.nd.gov/sites/www/files/documents/DHS%20Legacy/FAMILYPLANNINGSTATEMENTOFUNDERSTANDING.pdf>



Staff should also be trained on the topics in the chart below **at least once per project period**. Other specific content requirements for each staff member should be based on role and function.

Per Project Period (April 1, 2022 – March 31, 2027)

- Title X Orientation
[Title X Orientation: Program Requirements for Title X Funded Family Planning Projects eLearning | Reproductive Health National Training Center \(rhntc.org\)](#)
- Providing Quality Family Planning (QFP) services
[Introduction to the Quality Family Planning Recommendations eLearning | Reproductive Health National Training Center \(rhntc.org\)](#)

Subrecipients must maintain written records of orientation, in-service and other training attendance by project personnel.

- Documentation of all training and education can be kept in an education training log, personnel records of employees or a tracking system available through the Reproductive Health National Training Center (RHNTC) which is the preferred method.
- Documentation will be reviewed by grantee during triennial site visits.

The state staff will conduct subrecipient family planning director meeting(s) during the fiscal year. The state staff will assess subrecipient training needs. Meeting Minutes will be recorded and disseminated to subrecipients for project staff to review.

The state Program Director, Nurse Consultant, Contracted Midlevel Clinician are available to provide training and technical assistance upon request and identified need. Training requests shall be forwarded to the state office for approval.

Subrecipients should consider other trainings that may be required at their agency (i.e., Infection Control, Medical Emergency, HIPAA, Depression/Suicide Screening, SBIRT, Health Equity, CPR, Fraud Waste and Abuse, HIV)



RESOURCES:

The Reproductive Health National Training Center (RHNTC) provides resources, materials, and educational opportunities to ensure Title X grantees have the knowledge, skills, and attitudes necessary to deliver high-quality services and programs.

- [Welcome to the Reproductive Health National Training Center | Reproductive Health National Training Center \(rhntc.org\)](https://rhntc.org)
- [RHNTC: Federal Title X Training Requirements Summary](#)
- [Training Essentials for Title X Grantees | Reproductive Health National Training Center \(rhntc.org\)](https://rhntc.org)

The Clinical Training Center for Sexual + Reproductive Health (CTCSRH) provides clinical training for nurse practitioners, certified nurse midwives, physicians, and physician assistants.

- [The Clinical Training Center for Sexual & Reproductive Health \(ctcsr.org\)](https://ctcsr.org)

Mandatory Reporting in North Dakota:

- Prevent Child Abuse North Dakota
 - [PCAND](#)
 - [Training Opportunities — PCAND](#)
 - [Mandated Reporters - Home Page \(pcand.org\)](https://pcand.org)
- North Dakota Department of Health and Human Services
 - [North Dakota Child Protection Program | Health and Human Services North Dakota](#)
 - [Mandated Reporters - Home Page \(pcand.org\)](https://pcand.org)
- RHNTC
 - <https://rhntc.org/resources/mandatory-child-abuse-reporting-state-summaries/north-dakota>

For more information, refer to the [Title X Statutes, Regulations, and Legislative Mandates | HHS Office of Population Affairs](#).