



2 PROJECT SERVICES AND CLIENTS

POLICY:

Projects funded under Title X shall consist of the educational, comprehensive medical, and social services necessary to aid individuals in determining freely the number and spacing of their children. § 59.1

Priority for project services is to persons from low-income families. (Section 1006(c)(1), PHS Act; 42 CFR 59.5 (a)(6)).

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

Provide services in a manner that does not discriminate against any client based on religion, race, color, national origin, disability, age, sex, sexual orientation, gender identity, sex characteristics, number of pregnancies, or marital status. 42 CFR 59.5 (a)(4)

PROCEDURE:

Service sites are in locations that are accessible to low-income people.

ND FPP ensures the protection of client privacy as evidenced in policies and confirmed by consultant observation.

A patient bill of rights or other documentation which outlines the client's rights and responsibilities will be available for review by the client and assessed at site reviews.

The grantee needs assessments or other documentation (including those of the subrecipients) describing populations that may need culturally competent care.

All service site staff must receive training in culturally competent care. This should include how to meet the needs of the following key populations: LGBTQ, adolescents, individuals with limited English proficiency and individuals with disabilities.

Documentation (e.g., training records) demonstrates all staff have received training in providing culturally competent care to populations identified in the needs assessment.

Observation of the clinic environment demonstrates that it is welcoming (i.e., Privacy, cleanliness of exam rooms, ease of access to service, fair and equitable service charges including waiver of fees for "good reasons," and language assistance).

Client surveys document that clients perceive providers and other clinic staff to be respectful.



RESOURCES:

Family Planning Statement of Understanding

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

Client Survey

https://www.hhs.nd.gov/sites/www/files/documents/rhntc_patient_sat_survey_12-10-2021.pdf

Patient Bill of Rights

[Sample Patient Bill of Rights | Reproductive Health National Training Center \(rhntc.org\)](#)

[Cultural Competency in Family Planning Care eLearning | Reproductive Health National Training Center \(rhntc.org\)](#)

[Support LGBTQ+ Clients with Affirming Language Job Aid | Reproductive Health National Training Center \(rhntc.org\)](#)

Policy 2.3 Non-discriminatory Services

Policy 1.7 Staff Training and Project Technical Assistance