

**APPENDIX D**  
**STAFF ORIENTATION & TRAINING**

In this section, the term “all staff” refers to every person who works with or has contact with Title X clients, including receptionists, clerks, administrative staff, clinical staff (medical assistants & medical/medication technicians), licensed professionals (clinicians and nurses), volunteers, and students.

**Up-to-date certificates of completion/attendance must be maintained at each Public Health Office (PHO) and Provider Agreement (PA) site for all mandatory (or accepted) courses. Certificates will be requested for all site visits conducted by the NM Family Planning Program.**

Links to Mandatory Trainings are located at <https://nmhealth.org/about/phd/fhb/fpp/pvdr>

## TITLE X MANDATORY TRAININGS

- Title X Orientation - Clinical and Non-Clinical (Revised):
  - All staff (both Public Health Office & Provider Agreement) are required to complete trainings within 30 days of hire or delivering Title X services.
  - When updated training is available, current employees must complete within 90 days.
  - Completion required annually.
- Reporting Abuse and Human Trafficking:
  - All staff (both Public Health Office & Provider Agreement sites) are required to complete training within 30 days of hire or delivering Title X services.
  - Completion required annually.
- Cultural Competency (New FPP Required Course) that includes health equity, inclusivity, culturally and linguistically appropriate services, unconscious bias and diversity:
  - All staff (both Public Health Office & Provider Agreement sites) are required to complete training within 90 days of hire or delivering Title X services.
  - Current employees must complete within 90 days from date of 2021 protocol update.
  - Completion required once.
- VAST-D:
  - Only licensed professionals (both Public Health Office & Provider Agreement sites) are required to complete training within 30 days of hire or delivering of Title X services.
  - Completion required once.

## WORKPLACE-SPECIFIC REQUIRED TRAININGS

- **PA Sites:** refer to your agency’s written policies & procedures for trainings that address HIPAA, civil rights and worker safety.
- **PHO Sites:** see table below of required Title X courses and HIPAA requirements and continue to follow DOH/PHD policies for work safety and civil rights.

Course	Upon Hire (or within 30 days of seeing clients)	Upon Hire (or within 90 days of seeing clients)	Annually	Every 2 years	Once
HIPAA Privacy Rule Overview				X	
Cultural Competency (New FPP Required Course)		X			X
Title X Orientation – Clinical (Revised)	X		X		
Title X Orientation – Non-Clinical (Revised)	X		X		
Reporting Abuse & Human Trafficking	X		X		
VAST-D – for licensed professionals only	X				X

## RECOMMENDED COURSES AND RESOURCES

### A. Reproductive Health (RH) ECHO Clinic – Recommended

The Family Planning Program collaborates with UNM Project ECHO and Department of Obstetrics and Gynecology to provide all interested clinic staff biweekly one-hour sessions, using interactive case-based learning and a 10-to-15-minute educational presentation with no-cost continuing educational credits. For more information and to sign up for webinar emails, go to the Reproductive Health ECHO website at: <https://hsc.unm.edu/echo/institute-programs/reproductive-health/>

### B. Putting the QFP into Practice Series Toolkit – Recommended

[Putting the QFP into Practice Series Toolkit | Reproductive Health National Training Center \(rhntc.org\)](#)

### C. Title X Orientation – Recommended

[Introduction to Title X | Reproductive Health National Training Center \(rhntc.org\)](#)

### D. Substance Use Disorder (SUD) and Related Topics – Recommended

- **Reproductive Health National Training Center:**

- The goal of substance use screening is to identify “individuals who have or are at risk for developing alcohol-or drug related problems.”<sup>4</sup> Screening for substance use is not diagnosing someone with a substance use disorder. Diagnosing someone with a substance use disorder should be done by a trained behavioral health provider.
- [Implementing Substance Use Screening Toolkit | Reproductive Health National Training Center \(rhntc.org\)](#) The purpose of this toolkit is to support Title X grantees, subrecipients, and service sites in implementing the Title X priority to screen family planning clients for substance use.

### E. Fertility Awareness-Based Methods (FABMs) – Recommended

- **Georgetown University:**

- [http://archive.irh.org/SDM\\_Training/index.php](http://archive.irh.org/SDM_Training/index.php)
- A free, 60-75-minute, self-guided training on Standard Days Method (ONLY Counseling Module Required) is available online from Georgetown University Institute for Reproductive Health.
- Utilize “Text Version” for Videos if Media Player or QuickTime is not installed.
- Upon completion of the Counseling Module, complete the quiz, evaluation, and print a certificate of completion. Retain the certificate in site file. Continuing Education Credits are also included.

- **RHNTC:**

- [www.rhntc.org](http://www.rhntc.org)
- In order to obtain a certificate of completion from the **Reproductive Health National Training Center (RHNTC)**, site registration is required, and you should be registered and logged in. Once logged-in, users can generate a certificate upon completing the course and course evaluation. If you do not register and sign in, a certificate will not be available. To find a course, type in the name of the course in the Search function.
- Courses currently listed at **RHNTC** include:
  - *Understanding and Counseling Potential Users on Fertility Awareness-Based Methods for Pregnancy Prevention Webinar:* [Understanding and Counseling Potential Users on](#)

[Fertility Awareness-Based Methods for Pregnancy Prevention Webinar | Reproductive Health National Training Center \(rhntc.org\)](#)

- *Effectiveness of FABMs for Pregnancy Prevention Webinar*: [Effectiveness of FABMs for Pregnancy Prevention Webinar | Reproductive Health National Training Center \(rhntc.org\)](#)

- **Reproductive Health (RH) ECHO:**

- Any FABM course offered through Reproductive Health (RH) ECHO (offered in 2020 or in the future). Live attendance allows for completion of an evaluation and certificate of completion or CEU certificate.
- Recorded sessions to date include:
  - 06/08/2020 *Effectiveness of the Various Types of FABM and ABM Cervical Mucous Method*: <https://youtu.be/i70xdAiEKFQ>
  - 06/22/2020 *Basal Body Temperature and Cervical Mucous Methods*: <https://youtu.be/XrKaoCE1n4>

- **Additional Resources on FABMs:**

- **Contraceptive Technology, 21st Ed., Chapter 12**
- <http://www.twodaymethod.com>
- <https://www.k4health.org/toolkits/twoday>
- The TwoDay Method® App
- [Fertility Apps: A New Approach to FABMs Webinar | Reproductive Health National Training Center \(rhntc.org\)](#)

## F. Adolescent Counseling – Recommended

- [Counseling Adolescents Seeking Family Planning Services: A Checklist for Providers | Reproductive Health National Training Center \(rhntc.org\)](#)
- [Encouraging Family Participation in Adolescent Decision Making Training Guide | Reproductive Health National Training Center \(rhntc.org\)](#)
- [Counseling Adolescent Clients to Encourage Family Participation Video | Reproductive Health National Training Center \(rhntc.org\)](#)
- [Counseling Adolescent Clients to Resist Sexual Coercion Training Guide | Reproductive Health National Training Center \(rhntc.org\)](#)
- [Counseling Adolescent Clients to Resist Sexual Coercion Video | Reproductive Health National Training Center \(rhntc.org\)](#)

## G. Human Trafficking – Recommended

- **Reproductive Health National Training Center:**

- [Human Trafficking | Reproductive Health National Training Center \(rhntc.org\)](#)
- [SOAR to Health and Wellness Human Trafficking Training | Reproductive Health National Training Center \(rhntc.org\)](#)
- [Identifying and Responding to Human Trafficking in Title X Settings eLearning Course | Reproductive Health National Training Center \(rhntc.org\)](#)
- [Resource Guide on Human Trafficking for Title X Family Planning Clinics \(rhntc.org\)](#)
- [What to Look for in a Healthcare Setting | National Human Trafficking Hotline](#)
- Job Aids:
  - Do's and Don'ts: What to Do and What to Avoid When Working with Victims of Human Trafficking
  - Signs and Indicators of Human Trafficking Pocket Card, Pocket Guide: Victim Centered Approach in Title X Settings

## H. Sexually Transmitted Infections (STIs) - Recommended

- [Recommendations for Providing Quality Sexually Transmitted Diseases Clinical Services, 2020 | MMWR \(cdc.gov\)](#)
- [Sexually Transmitted Disease Services eLearning | Reproductive Health National Training Center \(rhntc.org\)](#)
- [Management of Chlamydia and Gonorrhea Cases Among Rising STI Rates Webinar | Reproductive Health National Training Center \(rhntc.org\)](#)
- [Chlamydia Screening Toolkit | Reproductive Health National Training Center \(rhntc.org\)](#)
- [DISCUSSION GUIDE Using Normalizing and Opt-out Language for Chlamydia and Gonorrhea Screening: Training Activity for Clinic Staff \(rhntc.org\)](#)

## I. Trauma-Informed Care – Recommended

- [Providing Trauma-Informed Care in Family Planning Clinics Webinar | Reproductive Health National Training Center \(rhntc.org\)](#)
- [National Center on Domestic Violence, Trauma & Mental Health: 2020 and 2021 Webinars](#)
- [Trauma-Informed Care in the Family Planning Setting | NCTC \(ctcfp.org\)](#)

## J. Cultural Competency that includes inclusivity, culturally and linguistically appropriate services (CLAS), health equity – Optional (these do not meet Cultural Competency equivalent)

- **Reproductive Health National Training Center:**
  - LGBTQ Mini-Discussion Modules 2017:
    - Terminology & Communication (9 mins)
    - Inclusive Sexual History-Taking (5 mins)
    - Sexual Orientation & Gender Identity (SOGI) Data Collection (4 mins)
  - “Understanding Bias” Podcast (Transcript available for download)
    - Language Access 101: Creating Inclusive Clinics
    - Language Access 201: Enhancing Your Clinical Encounters
    - Gender Appropriate Language: Practical Skill Development Webinar
  - Health Equity related
    - [National CLAS Standards \(rhntc.org\)](#)
    - [Presentations - Think Cultural Health \(hhs.gov\)](#)
    - [Education - Think Cultural Health \(hhs.gov\)](#)

## K. OPTIONAL TRAININGS can be found at:

- [Reproductive Health National Training Center \(RHNTC\): www.rhntc.org](#)
- [National Clinical Training Center for Family Planning \(NCTCFP\): www.ctcfp.org/](#)
- [2021 NCTCFP Virtual Reproductive Health Title X Conference on-demand courses](#) are available until 9/30/21 or as otherwise notified by the FPP or NCTCFP (if registered) at: <https://nrhc2021.com>