Title X
Administrative Guidelines

Regional Program Managers
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Objectives

- Review the new Title X Program Requirements for Family Planning
- Provide a refresher on how Delegate Agencies will be evaluated by CFHC
8.1 Voluntary Participation

- Family planning services are to be provided solely on a voluntary basis.
- Sub-recipients must develop a non-coercion statement and have it signed by staff. It must contain 3 elements:
  1. Clients cannot be coerced into a particular family planning method.
  2. Acceptance of family planning services must not be a prerequisite to eligibility for, or receipt of, any other services.
  3. Staff must be informed they are subject to prosecution if they coerce a client into abortion or sterilization.
8.2 Prohibition of Abortion (New)

- Must have written policies that no Title X funds will be used in programs where abortion is a method of family planning.

- CFHC will continue to offer assistance on compliance with separation of Title X funds for abortion.
8.5 Project Personnel

- Must comply with Title VI of the Civil Rights Act, Section 504 of the Rehabilitation Act of 1973, Title I of the Americans with Disabilities Act

- Must have personnel policies that include:
  - Staff recruitment and selection
  - Performance evaluation and grievance procedures
  - Promotion and termination
  - Compensation and benefits
8.6 Staff Training and Project Technical Assistance

Trainings should include:

1. Orientation and in-service trainings
2. Reporting of child abuse, child molestation, sexual abuse, rape or incest, and human trafficking (NEW)
3. Involving family members in the decision of minors to seek family planning services and counseling on how to resist sexual coercion
Mandated Reporting and Human Trafficking Policy

- Must have policy on how to identify and report clients who are victims of child abuse, child molestation, sexual abuse, rape or incest, and human trafficking
- Sub-recipients are responsible for training of all project staff
Sample: Mandated Reporting and Human Trafficking Policy

As a sub-recipient of Title X funding, __(agency name)__ recognizes its responsibility to ensure annual training regarding mandatory reporting of child abuse and human trafficking per OPA Program Instruction 11-01. If you need more information about reporting, or if you have questions about your reporting obligations, you may consult ________________.

SCOPE

All Title X clinical and program staff and supervisors,
All staff designated as Mandated Reporters by definition of California state law,
Any staff designated by their supervisor.

PROCEDURE

A. TRAINING:

______ will provide staff with annual training opportunities that satisfy the OPA requirement. Staff must complete all required training by ________ each year.  
__(HR/ other)__ will maintain a database of all staff training, which may be reviewed by CFHC or OPA at any time.
8.7 Planning and Evaluation

- Develop goals and objectives as stated in the contract Statement of Work
- FP Program should be based on needs assessment
- Evaluation of FP program—patient satisfaction surveys, QA activities, etc.
Title X-funded projects are intended to enable access to family planning services for all

Must provide comprehensive medical, informational, educational, social, and referral services related to family planning for clients
10 Confidentiality

- Protected health information (PHI) may not be disclosed without the individual’s documented consent
- Must assure client confidentiality during client registration and eligibility screening
HIPAA Privacy and Security Regulations

- Must have policies and procedures regarding disciplinary actions against employees who fail to comply with privacy policies and procedures

- Must have a designated a HIPAA Privacy Officer and Security Officer
HIPAA Privacy and Security Regulations

- Must provide security awareness and training to all staff
- Must have policies and procedures in place for documenting and reporting security incidents
- Must have policies and procedures in place to address emergency situations
HIPAA Privacy and Security Regulations

- Must have identified employees or classes of employees who need access to PHI
- Must have policies in place to verify identity and authority of unknown individuals
- Must provide clients with Notice of Privacy Practices
- Must have a mechanism in place for recording “Accounting of Disclosures”
Sample: Identify Verification for Release of PHI

Acceptable Methods of Verification of Identity for Release of Personal Health Information (PHI):

1. When the Requestor is the Patient

   Amador County Public Health (ACPH) will take reasonable steps and exercise professional judgment to verify the identity of the individual making a request for access to his/her own PHI.

   a. **If the request is made in person**, verification of identity may be accomplished by asking for photo identification (such as a driver’s license).

   b. **If the request is made over the telephone**, verification may be accomplished by requesting identifying information such as social security number, birth date, and/or medical record number and confirming that this information matches what is in the patient’s record. Or, verification will occur through a callback process using phone numbers documented in the patient record to validate the caller’s identity.

   c. **If the request is made in writing**, verification may be accomplished by requesting a photocopy of photo identification if a photocopy of the ID is not available, the signature on the written request must be compared with the signature in the patient record. In addition, ACPH personnel may need to verify the validity of the written request by contacting the patient by telephone.
11 Community Participation, Education & Project Promotion

- Must provide an opportunity for participation in the development, implementation, and evaluation of the project by persons broadly representative of the population served and knowledgeable about the community’s needs for family planning services.
12 Information & Education (I&E) Materials Approval

- Must have I&E Advisory committee of 5-9 members
- Committee must include individuals broadly representative of the population or community
12 Information & Education Materials Approval

The I&E Advisory Committee must:

- Consider educational and cultural backgrounds
- Consider standards of the population or community
- Review content of the material to assure information is factually correct
- Determine whether material is suitable for the population or community
- Establish a written record of its determinations
13.1 Facilities and Accessibility of Services

- Should consider client’s access to transportation, clinic locations, hours of operation and other factors
- Should be geographically accessible
- May not discriminate on the basis of disability and facilities must be readily accessible
13.2 Emergency Management

- Must have a written plan for the management of emergencies
- Staff can identify emergency evacuation routes
- Staff has completed training and understand their role in an emergency or natural disaster
- Exits are recognizable and free from barriers
13.3 Standards of Conduct

- Formerly Conflict of Interest policy
- Must have policies to prevent employees, consultants, or members of governing bodies from using their positions for purposes that are, or give the appearance of being, motivated by a desire for private financial gain for themselves or others
13.4 Human Subjects Clearance (Research)

- Research conducted within Title X projects may be subject to DHHS regulations regarding the protection of human subjects.
- Must notify CFHC of any research projects that involve Title X clients. via the Semi-annual Progress Report (SPR), Table 18.
Title X Program Management Tool

- Guide to assist with meeting Title X program requirements
- Outlines key activities for maintaining Title X contract and program compliance
- Deadlines for all reports
- Useful tool for new Title X staff
Title X
Program Guidelines Update
Financial Management

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Christine Fu – Director of Finance
Kathryn Wilcox, CPA – Lead Site Financial Analyst
Title X Program Requirements
– 16 Sections

Sections applicable to financial management:

- 8.4 – Charges, Billing, and Collections
  - Some of the prior financial requirements were excluded
- 13.5 – Financial and Reporting Requirements:
  - New requirements added
## Section 8.4 – Charges, Billing, and Collections

<table>
<thead>
<tr>
<th>Summary of Program Requirements</th>
<th>Impact</th>
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<tbody>
<tr>
<td>Policies and procedures for charging, billing, and collecting funds; Clients must not be denied services because of inability to pay</td>
<td>Same</td>
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<tr>
<td>Should not have a general policy of no fee or flat fees for services to minors or different fees than other family planning services</td>
<td>New</td>
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<tr>
<td>1. Clients at or below 100% of the FPL must not be charged; Discretion in income verification, i.e. income from another program</td>
<td>Same</td>
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<td>2. Schedule of discounts is required for 101% to 250% of the FPL</td>
<td>Same</td>
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<td>3. Fees must be waived if client is unable to pay and income exceeds 100%</td>
<td>Same</td>
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<tr>
<td>4. Charges to clients whose income exceeds 250% FPL must be based on schedule of fees designed to recover reasonable cost</td>
<td>Modified</td>
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## Section 8.4 – Charges, Billing, and Collections

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<td>5. Services to unemancipated minors <strong>must</strong> be based on income of the minor</td>
<td>Same</td>
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<tr>
<td>6. Reasonable efforts <strong>must</strong> be made to collect from 3rd party w/o applying discounts; Insured client’s copay should not be more than they would pay when schedule of discounts is applied</td>
<td>New</td>
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<td>7. Written agreement is required if Title XIX or XX is available</td>
<td>Same</td>
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<td>8. Reasonable efforts to collect w/o jeopardizing client confidentiality</td>
<td>Same</td>
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<td>9. Voluntary donations are permissible, client must not be pressured and must not be a prerequisite to services</td>
<td>Same</td>
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### Summary of Program Requirements

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<tr>
<td>Audits <strong>must</strong> be conducted in accordance with applicable regulations and by qualified and independent auditors (OMB A-133)</td>
<td>Same</td>
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<td><strong>Must</strong> comply with financial and other reporting requirements of HHS</td>
<td>Same</td>
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<td><strong>Must</strong> have program data reporting systems to accurately collect and organize data for reporting</td>
<td>New</td>
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<td><strong>Must</strong> demonstrate continued institutional, managerial, and financial capacity to ensure completion of project</td>
<td>New</td>
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<tr>
<td><strong>Must</strong> reconcile reports, ensuring disbursements do not exceed available funds; HHS is not liable for excess expenditures</td>
<td>New</td>
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A schedule of discounts, based on ability to pay, is required for individuals with family incomes between 101% and 250% of the FPL.

Fees must 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 cause to pay for family planning services.

For persons from families whose income exceeds 250% of the FPL, charges must be made in accordance with a schedule of fees designed to recover the reasonable cost of providing services.
2001 Guidelines that are NOT included

- Sufficient proportional increments
- Individual eligibility for a discount must be documented in the client’s financial record
- At the time of services, clients who are responsible for paying any fee for their services must be given bills directly
- Bills to clients must show total charges less any allowable discounts
- A method for “aging” of outstanding accounts must be established
- Client income should be re-evaluated annually
- Cost analysis
Reasonableness of Cost

- Reference to “Cost Analysis” is not included, but section 8.4.4 states “schedule of fees designed to recover reasonable cost”

- Good business practice for sustainability:
  - Understand operating costs
  - Recovery of the costs
  - Analyze to manage costs
  - Manage operating efficiency
  - Benchmark against peers
Questions?