

## 2.5 CLIENT DIGNITY AND CULTURAL COMPETENCY

**Policy:** All Title X services must be provided in a manner which protects the dignity of the individual (42 CFR 59.5 (a)(3)).

Quality family planning services are client-centered, which includes providing services in a respectful and culturally competent manner.

**Cultural Competence** is a set of knowledge, behaviors, attitudes, skills and policies that come together in a system, agency, or among professionals that enables that system, agency, or those professionals to work effectively in cross-cultural situations.

**Cultural Competency Training** is any training that addresses cultural/linguistic topics. Training may be provided by WMHS or may occur within the Title X family planning clinic with professional staff or through web-based programs. Training will include working with adolescents, different race/ethnicities (e.g. American Indian), LGBT, clients with limited English proficiency, persons living with disabilities and other appropriate populations.

### Procedure:

1. Sub-recipients must identify populations that may be in need of culturally competent care.
2. Sub-recipients must target educational programs and services to at least one vulnerable populations identified in the Health Education Work Plan that is submitted to the WMHS annually.
3. Sub-recipients must protect client privacy and ensure clients are aware of their rights and responsibilities. (see MT TX FP Administrative Manual, 2.3 *Client Confidentiality*, MT TX FP Administrative Manual, Resource 10.12 *Patient Bill of Rights and Responsibilities*).
4. Title X clinic staff must participate in cultural competency training. This should include, but not be limited to, how to meet the needs of the following key populations: LGBT, adolescents, individuals with limited English proficiency, and the disabled.
5. Title X clinics must maintain documentation (e.g. training records) that demonstrate staff have received training in providing culturally competent care to populations identified by the sub-recipient.
6. Observation of the clinic environment demonstrates that it is welcoming and accessible (e.g. privacy, cleanliness of exam rooms, ease of access to services, fair and equitable charges for services including waiver of fees for “good cause,” and language assistance).
7. Clinics must follow the WMHS *Client Non-Discrimination* policy or create a local one. A statement of non-discrimination may be posted in waiting rooms, restrooms, and exam rooms. For example, “*It is the policy of <CLINIC NAME> to treat all clients with respect and to not discriminate with regard to race, color, religion, national origin, age, sex, sexual orientation, gender identity or expression, or disability.*” (see MT TX FP Administrative Manual Policy 2.4, *Client Non-Discrimination*).
8. Client satisfaction surveys document that clients perceive providers and other clinic staff to be respectful.