

2.15 CLIENT CENTERED SERVICES

Policy: Title X providers must take a client-centered approach and provide culturally competent care during all visits (See *CDC's Providing Quality Family Planning Services Appendix C; 42 CFR 59.5 (b)(10)*).

Cultural competency within a health care setting refers to attitudes, practices, and policies that enable professionals to work effectively in cross-cultural situations. Organizational policies, governance structures, and individual attitudes and practices all contribute to the cultural competence of a healthcare entity and its staff (see MT TX FP Administrative Manual, Policy 2.5, *Client Dignity and Cultural Competency*).

Steps in offering client-centered services include:

1. Respect the client's primary purpose for visiting the service site.
2. Noting the importance of confidential services and suggesting ways to provide them.
3. Encouraging the availability of a broad range of contraceptive services and suggesting ways to provide them.
4. Offer a robust referral linkage with culturally appropriate primary health providers who are in close physical proximity to the Title X site, in order to promote holistic health and provide seamless care.
5. Reinforcing the need to deliver services in a culturally competent manner so as to meet the needs of all clients, including but not limited to: adolescents, those with limited English proficiency, persons living with disabilities, racial and ethnic minorities, and lesbian, gay, bisexual, transgender, and queer (LGBTQ+) persons.
6. The principles for Providing Quality Counseling include:
 - Principle 1: Establish and maintain rapport with the client
 - Principle 2: Assess the client's needs and personalize discussions accordingly
 - Principle 3: Work with the client interactively to establish a plan
 - Principle 4: Provide information that can be understood and retained by the client
 - Principle 5: Confirm client understanding