

## 2.16 DIVERSE POPULATIONS

**Policy:** Title X clinics must deliver services in a culturally competent manner so as to meet the needs of all clients (*42 CFR 59.5 (b)(10)*), including but not limited to:

1. Adolescents
2. Those with limited English proficiency
3. Persons living with disabilities
4. Racial and ethnic minorities
5. Lesbian, Gay, Bisexual, Transgender (LGBT) persons

**Procedure:**

1. Title X clinics must incorporate culturally competent practices into local policies and governing structures that enable staff to work effectively in cross-cultural situations (see MT TX FP Administrative Manual, Policies 1.6 *Facilities and Accessibility of Services*, 2.4 *Client Non-Discrimination*, and 2.5 *Client Dignity and Cultural Competency*).
2. Information and counseling provided to clients must be delivered in a manner that is culturally and linguistically appropriate and client centered (see MT TX FP Administrative Manual, Policies 1.7 *Limited English Proficient Persons* and 2.15 *Client Centered Services*, Sections 5.0 *Community Participation, Education, and Project Promotion* and 6.0 *Information and Education Materials Approval*).
3. Clinic staff must be trained on cultural competency (see MT TX FP Administrative Manual, Policy 4.3 *Training*).