Informational and Educational (I&E) Materials Review: Answers to your frequently asked questions

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Your Facilitators



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New York State Family Planning Training Center nysfptraining.org

Objectives

By the end of the session, participants should be able to:

- Describe I&E materials review requirements, including updated requirements per the 2021 Title X regulations
- Explain the difference between community participation, education, and project promotion (CPEP) and I&E
- Identify strategies for recruiting and retaining I&E materials reviewers
- Identify in-person and virtual strategies for meaningfully gathering material review input
- Use available resources to support the materials review process



What is I&E?



What is I&E Materials Review?

- Specifies that materials must be reviewed by an Advisory Committee of at least 5 individuals to ensure the materials reflect the educational, cultural, and diverse backgrounds of the intended population or community.
- Exists to ensure that informational and educational (I&E) materials developed or made available under the project are suitable for the intended population or community.
- Applies to all I&E materials that Title X agencies disseminate.
- Mandated by the Code of Federal Regulations (CFR





I&E Policy

Each FPP agency should develop its own **I&E** materials review process policy that is consistent with New York State Program **Policy & Procedure** Guidance.

Template: <u>https://rhntc.org/resources/ie-materials-review-policy-template</u>

[INSERT AGENCY NAME AND LOGO]

FAMILY PLANNING PROGRAM POLICY AND PROCEDURES

5.1 I&E Materials Review and Approval Process

Title X grantees and <u>subrecipient</u> agencies are required to have a review and approval process, by an Advisory Committee, of all informational and educational (I&E) materials developed or made available under the project prior to their distribution (Section 1006(d)(2), PHS Act; 42 CFR 59.6(a)).

Policy Information:	Description:
Policy Title	I&E Materials Review and Approval Process
Effective Date	
Revision Dates	
Review Due Date	
References	Code of Federal Regulations 42 CFR 59.6(a) https://www.ecfr.gov/current/title-42/chapter-l/subchapter-D/part- 59/subpart-A/section-59.6#p-59.6(a)
Approved by Signature	
Approved Date	

Purpose: The purpose of this policy is to describe <u>(insert Agency Name)</u> process for ensuring grantee and <u>subrecipient</u> compliance with the requirement to establish a review and approval process, by an I&E Advisory Committee, of I&E materials (print or electronic) developed or made available under the Title X project, prior to their distribution.

Policy: [Agency may want to include the following]

- All &E materials developed or made available under the Title X project will be reviewed and approved by an L&E Advisory Committee prior to their distribution.
- While I&E materials shared on social media must undergo an I&E Advisory Committee review and approval process, social media posts themselves do not require I&E Advisory Committee approval and are instead subject to <u>(reference Agency social</u> <u>media policy)</u>.

Procedure: [Agency may want to include the following]

- Whether the grantee will implement the materials review and approval process for all subrecipients and/or service sites at the grantee level, or require that each <u>subrecipient</u> develop its own process for meeting this requirement.
- The process for reviewing materials (e.g., in person, virtually, electronically).
- Criteria (and any relevant review tools) any I&E Advisory Committee members will use for reviewing and approving materials to ensure that they are suitable for the population and community for which they are intended and to ensure their consistency with Title X Program Requirements.
- Frequency of materials review and approval process.
- Documentation (e.g., roster of committee members, list of materials reviewed including dates reviewed and approved, meeting minutes) to demonstrate compliance with this requirement.





CPEP vs. I&E

	CPEP	I&E
Purpose	Achieve community understanding of the objectives of the program, inform the community of the availability of services; and promote continued participation in the project.	Review and approval of informational and educational materials developed or made available under the project to assure that the materials are suitable for the population or community to which they are to be made available.
Who to engage?	Persons broadly representative of all significant elements of the population to be served , and by others in the community knowledgeable about the community's needs for family planning services such asyouth and client advisory committees, social service agencies, primary care agencies, faith-based community organizations, school personnel, etc.	Include individuals broadly representative (in terms of demographic factors such as race, color, national origin, handicapped condition, sex, and age) of the population or community for which the materials are intended i.e. clients and potential clients.

For more info, see: https://rhntc.org/resources/comparing-cpep-and-ie-materials-review-job-aid



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Q. Are Title X agencies required to have two separate committees, one for CPEP and a different one for the I&E materials review?

A. No. Title X agencies are only required to have an I&E materials review committee. The CFR pertaining to I&E (59.6) explicitly requires an Advisory Committee whereas the CFR pertaining to CPEP (59.5) makes no mention of a committee.

https://rhntc.org/resources/ie-materials-review-frequently-asked-questions-faq



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Agenda

Next we'll cover guidance, FAQs, and tips for:

- Materials
- Reviewers
- Procedures

I&E Materials Review Toolkit

https://rhntc.org/resources/ie-materialsreview-toolkit







Materials



Q. What materials need to go through the I&E materials review process?

A. All family planning and reproductive health materials, print and electronic, made available to clients and potential clients, regardless of whether they were created inhouse, by a company that creates health education materials, or by the Centers for Disease Control and Prevention (CDC) or another government agency.



Q. Does that include materials intended for clinicians?

A. **No**, only client-facing materials must go through the I&E materials review process.

Q. Does that include materials developed by referral partners?

A. **Yes**, if a referral partner developed a material intended for family planning clients that the Title X agency then distributes, that material would need to be reviewed.



Tell us in the chat...

Where do you go for client education materials?

- 1. Bedsider https://beyondthepill.ucsf.edu/educational-materials
- 2. Office on Women's Health https://www.womenshealth.gov/patient-materials/health-topic
- 3. ACOG <u>https://www.acog.org/store/products/patient-</u> education
- 4. Other?



Q. Does information provided electronically need to go through the I&E materials review process?

A. Yes. All I&E materials that a Title X agency makes available to clients need to be reviewed. This includes all client-facing I&E content and materials posted on the agency's website, shared through an online portal, and made available to clients through other electronic and non-electronic means.



"Based on [I&E materials review] meetings, we are moving forward in having more digital material rather than print. Young people stated that they did not want to bring home material that they might be judged on some level by." -Children's Aid Society



Q. Do social media posts on platforms such as Facebook, Twitter, and Instagram need to go through the I&E materials review process?

A. While I&E materials shared on social media must undergo an I&E Advisory Committee approval process, **social media posts themselves do not require I&E Advisory Committee approval** and are instead subject to the Title X agency's social media policy.



Is this informational and educational?



Family Planning of South Central New York

Intro

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Affordable, compassionate reproductive medical care and comprehensive sexual health education

	Page ·	Med	ical	Center	
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FAMILY PLANNING SOUTH CENTRAL NY INC is responsible for this Page	
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Today is National Black HIV/AIDS Awareness Day, a day to acknowledge progress in HIV prevention and care among Black/African American people, while recognizing the work still needed. To #StopHIVTogether, we must address HIV stigma and barriers. http://bit.ly/3HHnwOY #NBHAAD



Tuesday, February 7th **National Black** HIV/AIDS Awareness Day

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(Write a comment		6	9 Ø G
**	Family Planning of So February 6 at 10:00 AM · @	uth Central New York		



.... See more



Walk-ins

Is this informational and educational?



Like

Write a comment...

- Typically replies in days
- Price Range · \$

Suggest Edits



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C Comment

& Share

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Do you have a social media policy you'd be willing to share? Email it to us at nysfptraining@jsi.com



Q. How frequently do I&E materials need to be reviewed?

A. While Title X regulations do not say how frequently approved materials must be reevaluated to ensure they are still appropriate, it is **recommended to reevaluate materials every two to three years.** Each Title X agency should address the frequency of reevaluating materials in its I&E materials review policy.



I&E Materials Inventory Log



I&E Materials Inventory Log

Purpose: This log is designed to help Title X agencies maintain a record of all informational and educational (I&E) materials and their reviews, in compliance with Title X Program Requirements. Subrecipients should be prepared to to share an up-to-date materials log during Office of Population Affairs (OPA) program reviews and grantee site visits.

How to use: Review all 1&E materials before putting them into circulation and then on a regular basis (once every one to two years) depending on your agency's policy. After each review, update the details of the revi

Material title	Format (print or electronic)	Type (e.g., palm card, pamphlet)	Englisn, Spanish)	Publication date	review date	Medical review date	I&E Advisory Committee review date	Was the material reviewed to assure it is cuturally and linguistically appropriate, inclusive, and trauma-informe	(Yes/No)	Comments	Date discontinued, if applicable

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The views expressed do not necessarily reflect the official policies of the Department of Health and Human Services; nor does mention of trade names, commercial practices, or organizations imply endorsement by the U.S. Government.

https://rhntc.org/resources/ie-materials-inventory-log



Tell us in the chat...

Do you maintain a materials inventory log like the one shown on the prior slide?

- 1. Yes
- 2. **No**
- 3. Not sure



Q. What should we do if the I&E Advisory Committee requests changes to a material developed by CDC or another materials distributor?

A. You can:

- use a different material
- work with the materials distributor to see if they would consider updating the material
- create your own version of the material, as long as the original source is cited



Reviewers



Q. Who can be an Advisory Committee reviewer?

A. Agencies need at least 5 reviewers (clients, individuals who reflect the demographics of clients, and/or potential clients) for each material, but they don't need to have the same set of reviewers for each material.

For example, a Title X agency can recruit clients to conduct material reviews while they are at the health center for an appointment.



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Q. How should reviews be documented?

A. Ask each reviewer to fill out the *I&E Advisory* Committee Review Form (or similar form that collects both reviewer demographics and material feedback) for each material.

https://rhntc.org/resources/ie-advisory-committee-review-form https://rhntc.org/resources/formulario-de-revision-del-comiteasesor-de-materiales-de-informacion-y-educacion-ie

I&E Advisory Committee Review Form



Thank you for being part of the Advisory Committee to review an informational and educational (BE) material that our agency is considering distributing. We are asking you to review this material because we want to know whether you thnik it is a good one to share with our clients, and what you think would make it better. There are no right or wrong answers. At the end of the form you will see a set of questions about you. We ask these questions because we want to make sure that we get opinions from a group of people who represent the community we serve.

Age	ncy name:			
Rev	iew date:			
Mat	erial title (if there is no title, describe the material):			
Lan	guage of the material under review:			
Yc	our Thoughts about This Material			
Plea	se review the material and then answer the following questions.			
۱.	What is the main message of this material?			
2.	Please answer the questions below about this material's written content.	Yes	No	
	Is the material easy to understand?			
	Are there any specific words or medical terms that might be hard for some people to understand?			
	Is the material written in a friendly and respectful tone?			
	Are there any words or language in this material that seem disrespectful, hurtful, or wrong in some way?			
	Do you trust the information in this material?			
	Comments:			

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Tips for Reviewer Recruitment & Engagement

- Provide appropriate compensation such as gift cards, a stipend, or hourly compensation
- Cover travel costs and provide childcare
- Ask clients to review materials while they are waiting for their appointment
- Engage youth advisory groups
- Ask for assistance with recruitment from partners, such as social service and primary care provider agencies
- Ask existing reviewers for recommendations
- Recruit through social media, tabling or other community engagement (CPEP) activities
- Committee appreciation day with clinic walk-through



Tell us in the chat...

How are you currently recruiting Advisory Committee members?

Do you retain members or engage members on a rotating basis?

If you retain members, how do you keep them engaged?



Review Procedures



Advisory Committee Review Requirements

In reviewing materials, the Advisory Committee shall:

- Consider the educational, cultural, and diverse backgrounds of individuals to whom the materials are addressed;
- Consider the standards of the population or community to be served with respect to such materials;
- Review the content of the material to assure that the information is factually correct, medically accurate, culturally and linguistically appropriate, inclusive, and trauma informed;
- Determine whether the material is suitable for the population or community to which is to be made available; and
- Establish a written record of its determinations.



NYSDOH Guidance

To ensure that all materials are relevant to the needs and experiences of the population, materials must meet health literacy guidelines. Considerations include:

- Reading level of fourth-grade level or less
- Arrangement of text on the page to highlight key messages
- Less text often is better
- Culturally relevant images
- Presentation of information in a format appropriate to the priority populations

https://nysfptraining.org/wp-content/uploads/2023/01/2023-NYSFPP-Policy-and-Procedure-Guidance.pdf



Suggested Process

General Staff Review	Medical Staff Review	V&E Advisory Committee Committee Review
 To assess: Material audience Reading grade-level Whether or not the message is clear, accurate, uses common words 	To assess: • Factualality • Technical and clinical accuracy	 To assess: Clarity of main message Visual appeal and appropriateness Whether committee members think the

- Visual appeal and appropriateness
- If the material is respectful of the clients' cultures and values

members think the material provided useful information



General Staff Review Form

Review each material to ensure that it aligns with the backgrounds and needs of the client population. Consider whether the material is culturally and linguistically appropriate, inclusive, and traumainformed.

I&E General Staff Review Form



Purpose: Title X agencies are responsible for evaluating the appropriateness of informational and educational (I&E) materials
for their client population. Use this form to evaluate a material's cultural and linguistic appropriateness, readability, and
whether it meets your agency's basic standards for sharing.

How to use: Identify a staff member to assess whether the I&E material under review is suitable for the intended audience and to complete this form. Refer to online, free readability assessments to determine a material's reading grade level, as needed. Once the review is complete, follow the next steps outlined at the end of this form.

Agency name:	Review date:
Material title (if there is no title, describe the material):	
Material type:	Publication date:
Material source/publisher:	
Language(s) the material is available in:	
Language of the material under review:	

Material Evaluation

Review the material and use your judgment to answer the questions below. If you think the material is not culturally sensitive or appropriate for the client population, skip questions 1–14 and go directly to question 15. Once you have completed this form, follow the next steps outlined at the bottom of the page.

1. Who is the intended audience for this material? (Check all that apply)

(check of the opper)	. Who is the interfueu addience for this in
Young adults (18–25)	E Females
Adults (26 and older)	Males
Other:	LGBTQ+
	Adolescents (13–18)
aterial?	. What is the reading grade level of this m
el (Fry Graph, SMOG, Flesch Reading Ease, etc.):	Describe how you arrived at the reading lev
Yes No N/A	
?	. Is the main message of the material clea
	. Is the material's content accurate?
y words?	. Does the material use common, everyda
or example, does it say, "We will ask"	 Does the material use the active voice? (rather than "You will be asked")
is that are easy to read?	. Does the material use font types and siz
e and headers to break up the text?	. Does the material incorporate white spa
ney appropriate?	. If there are illustrations or pictures, are t
ney visually appealing?	0. If there are illustrations or pictures, are t
ley visually appealing?	 If there are illustrations or pictures, are t

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Ensuring Materials are Trauma-Informed

- New requirement in the 2021 regulations
- Overall, to be considered trauma-informed, I&E materials should:
 - Be clear and easy to understand
 - Use a friendly, respectful tone
 - Avoid judgmental or stigmatizing language
 - Incorporate inclusive language and images
 - Approach the client as a partner in decision making and care
 - Reflect input from the intended audience

For more info, see: <u>https://rhntc.org/resources/tips-using-trauma-informed-lens-develop-or-select-ie-materials-job-aid</u>



Q. How should we assess for an appropriate reading level?

A. There are many free and low-cost tools available online that Title X agencies can use to determine the reading level of materials; search for "FRY graph," "SMOG," "Flesch," and/or "Kincaid," which are all established readability assessments. Also, ask Advisory Committee members to note any words that are unclear or confusing during their review.



Medical Review Form

Review each material to ensure that it is medically and technically accurate.

https://rhntc.org/resources/ie-medical-review-form

I&E Medica	REPRODUCTIVE HEALTH
Review Fo	
Purpose: Title X agencies are responsible for ensu educational (I&E) materials developed or made av	uring the factual, technical, and clinical accuracy of all informational and vailable under the project prior to distribution.
	our agency to review the I&E material and complete this form. Once the
review is complete, follow the next steps outlined	a c the bottom of the page.
Agency name:	Review date:
	erial):
Material title (if there is no title, describe the mate	
Material title (if there is no title, describe the mate	erial):
Material title (if there is no title, describe the mate	erial):
Material title (if there is no title, describe the mate Material type:	erial):

Material Evaluation

- 1. Who is the intended audience for this material? (Check all that apply)
 - Females
 Young adults (18-25)

 Males
 Adults (26 and older)

 LGBTQ+
 Other:
 - LGBTQ+
 Adolescents (13-18)
 - its (13-18)
- In your estimation, how medically accurate is this material (in other words, to what extent does it reflect current medical practices)?
 - Highly accurate
 - Somewhat accurate
 - II Not accurate

List any inaccuracies:

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&E Advisory Committee Review Form

I&E Advisory Committee Review Form collects both reviewer demographics and material feedback for each material.

https://rhntc.org/resources/ie-advisory-committee-review-form https://rhntc.org/resources/formulario-de-revision-del-comiteasesor-de-materiales-de-informacion-y-educacion-ie





Materials Review Summary Form

Complete a summary of the reviewers' findings and recommendations, as well as the final recommendation whether or not to distribute the material to clients. This summary can also serve as meeting minutes.

https://rhntc.org/resources/ie-materials-review-summary-form





New York State Family Planning Training Center

Tips for Conducting Reviews

Structure for reviews can take many forms

How:	
 In-person In the waiting room At reviewer pizza parties At client appreciation parties At tabling events 	 Virtual Through email Through Zoom or phone conferences Structured survey and/or open-ended responses

Tell us in the chat...how do you structure reviews?



Tell us in the chat...

Are you meeting....

- 1. Virtually
- 2. In-person
- 3. Hybrid/mix



Q. What if Advisory Committee members prefer to document their review online rather than via a paper survey?

A. Title X agencies can ask I&E Advisory Committee members to document their review online (for example, via an online survey or email) or a paper survey. The review process and Advisory Committee feedback

must be documented, but it doesn't matter if this documentation is electronic or on paper.



Q. How can Title X agencies ensure they get clear and helpful feedback from reviewers?

A. Instead of using a likert scale, consider asking Committee members to answer specific questions, such as:

- "Is the material easy to understand?"
- "Do you like the way the material looks?"
- "Is there anything you don't like about the material?"
- "Do you recommend that we share this material with our clients?"

Additionally, consider including open-ended questions such as, "What would need to change on the material in order for you to strongly recommend its use?"



Site Visit Preparation Checklist

Have the following documents available:

- Written policies that describe your I&E materials review and approval process
- Up-to-date I&E Materials Inventory Log
- Documentation demonstrating that I&E Advisory Committee members are broadly representative of the population or community for which the materials are intended (e.g., demographic information collected on the review forms)



Site Visit Preparation Checklist

For each I&E material reviewed, have a file that includes:

- A copy of the material
- Documentation, such as the completed *I&E General Staff Review Form*, that demonstrates the material was reviewed to assure the information is culturally and linguistically appropriate, inclusive, and trauma-informed
- Documentation, such as the completed *I&E Medical Review Form,* that demonstrates the material was reviewed to assure that information is factually correct and medically accurate
- Documentation, such as the completed *I&E Advisory Committee Review Forms*, that demonstrates that the material was reviewed by at least five members
- The completed I&E Materials Review Summary Form, meeting minutes, or other documentation of the Committee's findings

findings https://rhntc.org/resources/ie-program-review-preparation-checklist



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"The I & E committee continues to monitor the demographic trends in Nassau County as a way to determine whether or not to modify our approach in providing tailor made SRH materials and services for marginalized groups. Nassau County's population is becoming increasingly diversified with an influx of various ethnic groups from South East Asia, South and Central America and the Caribbean Diaspora. And, as they diversify, the I & E Committee is charged with making sure that these new ethnicities, with their new cultures, languages and religions, are reflected in our materials used in outreach and education efforts. -NuHealth



Thank you!

Contact | <u>nysfptraining.org/</u> Connect | <u>nysfptraining.org/enews/</u>



vsfptraining.org