

NEW YORK STATE FAMILY PLANNING PROGRAM (NYSFPP) TRAINING GUIDANCE



Department of Health



All NYSFPP staff are required by NYSDOH to complete trainings on a variety of topics. The specific training and content requirements for each staff member are based on their role within the NYSFPP and should reflect the scope of work they perform. Trainings that are required based on staff role are indicated with a Y (“YES”). Providers can document fulfillment of training requirements with the following: agency policy and procedures, training attendance logs, staff certificates of completion, and/or signed acknowledgment form or statement of understanding. Contact your NYSDOH FPP Program Manager with questions and refer to [NYSFPP Program-Specific Requirements](#).

Training Requirements – <u>Once Per Project Period</u>	NYSFPP Policy	Training Resource (Source)	Time	Clinical Staff ¹ , Program Director/ Manager, Clinical Manager, & Health Educator/Social Worker	Reception/ Front Desk & Billing Staff
Program Orientation	2.5, 2.6, 2.10	Family Planning Program Orientation (NYSFPTC)	1 hr	Y	Y
Client-Centered Contraceptive Counseling	2.4	Client-Centered Contraceptive Counseling Skills eLearning (RHNTC) ²	1 hr	Y	N
Culturally-Competent, Client-Centered Care	2.7	Cultural Competency and Humility in Family Planning Care: Embracing Culture eLearning (RHNTC) ³	1 hr	Y	Y
Human Trafficking	2.13.3	SOAR to Health and Wellness Human Trafficking Training (ACF)	1 hr	Y	Y
<i>Providing Quality Family Planning Services Recommendations</i> (QFP)	2.4	Introduction to the Quality Family Planning Recommendations eLearning (RHNTC)	1 hr	Y	N
Pregnancy Counseling	2.4	Pregnancy Testing and Counseling eLearning (RHNTC)	2 hr	Y	N
<u>Annual Training Requirements</u>	NYSFPP Policy	Training Resource (Source)	Time	Clinical Staff*, Program Director/ Manager, Clinical Manager, & Health Educator/Social Worker	Reception/ Front Desk & Billing Staff
Identification and Reporting of Suspected Child Abuse ⁴	2.13.1, 2.13.2	Mandatory Child Abuse Reporting at NYSFPP-Funded Settings - Training Slides (NYSFPTC) & Trauma-Informed Mandatory Child Abuse Reporting in a Family Planning Setting Video (RHNTC)	1.5 hr	Y	Y
			10 m		
Involving Family Members in the Provision of Family Planning Services to Minors	2.4	Counseling Adolescent Clients to Encourage Family Participation Video (RHNTC)	6 m	Y	N
Counseling Minors on Resisting Coercion into Engaging in Sexual Activity	2.4	Counseling Adolescent Clients to Resist Sexual Coercion Video (RHNTC)	5 m	Y	N
Medical Emergency Plans	1.13	<i>Site-Specific</i>		Y	Y

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Are you a Training Administrator who wants to track staff completion of these trainings? Follow these steps and reach out to nysfptraining@jsi.com with questions.

1. Create an RHNTC account by navigating to rhntc.org and clicking "Create Profile" or login to rhntc.org with your existing username and password.
2. Request a Training Administrator account by [completing this form](#).
3. Once you have received confirmation that you have a Training Administrator account, click the link below for a list of required trainings for reception/front desk staff & billing staff (once per project period): <https://rhntc.org/training-lists/new-york-state-family-planning-program-nysfpp-required-trainings-receptionfront-desk>
4. Click "**Duplicate List**". Rename the Training List so it is specific to your agency. For example: "[Agency Name] Required Family Planning Trainings – Reception/Front Desk & Billing Staff (Once Per Project Period)"
5. Customize the Training List. Upload [mandatory reporting slides](#) that are tailored to your agency. Remember to click save when you are done.
6. Click "My Training Lists", find the "[Agency Name] Required Family Planning Trainings" list you just created, and click "Share" in the top right. Copy the URL. Email that URL to staff with the following instructions: ****Failure to follow these instructions will prevent you from being able to track the staff training completion as intended.****
 1. Staff **MUST** create an RHNTC login or use an existing login. After they login to the RHNTC, they **MUST** click the URL you sent them, and click "**Save List**".
7. Once they click "Save List", then you, as the Training Administrator, will be able to see which staff has completed each of the required trainings.
8. To manage your training list, click "My Training Lists", find the "[Agency Name] Required Family Planning Trainings". Then click:
 1. Manage Users to view the list of staff who have successfully saved the Training List.
 2. View Completion Report to view and download a report of staff training completions.
 3. Modify List to update the training list with new trainings as needed.
9. Repeat steps 3 through 9 above with these training lists:
<https://rhntc.org/training-lists/new-york-state-family-planning-program-nysfpp-required-trainings-clinical> Once per project period trainings for clinical, administrative, and health education staff
<https://rhntc.org/training-lists/new-york-state-family-planning-program-nysfpp-required-trainings-clinical-0> Annual trainings for clinical, administrative, and health education staff
<https://rhntc.org/training-lists/new-york-state-family-planning-program-nysfpp-required-trainings-receptionfront-0> Annual trainings for front desk and billing staff

¹ MD, NP, PA, CNM, RN, LPN, MA and other staff engaged in direct patient care, includes medical/clinical directors.

² As of June 2024, the Client-Centered Contraceptive Counseling Skills eLearning (RHNTC) replaced the prior course "Contraceptive Counseling and Education eLearning." Staff that completed the Contraceptive Counseling and Education eLearning in the current project period **do not** need to take the Client-Centered Contraceptive Counseling Skills eLearning. Staff are **not** required to complete the second course in the series: Contraceptive Methods and Guidelines for Their Use eLearning.

³ As of February 2024, the Cultural Competency and Humility in Family Planning Care: Embracing Culture eLearning (RHNTC) replaced the prior course "Cultural Competency in Family Planning Care eLearning." Staff that completed the Cultural Competency in Family Planning Care eLearning in the current project period **do not** need to take the Cultural Competency and Humility in Family Planning Care: Embracing Culture eLearning. Staff are **not** required to complete the second course in the series: Reducing the Impact of Unconscious Bias in Family Planning Care eLearning.

⁴ New York State has identified select professionals as mandated reporters of child abuse or maltreatment (Section 413 of the New York Social Services Law). These positions must follow the NYS guidelines and follow the Office of Children and Family Services (OCFS) [mandated reporter training](#) requirements per their licensure/role. *If staff have taken the OCFS mandated reporter training in the current year, this would fulfill the identification and reporting of suspected child abuse training requirement.*

Definitions: NYSFPTC = New York State Family Planning Training Center (nysfptraining.org); RHNTC = Reproductive Health National Training Center (rhntc.org); NYSDOH = New York State Department of Health; NYSFPP = New York State Family Planning Program; QFP = *Providing Quality Family Planning Services: Recommendations from CDC and the U.S Office of Population Affairs.*