

Overview of Resources to Support Training Family Planning Staff

August 29, 2024



New York State
Family Planning
Training Center
nysfptraining.org

Hi, I'm Katie



Katie Quimby

Director, New York State
Family Planning Training
Center

Deputy Director,
Reproductive Health
National Training Center

Your turn

Help me get to know you. Tell me in the chat

- Your name
- Your organization

Objectives

- Describe trainings that staff working on Family Planning Program-funded projects need to take
- Identify resources to help with training completion and monitoring
- Explore training opportunities on other reproductive health topics

Who needs to be trained?

On what?

By when?

And why?

Family Planning Program Training Policy



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FPP General Program Information

Family Planning
Program (FPP)
Resources



FPP Quarterly Updates

Get Started with
the Family
Planning Program



FPP Program Monitoring



FPP Implementation Tools

- NYSFPP Policy and Procedure Guidance (2024)
- NYSFPP Policy and Procedure Guidance Checklist (2023)



Policy 2.4. Staff Training

In order to ensure the quality and consistency of services rendered, service sites must have a training plan to address the training needs of new hires, assess the competencies of current staff, and support opportunities for continuing education.

NYS DEPARTMENT OF HEALTH BUREAU OF PERINATAL, REPRODUCTIVE AND SEXUAL HEALTH FAMILY PLANNING PROGRAM POLICIES AND PROCEDURES MANUAL

**New York State Department of Health
Family Planning and Reproductive Health Program
Policy and Procedures**

2.4 Staff Training

In order to ensure the quality and consistency of services rendered, service sites must have a training plan to address the training needs of new hires, assess the competencies of current staff, and support opportunities for continuing education.

Effective Date	1/1/22
Last Reviewed Date	3/1/24
Revision Date	3/1/24
Next Scheduled Review Date	3/1/25
References	NYSFPP Orientation: 42 CFR part 59. 2022 Title X Program Handbook; NYSFPP Training Requirements (under Implementation Tools tab)

Procedure:

- All staff who perform duties for the NYSFPP must complete the trainings listed out on the NYSFPP Training Document or equivalent training determined by NYSFPP. This includes in-kind staff positions, temporary staff positions (interns, fellows, interim staff, staff filling in for staffing gaps/shortage, etc.) and contracted positions.
 - For temporary staff, the training acknowledgement form acts as documentation that temporary staff were informed and oriented on the key training topics. This acknowledgement will fulfill the training requirement for temporary staff.
- For subrecipient agencies who believe an in-house training they offer meets the requirements of the NYSFPP, training presentations may be submitted to the Program Manager for review and approval.
- There must be a training plan and policy in place to provide the orientation and in-service training for all staff persons, including staff at sub-contracting agencies and service sites.
- **New hire and annual staff trainings must encompass the following topics but are not limited to:**
 - Child abuse/molestation
 - Sexual abuse
 - Rape or incest
 - Human trafficking
 - Counseling minors in how to recognize and resist sexual coercion
 - Appropriate ways for minors to involve family members in decision making
 - Diversity, Equity, and Inclusion in the workplace
 - Cultural humility/competency
 - Reproductive Justice
- Service sites **must** maintain accurate documentation of training records for all hired staff and have a method of evaluating staff delivery.
- Subrecipients must participate in annual Family Planning Provider Meeting.
- Per their license, all project personnel must fulfill continuing education requirements set forth by the NYS Department of Education, Office of the Professions.

Source: New York State Family Planning Program Policy and Procedure Guidance

Staff Training Policy

All staff who perform duties for the NYSFPP must complete the trainings listed out on the NYSFPP Training Document or equivalent training determined by NYSFPP.

Source: New York State Family Planning Program Policy and Procedure Guidance



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Training Guidance

[Training Calendar](#)

[2024 NYSFPP
Provider Meeting](#)

[Family Planning
Program
Orientation](#)

[Mandatory
Reporting Training](#)

[Training Guidance](#)

All New York State Family Planning Program (NYSFPP) staff members are required to complete training. The training requirements for top staff members are based on their role within the program. Use this [Training Guidance Handout](#) to better understand the requirements. The Training Guidance Handout was last updated in 2023. *Per Policy & Procedure #2.4, temporary staff must complete training in accordance with the training guidance. If this poses a challenge, contact your supervisor for an alternative attestation form. The training acknowledgement form is available in the Training Guidance Handout.*

The training requirements are set forth by New York State Department of Health and content requirements for each staff member. The scope of work they perform determines the requirements for each staff member.

For more information, contact your supervisor who can discuss the use of an alternative attestation that temporary staff were required to complete.

NEW YORK STATE FAMILY PLANNING PROGRAM (NYSFPP) TRAINING GUIDANCE



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 (QFP)</i>	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
Annual Training Requirements	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 10 m	Y	Y
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 Plan	1.13	<i>Site-Specific</i>		Y	Y

You asked...

Do these requirements overlap with Title X requirements?

Staff Training

Title X recipients:

1. Provide for orientation and in-service training for all project personnel. (42 CFR § 59.5(b)(4))
2. Ensure routine training of staff on federal/state requirements for reporting or notification of child abuse, child molestation, sexual abuse, rape, or incest, as well as on human trafficking.
3. Ensure routine training on involving family members in the decision of minors to seek family planning services and on counseling minors on how to resist being coerced into engaging in sexual activities.
4. Are expected to provide routine training as noted above on an annual basis. In addition, OPA recommends Title X recipients provide routine training in accordance with the [RHNTC's Title X Training Requirements Summary Job Aid](#).

Source: Title X Handbook



Staff Training Policy cont.

This includes in-kind staff positions, temporary staff positions (interns, fellows, interim staff, staff filling in for staffing gaps/shortage, etc.) and contracted positions.

- o For temporary staff, the training acknowledgement form acts as documentation that temporary staff were informed and oriented on the key training topics. This acknowledgement will fulfill the training requirement for temporary staff.

Source: New York State Family Planning Program Policy and Procedure Guidance



Staff Training Policy cont.

For subrecipient agencies who believe an in-house training they offer meets the requirements of the NYSFPP, training presentations may be submitted to the Program Manager for review and approval.

Source: New York State Family Planning Program Policy and Procedure Guidance



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Staff Training Policy cont.

- Subrecipients must participate in annual Family Planning Provider Meeting.

2024: <https://nysfptraining.org/2024-provider-meeting/>

2025: Details coming soon

- Per their license, all project personnel must fulfill continuing education requirements set forth by the NYS Department of Education, Office of the Professions.

Source: New York State Family Planning Program Policy and Procedure Guidance



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Training Tracking



Staff Training Policy cont.

Service sites must maintain accurate documentation of training records for all hired staff and have a method of evaluating staff delivery

Source: New York State Family Planning Program Policy and Procedure Guidance



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RHNTC Training Tracking System

The Reproductive Health National Training Center (RHNTC)'s Training Tracking System is a FREE tool providers can use to create and share training lists, assign and track completed trainings of staff, and download reports of staff participation in training.

The Training Tracking System can be used to track trainings that New York State Family Planning Program providers are expected to complete as part of their participation in the Family Planning Program.

[Download CSV](#)

Title	User	Email	Due Date	Required	Evaluation Completion status	Training Item Completion Date	List Name	List Completion status
Title X Orientation: Program Requirements for Title X Funded Family Planning Projects eLearning	Rena Schwartz	rena_schwartz@jsi.com		Yes	Completed	2022-08-24	New York State Family Planning Training Center Orientation	Completed
Title X Orientation: Program Requirements for Title X Funded Family Planning Projects eLearning	Daphne Mazuz	daphne_mazuz@jsi.com		Yes	Completed	2022-10-06	New York State Family Planning Training Center Orientation	Incomplete
Title X Orientation: Program Requirements for Title X Funded Family Planning Projects eLearning	Allison Finkenbinder	allison_finkenbinder@jsi.com		Yes	Completed	2024-05-23, 2024-06-24	New York State Family Planning Training Center Orientation	Completed
Title X Orientation: Program Requirements for Title X Funded Family Planning Projects eLearning	Rena Schwartz	rena_schwartz@jsi.com		Yes	Completed	2022-08-24	New York State Family Planning Training Center Orientation	Completed
Title X Orientation: Program Requirements for Title X Funded Family Planning Projects eLearning	Daphne Mazuz	daphne_mazuz@jsi.com		Yes	Completed	2022-10-06	New York State Family Planning Training Center Orientation	Incomplete
Title X Orientation: Program Requirements for Title X Funded Family Planning Projects eLearning	Allison Finkenbinder	allison_finkenbinder@jsi.com		Yes	Completed	2024-05-23, 2024-06-24	New York State Family Planning Training Center Orientation	Completed
New York State Family Planning Program Orientation (non-RHNTC resource)	Rena Schwartz	rena_schwartz@jsi.com		Yes	Completed	2023-09-15	New York State Family Planning Training Center Orientation	Completed

Recorded Training

Webinar: How to Use the RHNTC Training Tracking System to Assign and Track Family Planning Staff Training



Step by Step Guide

Using the RHNTC Website to Track Your Network's Training Completion Job Aid

Step by step instructions for using the Training Tracking System.

[Download the job aid](#)

Using the RHNTC Website to Create and Track Training Plans



The RHNTC Training Tracking System is a web-based system that helps Title X and Teen Pregnancy Prevention (TPP) Program grantees create, share, and track completion of training and professional development plans for their staff or networks.



How the Training Tracking System Works

Rectangular Snip

There are two types of users in the system:

- A **Training Participant** creates an RHNTC Training Account to complete training.
- A **Training Administrator**, or Admin, requests special website access that allows them to create and share **Training Lists** with other training participants, and to track their course completion.

1. The Training Admin creates a customized **Training List** of trainings and other resources—including those available on rhntc.org—and shares it with their staff or networks.

2. A Training Participant saves the Training List ("opts in") and begins the assigned training.

3. The Training Admin can then view completion status and download reports for all users who accept the list.

4. The Training Participant can also download their own training report, certificate(s) of completion, and continuing education credits.



How to Request a Training Admin Account

Anyone can request a Training Admin account.

1. Follow the steps to Create an Account on rhntc.org. Or log in if you already have an account.
2. Complete the request form here: <https://rhntc.org/request-training-admin>. You can also find this form by navigating to About > Training Tracking System in the main menu.
3. Wait for an email confirming that you have been given Training Admin account permissions.



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Training Tracking with RHNTC

NEW YORK STATE FAMILY PLANNING PROGRAM (NYSFPP) TRAINING GUIDANCE



Department
of Health



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

[See the Training Guidance](#)



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What other training tracking strategies have worked for you?



Going Beyond Required Trainings for Staff Development



Staff Development

Policy 2.4 covers minimum training requirements, but there are so many training opportunities to help staff grow and develop.

Prioritizing staff development signals that the organization values staff contributions and is invested in their learning, growth, and improvement.

Staff Development for Retention

- Identify the essential knowledge, skills, and attitudes needed to be effective and successful
- Design a 30-60-90-day onboarding process to help new hires
- Provide staff with opportunities to learn

[Download the toolkit](#)



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SAVE THE DATE: SEPT 10-13, 2024

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Training the Nation's Title X Workforce

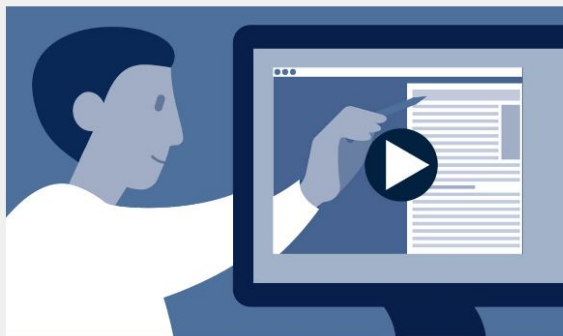
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FEATURED RESOURCE

[Meeting the Sexual and Reproductive Health Care Needs of Sex Workers](#)



UPCOMING TRAINING

[Learning Lab: Contraception 101](#)



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Clinical Education Initiative (CEI), a New York State Department of Health AIDS Institute program, offers progressive continuing medical education to physicians, nurse practitioners, physician assistants, nurses, dentists, and pharmacists to enhance their capacity to deliver high-quality healthcare services and to improve patient health outcomes. We offer free, CE accredited, online and live trainings, conferences, intensive preceptorships, clinical technical assistance (TA) and tools, on HIV Primary Care and Prevention, Sexual Health, Hepatitis C treatment, and Drug User Health.

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Upcoming Events



August 29, 2024
Overview of Resources to Support Training Family Planning Staff



September 05, 2024
Webinar: STI Data Trends and Sexual Health Programming in New York State: Updates from



September 17, 2024
Billing and Coding Essentials for Family Planning Services: Fall Update & Refresher

Upcoming Opportunities

Virtual Person-Centered Reproductive Desires Counseling Workshop with Envision SRH

September 23, 2024 9:00 - 4:30 (with breaks)

- Virtual skill-building, interactive workshop
- FREE for staff working in Family Planning Program-funded sites
- An opportunity for providers to network with colleagues and learn the PATH framework through case studies, videos, small group discussion, and skills practice.
- CE available.

Upcoming Opportunities

STI Data Trends and Sexual Health Programming in New York State: Updates from the NYSDOH AIDS Institute

September 05 12:00 - 1:00 PM

Billing and Coding Essentials for Family Planning Services: Fall Update & Refresher

September 17, 2024 12:00 - 1:00 PM



Wrap Up

Refer to Training Policy and Training Guidance docs for information about Staff Training

Set up systems for monitoring staff training. The RHNTC's Training Tracking System is one, free option.

If you aren't already, sign up to receive new training announcements for staff development opportunities.

Thank you!

Contact | nysfptraining.org/

Connect | nysfptraining.org/enews/

