



**SOUTHERN NEVADA COMMUNITY HEALTH CENTER
POLICY AND PROCEDURE**

AT THE SOUTHERN NEVADA HEALTH DISTRICT

DIVISION:	FQHC	NUMBER(s):	CHCA-035
PROGRAM:	Sexual and Reproductive Health (SRH) Program	VERSION:	1.00
TITLE:	Accessibility and Responsiveness of Services	PAGE:	1 of 4
		EFFECTIVE DATE: Click or tap here to enter text.	
DESCRIPTION: Process to ensure compliance with Title X for services provided in SRH.		ORIGINATION DATE: New	
APPROVED BY: CHIEF EXECUTIVE OFFICER - FQHC		REPLACES: New	
Randy Smith, MPA _____ Date			

I. PURPOSE

The purpose of this policy is to describe Southern Nevada Community Health Center’s (SNCHC) process for ensuring compliance with the expectation that clinic sites develop plans and strategies for implementing Sexual and Reproductive Health Services in ways that make services as accessible as possible for clients. Projects should also identify and execute strategies for delivering services that are responsive to the diverse needs of the clients and communities served. (PA-FPH-22-001 NOFO, FY 22 Notice of Award Special Terms and Requirements)

II. SCOPE

Applies to all workforce members involved in the delivery of Sexual and Reproductive Health Program.

III. POLICY

SNCHC is committed to ensuring that all individuals can access Title X services without barriers. When selecting new service sites, considerations are made regarding geographic accessibility, including proximity to public transportation, convenient clinic locations and hours of operation that best accommodate diverse schedules. These factors help ensure that clients can easily reach and utilize health center services.

SNCHC delivers services in compliance with Title VI of the Civil Rights Act, ensuring that individuals with Limited English Proficiency (LEP) have meaningful access to care. Language translation and interpretation services are available in commonly spoken

languages and presented in a clear, easy to understand manner. Additionally, health center facilities are designed to be accessible to individuals with disabilities, with accommodation and assistive services provided as needed. Our goal is to remove barriers and ensure equitable, high-quality care for all clients.

IV. PROCEDURE

To expand access to high quality Sexual and Reproductive Health services, SNCHC follows a structured process for selecting new Title X service sites. The goal is to ensure that services reach underserved populations with significant unmet needs while maintaining accessibility, compliance and sustainability.

A. **Identifying the need for a new Title X service site.** A new Title X service site is considered when:

1. A newly identified underserved population lacks access to affordable sexual and reproductive health services.
2. Existing Title X sites or other safety net providers do not have the capacity to meet the demand for SRH services in the area.
3. Distance and travel time to the nearest Title X provider create barriers for individuals seeking care.
4. The new site will maintain or increase access to Title X services for individuals facing financial, geographic or other access challenges.

B. **Conducting Community Needs Assessment.** A community needs assessment is conducted to evaluate:

1. Demographics of the target population, including income levels, uninsured rates, and populations at risk for unintended pregnancies.
2. Unmet reproductive healthcare needs, such as high rates of unintended pregnancies, sexually transmitted infections (STIs) and gaps in contraceptive access.
3. Existing healthcare resources, including the availability of Title X services, community health centers and private providers
4. Transportation barriers, ensuring the site is accessible by public transit or is conveniently located for the population served.

C. **Evaluating Site Suitability.** Potential locations for the new Title X service site are assessed based on:

1. Proximity to public transportation and ease of access for patients.
2. Availability of transportation assistance such as bus passes for patients to return for follow up appointments and reach referral services.
3. Adequate clinical space to provide confidential SRH services,

counseling, and education.

4. Compliance with ADA and Title VI to ensure accessibility for individuals with disabilities and limited English proficiency.
5. Language accessibility including bilingual staff, on-demand interpretation services via video and audio, translated educational materials tailored to ensure clarity and comprehension (generally targeting a 6th grade level or below).
6. Availability of other health services not offered in SRH. Integration of services within FQHC, ensuring patients can access additional healthcare services such as primary care, behavioral health and HIV care.
7. Availability of onsite referral specialist working directly with patients to ensure access to specialty services not provided at the clinic, such as, high-risk pregnancy care, infertility services, and complex gynecological conditions or procedures.
8. Sustainability and funding considerations, including Title X funding requirements and the ability to maintain services long term.

D. Staff Training and Policy Accessibility

1. All staff are informed of this policy upon hire and annually as part of required training
2. The policy is available in the online portal and in binders at all clinic locations.
3. Staff must complete mandatory cultural competency training, ensuring they provide equitable, respectful, and effective care to diverse populations, including individuals with limited English proficiency and disabilities.

V. REFERENCES

Title X Program Handbook, Section 3, Project Administration #10, #11
(<https://opa.hhs.gov/sites/default/files/2022-08/title-x-program-handbook-july-2022-508-updated.pdf#page=17>)

Title X Family Planning Services Grants: PA-FPH-22-001 NOFO
(<https://www.grantsolutions.gov/gs/preaward/previewPublicAnnouncement.do?id=95156>)

Additional Resources:

CDC Health Literacy Resources

<https://www.cdc.gov/health-literacy/php/develop-materials/testing-messages-materials.html>

Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons

HHS Office for Civil Rights

(<https://www.hhs.gov/ocr/index.html>)

45 CFR § 84—Nondiscrimination on the Basis of Disability in Programs or Activities Receiving Federal Financial Assistance

(<https://www.ecfr.gov/current/title-45/subtitle-A/subchapter-A/part-84>)

VI. DIRECT RELATED INQUIRIES TO

SRH Program Director

HISTORY TABLE

Table 1: History

Version/Section	Effective Date	Change Made
Version 0		First issuance

VII. ATTACHMENTS

Not Applicable