

# Materials + Resources

## Client Satisfaction Made Easy

This manual is written for staff of publicly-funded agencies who can influence how client satisfaction assessment is conducted in a clinic setting. **Cost: \$20** Inside you'll find:

- A step-by-step guide to collecting useful client satisfaction data
- Short ready-to-use surveys in both English and Spanish
- Training activities to ensure staff buy-in and support
- Summary of the latest research on client satisfaction in health care settings

## Do Ask, Do Tell: A Sexuality Training for Reproductive Health Care Staff

If staff don't ask about sexuality, clients won't tell. Research shows that many clients want to talk about sexuality but don't know how to bring it up. If staff are not comfortable initiating the conversation, it perpetuates a code of silence about sexuality, which is a basic and healthy part of being human. Many staff are only comfortable discussing sexuality in the context of disease or pregnancy prevention. However, healthy sexuality includes so much more. It includes, but is not limited to, sex, intimacy, pleasure, gender, gender roles, sexual orientation and reproduction. This training is designed to help build staff comfort discussing sexuality issues more broadly and directly. When staff are comfortable, they are able to do more effective sexual history-taking and risk assessment, which can help clients reduce their risks related to STIs, HIV and unplanned pregnancy. This trainer's manual includes all of the materials needed to conduct either a four-hour session or four one-hour sessions.

**Users:** Administrators, managers, educators, and agency trainers.

**Cost: \$40**

## Effective Contraceptive Counseling — ECC

No single model for the entire process and content of counseling and

educating clients about contraception has been demonstrated by in-depth, peer-reviewed research to facilitate clients' contraceptive efficacy. However, an extensive literature review does support the efficacy of a number of separately studied counseling topics, provider qualities and processes. The Effective Contraceptive Counseling (ECC) model combines expert wisdom and research about all the various pieces of client interventions, particularly research about what is important and useful for serving teens. In addition, the ECC model integrates the personal and cultural context of a client's experience into the counseling and educational approach. The training curriculum, Effective Contraceptive Counseling: Training Clinicians, Educators and Counselors to Help Clients Use Contraception More Effectively, reflects the authors' analyses of research and best practices for improving client contraceptive efficacy. **\$75 each.**

## English to Spanish Glossary and Audio Tape of Family Planning Related Terms

A complete set includes a 20-minute compact disc that takes the listener through a family planning clinic visit, and a 48-page glossary of English to Spanish family planning terms and medical abbreviations. The glossary also contains the script of the audio so the listener can read along with the disc. **Cost: \$20** You must order at least one complete set before you can order additional copies of the glossary at **\$5 each.**

## Family Planning Basics: Complete Trainer's Toolkit

Finding it challenging to send new staff to trainings? Too far to go? Costly? CHT has made available the Family Planning Basics: Complete Trainer's Toolkit so that clinics have the option of training their own staff, onsite, at their own pace. This Trainer's Toolkit includes everything needed to conduct a two-day interac-

tive training event that will provide the fundamentals for new clinic staff to be equipped to do family planning counseling and education. It is appropriate for new staff as well as those who have this responsibility added to their routine job duties. Certificates of competence for participants who complete a written and oral exam are available from the Center for Health Training upon request for a fee of \$40.

**Users:** Administrators, managers, educators, and others providing information and education to clients.

## The trainer's toolkit consists of:

- **Family Planning Basics: Trainer's Manual, 2007**  
This manual includes a training design, all activity materials, study sheets and background information for trainers, PowerPoint slide set and originals for overheads, and participant packet materials.
- **Family Planning Basics: Effective Education and Counseling (dvd or vhs), 2005**  
Watch and learn from Michael and Carla as they address their clients' concerns and assist them with decision-making related to their contraceptive needs. During the two scenarios, a helpful education and counseling model is presented and essential communication skills are demonstrated. Discussion Guide and Script are included. Running time: 22 minutes.
- **Contraceptive Choices 2007: What Your Clients Need to Know (dvd or vhs)**  
As contraception continues to change, CHT continues to keep this comprehensive video up-to-date with the basic information needed to educate clients about all of their contraceptive options. Emergency contraception is included, along with counseling tips. Both teens and adults share personal accounts of experiences when using various methods. Running time: 50 minutes.

# Materials + Resources

**If purchased separately:**

*Family Planning Basics: Trainer's Manual, 2007*—\$75

*Family Planning Basics: Effective Education and Counseling (training video)*—\$30

*Contraceptive Choices 2007: What Your Clients Need to Know (training video)*—\$45

**Total cost: \$125**

**Fundamental Skills for Case Managers Working with Teens: A Self Study Guide**

This self-study guide was developed for case managers who work with pregnant/parenting teens and their siblings. Four units cover fundamental skills and information essential for case managers working with this population: (1) Essential Communication Skills; (2) Case Management Challenges; (3) Stages of Development, Adolescents and their Children; (4) Assessments and Action Plans. This guide is intended to be completed on an individual basis with a supervisor's involvement and guidance. Each unit contains activities that include self-reflection exercises, observations, and role plays. Continuing education units are available upon request for BRNs, LCSWs and MFTs. 231 pgs. **Cost: \$50**

**Helping Parents Engage**

A family involvement resource manual to help family planning providers train their clinic staff and other youth-serving providers to integrate family involvement into their services. Section titles are: Involving Families Within the Clinic Setting; Support in the Community; Helping Community Leaders and Parents Connect with Young People: Skill-building Activities; and Information and Resources. Users of this manual will be able to understand the importance of family involvement, discover and practice ways to encourage family involvement in the clinic setting, explore ways to work within the community to

promote involvement by other adults, and practice concrete methods of educating and supporting parents and other adults to be involved in young people's lives. **Cost: \$30**

**It's Your Choice: Birth Control for Teens (dvd or vhs)**

Designed for teens, this 30-minute educational video presents unbiased information about all current and upcoming methods of contraception, including abstinence. The information is presented by peer educators, with real life interviews of teens giving their opinions and experiences about these methods. Intended for used in schools, youth groups, and in-clinic education. **Cost: \$60**

**Continuous loop vhs version: \$75**

**Keys to the Staff Development Treasure Chest: How to Unlock the Hidden Gems in your Organization**

This exciting new resource manual has been developed for family planning staff whose job includes overseeing staff development functions for their agency. **Cost: \$25**

**Title X: Making a Difference (dvd or vhs)**

This video is designed to assist supervisors, clinic managers, program managers and staff trainers to orient staff to the premises and principles, policies and procedures—the full context—of working in family planning. In order to be most effective, staff of family planning clinics need to understand the mission and culture of the organizations where they work, and the history and context of the greater family planning profession. Family planning services focus on many aspects of sexuality and sexual health. Staff bring to the job their own qualms, values, beliefs, myths and misinformation about sexuality and family planning, and may find themselves unprepared to be working in this unique culture. Therefore, a considered and careful orientation is important. **Cost: \$30**

**Woman to Woman: Inside and Out... A Women's Health Training Manual for Peer Health Educators**

While this manual was developed for use by peer educators in a women's prison, educators can readily adapt it for use with professionals and community members, men and women, adults and youth, inmates and free-world participants. Participants will understand more about some of the systems of our bodies — digestive, circulatory, nervous, skin, reproductive, and musculo-skeletal — and how to care for them. Activities and games guarantee to engage participants. **Cost: \$35 Bonus:** includes trainer's manual with training designs and handouts for an experienced trainer to use with a group of peer educators to help them develop facilitation skills, clarify professional ethics, and practice using Woman to Woman.

**Working with Teens: Building Case Management Skills (dvd or vhs)**

This staff training video is designed to assist case managers who work with adolescents. The video includes four scenes, which include: conducting the initial interview, building rapport and discussing confidentiality; dealing with disclosure of sexual assault; managing a parenting teen's over-involved parent and recruiting new clients; how male staff can interact effectively with female clients; and helping teen girls set boundaries related to sexual activity. Experts in the field analyze and comment on the skills utilized in each scene. Discussion guide included. Running time 50 minutes. **Cost: \$50**

# Materials + Resources

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## Order Form

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip+4: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Purchase Order # \_\_\_\_\_

Qty.	Title	Price
_____	Client Satisfaction Made Easy	\$20
_____	Do Ask, Do Tell: A Sexuality Training for Reproductive Health Care Staff	\$40
_____	Effective Contraceptive Counseling – ECC	\$75
_____	English to Spanish Glossary and compact disc <b>(cd)</b> of Family Planning Related Terms	\$20
_____	Additional copies of the English to Spanish Glossary only	\$5
_____	Family Planning Basics: Complete Trainer's Toolkit	\$125
_____	Family Planning Basics: Trainer's Manual, 2007	\$75
_____	Family Planning Basics: Effective Education and Counseling <b>(dvd)</b>	\$30
_____	Family Planning Basics: Effective Education and Counseling <b>(vhs)</b>	\$30
_____	Contraceptive Choices 2007: What Your Clients Need to Know <b>(dvd)</b>	\$45
_____	Contraceptive Choices 2007: What Your Clients Need to Know <b>(vhs)</b>	\$45
_____	Helping Parents Engage	\$30
_____	Fundamental Skills for Case Managers Working with Teens: A Self Study Guide	\$50
_____	It's Your Choice: Birth Control for Teens <b>(vhs)</b>	\$60/\$75 loop
_____	It's Your Choice: Birth Control for Teens <b>(dvd)</b>	\$60
_____	Keys to the Staff Development Treasure Chest	\$25
_____	Title X: Making a Difference <b>(dvd)</b> <i>limited vhs, please call for availability</i>	\$30
_____	Woman to Woman: A Women's Health Training Manual for Peer Health Educators	\$35
_____	Working with Teens: Building Case Management Skills <b>(dvd)</b> <i>limited vhs, please call for availability</i>	\$50
_____	<b>Total</b>	<b>\$ _____</b>

Materials will be mailed upon receipt of payment or purchase order. We are unable to accept credit cards at this time.

### Please mail and make checks payable to:

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