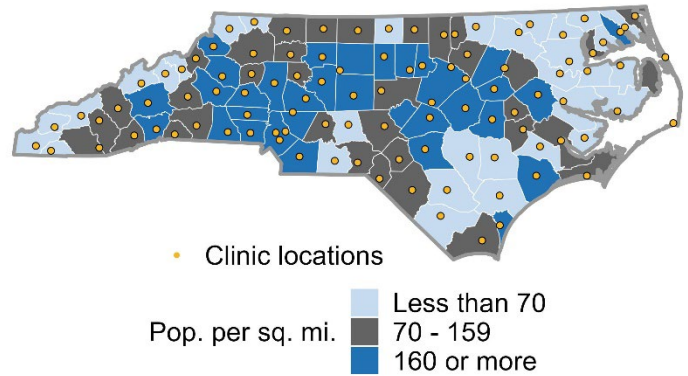


North Carolina Department of Health and Human Services

The North Carolina Department of Health and Human Services (NCDHHS) is a state agency that has been a Title X grantee since the 1970s. NCDHHS provides services to approximately 55,000 clients annually through a statewide network of local health departments.¹





Stats at a Glance²

- ▶ Number of family planning (FP) encounters – 92,844
- ▶ FP users with incomes below 100% Federal Poverty Level (FPL) – 35,355 (58%); all FP users with incomes below 250% of FPL – 51,370 (85%)
- ▶ Number of tests performed for gonorrhea – 30,136, syphilis – 22,525, and HIV – 24,254
- ▶ Number of female users who received a chlamydia test – 28,484 or a Pap test – 20,001



Overview of Services Offered

As a Title X recipient, NCDHHS provides a broad range of FP services including pregnancy prevention and birth spacing, pregnancy testing and counseling, assistance to achieve pregnancy, basic infertility services, sexually transmitted infection (STI) services, and other preconception health services. The services are voluntary, confidential, and provided regardless of ability to pay.³ The infographic below is an Overview of Services Offered within the NCDHHS network. The data shown below are not specific to any particular site but rather are representative of the broader grantee network. For information on services available at individual service sites, please refer to the [OPA clinic locator](#).

 Pregnancy assistance and counseling	 Contraceptive services	 STI services	 Other preventative health services
<ul style="list-style-type: none"> ● Counseling on achieving pregnancy ● Preconception health services ● Pregnancy testing and counseling ● Basic infertility services 	<ul style="list-style-type: none"> ◐ FDA approved long-acting contraceptives ● FDA approved short-acting contraceptives ● Natural family planning methods 	<ul style="list-style-type: none"> ● STI and HIV education and counseling ● STI and HIV screening and testing ◐ STI and HIV treatment ◐ STI self-testing ◐ Expedited partner therapy ◐ PrEP counseling and risk assessment ◐ PrEP prescription services ◐ PEP counseling ◐ PEP prescription services 	<ul style="list-style-type: none"> ● Screening for breast cancer ● Screening for cervical cancer ◐ HPV vaccinations ● Screening for intimate partner violence ● Screening for mental health ● Screening for obesity ● Screening for smoking, drug, and alcohol use ● Adolescent-friendly health services
<p>LEGEND</p> <ul style="list-style-type: none"> ● Available at all service sites ◐ Available at service sites and through referrals ○ Available through referral only 			

¹ Source: Data collected by Mathematica in 2023 for the Title X Implementation Study.

² Source: Family Planning Annual Report (FPAR): [2022 National Summary](#).

³ See the [Title X Service Grants web page](#) for more information on the requirements and regulations guiding Title X projects.

Equity in Practice



NCDHHS recently hired a reproductive justice coordinator (RJC) to support subrecipients in assessing community needs and creating tailored community engagement plans. To help inform the work of the RJC, subrecipients completed a survey about their main needs and shared their current efforts to engage the community and improve the quality of services. Several subrecipients said they have created equity councils to gather community input. These responses will help the RJC and subrecipients create more meaningful and targeted equity plans.

To increase service access, NCDHHS subrecipients deliver services in several modes ranging from in-person to virtual to curbside care. For example, many subrecipients provide virtual contraceptive counseling and gather consent for service to streamline in-person care. Subrecipients also provide STI diagnosis and treatment virtually whenever possible. Many NCDHHS subrecipients offer curbside pickup and mail delivery for barrier contraceptive methods such as condoms. This reduces staff burden and promotes quick, easy, and discreet services for clients.

Innovations in Practice



NCDHHS partnered with the Division of Public Health and the Division of Mental Health and Developmental Disabilities and Substance Abuse to train agency staff on how to support their clients' reproductive health needs. Staff from these agencies, particularly those serving pregnant and parenting clients, received training on reproductive life planning and preventing STIs, along with other FP-related topics. Through this partnership, NCDHHS staff were trained on how to work with clients who are managing substance disorders. Since this initiative began in 2019, NCDHHS has conducted four additional virtual trainings and continues to conduct monthly calls with agencies to maintain strong partnerships and share feedback. NCDHHS is working on making standardized training available through the state's learning management system to provide access to staff across multiple agencies.

Did You Know?



NCDHHS has developed statewide social media campaigns informing clients of services it provides and where to access them. NCDHHS specifically focuses these campaigns on adolescents. NCDHHS has updated the language of its messaging from "family planning" to "reproductive health" to be more inclusive and to emphasize that services are for everyone.



To help subrecipient agencies address staffing shortages and reduce staff burden while maintaining quality of care, NCDHHS has worked with subrecipient agencies to identify possible solutions, such as having agencies share staff. To address staff development needs, NCDHHS has provided on-demand staff orientations for subrecipients' administrative and clinical staff responsible for delivering family planning services. An NCDHHS family planning program consultant created a series of six training webinars for local health departments on topics such as community engagement, education and service, and quality improvement. NCDHHS also conducted trainings specifically for nurses on trauma-informed care and infertility.



NCDHHS has a strong partnership with Upstream USA. Upstream USA provides training and technical assistance on contraceptive counseling along with access to local health departments and health clinics in the NCDHHS network. NCDHHS also maintains partnerships and referral services through local health and welfare programs, such as the Supplemental Nutrition Assistance Program, Special Supplemental Nutrition Program for Women, Infants, and Children, and primary care services. NCDHHS partners with school districts, by placing nurses in schools. This partnership provides much needed services to students; and helps local health departments stay up to date on emerging adolescent needs and service gaps in the local communities.

About the Title X Program

The Title X Family Planning Program, created in 1970 and authorized under Title X of the Public Health Service Act, is administered by the Office of Population Affairs (OPA) in the U.S. Department of Health and Human Services. For more information, please refer to OPA's [website](#).

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Website: <https://wicws.dph.ncdhhs.gov/index.htm>