



Office of
Population Affairs

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Title X Spotlight: Strategies for Successful Community Engagement and Partnerships to Meet Client Needs

About the Title X Implementation Study

Title X plays a critical role in supporting the nation's health, especially for vulnerable communities who might otherwise lack access to high-quality family planning services. The Title X Implementation Study was sponsored by the Office of Population Affairs to understand how Title X grant recipients ensure access to equitable, affordable, and client-centered quality family planning services.

Key study activities included (1) a grant recipient-level web-based survey, (2) telephone interviews with grant recipients, (3) listening visits with select service delivery sites, and (4) a client survey.

For more information about the Title X Implementation Study, please visit <https://opa.hhs.gov/research-evaluation>.

Introduction

Title X-funded clinics serve many people who are navigating multiple health and social needs, such as lack of health insurance, food or housing insecurity, living on limited or no income, or experiencing abuse or trauma for which they need a coordinated system of care.¹ Title X providers often provide the essential linkages to connect clients to trusted partners to help them access the services they need.

This spotlight discusses the vital work of Title X clinics and their partners in holistically serving their communities and highlights strategies that grant recipients and service site staff have found useful in community engagement and partnership.

Developing referral networks for holistic, person-centered care

Many Title X staff emphasized that people seeking care at Title X clinics often need more than sexual and reproductive health (SRH) services for which they may require referrals. At times, finding and connecting clients to local providers (such as for behavioral or mental health needs) can be difficult—some have long waitlists or may not be affordable for people without private insurance. Title X service sites partner with trusted organizations in their communities to develop referral networks to ensure they are meeting clients' diverse health and social service needs.

In Maine, a service site is partnering with a hospital that provides doula services and prenatal care. After the client's pregnancy, hospital staff refer the clients back to the Title X service

In their own words

"You can't work in your own silo...you have to see [which partners] are around the table and then you have to say who isn't around the table that should be."

—Title X clinical provider



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site for SRH care needs, relying on the relationship the two organizations have developed. The service site also uses community health workers who conduct outreach calls to connect clients to other social services in the area, such as WIC, home-visiting programs, and diaper banks. Grant recipients and service sites across the Title X network use similar models of employing social workers or community health workers who are co-located in clinics to initiate warm hand-offs for clients and follow through on referrals to community-based services.

Many Title X service sites use screening assessments during appointments to understand client needs and identify the appropriate community-based referrals and resources. For example, screening for tobacco and other substance use is available for clients at most service sites.² In Pennsylvania, if a pregnant person screens positive for substance use, clinic staff facilitate referrals to a caseworker through a partnership with the Healthy Maternal Opiate Medical Support (MOMS) program.

In their own words

“She’s part of the Healthy MOMS program, she had a history of addiction. We are really seeing every aspect of her life is taken into consideration. We were able to work really closely with the case workers with Healthy MOMS so we are all on the same page about this patient and it just, it really shows in the way that she’s improved.”

—Title X clinical provider



Building community partnerships to better understand the needs of vulnerable clients

Strategic community partnerships help Title X providers more authentically and meaningfully serve their clients, by helping staff develop a deeper understanding of specific community needs and experiences.

When a clinic in Minnesota noticed they were underserving a large refugee population living in their area, they partnered with a local community-based organization (CBO) that served people from refugee communities to conduct qualitative research. The study sought to

understand the specific health needs and barriers to care that these communities navigate. This research informed changes in the ways the service site partnered with their local community, including by (1) providing the CBO staff with brochures to facilitate trusted referrals to the clinic and (2) drawing on existing connections.

In their own words

“Staff members of the CBO are able to provide referrals to us using Title X educational materials and that can be a way to leverage the relationships between the two outreach teams rather than having our team come in and having not built rapport [and] trust with the community.”

—Title X clinical provider



In a stand-alone reproductive health care center in Wyoming, staff are focused on providing free or low-cost health services for community members without insurance. To facilitate equitable service delivery, they partner with an organization that provides reproductive health services to youth in residential treatment facilities. Title X staff conducted outreach at the partner organization to raise awareness about the services available through the Title X program and provided much needed menstrual products. Based on this relationship, youth and young adults at the residential treatment facility receive transportation to the Title X clinic for their reproductive health needs.

Investing in professional development

Some service sites work with partners to offer additional targeted training for staff on the complex health and social issues that clients in their communities may be facing. Grant recipients and subrecipients access supplementary trainings through Title X training center resources³ and through community partnerships with universities, other medical professionals in the community, and advocacy groups, which can help improve quality of care.

For instance, several grant recipients have formed partnerships for training to improve services for specific populations or on using a trauma-informed approach to discuss sexual violence and intimate partner violence.

In their own words

“I want [staff] to be mindful, and understand, you don’t know where [the client] is coming from... I want them to have a conversation. I want them to talk to them. How are you doing? What’s going on? We are partnering with SANE [Sexual Assault Nurse Examiner] at the hospital, which is domestic violence... I want us all to get trained on what to look for. How are we going to help them? How are we going to know?”

—Title X clinic administrator



A grant recipient in Illinois partnered with a university-based institute on disability and human development research to develop strategies for training providers on outreach, engagement, and service delivery for people with disabilities. In Pennsylvania, a grant recipient is piloting a Sexual Assault Nurse Examiner training with a local university for their nurses. The program will help expand the level of continuity in clinic settings, so clients who have experienced sexual violence do not face any additional barriers to care.

Resources for more information

Title X-funded grant recipients and their service delivery sites have played a longstanding and critical role in supporting individuals and their families in overcoming systemic barriers and receiving the care they need.

For more information on the Title X grant recipients and their work, please see the resources below:

- [OPA website](#)
- [Grantee profiles](#)
- Title X Implementation Study: Key Findings and Lessons Learned
- **Title X Spotlights:** Strategies for Providing Equitable Access to Title X Services; and Strategies for Providing Person-Centered Care
- [Grantee spotlights on the Reproductive Health National Training Center website](#)

Endnotes

¹ Clochard, A., P. Killewald, A. Larson, W. Leith, N. Paxton, J. Troxel, and M. Wong. “Family Planning Annual Report: 2022 National Summary.” Office of Population Affairs, Office of the Assistant Secretary for Health, U.S. Department of Health and Human Services, October 2023. <https://opa.hhs.gov/sites/default/files/2023-10/2022-FPAR-National-Summary.pdf>.

² Title X Grant Recipient Survey 2023.

³ [Welcome to the Reproductive Health National Training Center | Reproductive Health National Training Center \(rhntc.org\)](#) and [The Clinical Training Center for Sexual & Reproductive Health \(ctcsr.org\)](#).

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