

Department of Social and Health Services

Olympia, Washington

Social Services Manual

Revision # 103

Category Family Planning

<http://www.dshs.wa.gov/manuals/socialservices/sections/FamPlan.shtml>

Issued: **06/05/2012**

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Summary

This revision updates the Take Charge link.

Family Planning Services

Revised ~~January 3~~ June 5, 2012

Purpose: To provide Family Planning guidelines to Community Services Office (CSO) staff for providing educational, medical and social services to all Medicaid eligible men and women, helping them become self-sufficient and avoid unintended pregnancy by planning and spacing the birth of their children.

See [WAC 388-532](#) - FAMILY PLANNING SERVICES

GUIDELINES

CSO workers are not expected to be Family Planning medical experts. CSO staff provide individuals with needs assessment and information about family planning services.

Individuals can call the Family Planning hotline number (1-800-770-4334) or [WithinReach](#) (1-800-322-2588) for medical expertise, education and referrals for clinical services, such as pregnancy testing and birth control.

Family Planning Program Objectives

1. Reduce unintended pregnancies using state and local partnerships.
2. Provide all eligible and potentially eligible men and women with information about, and linkage to, available family planning services per WAC 388-532-100.
3. Reduce publicly funded maternity costs resulting from unintended pregnancies.
4. Educate men and women about:
 - a. Available family planning health services,
 - b. The variety of birth control methods to help plan, if or when, to have another child,
 - c. The cost of raising children,
 - d. Barriers that unintended pregnancies create in becoming self sufficient, and
 - e. The best use of TANF and Medicaid resources.

Family Planning Services

1. Services are provided at local Family Planning clinics or other medical provider agencies.
2. Services are covered under
 - a. Medical Services Cards, both Healthy Options and fee-for-service,
 - b. Private insurance policies, or
 - c. The “Take Charge” Family Planning program. More information about Take Charge is available at: <http://fortress.wa.gov/dshs/maa/familyplan/TakeCharge/TC.index.htm>
<http://hrsa.dshs.wa.gov/familyPlan/Take%20Charge/TC.index.htm>
3. Information about services is offered by any CSO or Customer Service Center staff, with social service case workers as the lead experts in motivating and educating men and women to access services. The social service case worker may help ensure the individual is linked to a Family Planning Provider via the Family Planning hotline number or WithinReach.

Upfront Screening

1. The CSO case managers and Customer Service Center staff play a critical role in providing individuals with information and links to Family Planning services.

2. All men and women are to be provided information about available services, where to access services or a referral to the social service case worker upon request to discuss the benefits of Family Planning Services.
 3. All TANF clients must receive a minimum set of information about Family Planning services as listed at http://www.dshs.wa.gov/ESA/wfhand/1_3.htm
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WORKER RESPONSIBILITIES

What Happens After the Client is Referred to a Social Worker to discuss Family Planning?

1. Inform all referred men and women of available benefits and services under the Family Planning program.
 2. Include what is covered under their Medical Services Card, such as:
 - a. Over the Counter (OTC) products
 - b. Emergency contraception pills (ECP)
 - c. Advantages of planning each pregnancy
 - d. How to talk to other family members.
 - e. Sterilization (vasectomies and tubal ligations)
 3. Ensure that Family Planning information, pamphlets, brochures, and local provider lists are provided to each individual.
 4. Refer the individual to the Family Planning hotline number or WithinReach for medical expertise, referrals for clinical services, and medical information on birth control and family planning services.
 5. Establish a continuum for referrals between Family Planning and First Steps.
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CSO BEST PRACTICES

1. Conduct an assessment of the client's needs and barriers to self-sufficiency with regard to family planning. Arrange for other services as needed (such as shelter, clothing, food, mental health, etc.).
2. Collaborate with local Family Planning agencies to provide educational sessions on Family Planning Program services.
3. Engage in outreach activities in the community to reach eligible or potentially eligible clients and provide program awareness.
4. Establish relationships with other community agencies to create effective cross agency referrals to Family Planning services. Some examples include Division of Children and Family Services, Chemical Dependency Treatment Centers, Schools, Colleges, and Job Training Programs.

5. Conduct client follow-up to discuss:

- a. If the client is using method of choice, and
- b. How family planning methods are working.

The social service case worker and case manager need to complete documentation of referrals, actions, and results in eJAS.
