

# 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

## Contraceptive Choices: What Your Clients Need to Know (vhs or dvd)

This updated video provides professional staff with the basic information needed to educate clients about all of their contraceptive options. All currently available methods, including emergency contraception, are presented along with counseling tips. Personal accounts of experiences when using various methods are given by both teens and adults. Ideal for staff new to contraceptive education. **Updated 2007.** Running time 45 minutes. **Cost: \$45**

## 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: Trainer's Manual

This training manual prepares trainers to conduct a two-day interactive training that will provide the fundamentals for clinic staff to be equipped to do their jobs. The manual includes: training design, background information for trainers, original overheads/packet materials, and written and oral exam materials. It is appropriate for new staff as well as medical assistants or nurses who have this responsibility added to their routine job duties. The video, "Family Planning Basics: Effective Education and Counseling," may be incorporated as an optional activity. Family Planning Basics Manual. **Cost: \$75**

## Family Planning Basics: Effective Education and Counseling (vhs)

This staff training video is designed for any staff member new to family planning education and counseling, as well as those staff who would like a review. A basic education and counseling model is presented and essential communication skills are defined and demonstrated within the context of two scenes. The video is designed to be used as part of an interactive training session and is incorporated as an optional activity within the Center for Health Training's Family Planning Basics training session. It may also be used as a stand-alone training tool. Discussion Guide for Trainers and Script are included. Running time: 22 minutes. **Cost: \$30**

## 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**

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

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 (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 (vhs or dvd)**

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**

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## Order Form

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

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Qty.	Title	Price
_____	Client Satisfaction Made Easy	\$20
_____	Contraceptive Choices: What Your Client Needs to Know <b>(vhs)</b>	\$45
_____	Contraceptive Choices: What Your Client Needs to Know <b>(dvd)</b>	\$45
_____	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: Trainer's Manual	\$75
_____	Family Planning Basics: Effective Education and Counseling <b>(vhs)</b>	\$30
_____	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>(vhs)</b>	\$30
_____	Title X: Making a Difference <b>(dvd)</b>	\$30
_____	Woman to Woman: A Women's Health Training Manual for Peer Health Educators	\$35
_____	Working with Teens: Building Case Management Skills <b>(vhs)</b>	\$50
_____	Working with Teens: Building Case Management Skills <b>(dvd)</b>	\$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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