

**Family PACT  
Client Education and  
Client Website Resources  
May 20, 2010**

**Donna Bell Sanders, MPH  
California Family Health Council**

**Presented by:  
California Department of  
Public Health  
Office of Family Planning (OFP)**

---

---

---

---

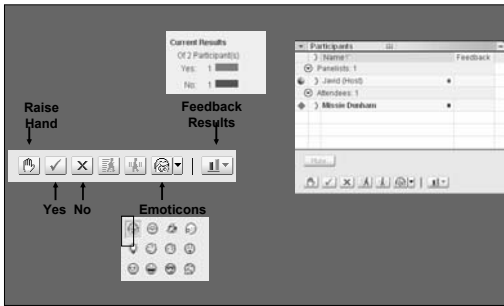
---

---

---

---

**Tools you can use –  
Feedback Toolbar**



---

---

---

---

---

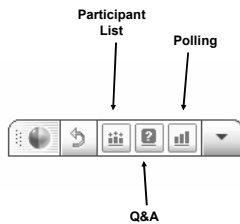
---

---

---

**Floating Toolbar**

Use the floating toolbar to  
communicate in today's session.



---

---

---

---

---

---

---

---

**Family PACT**

## Q&A

Click Send

3

---

---

---

---

---

---

---

---

**Family PACT**

## Evaluation and Sign-in

At the conclusion of session complete:

1. Evaluation Form
2. Sign-in Sheet

Please fax these items to 510-625-9307

Those without web access can get forms by calling 1-877-FAMPACT

4

---

---

---

---

---

---

---

---

**Family PACT**

## File Transfer

Press Download

Click File

5

---

---

---

---

---

---

---

---



**Family PACT  
Client Education and  
Client Website Resources  
May 20, 2010**

**Donna Bell Sanders, MPH  
California Family Health Council**

**Presented by:  
California Department of  
Public Health  
Office of Family Planning (OFP)**

---

---

---

---

---

---

---

---



**Objectives**

**As a result of this training,  
participants will be able to:**

- Describe how to access and evaluate Client Education Materials on [www.familypact.org](http://www.familypact.org)
- Identify the three main topic areas of the Client portion of [www.familypact.org](http://www.familypact.org)
- List two ways that Client Education resources on the website can improve client services

---

---

---

---

---

---

---

---



**Family PACT Benefits**

**Being a Family PACT provider has  
many benefits:**

- Free Client Education Materials
- Website Resources for Providers
- Website Resources for Clients

---

---

---

---

---

---

---

---



## Client Education Materials

Family PACT has developed materials which are:

- Written in English, Spanish, Russian, Chinese, Korean, and Vietnamese
- Field tested and professionally reviewed
- Easy for most people to read

---

---

---

---

---

---

---

---



## Client Education Materials

- Family PACT also provides published client education materials from other distributors, such as ETR and March of Dimes
- Most of these materials are available in English and in Spanish

---

---

---

---

---

---

---

---



## Client Education Materials

Topics available include:

- Birth Control Methods
- Sexually Transmitted Infections
- Intimate Partner Violence
- Cancer Screening
- Family PACT Outreach

---

---

---

---

---

---

---

---

## Client Education Materials

**Free Client Education Materials are available two basic ways:**

- Ordering Published Materials through the Family PACT Catalog
- Downloading and printing Ready-to-Use Materials directly from the Family PACT website

---

---

---

---

---

---

---

---

## Ordering Published Materials

- Go to [www.familypact.org](http://www.familypact.org) and click on Providers, then Client Education Materials
- Go to Published Materials
- Open the latest Family PACT Catalog
- Read the description of the materials

---

---

---

---

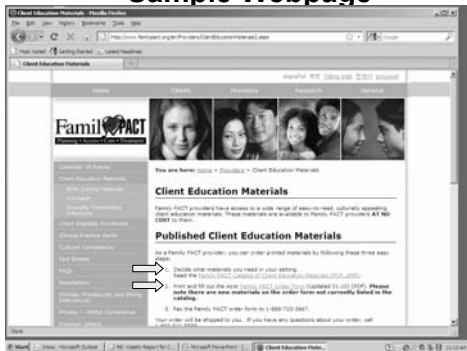
---

---

---

---

## Sample Webpage



---

---

---

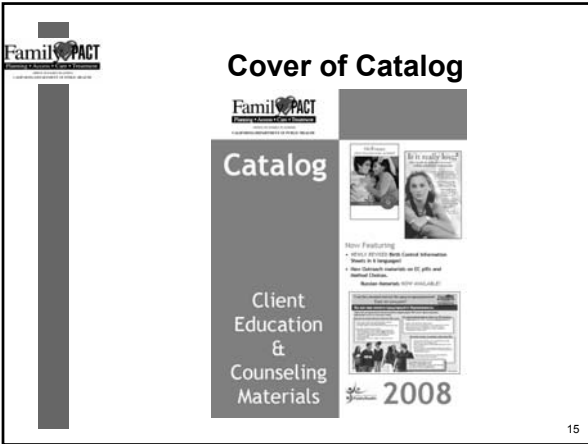
---

---

---

---

---




---

---

---

---

---

---

---

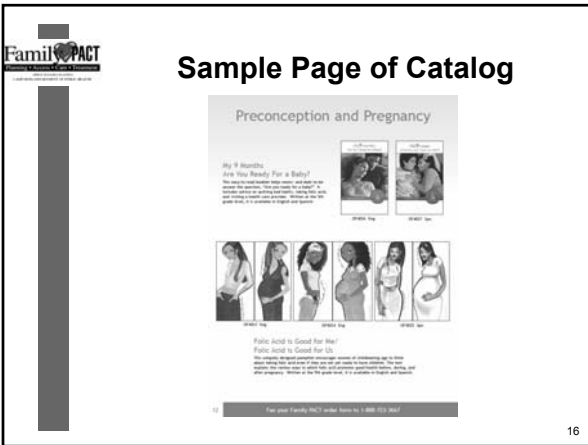
---

---

---

---

---




---

---

---

---

---

---

---

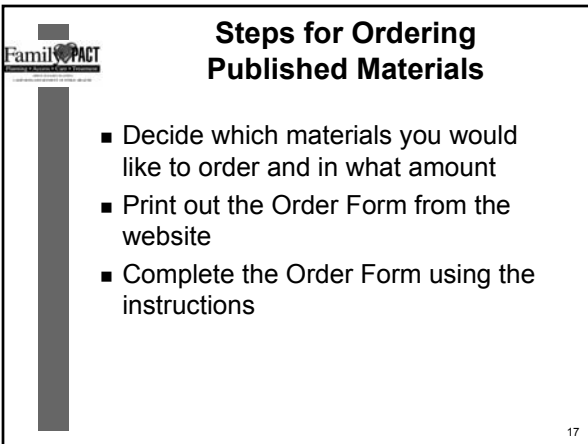
---

---

---

---

---




---

---

---

---

---

---

---

---

---

---

---

---



## Ready-to-Use Materials

- Go to [www.familypact.org](http://www.familypact.org) and click on Providers, then Client Education Materials
- Go to “Ready-to-Use Client Education Materials”
- Click on the topic area in which you are interested

---

---

---

---

---

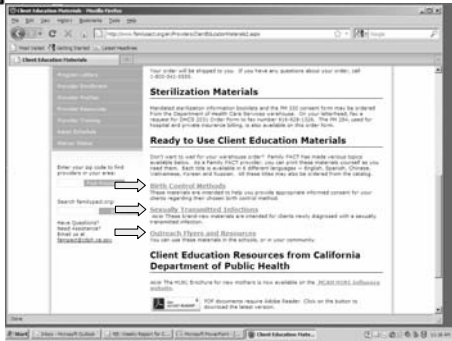
---

---

---

---

---




---

---

---

---

---

---

---

---

---

---

## Ready-to-Use Materials

- **Birth Control Methods**  
These materials are intended to help you provide appropriate informed consent for your clients regarding their chosen birth control method
- **Sexually Transmitted Infections**  
These materials are intended for clients diagnosed with a sexually transmitted infection
- **Outreach Flyers and Resources**  
You can use these materials in schools or in your community

---

---

---

---

---

---

---

---

---

---

## Ready-to-Use Materials

### Most Family PACT Ready-to-Use Materials are:

- Ready to print on 8 ½ by 11 inch paper
- Available in full color
- Available in 6 languages
- Available in Large Print Versions in English for visually impaired clients

---

---

---

---

---

---

---

---

---

---

## Sample Webpage

---

---

---

---

---

---

---

---

---

---

## Evaluating Materials

### Follow these four steps:

- Check the reading level
- Assess for content accuracy
- Ensure that it is visually appealing
- Test its cultural responsiveness

---

---

---

---

---

---

---

---

---

---

## Reading Level

**Use a reading level assessment tool like the Fry or the Smog.**

- Are the words used easy for most people to understand?
- Are the sentences short and conversational?
- Are the main ideas clear?

27

---

---

---

---

---

---

---

---

## Content Accuracy

**Ask your clinical staff to check for medical accuracy.**

- Is it up to date and medically accurate?
- Does it reflect your medical protocols?
- Does it reflect the latest research and clinical practice?

28

---

---

---

---

---

---

---

---

## Visual Appeal

- Is the type size and style easy to read?
- Do the illustrations relate to the information being shared?
- Is the layout well organized and easy to follow?
- Does it include only information the client really needs to know?

29

---

---

---

---

---

---

---

---

## Cultural Responsiveness

Ask your clients what they think of the material.

- Does it honor and recognize the cultural groups you serve?
- Are the messages and images positive and inclusive?
- Are the illustrations appealing to and respectful?

30

---

---

---

---

---

---

---

---

## More Helpful Tips

- Make sure to match the material with the purpose of the visit
- Personalize the material for the client
- Use the teach-back method

31

---

---

---

---

---

---

---

---

## Online Module

- Go to [www.familypact.org](http://www.familypact.org)
- Go to the sidebar and click on Providers then click on Provider Training.
- Click on Online Modules
- Click on the online module entitled ***Helping Your Clients Understand: Improving Health Communication in Your Family PACT Practice***

32

---

---

---

---

---

---

---

---



## Client Website

- Provides basic information about Family PACT for clients
- Available in English, Spanish, Chinese, Korean, Vietnamese, and Russian
- Easy to read and client-friendly

---

---

---

---

---

---

---

---

## Client Website

- Go to [www.familypact.org](http://www.familypact.org) and click on Clients or simply click on the language spoken
- Navigate the side bar for the topic you would like to find out more about
- Basic information is given about Family PACT and how to find a provider

---

---

---

---

---

---

---

---

## Client Website



---

---

---

---

---

---

---

---

**Family PACT**

## Sample Page

The screenshot shows the Family PACT website interface. At the top left is the logo. Below it is a vertical navigation bar. The main content area features a header with a family photo and the text 'View and Search: 2008 + 2009 + 2010 + Family PACT'. Below this is a section titled '什麼是 Family PACT?' (What is Family PACT?) followed by a paragraph of text. Another section is titled '為什麼我應該加入?' (Why should I join?). At the bottom of the main content area is a section titled '誰有資格加入?' (Who is eligible to join?). On the left side of the page, there is a search bar with the text 'Enter your zip code to find providers in your area' and a search button.

39

---

---

---

---

---

---

---

---

---

---

**Family PACT**

## Client Website

**Three topics are available:**

- Birth Control Methods
- Sexually Transmitted Infections
- Keeping Safe and Healthy
  - Preconception
  - Intimate Partner Violence
  - Cancer Screening

40

---

---

---

---

---

---

---

---

---

---

**Family PACT**

## Enhancing Services

**Ways to enhance client services:**

- Order or download high-quality materials at no cost
- Utilize free and convenient training opportunities
- Refer clients to the client website for basic information about Family PACT and reproductive health

41

---

---

---

---

---

---

---

---

---

---

## For Additional Assistance

- Go to [www.familypact.org](http://www.familypact.org) and click on Providers, then Client Education Materials
- Call the Provider Resource Line at 1-877-FAMPACT

---

---

---

---

---

---

---

---

## Questions & Answers

---

---

---

---

---

---

---

---

## File Transfer

Press Download

Click File



---

---

---

---

---

---

---

---



## Evaluation and Sign-in

At the conclusion of session complete:

1. Evaluation Form
2. Sign-in Sheet

Please fax these items to 510-625-9307

Those without web access can get forms by calling 1-877- FAMPACT

---

---

---

---

---

---

---

---