

## A5.2 – ACCESSIBILITY AND RESPONSIVENESS OF SERVICES

### Purpose

The purpose of this policy is to describe the Iowa HHS process for ensuring compliance (including SRs and service sites) making services as accessible as possible for clients. Iowa HHS and awarded SRs are required to identify and execute strategies for delivering services that are responsive to the diverse needs of the clients and communities served. (PA-FPH-22-001 NOFO, FY 22 Notice of Award Special Terms and Requirements).

### Policy

- When selecting new service sites, geographic accessibility is considered to ensure client access to transportation, clinic location, hours of operation, and other factors that influence clients' abilities to access services.
- When viewed in their entirety, SR facilities and service sites are readily accessible to people with disabilities (45 CFR § 84).
- The clinic environment is arranged with inclusivity, accessibility, and a trauma-informed perspective, including colors, images, layout, etc.

### Procedure

SRs will work along Iowa HHS to comply with the following:

- Identify a process that is used to select new service sites.
- Meet all applicable standards established by the federal, state, and local governments (e.g., local fire, building, and licensing codes). In general, clinic locations should provide a comfortable gender-neutral waiting area, an adequate reception area, offer private areas for client interview, include sufficient number of enclosed single exam rooms to accommodate service needs and allow for private conversations, provide office space separate from client service areas for staff to make follow-up phone calls and complete documentation; and include a secure storage room/area for files and supplies.
- Comply with [45 CFR part 84](#), which prohibits “discrimination on the basis of handicap in federally assisted programs and activities”, and which requires among other things, that recipients of federal funds operate their federally assisted program so that when, viewed in their entirety, they are readily accessible to people with disabilities.
- Comply with any applicable provisions of the Americans with Disabilities Act ([Public Law 101-336](#)), compliance with the ADA and 504 requirements are evaluated as part of the on-site review.
- Comply with [ACA Section 1557](#), which prohibits discrimination based on race, color, national origin, sex, age or disability in health programs and activities that receive federal funds. Section 1557 assists populations that have been most vulnerable to discrimination in health care and health coverage, including: women, LGBTQ, individuals with disability, and individuals with LEP.

Date Revised	September 2023
References	<p>Title X Program Handbook, Section 3, Project Administration #10, #11  <a href="https://opa.hhs.gov/sites/default/files/2022-08/title-x-program-handbook-july-2022-508-updated.pdf#page=17">https://opa.hhs.gov/sites/default/files/2022-08/title-x-program-handbook-july-2022-508-updated.pdf#page=17</a>),</p> <p>PA-FPH-22-001 NOFO  <a href="https://www.grantsolutions.gov/gs/preaward/previewPublicAnnouncement.do?id=95156">https://www.grantsolutions.gov/gs/preaward/previewPublicAnnouncement.do?id=95156</a>)</p>
Additional Resources	<p>HHS Office of Civil Rights (<a href="https://www.hhs.gov/ocr/index.html">https://www.hhs.gov/ocr/index.html</a>)  <a href="#">45 CFR part 84</a>, Americans with Disabilities Act  <a href="https://www.ada.gov/law-and-regsl/">https://www.ada.gov/law-and-regsl/</a>)</p> <p>Public Law 103-227  <a href="https://www.govinfo.gov/content/pkg/STATUTE-108/pdf/STATUTE-108-Pg125.pdf">https://www.govinfo.gov/content/pkg/STATUTE-108/pdf/STATUTE-108-Pg125.pdf</a>)</p> <p>45 CFR § 84—Nondiscrimination On The Basis Of Handicap In Programs Or Activities Receiving Federal Financial Assistance  <a href="https://www.ecfr.gov/current/title-45/subtitle-A/subchapter-A/part-84">https://www.ecfr.gov/current/title-45/subtitle-A/subchapter-A/part-84</a>)</p>