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Awareness of the Family PACT Program Among Front-Desk Staff at Family Planning Clinics in California

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INTRODUCTION

- Undesired pregnancies are difficult for Californian families and costly for the state which covers 50% of deliveries
- California's Family Planning Access Care and Treatment (Family PACT) program is charged with providing free contraceptive services to uninsured individuals living in California, at or below 200% of the Federal Poverty Level
- In theory, eligible individuals can enroll in the Family PACT program at the time of a clinic visit and receive same-day clinical services at no cost

OBJECTIVES

To assess awareness that the Family PACT program can allow uninsured individuals to access contraceptive services at no cost among front-desk staff

METHODS

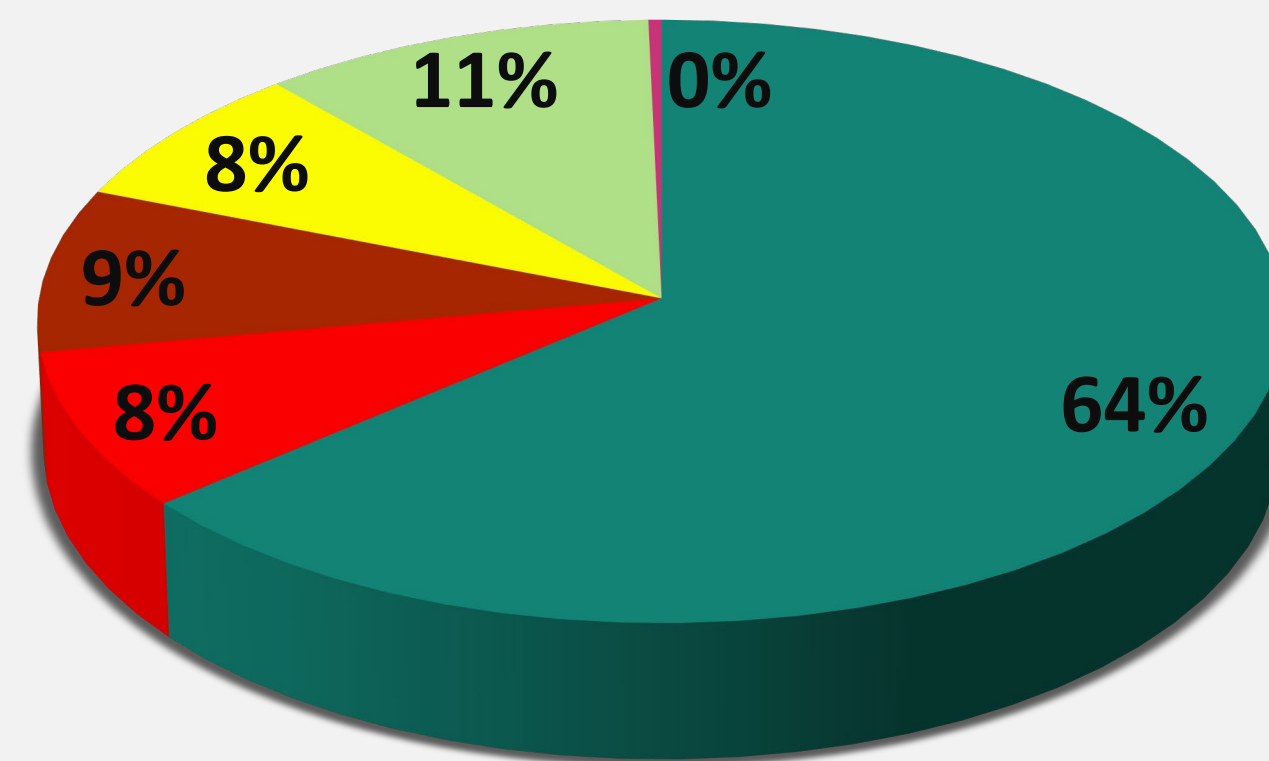
- Cross-sectional, secret shopper study
- 20% random sample of Family PACT clinics, stratified by county
- Of these 312 clinics, 23 were removed from the Family PACT website between June and December 2020
- Two scripts were used to inquire about obtaining birth control
- Data was collected from each clinic on two separate occasions and recorded in REDCap
- 21 Clinics were excluded from this analysis as they do not serve the general public

RESULTS

Offers Family PACT?

Listed on Family PACT website

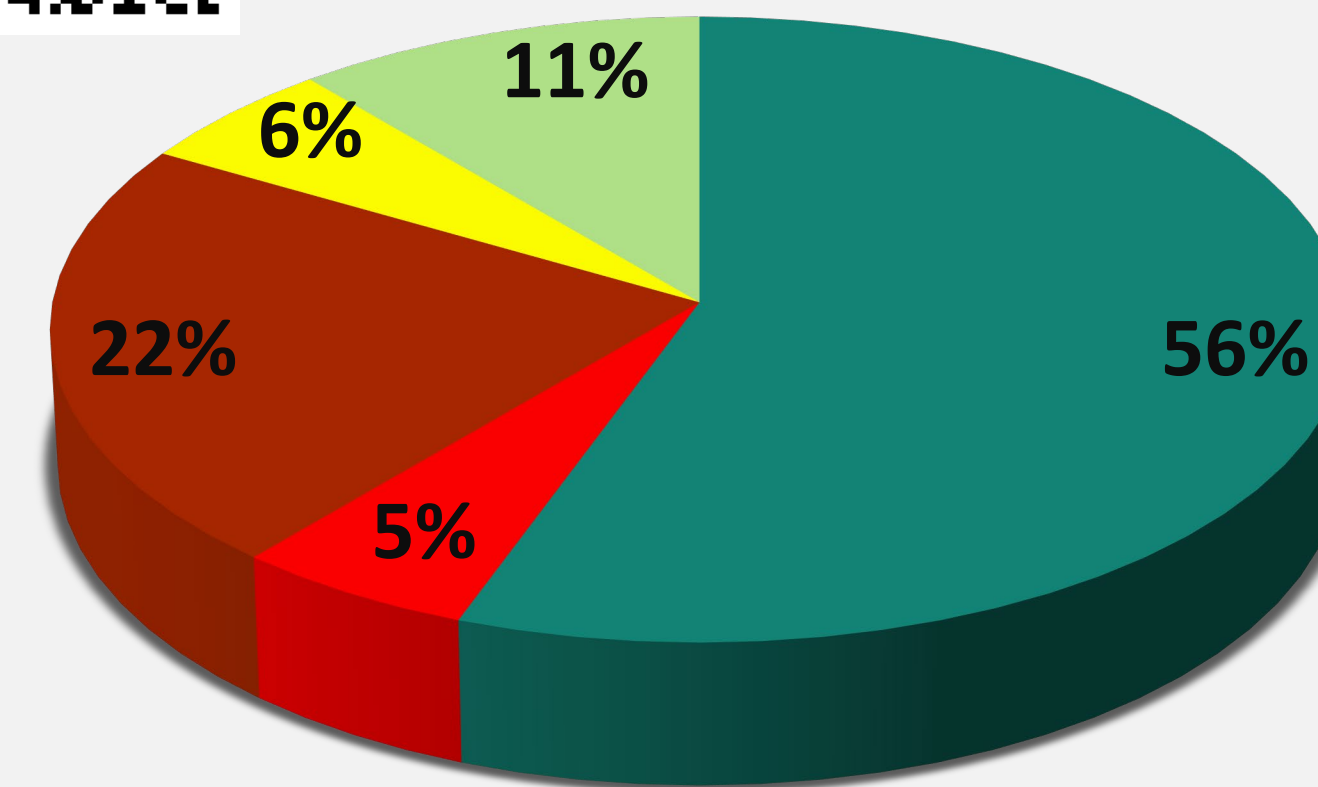
n= 273



- Yes-Consistent
- No-Consistent
- Call issues-Consistent
- Yes, No-Inconsistent
- Yes, Call issues-Inconsistent
- No, Call issues-Inconsistent

Not listed on Family PACT website

n= 18



- Yes-Consistent
- No-Consistent
- Call issues-Consistent
- Yes, No-Inconsistent
- Yes, Call issues-Inconsistent

DISCUSSION

- Of clinics currently listed on the Family PACT website, only 64% consistently offered access to the program
- 8% of clinic staff stated they did NOT participate in the Family PACT program.
- 8% of clinic staff provided conflicting information on whether Family PACT is or isn't offered
- Among clinics not currently listed on the Family PACT website, 56% of clinic staff stated they offer Family PACT and potentially should be readded to the online clinic locator

LIMITATIONS

- Staff answering clinic phones may have incomplete knowledge of clinic services

FUTURE PLANS

- Further training about the Family PACT program may be useful for front desk staff.

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