

The resources found in this table can help program managers and providers strengthen their continuing-client strategy. The table includes counseling and decision-making tools that providers can use with their clients; training manuals that program managers can use to improve the quality of services they provide; and logistics and forecasting packages that can be used at the national level to improve method availability.

Table 3. Key Resources for Developing and Maintaining a Continuing-Client Strategy	
Resource	Availability
Counseling, Job Aids/Decision Making	
<p>Organization: World Health Organization, Department of Reproductive Health and Research and the INFO Project, Johns Hopkins Bloomberg School of Public Health, Center for Communication Programs</p> <p>Title: The Decision-Making Tool (DMT)</p> <p>Description: A decision-making aid for family planning clients, a job-aid and reference manual for providers, and a training resource. Includes evidence-based technical information on 14 family planning methods, including medical eligibility criteria, side-effects, when to start, and how to use each method.</p>	<p>Availability: For more information or to download the tool see: http://www.who.int/reproductive-health/family_planning/counselling.html</p> <p>Or contact: The INFO Project Center for Communication Programs Bloomberg School of Public Health 111 Market Place- Suite 310 Baltimore, MD 21202 USA Tel: +1 410 659 6300 Fax: +1 410 659 6266 e-mail: orders@jhucpc.org</p>
<p>Organization: Population Council, Frontiers in Reproductive Health</p> <p>Title: Balanced Counseling Job Aids</p> <p>Description: Combines an algorithm for family planning counseling with a set of job aids, such as cards and pamphlets on available methods. Designed to improve client-provider interaction by encouraging focus on the client's needs, support of the client's chosen method, and provision of accurate family planning information.</p>	<p>Availability: User's guide is forthcoming. For more information see <i>Enhancing quality for clients: The Balanced Counseling Strategy</i> http://pdf.dec.org/pdf_docs/PNADD850.pdf</p> <p>or Email: LRaney@PCDC.ORG</p> <p>Or contact: Frontiers in Reproductive Health (FRONTIERS) C/O Laura Raney Population Council 4301 Connecticut Ave. N.W., Suite 280 Washington, DC 20008 USA Tel: +1 202 237 9400 Fax: + 202 237 8410</p>
<p>Organization: The ACQUIRE Project, EngenderHealth</p> <p>Title: Family Planning Counseling Curriculum</p> <p>Description: Curriculum addresses the varied needs of different categories of clients. Stresses the importance of preparing new clients for the possibility of side effects, and provides specific guidance about meeting the needs of continuing clients.</p>	<p>Availability: Curriculum is forthcoming. To obtain more information contact The ACQUIRE Project EngenderHealth 440 9th Ave. New York, NY 10001 e-mail: info-acquire@acquireproject.org</p>
<p>Organization: Population Council</p> <p>Title: Adding Systematic Screening To Your Program: A Manual</p> <p>Description: Designed to assist program decision-makers, managers, supervisors and providers to implement systematic screening in their health services. It provides the information and tools needed for adding systematic screening including:</p>	<p>Availability: To obtain a copy of the manual contact Frontiers in Reproductive Health (FRONTIERS) at frontiers@pcdc.org</p>

<p>the activities necessary to implement systematic screening; how to select clinics, services to screen for and screening staff; systematic screening checklist development, adaptation and pre-testing, with examples utilized in studies; and advice for training screeners/providers and supervisors and an outline of a generic training agenda.</p>	
<p>Organization: Family Health International (FHI) Title: How to be reasonably sure a client is not pregnant Description: A simple checklist for use by family planning providers to help non-menstruating clients safely initiate their method of choice. Originally developed for use by family planning providers, can be used by other health care providers who need to determine whether a client is pregnant.</p>	<p>Availability: Download the checklist at http://www.fhi.org/en/RH/Pubs/servdelivery/checklists/pregnancy/index.htm or contact: Family Health International Institute for Family Health P.O. Box 13950 Research Triangle Park NC 27709 USA Tel: +1 919 544 7040 Fax: +1 919 544 7261</p>
<p>Organization: The INFO Project, Johns Hopkins Bloomberg School of Public Health, Center for Communication Programs Title: Family Planning : A Global Handbook for Providers (working title) and The Essentials of Contraceptive Technology Description: The Global Handbook improves on its predecessor, <i>The Essentials of Contraceptive Technology</i>, by covering more methods and more related topics, strengthening the evidence base for its guidance, and substantially increasing the content developed through organized consensus-development processes.</p>	<p>Availability: The Global Handbook is forthcoming fall 2006. To download The Essentials of Contraceptive Technology see http://www.inforforhealth.org/pubs/ect/ Or contact: The INFO Project Johns Hopkins Bloomberg School of Public Health Center for Communication Programs 111 Market Place, Suite 310 Baltimore, Maryland 21202 Tel: +1 410 659 6300 Fax: +1 410 659 6266 e-mail: orders@jhuccp.org</p>
<p>Organization: World Health Organization (WHO) Title: Medical Eligibility Criteria for Contraceptive Use, Third edition - 2004 Description: Reviews the medical eligibility criteria for use of contraception, offering guidance on the safety of use of 19 different methods for women and men with specific characteristics or known medical conditions. Updates the 2nd Edition, entitled Improving Access to Quality Care in Family Planning: Medical Eligibility Criteria for Contraceptive Use, which was published in 2000</p>	<p>Availability: To download see http://www.who.int/reproductive-health/publications/mec/index.htm Or contact: World Health Organization Department of Reproductive Health and Research Documentation Centre 1211 Geneva 27 Tel.: +41 22 791 4447/3346 Fax: +41 22 791 4189 e-mail: rhrpublications@who.int</p>
<p>Organization: World Health Organization (WHO) Title: Selected Practice Recommendations For Contraceptive Use, Second edition - 2004 Description: Provides guidance on the safe and effective use of a wide range of contraceptive methods and is the companion guideline to WHO's Medical Eligibility Criteria for Contraceptive Use.</p>	<p>Availability: To download see http://www.who.int/reproductive-health/publications/spr/index.htm Or contact: World Health Organization Department of Reproductive Health and Research Documentation Centre 1211 Geneva 27 Tel.: +41 22 791 4447/3346 Fax: +41 22 791 4189 e-mail: rhrpublications@who.int</p>
<p>Training manuals</p>	
<p>Organization: The INFO Project, Johns Hopkins</p>	<p>Availability: To download see</p>

<p>Bloomberg School of Public Health, Center for Communication Programs Title: GATHER guide to counseling Description: Written for reproductive health care providers. With this guide, you can: 1) learn new things about counseling; 2) remember important counseling tips; 3) practice counseling skills; 4) remind themselves of important information for clients; 5) use pictures to help explain family planning methods; 6) teach others about counseling. This guide follows the order of the 6 GATHER elements (Greet, Ask, Tell, Help, Explain, and Return).</p>	<p>http://www.infoforhealth.org/pr/j48edsum.shtml or http://www.infoforhealth.org/pr/j48/j48.pdf Or contact: The INFO Project Johns Hopkins Bloomberg School of Public Health Center for Communication Programs 111 Market Place, Suite 310 Baltimore, Maryland 21202 Tel: +1 410 659 6300 Fax: +1 410 659 6266 e-mail: orders@jhuccp.org</p>
<p>Organization: EngenderHealth Title: COPE® Handbook: A Process for Improving Quality in Health Services, Revised Edition Description: For facilitators as they orient managers, train site facilitators, guide facility staff in using the COPE tools, and adapt the COPE process and tools to best fit the facility's needs. Organized to take the reader from an introduction to the concepts of COPE and quality improvement to the basics of how to prepare and lead the first COPE exercises, facilitate an Action Plan Meeting, conduct subsequent exercises, perform a Client-Flow Analysis, and follow up between exercises.</p>	<p>Availability: To download see http://www.engenderhealth.org/res/offc/qi/cope/handbook/index.html Or contact: EngenderHealth 440 Ninth Avenue New York, NY 10001 Telephone: +1 212 561 8000 Fax: +1 212 561 8067 e-mail: info@engenderhealth.org</p>
<p>Organization: EngenderHealth Title: COPE® for Reproductive Health Services: A Toolkit to Accompany the COPE® Handbook Description: Supplement to <i>COPE® Handbook: A Process for Improving Quality in Health Services, Revised Edition</i>. Provides updated versions of the self-assessment guides, the client interview guide, and other materials for a range of reproductive health services, including antenatal care, labor and delivery, postpartum and newborn care, postabortion care, family planning, reproductive tract infections (including sexually transmitted infections), HIV and AIDS, gynecological services, men's reproductive health services, sexuality, infertility, and prevention of harmful practices.</p>	<p>Availability: To download see http://www.engenderhealth.org/res/offc/qi/cope/toolbook/index.html Or contact: EngenderHealth 440 Ninth Avenue New York, NY 10001 Telephone: +1 212 561 8000 Fax: +1 212 561 8067 e-mail: info@engenderhealth.org</p>
<p>Organization: EngenderHealth Title: Comprehensive Counseling for Reproductive Health: An Integrated Curriculum Description: Counseling and communications training that prepares service providers to perceive the client as a whole person with a range of interrelated SRH needs (including information, decision-making assistance, and emotional support), to address sensitive issues of sexuality with greater comfort, to support and protect the client's sexual and reproductive rights, and to access more easily resources covering a variety of SRH services. Note: Contains the REDI, a framework for integrated SRH counseling</p>	<p>Availability: Training Manual and Participant's Handbook available at http://www.engenderhealth.org/res/offc/counsel/ccr/h/ Or contact: EngenderHealth 440 Ninth Avenue New York, NY 10001 Telephone: +1 212 561 8000 Fax: +1 212 561 8067 e-mail: info@engenderhealth.org</p>
<p>Organization: Population Council</p>	<p>Availability: To download see</p>

<p>Title: A Client-centered Approach to Reproductive Health: A Trainer's Manual Description: Describes the SAHR approach (Salutation, Assessment, Help, and Reassurance) and is meant to facilitate training of reproductive health providers in how to offer client-centered services. Written in fairly generic terms and can be used, with slight modifications, in any setting or country.</p>	<p>https://www.popcouncil.org/qoc/CCA_TrainingManual.html Or contact: Population Council House No. 7, Street No. 62, Section F-6/3 Islamabad, Pakistan Telephone: +92 051 227 7439 Facsimile: +92 051 282 1401 E-mail: info@pcpak.org</p>
Logistics and Forecasting	
<p>Organization: Center for Disease Control and Prevention (CDC) and John Snow, Inc. (JSI) Title: Pocket Guide to Managing Contraceptive Supplies Description: Quick reference for logistics formulas and principles to help staff supplies (contraceptive and other commodities) correctly and efficiently. Includes a discussion of Max/Min systems.</p>	<p>Availability: Download pdf at http://www.cdc.gov/reproductivehealth/Products&Pubs/SC_Topics.htm#RHTools Or contact: CDC/DRH 4770 Buford Hwy, NE MS K-20 Atlanta, GA 30341-3717 Tel: +1 770 488 5200</p>
<p>Organization: John Snow, Inc./DELIVER Title: The Logistics Handbook, A Practical Guide for Supply Chain Managers in Family Planning and Health Programs Description: Explains the major aspects of logistics management with an emphasis on contraceptive supplies. Intended to help managers who work with supplies every day, as well as managers who assess and design logistics systems for entire programs. Includes information on LMIS data collection as well as all other major aspects of logistics management</p>	<p>Availability: Download pdf or request a hard copy from the JSI/DELIVER at http://deliver.jsi.com Or contact: John Snow, Inc. DELIVER Project 1616 N. Fort Myer Drive, 11th Floor Arlington, VA 22209 USA Tel: +1 703 528 7474 Fax: +1 703 528 7480 e-mail: deliver_pubs@jsi.com</p>
<p>Organization: John Snow, Inc./DELIVER Title: Guidelines for implementing computerized logistics management information systems (LMIS) Description: Defines the computerized LMIS, recommends the components of a successful computerized LMIS, and explains development, implementation, and operations of such a system. Provides lessons learned and sample reports and graphs.</p>	<p>Availability: Download pdf or request a hard copy from the JSI/DELIVER at http://deliver.jsi.com Or contact: John Snow, Inc. DELIVER Project 1616 N. Fort Myer Drive, 11th Floor Arlington, VA 22209 USA Tel: +1 703 528 7474 Fax: +1 703 528 7480 e-mail : deliver_pubs@jsi.com</p>
<p>Organization: John Snow, Inc./DELIVER Title: PipeLine Description: Available in 4 languages (English, French, Spanish, Arabic). Software that helps track: the rate of consumption; what has already been ordered but not yet received; what is available in storage facilities and at health care facilities; the amount of losses (due to factors like expiry and damage) or transfers; and how much time is needed for the product to arrive once it has been ordered. Can be used to: show when to order new products and what actions are needed to do so; identify shortfalls, surpluses, stockouts, and other pipeline problems; forecast future needs for up to ten years</p>	<p>Availability: Download PipeLine software and User's Guide from the JSI/DELIVER at http://deliver.jsi.com Or To request a copy of the PipeLine software compact disc, email deliver_pubs@jsi.com. Or contact: John Snow, Inc. DELIVER Project 1616 N. Fort Myer Drive, 11th Floor Arlington, VA 22209 USA Tel: +1 703 528 7474 Fax: +1 703 528 7480</p>

in advance.	
<p>Organization: UNFPA Title: Country Commodity Manager (CCM) Description: Available in 5 languages (English, French, Spanish, Arabic, Russian). Helps UNFPA Country Offices and in-country partners assess their reproductive health commodity requirements, stock positions and identify shortfalls. Provides mechanism to readily transmit each country's data to UNFPA headquarters from their country offices for use in generating global level reports for the purposes of planning, advocacy and resource mobilization.</p>	<p>Availability: For CCM software contact relevant UNFPA country office Or download pdf of User's Guide called CCM: A Computer Program for the Management and Forecasting of Reproductive Health Commodity Needs at http://www.unfpa.org/publications/detail.cfm?ID=189&filterListType=3</p>
<p>Organization: The ACQUIRE Project/EngenderHealth Title: Reality √ Description: Upcoming forecasting tool that programs can look out for. Created to enable user to project contraceptive prevalence rates (CPR). To assess whether or not CPR goals are feasible, to test various method mix scenarios, and to capture how discontinuation can impact CPR goals.</p>	<p>Availability: Forthcoming, for information contact Alyson Smith Program Associate, Family Planning The ACQUIRE Project asmith@engenderhealth.org Tel: +1 212 561 8382 Fax: +1 212 561 8067</p>
<p>Organization: John Snow, Inc./DELIVER Title: Contraceptive Fact Sheets Description: Allows family planning providers to better manage contraceptive supplies by providing information on donor, manufacturer, and brand specifications as well as shelf lives and storage and packaging requirements.</p>	<p>Availability: Download from the JSI/DELIVER at http://deliver.jsi.com Or To request a copy, email deliver_pubs@jsi.com. Or contact: John Snow, Inc. DELIVER Project 1616 N. Fort Myer Drive, 11th Floor Arlington, VA 22209 USA Tel: +1 703 528 7474 Fax: +1 703 528 7480</p>