

How to use Workbook 4

While scoring is an important way to monitor changes in youth-friendliness over time, quantified scores may not provide much insight into how to improve the youth-friendliness of your services. To do this, you need to synthesize the qualitative data you have collected and draw conclusions about what changes need to be made. In this Workbook, a **Synthesis Worksheet** is provided for each indicator. Each worksheet has two or three questions that will help you synthesize the information gathered from different sources. Spaces are provided for you to answer each of these questions.

To complete a synthesis worksheet, have copies of the data you collected for each indicator in front of you. Refer to your data as you answer each question. After answering the questions, use your best judgment of whether an improvement is needed to improve the youth friendly characteristic measured by that indicator. At the bottom of the worksheet, check whether you think no improvement is needed, a minor change is needed or a major change is needed.

At the end of each synthesis worksheet, there is a planning worksheet to help you describe the problem and plan for making the facility stronger on that indicator. This planning worksheet can be used during a strategic planning session with your organization and helps you weigh the options for improving the youth-friendliness of characteristics that need improvement. It can be used to lay out a plan and a time line for improving the youth-friendliness of your facility.





Indicator 1: Are the facility hours convenient for youth?



SOURCES OF INFORMATION:

Managers, Youth who have been to facility, and Youth who have not been to facility

Managers: Refer to questions 1-5 in Workbook 2 - Tool 2: In-depth Interview Guide for Managers

Do managers think that the current hours of the facility are convenient for youth?		
Do you think they may have to be changed? Why do you conclude this?		

Youth who have been to facility: Refer to questions 26a-b in Workbook 2 - Tool 6: Mystery Client Questionnaire or questions 10a-b in Workbook 2 - Tool 7: Client Exit Interview Guide

Do youth think that the current hours of the facility are convenient for youth?		
Do you think they may have to be changed? Why do you conclude this?		

Youth who have not been to facility: Refer to questions 1-6 in Workbook 2 - Tool 9: Focus Group Discussion Guide for Youth Who Have Not Been to Facility

Do youth think that the current hours of the facility are convenient for youth?



Do you think they may have to be changed?
Why do you conclude this?



Is ANY IMPROVEMENT NEEDED TO MAKE THIS FACILITY MORE "YOUTH FRIENDLY" ON THIS INDICATOR?

(Please check one answer)

- No, it already is "youth friendly"
- Minor change is needed
- Major changes are needed

PLANNING WORKSHEET FOR INDICATOR 1

Problem (s) that prevent facility from being youth friendly on indicator	Possible solutions to correct problems	Resources needed (human, material, or financial)
	1	
	2	
	3	
	1	
	2	
	3	
Plan of action	Steps to be taken	

Indicator 2: Is the location of the facility convenient for youth?

SOURCES OF INFORMATION:

Managers and Youth who have been to facility

Managers: Refer to questions 6-11 in Workbook 2 - Tool 2: In-depth Interview Guide for Managers

Do managers think that the facility is conveniently located for youth?	▶	
Why do you conclude this?	▶	

Youth who have been to facility: Refer to questions 1-5 in Workbook 2 - Tool 8: Focus Group Discussion Guide for Youth Who Have Been to Facility

Do youth think that the facility is conveniently located for youth?	▶	
Why do you conclude this?	▶	

IS ANY IMPROVEMENT NEEDED TO MAKE THIS FACILITY MORE "YOUTH FRIENDLY" ON THIS INDICATOR?

(Please check one answer)

- No, it already is "youth friendly"
- Minor change is needed
- Major changes are needed

PLANNING WORKSHEET FOR INDICATOR 2

Problem (s) that prevent facility from being youth friendly on indicator	Possible solutions to correct problems	Resources needed (human, material, or financial)
	1	
	2	
	3	
	1	
	2	
	3	
Plan of action		Steps to be taken

Indicator 3: Is there adequate space and sufficient privacy?

SOURCES OF INFORMATION:

Managers, Providers and Staff, and Youth who have been to facility

Managers: Refer to questions 12-16 in Workbook 2 - Tool 2: In-depth Interview Guide for Managers

Do managers think that the facility has adequate space and sufficient privacy for youth clients?	
Do you think they may have to be changed? Why do you conclude this?	

Providers and Staff: Refer to questions 1-4 in Workbook 2 - Tool 5: In-depth Interview Guide for Providers and Staff

Do providers think that the facility has adequate space and sufficient privacy for youth clients?	
Why do you conclude this?	

Youth who have been to facility: Refer to questions 51-53 in Workbook No. 2 - Tool 6: Mystery Client Questionnaire, or questions 25-27 in Workbook No. 2 - Tool 7: Client Exit Interview Guide

Do youth think that the facility has adequate space and sufficient privacy?



Why do you conclude this?



IS ANY IMPROVEMENT NEEDED TO MAKE THIS FACILITY MORE "YOUTH FRIENDLY" ON THIS INDICATOR?

(Please check one answer)

- No, it already is "youth friendly"
- Minor change is needed
- Major changes are needed

PLANNING WORKSHEET FOR INDICATOR 3

Problem (s) that prevent facility from being youth friendly on indicator	Possible solutions to correct problems	Resources needed (human, material, or financial)
	1	
	2	
	3	
	1	
	2	
	3	
Plan of action		Steps to be taken

Indicator 4: Are the surroundings of the facility welcoming for youth?

SOURCES OF INFORMATION:

Providers and Staff and Youth who have been to facility

Providers and Staff: Refer to questions 1-4 in Workbook 2 - Tool 4: Focus Group Discussion Guide for Providers and Staff

Do managers think that the surroundings of the facility are welcoming for youth?	▶	
Why do you conclude this?	▶	

Youth who have been to facility: Refer to questions 60-65 in Workbook 2 - Tool 6: Mystery Client Questionnaire, or questions 36-41 in Workbook 2 - Tool 7: Client Exit Interview Guide

Do youth think that the facility is conveniently located for youth?	▶	
Why do you conclude this?	▶	

Is ANY IMPROVEMENT NEEDED TO MAKE THIS FACILITY MORE "YOUTH FRIENDLY" ON THIS INDICATOR?

(Please check one answer)

- No, it already is "youth friendly"
- Minor change is needed
- Major changes are needed

PLANNING WORKSHEET FOR INDICATOR 4

Problem (s) that prevent facility from being youth friendly on indicator	Possible solutions to correct problems	Resources needed (human, material, or financial)
	1	
	2	
	3	
	1	
	2	
	3	
Plan of action		Steps to be taken

Indicator 5: Are the providers and staff specially trained to work with youth issues?

SOURCES OF INFORMATION:

Managers and Providers and Staff

Managers: Refer to questions 17-23 in Workbook 2 - Tool 2: In-depth Interview Guide for Managers

Do managers think the providers and staff are specially trained to work with youth issues?	
Why do you conclude this?	

Providers and Staff: Refer to questions 5-7, in Workbook 2 - Tool 5: In-depth Interview Guide for Providers and Staff

Do providers and staff think they are specially trained to work with youth issues?	
Why do you conclude this?	

Is ANY IMPROVEMENT NEEDED TO MAKE THIS FACILITY MORE "YOUTH FRIENDLY" ON THIS INDICATOR?

(Please check one answer)

- No, it already is "youth friendly"
- Minor change is needed
- Major changes are needed

PLANNING WORKSHEET FOR INDICATOR 5

Problem (s) that prevent facility from being youth friendly on indicator	Possible solutions to correct problems	Resources needed (human, material, or financial)
	1	
	2	
	3	
	1	
	2	
	3	
Plan of action		Steps to be taken

Indicator 6: Are the attitudes of providers and staff supportive toward giving services to youth?

SOURCES OF INFORMATION:

Providers and Staff and Youth who have been to facility

Providers and Staff: Refer to questions 8-18, 20 in Workbook 2 - Tool 5: In-depth Interview Guide for Providers and Staff

Are providers and staff supportive toward giving services to youth?	▶	
Why do you conclude this?	▶	
Are there any differences between what providers and staff think about services for youth? If so, what are they?	▶	

Youth who have been to facility: Refer to questions 27-48 in Workbook 2 - Tool 6: Mystery Client Questionnaire, or questions 11-24 in Workbook 2 - Tool 7: Client Exit Interview Guide

Do youth think providers and staff are generally supportive towards giving services to youth?	▶	
Why do you conclude this?	▶	
Are there any specific staff and provider attitudes that youth think are not supportive? What are they?	▶	

IS ANY IMPROVEMENT NEEDED TO MAKE THIS FACILITY MORE "YOUTH FRIENDLY" ON THIS INDICATOR?

(Please check one answer)

- No, it already is "youth friendly"
- Minor change is needed
- Major changes are needed

PLANNING WORKSHEET FOR INDICATOR 6

Problem (s) that prevent facility from being youth friendly on indicator	Possible solutions to correct problems	Resources needed (human, material, or financial)
	1	
	2	
	3	
	1	
	2	
	3	
Plan of action		Steps to be taken

Indicator 7: Do providers and staff honor privacy and confidentiality with their youth clients?

SOURCES OF INFORMATION:

Providers and Staff and Youth who have been to facility

Providers and Staff: Refer to questions 21-24 in Workbook 2 - Tool 5: In-depth Interview Guide for Providers and Staff

Do providers and staff honor privacy and confidentiality with their youth clients?	▶	
Why do you conclude this?	▶	
Are there differences in the way providers and staff handle privacy and confidentiality? If so, what are they?	▶	

Youth who have been to facility: Refer to questions 54-56 in Workbook 2 - Tool 6: Mystery Client Questionnaire, or questions 28-30 in Workbook 2 - Tool 7: Client Exit Interview Guide

Do youth think providers and staff honor privacy and confidentiality with their youth clients?	▶	
Why do you conclude this?	▶	
Do youth perceive differences in the way staff and providers handle privacy and confidentiality? If so, what are they?	▶	

IS ANY IMPROVEMENT NEEDED TO MAKE THIS FACILITY MORE "YOUTH FRIENDLY" ON THIS INDICATOR?

(Please check one answer)

- No, it already is "youth friendly"
- Minor change is needed
- Major changes are needed

PLANNING WORKSHEET FOR INDICATOR 7



Problem (s) that prevent facility from being youth friendly on indicator	Possible solutions to correct problems	Resources needed (human, material, or financial)
	1	
	2	
	3	
	1	
	2	
	3	
Plan of action		Steps to be taken

Indicator 8: Is a peer education/ counseling program available?



SOURCES OF INFORMATION:

Managers, Youth who have been to facility, and Youth who have not been to facility



Managers: Refer to questions 24-29 in Workbook 2 - Tool 2: In-depth Interview Guide for Managers

Do managers think that a peer education/counseling program is available at the facility?		
Why do you conclude this?		

Youth who have been to facility: Refer to questions 6-12 in Workbook 2 - Tool 8: Focus Group Discussion Guide for Youth Who Have Been to Facility

Do youth think that a peer education/counseling program is available at the facility?		
Why do you conclude this?		

Youth who have not been to facility: Refer to questions 7-10 in Workbook 2 - Tool 9:
Focus Group Discussion Guide for Youth Who Have Not Been to Facility

Do youth think that a peer education/counseling program is available at the facility?		
Why do you conclude this?		

IS ANY IMPROVEMENT NEEDED TO MAKE THIS FACILITY MORE "YOUTH FRIENDLY" ON THIS INDICATOR?

(Please check one answer)

- No, it already is "youth friendly"
- Minor change is needed
- Major changes are needed

PLANNING WORKSHEET FOR INDICATOR 8

Problem (s) that prevent facility from being youth friendly on indicator	Possible solutions to correct problems	Resources needed (human, material, or financial)
	1	
	2	
	3	
	1	
	2	
	3	
Plan of action		Steps to be taken

Indicator 9: Are the fees for services affordable?

SOURCES OF INFORMATION:

Managers and Youth who have not been to facility

Managers: Refer to questions 30-35 in Workbook 2 - Tool 2: In-depth Interview Guide for Managers

Do managers think that the fees at the facility are affordable for youth?	
What type of fees may be too expensive?	
Why do you conclude this?	

Youth who have not been to facility: Refer to questions 11-17 in Workbook 2 - Tool 9: Focus Group Discussion Guide for Youth Who Have Not Been to Facility

Do youth think that the fees at the facility are affordable for youth?	
What type of fees may be too expensive?	
Why do you conclude this?	

IS ANY IMPROVEMENT NEEDED TO MAKE THIS FACILITY MORE "YOUTH FRIENDLY" ON THIS INDICATOR?

(Please check one answer)

- No, it already is "youth friendly"
- Minor change is needed
- Major changes are needed

PLANNING WORKSHEET FOR INDICATOR 9

Problem (s) that prevent facility from being youth friendly on indicator	Possible solutions to correct problems	Resources needed (human, material, or financial)
	1	
	2	
	3	
	1	
	2	
	3	
Plan of action		Steps to be taken

Indicator 10: Are youth involved in decision making about how programs are delivered?

SOURCES OF INFORMATION:

Managers and Youth who have not been to facility

Managers: Refer to questions 36-39 in Workbook 2 - Tool 2: In-depth Interview Guide for Managers

Do managers think youth are involved in decision making about how programs are delivered?	▶	
How does this facility involve youth?	▶	
If the facility is not involving youth, why do managers say they aren't?	▶	

Youth who have been to facility: Refer to questions 13-15 in Workbook 2 - Tool 8: Focus Group Discussion Guide for Youth Who Have Been to Facility

Do youth think that young people are involved in decision making about how programs are delivered?	▶	
How are youth being involved?	▶	

Is ANY IMPROVEMENT NEEDED TO MAKE THIS FACILITY MORE "YOUTH FRIENDLY" ON THIS INDICATOR?

(Please check one answer)

- No, it already is "youth friendly"
- Minor change is needed
- Major changes are needed

PLANNING WORKSHEET FOR INDICATOR 10

Problem (s) that prevent facility from being youth friendly on indicator	Possible solutions to correct problems	Resources needed (human, material, or financial)
	1	
	2	
	3	
	1	
	2	
	3	
Plan of action		Steps to be taken

Indicator 11: Are boys and young men welcomed and served?

SOURCES OF INFORMATION:

Facility records, Managers, Providers and Staff, and Youth

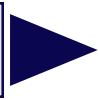
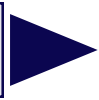
Facility Records: Refer to questions 3-5 in Workbook 2 - Tool 1: Questionnaire on Facility Records

According to facility records, how many boys and young men are being served?	
Do you think this is enough? Why do you conclude this?	



Managers: Refer to questions 40-41 in Workbook 2 - Tool 2: In-depth Interview Guide for Managers

Do managers think that enough boys and young men are being served?	
Why do you conclude this?	

Providers and Staff: Refer to questions 25-28 in Workbook 2 - Tool 5: In-depth Interview Guide for Providers and Staff

Do providers and staff think that enough boys and young men are being served?		
Why do you conclude this?		

Youth who have been to facility: Refer to questions 49-50 in Workbook 2 - Tool 6: Mystery Client Questionnaire, or questions 34-35 in Workbook 2 - Tool 7: Client Exit Interview Guide

Do youth think that enough boys and young men are being served?		
Why do you conclude this?		

Is ANY IMPROVEMENT NEEDED TO MAKE THIS FACILITY MORE "YOUTH FRIENDLY" ON THIS INDICATOR?

(Please check one answer)

- No, it already is "youth friendly"
- Minor change is needed
- Major changes are needed

PLANNING WORKSHEET FOR INDICATOR 11

Problem (s) that prevent facility from being youth friendly on indicator	Possible solutions to correct problems	Resources needed (human, material, or financial)
	1	
	2	
	3	
	1	
	2	
	3	
Plan of action		Steps to be taken

Indicator 12: Does the facility provide a wide range of services?

SOURCES OF INFORMATION:

Facility records, Managers, and Youth who have not been to facility



Facility Records: Refer to questions 1-2 in Workbook 2 - Tool 1: Questionnaire on Facility Records

What services do facility records show the facility provides to youth?	▶	
What services are not being provided that you think should be?	▶	

Managers: Refer to questions 11-17 in Workbook 2 - Tool 3: Inventory of Facilities and Services

Do managers think the facility provides a wide range of services for youth?	▶	
Why do you conclude this?	▶	

Youth who have not been to facility: Refer to questions 22-26 in Workbook 2 - Tool 9:
Focus Group Discussion Guide for Youth Who Have Not Been to Facility

Do youth think that the facility provides a wide range of services for youth?		
Why do you conclude this?		

IS ANY IMPROVEMENT NEEDED TO MAKE THIS FACILITY MORE "YOUTH FRIENDLY" ON THIS INDICATOR?

(Please check one answer)

- No, it already is "youth friendly"
- Minor change is needed
- Major changes are needed

PLANNING WORKSHEET FOR INDICATOR 12

Problem (s) that prevent facility from being youth friendly on indicator	Possible solutions to correct problems	Resources needed (human, material, or financial)
	1	
	2	
	3	
	1	
	2	
	3	
Plan of action		Steps to be taken

Indicator 13: Are the necessary referrals available?

SOURCES OF INFORMATION:

Facility records

Facility records: Refer to questions 6-8 in Workbook 2 - Tool 1: Questionnaire on Facility

According to facility records, what referrals are available?	▶	
What referrals are not being provided that you think youth might need?	▶	
What services do facility records show the facility provides to youth?	▶	
What makes you conclude this?	▶	

Records

IS ANY IMPROVEMENT NEEDED TO MAKE THIS FACILITY MORE "YOUTH FRIENDLY" ON THIS INDICATOR?

(Please check one answer)

- No, it already is "youth friendly"
- Minor change is needed
- Major changes are needed

PLANNING WORKSHEET FOR INDICATOR 13



Problem (s) that prevent facility from being youth friendly on indicator	Possible solutions to correct problems	Resources needed (human, material, or financial)
	1	
	2	
	3	
	1	
	2	
	3	
Plan of action		Steps to be taken

Indicator 14: Is the amount of time between arranging an appointment and seeing a provider adequate for youth?



SOURCES OF INFORMATION:

Managers, Providers and Staff, and Youth who have been to facility

Managers: Refer to questions 42-44 in Workbook 2 - Tool 2: In-depth Interview Guide for Managers

Do managers think that the amount of time between arranging an appointment and seeing a provider is adequate for youth?		
Why do you conclude this?		

Providers and Staff: Refer to questions 4-7 in Workbook 2 - Tool 4: Focus Group Discussion Guide for Providers and Staff

Do providers and staff think that the amount of time between arranging an appointment and seeing a provider is adequate for youth?		
Why do you conclude this?		

Youth who have been to facility: Refer to questions 20-25 in Workbook 2 - Tool 6: Mystery Client Questionnaire, and questions 8a-b, 9 in Workbook 2 - Tool 7: Client Exit Interview Guide

Do youth think that the amount of time between arranging an appointment and seeing a provider is adequate for youth?



Why do you conclude this?



IS ANY IMPROVEMENT NEEDED TO MAKE THIS FACILITY MORE "YOUTH FRIENDLY" ON THIS INDICATOR?

(Please check one answer)

- No, it already is "youth friendly"
- Minor change is needed
- Major changes are needed

PLANNING WORKSHEET FOR INDICATOR 14



Problem (s) that prevent facility from being youth friendly on indicator	Possible solutions to correct problems	Resources needed (human, material, or financial)
	1	
	2	
	3	
	1	
	2	
	3	
Plan of action		Steps to be taken

Indicator 15: Do the policies support providing services for youth?



SOURCES OF INFORMATION:

Managers, Providers and Staff, and Youth who have been to facility



Managers: Refer to questions 45-54 in Workbook 2 - Tool 2: In-depth Interview Guide for Managers

Do managers think policies support providing services for youth?		
Which policies might have to be changed? Explain why.		

Providers and Staff: Refer to questions 8-11 in Workbook 2 - Tool 5: In-depth Interview Guide for Providers and Staff

Do providers and staff think policies support providing services for youth?		
Which policies might have to be changed? Explain why.		

Youth who have been to facility: Refer to questions 57-59 in Workbook 2 - Tool 6: Mystery Client Questionnaire and questions 31-33 in Workbook 2 - Tool 7: Client Exit Interview Guide

Do youth think policies support providing services for youth?		
Which policies might have to be changed? Explain why.		

Is ANY IMPROVEMENT NEEDED TO MAKE THIS FACILITY MORE “YOUTH FRIENDLY” ON THIS INDICATOR?

(Please check one answer)

- No, it already is “youth friendly”
- Minor change is needed
- Major changes are needed

PLANNING WORKSHEET FOR INDICATOR 15

Problem (s) that prevent facility from being youth friendly on indicator	Possible solutions to correct problems	Resources needed (human, material, or financial)
	1	
	2	
	3	
	1	
	2	
	3	
Plan of action		Steps to be taken

Indicator 16: Does the facility inform the community about its services for youth?

SOURCES OF INFORMATION:

Managers, Youth (who have not been to facility) and Key Adult Informants



Managers: Refer to questions 55-59 in Workbook 2 - Tool 2: In-depth Interview Guide for Managers

Do managers think the facility informs the community about its services for youth?	▶	
What are the ways it informs the community about the services?	▶	
Are more ways needed? Why do you conclude this?	▶	

Youth who have not been to facility: Refer to questions 18-21 in Workbook 2 - Tool 9: Focus Group Discussion Guide for Youth Who Have Not Been to Facility

Do youth think the facility informs the community about its services for youth?	▶	
What are the ways it informs the community about the services?	▶	
Are more ways needed? Why do you conclude this?	▶	

Key Adult Informants: Refer to questions 7-10 in Workbook 2 - Tool 10: Focus Group Discussion Guide for Key Adult Informants

Do adults think the facility informs the community about its services for youth?		
Are more ways needed? Why do you conclude this?		

IS ANY IMPROVEMENT NEEDED TO MAKE THIS FACILITY MORE "YOUTH FRIENDLY" ON THIS INDICATOR?

(Please check one answer)

- No, it already is "youth friendly"
- Minor change is needed
- Major changes are needed

PLANNING WORKSHEET FOR INDICATOR 16

Problem (s) that prevent facility from being youth friendly on indicator	Possible solutions to correct problems	Resources needed (human, material, or financial)
	1	
	2	
	3	
	1	
	2	
	3	
Plan of action		Steps to be taken

Indicator 17: Do youth perceive that privacy and confidentiality are honored?

SOURCES OF INFORMATION:

Youth who have not been to facility

Youth who have not been to facility: Refer to questions 27-34 in Workbook 2 - Tool 9:
Focus Group Discussion Guide for Youth Who Have Not Been to Facility

Do youth perceive that privacy and confidentiality are honored?	
What perceptions do they have that may inhibit them from seeking services?	
Are their perceptions of the staff correct? Why do you conclude this?	

IS ANY IMPROVEMENT NEEDED TO MAKE THIS FACILITY MORE "YOUTH FRIENDLY" ON THIS INDICATOR?

(Please check one answer)

- No, it already is "youth friendly"
- Minor change is needed
- Major changes are needed

PLANNING WORKSHEET FOR INDICATOR 17




Problem (s) that prevent facility from being youth friendly on indicator	Possible solutions to correct problems	Resources needed (human, material, or financial)
	1	
	2	
	3	
	1	
	2	
	3	
Plan of action		Steps to be taken

Indicator 18: Do boys and young men perceive that they would feel welcomed at the facility?

SOURCES OF INFORMATION:

Youth who have not been to facility

Youth who have not been to facility: Refer to questions 46-51 in Workbook 2 - Tool 9:
Focus Group Discussion Guide for Youth Who Have Not Been to Facility

Do boys and young men perceive that they would feel welcomed at facility?		
What are the perceptions that may inhibit them from seeking services?		
Are their perceptions of the facility correct? Why do you conclude this?		

IS ANY IMPROVEMENT NEEDED TO MAKE THIS FACILITY MORE "YOUTH FRIENDLY" ON THIS INDICATOR?

(Please check one answer)

- No, it already is "youth friendly"
- Minor change is needed
- Major changes are needed

PLANNING WORKSHEET FOR INDICATOR 18

Problem (s) that prevent facility from being youth friendly on indicator	Possible solutions to correct problems	Resources needed (human, material, or financial)
	1	
	2	
	3	
	1	
	2	
	3	
Plan of action		Steps to be taken

Indicator 19: Do youth perceive that they would be welcomed regardless of marital and age status?

SOURCES OF INFORMATION:

Youth who have not been to facility

Youth who have not been to facility: Refer to questions 35-38 in Workbook 2 - Tool 9:
Focus Group Discussion Guide for Youth Who Have Not Been to Facility

Do youth perceive that they would be welcomed
regardless of marital and age status?



What are the perceptions that may inhibit them from
seeking services?



Are their perceptions of the facility correct? Why do you
conclude this?



IS ANY IMPROVEMENT NEEDED TO MAKE THIS FACILITY MORE "YOUTH FRIENDLY" ON THIS INDICATOR?

(Please check one answer)

- No, it already is "youth friendly"
- Minor change is needed
- Major changes are needed

PLANNING WORKSHEET FOR INDICATOR 19

Problem (s) that prevent facility from being youth friendly on indicator	Possible solutions to correct problems	Resources needed (human, material, or financial)
	1	
	2	
	3	
	1	
	2	
	3	
Plan of action		Steps to be taken

Indicator 20: Do youth perceive that providers would be informative about their needs?

SOURCES OF INFORMATION:

Youth who have not been to facility

Youth who have not been to facility: Refer to questions 39-42 in Workbook 2 - Tool 9:
Focus Group Discussion Guide for Youth Who Have Not Been to Facility

Do youth perceive that providers will be informative about their needs?



What are the perceptions that may inhibit them from seeing a provider?



Are their perceptions of providers correct? Why do you conclude this?



IS ANY IMPROVEMENT NEEDED TO MAKE THIS FACILITY MORE "YOUTH FRIENDLY" ON THIS INDICATOR?

(Please check one answer)

- No, it already is "youth friendly"
- Minor change is needed
- Major changes are needed

PLANNING WORKSHEET FOR INDICATOR 20



Problem (s) that prevent facility from being youth friendly on indicator	Possible solutions to correct problems	Resources needed (human, material, or financial)
	1	
	2	
	3	
	1	
	2	
	3	
Plan of action		Steps to be taken

Indicator 21: Do adults support youth in seeking reproductive health services at the facility?



SOURCES OF INFORMATION:

Managers, Youth who have not been to facility, and Key adult informants




Managers: Refer to questions 60-61 in Workbook 2 - Tool 2: In-depth Interview Guide for Managers

Do managers think that adults would support youth in seeking reproductive health services at the facility?		
Why do you conclude this?		

Youth who have not been to facility: Refer to questions 43-45 in Workbook 2 - Tool 9: Focus Group Discussion Guide for Youth Who Have Not Been to Facility

Do youth perceive that adults would support youth in seeking reproductive health services at the facility?		
Why do you conclude this?		

Key adult informants: Refer to questions 1-6 in Workbook 2 - Tool 10: Focus Group Discussion Guide for Key Adult Informants

Do adults say they would support youth in seeking reproductive health services at the facility?		
What are the major problems adults have with youth seeking services?		
Do you think adult attitudes will inhibit youth from seeking services? Why do you conclude this?		

Is ANY IMPROVEMENT NEEDED TO MAKE THIS FACILITY MORE “YOUTH FRIENDLY” ON THIS INDICATOR?

(Please check one answer)

- No, it already is “youth friendly”
- Minor change is needed
- Major changes are needed

PLANNING WORKSHEET FOR INDICATOR 21

Problem (s) that prevent facility from being youth friendly on indicator	Possible solutions to correct problems	Resources needed (human, material, or financial)
	1	
	2	
	3	
	1	
	2	
	3	
Plan of action		Steps to be taken

Assessing a Set of Program Facilities

This tool can also be used to assess and compare the youth-friendliness of services at more than one facility that constitute a program.

HOW TO COMBINE INFORMATION ACROSS FACILITIES:

1. GATHER DATA FOR EACH FACILITY.

Gather data regarding each program facility, and complete the relevant score sheets and planning worksheets in Workbooks 2 and 3 (you will need to photocopy these Workbooks so you have enough sheets for each facility). Label each program facility separately (e.g., “A,” “B” or “C”, etc.). You may only be interested in selecting a small set of indicators to measure and compare across facilities. If this is the case, make sure you collect data on the same indicators for each facility, asking the same questions from the data collection tools you choose to use.

2. SYNTHESIZE DATA FOR ALL FACILITIES IN THE PROGRAM.

If you are assessing the facilities to make them more youth friendly and plan to improve existing services, complete a **Score Sheet** and a **Planning Worksheet** for each facility on the indicators measured. Synthesize plans for each facility on the facility summary planning sheets that follow.

3. AGGREGATE YOUTH FRIENDLY SCORES.

In some cases you might want to see a quantitative representation of the data across all facilities, for example, if you would like to monitor the degree of youth-friendliness over time or compare the degree of youth-friendliness of different facilities.

- ◆ Use the **Summary Table of Facility Scores** to synthesize the Facility Scorecards for each facility in the program and to compare youth friendly scores among program facilities.
- ◆ To help you monitor the facility scores over time, use the **Plotting Sheet** in Workbook 3 to plot the aggregated scores for program facilities so that you can see the progress and patterns.

FACILITY SUMMARY PLANNING SHEET

FOR FACILITY

Major problem(s) that prevent facility from being youth friendly	Plan of action to correct problem(s)	Steps to be taken	Resources needed

FACILITY SUMMARY PLANNING SHEET

FOR FACILITY

Major problem(s) that prevent facility from being youth friendly	Plan of action to correct problem(s)	Steps to be taken	Resources needed

FACILITY SUMMARY PLANNING SHEET

FOR FACILITY

Major problem(s) that prevent facility from being youth friendly	Plan of action to correct problem(s)	Steps to be taken	Resources needed

FACILITY SUMMARY PLANNING SHEET

FOR FACILITY _____

Major problem(s) that prevent facility from being youth friendly	Plan of action to correct problem(s)	Steps to be taken	Resources needed

FACILITY SUMMARY PLANNING SHEET

FOR FACILITY

Major problem(s) that prevent facility from being youth friendly	Plan of action to correct problem(s)	Steps to be taken	Resources needed

FACILITY SUMMARY PLANNING SHEET

FOR FACILITY

Major problem(s) that prevent facility from being youth friendly	Plan of action to correct problem(s)	Steps to be taken	Resources needed

FACILITY SUMMARY PLANNING SHEET

FOR FACILITY

Major problem(s) that prevent facility from being youth friendly	Plan of action to correct problem(s)	Steps to be taken	Resources needed

Summary Table of Facility Scores

DIRECTIONS:

From each score sheet, copy the score for each indicator, the total actual indicator score (A on each score sheet) and the maximum indicator score (B on each score sheet). Then add up all the scores from the Actual Indicator Score column, and add up all the scores from the Maximum Indicator Score column. Write these amounts in the Subtotal row. To calculate a Total Facility Ratio, divide the total Actual Indicator Score by the Maximum Indicator Score. The closer this number is to “1,” the more youth friendly your facility is.

Indicators	Indicator Scores							Average Indicator Scores Across Facilities
	Facility A	Facility B	Facility C	Facility D	Facility E	Facility F	Facility G	
Is the facility, itself, youth friendly?								
1. Are the facility hours convenient for youth?								
2. Is the location of the facility convenient for youth?								
3. Is there adequate space and sufficient privacy?								
4. Are the surroundings of the facility welcoming for youth?								
Are providers and staff youth friendly?								
5. Are the providers and staff specially trained to work with youth issues?								
6. Are the attitudes of the providers and staff supportive towards giving services to youth?								
7. Do providers and staff honor privacy and confidentiality with their youth clients?								
8. Is a peer education/counseling program available?								

Indicators	Indicator Scores							Average Indicator Scores Across Facilities
	Facility A	Facility B	Facility C	Facility D	Facility E	Facility F	Facility G	
Are the administrative procedures youth friendly?								
9. Are the fees for services affordable?								
10. Are youth involved in decision making about how programs are delivered?								
11. Are boys and young men welcomed and served ¹ ?								
12. Does the facility provide a wide range of services?								
13. Are the necessary referrals available?								
14. Is the amount of time between arranging an appointment and seeing a provider adequate for youth?								
15. Do the policies support providing services for youth?								
16. Does the facility inform the community about its services for youth?								
Are there any psychosocial barriers to prevent youth from seeking services?								
17. Do youth perceive that privacy and confidentiality is honored?								
18. Do boys and young men perceive that they would feel welcomed at the facility?								
19. Do youth perceive that they would be welcomed regardless of marital and age status?								
20. Do youth perceive that providers would be informative about their needs?								
21. Do adults support youth in seeking reproductive health services at the facility?								
Total Facility Scores								

¹ This indicator refers to the following services: Contraceptive counseling, STI screening, counseling and treatment, HIV/AIDS testing and counseling, and counseling on sexuality, relationships, condom negotiation, and sexual abuse.

