

Workbook

Score Sheets

KRISTIN NELSON

LAUREL MACLAREN

ROBERT MAGNANI

January 2000

FOCUS ON YOUNG ADULTS

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The FOCUS on Young Adults program promotes the well-being and reproductive health of young people. FOCUS is a program of Pathfinder International in partnership with The Futures Group International and Tulane University School of Public Health and Tropical Medicine. FOCUS is funded by USAID, Cooperative Agreement # CCP-A-00-96-90002-00. The opinions expressed herein are those of the author and do not necessarily reflect the views of the U.S. Agency for International Development.

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Please send suggestions or comments to:
FOCUS on Young Adults
Attn: Communications Advisor
1201 Connecticut Avenue NW Suite 501
Washington, DC 20036 U.S.A.
Tel: 202-835-0818 Fax: 202-835-0282
Email <focus@pathfind.org>

ABOUT THE AUTHORS

Kristin Nelson is a PhD candidate at Tulane University and has a Master's degree in Medical Anthropology from Case Western University. She has conducted extensive review of qualitative and quantitative instruments and youth programs for FOCUS on Young Adults. She lived and worked in Tanzania for 2 years.

Laurel MacLaren managed an adolescent sexual health program of the Indonesia Planned Parenthood Association (IPPA) in Yogyakarta. She oversaw the development of IPPA's contraceptive and STI services for unmarried youth, which emphasized providing affordable, accessible services to marginalized youth. She has a Master's in Public Policy from Harvard University and is currently the Communications Coordinator at FOCUS on Young Adults.

Robert J. Magnani, PhD, is currently an Associate Professor in the Department of International Health and Development of the Tulane School of Public Health and Tropical Medicine. Current activities and research interests include improving methodologies and data collection strategies for public health program monitoring and evaluation, and measuring the effectiveness of adolescent reproductive health interventions. He has worked in the international population and health fields in the areas of data collection systems and methodology, program/project monitoring and evaluation, and information systems support to program management and policy decision making. He has worked in 27 developing countries in all regions of the world, with specialization in East/Southeast Asia and (recently) Latin America.



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NOVEMBER 1997



How to Use Workbook 3

The **Youth-Friendly Indicator Score Sheets** provided in this workbook are intended for you to use in scoring the youth-friendliness of each indicator. The score sheets are organized by the source of information that pertains to each indicator. To complete each score sheet, review the data collected on the particular indicator. For example, if you collected data from three sources of information, you should review each piece of data and give three separate scores for one indicator. Each indicator will be scored based on a point system, where fewer points are assigned for weaker “youth-friendliness” and higher points are assigned for stronger “youth-friendliness.” You can also calculate a ratio score for each indicator by summing the total number of points earned for each indicator and dividing it by the total number of points possible. This score will help you track improvements in specific indicators over time.

After scoring each indicator, you will transfer the scores to the **Facility Scorecard**. The Facility Scorecard has columns for every source of information that pertains to an indicator. The scorecard also has a column labeled “Actual Indicator Score,” where you will calculate the sum of the indicator scores from each source of information. The last column is labeled “Maximum Indicator Score” and is where you will write the maximum amount of points possible for every indicator (taking into consideration that you may not have measured all aspects of each indicator). At the bottom of the Facility Scorecard, you will calculate a “Total Facility Ratio,” in which the numerator is the sum of all of the Actual Indicator Scores, and the denominator is the sum of all of the Maximum Indicator Scores. The Total Facility Ratio can be used in monitoring the overall youth-friendliness of your facility and how the youth-friendliness of services varies over time.

A worksheet for **Plotting the Scores over Time** is included after the Facility Scorecard as a way to help you illustrate the changes taking place in your facility over time. This page will help you plot either the individual indicator scores or the Total Facility Ratios over time as way of monitoring the youth-friendliness of your facility.



Score Sheet for Indicator 1: Are the facility hours convenient for youth?

DIRECTIONS:

Referring to the data collected for this indicator, use the scale or point system provided to score the indicator. If you did not collect data from one of the sources listed, write “N/A” for the score, indicating that the source of information is not applicable. When you have finished scoring each source of information, add up the total points your facility received and write this number in the blank labeled “A.” Then add up the total number of points possible (not adding in possible scores for those items that are “N/A”) and write this number in the blank labeled “B.” Calculate an indicator ratio score by dividing the score your facility received (A) by the maximum score possible (B). The closer this number is to “1,” the more youth-friendly your facility is regarding this indicator. This score can be used to monitor the youth-friendliness of this indicator over time using the Plotting Sheet on page 51. It can also be used as a starting point to complete the Synthesis and Planning Sheets on this indicator in Workbook 4. The scores for this and other indicators can be aggregated to calculate a youth-friendly ratio for your entire facility using the Facility Scorecard on page 48.

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 No. 2 - Tool 2: In-depth Interview Guide for Managers

◆ Are the facility hours convenient for youth?

YF score

Scale:

0= The facility is open less than 25% of times managers think are convenient for youth

1= The facility is open between 25 and 50% of times managers think are convenient for youth

2= The facility is open between 50 and 75% of times managers think are convenient for youth

3= The facility is open between 75 and 100% of times managers think are convenient for youth



YOUTH WHO HAVE BEEN TO FACILITY:

Refer to questions 26a-b in Workbook 2 - Tool 6: Mystery Client Questionnaire and questions 10a-b in Workbook 2 - Tool 7: Client Exit Interview Guide

◆ **Are the facility hours convenient for youth?**

 YF score

Scale:

- 0= The facility is open less than 25% of times youth think are convenient
- 1= The facility is open between 25 and 50% of times youth think are convenient
- 2= The facility is open between 50 and 75% of times youth think are convenient
- 3= The facility is open between 75 and 100% of times youth think are convenient

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

◆ **Are the facility hours convenient for youth?**

 YF score

Scale:

- 0= The facility is open less than 25% of times youth think are convenient
- 1= The facility is open between 25 and 50% of times youth think are convenient
- 2= The facility is open between 50 and 75% of times youth think are convenient
- 3= The facility is open between 75 and 100% of times youth think are convenient

Write the actual number of points for this indicator

(Add up the scores that you wrote for each source of information)

 A

Write the maximum number of points for this indicator

(For example, if you used all three sources of information to measure this indicator this maximum number would be 9)

 B

Indicator Ratio (A/B):

(for example, $6/9 = .66$)

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

DIRECTIONS:

Referring to the data collected for this indicator, use the scale or point system provided to score the indicator. If you did not collect data from one of the sources listed, write “N/A” for the score, indicating that the source of information is not applicable. When you have finished scoring each source of information, add up the total points your facility received and write this number in the blank labeled “A.” Then add up the total number of points possible (not adding in possible scores for those items that are “N/A”) and write this number in the blank labeled “B.” Calculate an indicator ratio score by dividing the score your facility received (A) by the maximum score possible (B). The closer this number is to “1,” the more youth-friendly your facility is regarding this indicator. This score can be used to monitor the youth-friendliness of this indicator over time using the Plotting Sheet on page 51. It can also be used as a starting point to complete the Synthesis and Planning Sheets on this indicator in Workbook 4. The scores for this and other indicators can be aggregated to calculate a youth-friendly ratio for your entire facility using the Facility Scorecard on page 48.

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

- ◆ **Is the location of the facility convenient for youth?**

YF score

Score one point for each (write 0 if none are true):

- ❖ Location is close to public transportation
- ❖ Location is close to a place where youth spend their free time
- ❖ Location is close to a school

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

◆ **Is the location of the facility convenient for youth?**

YF score

Score one point for each:

- ❖ Most youth said location is close to public transportation
- ❖ Most youth said location is close to a place where youth spend their free time
- ❖ Most youth said location is close to a school

Write the actual number of points for this indicator

(Add up the scores that you wrote for each source of information)

_____ **A**

Write the maximum number of points for this indicator

(For example, if you used two sources of information to measure this indicator this maximum number would be 6)

_____ **B**

Indicator Ratio (A/B):

(for example, $5/6 = .83$)

Score Sheet for Indicator 3: Is there adequate space and sufficient privacy?

DIRECTIONS:

Referring to the data collected for this indicator, use the scale or point system provided to score the indicator. If you did not collect data from one of the sources listed, write “N/A” for the score, indicating that the source of information is not applicable. When you have finished scoring each source of information, add up the total points your facility received and write this number in the blank labeled “A.” Then add up the total number of points possible (not adding in possible scores for those items that are “N/A”) and write this number in the blank labeled “B.” Calculate an indicator ratio score by dividing the score your facility received (A) by the maximum score possible (B). The closer this number is to “1,” the more youth-friendly your facility is regarding this indicator. This score can be used to monitor the youth-friendliness of this indicator over time using the Plotting Sheet on page 51. It can also be used as a starting point to complete the Synthesis and Planning Sheets on this indicator in Workbook 4. The scores for this and other indicators can be aggregated to calculate a youth-friendly ratio for your entire facility using the Facility Scorecard on page 48.

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

◆ **Is there adequate space and sufficient privacy?**

YF score

Score one point for each (write 0 if none are true):

- ❖ Separate waiting room for youth
- ❖ Separate clinic hours for youth
- ❖ Private space for clients to receive counseling or consult with provider/counselor
- ❖ Private space for clients to receive other RH services from provider

PROVIDERS AND STAFF:

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

◆ **Is there adequate space and sufficient privacy?**

 YF score

Scale:

0= There is no extra space or privacy available at the facility

1= The facility has a separate space/corner to see clients, but conversations can be overheard and seen

2= The facility has a separate room to see clients but may occasionally have interruptions

3= The facility has a separate room to see clients, and there are no interruptions during that time

YOUTH WHO HAVE BEEN TO FACILITY:

Refer to questions 51-53 in Workbook 2 - Tool 6: Mystery Client Questionnaire, and questions 25-27 in Workbook 2 - Tool 7: Client Exit Interview Guide

◆ **Is there adequate space and sufficient privacy?**

 YF score

Score one point for each (write 0 if none are true):

- ❖ Most youth said they had enough privacy with provider
- ❖ Most youth said there were no interruptions when consulting with a provider
- ❖ Most youth said they thought no one else could hear their discussions with provider

Write the actual number of points for this indicator

(Add up the scores that you wrote for each source of information)

 A

Write the maximum number of points for this indicator

(For example, if you used all three sources of information to measure this indicator this maximum number would be 10)

 B

Indicator Ratio (A/B):

(for example, 4/10 = .4)

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

DIRECTIONS:

Referring to the data collected for this indicator, use the scale or point system provided to score the indicator. If you did not collect data from one of the sources listed, write “N/A” for the score, indicating that the source of information is not applicable. When you have finished scoring each source of information, add up the total points your facility received and write this number in the blank labeled “A.” Then add up the total number of points possible (not adding in possible scores for those items that are “N/A”) and write this number in the blank labeled “B.” Calculate an indicator ratio score by dividing the score your facility received (A) by the maximum score possible (B). The closer this number is to “1,” the more youth-friendly your facility is regarding this indicator. This score can be used to monitor the youth-friendliness of this indicator over time using the Plotting Sheet on page 51. It can also be used as a starting point to complete the Synthesis and Planning Sheets on this indicator in Workbook 4. The scores for this and other indicators can be aggregated to calculate a youth-friendly ratio for your entire facility using the Facility Scorecard on page 48.

SOURCES OF INFORMATION:

Providers and Staff and Youth who have been to facility

PROVIDERS AND STAFF:

Refer to questions 1-3 in Workbook 2 - Tool 4: Focus Group Discussion Guide for Providers and Staff

- ◆ Are the surroundings of the facility welcoming for youth?

YF score

Scale:

0= The surroundings of the facility are not welcoming for youth

1= The facility has one poster/sign that targets youth

2= The facility has a “youth corner” which has several posters and signs targeting youth

3= The facility has a whole room with posters, signs, and reading material that target youth

YOUTH WHO HAVE BEEN TO FACILITY:

Refer to questions 60-67 in Workbook 2 - Tool 6: Mystery Client Questionnaire, and questions 36-41 in Workbook 2 - Tool 7: Client Exit Interview Guide

◆ **Are the surroundings of the facility welcoming for youth?**

_____ YF score

Score one point for each (write 0 if none are true):

- ❖ Most youth thought the facility looked attractive
- ❖ Most youth read materials while waiting
- ❖ Most youth watched something 'entertaining' while waiting

Write the actual number of points for this indicator

(Add up the scores that you wrote for each source of information)

_____ **A**

Write the maximum number of points for this indicator

(For example, if you used two sources of information to measure this indicator this maximum number would be 6)

_____ **B**

Indicator Ratio (A/B):

(for example, $4/6 = .66$)

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

DIRECTIONS:

Referring to the data collected for this indicator, use the scale or point system provided to score the indicator. If you did not collect data from one of the sources listed, write “N/A” for the score, indicating that the source of information is not applicable. When you have finished scoring each source of information, add up the total points your facility received and write this number in the blank labeled “A.” Then add up the total number of points possible (not adding in possible scores for those items that are “N/A”) and write this number in the blank labeled “B.” Calculate an indicator ratio score by dividing the score your facility received (A) by the maximum score possible (B). The closer this number is to “1,” the more youth-friendly your facility is regarding this indicator. This score can be used to monitor the youth-friendliness of this indicator over time using the Plotting Sheet on page 51. It can also be used as a starting point to complete the Synthesis and Planning Sheets on this indicator in Workbook 4. The scores for this and other indicators can be aggregated to calculate a youth-friendly ratio for your entire facility using the Facility Scorecard on page 48.

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

- ◆ Are providers and staff specially trained to work with youth issues?

YF score

Score one point for each (write 0 if none are true):

- ❖ At least one provider has been trained to work with youth
- ❖ At least one staff person has been trained to work with youth
- ❖ There are special youth guidelines that providers use to work with youth

PROVIDERS AND STAFF:

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

- ◆ **Are providers and staff specially trained to work with youth issues?**

 YF score

Score one point for each (write 0 if none are true):

- ❖ At least one provider has been trained to work with youth
- ❖ At least one staff person has been trained to work with youth
- ❖ There are special youth guidelines that providers use to work with youth

Write the actual number of points for this indicator

(Add up the scores that you wrote for each source of information)

 A

Write the maximum number of points for this indicator

(For example, if you used two sources of information to measure this indicator this maximum number would be 6)

 B

Indicator Ratio (A/B):

(for example, $1/6 = .16$)



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

DIRECTIONS:

Referring to the data collected for this indicator, use the scale or point system provided to score the indicator. If you did not collect data from one of the sources listed, write “N/A” for the score, indicating that the source of information is not applicable. When you have finished scoring each source of information, add up the total points your facility received and write this number in the blank labeled “A.” Then add up the total number of points possible (not adding in possible scores for those items that are “N/A”) and write this number in the blank labeled “B.” Calculate an indicator ratio score by dividing the score your facility received (A) by the maximum score possible (B). The closer this number is to “1,” the more youth-friendly your facility is regarding this indicator. This score can be used to monitor the youth-friendliness of this indicator over time using the Plotting Sheet on page 51. It can also be used as a starting point to complete the Synthesis and Planning Sheets on this indicator in Workbook 4. The scores for this and other indicators can be aggregated to calculate a youth-friendly ratio for your entire facility using the Facility Scorecard on page 48.

SOURCES OF INFORMATION:

Providers and Staff and Youth who have been to facility

PROVIDERS AND STAFF:

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

- ◆ **Are the attitudes of providers and staff supportive toward giving services to youth?**

YF score

Score one point for each (write 0 if none are true):

- ❖ Most providers and staff have positive attitudes about serving youth who may be sexually active
- ❖ Most providers are comfortable in providing any reproductive health service to youth
- ❖ Most providers do not feel youth should be restricted from receiving any reproductive health service

YOUTH WHO HAVE BEEN TO FACILITY:

Refer to questions 27-48 in Workbook 2 - Tool 6: Mystery Client Questionnaire, and questions 11-24 in Workbook 2 - Tool 7: Client Exit Interview Guide

- ◆ **Are the attitudes of providers and staff supportive toward giving services to youth?**

YF score

Score one point for each (write 0 if none are true):

- ❖ Most youth thought that providers listened to their concerns
- ❖ Most youth said that they felt comfortable with providers
- ❖ Most youth said they were satisfied with providers

Write the actual number of points for this indicator

(Add up the scores that you wrote for each source of information)

_____ **A**

Write the maximum number of points for this indicator

(For example, if you used two sources of information to measure this indicator this maximum number would be 6)

_____ **B**

Indicator Ratio (A/B):

(for example, 3/6 = .5)

_____ / _____

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

DIRECTIONS:

Referring to the data collected for this indicator, use the scale or point system provided to score the indicator. If you did not collect data from one of the sources listed, write “N/A” for the score, indicating that the source of information is not applicable. When you have finished scoring each source of information, add up the total points your facility received and write this number in the blank labeled “A.” Then add up the total number of points possible (not adding in possible scores for those items that are “N/A”) and write this number in the blank labeled “B.” Calculate an indicator ratio score by dividing the score your facility received (A) by the maximum score possible (B). The closer this number is to “1,” the more youth-friendly your facility is regarding this indicator. This score can be used to monitor the youth-friendliness of this indicator over time using the Plotting Sheet on page 51. It can also be used as a starting point to complete the Synthesis and Planning Sheets on this indicator in Workbook 4. The scores for this and other indicators can be aggregated to calculate a youth-friendly ratio for your entire facility using the Facility Scorecard on page 48.

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?**

YF score

Score one point for each (write 0 if none are true):

- ❖ Most providers and staff follow privacy guidelines
- ❖ Most providers and staff follow confidentiality guidelines
- ❖ Most providers do not require parental consent for RH services
- ❖ Most providers take clients into private consulting/service room

YOUTH WHO HAVE BEEN TO FACILITY:

Refer to questions 54-56 in Workbook 2 - Tool 6: Mystery Client Questionnaire, and questions 28-30 in Workbook 4 - Tool 7: Client Exit Interview Guide

◆ **Do providers and staff honor privacy and confidentiality with their youth clients?**

YF score

Score one point for each (write 0 if none are true):

- ❖ Most youth thought their conversation was private
- ❖ Most youth said they received no interruptions while meeting with provider
- ❖ Most youth thought the information they gave at the facility would be kept confidential

Write the actual number of points for this indicator

(Add up the scores that you wrote for each source of information)

_____ **A**

Write the maximum number of points for this indicator

(For example, if you used two sources of information to measure this indicator this maximum number would be 7)

_____ **B**

Indicator Ratio (A/B):

(for example, $5/7 = .71$)

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

DIRECTIONS:

Referring to the data collected for this indicator, use the scale or point system provided to score the indicator. If you did not collect data from one of the sources listed, write “N/A” for the score, indicating that the source of information is not applicable. When you have finished scoring each source of information, add up the total points your facility received and write this number in the blank labeled “A.” Then add up the total number of points possible (not adding in possible scores for those items that are “N/A”) and write this number in the blank labeled “B.” Calculate an indicator ratio score by dividing the score your facility received (A) by the maximum score possible (B). The closer this number is to “1,” the more youth-friendly your facility is regarding this indicator. This score can be used to monitor the youth-friendliness of this indicator over time using the Plotting Sheet on page 51. It can also be used as a starting point to complete the Synthesis and Planning Sheets on this indicator in Workbook 4. The scores for this and other indicators can be aggregated to calculate a youth-friendly ratio for your entire facility using the Facility Scorecard on page 48.

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

◆ **Is a peer education/counseling program available?**

YF score

Score one point for each (write 0 if none are true):

- ❖ There is at least 1 peer educator/counselor working at the facility, on-site
- ❖ There is at least 1 peer educator/counselor doing outreach work for the facility
- ❖ The facility has a system of monitoring the peer educators/counselors

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

- ◆ **Is the peer education/counseling program available?**

_____ YF score

Score one point for each (write 0 if none are true):

- ❖ Most youth said they saw a peer educator/counselor at the facility
- ❖ Most youth said they spoke with a peer educator/counselor
- ❖ Most youth said they have spoken with a peer educator/counselor more than once

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

- ◆ **Is the peer education/counseling program adequate?**

_____ YF score

Score one point for each (write 0 if none are true):

- ❖ Most youth said they have seen a peer educator/counselor
- ❖ Most youth said they have spoken with a peer educator/counselor
- ❖ Most youth said they have spoken with a peer educator/counselor more than once

Write the actual number of points for this indicator

(Add up the scores that you wrote for each source of information)

_____ **A**

Write the maximum number of points for this indicator

(For example, if you used all three sources of information to measure this indicator this maximum number would be 9)

_____ **B**

Indicator Ratio (A/B):

(for example, 8/9 = .88)

Score Sheet for Indicator 9: Are the fees for services affordable?

DIRECTIONS:

Referring to the data collected for this indicator, use the scale or point system provided to score the indicator. If you did not collect data from one of the sources listed, write “N/A” for the score, indicating that the source of information is not applicable. When you have finished scoring each source of information, add up the total points your facility received and write this number in the blank labeled “A.” Then add up the total number of points possible (not adding in possible scores for those items that are “N/A”) and write this number in the blank labeled “B.” Calculate an indicator ratio score by dividing the score your facility received (A) by the maximum score possible (B). The closer this number is to “1,” the more youth-friendly your facility is regarding this indicator. This score can be used to monitor the youth-friendliness of this indicator over time using the Plotting Sheet on page 51. It can also be used as a starting point to complete the Synthesis and Planning Sheets on this indicator in Workbook 4. The scores for this and other indicators can be aggregated to calculate a youth-friendly ratio for your entire facility using the Facility Scorecard on page 48.

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

- ◆ **Are the fees for services affordable?**

YF score

Scale:

0= All or most fees for services are too expensive for youth

1= There are some services that may be too expensive for youth to pay for

2= There is a credit system in place for youth

3= There is a sliding scale system in place for youth

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

◆ **Are the fees for services affordable?**

_____ YF score

Scale:

0= Most of the youth thought that all or most fees for services are too expensive

1= Most of the youth thought that many of the fees for services were too expensive

2= Most of the youth thought that only a few of the fees for services were too expensive

3= Most of the youth thought that none of the services were too expensive

Write the actual number of points for this indicator

(Add up the scores that you wrote for each source of information)

_____ **A**

Write the maximum number of points for this indicator

(For example, if you used two sources of information to measure this indicator this maximum number would be 6)

_____ **B**

Indicator Ratio (A/B):

(for example, $5/6 = .83$)

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

DIRECTIONS:

Referring to the data collected for this indicator, use the scale or point system provided to score the indicator. If you did not collect data from one of the sources listed, write “N/A” for the score, indicating that the source of information is not applicable. When you have finished scoring each source of information, add up the total points your facility received and write this number in the blank labeled “A.” Then add up the total number of points possible (not adding in possible scores for those items that are “N/A”) and write this number in the blank labeled “B.” Calculate an indicator ratio score by dividing the score your facility received (A) by the maximum score possible (B). The closer this number is to “1,” the more youth-friendly your facility is regarding this indicator. This score can be used to monitor the youth-friendliness of this indicator over time using the Plotting Sheet on page 51. It can also be used as a starting point to complete the Synthesis and Planning Sheets on this indicator in Workbook 4. The scores for this and other indicators can be aggregated to calculate a youth-friendly ratio for your entire facility using the Facility Scorecard on page 48.

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

- ◆ Are youth involved in decision making about how programs are delivered? $\frac{\quad}{\text{YF score}}$

Scale:

- 0= There are no youth involved in any type of decision making
- 1= There has been one attempt to include a few youth in decision making
- 2= There have been some activities to include youth in decision making
- 3= Most of the RH programs at the facility have involved youth in decision making

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

◆ **Are youth involved in decision making about how programs are delivered?** _____
YF score

Score one point for each (write 0 if none are true):

- ❖ Most youth said they have been asked to participate in decision making
- ❖ Most youth said they thought their input was used to help shape the programs
- ❖ Most youth said they knew friends who had participated in decision making

Write the actual number of points for this indicator

(Add up the scores that you wrote for each source of information)

_____ **A**

Write the maximum number of points for this indicator

(For example, if you used two sources of information to measure this indicator this maximum number would be 6)

_____ **B**

Indicator Ratio (A/B):

(for example, 2/6 = .33)

Score Sheet for Indicator 11: Are boys and young men welcomed and served?

DIRECTIONS:

Referring to the data collected for this indicator, use the scale or point system provided to score the indicator. If you did not collect data from one of the sources listed, write “N/A” for the score, indicating that the source of information is not applicable. When you have finished scoring each source of information, add up the total points your facility received and write this number in the blank labeled “A.” Then add up the total number of points possible (not adding in possible scores for those items that are “N/A”) and write this number in the blank labeled “B.” Calculate an indicator ratio score by dividing the score your facility received (A) by the maximum score possible (B). The closer this number is to “1,” the more youth-friendly your facility is regarding this indicator. This score can be used to monitor the youth-friendliness of this indicator over time using the Plotting Sheet on page 51. It can also be used as a starting point to complete the Synthesis and Planning Sheets on this indicator in Workbook 4. The scores for this and other indicators can be aggregated to calculate a youth-friendly ratio for your entire facility using the Facility Scorecard on page 48.

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

- ◆ Are boys and young men welcomed and served?

YF score

Scale:

0= There were no boys or young men served with RH services

1= Less than 25% of all youth clients for RH services were boys or young men

2= Between 25 and 50% of all youth clients for RH services were boys or young men

3= At least 50% of all youth clients for RH services were boys or young men

MANAGERS:

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

◆ **Are boys and young men welcomed and served?**

 YF score

Score one point for each (write 0 if none are true):

0= There are special signs/materials targeting boys

1= There are male providers

2= There are providers specially trained to work with boys

PROVIDERS AND STAFF:

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

◆ **Are boys and young men welcomed and served?**

 YF score

Scale:

0= Most of the providers do not feel comfortable providing services to boys

1= Most of the providers feel somewhat comfortable providing services to boys

2= Most of the providers feel very comfortable providing services to boys

YOUTH WHO HAVE BEEN TO FACILITY:

Refer to questions 49-50 in Workbook 2 - Tool 6: Mystery Client Questionnaire, and questions 34-35 in Workbook 2 - Tool 7: Client Exit Interview Guide

◆ **Are boys and young men being served?**

 YF score

Score one point for each (write 0 if none are true):

❖ Most boys said they were satisfied with the way the provider treated them

❖ Most boys said the providers were able to help them with their problem

❖ Most boys said they thought the facility also focused on boys/young men for services

Write the actual number of points for this indicator

(Add up the scores that you wrote for each source of information)

 A

Write the maximum number of points for this indicator

(For example, if you used all four sources of information to measure this indicator this maximum number would be 11)

 B

Indicator Ratio (A/B):

(for example, 5/11 = .46)

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

DIRECTIONS:

Referring to the data collected for this indicator, use the scale or point system provided to score the indicator. If you did not collect data from one of the sources listed, write “N/A” for the score, indicating that the source of information is not applicable. When you have finished scoring each source of information, add up the total points your facility received and write this number in the blank labeled “A.” Then add up the total number of points possible (not adding in possible scores for those items that are “N/A”) and write this number in the blank labeled “B.” Calculate an indicator ratio score by dividing the score your facility received (A) by the maximum score possible (B). The closer this number is to “1,” the more youth-friendly your facility is regarding this indicator. This score can be used to monitor the youth-friendliness of this indicator over time using the Plotting Sheet on page 51. It can also be used as a starting point to complete the Synthesis and Planning Sheets on this indicator in Workbook 4. The scores for this and other indicators can be aggregated to calculate a youth-friendly ratio for your entire facility using the Facility Scorecard on page 48.

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

- ◆ Does the facility provide a wide range of services¹?

YF score

Scale:

- 0= There are no RH services offered to youth clients
- 1= There are 1–2 RH services offered to youth clients
- 2= There are 3–4 RH services offered to youth clients
- 3= There are at least 5 RH services offered to youth clients

¹ For this score, only include services which are being provided at the facility.

MANAGERS:

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

◆ **Does the facility provide a wide range of services?**

 YF score

Score one point for each (write 0 if none are true):

0= The facility offers a range of contraceptives

1= The facility offers a range of RH services

2= The facility provides STI testing

3= The facility has equipment available and in working order for all services it provides

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

◆ **Does the facility offer a wide range of services?**

 YF score

Scale:

0= The facility offers none of the services youth say they need

1= The facility offers 1–2 of the services youth say they need

2= The facility offers 3–4 of the services youth say they need

3= The facility offers at least 5 of the services youth say they need

Write the actual number of points for this indicator

(Add up the scores that you wrote for each source of information)

 A

Write the maximum number of points for this indicator

(For example, if you used all three sources of information to measure this indicator this maximum number would be 10)

 B

Indicator Ratio (A/B):

(for example, 5/10 = .5)

Score Sheet for Indicator 13: Are the necessary referrals available?

DIRECTIONS:

Referring to the data collected for this indicator, use the scale or point system provided to score the indicator. If you did not collect data from one of the sources listed, write “N/A” for the score, indicating that the source of information is not applicable. When you have finished scoring each source of information, add up the total points your facility received and write this number in the blank labeled “A.” Then add up the total number of points possible (not adding in possible scores for those items that are “N/A”) and write this number in the blank labeled “B.” Calculate an indicator ratio score by dividing the score your facility received (A) by the maximum score possible (B). The closer this number is to “1,” the more youth-friendly your facility is regarding this indicator. This score can be used to monitor the youth-friendliness of this indicator over time using the Plotting Sheet on page 51. It can also be used as a starting point to complete the Synthesis and Planning Sheets on this indicator in Workbook 4. The scores for this and other indicators can be aggregated to calculate a youth-friendly ratio for your entire facility using the Facility Scorecard on page 48.

SOURCES OF INFORMATION:

Facility records

FACILITY RECORDS:

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

- ◆ Are the necessary referrals available?

YF score

Scale:

0= There are no referrals available to youth for RH services that aren't provided

1= There are a few referrals available to youth for RH services that aren't provided, but the referrals do not cover most of the services needed

- 2= There are some referrals available to youth for RH services that aren't provided, but there are still a few services that are not referred for and are needed by youth
- 3= There are referrals available to youth for every RH service that isn't being provided at the facility

Write the actual number of points for this indicator

(Add up the scores that you wrote for each source of information)

_____ **A**

Write the maximum number of points for this indicator

(For example, if you used one source of information to measure this indicator this maximum number would be 3)

_____ **B**

Indicator Ratio (A/B):

(for example, $3/3 = 1$)

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

DIRECTIONS:

Referring to the data collected for this indicator, use the scale or point system provided to score the indicator. If you did not collect data from one of the sources listed, write “N/A” for the score, indicating that the source of information is not applicable. When you have finished scoring each source of information, add up the total points your facility received and write this number in the blank labeled “A.” Then add up the total number of points possible (not adding in possible scores for those items that are “N/A”) and write this number in the blank labeled “B.” Calculate an indicator ratio score by dividing the score your facility received (A) by the maximum score possible (B). The closer this number is to “1,” the more youth-friendly your facility is regarding this indicator. This score can be used to monitor the youth-friendliness of this indicator over time using the Plotting Sheet on page 51. It can also be used as a starting point to complete the Synthesis and Planning Sheets on this indicator in Workbook 4. The scores for this and other indicators can be aggregated to calculate a youth-friendly ratio for your entire facility using the Facility Scorecard on page 48.

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

- ◆ **Is the amount of time between arranging an appointment and seeing a provider adequate for youth?**

YF score

Scale:

- 0= Clients usually have to wait 2 weeks or more to see a provider after making an appointment
- 1= Clients usually have to wait 1-2 weeks to see a provider after making an appointment
- 2= Clients usually have to wait 3-5 days to see a provider after making an appointment
- 3= Clients usually can see a provider within 2 days after making an appointment

PROVIDERS AND STAFF:

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

- ◆ **Is the amount of time between arranging an appointment and seeing a provider adequate for youth?**

_____ YF score

Scale:

0= Clients usually have to wait 2 weeks or more to see a provider after making an appointment

1= Clients usually have to wait 1-2 weeks to see a provider after making an appointment

2= Clients usually have to wait 3-5 days to see a provider after making an appointment

3= Clients usually can see a provider within 2 days after making an appointment

YOUTH WHO HAVE BEEN TO FACILITY:

Refer to questions 20-25 in Workbook 2 - Tool 6: Mystery Client Questionnaire, and questions 8-9 in Workbook 2 - Tool 7: Client Exit Interview Guide

- ◆ **Is the amount of time between arranging an appointment and seeing a provider adequate for youth?**

_____ YF score

Scale:

0= Most youth said they usually have to wait 2 weeks or more to see a provider after making an appointment

1= Most youth said they usually have to wait 1-2 weeks to see a provider after making an appointment

2= Most youth said they usually have to wait 3-5 days to see a provider after making an appointment

3= Most youth said they usually can see a provider within 2 days after making an appointment

Write the actual number of points for this indicator

(Add up the scores that you wrote for each source of information)

_____ **A**

Write the maximum number of points for this indicator

(For example, if you used all three sources of information to measure this indicator this maximum number would be 9)

_____ **B**

Indicator Ratio (A/B):

(for example, 8/9 = .88)

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

DIRECTIONS:

Referring to the data collected for this indicator, use the scale or point system provided to score the indicator. If you did not collect data from one of the sources listed, write “N/A” for the score, indicating that the source of information is not applicable. When you have finished scoring each source of information, add up the total points your facility received and write this number in the blank labeled “A.” Then add up the total number of points possible (not adding in possible scores for those items that are “N/A”) and write this number in the blank labeled “B.” Calculate an indicator ratio score by dividing the score your facility received (A) by the maximum score possible (B). The closer this number is to “1,” the more youth-friendly your facility is regarding this indicator. This score can be used to monitor the youth-friendliness of this indicator over time using the Plotting Sheet on page 51. It can also be used as a starting point to complete the Synthesis and Planning Sheets on this indicator in Workbook 4. The scores for this and other indicators can be aggregated to calculate a youth-friendly ratio for your entire facility using the Facility Scorecard on page 48.

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 the policies support providing services for youth?

_____ /
YF score

Scale

- 0= Policies restrict youth from receiving all of the RH services
- 1= Policies restrict youth from receiving most of the RH services
- 2= Policies restrict youth from receiving some of the RH services
- 3= Policies do not restrict youth from receiving any of the RH services

PROVIDERS AND STAFF:

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

◆ **Do the policies support providing services for youth?**

 YF score

Scale:

0= Most providers said that policies restrict them from giving any RH service to youth

1= Most providers said that policies restrict from giving most of the RH services to youth

2= Most providers said that policies restrict from giving some of the RH services to youth

3= Most providers said that policies do not restrict them from giving any RH service to youth

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 the policies support providing services for youth?**

 YF score

Scale:

0= Most youth said they were restricted from receiving the RH service they wanted

1= Most youth said they were required to have parental consent before getting the service they wanted

2= Most youth said they were allowed to receive the RH service they wanted, but were required to have a medical procedure first

3= Most of the youth said they were allowed to receive the RH service they wanted, without any requirements

Write the actual number of points for this indicator

(Add up the scores that you wrote for each source of information)

 A

Write the maximum number of points for this indicator

(For example, if you used all three sources of information to measure this indicator this maximum number would be 9)

 B

Indicator Ratio (A/B):

(for example, 7/9 = .77)

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

DIRECTIONS:

Referring to the data collected for this indicator, use the scale or point system provided to score the indicator. If you did not collect data from one of the sources listed, write “N/A” for the score, indicating that the source of information is not applicable. When you have finished scoring each source of information, add up the total points your facility received and write this number in the blank labeled “A.” Then add up the total number of points possible (not adding in possible scores for those items that are “N/A”) and write this number in the blank labeled “B.” Calculate an indicator ratio score by dividing the score your facility received (A) by the maximum score possible (B). The closer this number is to “1,” the more youth-friendly your facility is regarding this indicator. This score can be used to monitor the youth-friendliness of this indicator over time using the Plotting Sheet on page 51. It can also be used as a starting point to complete the Synthesis and Planning Sheets on this indicator in Workbook 4. The scores for this and other indicators can be aggregated to calculate a youth-friendly ratio for your entire facility using the Facility Scorecard on page 48.

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

◆ **Does the facility inform the community about its services for youth?**

_____ /
YF score

Scale:

- 0= The facility does nothing to inform the community about its services for youth
- 1= The facility has one type of promotional activity to inform the community about its services for youth
- 2= The facility has two types of promotional activities to inform the community about its services for youth
- 3= The facility has at least three types of promotional activities to inform the community about its services for youth

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

◆ **Does the facility inform the community about its services for youth?** _____
YF score

Score one point for each (write 0 if none are true):

- ❖ Most youth said they heard about the facility through the mass media (e.g., radio ad, newspaper, etc.)
- ❖ Most youth said they saw a poster or flyer about the facility's services
- ❖ Most youth said they heard about the facility from an outreach activity (e.g., in school, at a community event or from a peer educator)

KEY ADULT INFORMANTS:

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

◆ **Does the facility inform the community about its services for youth?** _____
YF score

Score one point for each (Write 0 if none are true):

- ❖ Most of the adults said they heard that the facility served youth through the mass media (e.g., radio ad, newspaper, etc.)
- ❖ Most of the adults said they saw a poster or flyer about the facility's services for youth
- ❖ Most of the adults said they heard that the facility served youth from an outreach activity (e.g., at a community event)

Write the actual number of points for this indicator

(Add up the scores that you wrote for each source of information)

_____ **A**

Write the maximum number of points for this indicator

(For example, if you used all three sources of information to measure this indicator this maximum number would be 9)

_____ **B**

Indicator Ratio (A/B):

(for example, 5/9 = .55)

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

DIRECTIONS:

Referring to the data collected for this indicator, use the scale or point system provided to score the indicator. If you did not collect data from one of the sources listed, write “N/A” for the score, indicating that the source of information is not applicable. When you have finished scoring each source of information, add up the total points your facility received and write this number in the blank labeled “A.” Then add up the total number of points possible (not adding in possible scores for those items that are “N/A”) and write this number in the blank labeled “B.” Calculate an indicator ratio score by dividing the score your facility received (A) by the maximum score possible (B). The closer this number is to “1,” the more youth-friendly your facility is regarding this indicator. This score can be used to monitor the youth-friendliness of this indicator over time using the Plotting Sheet on page 51. It can also be used as a starting point to complete the Synthesis and Planning Sheets on this indicator in Workbook 4. The scores for this and other indicators can be aggregated to calculate a youth-friendly ratio for your entire facility using the Facility Scorecard on page 48.

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?**

_____ /
YF score

Score one point for each (write 0 if none are true):

- ❖ Most youth perceive that they would be taken into a private area for services
- ❖ Most youth perceive that their information will be kept confidential
- ❖ Most youth have heard that the providers are not required to contact their parents
- ❖ Most youth perceive that no one else will hear them speak to the provider at the facility

Write the actual number of points for this indicator

(Add up the scores that you wrote for each source of information)

A

Write the maximum number of points for this indicator

(For example, if you used one source of information to measure this indicator this maximum number would be 4)

B

Indicator Ratio (A/B):

(for example, $3/4 = .75$)

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

DIRECTIONS:

Referring to the data collected for this indicator, use the scale or point system provided to score the indicator. If you did not collect data from one of the sources listed, write “N/A” for the score, indicating that the source of information is not applicable. When you have finished scoring each source of information, add up the total points your facility received and write this number in the blank labeled “A.” Then add up the total number of points possible (not adding in possible scores for those items that are “N/A”) and write this number in the blank labeled “B.” Calculate an indicator ratio score by dividing the score your facility received (A) by the maximum score possible (B). The closer this number is to “1,” the more youth-friendly your facility is regarding this indicator. This score can be used to monitor the youth-friendliness of this indicator over time using the Plotting Sheet on page 51. It can also be used as a starting point to complete the Synthesis and Planning Sheets on this indicator in Workbook 4. The scores for this and other indicators can be aggregated to calculate a youth-friendly ratio for your entire facility using the Facility Scorecard on page 48.

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?**

YF score

Score one point for each (write 0 if none are true):

- ❖ Most boys feel that they would be welcomed at the facility
- ❖ Most boys would feel comfortable going to the facility for a RH problem
- ❖ Most boys would feel comfortable discussing their sexuality with a provider

Write the actual number of points for this indicator

(Add up the scores that you wrote for each source of information)

A

Write the maximum number of points for this indicator

(For example, if you used one source of information to measure this indicator this maximum number would be 3)

B

Indicator Ratio (A/B):

(for example, $1/3 = .33$)

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

DIRECTIONS:

Referring to the data collected for this indicator, use the scale or point system provided to score the indicator. If you did not collect data from one of the sources listed, write “N/A” for the score, indicating that the source of information is not applicable. When you have finished scoring each source of information, add up the total points your facility received and write this number in the blank labeled “A.” Then add up the total number of points possible (not adding in possible scores for those items that are “N/A”) and write this number in the blank labeled “B.” Calculate an indicator ratio score by dividing the score your facility received (A) by the maximum score possible (B). The closer this number is to “1,” the more youth-friendly your facility is regarding this indicator. This score can be used to monitor the youth-friendliness of this indicator over time using the Plotting Sheet on page 51. It can also be used as a starting point to complete the Synthesis and Planning Sheets on this indicator in Workbook 4. The scores for this and other indicators can be aggregated to calculate a youth-friendly ratio for your entire facility using the Facility Scorecard on page 48.

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?**

YF score

Score one point for each (write 0 if none are true):

- ❖ Most youth feel that they would feel comfortable with providers
- ❖ Most youth feel that the providers would be able to give them the service they wanted
- ❖ Most youth feel positive about how they will be treated at the facility
- ❖ Most youth feel that they would not be refused services for being unmarried or too young

Write the actual number of points for this indicator

(Add up the scores that you wrote for each source of information)

A

Write the maximum number of points for this indicator

(For example, if you used one source of information to measure this indicator this maximum number would be 4)

B

Indicator Ratio (A/B):

(for example, $2/4 = .5$)

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

DIRECTIONS:

Referring to the data collected for this indicator, use the scale or point system provided to score the indicator. If you did not collect data from one of the sources listed, write “N/A” for the score, indicating that the source of information is not applicable. When you have finished scoring each source of information, add up the total points your facility received and write this number in the blank labeled “A.” Then add up the total number of points possible (not adding in possible scores for those items that are “N/A”) and write this number in the blank labeled “B.” Calculate an indicator ratio score by dividing the score your facility received (A) by the maximum score possible (B). The closer this number is to “1,” the more youth-friendly your facility is regarding this indicator. This score can be used to monitor the youth-friendliness of this indicator over time using the Plotting Sheet on page 51. It can also be used as a starting point to complete the Synthesis and Planning Sheets on this indicator in Workbook 4. The scores for this and other indicators can be aggregated to calculate a youth-friendly ratio for your entire facility using the Facility Scorecard on page 48.

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 would be informative about their needs?** _____
YF score

Score one point for each (write 0 if none are true):

- ❖ Most youth perceive that providers will be able to help them with their problems
- ❖ Most youth perceive that they will feel comfortable asking the providers questions about sexuality and RH

- ❖ Most youth perceive that providers have knowledge about young people's reproductive health problems
- ❖ Most youth perceive that providers will know the answers to their questions

Write the actual number of points for this indicator

(Add up the scores that you wrote for each source of information)

_____ **A**

Write the maximum number of points for this indicator

(For example, if you used one source of information to measure this indicator this maximum number would be 4)

_____ **B**

Indicator Ratio (A/B):

(for example, $1/4 = .25$)

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

DIRECTIONS:

Referring to the data collected for this indicator, use the scale or point system provided to score the indicator. If you did not collect data from one of the sources listed, write “N/A” for the score, indicating that the source of information is not applicable. When you have finished scoring each source of information, add up the total points your facility received and write this number in the blank labeled “A.” Then add up the total number of points possible (not adding in possible scores for those items that are “N/A”) and write this number in the blank labeled “B.” Calculate an indicator ratio score by dividing the score your facility received (A) by the maximum score possible (B). The closer this number is to “1,” the more youth-friendly your facility is regarding this indicator. This score can be used to monitor the youth-friendliness of this indicator over time using the Plotting Sheet on page 51. It can also be used as a starting point to complete the Synthesis and Planning Sheets on this indicator in Workbook 4. The scores for this and other indicators can be aggregated to calculate a youth-friendly ratio for your entire facility using the Facility Scorecard on page 48.

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 adults support youth in seeking reproductive health services at the facility?**

YF score

Score one point for each (write 0 if none are true):

- ❖ Manager thinks most adults are supportive about the facility providing RH services to youth
- ❖ Staff at facility do outreach to change adults’ negative attitudes about serving for youth with RH services

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 adults support youth in seeking reproductive health services at the facility?**

YF score

Score one point for each (write 0 if none are true):

- ❖ Most youth think that adults are supportive about the facility providing RH services to youth
- ❖ Most youth think that their parents would not be upset if they found out they received a preventive RH service at the facility

KEY ADULT INFORMANTS:

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

◆ **Do adults support youth in seeking reproductive health services at the facility?**

YF score

Score one point for each (write 0 if none are true):

- ❖ Most adults named at least one type of RH problem as being common among youth
- ❖ Most adults have knowledge about where youth can seek help for RH services
- ❖ Most adults have positive attitudes toward youth who seek RH services
- ❖ Most adults think the community is supportive toward giving RH services to youth

Write the actual number of points for this indicator

(Add up the scores that you wrote for each source of information)

A

Write the maximum number of points for this indicator

(For example, if you used all three sources of information to measure this indicator this maximum number would be 8)

B

Indicator Ratio (A/B):

(for example, 6/8 = .75)

Facility Scorecard for Youth-Friendly Service Indicators

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.

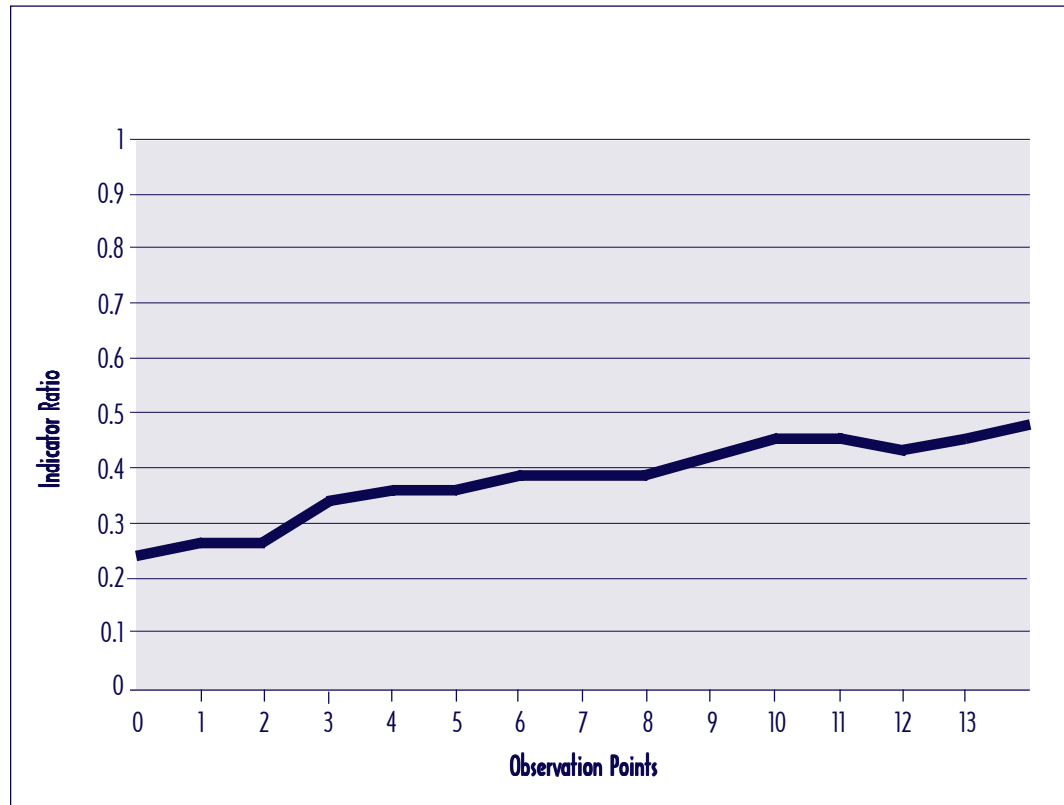
Indicators	Youth-friendly Indicator Scores							
	Facility Records	Managers	Providers and Staff	Youth-been to facility	Youth-not been to facility	Key adult informants	Actual Indicator Score (A)	Maximum Indicator Score (B)
Is the facility, itself, youth friendly?								
1. Are the facility hours convenient 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 toward 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	Youth-friendly Indicator Scores							
	Facility Records	Managers	Providers and Staff	Youth-been to facility	Youth-not been to facility	Key adult informants	Actual Indicator Score (A)	Maximum Indicator Score (B)
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?								
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 are 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?								
SUB TOTAL: Sum of Actual Indicator Scores and Maximum Indicator Scores								
TOTAL FACILITY RATIO (Sum of Actual Indicator Scores/Sum of Maximum Indicator Scores)								

Plotting Scores Over Time

DIRECTIONS:

Plot the Total Facility Scores or individual youth-friendly indicator scores over time to monitor the changes that take place in the facilities. To do this, you can set up a graph like the one in the example below.



Note: You can prepare similar graphs for particular key indicators or a strategic sub-set of indicators

Plotting Sheet

