



ASSESSMENT PORTREITZ REPORT

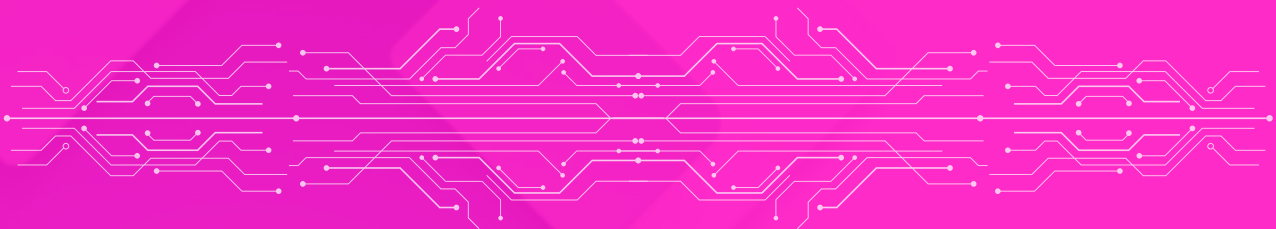
#YPLUSKENYA



1.



INTRO DUCTION



Background

The provision of SRHR and HIV services to adolescents and young people remains a core advocacy issue for Y+ Kenya. The Kenya's Ministry of Health developed national guidelines for the provision of Adolescents Youth-Friendly services in 2005. Research has shown that adolescent and youth-friendly services increases young people's demand and uptake of SRHR/HIV services. Having achieved great success in the AYFS assessemnt of Youthzone we seeked to expand to lower level facilities to access service provision for AYP as per the National Guidelines provided by the MOH. It was deemed important to acquire insight from the recipients of care (AYP) on the youth-friendliness of health care facilities , workers and service provision, in order to improve services and hold the government accountable to providing youth-friendly services.

WHAT DID WE DO

Y+ Kenya utilized the AYFS assessment tool previously developed together with the Aidsfonds team to be administered to adolescents and young people (AYP) utilizing services at the Youth Friendly center to get insights in the youth-friendliness of the HIV and SRHR services provided.

The assessment tool was administered by the peer mentors from Port Reitz and Youthzone who were capacity built on administering the tool and are familiar with the adolescents and young people visiting these facilities.





01

QUALITY OF SERVICES

Assessing the standard of services provided at Youthzone.



02

AVAILABILITY

Assessing for availability of services and commodities that are obtained at Youthzone



03

ACCESSIBILITY

Assessing factors that make the Youthzone and services provided there accessible to the AYP.

In this assessment we focused on the following areas to assess different characteristics of an AYFS centers which are subdivided into:



04

EQUITY

Assessing fairness and impartiality of (Community Health Workers) CHWs providing services to all AYP seeking services at Youthzone.



05

ATTITUDES

Assessing Health Care Providers and Peer Educators behavior and support towards AYP accessing services



06

ACCEPTABILITY

Assessing whether services provided at Youthzone are accepted by the AYP and AYP are involved in quality improvement of services provided.

2.

CONTRA CEPTION

Taking a closer look at the expressed thoughts and experiences of the younger people.

The Peer Mentors administered the tool to 31 AYPLHIV accessing services at Port Reitz using the google forms. AYPLHIV were mobilized from the Port Reitz facility attendees. Participants were free to choose what questions they answered and to give any further insights on the responses they gave. Of the 31 respondents, 52% (16) were female, 48% (15) were male. 3 respondents were aged 10-15, 8 respondents were aged between 16-19, 15 respondents were aged between 20-24 and 5 respondents were aged between 25-29.

WHAT DID YOUNG PEOPLE SHARE



EQUITY

23 respondents shared that there is a facility dashboard at the waiting area while **8** shared that there wasn't one noting that they have never seen such a thing at their facility.

30 respondents shared that service providers gave them the same level of time, care, treatment and consideration.



YOUNG PERSON →

The time is well arranged thus ensure that all clients get the same level of service delivery

ACCESSIBILITY

30 respondents shared that the cost of services are affordable and mostly free when available. However one respondent shared that these services are not affordable to everyone especially outside the CCC.

26 respondents shared that services provided fulfill the needs of adolescents and youth. One shared that: "The service offered are good but should create a place for the ayps to be set aside"

30 respondents shared that services are available and provided at convenient hours for adolescent and youth clients.

Only **18 of the respondents** shared that before they visited the facilities they were already aware of the services provided at Port Reitz with the rest sharing that when they arrived at the facility, they were informed of the services being provided.

27 respondents shared that there are signs and labels are available. "Yes I have seen such signs and the doors are well labelled."

29 respondents shared that AYP are well-informed about the range of available services and how to obtain them during their visit. "Through OTZ clubs we are able to get informed"

29 respondents shared that Port Reitz is conveniently located for ease of access to adolescent and youth clients with most sharing that the facility is at a convenient place not far from home.

ACCEPTABILITY

29 respondents shared that they are able to consult service providers at short notice whether or not they have a formal appointment. “When one is sick we just come to be treated, the service provider ensure we get consultation even if its not my appointment time.”

30 respondents shared that service providers spend adequate time with them with most of them sharing that they take their time to ensure and follow up on how well we are ongoing with our mediocation.

All the respondents confirmed that Service providers are friendly and responsive to adolescent and youth with **27 respondents** further sharing that referrals and and follow-ups are usually done in a short and reasonable time frame. They expressed that when with their parents it takes even shorter times frames.

29 respondents felt that Port Reitz has comfortable and secure surroundings for AYP with some recommending that “ But we would love a space space for youths only thus not mixed with grown ups”. However the rest shared that “This place is very small and tiny, most of the times we will seat at an open area,/coughing zone”

30 respondents shared that the sorrounding of the facility is appealing and clean.

23 respondents agreed that they are invited to give feedback on how youth friendly services provision could be improved, the rest expressed that they do not know where to give feedback and suggestions for improvement of the services.

24 respondents shared that they can decide themselves which services they would like to make use of during their visit. The rest expressed that they do not know if they are allowed to make decisions on services to be accessed they are mostly guided by the health care worker.



30 respondents shared that service providers at Port Reitz are respectful and non-judgmental to adolescent and youth. Additionally all the respondents shared that service providers and peer educators guarantee adolescent and youth privacy and confidentiality.

Only **19 respondents** shared that they are actively involved in designing, assessing and providing services. All other respondents shared that they do not know that they should be involved in any of these processes.

QUALITY OF SERVICES

30 respondents shared that service providers have the required competencies to work with and provide adolescent and youth with all the services required and address any other concerns and needs. They additionally agree that the service providers are well trained to provide youth friendly services.

27 respondents affirmed that the service delivery point has the relevant and appropriate equipment, supplies and technology to provide services.



30 respondents shared that the service providers use evidence-based protocols and guidelines to provide services. They however expressed that they are not aware of the guidelines and cannot give feedback on how these protocols are supposed to be provided.

27 respondents agreed that Referral, linkages and follow-up systems and procedures are available.

ATTITUDES

30 respondents shared that they are greeted with a smile when they come to Port Reitz. “The smile makes me feel welcomed and accepted in Youth Zone”.

30 respondents felt that health care providers and Peer Educators show me that they believe I can live a full and happy life, have healthy relationships, and have a family of my own. “They believe in him and show love”

All respondents shared that Health providers/Peer Educators provided them with answers that are positive and give hope and that even when they are busy they still set out time to talk to the AYP. Furthermore the Health care providers/ Peer Educators explain things clearly and make sure they understand everything and therefore make informed choices while respecting their privacy and confidentiality even amongst themselves.

30 respondents agreed that Health care providers/ Peer Educators explain things clearly and make sure I understand everything and can make my own choices. **29 respondents** shared that the Health care providers/Peer Educators make appointments quick and smooth so that they are not waiting around. **29 respondents** expressed that usually their appointments once made are on first come first serve basis with no priorities given to others.

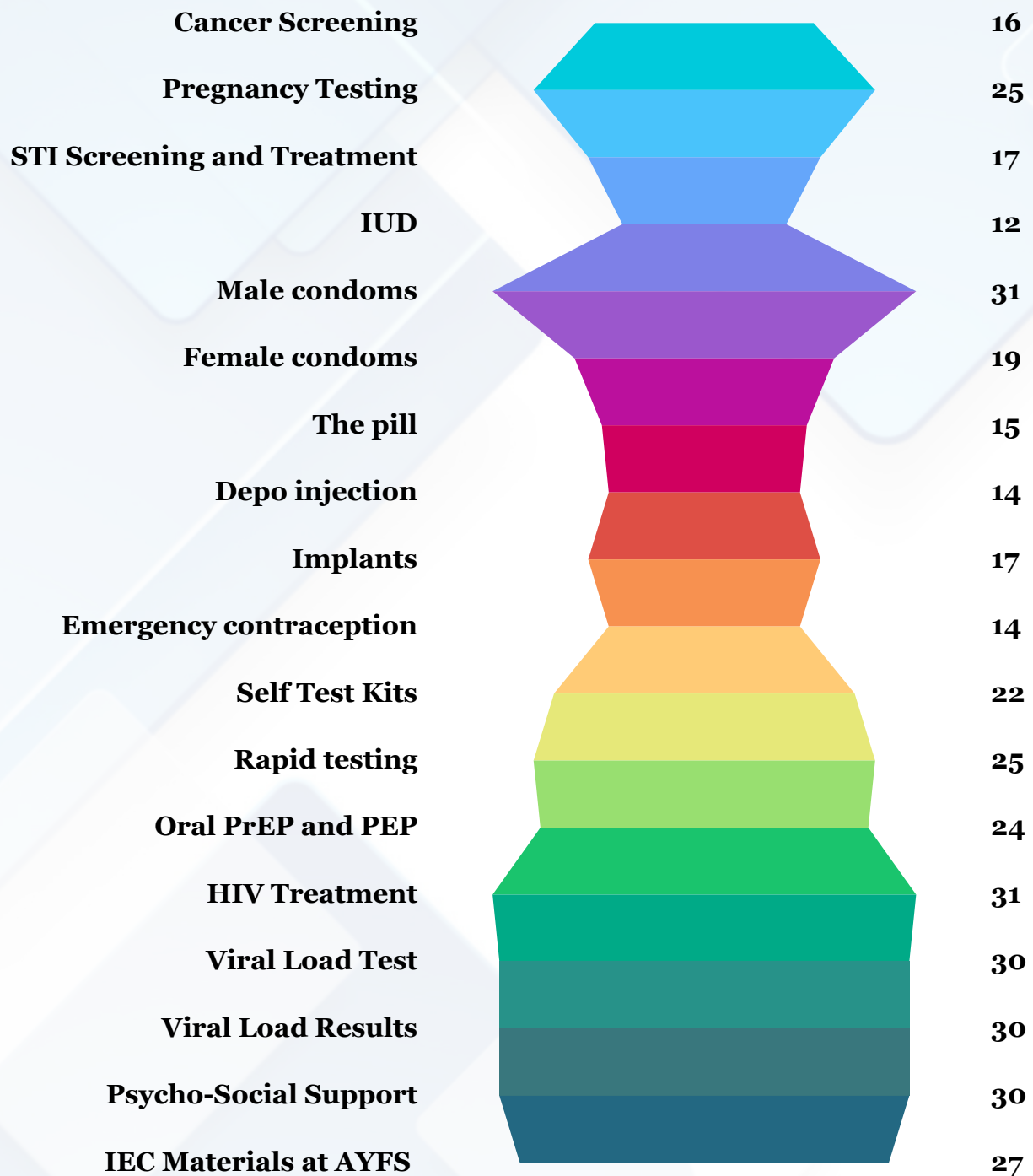
30 respondents affirmed that they did not feel that the health care providers have ever behaved inappropriately with any of them.

All respondents shared that Health care providers/Peer Educators make sure that the medication they give me is correct, not expired and they explain to me what I need to know to be able to take it.

All respondents felt that Health care providers do not burden them with any stress they may be feeling.

All respondents shared that Health care providers/ Peer Educators care about them and make them feel cared for understood and protected. “Yes they make me feel much protected but I would like support group to be revived actively and sensitization on family planning”

AVAILABILITY



WHAT WE WILL DO WITH THE FINDS

The assessment results undeniably exemplify the core principles and practical aspects of what constitutes a genuine Youth Friendly Center, both in theory and practice. While the assessment reveals a few areas that require improvement, particularly concerning the involvement of Adolescent and Young People (AYP) in program design and planning at the facility, the overall sentiment among AYPs is that this center aligns perfectly with their service delivery needs, enhanced by the invaluable support of peer educators. Furthermore, it is worth noting that there was a notable absence of comprehensive information regarding the array of services accessible to AYPs. This informational gap is a noteworthy point of concern.

Leveraging this invaluable information, Y+ Kenya is poised to provide constructive feedback to the Ministry of Health (MOH), offering insights into how they can expand the provision of Adolescent and Youth-Friendly Services (AYFS) across a broader spectrum of facilities. This data will also be instrumental in shaping our advocacy efforts aimed at enhancing youth-friendly services. It is evident that when given the priority they deserve, these services yield tangible improvements in the health outcomes of Adolescent and Young People Living with HIV (AYPLHIV).

*Ensuring access to
service for all young
people*



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