



# More than a Visit: Keeping a Youth-Centered Model of Care

California School Health Centers Association  
Thursday, May 30, 2013 | 12:00pm PDT | Webinar



# The California School Health Centers Association (CSHC)



CSHC Youth Board, 2012-2013

# Why adolescent-friendly care?



CSHC Peer Health Insurance Rights  
Education Program, 2012-2013



# Webinar Objectives

- I. Enable participants to assess whether their SBHCs are supporting adolescent-friendly care
- II. Learn about clinical strategies for providing reproductive health services for young people
- III. Provide participants with recommended tools for creating a more adolescent-friendly SBHC

# Electronic Housekeeping

- Please field questions and thoughts through the Chat function, which you can open on the top bar of your WebEx screen.
- There is time allotted for open Q&A with each speaker.



# Electronic Housekeeping

Practice Question:

If you have a school-based health center, what three words best describe your waiting room?





# The Waiting Room & Front Desk

Mizan Alkebulan-Abakah, MPH  
Clinic Supervisor  
Roosevelt Health Center  
La Clínica de la Raza



# Waiting Room & Front Desk

## Question #1

How do you motivate students to enter your clinic in the first place?  
How do you bring students who may think they don't need to come in?



## Campaigns | Campus Culture | “Ask me Anything” Lunch | Tours







Registration Drives | Outreach Tables | Prizes, Games, Incentives

# Art Shows | "Walk & Talk" | Rainy Day Mixers | Build Trust | Show Up!







## **Get the Youths' Perspective!**

**Peer to Peer Recruitment | In-Class Presentations**

**More than “Band-aids, Pads & Plan B”**



# Waiting Room & Front Desk

## Question #2

How do you address workflow in your SBHC, specifically when it comes to the front office? What are the best qualities for front office staff?



# Waiting Room & Front Desk

## Workflow:

- Understand Capacity & Need
- Build Skills
- Create Agreements with school & CBO's
- Passes, phone calls, drop in hours
- Administrative Time

Staffing . . .

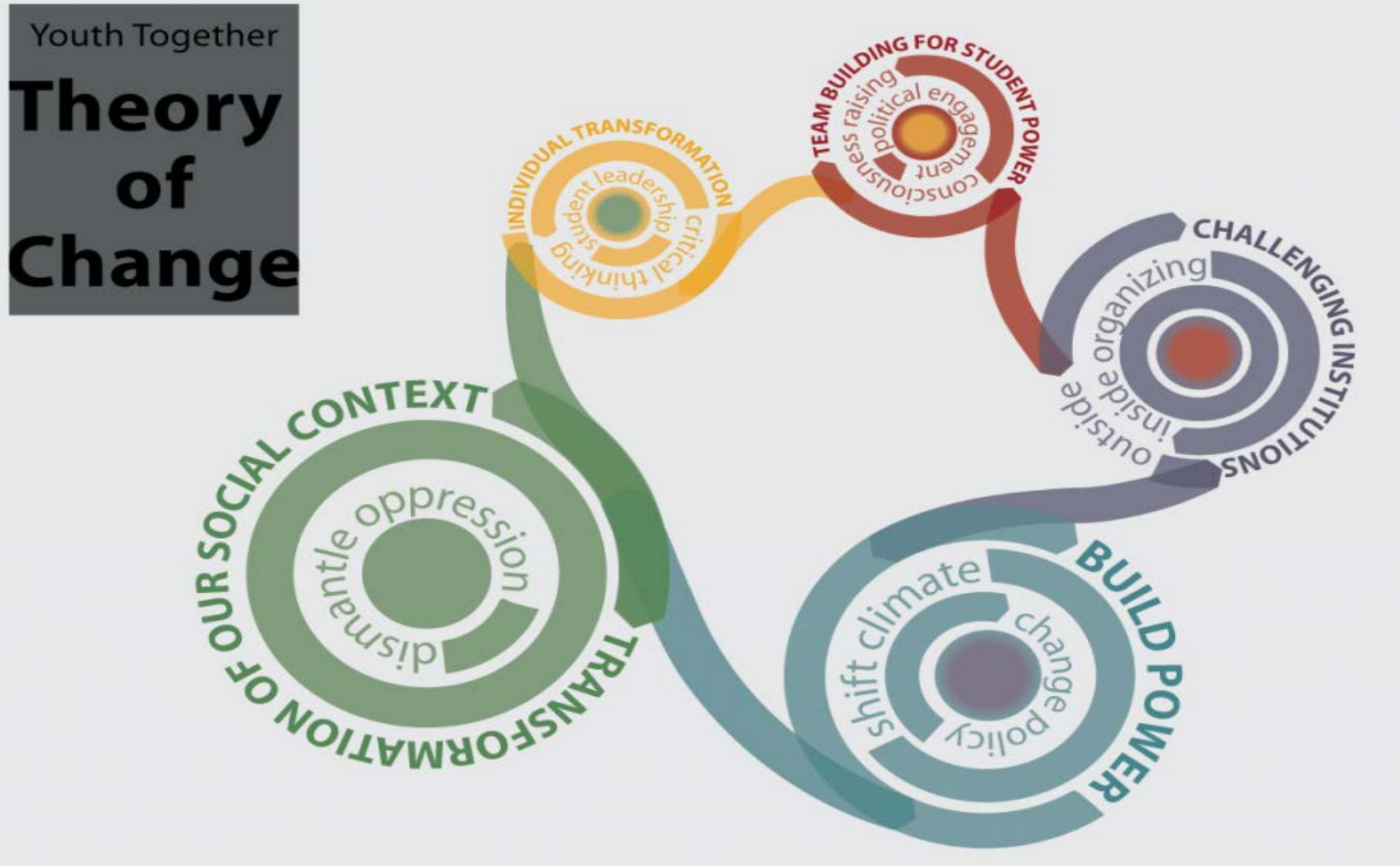
**STAFFING:**



**Know the Community | Culturally & Linguistically Reflective  
Love for Youth | Passion for Health | Friendly & Non-Judgmental  
Level- Headed & Open | Quick Problem Solver | Kind & Caring**



# Youth Development | Stages of Change | Cultural Agility | Social Justice





# Waiting Room & Front Desk

## Question #3

What strategies do you employ to ensure privacy and confidentiality in the waiting room and at the front desk?

# Student-only Hours | Student Intake | Point to Papers | Follow-Up slips |



**TechniClinic**

MAKING TECHNICAL SKILLS BODILY

507 La Clinica

## I need an **APPOINTMENT** for:

STD Test	Plan B
HIV Test	Pregnancy Test
Condoms	Birth Control
Counseling	Refill for Birth Control
To talk with someone	Pap Smear – Pelvic Exam

## **TODAY (I need):**

STD Test	Plan B
Hurts when I pee	Pad/Tampon
It hurts down there	Condoms
Bleeding (Unusual)	Ladies Issues
Something smells funny	EXTREME discomfort TODAY!

## Madison Health Center

FULL NAME \_\_\_\_\_

Birthday \_\_\_\_\_ Grade \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

### **Why I am here:**

<input type="checkbox"/> Allergy Symptoms	<input type="checkbox"/> Cramps	<input type="checkbox"/> Pad/Tampon	<input type="checkbox"/> Need help with school
<input type="checkbox"/> Band-Aid	<input type="checkbox"/> Headache	<input type="checkbox"/> Sick	<input type="checkbox"/> Other _____
<input type="checkbox"/> Breathing problems	<input type="checkbox"/> Hungry	<input type="checkbox"/> Stomachache	
<input type="checkbox"/> Chest Pain	<input type="checkbox"/> Ice	<input type="checkbox"/> Toothache	

<input type="checkbox"/> Birth Control	<input type="checkbox"/> Sex Education
<input type="checkbox"/> Pregnancy Test	<input type="checkbox"/> STD/STI test

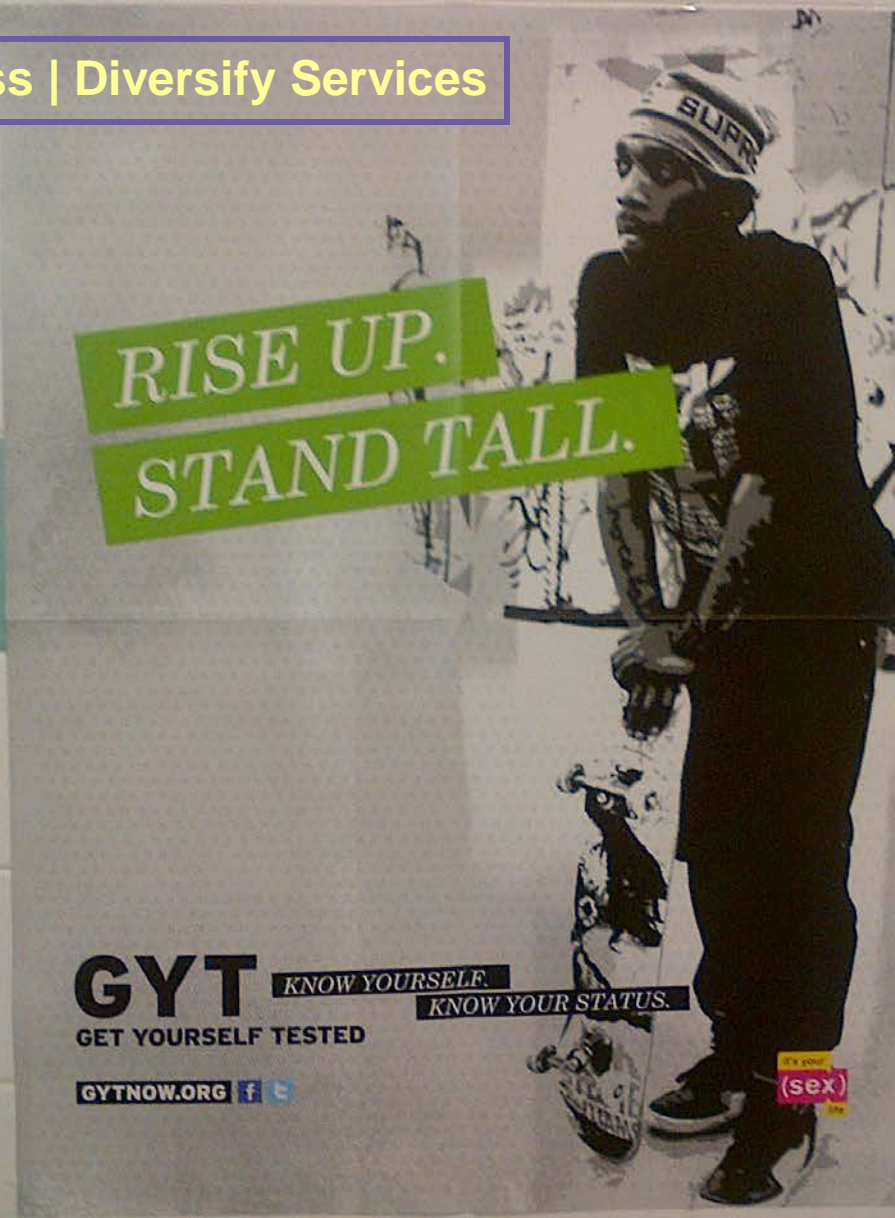
### **Want to talk with:**

<input type="checkbox"/> School Nurse	<input type="checkbox"/> School Counselor	<input type="checkbox"/> Mental Health Therapist
<input type="checkbox"/> Principal	<input type="checkbox"/> Peer Counselor	<input type="checkbox"/> Nurse Practitioner
<input type="checkbox"/> Other _____		

Treated by: \_\_\_\_\_



## Normalize Access | Diversify Services

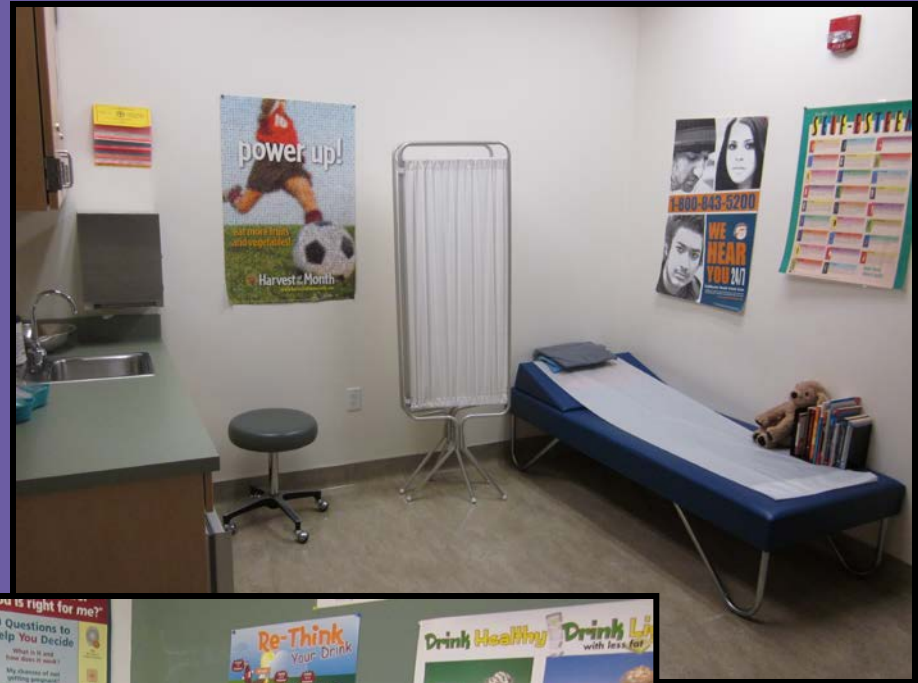




# Waiting Room & Front Desk

## Question #4

How do you design an adolescent-friendly waiting room—and even bathroom—at your site?



**S.A.F.E. | Colorful | Multi –Media Health Promotion**



## Tangible Tools | Manipulatives | Resources



**3 in 5 don't know...**

**3 in 5** YOUTH WHO HAVE HIV  
**DON'T KNOW THEY ARE INFECTED**


**TAKE A FRIEND. GET TESTED.**  
FREE • CONFIDENTIAL • ORAL TESTS NOW AVAILABLE

**VISIT ONE OF OUR TESTING LOCATIONS**

- Clínica Alta Vista: 510.535.6300
- T.R.U.C.H.A: 510.535.6400

- Fuente Wellness Center
- Havenscourt Health Center: 510.699.1981
- Hawthorne Health Center: 510.535.6440
- Roosevelt Health Center: 510.535.2893
- San Lorenzo High Health Center: 510.357.1234
- TechniClinic: 510.450.5421
- Tiger Health Clinic: 510.434.2893
- Youth Heart Health Center: 510.434.2893

**La Clínica**



[www.3in5dontknow.org](http://www.3in5dontknow.org)



# Discrete Specimen Collection | Pads | Lotions | Promote Personal Self Reflection



# Quick Check!

## The Front Desk

☒ Do you have student-only hours?

☒ Have you consulted with students to ask if the hours of operation are convenient for them?

☒ Does the front desk staff avoid discussing the reason for the student's visit out loud?

# Quick Check!

## The Waiting Room

- ☑ What can you add to your waiting room to make it a more comfortable space?
- ☑ In your SBHC, how do you inform adolescents of their minor consent and confidentiality rights?
- ☑ Is your policy on mandated reporting visible and in age-appropriate language?



# The Visit & Reproductive Health Services

Karen Gersten-Rothenberg, FNP  
Clinic Supervisor/Family Nurse Practitioner  
Havenscourt Health Center  
La Clínica de la Raza



# Visit & Repro Health Services

## Question #1

How do you practice adolescent-friendly  
STI testing and treatment?

## HEY TEENS! Did You Know?

Anything you say about sex, drugs, and feelings is **CONFIDENTIAL** unless you give me permission to share it.

“What we *say* here...  
...*stays* here.”

*But, if you tell me:*

- You are being abused (physically and/or sexually)
- You are going to hurt yourself or someone else
- You are under 14 and having sex with someone 14 years or older
- You are under 16 and having sex with someone 21 years or older

*I must contact someone to help.*

“Talk  
(I’ll listen.)  
to me!”



© Adolescent Health Working Group



## **¡JÓVENES!, ¿Sabían que...?**

lo que ustedes nos confían acerca de sexo, drogas y sus sentimientos es **CONFIDENCIAL** al menos que nos den permiso para compartirlo.

**"Lo que ustedes dicen...  
...queda entre nosotros."**

### ***Pero si nos comparten que:***

- están siendo abusados (física y/o sexualmente).
- si piensan hacerse daño o hacer daño a otros.
- si tienen 14 años y están teniendo relaciones sexuales con otra persona de su misma edad o mayor.
- si tienen 16 años y están teniendo relaciones sexuales con una persona mayor de 21 años.

***Tenemos la obligación de contactar  
a alguien para que les ayude.***

**"¡Dígame!"**  
*(Yo le escucho)*



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## Transgender

Understanding Gender Differences



HEALTHY EATING

## How Food Affects Your Body



HEALTHY BODY

MAKE IT BETTER

## Respecting Others Stopping Anti-Gay Bullying and Violence



RESPECTING DIFFERENCES

## CREATIVE WAYS TO SHOW LOVE AND AFFECTION



BUILDING A RELATIONSHIP

## Female

facts



## las mujeres

información sobre



## What is emergency birth control?



## Opciones en control de la natalidad

Planned Parenthood  
Serving Connecticut & Rhode Island

## Birth Control

Choosing



3 in 5 don't know...  
5 in 5 don't know...

## Birth Control Facts for Teens



Condoms • Super-Prezervs • Diaphragms • IUD  
Rings • Vaginal Rings • Patches • Implants  
Pill • Patch • Vaginal Ring • Abstinence

## Be an Ally to Gays & Lesbians



## los hombres

información sobre



## Male

facts





# Visit & Repro Health Services

## Question #2

How do you approach parents who want to be involved in their child's health *and* have ambiguous feelings toward reproductive health care for young people?

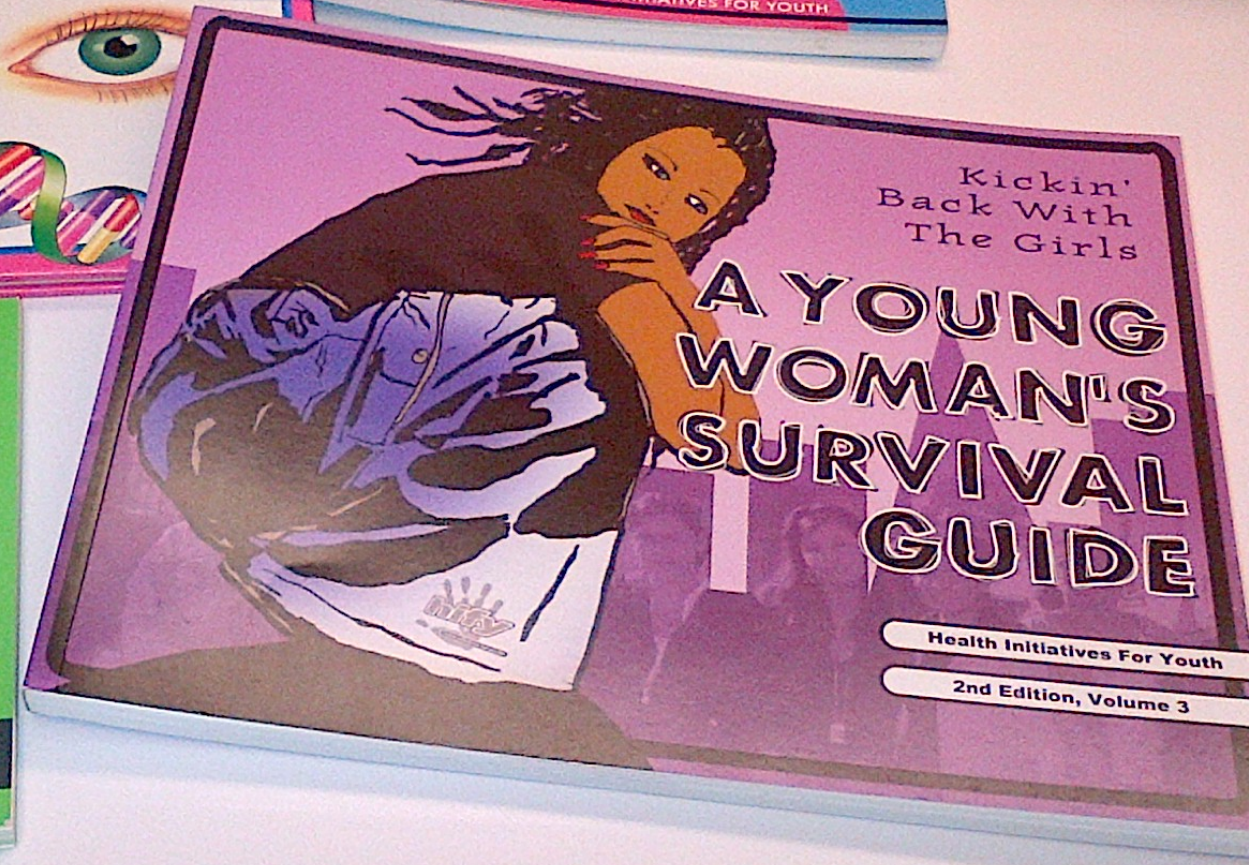
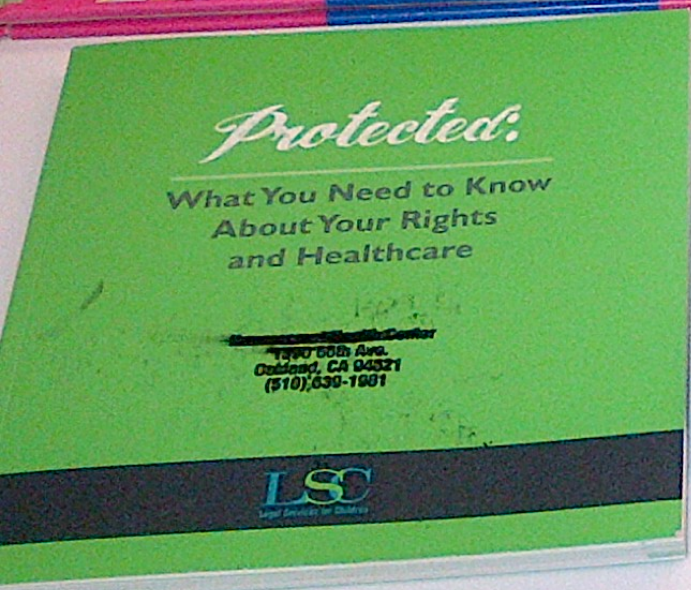
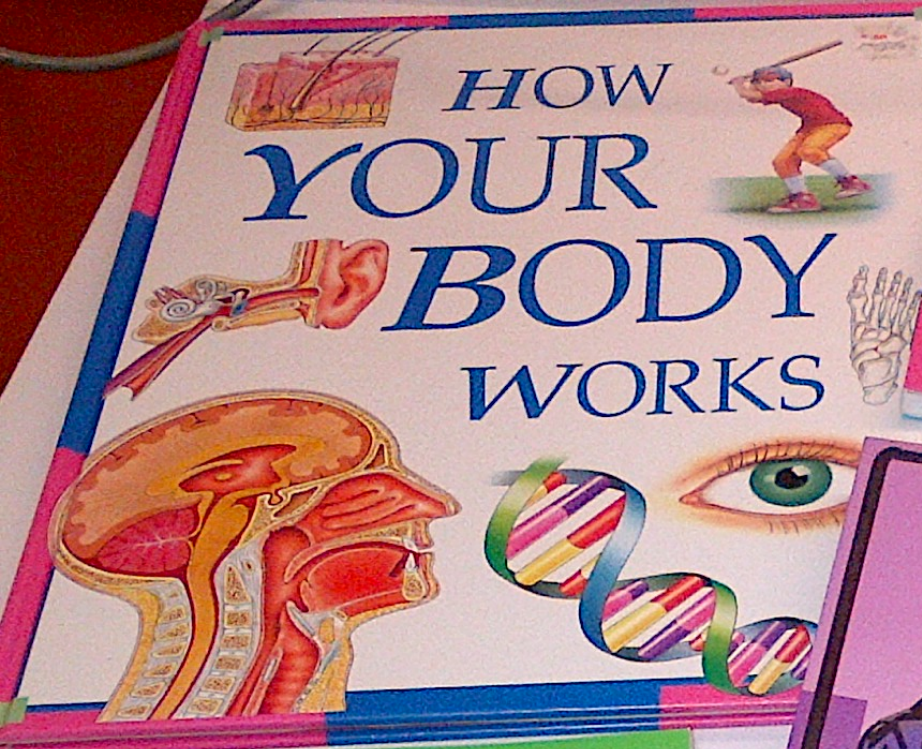




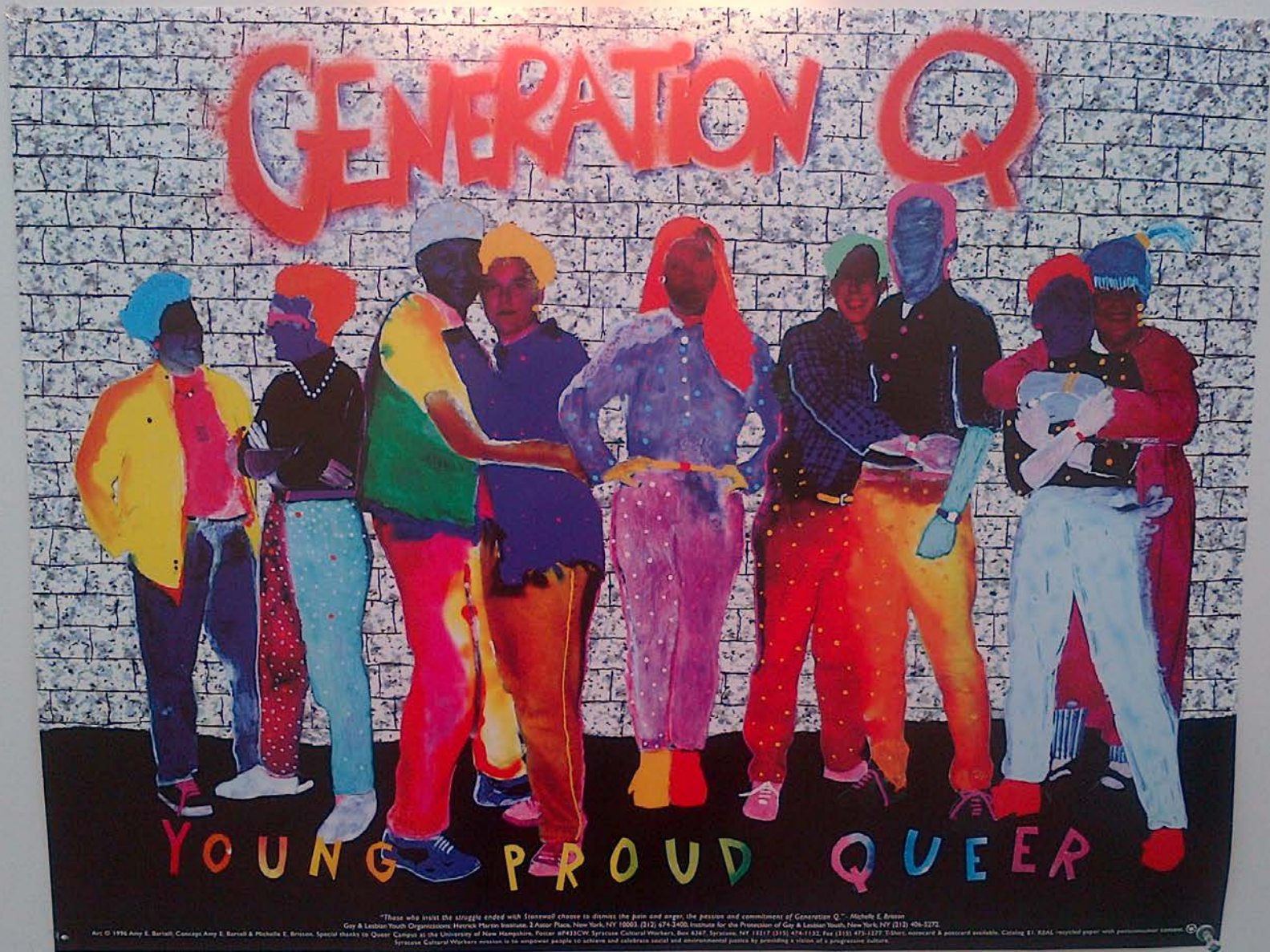
LOVE  
SPOKEN HERE











"Those who insist the struggle ended with Stonewall choose to dismiss the pain and anger, the passion and commitment of Generation Q." - Michelle E. Brisson  
Gay & Lesbian Youth Organizations: Harrick Martin Institute, 2 Astor Place, New York, NY 10003, (212) 674-2400; Institute for the Protection of Gay & Lesbian Youth, New York, NY (212) 406-2272.  
Art © 1996 Amy E. Baroff; Concepts Amy E. Baroff & Michelle E. Brisson. Special thanks to Queer Campus at the University of New Hampshire, Foster #942320; Syracuse Cultural Workers, Box 6245, Syracuse, NY 13217 (315) 474-1132; Fax (315) 472-2277; 500pp, microwave & postcard suitable. Catalog \$1. 8.5x11 "recycled paper" with postcard-sized insert.





Family Acceptance Project™  
Marian Wright Edelman  
Institute, SF State University

Child and Adolescent Services  
SF General Hospital / UCSF

**"You really helped  
my mom understand  
how I was feeling  
when she tried to  
make me straight.  
It's like night & day!"**

- Luisa

Family Acceptance Project™  
Building healthy futures  
for children and youth.

fap@sfsu.edu  
415-522-5558  
<http://familyproject.sfsu.edu>

## WE HELP FAMILIES SUPPORT THEIR LGBT CHILDREN & YOUTH

- Do you wish your parents would accept your LGBT and gender identity?
- Do you wish they would stop telling you to be more "masculine" or "feminine" ?
- Do you want your parents or other family members to do more than "tolerate" your identity?
- Would you like them to tell you that they're proud of you? Or welcome your LGBT friends and partners at family events?
- Would you like them to stop trying to change you, tell you that "it's a phase" or tell you not to tell anyone about your identity?
- Do you worry that they might throw you out of the house if they find out you're gay or transgender?

### **We can help your parents and family become more supportive and less rejecting of your LGBT identity.**

The Family Acceptance Project™ is the only program of its kind that helps families learn to support their LGBT children.

We provide education, family guidance and counseling support for families, foster families, and caregivers with LGBT and gender variant children and adolescents. Our work is based on groundbreaking research we have done with LGBT youth and families since 2002, in collaboration with community groups and agencies.

We work with families from all ethnic, religious and cultural backgrounds.

We can meet with families in their homes, neighborhoods or at community agencies.

**Our services are free, confidential and are provided in English, Spanish and Cantonese.**

**For more info call us at 415-522-5558 or 1-888-354-4222  
or write us at [fap@sfsu.edu](mailto:fap@sfsu.edu)**



-V1







# Visit & Repro Health Services

## Question #3

How do you address mental health concerns with teens in an adolescent-friendly manner?

# Feeleez™



BRAVE CONCERNED PATIENT SICK SCARED EXCITED LOVING LONELY MAD SHY INJURED  
 NERVOUS ENVIOUS SURPRISED SILLY SPOOKED REGRETFUL HAPPY PUZZLED WORRIED  
 CONFIDENT SPITEFUL SAD INDIGNANT FRUSTRATED OVERWHELMED  
 DISCOURAGED THANKFUL EAGER UNCOMFORTABLE AMAZED RELIEVED

HOW DO YOU FEEL?

[www.FEELEEZ.com](http://www.FEELEEZ.com)



# I'm cool like that, I'm proud like that, and I'm African like that.

Not a bloated stomach, a face encircled by flies,  
not a beggar's hand  
I am one of a billion people, with a million dances  
and thousands of tongues  
To tell all our stories,  
to play not only in the mourning band.

## I'm proud like that, I'm proud like that, and I'm African like that.

You show me in your books and newspapers  
as one mass face

Of AIDS and malaria and TB,  
always the loser of the human race  
But I am one piece of a mosaic of 54 countries,  
full of resources and grace.

## I'm cool like that, I'm proud like that, and I'm African like that.

You dare to rescue me with aging rock stars and uninspired actors  
With agendas that do not include using us  
as our own benefactors.

Listen to our voices filled with wisdom and experience  
and be not only our detractors

Listen to Kofi A. Annan, Nelson Mandela, Wangari Maathai,  
Wole Soyinka, Ellen Johnson Sirleaf. Listen to Africa.

**I'm cool like that,**

**I'm proud like that, and**

**I'm African like that.**

**I'm cool like that, I'm proud like that,**

**I'm African like that.**

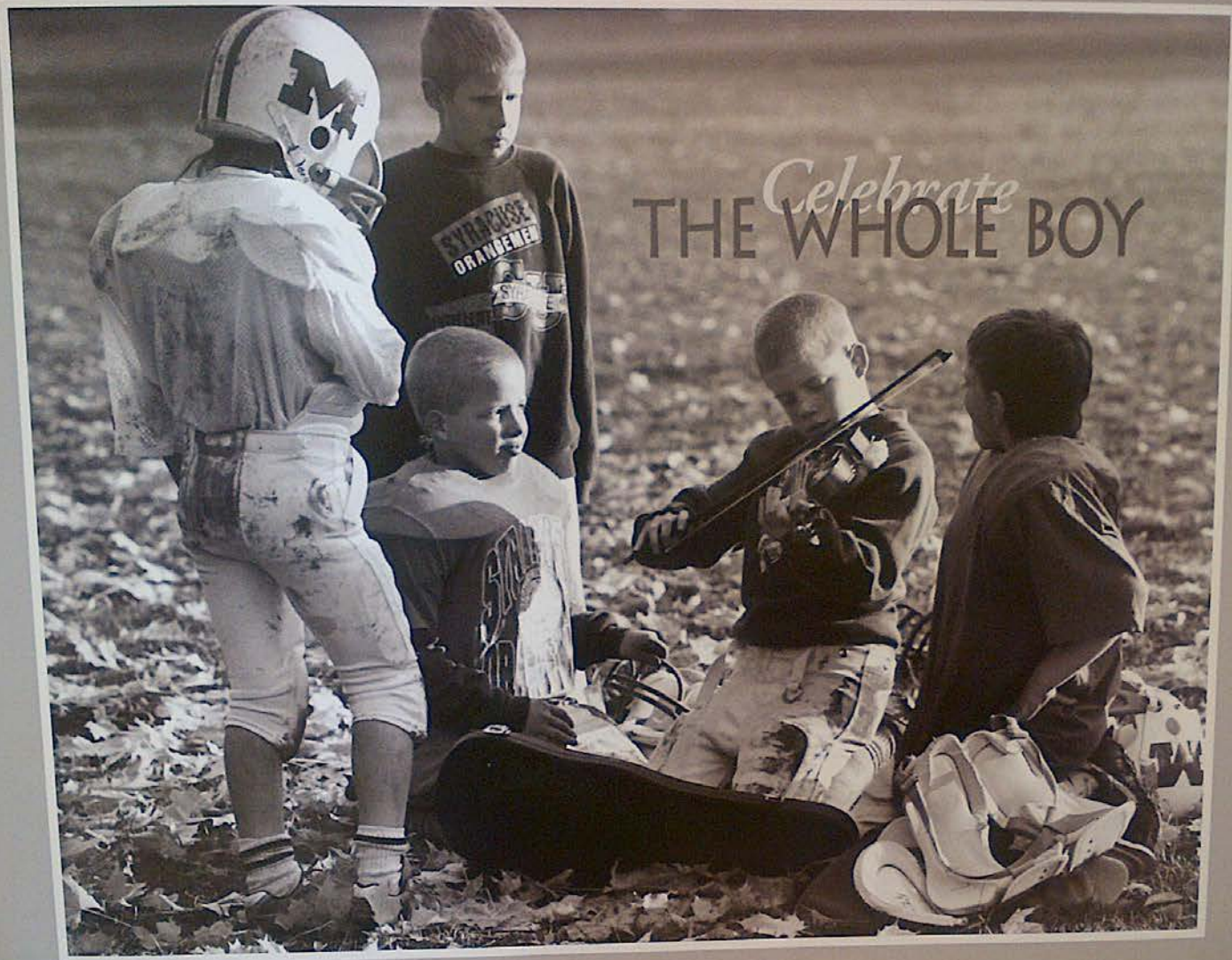
Algeria  
Angola  
Benin  
Botswana  
Burkina Faso  
Burundi  
Cameroon  
Cape Verde  
Central African  
Republic  
Chad  
Comoros  
Côte d'Ivoire  
Democratic  
Republic  
of the  
Congo  
Djibouti  
Egypt  
Equatorial  
Guinea  
Eritrea  
Ethiopia  
Gabon  
Gambia  
Ghana  
Guinea  
Guinea-Bissau  
Kenya  
Lesotho  
Liberia

Libya  
Madagascar  
Malawi  
Mali  
Mauritania  
Mauritius  
Morocco  
Mozambique  
Namibia  
Niger  
Nigeria  
Republic  
of the Congo  
Rwanda  
São Tomé &  
Príncipe  
Senegal  
Seychelles  
Sierra Leone  
Somalia  
South Africa  
South Sudan  
Sudan  
Swaziland  
Tanzania  
Togo  
Tunisia  
Uganda  
Zambia  
Zimbabwe



## LISTEN TO AFRICA





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# Visit & Repro Health Services

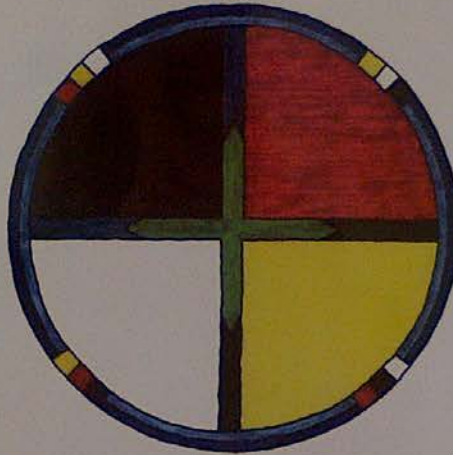
## Question #4

How can a clinic visit be expedited to meet productivity but guarantee adolescent-friendly care?

Generosity



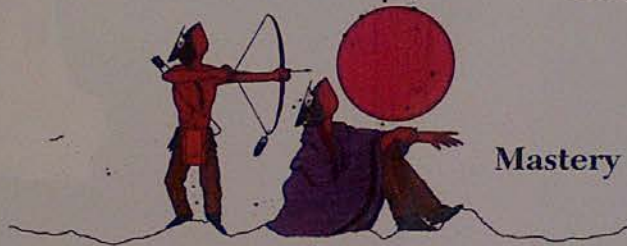
Independence



Belonging



Mastery



"The Circle of Generosity" by Lakota artist George D. Blue Bird, Sr.  
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P.O. Box 57, Lakota, SD 57601

*George D. Blue Bird, Sr.*  
George D. Blue Bird, Sr.



e<sup>3</sup> endure • evolve • excel

You begin  
to achieve  
when you  
begin to  
believe.

believe

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# Recommended Resources



## Adolescent Health Working Group

About AHWG

Join Our Network

Resources

Events & Training

Policy & Advocacy

Donate

Search Our Site

GO!



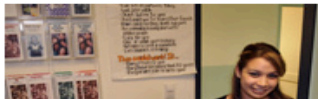
[Sitemap](#)



[Tell-A-Friend](#)



[Printer Friendly](#)



### Welcome

The Adolescent Health Working Group (AHWG) is a coalition of committed youth, adults, and representatives of public and private agencies whose mission is to significantly advance the health and well being of youth and young adults in San Francisco and beyond.

### Join Us

[Join Our Network](#) to receive emails about AHWG's newly released resources, upcoming events, training, employment and volunteer opportunities. Need to update your contact info or reset your password? Go to: <https://www.ahwg.net/login/forgotpassword.php>

### THANK YOU!!

The [10th Annual Teen/Young Adult Provider Gathering](#) on Friday May 10, 2013 was a great success! We would like to thank all of you who attended or contributed to the event. Also, we would like to make you aware that we are currently experiencing technical difficulties in uploading the event materials, particularly, the Trauma and Resilience Module of the AHWG Toolkit Provider Series. In order to make the toolkit available to you we have posted it on an outside website. **TO ACCESS THE TRAUMA AND RESILIENCE TOOLKIT PLEASE GO TO THE FOLLOWING LINK:** <http://rodriguezgsarah.wordpress.com/about/>

We would especially like to thank and acknowledge all of our co-sponsors for the Gathering: San Francisco Department of Public Health, Department of Children, Youth and Families, Kaiser Permanente, Senator Mark Leno, and the Edgewood Center for Children and Families. Thank you very much for your contributions.

For general questions and information, or for inquiries about AHWG Resources please contact:

**AHWG Coordinator:**



# Recommended Resources

[Home](#)[Clients](#)[Providers](#)[Research](#)[Resources](#)



Enter your zip code to find providers in your area:

Search [familyfact.org](http://familyfact.org):

Have Questions?  
Need Assistance?  
Email us at  
[fampact@dhcs.ca.gov](mailto:fampact@dhcs.ca.gov)

## Welcome to Family PACT

The Office of Family Planning (OFP) is charged by the California Legislature "to make available to citizens of the State who are of childbearing age comprehensive medical knowledge, assistance, and services relating to the planning of families". The purpose of family planning is to provide women and men a means by which they decide for themselves the number, timing, and spacing of their children.

The OFP administers the **Family Planning, Access, Care, and Treatment (Family PACT) program**. Family PACT is California's innovative approach to provide comprehensive family planning services to eligible low income (under 200% federal poverty level) men and women. Family PACT serves 1.8 million income eligible men and women of childbearing age through a network of 2,200 public and private providers. Services include comprehensive education, assistance, and services relating to family planning.

### Family PACT Retroactive Eligibility Certification and Claim Process

Effective April 1, 2011, the Family PACT program implemented a retroactive eligibility certification procedure and claim process for newly-enrolled qualified Family PACT clients.

# Quick Check!

## The Visit

☑ Do the SBHC's medical providers have a genuine interest in teens?

☑ Do clients have the opportunity to know their providers on a first-name basis?

☑ Do you offer confidential time for youth who visit the health center with their parents?



# Visit Follow-Up & Integration with the Campus

Juan Taizan, MPA  
Project Director  
California School Health Centers Association



# Visit Follow-Up & Integration

## Question #1

When students leave the clinic after their appointments, how do you bring them back?



# How to Keep Youth Coming Back

- Fully integrate health educators
  - develop relationships, provide very basic case management, can bill FPACT
- Integrate patients into various aspects of the clinic
  - warm internal handoffs, youth programs, community partners, etc.

# How to Keep Youth Coming Back

- Schedule regular visits every three months with the provider
  - text messages, calling out of class, passes to class, tweets, etc.
- Dispense condoms and birth control on site
- Think about staffing!



# Visit Follow-Up & Integration

## Question #2

How do you build  
youth leadership at your SBHC?



# Building Youth Leadership at the SBHC

- Invest in youth leadership/development programs
  - peer education—can assist with SBHC outreach and registration
  - youth advisory board—investing with real decision making ability, act as QI for programs and services
  - peer navigators—youth can be fully integrated into clinic operations

# Building Youth Leadership at the SBHC

- Establish young women/men groups
- Think beyond health
  - leadership requires skills-building, e.g. planning, facilitation, etc.
- Capacity
  - if SBHC can't lead these efforts, find partners
- Staff!!



# Visit Follow-Up & Integration

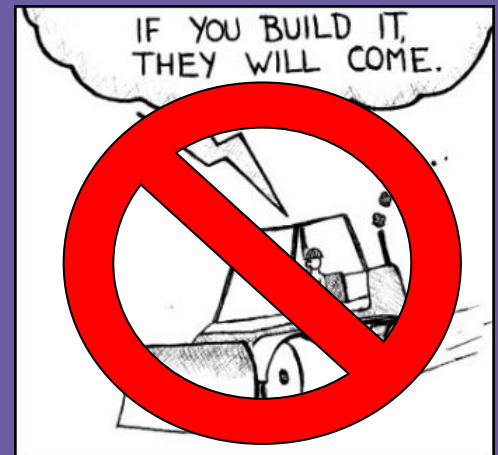
## Question #3

How do you ensure adolescent-friendly care outside your clinic walls and integrate with student life on campus?



# Real Campus Integration

- Build and maintain strong relationships with campus administration
- Teachers as allies
- Outreach to sports teams—annual physicals, STI testing, etc.
- Actively organize and participate in campus-wide events



# Quick Check!

After the Visit

- ☑ How do you ensure confidentiality when a student is called from class?
- ☑ On average, how long do students wait for their follow-up appointments at your SBHC?
- ☑ Does your staff follow up with students if they have missed appointments?



# Quick Check!

## Outreach on Campus

- ☑ Do students have the opportunity to interact with all SBHC staff outside of the health center?
- ☑ Do you partner with school clubs, academies, and faculty to promote your services?
- ☑ How does your SBHC engage students in health education, outreach, or the evaluation of SBHC services?



# Additional Resources

- **Adolescent Health Working Group**
- **Family PACT**
- **Community At Work**  
*Group Facilitation Training: Putting Participatory Values into Practice*
- **California School Health Centers Association**  
*Adolescent-Friendly Services at School-Based Health Centers (2013)*



**Much appreciation!**

For more information, please visit  
[www.schoolhealthcenters.org](http://www.schoolhealthcenters.org)