



Video Transcript: Ask Me Anything: Adolescent Friendly Support Services (Lorraine)

Lorraine (00:00): My favorite part of helping families and youth access adolescent friendly care is helping them to understand where they can find the care and what's available to them. And so whether it's physical health, reproductive health, behavioral health services, or if there's services around college and career readiness or basic needs services.

Ask Me Anything: Adolescent Friendly Support Services. Hi, I'm Lorraine Austin from the Fulton County Board of Health in Atlanta, Georgia, and today I'm going to let the RHNTC ask me anything about adolescent friendly support services.

Lorraine (00:36): What is the special something that your project offers youth that they may not get from other programs or services? We really assess their needs. We have a core set of programming that we have to provide young people, but we also do supportive services assessments to learn about what are some of their other needs. And so we personalize our work with them, and we make sure that we connect them to resources in community that they may not otherwise have access to.

Lorraine (01:07): How do you understand what young people want and need? I take the time to review whatever data is available. We also take deeper dives with the population of focus, to find out what their unique needs are. We assemble focus groups, we have something called a Supportive Services Survey, so when young people first enter into our programming, we assess things related to college and career readiness, basic needs around housing, food, and things like that. We also talk to young people about what they want to learn in our program, so that we are customizing programming for them. Just stay abreast of the latest data, but also making sure that you apply those national data, but also get to know your community and your population of focus.

Lorraine (01:59): What is the first impression you want young people to have when they walk into an adolescent friendly space? That they're welcome there. The organization, the facility, the agency have thought enough of them to make sure that it's a space that looks like something that young people want to be in. I just want them to feel welcome, and I want them to feel confident that they'll get the services they need.

Lorraine (02:22): What was one moment in the last year that you're most proud of, related to building a network of partners who provide adolescent friendly services? Actually, during one of our advisory committee meetings and just looking around the room at the diverse group of people who were assembled to support the project. We have physicians, adolescent medicine professionals, teachers, social workers, we have two parents. And, it was just... I was very proud to know that many of them started with us from the beginning of the project and were still there with us serving on the advisory committee, or it's our SKYE Steering Committee, is what we call it. Offering their, again, their expertise, their support, their input. Some of them serve on our materials review committee. We're just really proud to be able to have such a diverse group that supports the program and offers their time to the program.

Lorraine (03:21): What is the most difficult part of developing new partnerships? Making sure the missions are aligned, making sure there is mutual benefit, and then finding ways to keep the partners engaged over time.

Lorraine (03:34): What is your favorite part of helping youth and families advocate for adolescent friendly care? First, helping them to even understand that those resources are available.

Lorraine (03:43): Many of the young people that I work with did not know the many resources that are available to them. And so first, educating them on what's available and then helping them to understand what adolescent friendly care is. We actually assembled a group of young people recently as we're working on a campaign and allowing them to provide their input on the production of the campaign, which is going to educate young people of where they can go, specifically Title X clinics and other clinics that are available to them for physical and or reproductive health services.

Lorraine (04:18): What is your favorite part of helping youth and families access and navigate adolescent friendly care? Really helping them to identify one where they can find a list of those resources. We've actually created a youth resource guide that we distribute very broadly with a link, because we update it periodically. And so the best part is educating them on what's available to them and how to access it. That's my favorite part.

Lorraine (04:45): What tips do you have for other projects looking to build or expand their network of partners? Be sincere, make sure that's mutually beneficial, fully explore the organization so the partnership could possibly expand.

Lorraine (04:58): If your network of partners had a theme song, what would it be? I think it would be "We Are the World," because we have a really diverse and broad group of people who are committed to the program, and each comes with their own unique experience or expertise. And they see their role in supporting young people and their families to be the best that they can be. This video was created by the Reproductive Health National Training Center, RHNTC.