

ADOLESCENT  
**HEALTH**  
INITIATIVE

**YOUTH-  
LED  
HEALTH  
CENTER  
ASSESSMENT TOOL**

FOR BEHAVIORAL HEALTH SETTINGS

# YOUTH- LED HEALTH CENTER ASSESSMENT TOOL

FOR BEHAVIORAL HEALTH SETTINGS

## INSTRUCTIONS

This assessment is intended to be completed by a group of youth with support from a health center representative. Further instructions about how to use this tool can be found in the accompanying Facilitator's Guide.

### FOLLOW THESE STEPS TO COMPLETE THE ASSESSMENT PROCESS:

1. **READ** through all the items on the Youth-Led Clinic Assessment Tool for Behavioral Health Settings before beginning the assessment. Discuss any items which are unclear to you.
2. **TOUR** the health center and rank each item on the assessment tool.
  - If you are completing the assessment tool virtually, make sure you have access to reliable internet. You may want to remind the site to use a device that can be easily moved around the clinic space as you go through the items.
3. **INTERVIEW** a health center representative and ask them about the items on the assessment tool that you left blank.
4. **REVIEW** your rankings and comments with your team.
5. **SHARE** your feedback with the health center.

## RANKING INSTRUCTIONS

You will rank each item on a scale from 0-4 (with a 0 indicating that the item has not been implemented, 2 indicating that the item has been only partially implemented, and a 4 indicating that the item has been completely implemented). If you are unsure how to rank an item, put a star next to it, leave it blank, and ask about it during the interview.

Use the notes section to keep track of your comments and questions. At the end of the assessment, you will provide an average score to the site.

An example of this ranking is provided to the right. ►

### RANKING EXAMPLE

**ASSESSMENT TOOL ITEM #4:**  
The health center is open during times that are convenient for young people.



NO

The health center is only open from 8am 4pm.

SORT OF

The health center is open until 7pm one night a week.

YES

The health center is open until 7pm three nights a week.

Health Center Name: \_\_\_\_\_

Health Center Representatives: \_\_\_\_\_

| THIS HEALTH CENTER ...   | RANKING<br>(0-4) |
|--|------------------|
| <b>PHYSICAL SPACE</b>  |                  |
| <p><b>1. Is in a location that young people in the community can easily get to.</b></p> <ul style="list-style-type: none"> <li>• Is the clinic close to a school, youth-serving organization, or other place that is frequented by youth?</li> <li>• If not, is the clinic close to a bus line or other form of transportation?</li> </ul>   |                  |
| <p><b>2. Is accessible to youth of all abilities.</b></p> <ul style="list-style-type: none"> <li>• Is there parking for vehicles that transport wheelchairs and wheelchair ramp and/or ramp access?</li> <li>• Do the doors have a push button opener?</li> <li>• Has the site considered the needs of youth eyesight or hearing impairments?</li> <li>• Is the physical space set up to accommodate wheelchair users?</li> <li>• What other things has the site done to be supportive of the needs of youth with various abilities?</li> </ul>  |                  |
| <p><b>3. Makes their hours accessible.</b></p> <ul style="list-style-type: none"> <li>• This can include having them listed on the website, on Google, or posted on the front door. As well as available in the languages their patient population speaks and in braille for those with visual impairments.</li> </ul>   |                  |
| <p><b>4. Is open during times that are convenient for young people.</b></p> <ul style="list-style-type: none"> <li>• Includes after school and/or weekend hours.</li> </ul>  |                  |
| <p><b>5. Has a gender inclusive bathroom in a convenient location.</b></p>   |                  |
| <p><b>6. Has check-in and check-out spaces that feel private.</b></p> <ul style="list-style-type: none"> <li>• Privacy entails both visual and auditory privacy.</li> <li>• Is there a risk that confidential information can be shared unintentionally with the current set up?</li> </ul>  |                  |
| <p><b>7. Has a waiting area that feels private.</b></p> <ul style="list-style-type: none"> <li>• This may include providing visual and auditory barriers from trafficked public spaces such as partitions and white noise machines and providing enough space between seating that patients feel comfortable filling out paperwork.</li> </ul>   |                  |
| <p><b>8. Has appointment spaces that feel private and comfortable.</b></p>   |                  |
| <b>CREATING A WELCOMING ENVIRONMENT</b>  |                  |
| <p><b>9. The environment is welcoming to young people and supportive of their mental health without being overwhelming or inconsiderate.</b></p> <ul style="list-style-type: none"> <li>• This can include having artwork and educational posters that are appealing to youth, posting the WiFi password, and having furniture that fits bodies of all sizes.</li> <li>• Sometimes mental health messages can dismiss negative emotions and respond to distress with false reassurances, which is often called toxic positivity. Does the art in this clinic avoid these kinds of messages?</li> </ul>   |                  |
| <p><b>10. Considers the sensory needs of patients by creating a supportive environment in the waiting and appointment spaces</b></p> <ul style="list-style-type: none"> <li>• Some people react negatively to things that require too much of their senses, such as loud environments, bright lights, or intense smells. Or, they may seek out additional stimulation in settings that don't stimulate their senses enough</li> <li>• Examples of creating a space that is supportive of youth's sensory needs would be providing sensory toys such as fidget spinners or coloring books, limiting the visual and auditory input, and having a limited sensory input space.</li> </ul> |                  |
| <p><b>11. Posts visual cues to indicate that youth of all genders, gender identities, races, ethnicities, sexual orientations, religions, and abilities are welcome.</b></p> <ul style="list-style-type: none"> <li>• This could include rainbow stickers, posters with diverse representation, and size inclusive seating.</li> </ul>   |                  |

|   |  |
|---|--|
| <b>12. Has basic needs including water, snacks (with common allergens noted), and bathrooms available without youth having to request access.</b>   |  |
| <b>13. Has names, photos, and the roles of the providers and staff visibly posted in the waiting areas.</b>   |  |
| <b>POLICIES</b>   |  |
| <b>14. Has walk-in or drop-in appointments.</b>   |  |
| <b>15. Has options for youth to see a clinician without parents or caregiver (confidential services).</b>   |  |
| <b>16. Posts information about confidentiality laws and practices in places that are easily accessible to youth.</b><br>• Information is provided in the languages youth speak, braille, and age-appropriate reading levels.  |  |
| <b>17. Has services that are free or low-cost for youth.</b>  |  |
| <b>18. Posts information about free or low-cost services in places that youth can easily access.</b><br>• This includes listed on the website, posted on the front door, and provided in the languages youth speak, braille, and age-appropriate reading levels.      |  |
| <b>19. Provides services in the languages spoken by youth in your community.</b>  |  |
| <b>20. Has information about the language staff speak in places youth can easily access.</b>  |  |
| <b>21. Has minimal visibility of security measures including guards, cameras, locked doors, etc. from the patient population.</b><br>• Some sites may not have any security measures. You can indicate this with an NA in the scoring box.                            |  |
| <b>22. Posts information or communicates the security measures being used in the space in a non-intimidating manner, if applicable.</b>   |  |
| <b>ADDITIONAL ITEMS</b>   |  |
| <b>23. Has educational materials on a variety of health topics (including physical health) that are easy to understand and appealing to youth.</b>  |  |
| <b>24. Has an updated list of resources easily available and/or displayed in physical spaces, the website, and social media platforms for when immediate care is not available</b><br>• This includes crisis line, local psychiatric facilities, and emergency rooms. |  |
| <b>25. Provides free menstrual products in bathrooms.</b>   |  |
| <b>AVERAGE SCORE</b>  |  |
| You can find the average score by adding all the scores together and dividing by the number of items.   |  |

\* Put a star by the items you want to ask about during the interview. \*

**FOLLOW UP INSTRUCTIONS**

Ask your facilitator if anything on this assessment tool is unclear. After you complete this tool and the interview, respond to the questions below. You will provide your score and these answers to the clinic at the end of the assessment.

**1. What do you like the most about this health center?**

**2. What is one thing you would change to make this health center a better place for youth?**

**3. Would you recommend this health center to your friends? Why or why not?**

**NOTES**