

Adolescent Program Case Study
Key Informant Interview Guide
Program Staff

Interviewer:	Date:
Program:	Interview location:
Begin time:	End time:

1. What is your position and how long have you been working on this program? What are your primary responsibilities?
2. [Thank you to you and your colleagues for helping to complete this table about this program]. What program aspects would you like to highlight, regarding how your program was designed, developed or implemented which has helped to lead to its success?
 - a. How strong was stakeholder involvement (parents, community, adolescents themselves)?
3. What are the perceptions from the community about this program?
 - a. What do they say or think about the family planning offered by this program?
 - b. Have there been any programmatic steps taken to address these perceptions?
4. What communications strategies do you use to convey sexual and reproductive health information, particularly family planning information, to adolescents? What, if any strategy, would you say is more effective than others?
 - a. Are strategies different for different age groups?
 - b. What about persons with disabilities or other groups, such as lesbian, gay, bisexual, transgender, etc.?
5. Please describe the referral system between your program and other organizations, facilities, programs or schools serving adolescents?¹
 - a. How is referral completion encouraged or facilitated?
 - b. How does the program follow-up with adolescent family planning clients to find out more about whether they completed their referral and/or about their experience using family planning services?
6. Please describe any other partnerships that are important to the program. How are these stakeholders involved in helping to make the program effective?

¹ SEED Discussion Guide 4.

7. How is program performance measured, managed and improved? Are there institutional mechanisms at all levels for ongoing quality improvement (e.g., facilitative supervision, performance standards, and assessment of site readiness)?²
 - a. Probe for age-disaggregated indicators, charts, reports, client feedback.
 - b. Probe for any considerations for adolescents with disabilities.
8. What do **adolescents** (10-19 years) in your community say or think about sexual and reproductive health services for adolescents?
 - a. What do they say or think about the family planning, offered by this program?
 - b. Do you think there has been any change in perceptions as a result of this program?
 - c. What have you seen to be the specific SRH needs of very young adolescents (10-13)?
How has your program worked to address their developing family planning needs?
9. In your opinion, what aspects of this program help to ensure that adolescents are able and willing to access sexual and reproductive health services?³

Probe for:

 - Convenient location and hours for adolescents?
 - Special space/sufficient privacy?
 - Health care workers/program staff trained in interacting with adolescents regarding health care issues?
 - Do adolescents have to pay for services? What if they don't have money?
 - Are there any peer counseling programs linked to this facility?
10. In your opinion, what are the biggest constraints or challenges to offering sexual and reproductive health services, particularly family planning services, to adolescents?⁴
11. How has this program identified and addressed such challenges? Are there examples of ways in which the program was changed over time to improve the delivery of adolescent sexual and reproductive health services, particularly family planning counseling and services? Are any changes measurable?
 - a. What would you say have been the key lessons learned from implementation?
12. Overall, what do you think are the key reasons why your program has been effective at providing adolescents with sexual and reproductive health information and services?

² SEED Discussion Guide 4.

³ UNHCR/Women's Refugee Commission/CDC Family Planning Baseline Study.

⁴ SEED Discussion Guide 4.