

Information and Service Delivery Network (ISDN) for Adolescent Health and Development

Why use this approach?

ISDN harmonizes existing information and service interventions at the local level, ensuring greater efficiency and effectiveness of adolescent health and development (AHD) interventions through the pooling of resources. This improves young people's access to appropriate information and services while also increasing accountability among stakeholders.



STEP 1: Organize and hold a 1-2 day consultation workshop with all AHD stakeholders

including all offices and agencies that provide information and services to youth in the locality. It is also a good opportunity to invite social and behavior change (SBC) implementers. The workshop aims to generate priority issues that can be responded to by the interventions available in the ISDN, map services, and make plans for further research.



STEP 2: Identify the needs and issues of adolescents in the locality

and create an ISDN directory in a database that plots the identified needs to the map of services in the locality.



STEP 3: Hold an ISDN workshop to set up and mobilize the coordinative structure and referral system

with all of the ISDN facilities and agencies. The referral system will be influenced by systems determinants such as facility capabilities, training capacity, availability of specialized personnel, and general determinants such as population size, terrain and distance between urban centers, ability to pay for referral care, and more. The directory must be updated regularly.



STEP 4: Develop and implement ISDN Work and Financial Plan

to identify activities to be implemented, budget requirements, source of needed resources, and to set a regular ISDN meeting schedule.



STEP 5: Organize the ISDN through a Partnership Agreement

after setting up the referral system. Use a formal instrument such as a Partnership Agreement or Memorandum of Understanding. The Agreement provides the agreed upon terms of reference among members, the referral system, and other institutional arrangements that legally and officially bind and guide all members in achieving the common objectives of the ISDN.



STEP 6: Launch and promote the ISDN

so that the intended youth beneficiaries are aware of available services and use them. Promotional activities include distributing the ISDN directory, establishing an ISDN social media account, partnering with local media, promoting incentives and reward mechanisms to encourage adolescents to visit facilities, and more.



STEP 7: Monitor and evaluate

using a prepared plan that identifies the indicators to monitor, sources of information, the data gathering methodologies, activities, and resources needed. The referral register provides a source for two output indicators: number of adolescents referred (disaggregated by sex, age, and service) and number of adolescents served who completed the referral (again disaggregated).