

YEAR ONE/YEAR TWO SIX MONTH EVALUATION REPORT

SOUTHERN NEVADA HEALTH DISTRICT GRANT 1 TP1AH000121-01-00 July 1, 2015 – January 1, 2017

This year and mid year report summarizes outcome evaluation activities completed by the THINK Project for the period July 1, 2015 – January 1, 2017.

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I. Participant Demographics

Total Recruitment for all programs was 517 participants across all curricula, 210 during Year 1 and 307 during the first six months of Year 2.

Total Classes: 77 classes

- 26 classes were facilitated during Year 1(Pilot Year)
- 51 classes facilitated during the first six months of Year 2

Year 1 Class Recruitment and Completion Table

	Planned Parenthood	SAFY	SNCF	SNHD	Totals:
BP!BR! Recruitment	46	36	76	52	210
BP!BR! Completed	36	32	64	42	174*
BP!BR! Classes	8	5	8	5	26

*For analysis, 150 of the 174 participants correctly filled out a PRE and POST Survey.

Year 2 Six Months Class Recruitment and Completion Table

Organization	BPBR Recruit	BPBR Complete	# of Classes	SHARP Recruit	SHARP Complete	# of Classes	FTT Recruit	FTT Complete	# of Classes	Total Recruit	Total Complete
Planned Parenthood	77	62	10	30	28	7	17	17	3	124	107
SAFY	48	36	6	34	28	7	14	14	4	96	78
SNCF	61	54	7	26	24	7	0	0	0	87	78
Totals:	186	152	23	90	80	21	31	31	7	307	263

*For analysis, 220 out of the 232 youth that completed SHARP and Be Proud! Be Responsible! correctly filled out a PRE and POST Survey

Gender Table

Gender	Frequency	Percentage
Male	239	64.6%
Female	126	34.1%
Transgender	2	0.5%
Prefer not to answer	3	0.8%

Grade	Frequency	Percentage
6 th Grade	4	1.1%
7 th Grade	2	0.5%
8 th Grade	31	8.4%
9 th Grade	51	13.8%
10 th Grade	70	18.9%
11 th Grade	90	24.3%
12 th Grade	83	22.4%
GED	14	3.8%
College/Technical School	6	1.6%
Not currently in school	19	5.1%

Participant Age Table

Age	Frequency	Percentage
12 years old	3	0.8%
13 years old	11	2.9%
14 years old	43	11.6%
15 years old	63	17%
16 years old	93	25.1%
17 years old	109	29.5%
18 years old	36	9.7%
19 years old	5	1.4%
20 years old	1	0.3%
21 years old	1	0.3%
23 years old	2	0.5%
25 years old	1	0.3%
Unknown	2	0.5%

Race/Ethnicity Table

Race/Ethnicity	Frequency	Percentage
American Indian/Alaska Native – Non Hispanic/Latino	5	2.3%
Asian – Hispanic/Latino	4	1.4%
Black or African American – Hispanic Latino	15	4.1%
Native Hawaiian or other Pacific Islander – Non-Hispanic/Latino	4	1.4%
White, Non-Hispanic Latino	35	10.0%
More than one race – Non-Hispanic/Latino	24	5.5%
Other Race – Non-Hispanic/Latino	11	2.3%
American Indian/Alaska Native – Hispanic/Latino	11	1.8%
Asian – Non Hispanic/Latino	4	
Black or African American – Non-Hispanic/Latino	109	32.7%
Native Hawaiian or Other Pacific Islander – Hispanic/Latino	2	0.9%
White – Hispanic/Latino	52	13.2%
More than one race – Hispanic/Latino	49	9.5%
Other Race – Hispanic/Latino	37	11.4%
Prefer not to answer	8	3.6%

Families Talking Together Demographic Information

Gender Table

Gender	Frequency	Percentage
Male	4	12.9%
Female	27	87.1%

Race Table

Race	Frequency	Percentage
White	7	22.58%
Black	7	22.58%
Unknown	17	54.84%

Ethnicity Table

Ethnicity	Frequency	Percentage
Hispanic/Latino	17	54.84%
Non-Hispanic/Latino	14	45.16%

II. Year 1 Analysis – Be Proud! Be Responsible!

Outcome Goal 1: 90% of youth participating in the program will demonstrate an increase in their knowledge about HIV transmission and Prevention immediately after completing the curriculum (Pre/Post-test).

Program participants were surveyed prior to and immediately following program completion. At both points of measurement, participants were asked a series of ten true/false questions designed to measure knowledge about HIV/AIDS transmission and Prevention. Of the participants that completed the program, 23 youth achieved a perfect score of 10/10 on the PRE Survey. Since these participants already demonstrated knowledge about HIV transmission and Prevention that is provided in the curriculum, it is impossible for their score to increase. For this reason, these individual participants were excluded from the analysis. Of all participants that completed both the PRE and POST Surveys and provided valid answers to the entire series of questions:

- 82.68% (105) demonstrated an increase in knowledge (answered at least one additional question correctly after completing the curriculum)
- 14.96% (19) demonstrated no change in knowledge
- 3.15% (4) demonstrated a decrease in knowledge (answered at least one additional question incorrectly after completing the curriculum)

The THINK Project did not achieve the goal of having 90% of the participating youth demonstrate an increase in knowledge about HIV/AIDS transmission and Prevention immediately following the curriculum. Prior to the curriculum, the average score on the 10 HIV/AIDS true/false statements was 78.3% (7.8 correct out of 10 possible points) and the average score after the curriculum was 93.2% (9.3 correct out of 10 possible points). A paired samples t-test was performed on the total scores from the Pre surveys and Post surveys. The average score improved by 1.48 (SD=1.16), and the results from the paired samples t-test [$t(126) = 14.38, p = .000$] show a statistically significant difference between the Pre survey and Post survey scores indicating that overall, participants scores significantly improved after participation in the curriculum.

Outcome Goal 2: 55% of sexually inexperienced youth participating in the program will demonstrate an intention to delay sexual activity.

This goal was assessed by comparing participant responses at Pre-survey to the question, “Do you intend to have sexual intercourse in the next year, if you have the chance?” to Post-survey responses. Response options ranged from 1 (Yes, definitely) to 4 (No, Definitely Not). Of the

participants that completed the curriculum, provided valid responses to the question to both surveys, the intention to abstain among the participants is as follows (n=35):

- 54.3% (19) demonstrated an intention to delay sexual activity

The THINK Project is close to reaching its goal of 55% of sexually inexperienced youth demonstrating an intention to delay sexual activity.

Outcome Goal 3 A: 80% of sexually active youth participating in the program will demonstrate an increased intention to use condoms when engaging in sexual activities.

This goal was assessed by comparing participant responses at Pre-survey to the question, “If you have sexual intercourse in the next year, do you intend to use (or have your partner use) a condom?” to Post-survey responses of youth that answered “Yes” to having had sexual intercourse in their life. Of the youth that had valid PRE and POST Survey responses, 115 responded they have had sexual intercourse Previously.

Response options ranged from 1 (Yes, definitely) to 4 (No, Definitely Not). Of the participants that completed the curriculum, 68 youth indicated “Yes, definitely” to the question “If you have sexual intercourse in the next year, do you intend to use (or have your partner use) a condom?” These participants were excluded because their intention to use condoms could not increase. Of those participants that provided valid responses to both PRE and POST surveys and did not respond “Yes, definitely” on their PRE Survey:

- 53.19% (25) Increased intention to use birth control or condoms
- 40.43% (19) No change in intention to use birth control or condoms
- 6.38% (3) Decreased intention to use condoms

The THINK Project did not reach the goal of 80% of sexually active youth participating in the program demonstrating an increased intention to use condoms when engaging in sexual activities.

Outcome Goal 3 B: 80% of sexually active youth participating in the program will demonstrate an increased intention to use birth control when engaging in sexual activities.

This goal was assessed by comparing participant responses at Pre-survey to the question, “If you have sexual intercourse in the next year, do you intend to use (or have your partner use) any of the following methods of birth control? Condoms, Birth Control Pills, The shot (Depo Provera), The patch, The ring (NuvaRing), IUD (Mirena or Paraguard) or Implant (Nexplanon)” to Post-survey responses of youth that answered “Yes” to having had sexual intercourse in their life.

Response options ranged from 1 (Yes, definitely) to 4 (No, Definitely Not). Of the participants that indicated “Yes” to having had sexual intercourse in their life, 59 of them answered “Yes, Definitely” to intending to use birth control in the next year. For these youth, their intention to use birth control cannot increase and therefore have been excluded from analysis. Of the participants that completed the curriculum, provided valid responses to both Pre and Post surveys and did not respond “Yes, definitely” on their Pre Survey:

- 53.57% (30) Increased intention to use birth control or condoms
- 41.07% (23) No change in intention to use birth control or condoms
- 5.36% (3) Decreased intention to use condoms

The THINK Project did not reach its goal of 80% of sexually active youth participating in the program demonstrating an increased intention to use condoms when engaging in sexual activities.

Outcome Goal 4: 90% of youth will demonstrate increased knowledge in how to access sexual health information and “youth-friendly” services.

This goal was assessed by comparing participant responses at Pre- survey to the question “Do you know where to find sexual health services and/or resources in your community?” to Post-survey responses. Response options included “Yes” or “No.” Of the participants that completed the curriculum and provided valid responses to both the Pre and Post surveys, and did not respond “Yes” to the PRE Survey question:

- 58.82% (40) Increased their knowledge in how to access sexual health information

The THINK Project did not reach its goal of 90% of youth demonstrating an increased knowledge in how to access sexual health information and “youth-friendly” services.

Outcome Goal 5: At least 400 youth in the targeted communities will be referred to youth health services annually.

- 87 youth (21.75%) were referred to youth health services

The THINK Project did not reach its goal of 400 youth in targeted communities to be referred to youth health services during Year One.

III. Barriers Encountered

The administration of surveys is the primary responsibility of the Southern Nevada Health District TPP team. A representative from the implementing organization serves as the alternate survey administrator when a TPP team member is not able to administer the survey. During this period surveys were administered in paper format.

During the pilot phase, data from 23 surveys were excluded from the analyses. Surveys were excluded for one of the following reasons: incomplete data or wrong data provided, participants did not complete one of the two required surveys, some participants refused to complete the surveys altogether and others were outside of the target age range for program participation. These instances of surveys with incomplete or wrong data could be attributed to survey administrator error, lack of understanding by the participant on how to complete the survey and/or apathy by the participant when completing the survey.

IV. Year 2 Six Month Analysis - Be Proud! Be Responsible!

Outcome Goal 1: 90% of youth participating in the program will demonstrate an increase in their knowledge about HIV transmission and Prevention immediately after completing Be Proud! Be Responsible! (Pre/Posttest).

Actual completion: As of January 1, 2017, as seen below, 77 of program participants demonstrated an increase in HIV transmission and Prevention knowledge. Of the participants that completed the PRE and POST Survey, 28 youth received a perfect score of 10/10 on the PRE Survey. Since these participants have already demonstrated knowledge about HIV transmission and Prevention that is provided in the curriculum, it is impossible for their score to increase. Of the participants that completed the curriculum, PRE and POST Survey and did not score a 10/10 on the PRE Survey:

- 68.14% (77) demonstrated an increase in knowledge (answered at least one additional question correctly after completing the curriculum)
- 23.01% (26) demonstrated no change in knowledge
- 8.85% (10) demonstrated a decrease in knowledge (answered at least one additional question incorrectly after completing the curriculum)

The THINK Project did not achieve the goal of having 90% of the participating youth demonstrate an increase in knowledge about HIV/AIDS transmission and Prevention immediately following the curriculum. Prior to the curriculum, the average score on the 10 HIV/AIDS true/false statements was 81.1% (8.1 correct out of 10 possible points) and the average score after the curriculum was 90.7% (9.1 correct out of 10 possible points). A paired samples t-test was performed on the total scores from the Pre surveys and Post surveys. The average score improved by 0.96 (SD=1.32), and the results from the paired samples t-test [$t(112) = 7.72, p = .000$] show a statistically significant difference between the PRE Survey and POST Survey scores indicating that overall, participants scores significantly improved after participation in the curriculum.

Outcome Goal 2: 55% of sexually inexperienced youth participating in the program will demonstrate an intention to delay sexual activity.

This goal was assessed by comparing participant responses at Pre-survey to the question, “Do you intend to have sexual intercourse in the next year, if you have the chance?” to POST Survey responses. Response options ranged from 1 (Yes, definitely) to 4 (No, Definitely Not). Of the participants that completed the curriculum, provided valid responses to the question to both surveys and did not respond “No, Definitely Not” on their PRE Survey, the intention to abstain among the participants is as follows (n=28):

- 50.0% (14) demonstrated an intention to delay sexual activity

The THINK Project did not reach the goal of 55% of sexually inexperienced participants participating in the Be Proud! Be Responsible! program demonstrating an intention to delay sexual activity.

Outcome Goal 3: 80% of sexually active youth participating in the program will demonstrate an increased intention to use condoms when engaging in sexual activities.

This goal was assessed by comparing participant responses at Pre-survey to the question, “If you have sexual intercourse in the next year, do you intend to use (or have your partner use) a condom?” to Post-survey responses of youth that answered “Yes” to having had sexual intercourse in their life. Of the youth that had valid PRE and POST Survey responses for Be Proud! Be Responsible, 121 responded they have had sexual intercourse Previously.

Response options ranged from 1 (Yes, definitely) to 4 (No, Definitely Not). Of the participants that completed the curriculum, 58 youth indicated “Yes, Definitely” to the question “If you have sexual intercourse in the next year, do you intend to use (or have your partner use) a condom?” These participants were excluded because their intention to use condoms could not increase. Of those participants that provided valid responses to both PRE and POST surveys and did not respond “Yes, Definitely” on their PRE Survey (n=63):

- 57.14% (36) Increased intention to use condoms
- 39.68% (25) No change in intention to use condoms
- 3.17% (2) Decreased intention to use condoms

The THINK Project did not reach the goal of 80% of sexually active youth participating in the Be Proud! Be Responsible! program demonstrating an increased intention to use condoms when engaging in sexual activities.

Outcome Goal 4: 90% of youth will demonstrate increased knowledge in how to access sexual health information and “youth-friendly” services.

This goal was assessed by comparing participant responses at Pre-survey to the question “Do you know where to find sexual health services and/or resources in your community?” to POST Survey responses. Response options included “Yes” or “No.” Of the participants that completed the Be Proud! Be Responsible! curriculum, provided valid responses to both the PRE and POST Surveys and did not respond “Yes” on the PRE Survey (n=70) :

- 52.86% (37) Increased their knowledge in how to access sexual health information

The THINK Project did not reach their goal of 90% of youth will demonstrate increased knowledge in how to access sexual health information and “youth-friendly” services.

V. Year 2 Six Month Analysis – SHARP

Outcome Goal 1: 90% of youth participating in the program will demonstrate an increase in their knowledge about HIV transmission and Prevention immediately after completing their curriculum (Pre/Posttest).

Actual completion: As of January 1, 2017, as seen below, 35 of program participants demonstrated an increase in HIV transmission and Prevention knowledge. Of the participants that completed the PRE and POST Survey, 14 youth received a perfect score of 10/10 on the PRE Survey. Since these participants have already demonstrated knowledge about HIV transmission and Prevention that is provided in the curriculum, it is impossible for their score to increase and have been excluded from analysis. Of the participants that completed the curriculum, PRE and POST Survey and did not score a 10/10 on the PRE Survey:

- 53.85% (35) demonstrated an increase in knowledge (answered at least one additional question correctly after completing the curriculum)
- 27.69% (18) demonstrated no change in knowledge
- 18.46% (12) demonstrated a decrease in knowledge (answered at least one additional question incorrectly after completing the curriculum)

The THINK Project did not achieve the goal of having 90% of the participating youth demonstrate an increase in knowledge about HIV/AIDS transmission and Prevention immediately following the SHARP curriculum. Prior to the curriculum, the average score on the 10 HIV/AIDS True/False statements was an 81.5% (8.2 correct out of 10 possible points) and the average score after the curriculum was 87.1% (8.7 correct out of 10 possible points). A paired samples t-test was performed on the total scores from the Pre surveys and Post surveys. The average score improved by 0.55 (SD=1.12), and the results from the paired samples t-test [$t(64) = 3.99, p = .000$] show a statistically significant difference between the PRE Survey and POST Survey scores indicating that overall, participants scores significantly improved after participation in the SHARP curriculum.

Outcome Goal 2: 55% of sexually inexperienced youth participating in the program will demonstrate an intention to delay sexual activity.

This goal was assessed by comparing participant responses at PRE Survey to the question, “Do you intend to have sexual intercourse in the next year, if you have the chance?” to POST Survey responses. Response options ranged from 1 (Yes, definitely) to 4 (No, Definitely Not). Of the participants that completed the curriculum, provided valid responses to the question to both surveys and did not respond “No, Definitely Not” on their PRE Survey, the intention to abstain among the participants is as follows (n=15):

- 66.67% (10) demonstrated an intention to delay sexual activity

The THINK Project did reach the goal of 55% of sexually inexperienced participants participating in the SHARP program demonstrating an intention to delay sexual activity.

Outcome Goal 3: 80% of sexually active youth participating in the program will demonstrate an increased intention to use birth control or condoms when engaging in sexual activities.

This goal was assessed by comparing participant responses at PRE Survey to the question, “If you have sexual intercourse in the next year, do you intend to use (or have your partner use) a condom?” to Post-survey responses of youth that answered “Yes” to having had sexual intercourse in their life. Of the youth that had valid PRE and POST Survey responses for SHARP, 56 responded they have had sexual intercourse Previously.

Response options ranged from 1 (Yes, definitely) to 4 (No, Definitely Not). Of the participants that completed the curriculum, 27 youth indicated “Yes, definitely” to the question “If you have sexual intercourse in the next year, do you intend to use (or have your partner use) a condom?” These participants were excluded because their intention to use condoms could not increase. Of those participants that provided valid responses to both PRE and POST surveys and did not respond “Yes, definitely” on their PRE Survey (n=29):

- 68.97% (20) Increased intention to use birth control or condoms
- 27.59% (8) No change in intention to use birth control or condoms
- 3.45% (1) Decreased intention to use birth control or condoms

The THINK Project did not reach the goal of 80% of sexually active youth participating in the SHARP program will demonstrate an increased intention to use birth control or condoms when engaging in sexual activities.

Outcome Goal 4: 90% of youth will demonstrate increased knowledge in how to access sexual health information and “youth-friendly” services.

This goal was assessed by comparing participant responses at Pre-survey to the question “Do you know where to find sexual health services and/or resources in your community?” to Post-survey responses. Response options included “Yes” or “No.” Of the participants that completed the curriculum and provided valid responses to both the PRE and POST surveys and did not respond with “Yes” on the PRE Survey (n=33):

- 66.67% (22) Increased their knowledge in how to access sexual health information

The THINK Project did not reach their goal of 90% of youth demonstrating an increased knowledge in how to access sexual health information and “youth-friendly” services.

VI. Outcome Goal 5

At least 400 youth in the targeted communities will be referred to youth health services annually.

- 154 youth (38.5%) were referred to youth health services

The THINK Project did not reach their goal of referring 400 youth in targeted communities to youth health services during the first six months of Year Two.

VII. Year 2 Six Month Barriers

Several barriers were encountered during the first six months of Year Two of implementation.

Survey administration is the primary responsibility of the Southern Nevada Health District TPP team, with representatives from the implementing organization serving as alternate survey administrators when a TPP team member is not able to do. With the goal of streamlining the survey administration process and ensuring confidentiality, SNHD transitioned from paper surveys to a digital survey format using the online platform Qualtrics. Qualtrics allows for the creation of surveys, collection of responses, creation of reports and export to SPSS allowing for real time distribution of surveys and results.

Modification of survey questions and platform system glitches such as participants being able to skip questions that were formatted as forced response resulted on the occasional unanswered question and missed data. Issues with data transfer from the iPads to the Qualtrics platform also on occasion delayed the upload of data into the platform. This time lapse delay could present a problem with the analysis and reporting of data.

Survey administration errors such as participants completing the same survey twice rather than a Pre and a Post, not completing a survey, not using the correct unique identifier or providing incoherent answers to questions added to the challenge of collecting data.

VIII. Participant Satisfaction

The following section details the results from the Participant Satisfaction Surveys taken during Year One and Year Two at Six Months. Satisfaction was measured by participants choosing “Strongly Agree” or “Agree” for the seven (7) Participant Satisfaction Survey questions. Out of the 174 participants that completed BP! BR!, 147 properly filled out participant satisfaction surveys during Year One.

Year 1

Planned Parenthood

Facilitator	Number of Surveys	Overall Satisfaction
Brenda Hernandez	3	100%
LaTonya Dawson	20	87.85%
Dawn Canty	13	85.73%

SAFY

Facilitator	Number of Surveys	Overall Satisfaction
Jessi Dorn	19	93.24%

*32 youth completed and 19 completed a Participant Satisfaction Survey correctly. Note that survey administration error contributed to missing surveys.

SNCF

Facilitator	Number of Surveys*	Overall Satisfaction
Tasha Fields	51	93.57%
Patrice Kilgore	9	90.47%

*64 youth completed and 60 completed a Participant Satisfaction survey correctly

SNHD

Facilitator	Number of Surveys	Overall Satisfaction
Koreena Villarreal	21	98.64%
Anne Scully	6	92.84%
Tanya Jaikaran	6	90.46%

*No Participant Satisfaction Surveys were administered for 12/29/2015 thus 9 participants are missing from analysis.

Out of the 263 participants that completed BP!BR!, SHARP or Families Talking Together, during Year Two at Six Months, 228 participants filled out the Participant Satisfaction Survey.

**Year 2 Six Month
Planned Parenthood**

Facilitator	Number of Surveys	Overall Satisfaction
Brenda Hernandez	34	65.94%**
Dawn Canty	10	92.86%
Rosita Castillo	10***	100%
Julissa Salas	5	100%
Robert Thurmond	24	94.01%****

*Tanya Jaikaran facilitated one class for Planned Parenthood on 7/11/2016.

**There were 8 participants that may have not understood the survey. These youth indicated “Strongly Disagree” to all 7 questions and commented on what a great program it was and indicated they enjoyed the class.

***Qualtrics error. Survey questions were not displayed to the participant.

****One participant indicated “Strongly Disagree” to all 7 questions and commented it was a great class.

SAFY

Facilitator	Number of Surveys	Overall Satisfaction
Jessi Dorn	57	92.49%
Danielle Schiller	5	97.14%

SNCF

Facilitator	Number of Surveys	Overall Satisfaction
Tasha Fields	34	89.91%
Patrice Kilgore	29	82.74%**

*Tanya Jaikaran facilitated one class for SNCF on 7/13/2016.

** Two youth may have misunderstood the survey. These participants indicated “Strongly Disagree” to all 7 questions and commented on what a great program it was, indicating they enjoyed the class and also stating they would recommend it to other youth.

SNHD

Facilitator	Number of Surveys	Overall Satisfaction
Tanya Jaikaran	20	81.43%

IX. Observations

During Year One and Year 2, there were 41 Fidelity Observations conducted by SNHD.

SNHD was fidelity monitored twice (5 sessions) which was 36% of classes taught. SNHD had an average observed adherence to the BP!BR! curriculum of 98% indicating fidelity to the curriculum. The overall quality of facilitation was an average of 5 which is the highest numerical value possible indicating high quality facilitation.

Planned Parenthood was fidelity monitored for three sections (7 sessions) and had an average observed adherence to BP! BR! of 95% indicating fidelity to the curriculum. The sessions monitored received an overall quality average of 4 and rePresented 13% of all BP! BR! sessions implemented by Planned Parenthood. Two sections (4 sessions) were observed for SHARP and had an average observed adherence of 97% indicating fidelity to the curriculum. The sessions monitored received an overall quality average of 4 and rePresented 17% of all SHARP sessions implemented by Planned Parenthood.

SAFY was fidelity monitored for 8 sessions and had an average observed adherence to BP! BR! of 97% indicating fidelity to the curriculum. The sessions monitored received an overall quality average of 4 and rePresented 28% of all BP! BR! sessions implemented by SAFY. One section (2 sessions) was observed for SHARP and had an average observed adherence of 100% indicating fidelity to the curriculum. The sessions monitored received an overall quality average of 5 and rePresent 11% of all SHARP sessions implemented by SAFY. For FTT, one session was monitored and had an observed adherence of 100% indicating fidelity to the curriculum. This monitored session received an overall quality average of 5 and rePresents 7% of all FTT sessions implemented by SAFY.

SNCF was fidelity monitored for 5 sections (12 sessions) and had an average observed adherence of 91% indicating fidelity to the curriculum. The sessions monitored received an overall quality average of 3 and rePresented 32% of all BP! BR! sessions implemented by SNCF. One section (2 sessions) was observed for SHARP and had an average observed adherence of 100% indicating fidelity to the curriculum. The sessions monitored received an overall quality average of 5 and rePresent 11% of all SHARP sessions implemented by SNCF.