



it's OK to talk about it.

BETTER TOGETHER:

Making Teen-Friendly Health Care a Reality in Tulsa

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ACKNOWLEDGMENTS

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- Morton Comprehensive Health Services
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- Tulsa City-County Health Department



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ABOUT US

MISSION

Tulsa Campaign to Prevent Teen Pregnancy equips the community with strategies to reduce teen pregnancy for the purpose of improving the health and economic well-being for all.

VISION

By 2020, the teen birth rate in Tulsa County is reduced by 30% and that in the long-term, teen pregnancy is no longer a critical issue in Oklahoma.

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BETTER TOGETHER:

Making Teen-Friendly Health Care a Reality in Tulsa

INTRODUCTION

The Tulsa City-County Health Department (THD), in collaboration with the Tulsa Campaign to Prevent Teen Pregnancy (Tulsa Campaign), conducted a teen-friendly analysis to highlight successes and identify potential opportunities within various Tulsa health centers that provide sexual and reproductive health services to teens. This research project aimed to see what it is like for teens who receive sexual and reproductive health services at Tulsa health centers. This project allowed researchers to observe similarities and differences between various practices and procedures. This information will be used to provide support for Tulsa leaders to make their health care services as teen-friendly as possible and best serve the needs of Tulsa's young people.



METHODOLOGY

Eight health centers in Tulsa County were chosen to be part of this study. Their selection was based on their status as Tulsa Campaign Health Initiatives partners, their ability to provide confidential services for teen patients and their history of serving low-income patients.

In 2015, Tulsa Campaign developed a rubric adapted from the Oregon Department of Health Services, Office of Family Health's 'Checklist for Teen-Friendly Services'. Using this rubric, researchers went through each health center in the same way a teen would in order to observe the health center and to conduct interviews with front-line staff (clerks and receptionists/operators) and providers (nurses, nurse practitioners, and physicians). Yes/no/not applicable questions were developed from this criteria in order to award a numerical score.

Throughout this project, researchers observed the health centers to determine the health center flow at each location, specifically as it relates to teens. In addition to the rubrics and assessment questions, this report contains successful practices from a variety of health center locations.

Each category in this report is broken down into four subsections to provide a greater explanation of how scores were developed, how centers can continue to assess their practices and procedures to ensure they are teen-friendly, and examples for health centers:

1. How did the Tulsa Campaign assess this?
2. How can my health center further assess this?
3. What is an example of this in Tulsa County?
4. What are some resources that my health center can use to improve?

Participating Health Centers

- **Community Health Connection/La Conexión Médica**
Kendall-Whittier location
- **Community Health Connection/La Conexión Médica**
Eastside location
- **Morton Comprehensive Health Services**
Main location
- **Morton Comprehensive Health Services**
East Tulsa Family Health Clinic
- **Planned Parenthood**
Midtown Health Center
- **Tulsa Health Department**
James O. Goodwin Health Center
- **Tulsa Health Department**
Central Regional Health Center
- **Tulsa Health Department**
North Regional Health and Wellness Center

Categories for Evaluation

- Confidentiality
- Easy access to services
- Comfortable setting
- Comprehensive services

LIMITATIONS

- Interview process provided only a one-time snapshot based on the experiences and responses of an individual. It is difficult to get a complete picture of clinic flow through just the interview process.
- Health center staff are entrenched with their process and it could be difficult for interviewers to get a clear picture of the health center without some prior knowledge.
- Rubrics were primarily completed using researcher observation at one point in time between November 2015 and April 2016. Health center aspects may have changed since initial completion, or certain health center aspects may have been overlooked.
- During the course of this project, other projects and discussions through the Tulsa Campaign identified that confidential billing services were an issue for teens. As this had not been identified at the beginning of the project, questions were not asked about these services.



Teen-Friendly Criteria: Confidentiality

Tulsa Campaign Assessment Criteria

1. Is there a separate entrance for teens?
2. Is there a separate teen waiting room?
3. Can people outside see people in the waiting room?
4. Do waiting room signs assure confidentiality?
5. Do published materials indicate confidentiality?

Self-Assessment

This section contains questions to self-assess the confidentiality practices and procedures of each health center.

1. Are confidentiality policies explained to youth when they make an appointment?
2. Are confidentiality policies explained to youth during their appointment (by provider, nurse, etc.)?
3. Can youth discuss the reason for their visit with staff in a private/confidential area?
4. Are policies and procedures in place to protect youth confidentiality?
5. Is there a policy for talking to youth alone without their parent/caregiver?
6. Are health center staff and providers trained on youth confidentiality policies?

A Good Example

During initial Tulsa Campaign patient experience research, there was consistent messaging across health centers that confidential services are available for patients and that they can receive these services without a parent or guardian present. It is important that teens realize from the moment they decide to receive services that they have a right to a confidential appointment. Without this assurance, teens may be hesitant to come into the health center which may lead to missed opportunities from the very beginning.

Room for Improvement

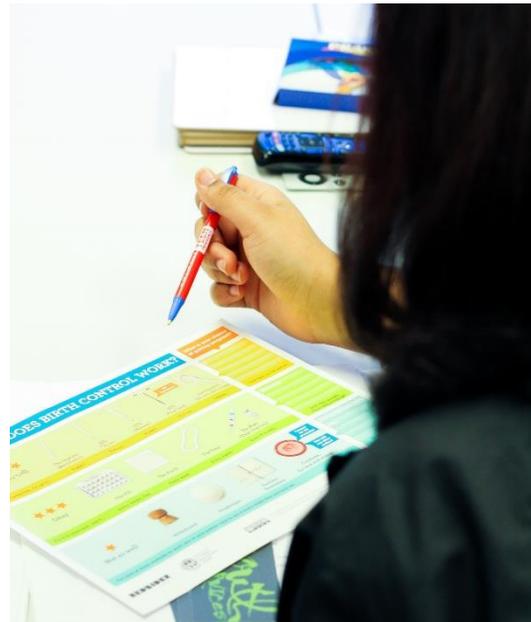
However, during health center observations, there was not very clear messaging regarding confidentiality in waiting rooms. Health centers had their privacy policies posted, but these policies are lengthy documents that are not easily read. There may be an opportunity to increase awareness of confidentiality practices in Tulsa health centers by simply posting more information in a more accessible format in waiting rooms.

RESULTS: Teen-Friendly Criteria - Confidentiality

55% of the participating health centers are utilizing best practices around confidentiality for their teen patients.

HEALTH CENTERS

Criteria: CONFIDENTIALITY	A	B	C	D	E	F	G	H	Total
Separate entrance for teens		✓				✓			2/8
Separate teen waiting room		✓				✓			2/8
Inability to see people in the waiting room	✓	✓	✓	✓	✓	✓	✓	✓	8/8
Waiting room signs assure confidentiality	✓	✓							2/8
Published materials indicate confidentiality	✓	✓	✓	✓	✓	✓	✓	✓	8/8
Subtotal	3	5	2	2	2	4	2	2	22/40



Teen-Friendly Criteria: Easy Access to Services

Tulsa Campaign Assessment Criteria

1. Is the health center located at a major intersection or does it have way finding signage?
2. Is the health center located within ¼ mile of a bus stop?
3. Is the health center located within ¼ mile of at least one teen-friendly place (school, church, mall, park, etc.)?
4. Is access to the health center from the street (not through building, across large parking lot)?
5. Is the health center open after school hours?
6. Are the hours and days of operation posted?
7. Does the health center stay open after 6p at least one day per week?
8. Do clients receive reminder calls/texts the day before their appointment?
9. Are bus routes to health centers publicized on materials?
10. Does the health center provide bus tokens?
11. Can health center clerical staff provide public transportation information?
12. Are signs posted stating that services are no cost?

Self-Assessment

This section contains questions to self-assess how easy it is for teens to access services at the health center.

1. When teens call the health center to make an appointment, do they speak directly with a live person?
2. How soon can a teen generally be seen for an appointment?
3. Are walk-in hours available for teens?
4. If yes, how many days a week?
5. Does the health center offer services for youth outside the health center facility?
6. If yes, what type of services?
7. If yes, what type of locations?

A Good Example

Two health centers in Tulsa have opened specific teen-friendly areas with extended hours. This shows teens that they are a priority for the health center and allows for more confidential services. Having a night specifically dedicated to teens allows for specific data capture and lessons learned that can be shared with other health centers. THD did a yearlong evaluation as part of the teen health center that included a survey for every teen. The results provide a way to consistently evaluate areas for growth.

Room for Improvement

Although health centers cannot provide direct transportation, all are located near a bus stop. Although clerks have access to information, it may be beneficial for teens to see signs with public transportation information without having to ask someone. Clearer messaging of public transportation options may be a simple way to increase access.

RESULTS: Teen-Friendly Criteria - Easy Access to Services

71% of the participating health centers are providing easy access to services for their teen patients.

HEALTH CENTERS

Criteria: EASY ACCESS TO SERVICES	A	B	C	D	E	F	G	H	Total
Major intersection or way finding signage	✓	✓	✓	✓	✓	✓	✓	✓	8/8
Within ¼ mile of a bus line	✓	✓	✓	✓	✓	✓	✓	✓	8/8
Within ¼ mile of at least one teen-friendly place	✓		✓		✓	✓	✓	✓	6/8
Street access	✓	✓	✓		✓	✓	✓	✓	7/8
Open after school hours	✓	✓	✓	✓	✓	✓	✓	✓	8/8
Hours and days of operation are posted	✓	✓	✓	✓	✓	✓	✓	✓	8/8
Stays open after 6 pm at least once a week	✓		✓				✓		3/8
Clients receive reminder calls/texts day before appt.	✓	✓	✓	✓	✓	✓	✓	✓	8/8
Bus routes to health center are publicized on materials									0/8
Health center provides bus tokens		✓				✓			2/8
Clerical staff can provide public transportation info	✓	✓	✓	✓	✓	✓	✓	✓	8/8
Signs posted stating services are at no cost	✓	✓							2/8
Subtotal	10	9	9	6	8	9	9	8	68/96

Teen-Friendly Criteria: Comfortable Setting

Tulsa Campaign Assessment Criteria

1. Are there teen-friendly magazines and posters in the waiting room that feature non-pregnant teens doing healthy activities?
2. Are magazines current issues?
3. Are a variety of magazines offered?
4. Is health center music teen-friendly (not elevator, gospel, or requiring censoring)?
5. Are exam rooms private?
6. Do clerks ask teens if they have a gender preference for their practitioner?

Self-Assessment

This section contains questions to self-assess how comfortable the health center setting is.

1. What type of signs are posted in the health center that are relevant to youth?
2. While waiting to be seen, what activities can teens do?
3. Describe the intake/history form (questions build from least to most personal, issues are relevant to youth, terminology is appropriate for youth, language on forms does not make assumptions about gender identity or sexual orientation).

A Good Example

One health center in Tulsa County has placed a large emphasis on technology usage which can make the setting more comfortable for teens. They offer online scheduling which can also be done on a mobile device. They also have an iPad for client feedback and a computer kiosk for the *Seventeen Days** curriculum which can be done while teens are waiting for their appointment.

A teen pregnancy prevention program in Tulsa has started a monthly *Teen Zone* that offers a place for teens to hang out in a safe environment while also building relationships and learning new skills. This is on the same night and at the same location as a designated teen health center, which offers an opportunity for teens to take advantage of the health center's services and learn about it in a comfortable environment.

*Note: *Seventeen Days* is an evidence-based intervention aimed at increasing knowledge of STDs, decreasing sexual risk behaviors, and decreasing STD acquisition in adolescent females; this is delivered through videos and is best suitable in health care settings.

RESULTS: Teen-Friendly Criteria - Comfortable Setting

38% of the participating health centers are providing comfortable settings for their teen patients.

HEALTH CENTERS

Criteria: COMFORTABLE SETTING	A	B	C	D	E	F	G	H	Total
Teen-friendly magazines and posters in waiting room	✓						✓		2/8
Magazines are current issues	✓		✓				✓	✓	4/8
A variety of magazines are offered	✓		✓				✓	✓	4/8
Health center music is teen friendly									0/8
Exam rooms are private	✓	✓	✓	✓	✓	✓	✓	✓	8/8
Clerk asks if teen has gender preference of practitioner									0/8
Subtotal	4	1	3	1	1	1	4	3	18/48



Teen-Friendly Criteria: Comprehensive Services

Tulsa Campaign Assessment Criteria

1. Are services shared in print at local institutions?
2. Are services shared through social media outlets?
3. Are services shared through community partnerships, relationships and word of mouth?
4. Are clients told that they can get help to complete the forms and a provider will review the forms with them in a private exam room?
5. Are free condoms offered?
6. Are condoms provided in unmarked packaging?
7. Is there education in the exam room to explain what to expect with a pelvic exam and birth control methods?
8. Are questions encouraged?
9. Are providers trained to provide respectful client counseling regardless of age (cultural competency, etc.)?
10. Is birth control available without a pelvic exam when medically appropriate?
11. Are delayed pelvic exams offered in appropriate situations?
12. Do teens get information with phone numbers to call if they have questions or concerns?

Self-Assessment

This section contains questions to self-assess the health center's ability to provide comprehensive care.

1. What type of services are provided at the health center?
2. Are these services integrated with family planning services? Integrated services refers to strategies for combining services to meet multiple needs of one client.
3. If a youth patient walks in, what services can they generally be seen for that day?
4. Is there a protocol for 'quick start' birth control? 'Quick start' refers to starting hormonal birth control immediately instead of waiting for patient's next menstrual period.
5. If necessary, are new patients scheduled for a follow-up appointment before leaving?
6. If necessary, are youth starting birth control scheduled for a follow-up appointment before leaving?
7. What topics are providers trained on?
8. Does the health center advertise or market their services, including specific youth marketing?
9. Where does the health center market their services?
10. How would the health center describe the strength of their relationship with potential community partners who could refer youth to the health center?

A Good Example

Changes in protocols in different health centers across Tulsa have led to an increased availability of same-day Long-Acting Reversible Contraceptives (LARC) such as IUDs and Implants, regardless of where teens choose to go for the birth control services. While there were some differences between providers, everyone interviewed indicated a positive feeling toward providing LARCs for teens. Additionally, all providers seemed comfortable with the idea of not requiring pelvic exams for birth control and wanted to provide as many same-day services for patients as possible.

Providers in Tulsa also talked about how important it was to have open, engaging conversations with teens so that they felt comfortable. Every person interviewed showed a high level of respect for teens and seemed to view them as a very important client group. As one nurse stated, “The teens may need a little extra loving, but once you get them talking you realize that they are the most honest and open patients.” Providers also indicated that teens are encouraged to ask as many questions as possible, to make sure they are getting the most accurate information available. Providers also embraced the concept of discussing the most effective to least effective birth control, based on handouts provided by the Tulsa Campaign.

Providers also regularly mentioned long time relationships that they have with patients, which allows them to provide better care. One provider discussed seeing patients for well-child exams and using that opportunity to discuss family planning as they get older so that patients know from the very beginning that they have a safe place to talk about questions or concerns. Other providers mentioned seeing family planning patients before and after pregnancy, and that they are now seeing their children. These long term relationships foster an environment where teens can feel safe and respected and have a variety of improved health outcomes.

Additionally, multiple health centers in Tulsa have embraced using social media to advertise services to teens. All health centers also reported strong relationships with community partners that result in increased opportunities to provide services. One larger health center mentioned that all other departments in their facility advertise family planning services and provide referrals, which may lead to more comprehensive care at one location.

RESULTS: Teen-Friendly Criteria - Comprehensive Services

94% of the participating health centers are utilizing best practices around comprehensive services for teen patients.

HEALTH CENTERS									
Criteria: COMPREHENSIVE SERVICES	A	B	C	D	E	F	G	H	Total
Services publicized in print at local institutions	✓	✓	✓			✓	✓		5/8
Services shared through social media outlets	✓	✓	✓		✓	✓	✓		6/8
Services shared through partnerships / word of mouth	✓	✓	✓	✓	✓	✓	✓	✓	8/8
Help offered completing forms and private review	✓	✓	✓	✓	✓	✓	✓	✓	8/8
Condoms are free	✓	✓	✓	✓	✓	✓	✓	✓	8/8
Condoms are provided in unmarked packaging	✓	✓	✓	✓	✓	✓	✓	✓	8/8
Explanation offered of what to expect with a pelvic exam and birth control methods	✓	✓	✓	✓	✓	✓	✓	✓	8/8
Questions are encouraged	✓	✓	✓	✓	✓	✓	✓	✓	8/8
Trained providers offer respectful counseling to all ages	✓	✓	✓	✓	✓	✓	✓	✓	8/8
When appropriate, birth control available without pelvic exam	✓	✓	✓	✓	✓	✓	✓	✓	8/8
Same day LARC is available when medically appropriate	✓	✓	✓	✓	✓	✓	✓	✓	8/8
Delayed pelvic exams are offered in appropriate situations	✓	✓	✓	✓	✓	✓	✓	✓	8/8
Teens get information with phone numbers to call if they have questions or concerns		✓	✓	✓	✓	✓	✓	✓	7/8
Subtotal	12	13	13	11	12	13	13	11	98/104

CONCLUSION

Overall, Tulsa health centers had a teen-friendliness score of 72%. The highest category was “Comprehensive Services” (94%) while the lowest was “Comfortable Setting” (38%). This indicates that health centers are doing a great job of offering services that make teens more likely to utilize their clinic (same day LARCs, delayed pelvic exams when possible), but there are still opportunities for improvement in the physical environment within the clinic (teen friendly waiting rooms). While some of these teen friendly criteria may seem more important than others, all of these criteria work in tandem to influence a teen’s overall experience and ability to access sexual and reproductive health care. While many of the findings in this report were not surprising, it is important to have this initial baseline to guide us as we all make strides towards improving health care access and services for Tulsa teens. We have an opportunity as a network of health centers across the community to provide quality teen-friendly health care to all of the young people in Tulsa.

	A	B	C	D	E	F	G	H	Total
72% OVERALL TEEN-FRIENDLINESS SCORE	29	28	27	20	23	27	28	24	206/288



APPENDIX

TEEN-FRIENDLY HEALTH CARE SCORECARD												
		health centers*	A	B	C	D	E	F	G	H	Total	
72%	OVERALL TEEN-FRIENDLINESS SCORE		29	28	27	20	23	27	28	24	206/288	
CONFIDENTIALITY	Separate entrance for teens			✓				✓			2/8	
	Separate teen waiting room			✓				✓			2/8	
	Inability to see people in the waiting room	✓	✓	✓	✓	✓	✓	✓	✓	✓	8/8	
	Waiting room signs assure confidentiality	✓	✓								2/8	
	Published materials indicate confidentiality	✓	✓	✓	✓	✓	✓	✓	✓	✓	8/8	
55%	Subtotal - CONFIDENTIALITY		3	5	2	2	2	4	2	2	22/40	
teen-friendly criteria	EASY ACCESS TO SERVICES	Signage indicating closest major intersection	✓	✓	✓	✓	✓	✓	✓	✓	8/8	
		Within ¼ mile of a bus line	✓	✓	✓	✓	✓	✓	✓	✓	8/8	
		Within ¼ mile of at least one teen-friendly place	✓		✓		✓	✓	✓	✓	6/8	
		Center entrance is street accessible	✓	✓	✓		✓	✓	✓	✓	7/8	
		Center open after school hours	✓	✓	✓	✓	✓	✓	✓	✓	8/8	
		Hours and days of operation are posted	✓	✓	✓	✓	✓	✓	✓	✓	8/8	
		Center is open after 6pm at least once a week	✓		✓					✓	3/8	
		Patients get reminder calls/texts day before appt.	✓	✓	✓	✓	✓	✓	✓	✓	8/8	
		Bus routes to center are publicized on materials										0/8
		Center provides bus tokens			✓					✓		2/8
		Clerical staff can provide public transportation info	✓	✓	✓	✓	✓	✓	✓	✓	✓	8/8
		Signage indicating services are no-cost	✓	✓								2/8
71%	Subtotal - EASY ACCESS TO SERVICES		10	9	9	6	8	9	9	8	68/96	

TEEN-FRIENDLY HEALTH CARE SCORECARD (continued)

		<i>health centers *</i>	A	B	C	D	E	F	G	H	Total
COMFORTABLE SETTING	Teen-friendly magazines and posters in waiting room		✓						✓		2/8
	Magazines are current issues		✓		✓				✓	✓	4/8
	A variety of magazines are offered		✓		✓				✓	✓	4/8
	Health center music is teen friendly										0/8
	Exam rooms are private		✓	✓	✓	✓	✓	✓	✓	✓	8/8
	Clerk asks if teen has gender preference of practitioner										
38%	Subtotal - COMFORTABLE SETTING		4	1	3	1	1	1	4	3	18/48
COMPREHENSIVE SERVICES	Services publicized in print at local institutions		✓	✓	✓				✓	✓	5/8
	Services shared through social media outlets		✓	✓	✓			✓	✓	✓	6/8
	Services shared through partnerships/ word of mouth		✓	✓	✓	✓	✓	✓	✓	✓	8/8
	Help offered completing forms and private review		✓	✓	✓	✓	✓	✓	✓	✓	8/8
	Condoms are provided free		✓	✓	✓	✓	✓	✓	✓	✓	8/8
	Condoms are provided in unmarked packaging		✓	✓	✓	✓	✓	✓	✓	✓	8/8
	Explanation offered of what to expect with a pelvic exam and birth control methods		✓	✓	✓	✓	✓	✓	✓	✓	8/8
	Questions are encouraged		✓	✓	✓	✓	✓	✓	✓	✓	8/8
	Trained providers offer respectful counseling to all ages		✓	✓	✓	✓	✓	✓	✓	✓	8/8
	When appropriate, birth control available without pelvic exam		✓	✓	✓	✓	✓	✓	✓	✓	8/8
	Same day LARC (IUD's & Implant) is available when medically appropriate		✓	✓	✓	✓	✓	✓	✓	✓	8/8
	Delayed pelvic exams are offered in appropriate situations		✓	✓	✓	✓	✓	✓	✓	✓	8/8
Teens get information with phone numbers to call if they have questions or concerns			✓	✓	✓	✓	✓	✓	✓	7/8	
94%	Subtotal - COMPREHENSIVE SERVICES		12	13	13	11	12	13	13	11	98/104

teen-friendly criteria