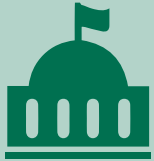




MMA User Journey



Government

Local government works with SFH to select facilities, recruit and train providers and mobilizers, and conduct supportive supervision



Community

Communities are engaged through a sensitization meeting when MMA moves to a new area and informally through mentors, mobilizers and providers



Service Providers

A360 Young Providers work alongside existing government providers in Public Health Centers. Providers are trained and supported by A360 to deliver youth friendly services



Mobilizers

Female mentors recruit girls to MMA sessions and male mobilizers reach husbands, encouraging them to refer their wives to attend counselling

I'm intrigued
-Mobilization-

Curious: She hears about MMA from a female mentor, or from her husband. She feels curious and agrees to attend a LFH course (with a mentor) or counselling session (following a referral from her husband) because it feels relevant to her and she feels supported by her husband to attend



I'm inspired & motivated
-Aspirational Engagement-

She attends Life Family Health sessions OR goes directly to the PHC for a walk-in appointment

Girl with a plan: She attends four Life Family Health (LFH) sessions with her mentor. She learns about nutrition, gains life skills and vocational skills, and feels confident she can use them to generate income

Inspired and delighted: She feels inspired and delighted by the LFH course

Listened to and supported: She feels listened to and supported by A360 to make a plan for her future



I feel respected & safe
-Contraceptive counseling & service delivery-

Girl with a plan: She feels invited to share her vision for the future with the service provider, and sees contraception as relevant and valuable to achieving her plan

Safe and confidential: Opt-out moments in LFH classes and private walk-in appointments mean she feels safe and comfortable to talk to a provider, without others judging her and without being rushed or pressured

Listened to and supported: She feels listened to and supported, trusts and understands what she is hearing, and feels it is relevant to her goals for herself

Future orientation: She decides to try a contraceptive method to help her achieve her goals, and is provided her method of choice, for free, on the spot



I feel supported
-Follow up-

Trust and continuity: She feels able to come back to the PHC whenever she has questions or needs more contraceptives. She receives follow up calls from providers, and feels supported to access the services she needs.

Future orientation: She continues to see contraception as relevant to her goals for herself