



PLANNED PARENTHOOD OF NORTHERN NEW ENGLAND

MAKING HISTORY

2003 ANNUAL REPORT

A letter from the President/CEO

Last year marked three decades since the historic *Roe v. Wade* Supreme Court ruling granted American women the right to privacy. With the support of a federal family planning program that has valued each patient's right to information, dignity, and confidentiality, we've seen enormous change. Teen pregnancy and birth rates have declined dramatically, as have abortion rates. More young people have chosen to delay sexual activity and more people of all ages are using condoms. In fact, northern New England leads the nation in these dramatic and hopeful trends.

But a chill wind blows. The Bush administration intends to undermine, if not eliminate, access to sexual and reproductive health care and education for many of the people most in need. By eroding abortion rights, preventing teachers from providing full and honest answers to questions about sexuality, refusing to adequately fund family planning services, and gutting the resources for international family planning, the administration is ensuring that extremism — not science — is guiding health policy in our country. That's why, while providing health care and education to more than **72,000** women, men, and teens in 2003, PPNNE was also focused on organizing the majority to raise their voices in support of freedom. And more than 30 years after the *Roe* decision, that struggle to defend our freedom has never been more important.

We are deeply committed to giving all people, regardless of their life circumstances, the information and services they need to make voluntary choices about their sexual and reproductive lives. We know that our patients and our public count on us, not only for quality health care and education, but also for an open and supportive environment within which to discuss and resolve personal health concerns. And we also know that outside our doors, a host of political, social, financial, and cultural barriers inhibit our ability to create a more sexually healthy society for all.

In 2003, we began crafting a new vision, defining a plan for social change in our three states that would create an atmosphere in which individuals will be supported in — not prevented from — having control over their reproductive and sexual lives. Together we defined four key visions for direct action:

- Enhance communication between teens and adults.
- Build acceptance for a broad array of reproductive and sexual health choices.
- Create opportunities for community dialogue, reducing the isolation individuals experience when addressing reproductive health concerns.
- Help individuals make the connection between their personal lives and the public policy barriers that prevent them from exercising a full range of reproductive health choices.

It took seven decades and three generations to pass a constitutional amendment guaranteeing women the right to vote in America. With the help of our new plan for social change and a host of new leaders, we are re-energized and re-committed to our vision of a world where: voluntary choices are acknowledged as a basic human right; parenthood is an option, not an obligation; childbirth and abortion are safe; and all children everywhere are wanted and loved.

I am so grateful for the incredible support and wisdom of all the people who work, volunteer, donate, and speak out for the Planned Parenthood mission.



Nancy Mosher
PPNNE President/CEO

“It is imperative that I join Planned Parenthood because sadly, even today, there are those who would completely destroy all of our tireless work and deprive all of us of our right to plan our families.”

— Katharine Hepburn
1907–2003
member, PPFA Board of Advocates



Providing a broad array of reproductive and sexual health care services

For more than 38 years we've been providing exceptional health care and education while also expanding and defending the rights of women, men, and teens.

Last year our medical professionals served **57,052** individuals with **92,818** visits to our 26 health centers in New Hampshire, Vermont, and southern Maine. We represented a safe haven for the young and a wealth of experience for the not-so-young. Peri-menopausal women counted on the same climate and care that brought teens in for their first visit — convenience, full facts, no judgment, and affordable fees. While it may come as no surprise that 46 percent of PPNNE patients were between the ages of 18 and 29, fully 10 percent were over age 40. They joined 5 million other Americans who sought out Planned Parenthood for up-to-date education and information, cutting-edge health care, and respect for their life situations and decisions.

During 2003, PPNNE's president/CEO, Nancy Mosher, and medical director, Cheryl Gibson, M.D., served on the prestigious National Medical Committee of the Planned Parenthood Federation of America (PPFA), focused on keeping all Planned Parenthood affiliates in the forefront of quality medical care. Dr. Gibson, one of the region's leading professionals in the field of reproductive health care, trains and supports PPNNE's medical teams across our three-state service area. In addition, our practitioners, with an average of more than 13 years' experience with our organization, are called upon to participate in the professional development of other area providers, particularly in the arena of safe abortion care and expanding abortion access.

While meeting the health and information needs of thousands of individuals in our health centers, we continued to focus on improvements and expanded access. Last year, we:

- participated in both industry-sponsored and organization-based research on new urinary incontinence drugs, genital wart treatment, and medication for fibroids, as well as studies on abortion care and liquid Pap test technology.
- joined the nation's major women's health and reproductive health organizations in reviewing and revamping medical charting to concisely gather accurate information for improved patient care.
- laid the groundwork for a regional call center in Barre (VT) and a new Planned Parenthood EXPRESS site in Williston (VT). The EXPRESS model, successful elsewhere in the country, will allow us to test the viability of providing walk-in and same-day services in a growing suburban location.
- created a network of trained medical interpreters and provided cultural competency training for staff in Portland (ME) and Manchester (NH), our most multiethnic communities.
- expanded patients' access to information and services at www.ppnne.org, and completed implementation of new clinical software.
- increased utilization of medication abortion (mifepristone) to 22 percent of all abortion services — a fourfold increase in this non-surgical option since just four years ago.



FACT:

Contraception is used by more than 95 percent of American women at some point in their lifetimes.

“Sexual and reproductive health and rights provide an essential foundation for opportunity and progress and are therefore central to the security of individuals and societies.”

— Alan Guttmacher Institute

Our patients count on us to provide health education and quality care at a price they can afford and in a setting where they can expect convenient, personalized care.

In 2003, PPNNE patients received:

584,850	free condoms
176,904	cycles of birth control pills
41,070	tests for sexually transmitted infections, including HIV
25,408	annual exams
24,248	cervical cancer screening tests (10 percent requiring further diagnostic procedures)
12,942	Depo Provera® injections
12,792	cycles of Plan B® (emergency contraception)
12,083	pregnancy tests with options counseling
8,894	cycles of the Ortho-Evra® patch
3,185	cycles of the Nuva Ring®
2,960	surgical and medication abortions
340	IUDs

Teen pregnancy and birth rates have declined dramatically in America over the last dozen years, as have abortion rates, and nowhere has there been greater success than in the three states we serve. In addition, at a time of spiraling health care costs, Planned Parenthood has led the nation in ensuring universal access to care. We've proudly and boldly insisted that quality reproductive health care isn't just for some people, it's for all people. And not just because it's a good thing to do — but because it's the right thing to do.

FACT:

Nationally, teen abortion rates plummeted by 43 percent from 1988 to 2000 (the last year for which data is available).

FACT:

Every year, more than 9 million new sexually transmitted infections occur among American youth between the ages of 15 and 24.



Breaking the silence

Our community education, outreach, and professional training events served a total of **15,009** parents, professionals, and youth through **1,052** programs, consultations, and outreach sessions in our three-state service area during 2003. This represented the largest number of participants in our agency's history and a 28 percent increase over just one year ago.

Our community educators and professional trainers are committed to talking with young people and adults about sexuality in ways that are based on self-respect and responsibility rather than fear and secrecy. In a world where adolescents are required to navigate territory that many adults never faced — and at times cannot comprehend — there is a tremendous amount of stress for teens, their parents, their teachers, and other caring adults. The pressure to give adolescents opportunities to experience life in their own way constantly competes with the need for adults to negotiate and set limits. How much? how far? how often? with whom? and for what reason? are questions that challenge both adults and teens, whether they are about going to the movies, going out on a date, or dealing with sexual harassment in school hallways. That tension has helped define the focus of our education and training department as we work to break the silence between adults and young people to ensure that future generations have the knowledge, skills, and access to services to lead positive and healthy sexual lives.

On the national level, the current administration has not only been building a platform to outlaw abortion, but has also endorsed abstinence-only programs with \$137 million in federal dollars. This agenda becomes even more onerous when viewed in light of efforts to reduce access to family planning services both here and abroad. Denying young people basic information about their bodies and their health contributes to an environment of shame and ignorance, and it is a recipe for unintended pregnancy and disease. In what other arena do we believe it is necessary to censor health information in the name of education? We call that **“abstinence of common sense.”**

Linking personal with political

We believe that reproductive rights are essential to human rights and human welfare. In coalition with allies, PPNNE public policy staff work with lawmakers in three state legislatures and with three Congressional delegations to create more enlightened policies and more effective programs. Armed with the facts and persuasive evidence, they help improve access to information and health services for all who need them.

On November 5, President Bush signed into law the most significant federal restriction on abortion in the 30 years since the U.S. Supreme Court's *Roe v. Wade* decision established constitutional protection for terminating pregnancies. Within hours, an injunction was filed in federal court, and our grassroots teams moved into action, mobilizing our activists in protest, presenting the facts about this extreme legislation to media outlets throughout the region. Part of a larger agenda to ban all abortion, this ban lacks an exception to protect a woman's health and its imprecise wording could outlaw common methods of abortion that are used as early as 12 weeks of pregnancy.

President Bush has made clear his goal of overturning *Roe v. Wade* and denying women in this country and around the world access to safe, legal abortion at all stages of a pregnancy. What became quite obvious during this past year was an orchestrated campaign against family planning both here and abroad, led by administration allies in Congress and state legislatures. These pernicious attacks have been constant and choreographed, including stripping contraceptive coverage in the Federal Employee Health Benefit Plan; attacking emergency contraception; attempting to retool the primary federal family planning program (Title X) into promoting abstinence for unmarried persons of any age; removing scientifically based information about condoms from government Web sites; threatening critics of the administration's anti-family planning policies with censorship, audits, and defunding; and isolating the U.S. among our international allies with an anti-abortion, pro-abstinence agenda overseas.

During 2003, we began laying the groundwork for Collaborative Practice for Emergency Contraception in all three states we serve. This legislation permits pharmacists to dispense emergency contraception in accordance with a protocol developed between pharmacists and prescribers.

After three decades of reproductive freedom and medical privacy in **New Hampshire**, Governor Craig Benson signed into law a narrowly passed bill requiring parental notification for minors seeking abortion. PPNNE faced the challenges of preparing for the possible reality of implementing this legislation in a compassionate and supportive way, while also mounting a court challenge based on the law's obvious constitutional flaws.

With a judicial bypass provision that did not adequately protect confidentiality and no exception for circumstances when delaying an abortion would injure a minor's health, PPNNE joined two other women's health clinics and a New Hampshire doctor in filing suit in federal court. Just one day prior to implementation, the law was found to be unconstitutional and was permanently enjoined by a federal court judge. But within days, the attorney general announced the State would be appealing the ruling to the First Circuit. For now, New Hampshire is protected from these ill-conceived efforts to legislate family communication, but stay tuned.

Over the past ten years, the **Maine** Legislature has debated and voted down 21 pieces of anti-choice legislation, and 2003 was no different. Choice advocates were successful in turning back a series of bills seeking to restrict a woman's access to abortion care — reporting requirements, waiting periods, scripted counseling, burdensome regulation of abortion facilities, parental consent, and physician confidentiality. Once again, Maine's legislature voted to uphold a woman's fundamental right to make her own childbearing decisions.

In **Vermont** we saw a mix of both new and familiar efforts to undermine reproductive freedom and access to sexual health education. Parental consent for sexuality education, scripted abortion counseling, procedure bans, and conscience clauses (based on the beliefs of health care providers or pharmacists, not women) were all familiar bills, while physician-only abortion care for minors and proposals to make pregnancy in minors evidence of child sexual abuse for purposes of mandatory reporting represented new tactics. In the end, we were successful in preventing passage of all of these impediments to full and factual health information and early, safe abortion care.

“I want my daughters and granddaughters to have lives filled with self-determination, equality, and freedom. And I'm willing to bet that you do, too. Reproductive freedom is at the heart of a woman's dignity. We must do everything we can to uphold it. Please lift your voice along with mine. Together, we can ensure this freedom.”

— Christiane Northrup, M.D.

We made history in 2003

- Our **Manchester (NH) health center** — a newly relocated site hotly contested by a small minority — established itself as a thriving resource for area women, men, and teens, serving 304 more patients in 2003 than in the previous year.
- **Teen Councils** in Keene (NH), Portland (ME), and Burlington (VT) continued to provide insight and inspiration for our education and medical staff. Teens in Portland held sexual health roundtable discussions while enjoying jewelry making at a local bead store.
- Our Vermont-based **Male Initiative**, a collaboration with the Vermont Department of Health, received a three-year renewal of federal funding, which enabled us to hire and train a team of “male community representatives” offering peer education and support regarding healthy relationships, sexual attitudes and values, and STI and unintended pregnancy prevention. Our health centers served 2,552 men, and pre- and post-program research found respondents showed a significant increase in positive behavior regarding condom use, comfort with using Planned Parenthood as a resource, and discussions with sexual partners about protection against disease and pregnancy. (www.themanphone.org or call 1-888-454-4244)
- Our Web site, www.ppnne.org, marketed, in part, on thousands of tubes of lip balm distributed at community events, had 60,013 unique visitors in 2003. Of these, more than 13,000 visited more than once, 193 people made online credit card gifts, and 57 registered for our professional training programs. **E-Clips**, our online newsletter, was sent monthly to 6,600 individuals, and 18 electronic Action Alerts from our public policy staff generated 2,330 e-mails to lawmakers. The PPNNE Action Fund launched www.ppnneactionfund.org.
- In the second year of the Turner Foundation-funded **Pro-Choice Organizing Project** in New Hampshire, we built support for PPNNE through an educational campaign (including a mailing to 20,000 activists and donors) about the importance of public investment in family planning services, stressing PPNNE’s role in providing affordable and accessible care for women throughout the state.
- **Voices and Choices**, a collaborative event sponsored by the Maine Choice Coalition, celebrated 30 years of *Roe* and reflected on how far the reproductive rights movement has come, how far we have yet to go, and the role of new, young leaders in fighting forward to protect and expand reproductive freedom. Celebrations at the Vermont State House included rousing remarks from U.S. Representative Bernie Sanders (VT).
- Funding from the Maine Community Foundation enabled PPNNE to join forces with the Family Planning Association of Maine in an effort to establish a **collaborative practice agreement** for pharmacy access to emergency contraception (EC) in Maine.
- Our **Teacher Training Institute**, one of PPNNE’s three-day summer programs, provided educators with the latest information about issues of sexuality, while also giving them the opportunity to develop curriculum and lesson plans for the following year.
- Low interest rates enabled us to refinance our central office mortgage in Williston (VT) and purchase additional space (at no additional cost!) for our new, easy-access **Planned Parenthood EXPRESS** and for our education and training staff to relocate from our Mansfield Avenue site.
- In our five-year **Sexual Violence Initiative**, PPNNE educators reached 632 students and teens with discussions about sexual harassment, sexual violence, peer pressure, and the connection to gender expectations. We extended the scope of our programs for professionals concerned about sexual violence and young people, created workshops addressing problems faced by children who witness family violence and children who act out sexually, and developed sexual abuse prevention skills among early childhood providers and caregivers of people with developmental disabilities.
- The newest issue of our parent newsletter, **GULP!**, focused on sexuality and developmental disabilities.
- A group of “20-somethings” in Portland joined forces to create **Maine Waves**, a casual forum for discussing reproductive and sexual health issues, furthering our mission, and having fun.
- The **2004 March for Women’s Lives** was announced by key national coalition partners, including the Planned Parenthood Federation of America, and PPNNE staff traveled to Washington, DC, for training to mobilize 10,000 activists from northern New England.
- Forty young people in the “**Night Vision**” peer provider theater troupe that PPNNE helped establish in Kampala, Uganda, continued to be involved and engaged throughout 2003, with program venues including a performance for the queen. They work daily in their communities talking about HIV, unplanned pregnancies, relationships, STIs, and sexual violence.
- We expanded our “Bill-a-Pill” service (birth control by mail) to include the patch and the ring—necessitating a name change to better reflect the breadth of the service. Now titled **In Control**, this service extends the convenience we are building into all of our systems, ensuring that our patients get the contraceptive supplies they need — when they need them.
- In November, PPNNE cohosted the first **Presidential Candidates’ Forum on Women’s Issues** in Manchester (NH). Moderator Laura Knoy, host of *The Exchange* on New Hampshire Public Radio, joined panelists Ellen Goodman, columnist for *The Boston Globe*, and Robin Young, cohost of National Public Radio’s *Here and Now*. Before a crowd of 500 invited guests as well as national and international media, candidates Dennis Kucinich, John Kerry, John Edwards, Howard Dean, Wesley Clark, and Carol Moseley-Braun answered far-ranging questions about women and family that were new for this — or any — presidential campaign.

Support Us

In 2003, PPNNE provided more subsidized care than at any other time in our 38-year history — **\$6.9 million**. This was made possible by supporters who share our belief that access to high-quality, affordable reproductive health care is a basic human right. With that as our guide, we made history by raising more than **\$1.755 million** in our most successful Annual Fund drive ever. In addition, we successfully completed our Key to the Future capital campaign, welcomed the largest number of new donors in nearly a decade, experienced record fundraising for our abortion access fund, increased online donors by more than 100 percent, and celebrated the most successful non-election year fundraising ever for the PPNNE Action Fund. And finally, bequests and planned gifts helped bring our endowment to **\$3,138,329** by year's end.

Given the pressure we have felt from prevailing political forces and a changing health care environment, it is clear that our work has been an inspiration for many who believe so deeply in the cause of freedom. And, it is also clear that **“kites fly highest against the wind.”**

FACT:

Last year, PPNNE provided **\$6,943,910** in subsidized care — an increase of **34 percent** over just five years ago.

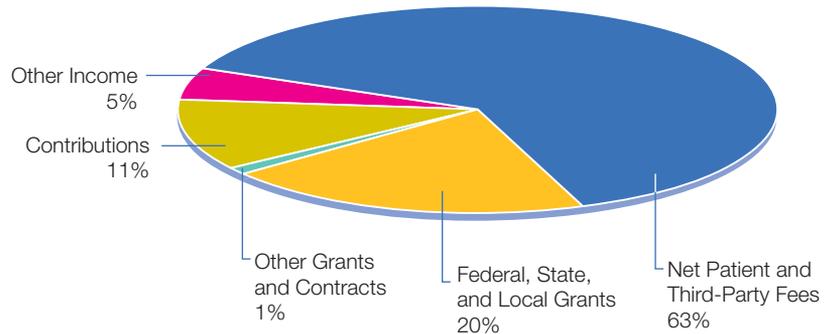
FACT:

In 2003, more than half of PPNNE patients had incomes at or below **150 percent** of federal poverty levels.

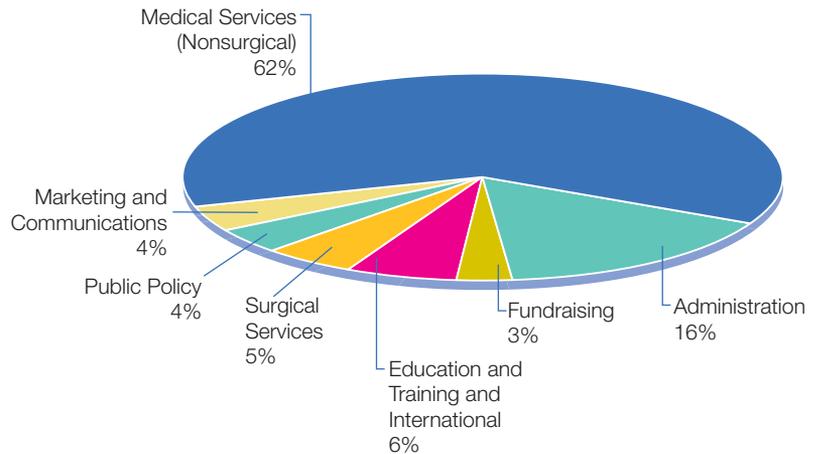
FACT:

The success of our Key to the Future capital campaign resulted in funding to launch a grassroots effort in all three states we serve — with a total of **15,000** advocates in our PPNNE Action Network by the end of 2003.

Money In: \$17,030,942



Money Out: \$15,875,399

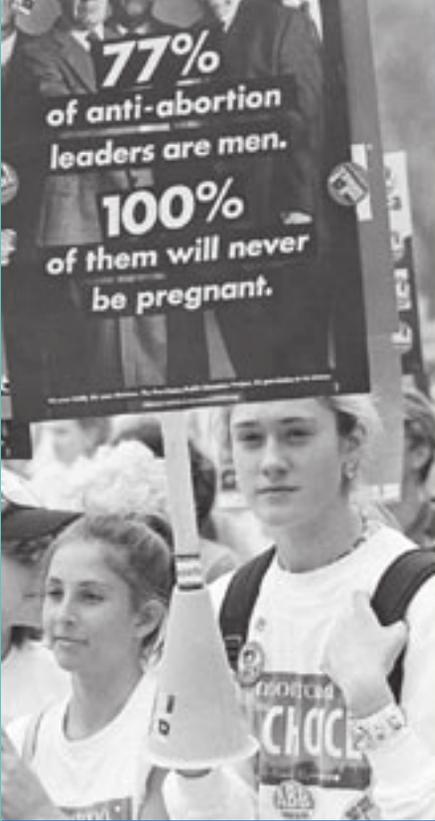


Righting the ship financially has been a challenge directly related to government funding that has failed to keep pace with costs. We are carefully stewarding resources in a challenging time, with continuing financial barriers related to unfunded mandates and rising supply costs. Insurance billing adjustments and difficult budget decisions made in the past two years paid off in 2003. Reorganization of the Patient Accounts Department fostered specific payer expertise, greater emphasis on timely claims submission and unpaid claims follow-up, and improved coding accuracy — all contributing to positive financial results.

In 2003:

- \$60,000 in loans from the Laura Fund helped support abortion access for 314 women.
- \$14,920 in gifts was received via www.ppnne.org.
- \$20,355 was contributed to the PPNNE Action Fund.

www.ppnne.org



Creating Opportunities for Community Dialogue

Planned Parenthood Action Network

After years of building our grassroots infrastructure, last year was a turning point in our ability to reach out to and inspire youth involvement in our cause. On college campuses and in communities throughout our affiliate, planning for the 2004 March on Washington offered concrete action for many new to this movement, and young women and men were invited not only to help protect reproductive rights, but to become new leaders.

In just four years, PPPNE's Action Network has grown to include 15,000 advocates and activists throughout our service area and beyond. Kept abreast of current issues by e-mails and e-newsletters from grassroots organizers in each of our three states, this informed and engaged group can be instantly activated in response to legislative or media events. Our ability to touch and connect people, through local gatherings and the ever-more-powerful Web, will be part of a national groundswell in the year ahead as we strive to convert energetic grassroots involvement into pro-choice votes. We know our voices and our votes are powerful — **and we will use them.**

Planned Parenthood Action Fund

Millions of Americans trust Planned Parenthood for education and reproductive health care. Millions more count on us for information about the votes and views of their elected officials.

In an effort to ensure supporters across northern New England know precisely where their elected officials stand on our issues, the PPNNE Action Fund was formed as an independent, non-partisan, not-for-profit organization. Our Action Fund engages in educational and electoral activity, including public education campaigns, grassroots organizing, and legislative advocacy.

Many Americans were shocked and discouraged by the dramatic change in the government and its overt opposition to the work we do. It's taken some time, but we've emerged stronger, full of determination, discipline, and above all, hope. In planning for a crucial election year, PPNNE is formulating a mobilization plan while also working to strengthen the connections between people and between PPNNE and our communities. It is vital that we inspire our constituents to be actively involved in supporting the things we care about: providing access to reproductive health care for all, making sexuality education broadly available, and ensuring that public policy in our three states supports people making healthy sexual and reproductive choices.

In the fall of 2003, our Action Fund (in New Hampshire) invited presidential candidates to tour PPNNE health centers, and John Edwards, Howard Dean, and John Kerry accepted our invitation. In a series of Choice Conversations, we surfaced concerns about family planning, sexuality education, and freedom of choice with candidates, engaging in open discussion about the issues we champion (and the majority of Americans support).



Senator John Edwards and Jennifer Frizzell, PPNNE Public Affairs Director, New Hampshire

“We must not, in trying to think about how we can make a big difference, ignore the small daily difference we can make, which, over time, adds up to big differences that we often cannot foresee.”

— Marian Wright Edelman



2003 Patients & Patient Visits

	Patients	Visits
Maine		
Biddeford	1,425	2,503
Brunswick	1,618	2,528
Portland	7,308	11,101
Sanford	1,715	3,228
TOTALS	12,066	19,360
New Hampshire		
Claremont	1,573	2,734
Derry	3,078	5,100
Exeter	1,532	2,352
Keene	3,072	5,330
Manchester	4,284	6,716
Newport	235	379
Portsmouth	1,462	2,146
West Lebanon	3,489	5,519
TOTALS	18,725	30,276
Vermont		
Barre	2,600	4,259
Bennington	661	1,079
Brattleboro	2,342	4,124
Burlington	6,301	9,439
Hyde Park	1,008	1,779
Middlebury	804	1,401
Newport/Orleans	867	1,682
Randolph	317	521
Rutland	2,556	4,158
Springfield	739	1,288
St. Albans	1,572	2,772
St. Johnsbury	1,196	2,058
Waterbury	819	1,210
Vermont Women's Choice	4,479	7,482
TOTALS	26,261	43,252

PPNNE TOTALS **57,052** **92,888**

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