

FOCUS

Summer 2018

WELL-WOMAN CHECK-UPS.

IT'S WHAT WE DO.



Planned Parenthood of Southern New England

CELEBRATING 95 YEARS OF CARE

Listening to the Voices of Our Patients

PPSNE uses Press Ganey Patient Satisfaction Survey to improve health care delivery

The key to an exceptional health care experience is to listen and incorporate the voices of patients into the care delivery model. **In this highly competitive health care market, PPSNE must listen to the needs and concerns of the patients and communities we serve as we strive to be the reproductive health care provider of choice for women, men and young people across Connecticut and Rhode Island.**

PPSNE is fully committed to using data gathered from patients to drive further decision about how we deliver health care.

The voices of our patients shape the way we understand our impact on their health outcomes and ensure that we are providing truly patient-centered care. PPSNE has been using the industry-leading best practice tool for measuring patient satisfaction since 2016. Thanks to your support, we are not only listening to our patients, but we are able to respond with new programs, services, and ways of accessing care, and we have seen incredible results! Patients tell us that their experience has steadily improved every year!

We focus on understanding six major areas of the visit:

- » Was the patient able to get the service they wanted?
- » Was the appointment time convenient?
- » How long did the patient wait to be seen?
- » Did the patient feel well cared for by the clinician and health care assistants?
- » Was the staff sensitive to the patient's personal needs?
- » How did the patient rate their overall experience?

Health center teams review the data, look for gaps in patient experience, identify patterns in the response and develop a plan of action to address concerns. Patients also comment



Patients can access the Press Ganey Patient Satisfaction Survey from anywhere - on any device - to offer feedback on their visit to PPSNE.

freely providing essential feedback. We heard from one patient who said, "So many people I know work multiple jobs. Limited hours at the health center means I (we) have to take time off work to come in." This was common feedback - patients were unsatisfied with the available appointment times. **As a result, five health centers expanded and/or changed their hours to offer more flexible appointment times. This change meant more people were able to conveniently access and receive health care they need and deserve.**

Engaging patients in this work has allowed us to have a better understanding of what specific needs exist in the communities we serve, and what we can do better to serve the diverse patients who walk through our doors.

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We Do Not Live Single-Issue Lives

Amanda Skinner, President and CEO

"There is nothing as a single-issue struggle because we do not live single-issue lives." Writer and activist Audre Lorde's words perfectly capture the essence of what I have embraced most deeply during my first year as President & CEO of Planned Parenthood of Southern New England. I came to PPSNE because I believe reproductive health is foundational for all other health and well-being and that reproductive freedom - having the ability to control our own reproductive lives - is foundational for all freedom. Over these remarkable twelve months, countless experiences have highlighted for me the many interconnections between our mission and the goals of other social justice movements.

At Planned Parenthood, our health centers are safe spaces for all. **Access to health care shouldn't depend on who you are**, where you live, or who you love, and that every person should have the opportunity to choose their own path to a healthy and meaningful life. As we strive towards our vision of equity, we work in solidarity with those struggling to uproot and transform systems oppression.

"We cannot rest for a moment, we cannot take our eyes off the ball, and we cannot give one inch."

We are able to boldly advance our mission and social justice values in communities across Connecticut and Rhode Island. Yet for all the advancements we are making, our mission is under constant attack by an administration that is bound and determined to take us backwards.

From slashing funds for teen pregnancy prevention programs, to undermining access to birth control and other reproductive health services, to sanctioning discrimination against LGBTQ people and people seeking legal abortion, the Trump-Pence administration makes it clear that they want to impose their beliefs on us all, at the expense of the health and well-being of millions of people in this country. **Our patients' lives are on the line.** We cannot rest for a moment, we cannot take our eyes off the ball, and we cannot give one inch.

The right to control your own reproductive life matters only if all people - ALL PEOPLE - can meaningfully exercise that right. At Planned Parenthood, we provide care, no matter what. That's what we do. But we cannot do it without you.

Together, we will continue to expand access to needed health care and education. **We will work in solidarity with all communities to address the intersectional issues that allow health disparities to persist.** We will continue to engage young leaders of the next generation, who inspire me daily with their commitment to civic engagement and their courage to give voice to their beliefs.

Your partnership is critical to our continued success against incredible odds, and 75,000 patients are counting on us. I know we won't let them down. On behalf of us all at PPSNE, thank you for your commitment, your generosity, and the passion you bring to our cause.

In solidarity,
Amanda



L:R: Faye Wattleton, former PPFA President and CEO, and Amanda Skinner, PPSNE President & CEO, at the annual Spring Luncheon in April 2018.



MAKE YOUR VOICE HEARD

Are you, your family and friends registered to vote?

2018 is a big election year and it's more important than ever to get out and vote. Contact us at organizing@ppsne.org and we'll help you get registered so your voice can be heard. **March. Vote. Win.**

Connecticut residents can register online @ <http://bit.ly/voterregct>

Rhode Island residents can register by mailing in a form found @ <http://bit.ly/voterregri>

Far Beyond the Usual Manipulation

Federally led attacks on reproductive health care go outside the mainstream

The manipulation of what reproductive health care providers like Planned Parenthood do is nothing new. The deception continues to be housed in the world of Crisis Pregnancy Centers where patients seeking care are routinely given disingenuous and untrue information. Fortunately, most people see these predatory methods of deception for what they are. It is less obvious when the federal government steps in and tries to utilize similarly deceitful tactics.

Donald Trump, Mike Pence and extremists in Washington are spearheading campaigns that spread myths in effort to hurt the communities we serve. **They are playing politics with our patient's lives by forcing their ideological agenda that is far out of the mainstream.** Despite the gains our country has made in reducing the rates of unintended pregnancy, teen births, and STDs and expanding access to birth control and sexual health information through evidence and science, the Trump-Pence administration and this Congress is determined to roll back the clock on this progress. Many of the most dangerous policy changes are not making headlines and are not as obvious as the attempts to "defund" Planned Parenthood through last year's health care reform.

Within the last 12 months, the Trump-Pence administration has:

- » Directed the Centers for Disease Control and Prevention to ban the words vulnerable, entitlement, diversity, transgender, fetus, evidence-based, and science based in official documents - putting marginalized communities and people of color at risk;
- » Issued guidance allowing health care providers to discriminate against patients based on their own personal or religious beliefs - an obvious attack on the LGBTQ community or individuals seeking abortion care; and

- » Canceled the highly successful Teen Pregnancy Prevention Program after claiming the program was a failure - a blatant attempt to steer funds to abstinence-only and sexual risk avoidance programs that do not work.

Congress even tried eroding abortion rights by including a provision in Trump's tax bill that named a fetus eligible for a college savings plan. This provision was ultimately cut, but illustrates just how far extremists will go to chip away at our freedoms. **The attacks and sharing of misinformation generated from the White House, and being pushed forward by anti-women's health politicians and extremist groups, will not stop.** They remain focused on blocking access to sexual and reproductive health care and information.

We will not stop fighting - with you by our side - to provide accurate, nonjudgmental health care and information to all people.

How Federal Tax Dollars Support Planned Parenthood Patients

There is no line-item in the federal budget that goes to Planned Parenthood. Instead, most federal dollars go through Planned Parenthood via Medicaid reimbursements. Here's a patient example of how it works.

- 1** Casey has Medicaid coverage and comes to their local Planned Parenthood health center for **preventive care**.
- 2** Casey gets **birth control, an STD test, Pap smear, or other care** (likely at no cost).
- 3** The **Planned Parenthood health center submits a claim to Medicaid** for the care it provided (just like it would with any other insurance).
- 4** **Medicaid reimburses the Planned Parenthood health center** for the services provided.
- 5** The **state Medicaid agency sends a bill to the federal government** for all Medicaid reimbursements made to providers statewide, and the **federal government reimburses the state** for part of the costs.

I STAND WITH PLANNED PARENTHOOD

Planned Parenthood has taken to social media using graphics, like above, to combat the falsehoods spread by the Trump-Pence administration.

Wins, Losses and Progress in CT

Fighting for reproductive freedom in our state

The CT Coalition for Choice - lead by PPSNE - and advocates across the state championed protections of the Affordable Care Act (ACA) this legislative session. **With the help of our allies we were able to safeguard a portion of the ACA into law**, which means regardless of what happens on the federal level, CT law now ensures essential health benefits, such as maternity and newborn care, emergency services, hospitalization, and basic preventative services like shots or screening tests, and mental health services, are guaranteed to people in our state. **This is a win for women and families in Connecticut.**

Through the community advocacy supported by PPSNE and other progressive causes, the CT General Assembly passed a bipartisan budget which included the restoration of funding for Husky A - saving 13,000 parents with low incomes from losing health insurance. One of our fearless volunteer leaders, Sally Grossman, has been critical in leading the fight to restore this funding by sharing her personal story as a Husky A parent repeatedly over the past two years. **Your support of PPSNE allows people like Sally to build the skills and get the resources they need to share their stories in the room where decisions about their health care, and the health care of thousands of others across CT, is decided.**

We were successful in passing legislation making Connecticut the 23rd state to ban shackling during childbirth and making our state one of the first to pass an expansive policy that goes beyond to protect the health and dignity of women who are incarcerated. Connecticut is the first state the country to pass a law that protects the safety and dignity of transgender people who are incarcerated. **We also celebrated the passage of legislation that will now permit pregnant women in Connecticut to create and exercise a living will.**

As we fight for a more equitable and just society we continued to work with coalition partners promoting racial justice, voting rights, economic equality, and immigrant rights. We were proud to support the work of CT Students for a Dream on the passage of legislation that ensures undocumented students in

our state can receive institutional aid and have equal access to higher education. **All people should be able to live, work and make decision about their health and future with dignity and economic security.**

While we celebrate these victories, some important social justice goals were not achieved this session. Legislation that failed to get a vote include: paid family medical leave, increasing the minimum wage to \$15/hour, expanding voting rights to people who are serving terms of parole, and multiple reform policies to strengthen laws protecting immigrants from deportation.

It's time for CT to pass policies that will improve the economic stability and well-being of women and workers in our state. **No one should have to choose between their financial security and taking care of themselves or someone they love. We will keep fighting with your support!** We need your support to continue to build power with our patients and in our communities - working for everyone's right to control their body, their lives and their own life's path. **Join us at ppsne.org/getinvolved.**



Women are leading the way in CT on important legislative issues. L:R: Sarah Croucher, Executive Director of NARAL Pro-Choice CT, State Rep. Cristin McCarthy Vahey, State Rep. Liz Linehan, State Rep. Robyn Porter, State Rep. Caroline Simmons, State Sen. Mae Flexer, and Gretchen Raffa, Director of Public Policy with PPSNE.



Planned Parenthood Votes! Connecticut
Planned Parenthood Votes! Rhode Island

What are the Planned Parenthood Votes! organizations and *what do they do?*

The Planned Parenthood Votes! organizations are 501(c)(4) social welfare nonprofits dedicated to protecting access to reproductive health care and preserving a social and political climate that promotes informed citizen action in support of reproductive rights and health care and sex education.

Fighting for Our Rights in Rhode Island

RI Coalition for Reproductive Freedom leads fight for policy changes

In response to the growing threats to reproductive freedom posed by the Trump-Pence administration and extremists in Congress, Rhode Island organizations have reinvigorated the Rhode Island Coalition for Reproductive Freedom.

Lead by PPSNE, the Coalition has held a series of retreats and conversations with community partners to plan a collective strategy for moving the state forward. The Coalition has over 20-member organizations and a dedicated Executive Committee that steers the day-to-day work of fighting for reproductive freedom. To date, **we have worked with our legislative allies to reintroduce the Reproductive Health Care Act (RHCA) and an expanded bill to protect access to contraception.**



Activists dressed as characters from "The Handmaid's Tale" - a dystopian novel by Margaret Atwood and a popular TV show based on her book where women are viewed as nothing more than reproductive vessels who cannot control their own reproductive freedom - lineup in the Rhode Island State House before a hearing on the Reproductive Health Care Act in April.

The RHCA would preserve the right to abortion in Rhode Island as created by *Roe v. Wade*, no matter what happens with future Supreme Court decisions, and state and federal laws. **With 29 House co-sponsors and a record 13 Senate co-sponsors, the bill was once again a central topic for the legislative session.** Despite the bill failing to pass, momentum remains on our side and we will not stop fighting until the RHCA is law and the state of Rhode Island protects access to abortion!

Legislation to protect contraceptive access would position Rhode Island to follow Massachusetts, Washington and several other states by allowing health care providers to prescribe up to 12 months of birth control to patients. This would preserve an Affordable Care Act provision that says contraception - as a preventive service - cannot have patient

co-pays or other cost sharing and extends a health insurance mandate to over-the-counter contraception when prescribed by a provider.

We are also supporting work on gender equity, immigrant rights, economic security, and improving sex education around issues of sexual harassment and intimate partner violence across Rhode Island. Thousands of activists, volunteers and supporters have stood with us for reproductive freedom and made progress possible.

We need your help to keep the momentum going through the 2018 elections! You can join us and learn more at ricrf.org.

THEY ALSO:

- » Support the advocacy necessary to pass state and federal legislation that promotes health care and human rights.
- » Support the *Planned Parenthood Generation Action* Intern program, which recruits and trains young people to create and execute social justice projects in their communities.
- » Partner with immigrant and marginalized communities who are advocating for their rights and safety.
- » Offer *Path to Power Action Trainings* to help our supporters and allies learn how to plan and execute successful advocacy campaigns.

For more information about the work of PPVotes! CT and RI, and how you can get involved in our work this fall, visit ppvotes.org or email organizing@ppsne.org.

Celebrating Our Volunteers

PPSNE volunteers are central to our success

April was National Volunteer Month and Planned Parenthood of Southern New England (PPSNE) celebrated the work amazing volunteers do throughout the year. It was 95 years ago that PPSNE was founded by a group of volunteers and this year, **over 400 volunteers donated more than 3,000 hours of their time across 18 health centers and two administrative offices.**

Volunteers are vital to helping us achieve our mission and support PPSNE in many different ways. We have administrative volunteers who assist teams in the New Haven and Providence offices. Welcome Crew volunteers accompany patients and visitors into our health centers when protest activity is present. We also have health center administrative support volunteers who support medical assistants at the front desk and community supporters who attend our monthly volunteer nights in New Haven and Providence to help with various projects. **Our volunteers have saved the organization nearly \$50,000 over this past year.**

As a way to show appreciation, we recognized our volunteers throughout the month of April by hosting celebrations in New Haven, Stamford, and Providence. The celebrations were fun and festive where the entire community participated. Local businesses donated gift cards for our free raffle, we



Volunteers contribute thousands of hours to PPSNE every year and we had to say thank you. L-R: Anna Rosen, who volunteers to escort patients into the health center, and Doris Walden, Stamford Health Center Manager.

served delicious food, and most importantly, staff had the opportunity to thank the volunteers for their time and commitment and let them know the impact that their work and presence had on PPSNE.

Volunteers are the backbone of our organization and we could not do our work without them. **To learn more about our volunteer opportunities, and to get involved, email volunteers@ppsne.org or visit ppsne.org/volunteers today!**



A crowd of nearly 600 Planned Parenthood of Southern New England supporters filled the Stamford, CT Marriott on April 4, 2018 for the annual PPSNE Spring Luncheon.

Hundreds Stand Proudly with PPSNE

Annual Spring Luncheon raises more than \$600,000

Nearly 600 supporters attended the annual PPSNE Spring Luncheon on April 4 in Stamford, CT and raised more than \$600,000 to support the mission of Planned Parenthood. Faye Wattleton, former President and CEO of Planned Parenthood Federation of America (1978-1992), was the event's keynote speaker. The Community Impact Award - given annually to a person or group that actively promotes the Planned Parenthood vision of reproductive health and human rights - was presented to Mary and CT Congressman Jim Himes.

Thanks to the sponsors and attendees of the 2018 Spring Luncheon nearly 1,500 people will get to choose the birth control method of their choice at no cost.

Congressman Himes also presented a Congressional Certificate of Courage to local Connecticut student Kate Murray for unapologetically standing with Planned Parenthood. The event was co-chaired by volunteers Erica Buchsbaum, Julie Church, Danielle Eason, Diane McEnroe, Donna Moffly and Sheila Mossman. Thank you to all of our guests for showing that support for Planned Parenthood in our communities is as strong as ever - and continuing to **Stand with Planned Parenthood.**

Reaching Parents in a New Way

PPSNE Parent Educators help parents have "The Talk" and so much more

As the Trump-Pence administration continues to decrease funding for successful sex education program, like the Teen Pregnancy Prevention Initiative, PPSNE, through your generosity, remains committed to investing even more in connecting families and schools with the information to support a child's sexual development. We are expanding our Education & Training team with a Parent Educator and Engagement Specialist to support parents as the primary sexuality educator of their children, and to help them launch a movement to increase comprehensive sex education in their children's schools.

More than 93 percent of adults nationwide believe it's important for young people to receive comprehensive, medically accurate, age-appropriate sex education in schools. Yet, across Connecticut public schools, there is no state mandate, even when there is clear evidence that abstinence only programs are unsuccessful at lowering the rates of unintended pregnancy or STDs. While Rhode Island does have a state mandate, it is only occasionally successful.

At PPSNE, we recognize that parents are the primary sexuality educators of their children, and we understand it can be difficult at times – especially without support from school districts. Being the primary educator doesn't always mean having "the talk" at the right time, or taking advantage of every teachable moment. Sometimes it means having the tools to advocate for schools to increase comprehensive sex education programs as well. With a deeper focus on familiar and community involvement, we will partner with parents and



PPSNE Adult Education & Professional Training Manager Sarah Gannon delivers a program to parents and guardians in May.

community leaders to help them bring sex education into their communities. **Through these efforts, we hope to expand our educational reach by 200% to further the mission of PPSNE by giving everyone the information and skills needed to make the right health care decisions for them.**

Your continued support of PPSNE enables us to leverage our educator's expertise to fill in the gap left behind by school districts, bashful parents and non-scientific programs. Together, we can listen to our communities and find what is required to ensure that all parents and communities have the resources they need to educate their youth appropriately and thoroughly.



COMING SOON
to PPSNE, we will begin
offering **Childbirth Classes.**

**Stay tuned for more
information.**

FOCUS Contributors

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Erika Ulanecki
Marjorie Wren

Proud of PPSNE Men

Youth educators recognized for making a difference in their communities

Through their work as youth educators in the New Haven and New London areas, Seth Poole and Ignacio Heredia have become community staples and examples of the importance of connecting youth with the information they want. Earlier this spring, both were honored for their work with young people in our communities.

Seth Poole, Youth Development Specialist and Educator, was honored by Delta Sigma Theta Sorority, Inc. with the 2018 Youth Development Award for his work with young people in the greater New Haven, CT area. Seth's ability to connect with and inspire young people identified him as a lead candidate for this award. He was acknowledged for his commitment and work with young people through the PPSNE Students Teaching About Responsible Sexuality (STARS) peer education program.



Seth Poole was honored by Delta Sigma Theta Sorority with a Youth Development award for his work in New Haven, CT. L:R: Poole, and fellow award recipients Marcella Monk-Flake and Dudley Flake, (Educational Enhancement) and Erik Clemons (Community Impact).



Ignacio Heredia was honored by the Power of Purple Campaign for his work against domestic violence and sexual assault New London, CT. L:R: Heredia, fellow award recipient Anne Wernau, and Katherine Verano, Executive Director for Safe Futures.

Ignacio Heredia, Youth Development Specialist and Educator, was honored by the Power of Purple Campaign, founded by the Rose Conrad Memorial Fund of Safe Futures, in partnership with Hadassah American Affairs Eastern CT, for taking a stand against domestic violence, sexual assault, stalking and sex trafficking in the greater New London, CT area. He was recognized at a special event "Let Us Honor These Good Men" for his work with young people in the community and donating his time and efforts in fighting gender inequality in the community.

We are proud of our educators who are making a difference in the lives of young people and leading by example. Their dedication is a reflection of the values shared by supporters who stand by the importance of having youth educators out in schools and communities. Thank you to those who contribute to the work of these incredible men.

PPSNE Information

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[#IStandWithPP](https://www.instagram.com/ppsne)

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