



 **Planned
Parenthood**[®]
Mar Monte

Gratitude Report

FISCAL
YEAR 2020



Dear Friends,

I've been at the helm of Planned Parenthood affiliates for nearly 20 years. As you know well, this work comes with many rewards but is not without its fair share of challenges.



Yet, when the first COVID-19 diagnosis was publically confirmed in February in Santa Clara County - where Planned Parenthood Mar Monte is headquartered - I knew we were heading into something I could never have imagined even just a few weeks earlier.

Thanks to you, keeping staff, patients, and volunteers safe was not something we had to do alone. You were there for us. You were there for Planned Parenthood Mar Monte and all of the people we serve.

You helped us quickly implement curbside pickup of birth control, on-site COVID-19 testing, and rapid expansion of telehealth.

You helped us shift the way we worked while continuing to provide trusted, non-judgmental health care and sex education.

You helped us expand the diversity, education, and inclusivity programs at PPM. With your support, we are standing with Black, Indigenous, and people of color communities, in an ongoing effort to dismantle a culture of white supremacy and institutionalized racism.

Because of you, people received the care they needed, when they needed it, regardless of their income, age, beliefs, gender identities, or immigration status - even in the middle of a pandemic.

Thank you for proving that, with you by our side, we will continue to be innovative in serving all the communities that depend on us - progress, no matter what.

Gratefully,

Stacy

Stacy Cross
President and CEO

180,067 unique patients

- 68%** live below 100% of the Federal Poverty Level (2019 FPL annual income for one person is \$12,490)
- 91%** live at or below 200% of the Federal Poverty Level
- 43%** are insured by Medi-Cal or Medicaid (NV)
- 37%** are covered by California's Family PACT program, which provides family planning assistance, including contraceptives, for those living up to 200% of FPL and who don't have ACA insurance

- 323,552** Total visits
- 337,145** Tests for sexually transmitted infections (STI)
- 292,088** Reproductive health care visits*
- 28,093** Breast and cervical cancer screenings
- 19,146** Abortion procedures (70% Medication, 30% Surgical)
- 11,533** Family medicine visits**
- 13,482** Long-acting reversible contraception (LARC) visits
- 1,041** Gender affirming care visits
- 818** Behavioral health visits

Patients may receive multiple services per visit

* Wellness, contraception, pregnancy, gender affirming care, STI testing/treatment and cancer-screening visits.

** Pediatric and adult primary care



Ethnicity

● Latinx	89,061	49%
● White	39,117	22%
● African American	17,759	10%
● Multi-racial, other, or unknown	17,121	10%
● Asian	14,719	8%
● Native Hawaiian or other Pacific Islander	1,587	1%
● American Indian or Alaska Native	703	<1%



Ages

● 19 and under	27,480	15%
● 20-30	97,023	54%
● 31-40	37,148	21%
● 41+	18,416	10%



Gender

● Female	150,832	84%
● Male	29,056	16%
● Identify as "other"	179	<1%

Progress. No matter what.



COVID-19: A new model of health care

Your support made it possible for Planned Parenthood Mar Monte to be an early leader in the COVID-19 pandemic local response.

By early March, when shelter-in-place protocols first started, PPMM was one of the very first community health care providers to offer COVID-testing at many of our health centers. By the end of March, you helped us launch curbside pick-up of birth control and other prescriptions. All in-person appointments, including on-site abortions, were converted to “minimal touch” to protect patients and staff. We also established three public COVID-testing sites - at the request of local officials in the cities of Tracy, Mountain View, and Monterey - to protect the health of our communities.

PPMM is one of only three Planned Parenthood affiliates providing COVID-testing, and none of it would have happened without you.

Reaching patients safely

You continued to step up, making it possible for us to quickly launch video appointments (telehealth) in a matter of weeks. By leveraging technology to meet patients where they are - whether they're accessing health care from remote rural regions, suburbs, or large cities - you helped us keep patients safe.

Telehealth will also help our local communities well beyond the pandemic. It will continue to expand patient choice, reach patients who have a hard time traveling to a health center, and allow people to access health care where they feel most safe and comfortable. More people in more places will get the care you count on us to provide, today and tomorrow, no matter what.



COVID Care STORIES

Telehealth builds a deeper connection

“I completely understand that people are shy to just jump on telehealth,” said Health Services Specialist Wei-Wei C. “I’ll walk them through the process, and this helps me have a better understanding of the patient experience. When they come onscreen for the first time, we’re both excited. I’ve had people say, ‘It’s nice to see your face!’ - even though I’m wearing a mask.”



Recently, Wei-Wei spoke with a patient who has a history of medical conditions that make it difficult to leave home, so a telehealth appointment was a great alternative. “There were a lot of pets in the background onscreen, and we talked about that,” she said. “We were able to connect in a way we normally wouldn’t have over the phone - or even in person.”



Gender Affirming Care

You helped PPMM establish our innovative Gender Affirming Care Program, led by a physician who has deep experience serving the transgender community, to assure that all staff are trained in cultural competence and understand the disparities and discrimination that transgender people face outside of Planned Parenthood.

Gender affirming services are a crucial part of PPMM's mission to serve all patients in every community, and our staff is so grateful that you've made it possible for them to be on the leading edge of providing this care.

COVID Care STORIES

Gender affirming care is essential care

For Elliot L., their job as patient navigator for gender affirming care services at our Westside health center in Santa Cruz is not only about providing health care. It's about health justice - especially in the days of COVID-19, when finding this care that patients need and deserve is more challenging than ever.

"The process of getting prescribed hormones or accessing gender-affirming procedures is often bureaucratic, obscure, unaffordable and sometimes emotionally harmful or even endangering for patients," Elliot said. "When we get to act in a creative and patient-centered way, it's a chance to establish a different pattern."



"Our health care is a life-line for people. I want it to be a respectful, empowering experience. People often say the gender affirming care they've received at our health center is the best they've experienced. Although, of course, there's room for growth. It's such a joyful thing!"



A new era of sex education

Your support helped our PPMM Education team provide sex education, health care resources, and youth development programs to 69,248 people of all ages in California and Nevada, including students with disabilities, incarcerated youth, migrant workers, homeless populations, and Spanish-only speakers.

Even as all of us sheltered in place, these programs remained in high demand by many school districts - where local education leaders know we deliver trusted, state-compliant sex education programs. You made it possible for us to respond to that demand in March, with the launch of the Digital Learning channel.

"Our pivot to a digital platform was truly successful because, through our feedback surveys, we were able to see that students were still able to take away valuable information that will help them in life as they develop and grow into adults," said Leah C., PPMM Education program manager.

"I liked being able to ask questions without anyone judging what you asked or thought."

- PPMM Education student

This year, PPMM health educators, as well as trained Teen Council and PromotorX peer educators, delivered more than 85,728 hours of comprehensive sex ed to middle and high school students.

"Not only did the program provide me with knowledge and tools for my future sexual experiences, but it equipped me with skills to distribute the same vital information to my peers," one PPMM peer educator said.

Additionally, PPMM's Youth Development programs helped 324 young parents with more than 13,000 hours of support over a year or more, including comprehensive case management, coaching, support groups, parenting and resiliency classes, and assistance in securing childcare, baby supplies, or education services - all thanks to your generosity.

69,248 people accessed PPMM Education programs, including:

- **10,716** middle and high school students who received an estimated **85,728** hours of comprehensive sex ed (CSE*) including programs designed to meet the needs of special education and Spanish-speaking students
- **324** young parents who received an estimated **13,116** hours of service through 12 to 18 month youth development programs
- **14,662** learners who accessed sex ed through our Digital Learning platforms

*CSE is delivered, on average, via 8 hours of instruction per student

Standing up for what's right

Despite delays caused by the COVID-19 pandemic, below is a partial list of passed bills in California that Planned Parenthood supported that further the interests of our patients and the communities we serve.



Prop 56 – 2020-2021 California state budget:

Supported the retention of Medi-Cal reimbursement rates for sexual and reproductive health care.



AB 732: Requires incarcerated pregnant persons to be offered access to pregnancy-related care in county jails and state prisons.



AB 890: Removes physician supervision for nurse practitioners in certain settings.



AB 1185: Increases oversight and transparency of sheriffs by allowing the oversight commission to issue a subpoena to investigate a sheriff's department and establish an office for an inspector general.



AB 1196: Makes it illegal for officers to use the carotid hold or chokehold to detain a suspect.



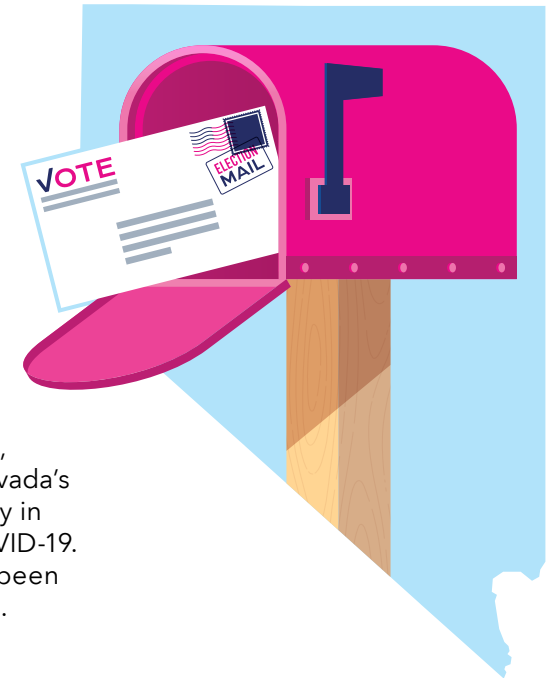
AB 2054: Creates a pilot grant program for community-based response, rather than armed police, to local emergencies.



AB 2077: Expands access to clean hypodermic needles and syringes to reduce the spread of HIV, viral hepatitis, and other blood-borne diseases.

In Nevada, before the pandemic, you helped PPMM partner with Washoe County's Sexual Health and Responsibility Education (SHARE) committee members to update - for the first time since 2003 - the sex ed curriculum in Washoe County.

PPMM staff and volunteers created a vote-by-mail voter education outreach campaign, Shout Your Vote, following Nevada's shift to a vote-by-mail primary in response to the spread of COVID-19. Shout Your Vote would have been impossible without your help.



COVID Care **STORIES**

Abortion care during a pandemic

It was several weeks into the pandemic when PPMM Clinician Kate S. had a patient come in to the Reno health center for a medication abortion. The woman was a nurse at a local hospital and frightened about being in her first trimester of pregnancy while caring for people extremely ill with COVID-19.



"She told me, 'I know that what I am meant to do right now is to help other people through this terrible disease,'" Kate said. "She was really scared to be pregnant while having multiple exposures to the virus. She was also resolute in her decision to stand by her patients - regardless of what it meant for her health.

"She had her abortion that day. I felt so grateful to be able to help her."



Diversity, Equity, and Inclusion

Diversity, equity, and inclusion. These qualities are the foundation for all of all the work you support at Planned Parenthood Mar Monte.

The PPMM DEI Committee blossomed this past year and was essential in advising and steering crucial messages to and communications with patients, program participants, and colleagues. The DEI Committee began the process for a DEI strategic plan, a DEI work plan, an equity lens, and has set the groundwork for the hiring of a Director for DEI at PPMM. The committee’s mission is to ensure that PPMM’s value of respecting and honoring all people is reflected in all of the work we do and how we do it.

The DEI Committee is dedicated to making sure that PPMM is focused on health equity as well as acknowledging and respecting the ways people identify themselves.

With your support, we have made clear that a diversity of voices is PPMM’s strength. It gives us the experience, compassion, and resilience to serve your community and meet patients where they are.

A plan for the future

Your support made last year a period of significant strategic growth and development at Planned Parenthood Mar Monte, despite political efforts to limit access to the care we provide and the ongoing pandemic that is endangering all of us.

Stakeholders at all levels - health center staff, administrative staff, board members, and community leaders - were engaged to help chart the path forward. In partnership with experienced consultants, PPMM underwent a comprehensive data analysis that allowed us to highlight our many strengths and carefully explore the areas where we can grow.

We emerged from this process with a roadmap to help us continue to lead the way as a service provider, an employer, and an indispensable member of your community.

With your generous support:

- We are focusing on our **people** because without dedicated staff, we cannot deliver life-changing and life-saving care;
- We are harnessing business intelligence and committing to improving change management, streamlining **health center performance**;
- We are only as successful as our systems and **infrastructure** allow us to be, and we will adopt and implement them in a manner that allows us to thrive; and,
- We are increasing the impact of services and offerings with careful **growth**.

COVID Care STORIES

Medication abortion is a relief for victim of domestic violence

“He only hits me when he’s mad.”

That was how a patient, apologetically, described her partner and why she walked in to the PPMM health center where Health Services Specialist Shirley G. works. The young woman said she was pregnant and wanted to have an abortion because she felt her situation at home was unsafe.



“It’s times like that when I’m reminded that I’m in the right place. These patients come in during one of the most frightening times of their lives, and I can help them through it,” Shirley said.

Our Service Region

CALIFORNIA

1 Alameda County

Hayward
West Oakland
Oakland-Coliseum

2 Fresno County

Fresno:
Family First*
Fulton Street

3 Kern County

Bakersfield

4 Madera County

Madera

5 Merced County

Merced

6 Monterey County

Salinas
Seaside
Monterey Temporary
Drive-thru Testing
Site*

7 Placer County

Roseville

8 Sacramento County

North Highlands
Sacramento:
B Street*
Capitol Plaza
Fruitridge

9 San Joaquin County

Manteca
Stockton:
Eastland Plaza
North Stockton
Tracy
Tracy Temporary
Drive-thru Testing
Site*

10 San Mateo County

Redwood City*
San Mateo*
South San Francisco*

11 Santa Clara County

Gilroy
Mar Monte
Community Clinic
(MMCC)*
Mountain View*
Mountain View
Temporary Drive-
thru Testing Site*
San Jose:
Central*
Blossom Hill*
Eastside

12 Santa Cruz County

Santa Cruz*
Watsonville*

13 Stanislaus County

Modesto

14 Sutter County

Yuba City

15 Tulare County

Visalia

16 Yolo County

Woodland

NEVADA

17 Washoe County

Reno



*Site offers COVID-19 testing

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Sincere appreciation to Latika Malkani and Diane Van Maren for their service on PPM's board that concluded in FY20.

To view stories of the people you've helped, visit:

 youtube.com/PlannedParenthoodMM

And follow us at:

 ppmarmonte.org

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Planned Parenthood Mar Monte invests in communities
by providing health care and education, and by
expanding rights and access for all.