



mar monte
news WINTER
2020

Here when we're needed

Thanks to you, patients
get help faster



PLUS:

Improving your community
through PPMM coalition
partnerships

Letter From PPMM CEO Stacy Cross

Dear Friends of PPMM,

The first few months of 2020 have already felt like a year gone by: the impeachment trial of the president, the Coronavirus posing a real global health threat, Trump's speech at the inaptly named March for Life – the first time a sitting president has attended in person – and the State of Union turned into a reality show. It is a scary time, and for many of us who remember the dark pre-Roe days, it feels like we are moving backwards...rapidly.



Yet despite this – or sometimes because of this – I am so inspired to see how you have helped thousands of people in need with your donations to Planned Parenthood Mar Monte. There is so much for you to be proud of, and I'm excited to share some of the highlights with you in the stories that follow.

You'll read about our fantastic Response Center staff who book patient appointments at our health centers and recently celebrated their one-millionth call! These staff are often our patients' first introduction to PPMM and are specially trained to listen with empathy. They are the compassionate voice on the other end of the phone, a source of relief and comfort at a moment of fear or crisis. It is your support that brought the Response Center to life, helping it become the outstanding operation it is today.

And, your commitment to PPMM strengthens the entire community through our coalition work.

By partnering with organizations that focus on social justice – including rights for new immigrants, disenfranchised voters, and LGBTQ+ people – we're helping to make safer and healthier communities for all those we serve. We seek to build and sustain a movement that is led by our patients and clients because we know that if they are able to lead efforts for themselves and their communities, we are ultimately building the grassroots strength to win immediate and long-term victories at the local, state, and federal levels.

Meanwhile, our Teen Council pilot program in San Jose has been such a success that we decided to add another in Stockton, where the community has become increasingly supportive of youth programming that emphasizes the importance of reproductive health for everyone. The council members, age 14 to 18, are trained by PPMM Education to teach their friends and classmates how to take charge of their health and their relationships, focusing on accurate information, respect, and consent.

As one of our most valuable supporters, you're with us every time we answer a call at the Response Center, attend a partner gathering, or lead a new group of students to advocate for their own health.

What you do for PPMM patients, young people, and families is amazing. On behalf of those we serve, as well as our coalition partners, thank you for always standing with us.

With gratitude,

A handwritten signature in blue ink that reads "Stacy".

Stacy Cross
PPMM President and CEO



Listening is key to great care

Your support is improving patient
services, one call at a time

Our patient call-in Response Center in the Central Valley has 83 incredibly dedicated team members. Every day, they answer thousands of calls from people across California and Nevada who need health care appointments. In early December, they answered their one millionth call of the year.

None of this would be possible without you.

"All of our agents have been carefully trained to listen to each caller with empathy to get them the services they need," Response Center Director D. Smith said.

"Our goal is to make every person feel as comfortable as if they were talking to a friend. And it's so important that they don't feel rushed."

"A young woman called to schedule an abortion. She was heartbroken. You could hear it in her voice. She had to decide – save her own life or continue her pregnancy."

Your generosity helped the Response Center grow into the successful operation it is today. Rather than calling busy health centers to get advice or an appointment, our patients have one place they can call to get the help they need quickly and easily or for as long as they need.

"If you're at the health center helping people in person, you just don't have the time to give a patient on the phone the time they deserve," said Michelle, Response Center Supervisor. "At the Response Center, our whole focus is customer service for people calling in, so it's been very well received. Patients don't have to wait on hold or walk into a health center to get answers."

The Response Center team celebrated with cheers and hugs after Darlene, a Response Center Agent, logged that millionth call at the end of 2019.

"I love what I do!" Darlene said. "Starting here, I wasn't aware that PPMM offered primary care at some health centers, more than just reproductive health. I like offering so many services to people, especially those who might not have somewhere else to go." ■

Get to know four of our Response Center team members:

"A young woman called to schedule an abortion. She was heartbroken. You could hear it in her voice. She had to decide: save her own life or continue her pregnancy. She had been diagnosed with breast cancer, so she was advised by her doctor that she could choose chemotherapy or she could choose to continue her pregnancy. At the Response Center we have a goal for the maximum call length, but when she started explaining her situation, that went out the door. It was a long call. She had her mother's support. When her emotions got the best of her, her mom would jump on and say, 'She needs a minute.' I think I made a difference with that patient."

Maria, Response Center Agent Mentor
YEARS WITH PPMM: 5

"A patient called to schedule a breast exam and then, at the end of me scheduling the appointment, she got really emotional. She told me, 'Planned Parenthood saved my life. I came in for a Pap smear and was diagnosed with cervical cancer. Because it was caught early enough, I got the help and care I needed.' She said that she would always come to Planned Parenthood. It was really nice to hear that."

Darlene, Response Center Agent
YEARS WITH PPMM: 6

"We hear from college students who are getting ready to go back to their home states. They're trying to find a way to be seen because once they go back from their summer break, care is not available. Their home states don't have (California's) Family PACT or health care-access. Patients say there will be nowhere nearby to pick up birth control."

Sarah, Lead Template Specialist
YEARS WITH PPMM: 13

"My biggest success was always when a patient was calling and had limited knowledge of everything PPMM offers. I know even for myself when I came to work here, I learned that we provide a lot of services. When patients are able to recommend or refer their family, that's the biggest reward because we're doing something right. They're able to say, 'This is somewhere I'm proud to take my family.' We can provide family care for grandma and the kids. That's rewarding."

Michelle, Response Center Supervisor
YEARS WITH PPMM: 19

Advocating for equality

Fighting for our patients by standing beside them

In our current hostile and divided political landscape, it's more important than ever that PPMM uses our voice to advocate for equality—beyond reproductive rights and health care access—in order to support the communities we serve.

With you by our side, Planned Parenthood Mar Monte (PPMM) is able to mobilize and advocate for issues like immigrants' rights, voter rights, and LGBTQ rights that directly affect the daily lives of people we serve in our health centers and education programs.

Partnerships with organizations like Fresno's Coalition for Humane Immigrant Rights (CHIRLA) leverage the grassroots power of our patients and supporters. Together, we win immediate and long-term health care policy and advocacy victories at the local, state, and federal levels.

"PPMM has been working closely with our efforts with the DREAM Act," said Daniel Penalzoza, community organizer at CHIRLA, (pictured above). "They have been working with us and with Mi Familia Vota to ensure that we can create a just society for our immigrant community."

These coalition partnerships are also critical when confronting challenges such as the Trump administration's so-called "public charge" rule, which allows the government to deny citizenship to any documented immigrant that has used public benefits over a certain period of time. Though immigrants have a legal right to these benefits, including health care and food programs, the rule would bar many of those who use them from remaining in the country.

"There is confusion and fear in many communities."

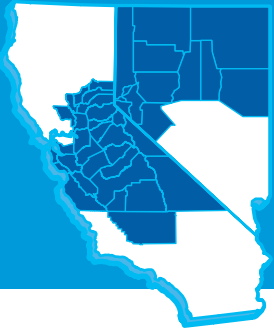
"Public charge is an issue that is affecting our patients closely. They are worrying about signing up for Family PACT because they're afraid it might have an effect on their legal status," said Lupe Rodriguez, PPMM director of public affairs for Silicon Valley and the Coast. "There is confusion and fear in many communities. It's important for donors to know we're trying to be on the front lines of supporting our patients and allies in fighting things like the public charge rule that keep our patients from getting the care they need." ■

Did you know?

Q: How many young people did we serve last year?

A: We reached 86,000 people aged 6-17 with sex education and information about their right to access quality health care—the health care you make it possible for PPMM to provide.





From Mar to Monte

NEWS FROM AROUND THE AFFILIATE

Proud to march alongside you



During January, Planned Parenthood Mar Monte donors, volunteers, and staff participated in Women's Marches and Martin Luther King Day events throughout our service region, including Santa Cruz, San Jose, Sacramento, and Reno.

"I was proud to join friends, supporters, and activists on January 18 in Modesto to celebrate 100 years of a woman's right to VOTE. The struggle took decades and although women won the right to vote, many don't take advantage of it," said, Associate Vice President of External Affairs Patsy Montgomery.

"The only way we can honor those who have gone before us, protect our own interests and the rights of our daughters, sisters, and sons is to vote. This year's Women's March should remind all of us of what is at stake in 2020."

Mountain View Health Center



You made it happen in Mountain View – the doors to our new, relocated health center are now open! Because of you, our neighbors can get the health care they need from the people they trust, regardless of their income, identity, immigration status, or beliefs.

In 2017, when we learned that the building we had been leasing for our Mountain View health center was being redeveloped, we were humbled by the huge outpouring of public support from those who wanted to be sure we stayed in the community.

Thanks to you, the Santa Clara Board of Supervisors and county staff, we've been gratified to see longtime patients who are excited to come our new center and thrilled to hear from new patients whose lives are better today because of the care they received.



Sex ed for youth, by youth, expanding in California

“The reasons Teen Council members give for being part of the program often has to do with their own experience with sex education. A lot of them have told us that they didn’t receive much sex education in school, or maybe they didn’t get any at all. The fact that these teens are passionate about this topic makes me feel a lot better about things in the world – they are going to really make change, not just when they’re in Teen Council but beyond.”

Sarah P., PPMM health educator and co-facilitator of Teen Council in San Jose

You helped Planned Parenthood Mar Monte launch Teen Council in Silicon Valley last year, training high school students to provide sex education and health services outreach for their peers. And now you have paved the way for PPMM Education to expand the program to San Joaquin County in 2020.

Members of Teen Council, a nationwide evidence-informed program, are ages 14 to 18 and apply to the leadership program from schools throughout a PPMM county. Throughout the year-long program, Teen Council members learn how to deliver sex education lessons about topics ranging from healthy relationships, consent, intimate partner violence, STIs/STDs and unplanned pregnancy prevention, and LGBTQ+ equity and health care access, for example. These well-trained educators provide sex ed at local high schools and middle schools, community events, or at health fairs in their community.

“I learned I can be outgoing and bond with and help others – even those who seem pretty different from me.”

San Jose Teen Council member

PPMM Education has been so successful in implementing Teen Council in San Jose that the program is now headed to Stockton, thanks to your support. PPMM’s partnerships with organizations such as the Children’s Home of Stockton and local schools has also made this an ideal location for the next Teen Council.

“Expanding our peer education programs is essential to reaching youth at every life stage,” said PPMM’s Associate Vice President of Education Courtney Macavinta. “Who better than their PPMM-trained peers to create safe and engaging spaces to explore age-appropriate sex ed?”

Stockton Teen Council members will be recruited from all areas of San Joaquin County to ensure a diverse team that will be able to connect with people from all socio-economic and cultural backgrounds, as well as gender identities. The goals of this year-long program include reaching at least 200 people through education and outreach, planning and conducting a minimum of five peer-led sex ed workshops, and holding two “condom-outreach events” in the community to increase awareness of PPMM services.

You are a big reason this essential work is possible. Thanks to you, young people can get the information they need from those they trust the most. ■

Pros & Cons

NEWSWORTHY QUOTES

"President Trump's Protect Life Rule honors... the plain language of the Title X statute by stopping the funneling of Title X taxpayer dollars to the abortion industry."

Marjorie Dannenfelser, president of the Susan B. Anthony List, an anti-abortion group

"At the same time politicians are dismantling abortion access, last week the Supreme Court took up a case that could make it harder to access birth control. This shows we are not just witnessing a war on abortion, but rather a coordinated attack on reproductive care."

Alexis McGill Johnson, acting president and CEO of the Planned Parenthood Action Fund, January 25, 2020

"It is very clear the U.S. Supreme Court is fed up with these national injunctions by judges who are trying to impose their policy preferences instead of enforcing the law."

Ken Cuccinelli, acting director of Citizenship and Immigration Services, in a statement after the U.S. Supreme Court decided 5-4 to lift a nationwide injunction on the public charge rule

"We are a nation of immigrants, so we will lean forward in the face of heartless attacks on working families. Together, we'll continue our fight to stand up for the rights of each and every person who calls the United States their home."

California Attorney General **Xavier Becerra**, in a press release responding to the injunction being lifted by the U.S. Supreme Court

5 Things You Can Do Now

1. DONATE

You can make a donation today to support PPMM's mission:

ppmarmonte.org/donate-today

or call us at (408) 795-3780

2. VOLUNTEER

Join hundreds of volunteers across PPMM who support our mission daily:

ppmarmonte.org/volunteer

3. SHARE YOUR STORY

Tell us about a time PPMM helped you or someone you care about:

ppmarmonte.org/my-story

4. HUG A HEALTH CENTER

Drop off a thank you card or other sign of support for staff at your local health center.

5. ENGAGE

Hear the latest via our social media work. Join the conversation, share with friends, help spread the word:



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instagram.com/ppmarmonte



youtube.com/PlannedParenthoodMM

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