



**Together We  
Fight for All**

 **Planned Parenthood®**

# A MESSAGE FROM MEAGAN GALLAGHER, PRESIDENT & CEO

Dear Friends,

## I'M FILLED WITH GRATITUDE AS I PROUDLY SHARE WITH YOU PLANNED PARENTHOOD OF NORTHERN NEW ENGLAND'S (PPNNE) 2017 ANNUAL REPORT.

In a year that started with the inauguration of one of the most divisive and unsupportive administrations in our history, it is astounding to look back over last year and see against all odds, how many successes we had – all thanks to you.

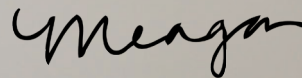
The historic women's marches that followed set the stage. Your extraordinary activism and support is building a powerful movement to support sexual and reproductive health across Maine, New Hampshire, and Vermont helping PPNNE weather unprecedented defunding threats and attacks on the ability to **access contraception**.

There is so much at stake but no greater satisfaction than to know that, despite their best efforts, and thanks to you, our opposition is not defining our services or our mission.

I hope you feel a sense of pride in what you see in these following pages – vital work that you make possible with your support. I hope you see progress despite the intensifying hostility. The tens of thousands of women, men and teens that received life-changing care, regardless of their ability to pay; the dangerous bills defeated and progressive bills advanced in Augusta, Concord, and Montpelier; our work to create pathways to opportunity by reducing unintended pregnancy; and the growth in activists, volunteers, and supporters.

We carry this momentum with us as we face the balance on the Supreme Court shifting against abortion rights. **We will not stop fighting. We will not back down. And we will keep PPNNE's mission at the center of all we do.** For all those who rely on PPNNE for health care, for education, and to protect our rights, we will be here. No Matter What.

Forward together,



Meagan



# INCREASING ACCESS, BUILDING A MOVEMENT

Your extraordinary activism and support is **building a powerful movement to support sexual and reproductive health** across Maine, New Hampshire, and Vermont – helping Planned Parenthood of Northern New England (PPNNE) weather unprecedented defunding threats and attacks on access to care. Thank you!

## IN 2017, PPNNE:

Saw a huge increase in **volunteer engagement** with a total of 12,035 volunteer hours and 4,059 shifts worked. Each state saw significant increases in volunteers with Maine leading the way with a 150% increase (719 people) in 2017.

Started a **Transcare Fund** – a special fund to support care for Transgender and Gender Non-Conforming patients.

Saw an **increase in patients** across our 3 states.

Helped enact **proactive legislation**.

Continued our overarching work to reduce **unintended pregnancy** rates in northern New England.

## HIGHLIGHTS FROM 2017

**43,206**

patients served through 63,587 visits, a 3% and 2% increase over 2016, respectively.

**7,150**

unintended pregnancies prevented

**\$23.5** MILLION

net public savings generated from our 21 health centers.\*

**52,347**

online activists – a 72% increase over 2016

**13,628**

donors – a 18% increase over last year.

**1,037**

volunteers – a 107% increase over 2016

**WE ARE  
STRONGER  
THAN EVER**

\* Estimates according to a formula by the esteemed Guttmacher Institute research organization

# HEALTH SERVICES

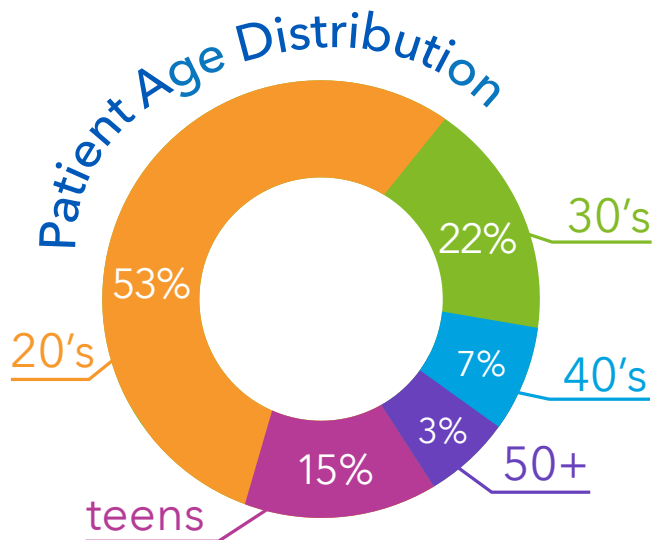
PPNNE provided **expert, high quality, and non-judgemental reproductive and sexual health care** through our 21 health centers in Maine, New Hampshire, and Vermont.

In 2017, PPNNE **increased capacity** to meet rising need for our services through increased staffing, team-centered patient care, centralized clinical support, and online appointment scheduling, and started the **Health Center Advocacy Program (HCAP)** where patients share their reproductive health stories with Planned Parenthood volunteers, and get information about how to get involved.

We are working to reach and better serve **at-risk populations** through expanded access to quality family planning services/information, and increasing awareness of the most effective birth control – Long Acting Reversible Contraception (LARCs) – leading to fewer unintended pregnancies and improved public health. PPNNE provided 6,410 LARC insertions in 2017 – a more than 300% increase since 2010 – making us a national leader by reducing barriers to access.

PPNNE was able to launch a new **Fund to Support Care for Transgender and Gender Non-Conforming Patients**, to ensure that our transgender patients have equitable access to care – no matter their income, age, employment status or other factors. It joins the **Laura Fund** that helps patients who choose abortion care

and the **Cancer Screening Access Fund** that supports patients who need advanced screening and treatment for abnormal paps.



Our patients identified as:

- 87% women**
- 12% men\***
- 1% other/gender-nonconforming**

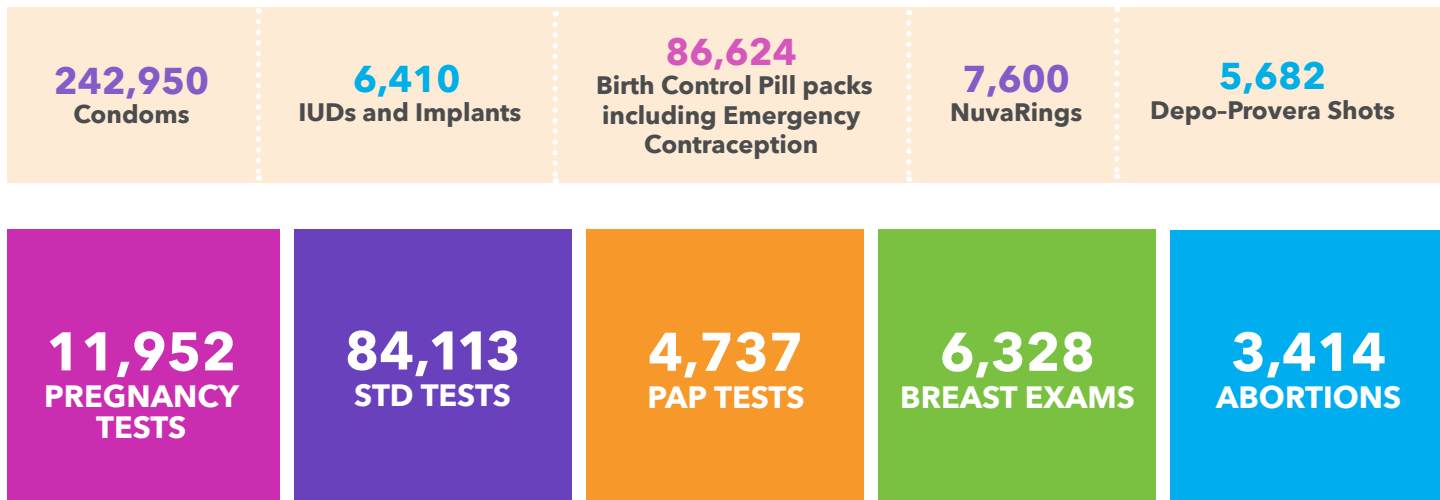
(\*which is the most rapidly increasing population at PPNNE)

**67%** of our patients had low-incomes\*

\*Low-income is defined as less than twice the Federal Poverty Level, or \$24,120 for a household of 1.

To book your appointment at PPNNE, call 1-866-476-1321.

## BIRTH CONTROL PROVIDED



# WHY DO WE DEPEND ON YOU?

Thanks to our generous supporters  
we were able to provide  
**\$8 MILLION**  
worth of discounted and free health care



## EDUCATION & OUTREACH

Through a wide range of programs, PPNNE brings **sexuality education and information** to people in Vermont, New Hampshire, and Maine. Providing medically-accurate and comprehensive information is essential for reducing STDs and unintended pregnancy, and empowering young people to build pathways to opportunity.

**IN 2017, 22** teens served as peer educators in 4 high schools in VT and NH. These teens had **4,106** conversations about sexual health with their peers, and planned **42** events reaching **2,113** people in their schools and communities. In addition, PPNNE staff conducted over **300** outreach activities and presentations, reaching young people, parents, and vulnerable populations across VT, NH, and ME.



Peer Educators in Burlington, VT, celebrating after the December School Board meeting, where they presented the condom availability protocol developed in collaboration with school staff. Condoms are now available to students at BHS after a 5 year effort.

### LOOKING AHEAD

PPNNE's goal is to achieve consistent education across northern New England. To that end we are developing partnerships to begin to deliver Get Real, a curriculum for middle school students that gives young people the information and skills they need to protect their health. Young people need to understand what a healthy relationship looks like and have the opportunity to practice good communication skills before they become sexually active and Get Real has been shown to do just that. If you're interested in learning more about bringing Get Real to your community, contact us at [education@ppnne.org](mailto:education@ppnne.org)

# OUR PATIENTS SAY

## VERMONT

### BARRE:

"All the staff were incredibly FRIENDLY, and made me feel welcome and valued as a human being. I'm not used to being treated so kindly in medical offices."

### BENNINGTON:

"The team at Bennington PP are some of the kindest, caring and comfortable people. They make me feel so welcomed and at ease with every visit. They go out of their way to help."

### BRATTLEBORO:

"I've been going to the PP on Canal Street in Brattleboro Vermont since I was a teenager, I'm now in my 40s and I have never had a bad experience in all the time. The last time I went the staff were very nice and gentle. Everyone there has always been very thorough and very nice. I will go nowhere else!!"

### BURLINGTON:

"I love going to PP. Everyone that I had contact with was incredibly KIND, PROFESSIONAL, and sincere. I also love the questions they ask related to safety and healthy relationships – I think it is important and often overlooked with other healthcare professionals. Thank you for the good work."

### HYDE PARK:

"Everyone was so friendly and warm!! I couldn't have asked for a kinder staff."

### MIDDLEBURY:

"I always have a positive experience and feel heard when I ask questions, I love how kind and matter of fact the staff is."

### NEWPORT:

"I switched from my gynecologist to PP because staff is much FRIENDLIER and able to educate me more without being condescending."

### RUTLAND:

"I LOVE PP! I always feel very comfortable going there and I always receive the best care. You guys saved me during the hardest time of my life – I don't know what I would do without PP."

### ST. ALBANS:

"Way better than my doctor's office. More efficient, kind, informative, and nonjudgmental. I would for sure recommend."

### ST. JOHNSBURY:

"Both staff listened well, answered all questions thoroughly. They were wonderful, friendly, and courteous."

### WHITE RIVER:

"Incredibly positive, low stress experience. This is a relief given that I personally have anxiety about seeing medical professionals and being in those types of offices. Additionally the stress of managing the life-altering puzzle that is family planning and birth control is sometimes overwhelming. This office is full of warm, kind, knowledgeable experts who make that experience so much less anxiety producing."

### WILLISTON:

"My appointment was the most welcoming, safe, compassionate, thorough, patient-centered medical experience I have ever had. I left feeling totally secure in my plan and supported if I were to need it. I was actually very moved by how it felt to experience healthcare that feels like this (as a cancer patient with zillions of doctors and appointments in my life), and wishing all women could have this."

**52,347**  
ONLINE ACTIVISTS

**13,628**  
DONORS

**1,037**  
VOLUNTEERS

**232**  
STAFF MEMBERS

# IT BEST...

## NEW HAMPSHIRE

### CLAREMONT:

"I absolutely love the ladies at the Claremont PP. They make my day, are so compassionate and make you feel comfortable and welcome. It's the only doctor's office I look forward to going to. The staff deserve many kudos for their kindness and professionalism."

### DERRY:

"Every person I interacted with was so gracious and kind. I felt at ease and welcome and like my concerns were truly heard."

### EXETER:

"The staff in Exeter are beyond amazing! I have worked in healthcare for over 30 years yet I always get nervous when it's my day for an exam. The staff here are warm and genuine, this place is the best at customer service, every employee loves what they do and it shows. Thank you."

### KEENE:

"The staff at the Keene health center are phenomenal. I was supported and comforted during my entire visit. I especially appreciated the opportunity to ask questions and they went above and beyond with drawings and explanations."

### MANCHESTER:

"I really enjoyed my recent visit. The staff were wonderful and put me at ease and answered my questions thoroughly. Scheduling an appointment that was convenient for me was easy. I was very impressed with the whole experience. I'm very grateful to have been seen by such a wonderful, knowledgeable and thorough staff."

## MAINE

### BIDDEFORD:

"I found the office to be absolutely wonderful! I was treated kindly from the moment I checked in with the receptionist. The medical assistant put my mind at ease and was very professional. The provider I saw took her time and didn't make me feel rushed. I had a great experience at PP after not having been there in almost 20 years."

### PORTLAND:

"Had such an amazing experience! Wish I would have an excuse to go every day. They made me feel so warm and comfortable. Every person I encountered was friendly, honest and helpful. I felt comfortable in a situation that would normally be very awkward. Thank you for making my visit a pleasant experience."

### SANFORD:

"Whenever I go to PP I don't have to worry about being judged. Everyone is always extremely nice and the appointments usually go by quickly but are completely thorough."

### TOPSHAM:

"Amazing people who made me feel so comfortable, from the front desk to the nurse and nurse practitioner. It made all the difference in my visit."

# YOUR SUPPORT MAKES IT ALL POSSIBLE.

21

HEALTH CENTERS

3

STATES

1

MISSION

To provide, promote, and protect access to reproductive health care and sexuality education so that all people can make voluntary choices about their reproductive and sexual health.

# REDUCING UNINTENDED PREGNANCY

PPNNE programs and services have played a significant role in bringing teen pregnancy rates in our region to among the lowest in the nation. Yet even with this progress, overall unintended pregnancy remains a major public health issue and a driver of inequality. Women's ability to control their reproductive lives is at the heart of many issues – from poverty to educational and career attainment.

## 45%

**of all pregnancies are unintended. Young women and vulnerable populations are disproportionately impacted with unintended pregnancy rising to:**

**59%** of pregnancies of women in their early twenties

**60%** of pregnancies of women living in poverty

**86%** of pregnancies of women with opioid substance use disorders

And so, despite unprecedented attacks, we continue to advance proactive work and an ambitious long-term **vision for lowering unintended pregnancy rates, creating pathways to opportunity** through our Equity in Pregnancy Intention Campaign (EPIC). This multifaceted program brings together organization investments in education, outreach, partnerships and collaborations, training, and enhanced and integrated health care, making the most effective birth control methods easily accessible, and creating lasting cultural change around abortion.

As the leading reproductive health care provider in this region, PPNNE is positioned to drive innovation and collaboration to achieve a real impact on unintended pregnancy rates – empowering women, men, and teens to achieve their reproductive life plans, making it easier to finish school, pursue career aspirations, and break the cycle of poverty.

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## PPNNE IS WORKING IN 5 KEY AREAS TO REDUCE UNINTENDED PREGNANCY.

INCREASING ACCESS

SUPPORTIVE PUBLIC POLICY

EDUCATION

COMMUNITY COORDINATION

AWARENESS & OUTREACH



# PUBLIC POLICY

In 2017, PPNNE and our sister organizations, the Planned Parenthood Action Funds in each state, **fought back relentless attacks on reproductive health care and rights and fought forward to secure proactive legislation to protect and expand access to care and equitable health policy.** PPNNE supporters who make up a powerful grassroots movement were key to these victories.

**Community Action Teams** made up of passionate activists and volunteers are mobilizing across the region, in areas such as Chittenden County, and Brattleboro, VT; Concord, Manchester, Keene and Seacoast, NH; the Upper Valley (NH/VT); and southern, central and downeast ME. Campus groups at colleges across northern New England, including UVM, Middlebury, UNH, Dartmouth, UMaine, USM, Colby, Bates and many others, are educating and engaging their campus communities. PPNNE's volunteer programs offer many ways for supporters to get involved and make a difference. Together, we are creating long-term sustainable change.

**In Maine,** we had a *national impact*. Recognizing the critical role Senator Susan Collins' vote would play in protecting access to care, the Planned Parenthood Maine Action Fund mobilized supporters soon after the 2016 election, training volunteers, placing dozens of op-eds and letters to the editors, and driving thousands of phone calls into the Senator's office asking her to stand strong and fight for Planned Parenthood. And she did. Our work to win Senator Collins' support was vital in stopping multiple attempts to repeal the Affordable Care Act and defund Planned Parenthood in 2017. One of the most far-reaching victories in 2017 was passing a referendum that expands Medicaid coverage to 70,000 Mainers.

**In New Hampshire,** the Planned Parenthood New Hampshire Action Fund defeated budget attempts to defund PPNNE, and stopped bills that would have compromised access to quality reproductive and sexual health care in New Hampshire by restricting abortion care and an attempt to repeal the health center buffer zone law, which is a key tool for ensuring patient safety and privacy.

**In Vermont,** the Planned Parenthood Vermont Action Fund advanced pro-active legislation, including a bill that requires insurance companies to report back to the legislature on how they would provide full coverage with no cost sharing for over-the-counter contraceptives without a prescription once any new contraceptives become available over the counter. This bill came about because the FDA is currently reviewing an application for the progestin only birth control pill to be available over the counter. We want to ensure that people who use this method now, will continue to access their contraceptive method with no cost sharing.



**"The experiences I've gone through as a trans person with mental illness have been difficult, and arduous, and sometimes unbearable. However, when I came to Planned Parenthood to start my hormone therapy, I felt like the awful experiences of my past were finally behind me. No more invalidation, no more shame. I was finally able to simply express my goals and honestly discuss my struggles without fear. PP has been such a positive force in my life, and I could not be happier about my decision to be a patient here."**



# BRIDGING THE GAP

## Innovative Social Change Canvassing on Abortion

The need to shift our society's culture around gender, sex, abortion, and sexuality could not be clearer:

- 401 abortion restrictions enacted by states since 2011
- Relentless legislative attacks in NH and ME
- PPNNE defunded in NH twice since 2011

PPNNE, in collaboration with the Planned Parenthood Maine Action Fund, has developed a groundbreaking social change model to combat abortion stigma and build a larger, more powerful sexual and reproductive health movement.

This deep canvassing project empowers trained volunteers to use story-telling and non-judgmental listening to change voters' negative beliefs about abortion and inspire increased engagement in advocacy campaigns to improve abortion access. Our project is yielding impressive results: more than a quarter of voters we canvass become more supportive of abortion access.

### LOOKING AHEAD:

We are conducting a robust field study and partnering with political scientists from Cornell, Stanford, and UC-Berkeley to demonstrate the impact and effectiveness of this model, which we will share with other Planned Parenthood affiliates to assist in the development of their own deep canvassing programs.

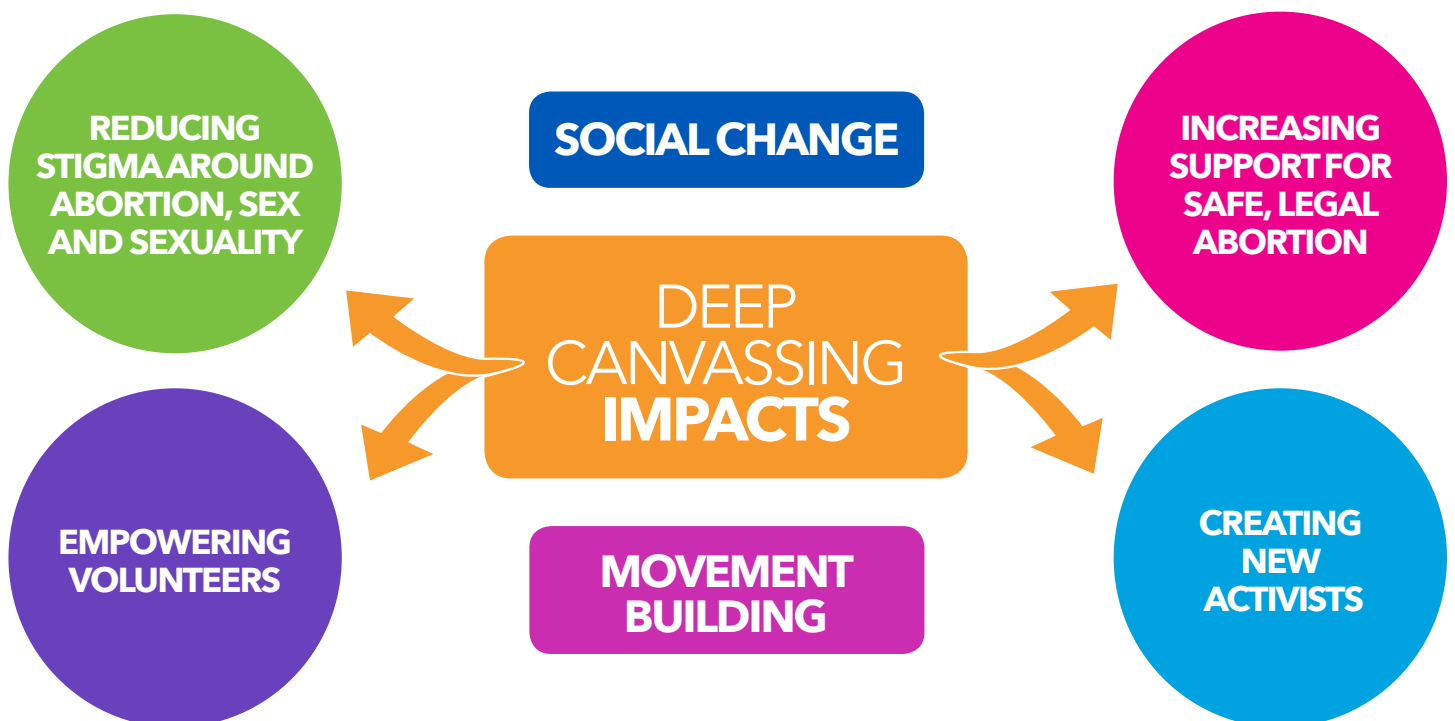
### SNAPSHOT OF OUR PROJECT TO DATE:

**44** CANVASSES

**4,400** DOORS KNOCKED

**954** CONVERSATIONS

**990** VOLUNTEER SHIFTS



YOUR  
SUPPORT  
MAKES THE  
DIFFERENCE

# THE RESOURCES THAT MAKE IT POSSIBLE

January 1, 2017 – December 31, 2017  
Financial Summary

## PHILANTHROPIC SUPPORT

\$7,138,394

**82 CENTS** OF EVERY  
DOLLAR SUPPORTS  
DIRECT SERVICES

## REVENUE

Patient Services  
& Program Fees  
**\$14,320,711**

Government  
Grants & Contracts  
**\$3,474,785**

Investments &  
Other Income  
**\$645,418**

**TOTAL PPNNE  
REVENUE  
\$25,579,308**

## EXPENSES

Patient Services,  
Education &  
Community  
Outreach, and  
Public Affairs  
**\$18,165,474 (82%)**

Administration  
**\$2,795,050 (13%)**

Fundraising  
**\$1,165,984 (5%)**

**TOTAL PPNNE  
EXPENSES  
\$22,126,508**



"In 1965, my maternal grandmother's passion for women's health was made real by her work with Rev. Gaston Carrier, a Unitarian minister in Vermont, to sow the seeds of PPNNE. From those seeds, three generations and counting of strong roots and strong support.

**PLANNED PARENTHOOD MIRRORS  
OUR FAMILY VALUES."**

**– WILL & JULIE SAUNDERS**

*In memory of Will Saunders, 1945–2018*

“I’ve never experienced health care the way I have at Planned Parenthood. **The thoughtfulness, concern, openness** related to talking about difficult subjects and amount of support they clearly offer to folks who need it is reassuring. **It is the only space where when I’ve discussed my experiences**, the nurses and doctors and staff put down their clipboards look me in the eyes, and actually listen. **That is what healthcare is supposed to be.**”

– A PPNNE Patient



[www.ppnne.org/annualfund](http://www.ppnne.org/annualfund) | [supportus@ppnne.org](mailto:supportus@ppnne.org) | 800.287.8188 x9704

## PPNNE DEVELOPMENT OFFICES:

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18 Low Ave., Concord, NH 03301 | 844.250.7957

443 Congress St., 3rd Floor, Portland, ME 04101 | 844.245.9388

Visit [www.ppnne.org](http://www.ppnne.org) to learn more about health services, education & outreach, and advocacy.

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