

**BUILDING A
BRIGHTER
FUTURE**

2012 ANNUAL REPORT

Message from the President & CEO

If you've been watching the news, it will come as no surprise that the past few years have been some of the most challenging we've ever faced. In 2012, our stalwart supporters championed our work through unprecedented national attacks, including Susan G. Komen for the Cure Foundation's ill-fated decision to defund Planned Parenthood, and an election year containing some of the foulest anti-women rhetoric this nation has heard in years.

Here in northern New England, we've seen our share of local threats as well. After the New Hampshire Executive Council defunded Planned Parenthood in 2011, the federal government stepped in to ensure access to our vital services. In 2012, our patients voiced their support loud and clear at the ballot box – but we continued to face attacks on our services in both Maine and New Hampshire, including mandatory waiting periods and scripted counseling. With your amazing support, though, we stood our ground.

In fact, we turned opposition into opportunity. We embarked on a major capital project to transform our health centers — raising our profile in the community, responding to the needs of a new generation of patients, and building our technology capacity to prepare for health care reform and expand access for our patients in an increasingly mobile world. We continued to grow our online presence, and launched an innovative social education project called “A Naked Notion” (www.anakednotion.org). The numbers show that young people took notice — PPNNE's “A Naked Notion” YouTube channel has been viewed more than a million times!

We are busy planning for a new future in health care, one with many exciting opportunities for PPNNE to forge a permanent role in the post-Affordable Care Act (ACA) integrated health care system. However, the road ahead is long. Our three states have chosen drastically different approaches to implementing the ACA. To keep pace, we must invest in new technology, new staff, and new policy expertise. And, with full implementation scheduled to take years, we expect to continue serving a high number of uninsured patients through 2014 and beyond. Through this period, private support for our work will remain essential.

Thank you for standing with us and sharing our great optimism for the work to come. With supporters like you by our side, we know that we will continue to do more than survive. Together, we will thrive.

Sincerely,



Meagan Gallagher, President & CEO

Accomplishments

HEALTH CARE

- Implemented a new practice management system in preparation for our rollout of Electronic Health Records (EHR), which is scheduled to be complete in 2015.
- Opened a new health center in St. Johnsbury, Vermont. This brought the total number of health centers in Vermont up to 11, with three located in the Northeast Kingdom. PPNNE piloted a new telemedicine program in conjunction with this opening. At our Newport and St. Johnsbury health centers are now able to receive non-exam services via video conferencing, making it possible for us to expand access to our rural patients. Many Planned Parenthood health centers across the country have successfully used this telemedicine model and we are excited to introduce it in northern New England.
- Launched clinical mental health counseling in our Portland, Maine health center.
- Partnered with The Hicks Foundation and the Vermont Department of Health's Ladies First program for a Free Cervical Cancer Screening Day.



A telemedicine-capable exam room in our recently re-opened and renovated St. Johnsbury health center.

“Thank goodness for a place like this, where age, race, and financial problems don’t matter.”

-note from a patient

Accomplishments

EDUCATION

- Launched “A Naked Notion” (www.anakednotion.org), a social media education project, reaching more than 2,300 young adults through Facebook and more than 11,382 on YouTube, where it has garnered more than 1,005,655 views.
- Piloted a peer education program for students at Burlington High School in Burlington, Vermont.

ADVOCACY

- Worked with Vermont policy leaders to create Access Plan, expanding family planning Medicaid eligibility up to 200% of the Federal Poverty Level. In 2012, PPNNE enrolled 3,841 patients in Access Plan; over 60% of these patients had incomes less than or equal to 100% of the Federal Poverty Level (\$11,170 for one person).
- Worked with the Burlington, Vermont City Council to pass an ordinance requiring protesters to observe a 35-foot buffer zone around reproductive health center entrances and parking lots.
- Co-hosted the 2012 Youth Organizing and Policy Institute (YOPI) with Planned Parenthood of Southern New England. Held at the University of New Hampshire’s Durham campus, YOPI provided three days of intense training and workshops for 88 students from colleges and universities across New England.
- Our Action Network helped to defeat:
 - New Hampshire House Bill 228, which would have defunded PPNNE’s critical health care services.
 - An attempted repeal of New Hampshire’s equity law, which requires insurance to cover contraceptives.
 - A New Hampshire bill to impose a 24-hour waiting period for abortions and ban all abortions after 20 weeks.



Students at the Youth Organizing and Policy Institute (YOPI).

Operating Revenue & Expenses



2012 Operating Revenue
\$18, 985,594

Net Patient Service Revenue	\$10,623,900 56%
Contributions & Bequests	\$5,132,465 21%
Federal, State & Local Grants	\$2,755,235 15%
HIT Funds*	\$255,000 1%
Investments	\$123,767 1%
Other Income	\$95,225 1%

*Federal grant funding for implementation of Health Information Technology (HIT).



2012 Operating Expenses
\$19,633,589

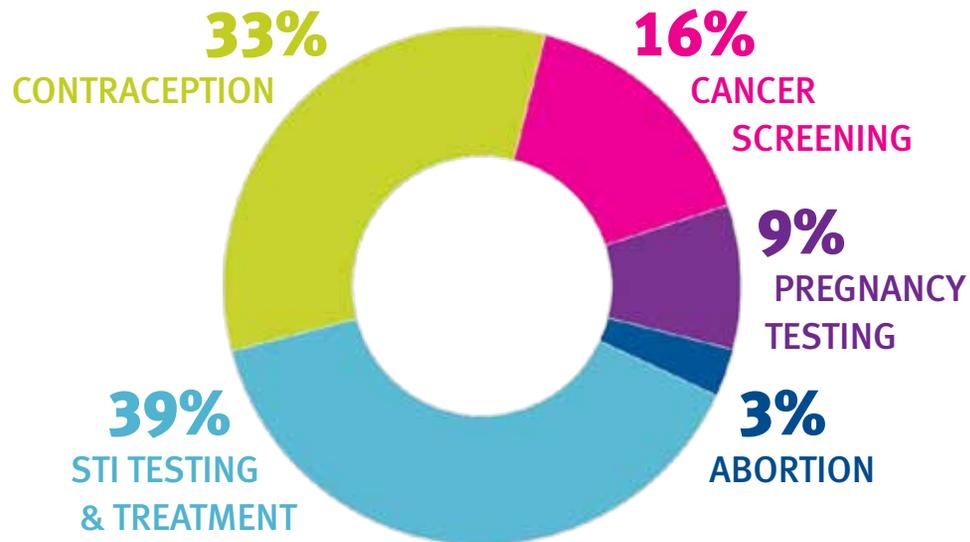
Direct Patient Services	\$13,730,087 70%
General and Admin	\$3,670,506 19%
Development	\$1,007,584 5%
Public Policy	\$723,413 4%
PPFA Program Support	\$216,701 1%
Marketing & Communications	\$175,551 1%
Education & Training	\$109,745 1%

“I am a mother, grateful to our community for providing affordable services to my daughter. I take my hat off to those who are here to take responsibility for their future and their health. Our children need support and acceptance at this time of their growth, more than this society seems to offer.

Thank you for being here, PPNNE.”

- A grateful Portland mom

Services

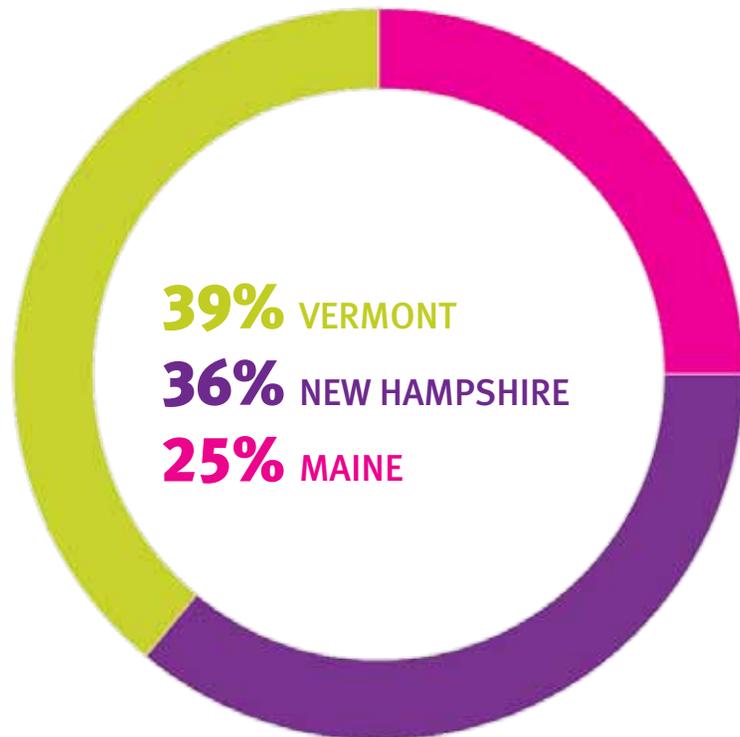


In 2012, PPNNE served 43,803 patients at our 21 health centers across Maine, New Hampshire and Vermont, for a total of 66,032 visits.

Services Provided

- Annual exams for women of all ages
- Birth control, including emergency contraception
- Testing and treatment for urinary and vaginal infections
- Testing and treatment for STIs
- HIV counseling and testing
- Screening for cervical, breast, testicular, and colorectal cancer
- Colposcopy, cryotherapy and LEEP
- Medical and surgical abortion
- Preconception education
- Pregnancy testing
- Options counseling, including pre-natal, abortion and adoption referrals
- Pre- and post-menopausal care
- Transgender hormone therapy
- Immunizations for HPV, flu, and hepatitis

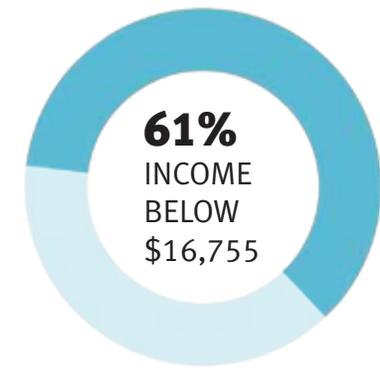
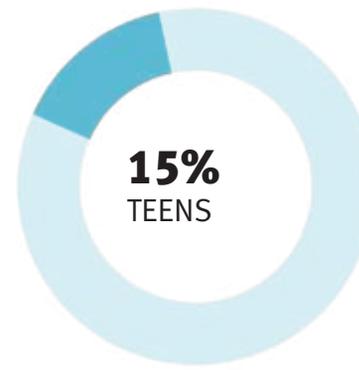
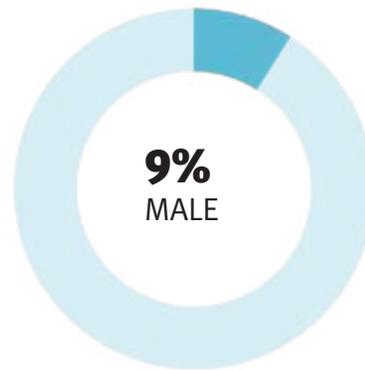
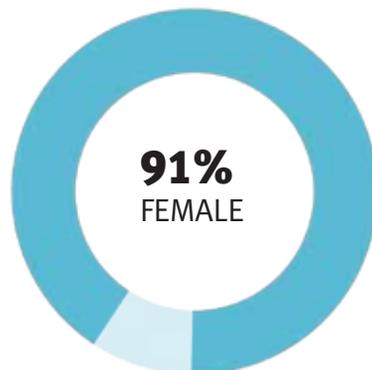
Patient Demographics



With help from our generous supporters, we provided our patients

\$9.6 million

in free or discounted health care in 2012.



A Message to Our Supporters

You make the work we do every day possible.

Your gifts make real, life-changing differences in the lives of our patients. Whether it's cancer screening, contraceptive care, or a pregnancy or STI test, patients leave our health centers healthier, more informed, and empowered. Thank you.

Take a moment to envision a college girl, or a teenage boy, or a working mom walking through the doors of one of our 21 health centers and receiving excellent reproductive and sexual health care tailored to their needs. That is what your gift enables us to do each and every day. Thank you.

There are many reasons people support PPNNE's mission. You've told us it's because we were there for you or a loved one; because your mother or grandmother believed in this cause; because you know that we work year-round to protect the rights you value and are a vital safety net provider.

In 2012, more than 7,100 supporters helped PPNNE serve tens of thousands of patients who relied on us. On behalf of those patients, **thank you!**

Health Center Locations



PPNNE Program Support Contact Information

Vermont

128 Lakeside Avenue, Suite 301
Burlington, VT 05401
1.800.287.8188

New Hampshire

89 South Main Street
West Lebanon, NH 03784
1.800.622.4122

Maine

443 Congress Street, 3rd Floor
Portland, ME 04101
1.800.854.9762

www.ppnne.org

Mission & Leadership

Our 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.

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