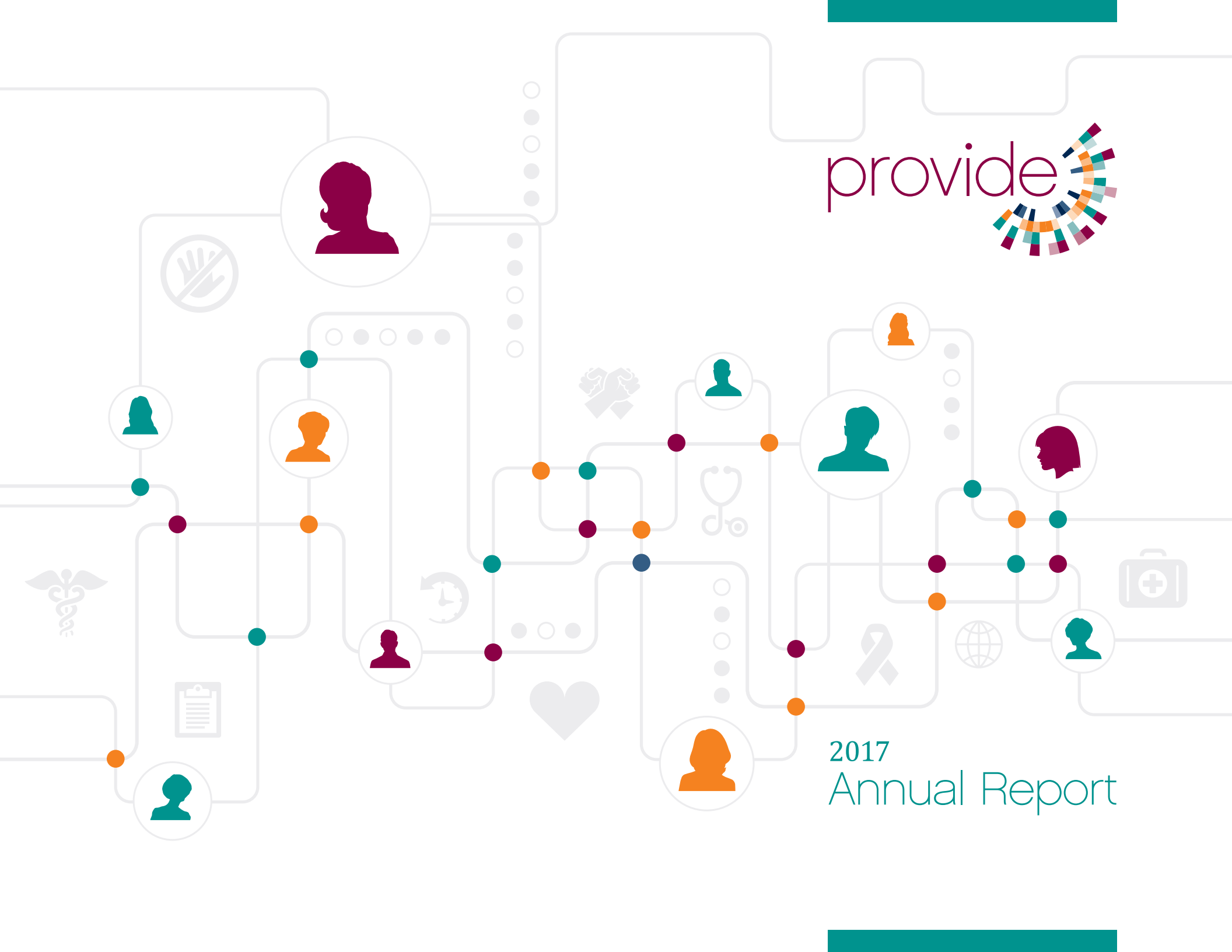




2017 Annual Report



Nearly 77,000 women reached

The Referrals Initiative has trained 591 sites through a total of 425 trainings, reaching 4,739 participants over the course of six years. The 1,833 professionals we trained in 2017 estimate that they see an average of 42 women every year with unintended pregnancies, and an average of 17 women every year who are considering abortion. This means that they have the potential to reach approximately 77,000 women annually with improved options counseling, and over 31,000 women annually with referral for abortion.

In 2017:

After training, **2 out of 3** participants who previously did not refer for abortion indicated that **in the future, they will refer for abortion when their client requests it.**



40%
*more training
participants*



92%
*more sites
trained*



27%
more trainings



94% were
"very satisfied"
with the way topics
were addressed



94% were
"very satisfied"
with the information
provided by the
presenters



94% were
"very satisfied"
with the teaching
methods and
activities



85%

*of trainees
interviewed
post-training
reported having
shared what they*

*learned with others either inside
or outside their workplace*



Connected

Letter from ED and Board Chair

Provide partners to connect people to the care they need to achieve health and well-being across all areas of their lives. 2017 was the biggest of Provide's 25 years: over 1,800 health and social service providers representing 270 service sites partnered with Provide to enhance their skills on counseling patients and clients facing unintended pregnancy. Hundreds of institutions across 11 states have begun to refer patients for abortion care when sought. Together, we connected around our shared value of patient-centered care; provided workers with vital tools, resources, and ongoing support; connected women to the care they need and deserve; and built linkages across systems and broadened support.

As the healthcare debate rages around us, and with harmful changes having come into effect and more on the horizon, all of us working to create a community of health find ourselves doing so at a particularly challenging time. We are grateful for the health and social service providers and institutions with which we partner. Together, we are building a stronger system of care, one that cares for the whole person, meets people's needs with dignity and respect, and where workers are given the tools and support to offer the best care to those they serve.

We begin 2018 with the conviction that our work is more crucial than ever. With exciting new partnerships forming and more to pursue, we will continue our pursuit to honor people's worth, including people whose beliefs and choices differ from our own. We call upon ourselves, on health and social service institutions, and on the people who make up these institutions, to do the same through small and large acts that make a difference to those they serve.

In partnership,

Melanie Zurek, ED & Katherine Bourne, Board Chair

Melanie Zurek *Katherine Bourne*

Our Values



Together,
*we are transforming
healthcare.*

Connect the Dots

Nearly half of all pregnancies in the United States are unintended. Abortion is an incredibly common health care need among U.S. women. According to the latest data, nearly 1 million women obtain an abortion each year. In the clinical sense, the delivery of abortion services is not complicated. Yet for many women, diminishing availability of abortion care can make locating abortion services difficult, and for some, put it completely out of reach with lifelong impact.

Health and social service providers play a vital role connecting these women to the care they need. Provide is a nonprofit that works in partnership with these professionals and their agencies to more comprehensively respond to patients and clients experiencing unintended pregnancy. We offer CEU-eligible professional development training and technical assistance on how to give accurate, informed and non-judgmental referrals for abortion care when sought.

Our success lies in our connection to you. By opening your doors, committing your time, and bringing your unique knowledge of your clients and practices, we have successfully partnered to build a stronger system of care.



What You Are Saying About Us

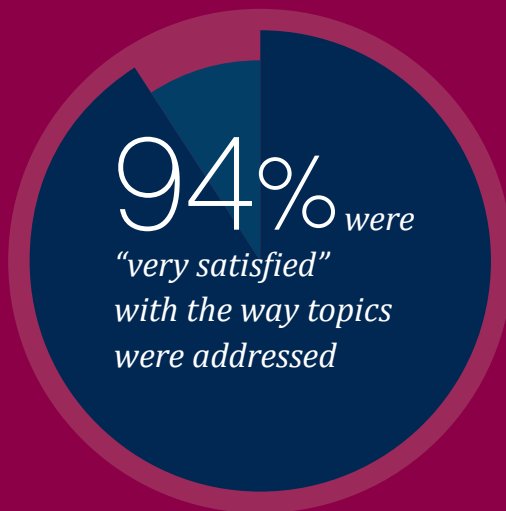
Survey and interview answers from 2017



Our Approach

"I appreciated the place that our [Provide] trainers were coming from. It was a very positive and open forum, which I thought was helpful particularly because we work in kind of a difficult area of service, so it was nice to feel like there was space made in the training to be frank about our own experiences."

~ Healthcare Assistant, Tennessee





"I have a pretty strong opinion about abortion services being included and part of our cultural conversation, and I think it's even applicable in my situation. People will be dealing with not only perpetrators, but also survivors of domestic violence. I think a lot of people, in general, probably feel a little uncomfortable even bringing it up. I liked that the Provide training really, at least, normalized that, so that it wasn't just like an exceptionally nosy or taboo thing to bring up."

~ Coordinator for Domestic Violence Prevention Program, Kentucky

"The majority of my role is direct services to clients. I think [Provide's training] was helpful and it allowed us to have better information for females who are looking for additional options for pregnancy....After the training, I felt more comfortable to talk to [clients] about their options and what those resources would be."

~ Marketing Communications Manager and Prevention Manager, South Carolina

"We cover prenatal and family planning. And we do walk-in triage, pregnancy tests, counseling three options – continuation with care, adoption, and if they want to do termination....I think that it helps to know what's appropriate to say, what's not appropriate to say as far as not trying to urge someone to go one way or the other. It is a holistic approach and being respectful of their views, whether you believe in termination or not, but if that's what the person is thinking about, then it is your role and duty to provide that information to her in a non-judgmental manner. Appropriate information is factual information."

~ Reproductive Health Nursing Supervisor, Virginia



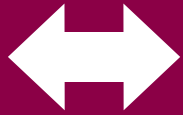
Tools & Resources

"After the training, I had a patient that became pregnant and I actually got to utilize some of it...She didn't know what to do and she ultimately decided to terminate the pregnancy. So having that background info and going through the training, not only helped me with her in the decision-making process, but it also helped me further engage with her afterwards."

~ Lead Counselor, Kentucky

96% *agreed by the end of the training that "I have the skills and information I need to effectively refer a client with an unintended pregnancy for pregnancy termination if she requests it."*

94% *agreed by the end of the training that "I have the skills and information I need to effectively counsel a client with an unintended pregnancy on all her options."*



Increased Capacity

"I was recently faced with a situation in which a woman came to receive family planning services and found out she was pregnant. The pregnancy was unintended and she requested information on termination. Honestly, if I had not attended the Provide training, I do not know if I would have had confidence in myself as a professional to effectively counsel her. I was able to use the S.T.A.R. Model, and the client and I were able to effectively cope with the situation. The client was able to get the resources/information she needed from me, and I felt prepared enough to handle the situation."


~ Provide training participant and survey respondent

A total of 245 sites received Technical Assistance from Provide in 2017, more than triple the number that received Technical Assistance in 2016.

132 workplaces increased staff capacity by incorporating abortion information for staff.

In a pilot study of referral practices before and after training, discussion of abortion rose from 10.8% to 34.5% of client encounters, and 75% of providers who were referring to crisis pregnancy centers stopped doing so.

What will you do differently in the future as a result of what you learned in our training?



"Now we have real, legitimate organizations [on our resource list]."



"My prenatal nurses have changed their scripts on how to give people their lab results."

"If a client is considering abortion, I won't refer them to a crisis pregnancy center anymore."



"Instead of an automatic referral to an OB/GYN for prenatal care, I discussed options with the client and referred accordingly."

"I am creating the environment that will support the policy."

"I no longer speak to our expectant mothers as if their pregnancy was intended until I know it is. I also removed any religious language from my conversation with them so they do not feel I am attempting to shame them or force them in any particular direction."

Now offering CEUs through:

National

- National Association for Alcoholism and Drug Abuse Counselors
- Association of Reproductive Health Professionals

Alabama

- Alabama State Board of Social Work Examiners

Kentucky

- Kentucky Board of Licensure for Marriage and Family Therapists
- Kentucky Licensed Professional Clinical Counselors
- Kentucky Board of Social Work

Louisiana

- Louisiana State Board of Social Work Examiners

North Carolina

- North Carolina Licensed Medical Family Therapists
- North Carolina Licensed Professional Clinical Counselors
- North Carolina Board of Social Work

Oklahoma

- Oklahoma State Board of Behavioral Health Licensure
- Oklahoma State Board of Licensed Social Workers

South Carolina

- South Carolina Board of Social Work
- South Carolina Board of Examiners for Licensure of Professional Counselors, Marriage and Family Therapists and Psycho-Educational Specialists

Tennessee

- Tennessee Board of Social Work

Special Partnerships



The Colorado
Health Foundation™

• *In 2017, Provide built upon its previous work with Maine Family Planning to support the significant expansion of their medication abortion program. Provide partnered with MFP to develop an online training to support staff serving patients in need of abortion care. This online training is accessible to MFP staff across all of their clinics, and reinforces the skills needed to effectively serve patients.*

• *In 2017, Provide began partnering with the Colorado Health Foundation to bring our Referrals Program to three rural county health networks. Our partnership includes training primary care providers on how to make referrals on the full spectrum of pregnancy options so that women in rural areas are equipped with accurate, medically-based information.*

Presentations and Conferences

- “Responding to Women’s Health Care Needs,” Native Alliance Against Violence 2017 General Meeting, Pocola, OK
- “Referrals for Unintended Pregnancy: Curriculum for Health Care and Social Service Providers,” Tulsa Hispanic Resource Association, Tulsa, OK
- “Making Reproductive Health and Pregnancy Referrals Part of Your Practice,” Diversity Center of Oklahoma’s 3rd Annual Mental Health, Prevention, & Education Symposium, Oklahoma City, OK
- “Stigmatized Issues in Public Health: Reproductive Healthcare Referral-Making and Unintended Pregnancy,” 9th Annual Tribal Public Health Conference (Southern Plains Tribal Health Board), Tulsa, OK
- “Quality Services in Stigmatized Healthcare,” Kentucky Association of Sexual Assault Programs (KASAP) / Kentucky Coalition Against Domestic Violence (KCADV), Ending Sexual Assault and Domestic Violence Conference
- “Compassionate Referrals for Unintended Pregnancies,” Tennessee Conference on Social Welfare
- Presentation to State Family Planning Administrators, National Family Planning & Reproductive Health Association’s (NFPRHA) National Meeting, Washington, D.C.
- “Just Listen to Me: Client-Centered Abortion Referral in Practice,” National Conference on Health and Domestic Violence, San Francisco, CA



Connect Up

The workers and agencies we partner with strive every day to meet their clients' needs, whether it's in a domestic violence shelter, HIV care provider, substance abuse center, family planning clinic, or primary care setting. All of the systems we work with experience time and budget constraints, and often times are supporting a client through a moment of crisis or hardship. Provide understands these environments and has tailored our program to be responsive to individual setting realities. We provide the opportunity to increase client-centered care and build organizational expertise in caring for clients facing unintended pregnancy.





Our Trainings Offer:

- On-site training with a local Provide team
- Continuing education units (where available)
- Certificate of participation
- A model for effective referral-making that applies beyond abortion
- Take-away information and resources that help you in your work
- A detailed training report for site administrators
- Ongoing customized Technical Assistance

Training Structures Available:

Our training model rests on the knowledge that it takes a team of dedicated, informed professional staff to care for clients and patients. Our approach is efficient and flexible, with options such as:

- A comprehensive full day, on-site training
- A half-day, on-site training
- A tailored training set up in consultation with our teams

Where We Work

Current Program States

Alabama
Kentucky
Louisiana
Mississippi
North Carolina
Oklahoma
South Carolina
Tennessee

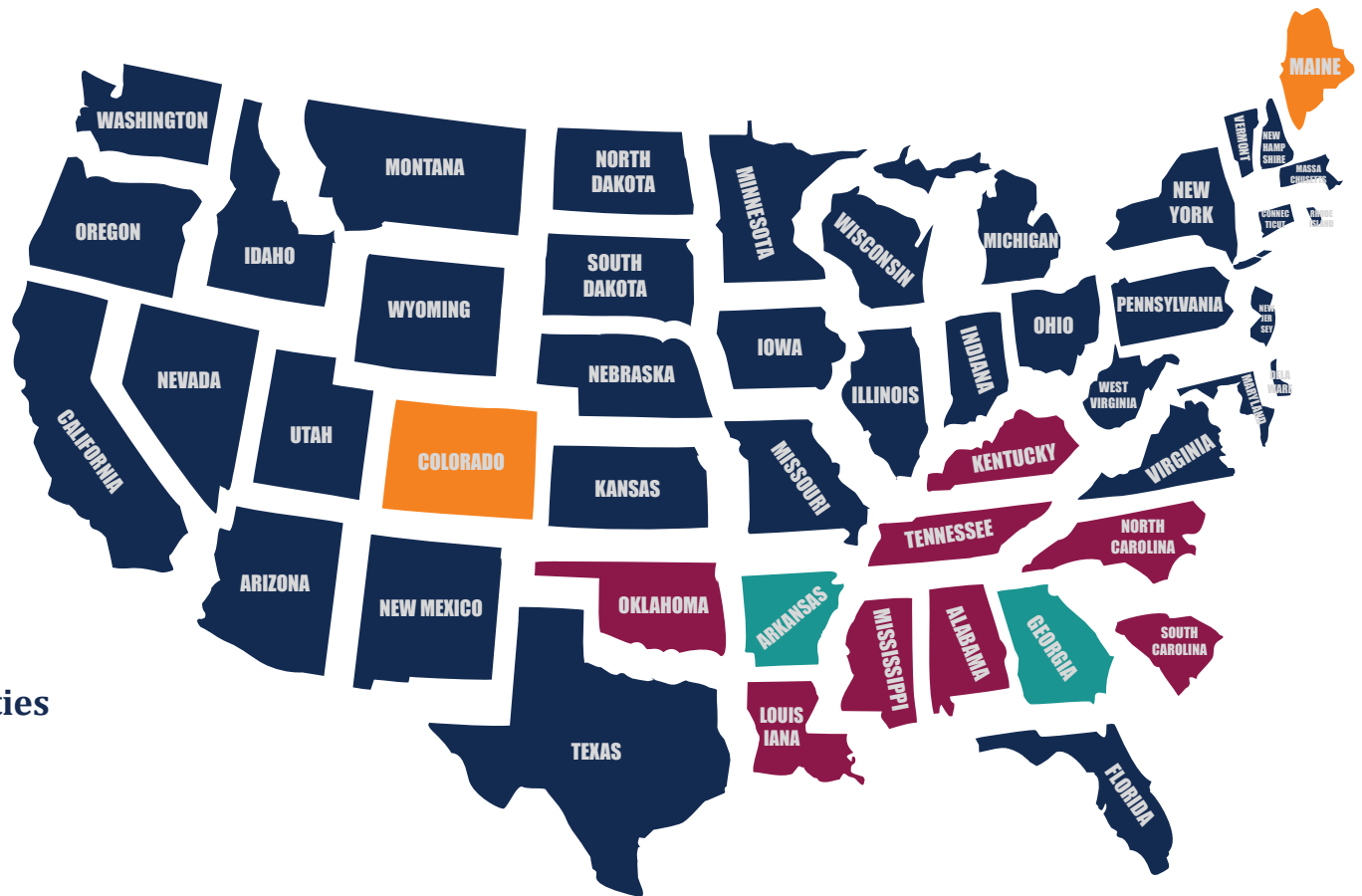
Exploratory Work

Arkansas
Georgia

Special Partnerships

Colorado
Maine

Remote Training Opportunities



Who We Work With

We partner to integrate abortion referral practices throughout five of the most critical systems of care for women of reproductive age:



Domestic violence & sexual assault



HIV



Primary care



Family planning



Substance abuse

Who We Train



*Health administration –
management & non-management*



Social workers



Counselors/case workers



Client educators/advocates



Physicians



Advanced practice clinicians



Registered Nurses



Medical assistants

Connection

Where better patient care is the motivating factor to bring about institutional change

In 6-month follow-up interviews with site representatives:

"Just better patient care, just trying to make them feel more comfortable and make them feel more taken care of basically."

~ Nursing Supervisor, Oklahoma

"I don't think we thought about a lot of the things that were presented in the training and so lights went on, we were like, 'Oh my gosh! They just showed us where there were gaps.'....I mean everything that was part of the training, I can't believe we had never talked about this or never thought about this."

~ Executive Director, Alabama

"I think providing good care for our consumers would be the best thing. We have a lot of consumers with a lot of variable needs. If this is a service that they need help with, we want to provide that information to them. It's just good to gain more knowledge to improve our services and care."

~ Director, Oklahoma



Where stewardship of organizational culture can help create sustainable change

A case study from a current program state

Sustainability interviews with top leadership in a current program state's publicly funded family planning services, conducted as part of a cross-state publicly funded family planning service case study, have confirmed that more than 80 sites in that system are sustaining the series of stepwise changes put in place by the home office since 2013, including policy clarification, creation of pregnancy packets, and regular abortion referrals training for staff. A systems leader emphasized that the long-term sustainability of these changes will ultimately depend on program leaders' stewardship of organizational culture:

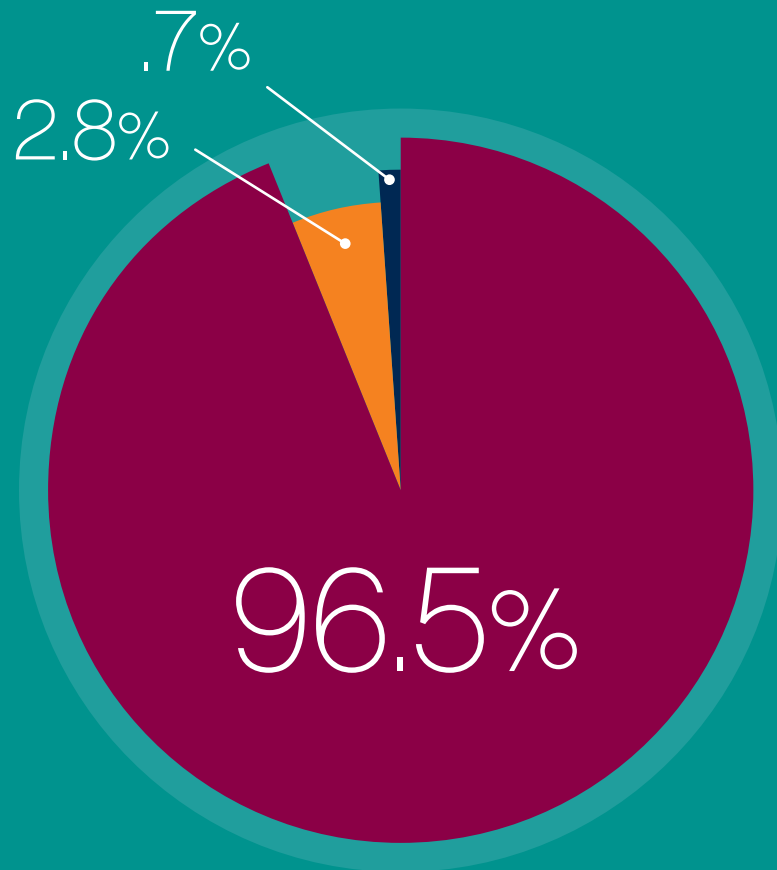
"I think the most lasting power we can have is making sure that our staff incorporate and believe in a culture of patient-centeredness. If we have staff who truly believe and practice that, then as other staff come on they see their peers acting that way, and that generates some sustainability, but it will take leadership to make sure things keep moving in that direction."

Provide offers onsite partnership to bring about lasting programmatic and operational improvements to patient care through our Technical Assistance Program.

Working in partnership with your site, our Technical Assistance Team can provide:

- **Detailed training reports and insights from your team's training experience**
- **Consultation on forms and information for patients and staff**
- **Support for the integration of abortion referral practices at your workplace**
- **Up-to-date local resource lists**
- **Trainings for new staff**
- **Evaluation and recommendations on best practices to include in all-options counseling**

Finances*

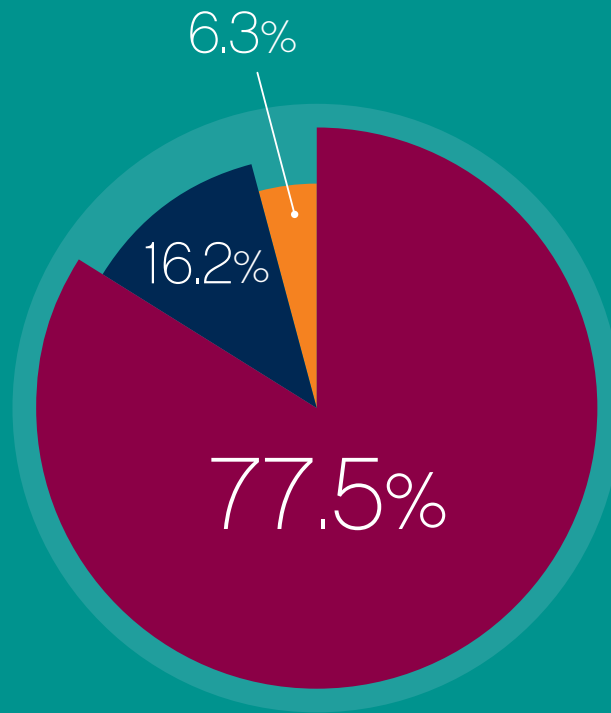


2017 Income

- Grants = \$6,231,250
- Contributions = \$183,585
- Other = \$44,807

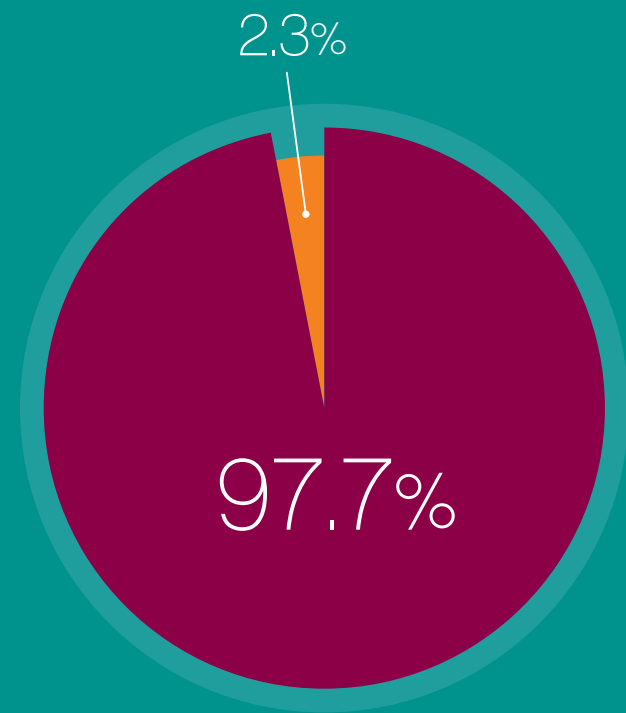


*Please note that these numbers are preliminary.



2017 Expenses

- Program = \$2,957,053
- Fundraising = \$241,071
- Management = \$617,614



2017 Project Spending

- Referrals = \$2,887,866
- Special Projects = \$69,187

*Please note that these numbers are preliminary.

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Provide is grateful for our dedicated individual donors who commit vital general support for our work.

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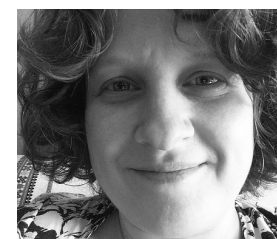
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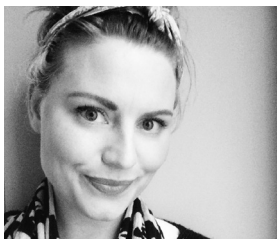
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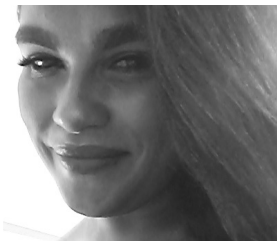
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