

# RISING TO THE CHALLENGE

## FY 2022-2023 ANNUAL REPORT

Despite the adversity of last year, PPOSBC remained strong and continued to grow to meet the community's needs



**260,493**

Total Medical Visits

**193,330** PPOSBC  
**40,589** Melody Health  
**26,574** Planned Parenthood Direct



**130,660**

Unique Patients

**99,556** PPOSBC  
**9,770** Melody Health  
**21,334** Planned Parenthood Direct

Provided

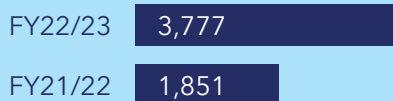
**\$3,083,533**

in services to those unable to pay



**3,777**

Online Behavioral Health Visits via Melody Health



**104% INCREASE!**



**26,574**

Planned Parenthood Direct Visits












**37% INCREASE!**

Our mobile app that lets users get birth control and UTI treatment delivered to their door



## TOP REPRODUCTIVE HEALTH CARE SERVICES

Many patients receive multiple services in a visit

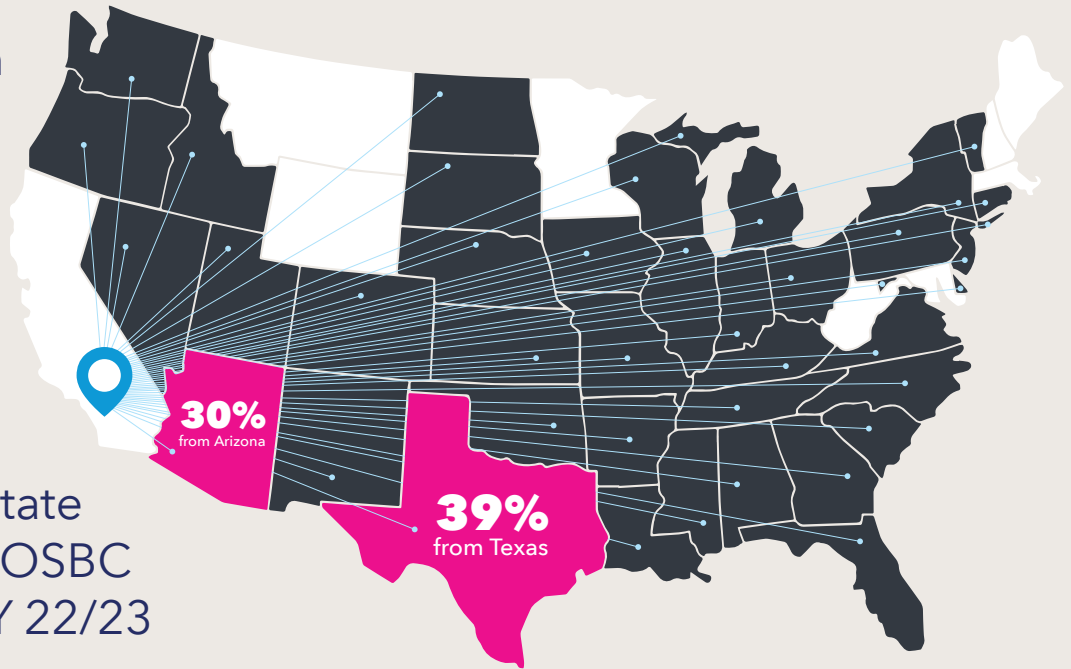
	STI Tests	<b>406,863</b>
	Pregnancy Tests	<b>154,877</b>
	Emergency Contraception	<b>64,465</b>
	Birth Control	<b>48,354</b>
	PAP Tests	<b>18,839</b>
	Abortion	<b>16,933</b>
	Breast Health Exams	<b>7,627</b>
	Well-Person Exams/Cervical Cancer Screenings	<b>7,367</b>
	HPV Vaccines	<b>4,466</b>
	Pregnancy Access Bridge	<b>2,427</b>
	Colposcopy/LEEP	<b>1,519</b>

*Chart only includes reproductive health care services, not Planned Parenthood Direct or Primary Care. Other reproductive care services include consultations, early pregnancy loss, IUD and implant removal, birth control refills, biopsy results, blood draw, follow-up appointments, etc.*

# PPOSBC's Abortion Aid Program has assisted people who are forced to travel out-of-state for abortion care

Our team of patient navigators have helped them with their logistical needs and provided assistance in booking appointments, transportation arrangements, accommodations and more

Patients traveled from over **32 states**



Over **450** out-of-state patients relied on PPOSBC for abortion care in FY 22/23



# PUBLIC AFFAIRS

## C3 Voter Education Digital Campaign

Ran from  
**Sep 1 - Nov 8**

**1.3 Million**  
Impressions

English,  
Spanish,  
Vietnamese

## Capitol Day

Tuesday  
**May 9** in  
Sacramento

**68**  
PPOSBC  
Advocates

**15**  
Meetings with  
Legislators

## United For Our Rights Weekend of Action

Friday, June 23 in Redlands

Saturday, June 24 in Santa Ana in partnership with OC Pride

**700+**  
Total Attendees

**67**  
Total Volunteers

**649**  
Total CAF  
Sign-Ups

**26**  
Total Guest  
Speakers

**53**  
OC Pride  
Parade Marchers



## WOMEN, INFANTS, & CHILDREN (WIC)

**115,262**  
Participants received benefits

**4.8% INCREASE!**



**11,200**  
Nutrition Classes

**6,000**  
Books to our infants and children  
through the Books 4 Kids program



This year alone we had a **6%** increase in breastfeeding participants. In addition, we received funding to provide a breastfeeding peer counseling program

# COMMUNITY EDUCATION AND OUTREACH

**78,139**

Youth, parents, and professionals reached through education and outreach efforts



Awarded a **5-year Adolescent Sexual Health Education grant** to provide comprehensive sex ed to youth in San Bernardino County

## Expanded the Equal Voices program

a comprehensive sex ed program designed for people with intellectual and developmental disabilities



Provided **13** High School Peer Ambassadors with **282 hours** of educational programming



# STAFF AND OPERATIONS

**16%**

Increase in Health Center staffing

**536**

Total staff



All nine Health Centers have a 4+ star rating on Yelp



**98%** of our patients would recommend PPOSBC to their friends and family



Average wait time for a patient is **11 minutes**

## A LETTER FROM PRESIDENT & CEO JON DUNN

Despite the adversity and challenges we experienced this year, Planned Parenthood of Orange and San Bernardino Counties (PPOSBC) has successfully persevered, adapted, and grown. This is because our commitment to our patients and our community is deeply ingrained in our culture. We know that our patients' needs change, and when they do, so do we.

With the fall of Roe v Wade in June 2022, people from all over the country experienced barriers to care due to statewide abortion bans and restrictions. Our **Abortion Aid Program** provided them with assistance in booking appointments, transportation arrangements, finding accommodations, paying for meals, and taking care of any other logistical needs associated with their procedure. **This fiscal year, we aided 450 abortion patients from 32 different states.** Every patient was provided with the care they needed regardless of their ability to pay for their care. We also saw a significant increase in patients needing access to birth control as online prescription purchases via the Planned Parenthood Direct app went up 37%.

Our patients know that when they visit one of our nine health centers, they will be welcomed into a safe space and be provided with high-quality, compassionate, and efficient care. In fact, wait times average 11 minutes, and from check-in to checkout, most patients completed their visits in under 50 minutes. This record of excellence has resulted in steady growth in our patient numbers and consistently positive patient reviews. Each of our health centers has maintained a **4+ star rating on Yelp**, and 98% of our patients tell us they would recommend us to their friends and family. Our doors remain open to everyone, and last year we provided over **\$3M** in services like birth control, cancer screening, and STI testing and treatment for people who were unable to pay.

Ten years ago, we recognized an unmet need for primary care in our community, and so **Melody Health** was born. Today, we have nearly 18,000

empaneled lives our providers care for and had **40,589 visits last year, a 7% increase year-over-year.** In 2021, when we realized the great need for mental health services in the community, we began our **Online Behavioral Health Program** through Melody Health, and those services doubled year-over-year. In addition, our providers continue to offer holistic, person-centered gender affirming care services to any Melody Health patient who should need it.

As we look ahead, we know that change is inevitable, but we are prepared. The fate of mifepristone, one of two medications most commonly used in medication abortion, is currently in the hands of the same Supreme Court who revoked the constitutional right to abortion.

“

We will evolve, we will flourish, we will continue to meet these challenges head on and rise above

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We will remain committed to doing whatever we can to ensure patients can access the abortion method of their choice, with as few barriers as possible.

We will evolve, we will flourish, we will continue to meet these challenges head on and we will rise above while providing high-quality, welcoming, non-judgmental care to everyone, regardless of zip code, income or immigration status.



*Jon Dunn*

**JON DUNN**

President & CEO

Support essential health care in your community at **PPOSBC.org/Give** or mail a gift to 801 E. Katella Ave, Anaheim, CA 92805, Attn: Development