

BRINGING MORE SUPPORT TO MORE PEOPLE



—TEXAS—
PREGNANCY CARE
—NETWORK—

Fiscal Year 2017-18 Annual Report
to Texas Health and Human Services Commission



MISSION

TPCN is committed to assisting organizations that help women in crisis pregnancies through free and compassionate, practical and life-affirming services.



Program Administration and Management Update

Fiscal year 2017-18 has been a year of records for TPCN's administration of the Texas Alternative to Abortion Services Program. The first year of the new biennium began on the promising note of the Texas Legislature continuing to provide funding of \$18.3 million for the biennium, but also up to an additional \$20 million in funding over the biennium. TPCN had previously doubled the size of the Program in the 2016/2017 biennium, and so was well positioned to begin to accelerate the growth of the Program again in the new biennium.

TPCN's well tested growth strategy consists of three primary pieces: 1) Require existing Provider subcontractors to offer more support to their clients by offering new services and expanding locations; 2) Expand existing Program Services to provide new services and expand client eligibility for services; and 3) Add more Provider subcontractors to the Program.

Require Providers to Offer More Services

In January 2018, TPCN convened a Growth Summit of Executive Directors of existing Provider subcontractors to share best practices and ideas of how to best serve more clients, provide new and different services, and expand services to underserved areas. The Growth Summit was very successful, driving the growth of the Program for the remainder of the fiscal year:

- Providers saw over 20% more clients
- Providers taught over 70% more class hours
- Providers gave over 70% more material assistance to clients

Expand Existing Program Services

TPCN worked with HHSC in Fiscal Year 2018 to expand the services offered under the Program. The Program originally saw eligible clients with children up to 12 months of age. A few years ago, TPCN asked to increase the age limit to 24 months. Now TPCN advocated expanding eligibility to 36 months of age, increasing parent eligibility to a continuum of almost 45 months. This period would allow a Provider subcontractor to help a parent through the difficult toddler years of parenting, and the extra support would make parenting a more attractive option to an unplanned pregnancy. This expansion of services worked:

- Providers saw 55% more parents of an eligible child under the Program

Add More Provider Subcontractors to the Program

TPCN has experienced more interest in becoming a Provider subcontractor than ever before. TPCN began Fiscal Year 2018 with 121 Provider subcontractor locations in every corner of the state. These Provider subcontractors were serving clients residing in 204 different counties in Texas. But in order to ensure that clients could find services in every part of the state, TPCN continued to add more Provider subcontractors:

- TPCN added an additional 14 Provider subcontractor locations to the Program in Fiscal Year 2018

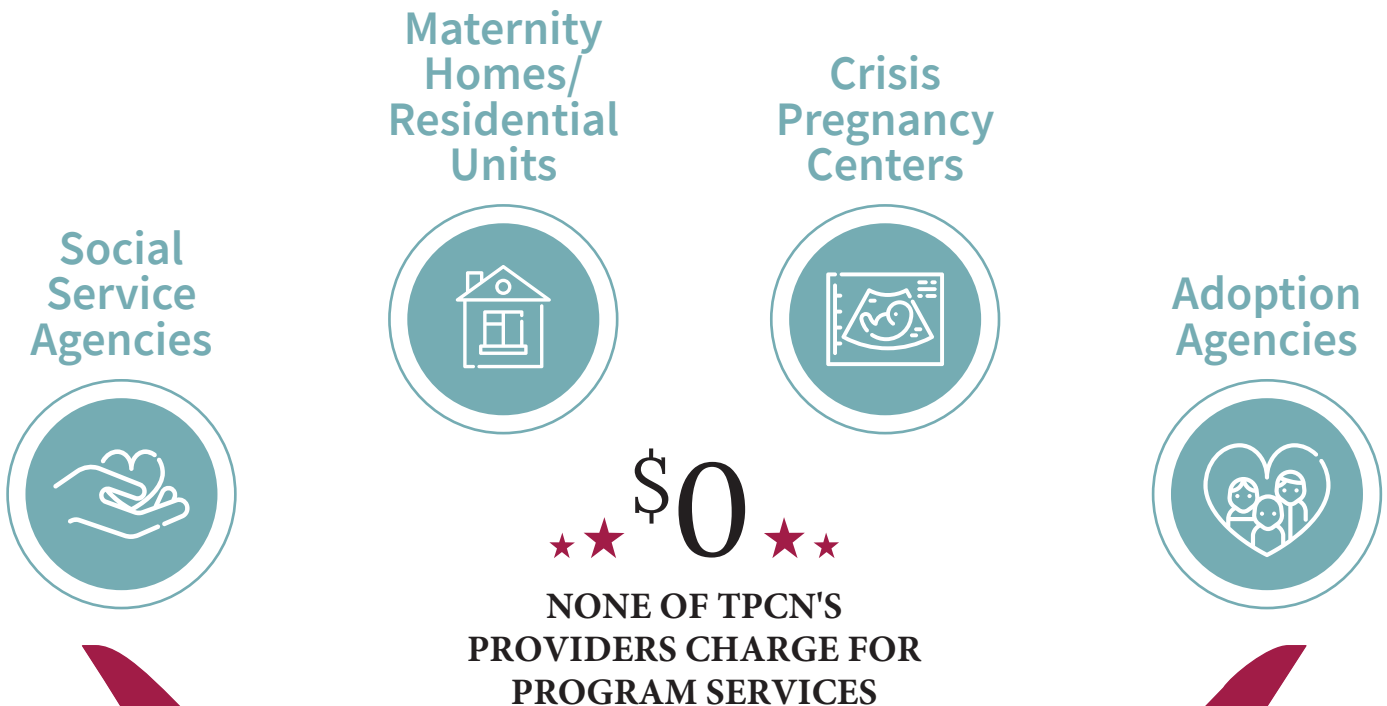
This is Only the Beginning

As TPCN launches Fiscal Year 2019, there has never been more need for Program Services; however, the good news is that the Program growth experienced in Fiscal Year 2018 will only continue. TPCN is currently in conversations with at least an additional 30 new Provider locations to make services even more available and accessible in every part of Texas. Additionally, our existing Provider subcontractor network continues to grow services at an unbelievable pace. TPCN will continue to promote childbirth, skillful parenting, and adoption across our great state, making real differences to parents every day.

WE BRING A NETWORK OF PROVIDERS TOGETHER TO REACH ACROSS TEXAS

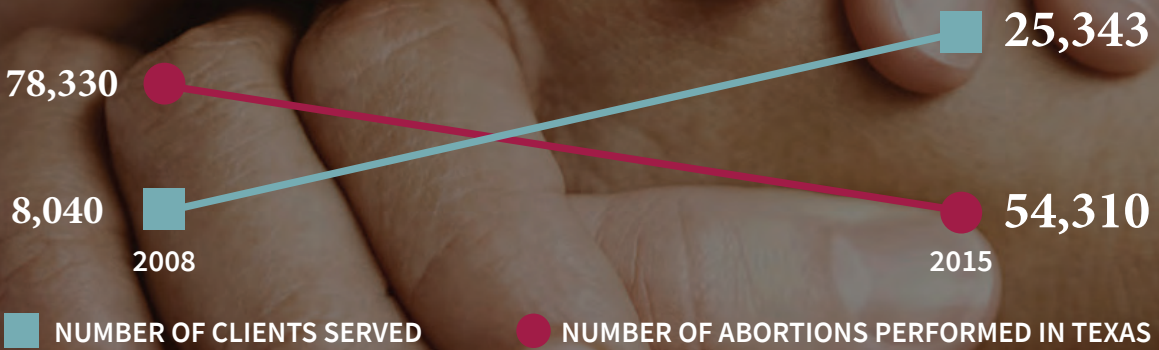
TPCN meets these demanding needs by serving as the prime contractor of the Texas Alternative to Abortion Services Program funded through Texas Health and Human Services. The Program is made up of a statewide network of providers. These organizations are staffed with caring professionals and trained counselors and mentors. These centers are nondiscriminatory,

nonprofit organizations that are monitored annually to ensure compliance with both TPCN and Health and Human Services Commission standards. The Providers offer confidential support, encouragement, guidance and practical assistance to women so they can feel supported and confident in dealing with an unplanned pregnancy.



OUR NETWORK REACHES WOMEN IN WAYS NO ONE ELSE CAN

AS CLIENT SUPPORT HAS GROWN, THE NUMBER OF ABORTIONS HAS DECLINED



#1 REASON
WOMEN SAY THEY
CHOOSE ABORTION:
LACK OF SUPPORT

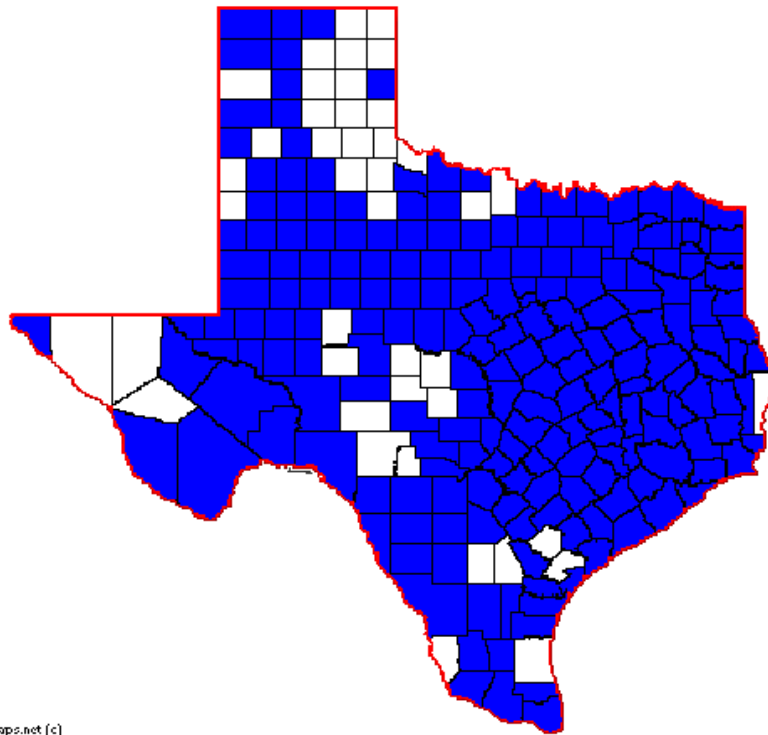
99%
OF TPCN-SURVEYED
CLIENTS FEEL
SUPPORTED

Sources: dshs.gov; Guttmacher Institute

OUR NETWORK COVERS TEXAS

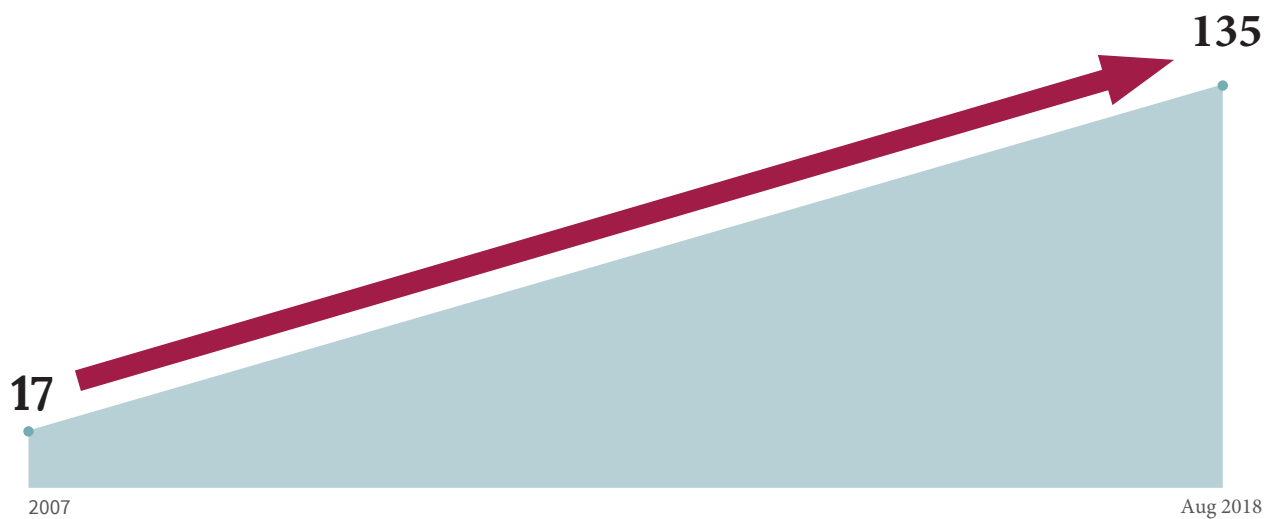
THE 218 COUNTIES WE SERVE ACCOUNT FOR OVER 99% OF ALL ABORTIONS IN THE STATE

Texas Counties



Source: diymaps.net (c)

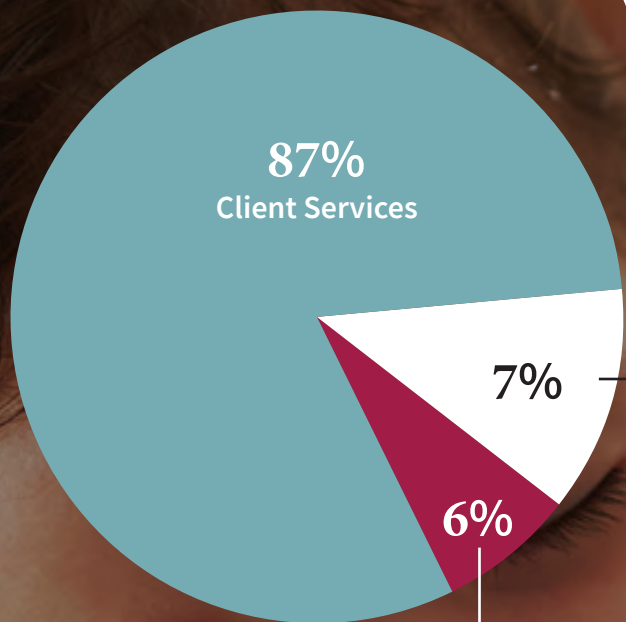
WE HAVE SEEN EXPONENTIAL GROWTH IN OUR PROGRAM LOCATIONS



TPCN HAS 30+ NEW PROVIDERS PLANNING TO JOIN THE PROGRAM IN FY19

WE'RE EXPERTS AT MANAGING OUR NETWORK

Financial Stewardship



Administrative Costs Only Made Up 6% of Expenditures in 2017-18

Quality Control and Monitoring (Providers)

- ✓ Physical inspections
- ✓ Program compliance training
- ✓ Background checks
- ✓ Set policies and protocols
- ✓ Monitoring and performance reviews monthly and annually

Compliance, Statewide Information, Outreach, Education and Referral Programs and Services

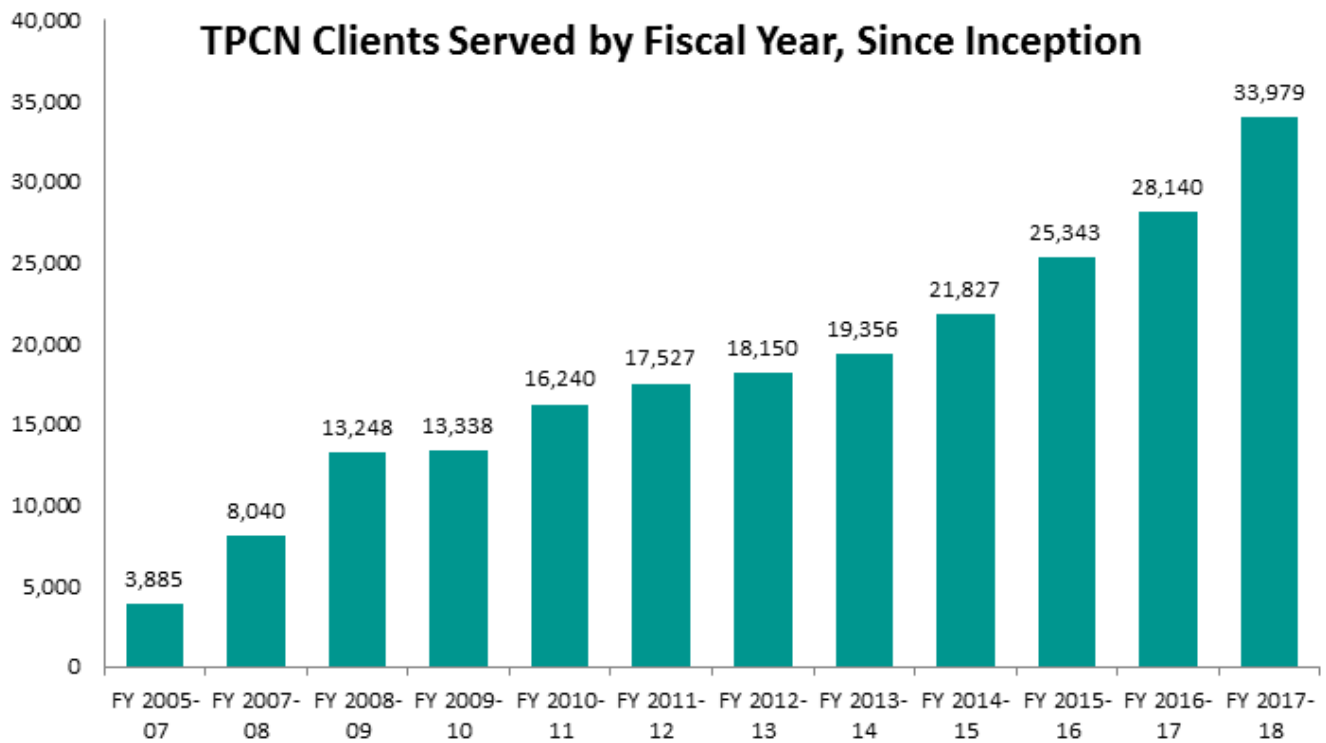
History of Exceeding Goals

- ✓ Provider growth
- ✓ Increase in number of clients served
- ✓ Amount and type of services growing

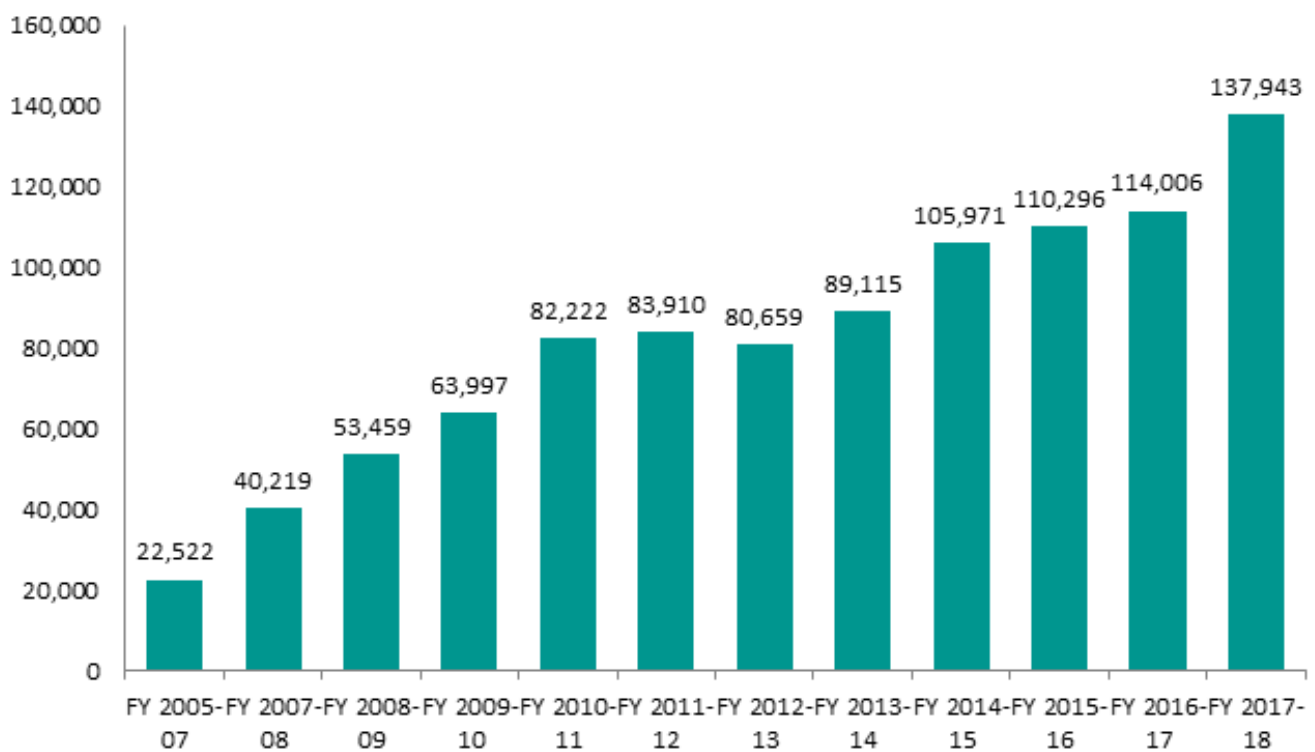
Standards for **excellence** Institute 

- ✓ TPCN has been recognized for meeting the highest standards of ethics and accountability in its nonprofit governance, management, and operations
- ✓ We are the first nonprofit in Texas to earn this distinction
- ✓ Recertified in 2018!

PROVIDING MORE CLIENT SERVICES



TPCN Client Visits by Fiscal Year, Since Inception



TPCN's PROVEN GROWTH STRATEGY

1

Require Providers to Offer More Support

- ✓ Serve more clients
- ✓ Provide more services
- ✓ Expand services into new, underserved areas

2

Expand Existing Program Services

- ✓ Provide new types of services that promote good parenting and adoption
- ✓ Provide services to new types of clients that have not yet been eligible for program services

3

Add More Providers to the Program

- ✓ Expand the network to serve more clients and provide more support services

FY2018 Results:

- ✓ Network served more than 20% more clients than prior year
 - ✓ Clients made 23,937 more visits to Network
- ✓ Services expanded from 24 months post-partum to 36 months post-partum
 - ✓ 14 New Provider Locations Added

GROWTH WILL LEAD TO MORE LIFE-CHANGING OUTCOMES

“

The help and resources I received really did open the door to make improvements in my life. They showed us places to go to get assistance and education and kept us updated on what was going on in the community. I started attending Celebrate Recovery, going to church on Sundays and even registered for college. **For the first time in a while, I actually had an idea of what direction to take.** So many people donate their time, money, clothing, and food. You ask for something and they find a way to meet your needs.”

“

I came to the center for a pregnancy test. I wanted to have an abortion because I was concerned that I would lose my scholarship and be kicked out of the nursing program. The counselor explained that there are churches, families and individuals who believe in giving women options – options besides abortion. She explained that their center supporters care for women, believe in women and stand for women. They want women to be educated and receive free pregnancy tests and ultrasounds so that they have healthy options and choices during their unexpected pregnancy. **I am so glad I chose to start my parenting journey with the center. I have since attended their parenting classes and CPR classes, and with the counseling and support of my advocate and God, I am preparing to graduate soon with honors.** I hope my story will encourage someone else in my situation to not be afraid because help is here.”



“

Everybody kept complimenting me on how strong and mature I am. I really thought that I wasn't going to be able to handle it. I thought I would be bawling my eyes out and being all hysterical but ... I wasn't. **I am at peace with my decision. I haven't felt peace in so long that it's slightly overwhelming. I don't see it as goodbye. I see it as 'I'll see her later.'**”

Quality Assurance/Quality Improvement

TPCN's commitment to administering a statewide program that is accountable to the public is reflected in the resources it invests in its quality control, evaluation, training, and monitoring efforts. More than half of TPCN's staff are dedicated full-time to achieving and maintaining accountability. Additionally, TPCN's licensing of the BriteWorks Pregnancy System brings monitoring into the modern age, leveraging technology to continually monitor Provider activities.

Ongoing monitoring for accountability begins as soon as a new Provider begins services, and occurs on a daily, monthly, and annual basis.

Daily, TPCN manually inspects invoices submitted by counselor/educators through BriteWorks in real time, scrutinizing them for errors, irregularities, or non-compliance. TPCN's full-time Quality Control Manager is dedicated to this task. She will routinely negate non-compliant invoices prior to reimbursement, and contact the submitting counselor/educator for retraining. Every counselor/mentor/educator that provides services to a client must individually submit a detailed invoice to TPCN for reimbursement for services provided to a client on a particular day.

Additionally, on a continuous and ongoing basis, Program Compliance Managers and Administrative staff scrutinize every signature submitted by clients and counselors in BriteWorks for billing purposes to ensure that the client was actually present for in-person billed services, that signatures presented are consistent with prior signatures, and that program rules and policies were followed in completing the forms. Forms found to contain errant signatures are immediately negated and not paid. During Fiscal Year 2018, TPCN received over 135,000 separate invoices from counselor/mentors, and personally reviewed 347,412 signatures for consistency from clients, adoptive parents, and counselor/mentors. During the fiscal year, TPCN marked over \$87,000 in invoices for non-payment to Provider subcontractor due to compliance errors.

Monthly, TPCN reviews Provider performance to detect areas of service in need of continuation training. This review is conducted by TPCN's Program Services Manager, and she also provides ongoing Program training as necessary.

Annually, every Provider subcontractor receives an in-person Annual Monitoring by TPCN. At the Annual Monitoring, physical facilities are again closely inspected; management is interviewed to alert TPCN to changes to corporate and organizational policies; and background check files are matched with dates entered into BriteWorks. Annual monitoring of Provider subcontractors began in December 2017 and concluded in April 2018.

If any of the above compliance methods yields instances of non-compliance, those instances are reported, and TPCN deducts the value of those services from the Service's Provider's reimbursement. If excessive deductions are recorded for a Provider, the Provider is scheduled for an over the phone or in-person retraining by TPCN. If a retraining does not reduce the amount of Provider errors, the Provider's contract will be suspended or terminated.

TPCN will continue to utilize its extensive and proven oversight and compliance methods for its Provider network to ensure that the Program is utilizing taxpayer dollars in the most efficient and effective manner in the coming years.

Client Professional Development

During Fiscal Year 2018, TPCN's clients received the following individual professional development counseling sessions: Budgeting for Family-4,476 clients; Child Support Education-1,906 clients; Decision Making Coaching-11,602 clients; Furthering Education-9,530 clients; Financial Management-10,882 clients; Housing Improvement-6,971 clients; Dealing with Legal Situations-1,897 clients; Life Skill Coaching-7,483 clients; Maternal Well Being-11,030 clients; Maternity Leave-965 clients; Parenting Skills-14,926 clients; Postpartum Depression-2,779 clients; Relationship Coaching-12,946 clients; Sleep Strategy-2,287 clients; Smoking Cessation-1,853 clients; and Stress Management-7,288 clients.

Client Recruitment

At various times throughout Fiscal Year 2018, TPCN utilized online advertising to drive potential clients to www.texaspregnancy.org so that they could find the names of nearby Provider subcontractors to contact for help. TPCN had the following visitors to www.texaspregnancy.org: Sep-2,835 visitors; Oct-2,474 visitors; Nov-2,129 visitors; Dec-7,187 visitors; Jan-9,201 visitors; Feb-5,219 visitors; Mar-2,095 visitors; Apr-2,225 visitors; May-2,151 visitors; Jun-2,159 visitors; Jul-2,311 visitors; and Aug-10,983 visitors.

Additionally, TPCN maintains educational booths at various statewide conferences to educate Professionals such as school nurses and mental health professionals about TPCN's network. During Fiscal Year 2018, 1,518 Professionals were educated about the Program by TPCN.

Referrals to HHS Programs

Throughout all of Fiscal Year 2018, TPCN required Provider subcontractors to maintain *A Woman's Right to Know* to distribute to clients that were considering an abortion. Additionally, in June of 2018, TPCN began tracking referrals and enrollments to other government programs. During June, July and August, TPCN had the following referrals to other government programs: Medicaid-3,610 clients; CHIP-549 clients; TANF-452 clients; SNAP-879 clients; WIC-3,423 clients; ECI-172 clients; HTW-348 clients; Title V: Child Health and Dental-107 clients; Title V: Prenatal and Dental Program-170 clients; Primary Health Care-205 clients; Family Violence-157 clients; Medical Transportation-149 clients; and Other-1,047 clients. During June, July and August, TPCN had the following enrollments to other government programs: Medicaid-241 clients; CHIP-17 clients; TANF-18 clients; SNAP-76 clients; WIC-70 clients; ECI- 11 clients; HTW-23 clients; Primary Health Care-5 clients; Family Violence-12 clients; Medical Transportation-6 clients; and Other-66 clients.

Description of Staff Development

A multi-hour very thorough Program training is the key to ensuring that TPCN's Provider subcontractor network is being compliant with its Program rules. During Fiscal Year 2018, TPCN conducted at least 29 in person trainings across the state of Texas with new and existing Provider subcontractors. Additionally, TPCN revamped its Program Compliance Manual twice during the fiscal year. TPCN required that every one of its 800+ counselor/mentors be retrained on the Program prior to the beginning of Fiscal Year 2018, and again prior to the Program changes that were implemented June 1, 2018. Every counselor/mentor had to reread the Program Compliance Manual at those two dates, as well as pass an online quiz to ensure that they had a good grasp of the Program rules. Additionally, all TPCN staff members were trained at least twice during Fiscal Year 2018 on the Program. Finally, at the end of Fiscal Year 2018, a brand new series of Program training videos were produced and released for TPCN's staff and Provider subcontractors.

MEETING THE URGENT NEED WITH EXPERIENCE, INTEGRITY AND RESPONSIBILITY

LOW ADMINISTRATION COST

Our experience in working closely with Texas Health and Human Services, bringing together appropriate and qualified network providers across the state, allows TPCN to be fiscally responsible – keeping administration costs to an incredibly low 6%.

BROAD AND DEEP NETWORK

We have built an extensive network of providers who align with our values and are practiced and trained to meet our rigorous policies, protocols and standards as well as meet the needs of the clients we serve.

SCALABLE AND POISED TO GROW

Having a network of providers currently in place, we are ready to take on the needs of more clients. We are continuously growing this network as we aggressively recruit both in- and out-of-state providers to open new or satellite locations in underserved areas.

A HISTORY OF MEETING OR EXCEEDING GOALS

TPCN has sustained continued and steady growth in the number of providers, locations, capabilities and clients served since its inception in 2005. Because we are able to work at a high rate of efficiency with our providers, nearly 94% of our funding goes directly to serving more clients in more areas of need.

ETHICALLY DRIVEN

We are the first nonprofit in Texas to be awarded the Seal of Excellence in recognition of meeting the highest standards of ethics and accountability in our nonprofit governance, management and operations.

TPCN'S PROVIDERS OFFER

Confidential Counseling and/or Mentoring

Nonjudgmental Atmosphere of Understanding and Support

Materials Assistance, Such as Maternity and Baby Clothing, Food and Furniture

Temporary Shelter

Pregnancy, Childbirth and Parenting Classes

Referrals to Other Community Agencies and Medical Resources

Adoption Information

Assistance with Education and Career Decisions

Other Related Services Necessary for the Well-Being of the Mother and Child



www.texaspregnancy.org
(512) 637-7011