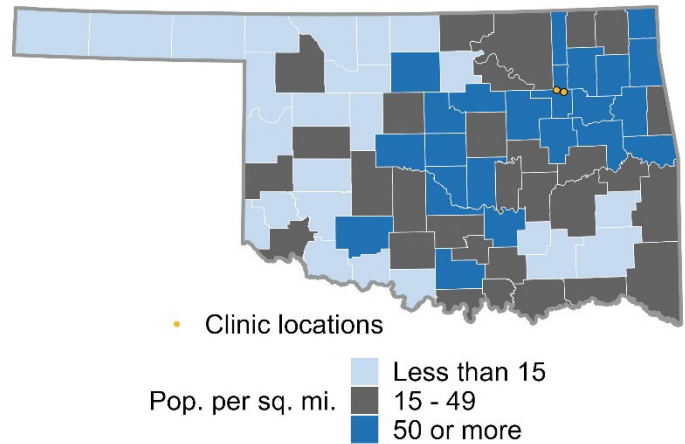


Community Health Connection, Inc.

Community Health Connection, Inc. (CHC) is a nonprofit organization that has been a Title X grantee since 2016 and has provided family planning services since 2004. CHC provides services to approximately 15,000 people—about 5,000 of whom are Title X service recipients—each year in northeastern Oklahoma.¹





Stats at a Glance²

- ▶ Number of family planning (FP) encounters – 3,863
- ▶ FP users with incomes below 100% Federal Poverty Level (FPL) – 1,876 (65%); all FP users with incomes below 250% of FPL – 2,520 (88%)
- ▶ Number of tests performed for gonorrhea – 2,204, syphilis – 980, and HIV – 1,003
- ▶ Number of female users who received a chlamydia test – 1,526 or a Pap test – 812



Overview of Services Offered

As a Title X recipient, CHC provides a broad range of FP services including pregnancy prevention and birth spacing, pregnancy testing and counseling, assistance to achieve pregnancy, basic infertility services, sexually transmitted infection (STI) services, and other preconception health services. The services are voluntary, confidential, and provided regardless of ability to pay.³ The infographic below is an Overview of Services Offered within the CHC network. The data shown below are not specific to any particular site but rather are representative of the broader grantee network. For information on services available at individual service sites, please refer to the [OPA clinic locator](#).

 Pregnancy assistance and counseling	 Contraceptive services	 STI services	 Other preventative health services
<ul style="list-style-type: none"> ● Counseling on achieving pregnancy ● Preconception health services ● Pregnancy testing and counseling ● Basic infertility services 	<ul style="list-style-type: none"> ● FDA approved long-acting contraceptives ● FDA approved short-acting contraceptives ● Natural family planning methods 	<ul style="list-style-type: none"> ● STI and HIV education and counseling ● STI and HIV screening and testing ● STI and HIV treatment ● STI self-testing ● Expedited partner therapy ● PrEP counseling and risk assessment ● PrEP prescription services ● PEP counseling ● PEP prescription services 	<ul style="list-style-type: none"> ● Screening for breast cancer ● Screening for cervical cancer ● HPV vaccinations ● Screening for intimate partner violence ● Screening for mental health ● Screening for obesity ● Screening for smoking, drug, and alcohol use ● Adolescent-friendly health services
<p>LEGEND</p> <ul style="list-style-type: none"> ● Available at all service sites ◐ Available at service sites and through referrals ○ Available through referral only 			

¹ Source: Data collected by Mathematica in 2023 for the Title X Implementation Study.

² Source: Family Planning Annual Report (FPAR): [2022 National Summary](#).

³ See the [Title X Service Grants web page](#) for more information on the requirements and regulations guiding Title X projects.

Equity in Practice



To help reduce transportation barriers for clients, CHC has a contract with Uber Health and a partnership with Youth Services of Tulsa. Both provide transportation services for clients. CHC sets up the rides for clients to get to and from their appointment at no cost. The partnership with Youth Services of Tulsa is important because it can legally transport minors, whereas Uber Health can only transport adults. Clients have found that Uber Health is more reliable and convenient than the Tulsa bus system to reach a health service delivery point. Both services have helped clients get to appointments safely and on time.

Innovations in Practice



To help improve services and get feedback about their clinics, CHC works with community partners and an external agency to recruit "secret shoppers." The secret shoppers focus on a specific topic such as the teen clinic or disability access. For example, in CHC's two teen clinics, secret shoppers gave feedback on their experiences in a clinic visit and shared suggestions for improving the clinic. As a result of this feedback, CHC has added snacks, free Wi-Fi, reading materials, and Netflix to the clinics to make them a more comfortable environment for young people.

Did You Know?



CHC serves a majority Hispanic/Latinx community. To better serve this community, 80 percent of CHC's frontline staff are bilingual in Spanish. This increases clients' comfort in seeking services and enables staff to effectively communicate with clients. In addition, in 2020 CHC opened a state-of-the-art medical facility on an elementary school campus in a densely populated, majority Hispanic/Latinx area of Tulsa. This placed services closer to where clients live and work.



CHC is focused on quality care and uses data to monitor standards of care. CHC works with a third-party data mining company to pull encounter-level data. The grantee uses the data in many ways including grant writing, running reports, and reviewing data directly related to quality improvement. CHC reviews the data often to help make decisions on improving quality, and the data help develop insights into what the grantee can do better and what is going well in clinics. For example, data revealed that screening rates for chlamydia and gonorrhea increased, and there was also an increase in the number of clients and visits.



CHC has many valuable community partners—for example, the Take Control Initiative (TCI), an organization that focuses on removing barriers and increasing access to free birth control methods in Tulsa. TCI provides CHC with technical assistance and trainings on topics such as medical billing and coding. CHC also has a strong partnership with The Equality Center, an organization that focuses on Tulsa's LGBTQIA+ community. The center has supported CHC in gender-affirming care initiatives, especially with minors, and provides CHC with feedback from and services for the LGBTQIA+ community. CHC also partners with the University of Oklahoma in various ways, such as using its training lab for new providers and to refer clients with more complicated issues such as a displaced IUD.

About the Title X Program

The Title X Family Planning Program, created in 1970 and authorized under Title X of the Public Health Service Act, is administered by the Office of Population Affairs (OPA) in the U.S. Department of Health and Human Services. For more information, please refer to OPA's [website](#).

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