

## OPENING DOORS

### CLIENT DATA JULY 1999 – JUNE 2000

#### OVERVIEW

##### I. Client Intake Profile

During the 1999-2000 program year, 318 new clients entered the Opening Doors program. This is 22% fewer clients than last year at this time (408) and the decrease is primarily due to our staffing problems during the fall of 1999. Another reason for the decrease in client intakes during the past year is a result of Opening Doors becoming the Oregon MothersCare (OMC) site in Washington County. Overall we are providing more services in the form of intake/referral which has reduced the number of clients that need on-going services. April – June 2000, 191 women were referred to our program as the OMC site, 81 received on-going case management in our program, 110 received referrals and information via phone or on-site and follow-up to make sure they received their first prenatal appointment.

Risk factors for new Opening Doors clients as a group are consistent with 1998 - 1999 clients and continue to be a very "high-risk" group. Twenty-seven percent of our clients are teens. Three percent are very young teens (10 clients). Over half (52%) of our clients have less than a high school education. Sixty-four percent are single moms.

The substance abuse figures for the 1999-2000 data now reflect admitted substance abuse by clients during pregnancy. This is a change from last year and 1998 - 1999 data is no longer accurate since we used to report previous or current substance abuse. Ten percent of new Opening Doors clients admit to drinking alcohol during pregnancy, 19% smoke and 5% have used illicit drugs during pregnancy.

Ninety-two percent of Opening Doors clients entered prenatal care before the third trimester. Seventy-seven percent of clients entered the Opening Doors program before the third trimester of pregnancy.

Thirty percent of new Opening Doors clients had insurance coverage when they started the program. Another 18% were still pending for the Oregon Health Plan. The majority of OHP pending clients will receive OHP before they deliver, but many of these clients will require additional advocacy in order to enter prenatal care or to actually complete the OHP application process. Providence Health Plan continues to have the largest share of Opening Doors enrollees (38%), followed by Regence HMO Oregon (18%), Kaiser (9%) and Tuality Alliance (10%).

Nearly half (49%) of new referrals came from "grassroots" sources (word-of-mouth, fliers, outreach efforts and repeat clients). Repeat clients made up 8% of this group. Our word of mouth referrals continue to increase as the program becomes more established. We have added several new sources to our Referral Source list including Birthright, Crisis Pregnancy Center, Planned Parenthood and Providence Beginnings. These were previously in the "Other" category.

Opening Doors clients are distributed throughout the county, but we have seen an increase in clients coming from the Tualatin area over the last year (19% of all clients). This is likely due to our visibility in the Tualatin community and our location at the Tualatin Resource Center. A total of 40% of new clients are from Southern Washington County (Tualatin, Tigard, and Sherwood). Thirty-seven percent live in Beaverton, Aloha or Portland (97229, 97225). Twenty percent are from western Washington County (Hillsboro, Cornelius and Forest Grove).

## II. Client Exit Profile

Three hundred thirty-nine clients exited the Opening Doors program from July 1999 through June 2000; 260 clients actually completed the program (77%).

Ninety-four percent, 265 of the 282 babies born to Opening Doors clients during this period, were born with a normal birth weight. Forty-five percent (122) of the babies were born at Providence St. Vincent, 23% (64) were born at Legacy Meridian Park, and 20% (55) at Tuality Community Hospital. Five percent (14) of babies born this period to Opening Doors clients were delivered at OHSU. There were nine sets of twins born during the program year.

A total of 79 clients who exited the program did not complete it, primarily due to moving out of the area (44), or losing contact with the program.

## III. Client Exit Profiles by Plan

CAWEM clients made up 43% of all clients who exited the program during the program year. This number is up significantly since last year at this time (43% in 1999-2000 versus 34% in 1998-99). (CAWEM is the acronym for Citizen Waived Emergency Medical, the medical assistance program for non-citizens, which covers life-threatening emergencies, including childbirth.) Sixty-three percent of our CAWEM clients have not completed high school or secondary education (compared to 50% overall for Opening Doors clients). Approximately half of our CAWEM clients are single (54%) and more than half are multips (57%).

Almost 40% of our CAWEM clients come to the Opening Doors program through word-of-mouth referrals. Another large source of referrals is the Healthy Start clinics. Ninety-seven percent of these clients entered prenatal care prior to the third trimester.

Babies born to CAWEM clients are assigned most frequently to Providence Health Plan (42%), followed by Regence HMOO (39%). Ninety-four percent of these babies were born with a healthy birth weight. There was a significant increase in the number of CAWEM moms who delivered at Legacy Meridian Park Hospital this year (46 in 1999 – 2000 compared to 34 in 1998 - 1999), which likely reflects the overall growth of the Hispanic community in Southern Washington County.

Providence Health Plan enrollees made up 35% of exited clients during this program year. Seventy-two percent (34) delivered their babies at Providence St. Vincent Hospital and 15% (7) delivered at Tuality Community Hospital. Ninety-four percent of babies born to this group were born with normal birth weight. Providence enrollees delivered three sets of twins during this year. Most of these referrals were from word-of-mouth or Providence Beginnings maternity case management service.

Regence HMO Oregon enrollees made up 14% of exited clients during this program year. Of the 18 deliveries counted for this group, seven occurred at Meridian Park, four at Tuality and 6 at other hospitals. All but one of the babies born to these moms was born with normal birth weight (17 of 18).

#### **IV. Client Exit Profiles by Hospital**

Forty-five percent of Opening Doors clients delivered their babies at Providence St. Vincent Hospital this program year, nearly the same percentage that did last year. Ninety-five percent of these babies were born with healthy birth weights. Sixty-nine percent of the babies were enrolled onto the Providence Health Plan after birth and smaller numbers were distributed to the other plans. Almost half of the women who delivered at Providence St. Vincent Hospital were CAWEM clients (48%). Seven sets of twins were born to Opening Doors clients at St. Vincent Hospital during this year.

Sixty-four Opening Doors clients (23%) delivered their babies at Legacy Meridian Park Hospital during the program year. All but 4 babies were born with normal birth weights. Most of these infants were assigned to Regence HMO Oregon through the Oregon Health Plan (85%) for ongoing insurance coverage. Seventy-two percent of these moms were CAWEM clients, a dramatic increase from last year (52%).

Fifty-five Opening Doors clients delivered their babies at Tuality Community Hospital this year, compared to 72 last year. Forty-five percent (25) of these deliveries were to teen moms, a much greater number than at the other hospitals listed (14-20% each). Ninety-five percent of the babies born at Tuality were born with healthy birth weights. Babies born at Tuality were most likely to be assigned to Tuality Alliance (30%), Providence Health Plan (23%) or CareOregon (20%).

#### **Opening Doors current staff:**

##### VISTA Outreach Workers:

Rosalva Garza  
Esmeralda Hernandez  
Janet Lilly  
Darcy Knepper  
Sheri Salcedo  
Elsa Sandoval  
Kathy Smith  
Monica Stutzman

Tammy Mace, VISTA Leader  
Rocio Ceja, Intake Specialist  
Joan Brown, Team Leader  
Catherine Fleischman, Program Coordinator

#### **Community Action Staff**

Renée Bruce, Director of Family & Community Resources  
Beth Dasher, Program Assistant

# OPENING DOORS

## CLIENT INTAKE PROFILE - YEAR TO DATE, FISCAL YEAR 1999-2000

1999 YTD CLIENTS: 318	7/1/1999 thru 6/30/2000
1998 YTD CLIENTS: 408	7/1/1998 thru 6/30/1999

Risk Factors:	99-00		98-99	
<b>Age Distribution</b>	<b>318</b>	<b>% Total</b>	<b>408</b>	<b>% Total</b>
< 16	10	3.14%	8	1.96%
16 or 17	31	9.75%	46	11.27%
18 or 19	44	13.84%	63	15.44%
20 - 30	188	59.12%	246	60.29%
Over 30	45	14.15%	45	11.03%
Unknown	0	0.00%	0	0.00%
<b>Education</b>	<b>318</b>	<b>% Total</b>	<b>408</b>	<b>% Total</b>
< 12 Years	165	51.89%	221	54.17%
High School or GED	98	30.82%	124	30.39%
High School Plus	52	16.35%	60	14.71%
Unknown	3	0.94%	3	0.74%
<b>Family Risk</b>	<b>318</b>	<b>% Total</b>	<b>408</b>	<b>% Total</b>
Domestic Violence	126	39.62%	151	37.01%
SCF involvement	35	11.01%	51	12.50%
<b>Marital Status</b>	<b>318</b>	<b>% Total</b>	<b>408</b>	<b>% Total</b>
Married	115	36.16%	146	35.78%
Single	203	63.84%	262	64.22%
Unknown	0	0.00%	0	0.00%
<b>Pregnancies</b>	<b>317</b>	<b>% Total</b>	<b>408</b>	<b>% Total</b>
Multiples	176	55.52%	215	52.70%
Primips	141	44.48%	193	47.30%
Unknown	0	0.00%	0	0.00%
<b>Substance Abuse</b>	<b>318</b>	<b>% Total</b>	<b>408</b>	<b>% Total</b>
Alcohol	31	9.75%	11	2.70%
Cigarette Smoking	59	18.55%	17	4.17%
Illicit Drugs	15	4.72%	109	26.72%
<b>Substance Abuse Before Preg</b>	<b>318</b>	<b>% Total</b>	<b>408</b>	<b>% Total</b>
Alcohol Use Prior	134	42.14%	101	24.75%
Cigarette Smoking Prior	68	21.38%	99	24.26%
Illicit Drugs Prior	70	22.01%	21	5.15%
<b>Substance Abuse FOB</b>	<b>318</b>	<b>% Total</b>	<b>408</b>	<b>% Total</b>
Alcohol Use	163	51.26%	205	50.25%
Illicit Drugs	38	11.95%	53	12.99%
<b>Trimester Entry to Care</b>	<b>318</b>	<b>% Total</b>	<b>408</b>	<b>% Total</b>
First Trimester	205	64.47%	242	59.31%
Second Trimester	89	27.99%	130	31.86%
Third Trimester	18	5.66%	18	4.41%
Unknown	6	1.89%	18	4.41%
<b>Trimester Entry to O.D.</b>	<b>318</b>	<b>% Total</b>	<b>408</b>	<b>% Total</b>
First Trimester	98	30.82%	145	35.54%
Second Trimester	146	45.91%	168	41.18%
Third Trimester	74	23.27%	95	23.28%
Unknown	0	0.00%	0	0.00%

Program Related:	99-00		98-99	
<b>Pay Status</b>	<b>318</b>	<b>% Total</b>	<b>408</b>	<b>% Total</b>
CAWEM	151	47.48%	163	39.95%
OHP Enrolled	67	21.07%	111	27.21%
OHP Pending	58	18.24%	85	20.83%
Private Insurance	29	9.12%	40	9.80%
Self Pay	5	1.57%	5	1.23%
Unknown	8	2.52%	4	0.98%
<b>Plan Distribution</b>	<b>154</b>	<b>% Total</b>	<b>236</b>	<b>% Total</b>
CareOregon	10	6.49%	10	4.24%
HMOO	28	18.18%	25	10.59%
Kaiser	14	9.09%	17	7.20%
ODS	2	1.30%	3	1.27%
Other/Unknown	26	16.88%	113	47.88%
Providence Health Plan	59	38.31%	57	24.15%
Tuality Alliance	15	9.74%	11	4.66%
<b>Referral Source</b>	<b>318</b>	<b>% Total</b>	<b>408</b>	<b>% Total</b>
AFS	9	2.83%	3	0.74%
Birthright	3	0.94%	9	2.21%
CAO Agency	8	2.52%	11	2.70%
Crisis Pregnancy Center	15	4.72%	28	6.86%
Flyer Posted	25	7.86%	20	4.90%
Health Clinic	12	3.77%	16	3.92%
Health Department	14	4.40%	19	4.66%
Insurance Comp.	4	1.26%	6	1.47%
Other	17	5.35%	30	7.35%
Outreach Efforts	1	0.31%	4	0.98%
Physician	26	8.18%	27	6.62%
Planned Parenthood	4	1.26%	1	0.25%
Providence Beginnings	29	9.12%	30	7.35%
Providence Prenatal Clinic	4	1.26%	33	8.09%
Repeat Client	26	8.18%	34	8.33%
School Nurse/Staff	5	1.57%	7	1.72%
Unknown	2	0.63%	10	2.45%
Virginia Garcia/Healthy Start	8	2.52%	7	1.72%
WIC Mailer	13	4.09%	19	4.66%
Word of Mouth	93	29.25%	94	23.04%
<b>Zip Codes/City</b>	<b>318</b>	<b>% Total</b>	<b>408</b>	<b>% Total</b>
97005, 008 - Beaverton	52	16.35%	66	16.18%
97006, 007 - Aloha	47	14.78%	67	16.42%
97062 - Tualatin	61	19.18%	72	17.65%
97113 - Cornelius	9	2.83%	14	3.43%
97123, 124 - Hillsboro	46	14.47%	57	13.97%
97140 - Sherwood	4	1.26%	5	1.23%
97223, 224 - Tigard	64	20.13%	75	18.38%
97229, 225 - Portland	18	5.66%	13	3.19%
Other - Outside/Unknown	7	2.20%	15	3.68%
Other - WaCo 116, 106	10	3.14%	24	5.88%

# OPENING DOORS

## CLIENT EXIT PROFILE - YEAR TO DATE, FISCAL YEAR 1999-2000

### Exit Profile

1999 YTD CLIENTS: 339

7/1/1999 thru 6/30/2000

1998 YTD CLIENTS: 363

7/1/1998 thru 6/30/1999

Risk Factors:	99-00		98-99	
	339	% Total	363	% Total
<b>Age Distribution</b>				
< 16	8	2.36%	10	2.75%
16 or 17	32	9.44%	42	11.57%
18 or 19	48	14.16%	67	18.46%
20 - 30	202	59.59%	204	56.20%
Over 30	49	14.45%	40	11.02%
Unknown	0	0.00%	0	0.00%
<b>Education</b>	<b>339</b>	<b>% Total</b>	<b>363</b>	<b>% Total</b>
< 12 Years	171	50.44%	197	54.27%
High School or GED	105	30.97%	105	28.93%
High School Plus	59	17.40%	57	15.70%
Unknown	4	1.18%	4	1.10%
<b>Family Risk</b>	<b>339</b>	<b>% Total</b>	<b>363</b>	<b>% Total</b>
Domestic Violence	126	37.17%	127	34.99%
SCF involvement	32	9.44%	51	14.05%
<b>Marital Status</b>	<b>339</b>	<b>% Total</b>	<b>363</b>	<b>% Total</b>
Married	129	38.05%	126	34.71%
Single	210	61.95%	237	65.29%
Unknown	0	0.00%	0	0.00%
<b>Pregnancies</b>	<b>339</b>	<b>% Total</b>	<b>363</b>	<b>% Total</b>
Multiples	182	53.69%	190	52.34%
Primips	157	46.31%	173	47.66%
Unknown	0	0.00%	0	0.00%
<b>Substance Abuse</b>	<b>339</b>	<b>% Total</b>	<b>363</b>	<b>% Total</b>
Alcohol	25	7.37%	1	0.28%
Cigarette Smoking	41	12.09%	1	0.28%
Illicit Drugs	46	13.57%	124	34.16%
<b>Substance Abuse Before Preg</b>	<b>339</b>	<b>% Total</b>	<b>363</b>	<b>% Total</b>
Alcohol Use Prior	108	31.86%	111	30.58%
Cigarette Smoking Prior	69	20.35%	112	30.85%
Illicit Drugs Prior	46	13.57%	1	0.28%
<b>Substance Abuse FOB</b>	<b>339</b>	<b>% Total</b>	<b>363</b>	<b>% Total</b>
Alcohol Use	166	48.97%	197	54.27%
Illicit Drugs	47	13.86%	45	12.40%
<b>Trimester Entry to Care</b>	<b>339</b>	<b>% Total</b>	<b>363</b>	<b>% Total</b>
First Trimester	218	64.31%	227	62.53%
Second Trimester	102	30.09%	105	28.93%
Third Trimester	12	3.54%	19	5.23%
Unknown	7	2.06%	12	3.31%
<b>Trimester Entry to O.D.</b>	<b>339</b>	<b>% Total</b>	<b>363</b>	<b>% Total</b>
First Trimester	122	35.99%	125	34.44%
Second Trimester	153	45.13%	137	37.74%
Third Trimester	64	18.88%	101	27.82%
Unknown	0	0.00%	0	0.00%
<b>Zip Codes/City</b>	<b>339</b>	<b>% Total</b>	<b>363</b>	<b>% Total</b>
97005, 008 - Beaverton	62	18.29%	54	14.88%

Program Related:	99-00		98-99	
	282	% Total	285	% Total
<b>Babies by Plan</b>				
CareOregon	23	8.16%	17	5.96%
HMOO	77	27.30%	67	23.51%
Kaiser	14	4.96%	12	4.21%
ODS	8	2.84%	6	2.11%
Other/Unknown	30	10.64%	32	11.23%
Providence Health Plan	112	39.72%	130	45.61%
Tuality Alliance	18	6.38%	21	7.37%
<b>Birthweights</b>	<b>282</b>	<b>% Total</b>	<b>285</b>	<b>% Total</b>
< 5lbs 5oz	17	6.03%	9	3.16%
>= 5lbs 5oz	265	93.97%	273	95.79%
Unknown	0	0.00%	3	1.05%
<b>Deliveries</b>	<b>273</b>	<b>% Total</b>	<b>285</b>	<b>% Total</b>
Legacy Meridian Park Hosp.	64	23.44%	64	22.46%
OHSU	14	5.13%	11	3.86%
Other	18	6.59%	9	3.16%
Providence St. Vincent Hosp.	122	44.69%	129	45.26%
Tuality Community Hospital	55	20.15%	72	25.26%
<b>Exits Prior to Completion</b>	<b>79</b>	<b>% Total</b>	<b>83</b>	<b>% Total</b>
Chose to discontinue	11	13.92%	11	13.25%
Moved before delivery	31	39.24%	34	40.96%
Moved post-partum	13	16.46%	5	6.02%
Other	10	12.66%	16	19.28%
SAB/TAB	14	17.72%	17	20.48%
<b>Pay Status</b>	<b>339</b>	<b>% Total</b>	<b>363</b>	<b>% Total</b>
CAWEM	145	42.77%	123	33.88%
OHP Enrolled	87	25.66%	127	34.99%
OHP Pending	65	19.17%	61	16.80%
Private Insurance	33	9.73%	46	12.67%
Self Pay	6	1.77%	4	1.10%
Unknown	3	0.88%	2	0.55%
<b>Plan Distribution</b>	<b>185</b>	<b>% Total</b>	<b>234</b>	<b>% Total</b>
CareOregon	8	4.32%	5	2.14%
HMOO	26	14.05%	35	14.96%
Kaiser	19	10.27%	9	3.85%
ODS	3	1.62%	4	1.71%
Other/Unknown	57	30.81%	96	41.03%
Providence Health Plan	64	34.59%	70	29.91%
Tuality Alliance	8	4.32%	15	6.41%
<b>Referral Source</b>	<b>339</b>	<b>% Total</b>	<b>363</b>	<b>% Total</b>
AFS	5	1.47%	1	0.28%
Birthright	7	2.06%	3	0.83%
CAO Agency	14	4.13%	1	0.28%
Crisis Pregnancy Center	21	6.19%	19	5.23%
Flyer Posted	20	5.90%	20	5.51%
Health Clinic	14	4.13%	22	6.06%
Health Department	12	3.54%	14	3.86%
Insurance Comp.	5	1.47%	5	1.38%
Other	18	5.31%	24	6.61%