

# NYC Abortion Access Hub: Year 1 Report

## Executive Summary



The U.S. Supreme Court overturned *Roe v. Wade* in 2022, returning the legal status of abortion to the determination of individual states. Since then, laws regulating abortion have varied widely between states, creating a patchwork of access across the country that is both confusing and detrimental to the health and well-being of women and pregnant people.

Recognizing the need to ensure that abortion in NYC remains not only legal but accessible, the NYC Health Department launched the **New York City Abortion Access Hub** in November 2022. The Hub is a one-stop hotline — 877-NYC-AHUB (877-692-2482) — and chat service — [dohchat2.dirad.com/chat/index.html](https://dohchat2.dirad.com/chat/index.html) — that connects people seeking abortion care with abortion providers in NYC, as well as supportive resources such as funding, insurance enrollment, or transportation and housing for people who need to travel to NYC for their abortion.

The Hub's strength is in its partnerships. As an initiative of the NYC Health Department, the Hub was well positioned to connect a group of high-quality service providers, including providers of abortion care, as well as funders and practical support organizations. Through continuous quality improvement efforts, the Hub also helped these providers to improve their own accessibility, with some clinics even hiring and utilizing their own navigators based on the Hub's model.

The Hub innovated significantly during its first year. Many improvements to our policies and protocols were implemented after going live. These included adding a chat service, cultivating and building the capacity of Hub partners, fine-tuning our call script, and building internal capacity.

We learned many lessons in our first year, including how best to advertise the Hub (Google Ads and search engine optimization), which non-English languages are most needed (Spanish, Haitian Creole and Chinese), and how to match callers and chatters with the most appropriate abortion provider.

Here are some key statistics from the Hub's first year:

- The Hub answered 3,411 calls and 747 chats.
- The majority of callers and chatters found the Hub via Google search (60%).<sup>1</sup>
- Hub callers and chatters preferred medication abortion (44%) at more than twice the rate of procedural abortion (18%).
- The average Hub caller and chatter:
  - Was an NYC resident (60%)
  - Was between ages 18 and 29 (45%)
  - Identified as Latino (39%) or Black (16%)
  - Was less than three months pregnant (72%)
  - Was enrolled in a public health insurance program (52%)
  - Lived in a household with an annual income of \$25,000 or less (38%)<sup>2</sup>

It is our hope that NYC's experience in creating and launching the Hub will inspire other municipalities to launch their own abortion access hubs. Abortion is critically important health care, and all pregnant people deserve equitable access to it.

For more information, visit [nyc.gov/abortion](https://nyc.gov/abortion).

<sup>1</sup> Includes 23% nonresponses and represents 78%, if only counting people who responded.

<sup>2</sup> Includes 47% nonresponses and represents 71%, if only counting people who responded.