

Subject: Office of Small Business Assistance

Chair Beyer, members of the committee:

My name is Donna Cole and I am the owner of Synergy HomeCare of Beaverton. We provide care to people in their homes, wherever that might be.

I would like to make you aware of some prior licensing issues we had and the way that the Office of Small Business Assistance, specifically Ruth Miles, was able to help us.

In July, 2013, we submitted our paperwork to the Oregon Health Authority in order to be granted our final meeting with OHA and our Comprehensive License.

In November of that year, through a call that I made to the Oregon Health Authority, I was told we were now 6th in line for that meeting.

Three Months later (in February), I once again called the Oregon Health Authority and now we were 5th in line, only moving up 1 place in 3 months. Given that time frame, it would take 15 months to get our license. In order to compete in the market place and in order to provide care to the people who need it, that was unacceptable to me.

The broken processes at the Oregon Health Authority cost my small company many thousands of dollars, because of care we could not provide due to the lack of licensure. It seemed to me that Oregon was not working very hard to help small businesses succeed in this State. My entire retirement is in this business and I came very close to losing everything during this time.

On February 20th, I wrote to the OHA and copied several Senators and Representatives.

Fortunately, the office of Senator Hass forwarded my letter to Ruth Miles, Small Business Advocate with the Office of Small Business Assistance.

Ruth first contacted me on March 10, 2014. On March 13, 2014, (a mere 3 days later!), we received our appointment with the OHA and on March 31, 2014 received our license.

Ruth Miles has been such a wonderful resource for us to help cut through some of the processes, seemingly broken, to get the result we needed.

Thank you for your time.