



House Committee on Human Services

RE: HB 3039

February 22, 2021

Dear Members of the House Committee on Human Services:

Project Access NOW's (PANOW) mission is to improve our communities' health and well-being by creating access to care, services, and resources for those most in need. PANOW offers a suite of programs that connect our clients to donated care, health coverage, low to no-cost medications, and goods/services that help them safely and securely discharge from the hospital or utilize their health-related service dollars.

Our C3 Community Assistance Program (C3CAP) specifically works with two large hospital systems, Coordinated Care Organizations (CCO), and social service providers throughout the state of Oregon. Last year, we responded to **19,543 requests from the health systems for navigation assistance, aiding 10,902 clients in getting access to basic services such as emergency housing, transportation, and food.**

Through this program, we have seen that our clients interact with multiple health systems and community-based organizations often in silos. It is not always clear who is working with which clients and what they are eligible for. Furthermore, organizations like ours are frequently being asked to adopt different referral systems which result in redundant and complicated processes that reduce our collective ability to be responsive to our clients. This is inefficient, costly, and often results in poor patient outcomes.

We are in support of House Bill 3039 requiring the convening of a stakeholder group to make recommendations for an electronic referral system that will fit Oregon's needs. We are hopeful that this conversation incorporates and includes the important voices of our fellow Oregonians, community-based and social service organizations, and individuals most impacted by the inequities the system aims to reduce.

We are excited at the step in the process and look forward to continuing to be a partner.

Thank you,

Carly Hood-Ronick MPA, MPH
Executive Director