

Annual Report

July 2021 - June 2022



PROJECT **ACCESS**NOW

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Welcome

Dear Friends and Partners of Project Access NOW,

This year we celebrate fifteen years in the community. Thanks to your unwavering support, our focus on equitable access to vital health and social resources never ceases. In 2022, greater than 2,950 individuals received donated health services and more than 12,800 received non-medical support; growing from our 2021 figures.

With collaborative support from our local health systems and payors, we met increased demand for many services including response to summer heat wave relief, support for those experiencing poverty as we reemerge from the pandemic, and on-going outreach throughout the community.

We remain centered on advocacy for state policy changes that improve equitable access to health services and systemic change to address the social determinants. In as much, staff participate on numerous local advisory groups.

Organizational health is at the core of our work so that PANOW can weather and improve equitable health outcomes despite growing community and national challenges. We will continuously adjust our resources, in alignment with our community partners, to provide the most needed services.

Thank you for your generosity and solidarity in our mission to improve the health of the community!



**Lauren Foote
Christensen**

Board Chair



**Carly
Hood-Ronick**

Chief Executive Officer

Donated Health Care

Project Access NOW manages a network of volunteer providers, who represent a range of health systems as well as safety net and private clinics. These specialists treat uninsured clients after they are referred by their primary care provider. Additionally, our partnership with Providence Health & Services allows our clients to access vital medications at affordable prices.



2,973
INDIVIDUALS RECEIVED
DONATED HEALTH CARE,
VALUED AT
\$4,594,998

CLIENT STORY

Project Access NOW received an urgent referral for Kyro A. who had a rare brain condition. The team was able to connect him with an MRI and with the only physician in Oregon specializing in this condition. Kyro is receiving life-saving donated care.

Insurance Enrollment & Payment Support

Project Access NOW's team of certified assistors support Oregonians as they enroll in a range of health insurance options. For individuals who make too much to qualify for Medicaid but too little to afford health insurance, the organization pays insurance premiums on behalf of clients.

PROJECT ACCESS NOW PAID
\$556,518
IN INSURANCE PREMIUMS FOR
685
INDIVIDUALS

“[Premium Assistance] has been a godsend for me and my family. With not having insurance offered for my job and making just a little too much to qualify for OHP, it's made it so that we're able to have coverage. We would not be able to live the life we're living right now had it not been for the assistance we've received from [Project Access NOW].” —Cynthia B.

Community Health Workers

Community Health Workers are employed by Project Access NOW to assist clients with navigating a complex health system and with moving between the organization's different programs as income, immigration status, employment, and other life changes occur. These individuals, many of whom are bilingual and/or bicultural, are able to provide culturally-specific support, translating health care and services available in the community.



THE OUTREACH TEAM IMPACTED

205,376

INDIVIDUALS THROUGH COMMUNITY EVENTS

Social Support & Services

Project Access NOW is proud to collaborate with more than 200 community partners statewide to offer non-medical supports—such as transportation, rent assistance, air conditioners, and hotel rooms—that supplement health care and address the social determinants of health.

12,858

INDIVIDUALS RECEIVED

\$5,674,652

IN SUPPORT SERVICES

CLIENT STORY

Glenn D. suffered from cardiac arrest as well as a serious infection and an allergic reaction to medication given. Due to the complex nature of their recovery, they needed transportation to a different hospital and, subsequently, to a nursing facility. Medicaid coverage was unable to provide transportation and the provider turned to Project Access NOW as a last resort.

COVID-19 Vaccination

Thank you to our partners:

Beaverton Resource Center

Boys & Girls Club

CDC Foundation

David Douglas School District

Immigrant & Refugee
Community Organization

Ka ' Aha Lāhui O ' Olekona HCC

Kaiser Permanente

Medical Teams International

Oregon Health Authority

Oregon Health & Science
University

Portland Parks & Recreation

Promotores de Salud de la
Iglesia

Providence Health & Services

Washington County Health &
Human Services



56

EVENTS HELD

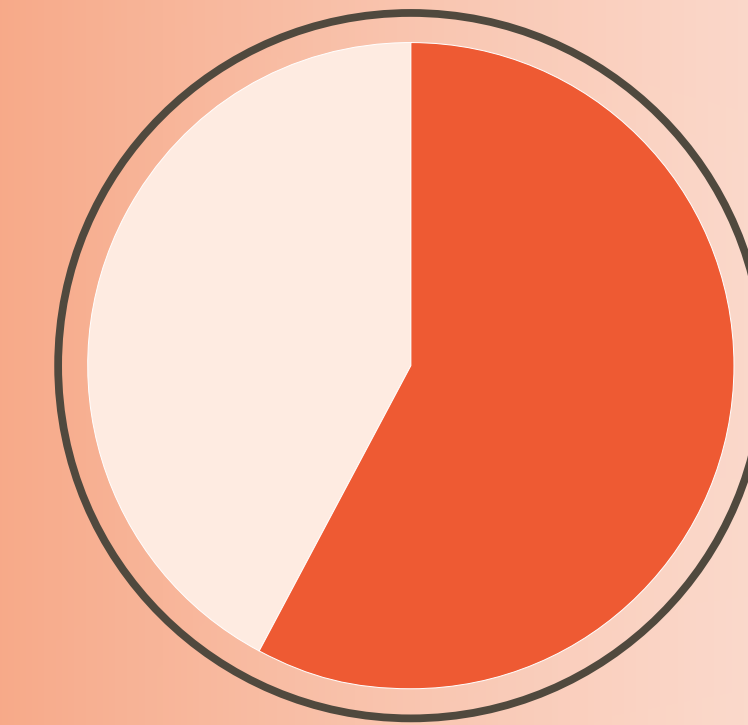
2,211

VACCINES ADMINISTERED



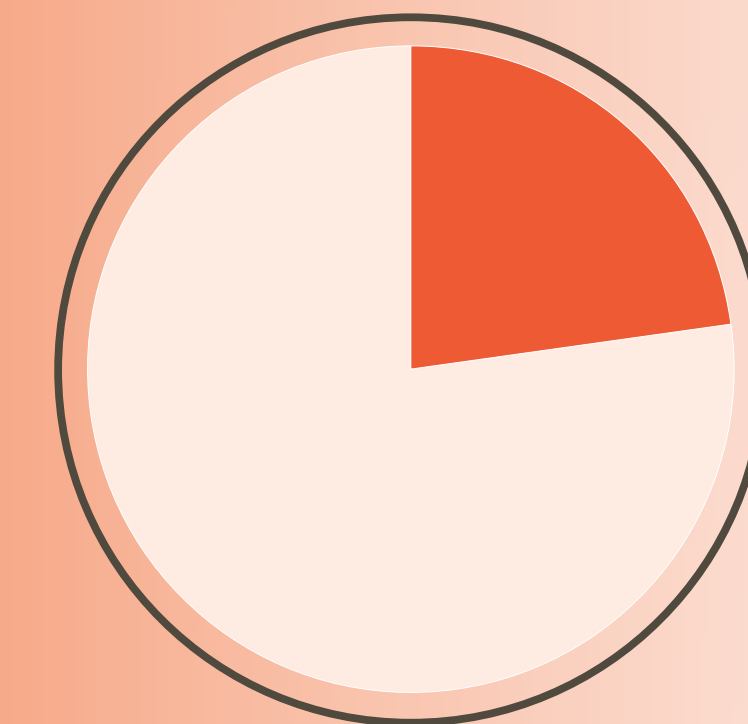
Who We Are | Staff

Project Access NOW has always been focused on providing culturally-responsive services and support for communities traditionally underserved by health care and insurance coverage options. A key value and vital factor in the organization's success has been that staff are representative of those served. In 2022, we promoted over 15% of our leadership roles from within, growing a pipeline for tomorrow's workforce.



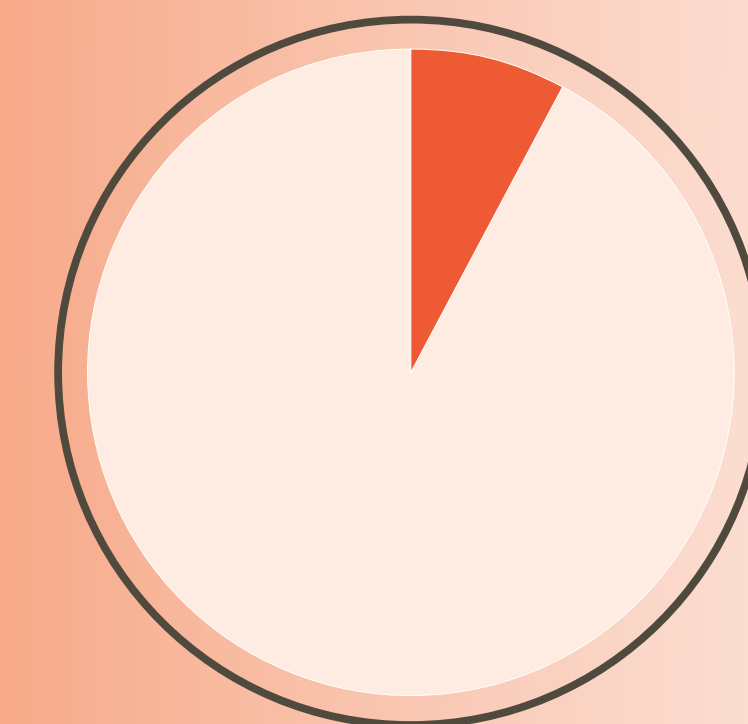
58%

OF STAFF
IDENTIFY AS
A PERSON OF
COLOR



23%

OF STAFF
IDENTIFY AS
A MEMBER OF
THE LGBTQIA+
COMMUNITY



8%

OF STAFF IDENTIFY
AS HAVING A LONG-
STANDING ILLNESS,
DISABILITY, OR
INFIRMITY

Who We Are | Board

Executive Committee

Lauren Foote Christensen, Chair
Community Leader

Erin Fair Taylor, Incoming Chair
Vice President of Medicaid Programs,
PacificSource Health Plans

Daniel Valliere, Treasurer
CEO, REACH Community Development

Jenny Robinson, Secretary
Executive Director, Legacy Health Partners

Jonathan Weedman
Vice President of Population Health, CareOregon



Who We Are | Board

At Large Members

Andrew Suchocki, MD, MPH

Medical Director, Clackamas County Health Centers

Ann Tseng, MD, MBA

Chief Medical Officer, Neighborhood Health Center

Anna L. Riedel, MPH, CPHQ

Continuum of Care Operations Director, Kaiser Permanente

Cara Biddlecom

Deputy Public Health Director, Oregon Health Authority

Emily Barclay

Director of Population Health, Oregon Health & Science University

Gina Westhoff, MD

Gynecologic Oncologist, Legacy Health

Ifeoma Muoto, PhD

Director, Community Health Partnerships, CareOregon

Joseph Ichter, MHA, DrPH

Director of Community Health Investment, Providence Health & Services

Meredith Roberts

Executive Director, Comagine Health

Rosalind Lindsay

Senior Director of Application Technology, Optum Care

Ruth Zúñiga, PhD

Executive Director & Co-Founder, Raíces de Bienestar

Who We Are | Board

This year, Project Access NOW welcomed four new board members:



Ann Tseng, MD, MBA
Chief Medical Officer,
Neighborhood Health Center



Anna L. Riedel, MPH, CPHQ
Continuum of Care Operations Director,
Kaiser Permanente



Gina Westhoff, MD
Gynecologic Oncologist,
Legacy Health



Ruth Zúñiga, PhD
Executive Director & Co-Founder,
Raíces de Bienestar

Additionally, we said a fond farewell to the following board members: Henry Vera, Jennie Leslie, Osmani Ochoa-Alcaraz, and Tim Hatfield. **Thank you for your service!**

Advocacy | Health Care

On behalf of the organization, the Project Access NOW Advocacy Committee supported and provided active testimony on the impact to our clients for the following initiatives:

Advocated in support of HB 4035 and the establishment of the Bridge Plan Taskforce:

Demonstrated support for Oregon Health Authority 1115 Medicaid Waiver—concept papers, specifically focusing on strategies like continuous OHP enrollment for individuals even if their income changes, easy OHP enrollment for people applying for SNAP, upstream investments in health-related services that impact the social determinants of health, coverage for non-traditional health providers, and investments in CBOs.

Advocated in support of HB 4150 and the concept of a statewide Community Information Exchange (CIE):

Demonstrated support of CIE Workgroup concepts that stand to improve the state of community-based engagement with existing tools including adequate staffing capacity, the purchase and integration of new and updated IT infrastructure, development of privacy/data standards, and adequate services and resources for community-based organizations to ensure the success of the platform.

Provided testimony in support of a Health Plan Quality Metric on social needs screening metric:

Encouraged health related social needs screening in the clinical setting.

“Project Access NOW is an essential member of Oregon’s health care community, providing both direct services to those in need as well as upstream solutions and advocacy that work to repair systemic flaws. On behalf of the 20,000 individuals served each year, I thank Project Access NOW for its service and its work to increase equity in our state.”
— Senator Elizabeth Steiner Hayward

Advocacy | Housing

Portland City Budget 2021. Advocated for stronger spending for long-term housing and opposed sweeps of homeless camp sites.

Supported LC 9 (Oregon House Committee on Housing). Prohibits residential landlords from delivering a termination notice while a tenant's application for emergency rental assistance is pending.

Supported SB 278. Requires landlords and courts to delay termination of residential tenancies for nonpayment for 60 days if tenant provides documentation of application for rental assistance.

“Health is largely driven by social factors, like a ride home or a roof over your head. Project Access NOW is such an important organization because it is about social determinants of health more than anything else.” —Dan Valliere, Reach CDC

“Project Access NOW is active not only in finding short-term solutions to gaps in health care access but also in working with partners across sectors to find long-term fixes to systemic problems. It is this combination of strategies that makes the organization so nimble and effective, and so unique as a problem-solver in the region.” —Erin Fair Taylor, PacificSource

Racial Equity Work

During the year, Project Access NOW staff met monthly to discuss internal and external diversity, equity, and inclusion work. The group provides an opportunity for staff to advise on matters related to achieving racial equity in the culture of the organization's operations, programming, and strategic direction.



Below are just a few of the accomplishments of this team during the year:

- **Created bylaws and a “north star” document** stating the group’s purpose, vision, and goals;
- **Supported the development** of staff-led affinity groups with shared interests;
- **Surveyed staff** for a variety of demographic identities;
- **Developed and implemented a process** to collect client demographic information in alignment with the state’s requirements;
- **Organized trainings** for staff and board members on racial equity, collecting feedback on the results of the experience; and
- **Identified and worked collaboratively** with staff to address internal and external areas for improvement.

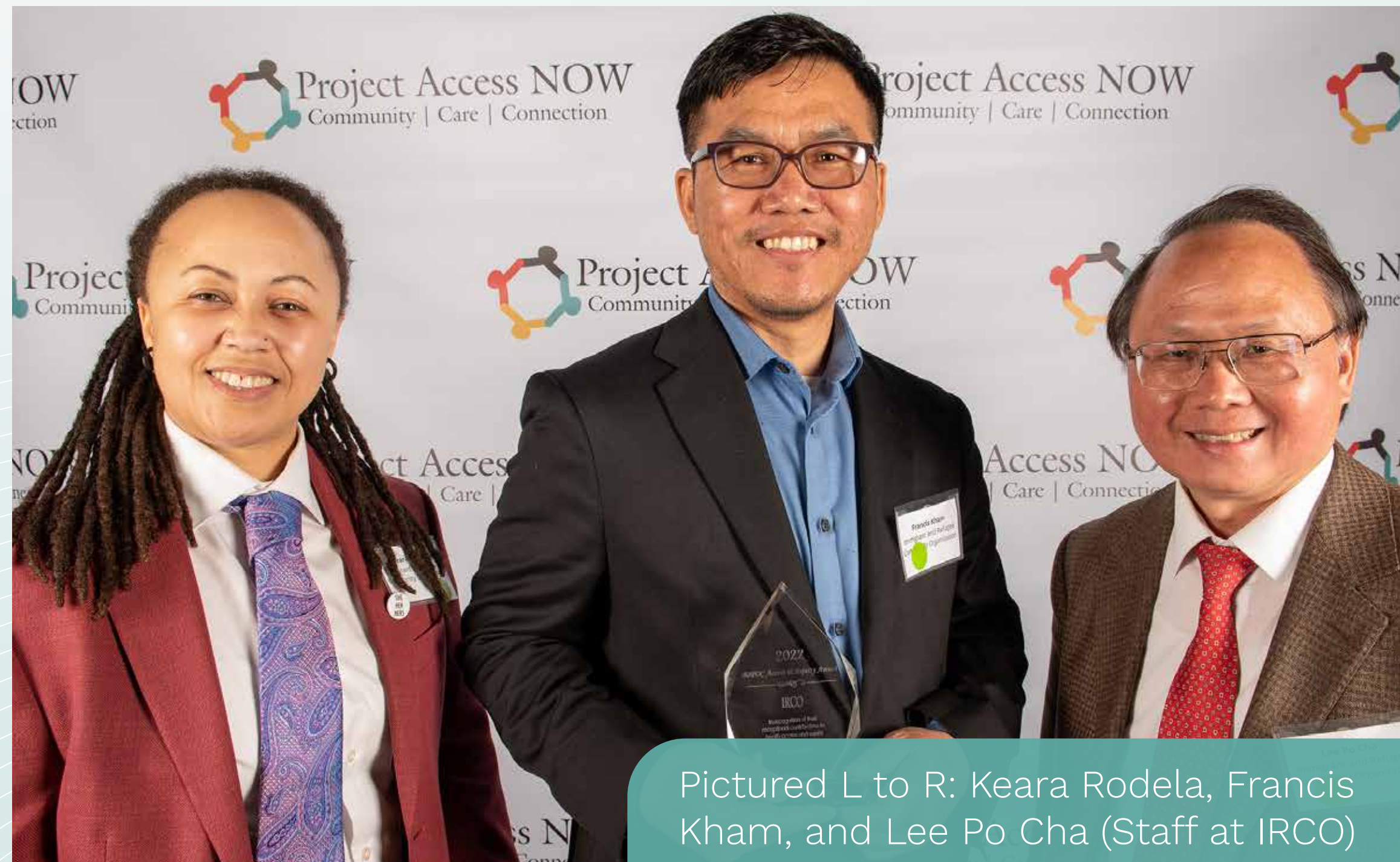


15th Anniversary Celebration

In May 2022, Project Access NOW celebrated its 15th anniversary at Portland Center Stage at the Armory in Portland, Oregon. This celebration, which honored the organization's Health System Partners, also provided the opportunity to honor key partners of the community.

15th Anniversary Celebration

The BIPOC Access and Equity Award recognized the Immigrant and Refugee Community Organization (IRCO) for its significant contributions to ensuring equity in access to health services for underserved populations.



Pictured L to R: Keara Rodela, Francis Kham, and Lee Po Cha (Staff at IRCO)

The Health Advocate of the Year Award recognized Rep. Maxine Dexter, MD for acting on behalf of the communities served by PANOW and for working to drive change toward increased health access.



Pictured L to R: Senator Elizabeth Steiner Hayward, Carly Hood-Ronick, and Representative Maxine Dexter, MD

Thank you also to our event sponsors:

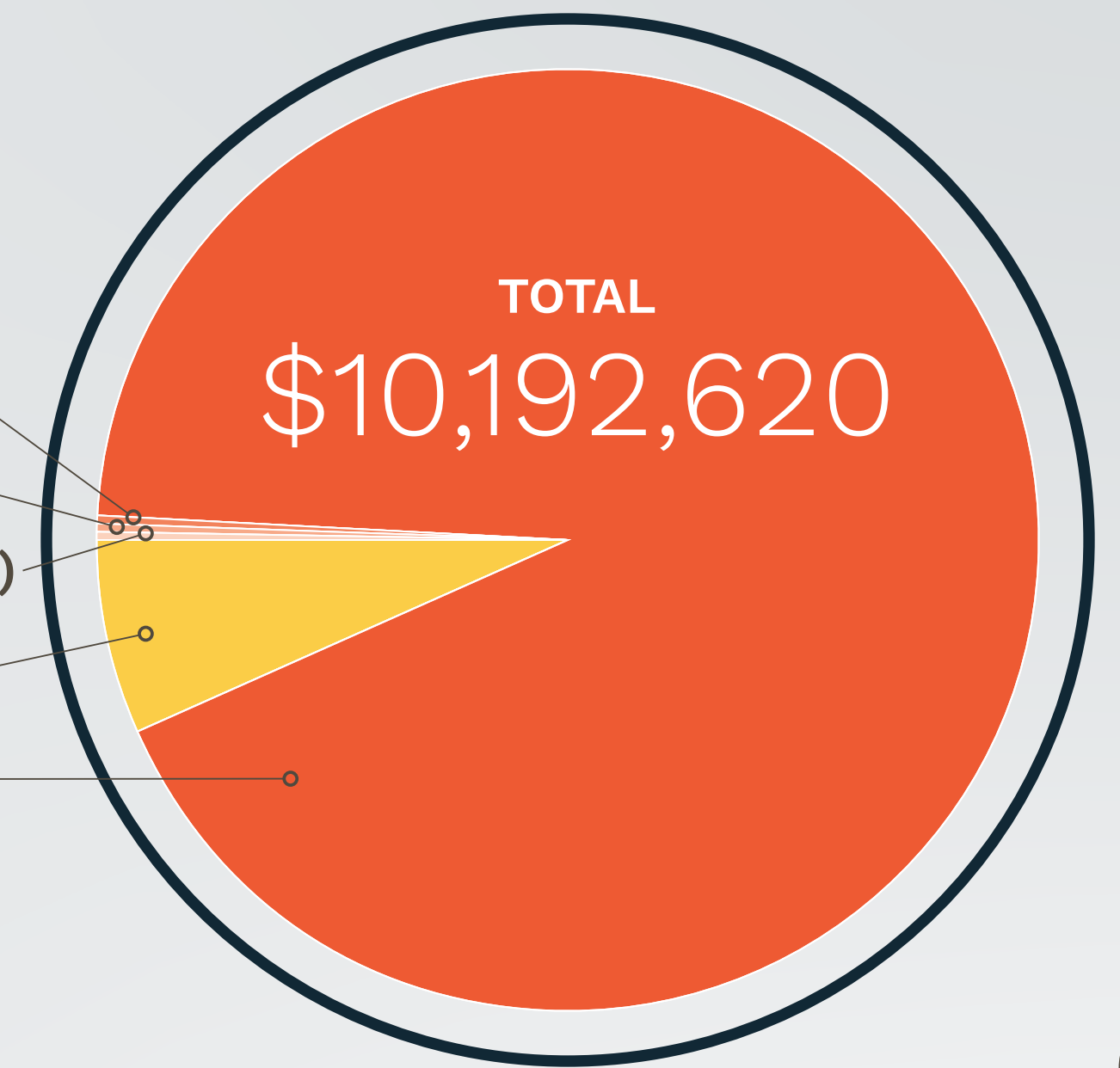
CareOregon, Cambia Health Foundation, Stoel Rives LLP, Pacific West Bank, PacificSource Health Plans, and Beaverton Budget Inn.

FY 2022 Financials

Over the past year, Project Access NOW has benefited from increased financial support from the hospital systems, Coordinated Care Organizations, community clinics, local governments, individual donors, and foundations in our region. Our strong relationships with our funders and supporters have led to a strong annual financial state for Project Access NOW. This positions us to continue to grow to better serve the most vulnerable individuals, families, and communities in our state.

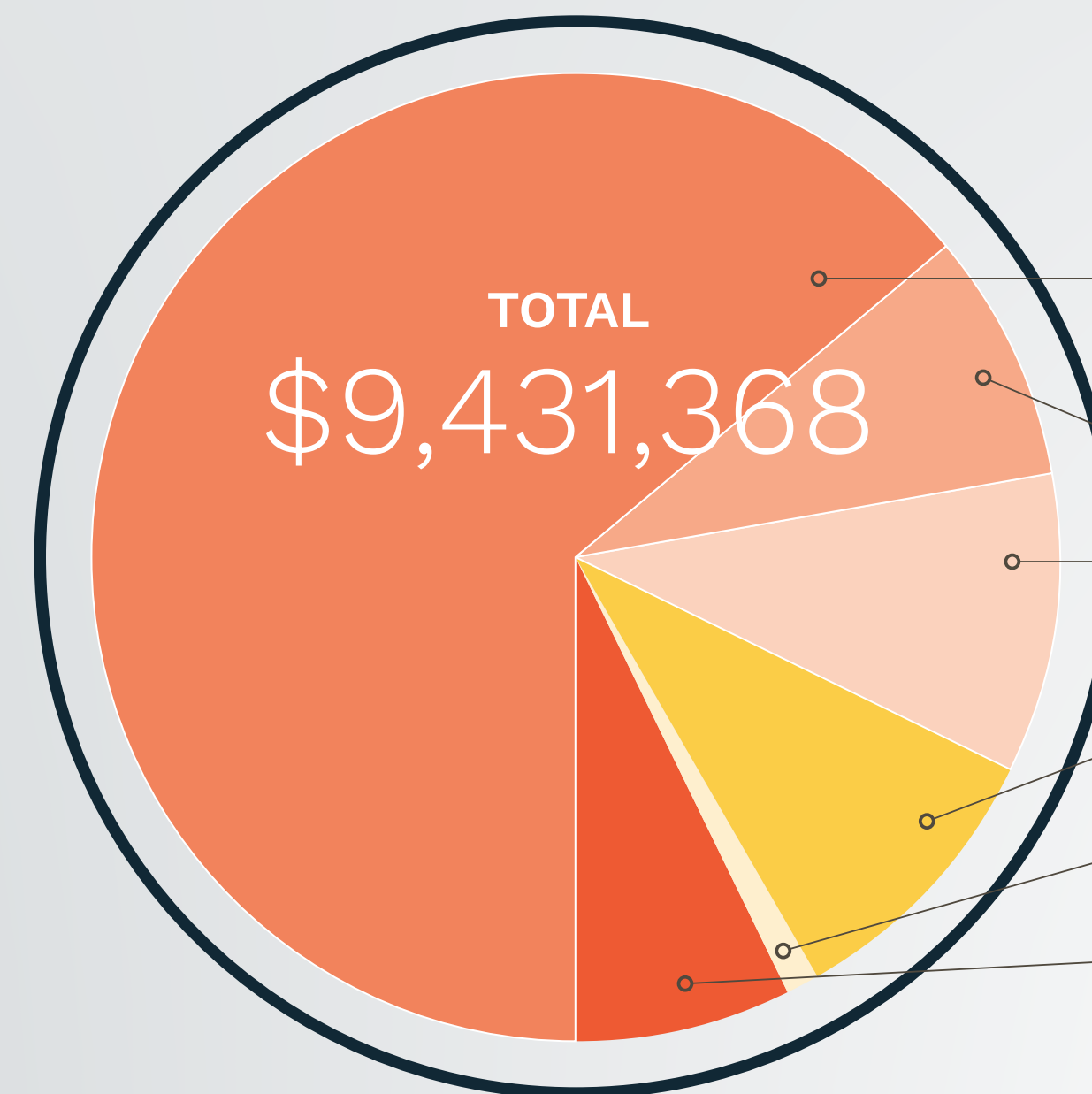
Revenue

- INDIVIDUAL CONTRIBUTIONS (0.44%)
- SPECIAL EVENTS (0.26%)
- MISC. OTHER REVENUE (0.19%)
- FEES FOR SERVICE (6.50%)
- GRANTS (92.61%)



Expenses

- C3 COMMUNITY ASSISTANCE PROGRAM (63.98%)
- PREMIUM ASSISTANCE (8.26%)
- OUTREACH, ENROLLMENT, AND ACCESS (10.16%)
- MANAGEMENT & GENERAL (9.33%)
- FUNDRAISING (1.03%)
- OTHER (7.22%)



Partners & Sponsors

Project Access NOW is deeply grateful for the critical and foundational support we receive from our health system partners:



Adventist Health Portland



KAISER
PERMANENTE®



We have also been able to grow and better serve the community with generous support from these partners:

Clackamas County, Cambia Health Foundation, CareOregon, CDC Foundation, Marie Lamfrom Charitable Foundation, Oregon Health Authority, Oregon Community Foundation, Oregon Health Insurance Marketplace, PacificSource, Pacific West Bank, Stoel Rives, TriMet, and Washington County.

“Not only does our partnership with PANOW allow us to deliver health related services in a way that meets the letter of our CCO contract. It also allows us to achieve the spirit of that contractual intent by allowing us to quickly identify and scale solutions that meet health related social needs for members and meet them where they are.”

—Dave Fife, Director
of Population Health,
CareOregon

Donors

Thank you to the following participating hospitals and health care providers for so kindly donating care into our network of providers:

Adventist Health
Cascade Pathology Services
Columbia Anesthesia Group
Compass Oncology
Hillsboro Eye Clinic
Kaiser Permanente
Lake Grove Ear Nose & Throat
Laser Northwest
Legacy Health
Lyons Eye Ophthalmology

Mt. Tabor Podiatry
Norris Dermatology
Northwest Minimally Invasive Surgery
NW Dermatology & Laser Clinic
NW Gastroenterology
NW Renal Clinic
NW Rheumatology
Oregon Anesthesiology Group
Oregon Dermatology & Research Center

Oregon Health & Science University
Oregon Rheumatology
Orthopedic & Fracture Specialist
Portland Diabetes & Endocrinology Clinic
Providence Health & Services
The Oregon Clinic
The Portland Clinic
Tuality Healthcare
Women's Healthcare Associates

**Thank you, also, to the many individual donors who made contributions during the 2022 fiscal year.
You are appreciated!**