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Dear Friends and Partners of Project Access NOW,

We are incredibly grateful for your support during what has been a monumental year of change in the world and at Project Access NOW (PANOW). Despite a variety of challenges, we affirmed that when we come together as a community we are indeed stronger and more able to support those most impacted by social or environmental disasters quickly and in culturally-responsive ways.

The 2020-2021 fiscal year was one of growth and accomplishments for PANOW. We have responded to community need for vaccination clinics for underserved individuals, provided resources to those impacted by wildfires, and continued to deliver our essential suite of health care services across the metropolitan area. Our organization underwent a successful national search for a new Executive Director, followed by internal restructuring to accommodate new priorities in a changed environment. Eight new board members joined the organization as well, building on more strategic connections and collaborative engagement for the organization.

As a board and staff, we worked to develop a new 4-year strategic plan and are now executing on the plan with a focus on Access, Equity, Social Determinants of Wellbeing, and Organizational Health – progress against each area of emphasis is highlighted in the accompanying report.

Our financial position is strong at the end of the fiscal year, and we continue to earn supportive funding from public health partners, foundations, and health systems who remain fundamental partners in our core work. These resources anchor PANOW's ability to meet increased demand for services, such as Medicaid enrollment for folks who will be newly eligible under the recent “Cover All People” Legislation. We are also proud to be named one of Oregon's “Top 100 Nonprofits to Work For,” as nominated by our employees.

As the world evolves and the needs of the community grow, PANOW adjusts its programs and resources to meet demands and align with community partners to collaboratively deliver appropriate services.

Thank you for your generosity in supporting all we do!

Carly Hood-Ronick, MPA, MPH
Executive Director

Lauren Foote Christensen, MPH
PANOW Board Chair
We strive to deepen, strengthen and articulate the services we offer, focusing on new partnerships, cross-program integration, and serving additional populations.

**OUR PROGRAMS**

**MISSION:** To improve our communities’ health and well-being by creating access to care, services, and resources for those in need.

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**CLASSIC CARE COORDINATION (CLASSIC)**
This is a lifeline for many, connecting uninsured and low-income individuals with donated primary and specialty care, as well as low- or no-cost medications to uninsured and underinsured patients.

**PREMIUM ASSISTANCE (PA)**
For individuals who fall through cracks in the system, PANOW pays health insurance premiums. These individuals, many of them chronically ill, earn slightly too much to qualify for Medicaid but too little to afford private insurance.

**OUTREACH, ENROLLMENT, AND ACCESS (OEA)**
Providing culturally-specific support, this program helps uninsured Oregonians enroll in health insurance and navigate the federal marketplace and other qualifying state programs.

**C3 COMMUNITY ASSISTANCE PROGRAM (C3CAP)**
In their moment of real need, this program connects low-income patients to the resources they need for safe hospital or emergency room discharge and a return to wellness.

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**CLIENT TESTIMONY**

“Last year, I lost my job due to COVID-19 and also lost my health insurance. When I lost coverage, I felt anguished, desperate, and depressed especially when thinking what would happen to my health. Because I have a chronic disease and high blood pressure, missed appointments with my doctors are especially life-threatening. I went to a county free clinic for help. They assigned me a doctor and referred me to PANOW. I applied for help and received support finding donated care and, long term, affordable health insurance. In fact, was able to see my previous kidney doctor and continue my care!

I am very happy and feel healthy and secure. Thank you, PANOW, for your support!”

— Pedro, Premium Assistance program and Classic Care Coordination recipient
**PROGRAM DATA**

<table>
<thead>
<tr>
<th>CLASSIC CARE COORDINATION</th>
<th>PREMIUM ASSISTANCE</th>
<th>OUTREACH, ENROLLMENT, AND ACCESS</th>
<th>C3 COMMUNITY ASSISTANCE PROGRAM</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Individuals Served</strong></td>
<td>2,766</td>
<td>833</td>
<td>4,117</td>
</tr>
<tr>
<td>- enrolled in donated care, affordable prescription access</td>
<td>- received support paying health insurance premiums</td>
<td>- enrolled in health insurance via the Oregon Health Plan or federal marketplace</td>
<td>- received social support services</td>
</tr>
<tr>
<td><strong>Services Provided</strong></td>
<td>11,126</td>
<td>5,525</td>
<td>10,436</td>
</tr>
<tr>
<td>- appointments made, prescriptions filled</td>
<td>- insurance premium payments made, prescriptions filled</td>
<td>- instances of health insurance, navigation assistance</td>
<td>- individual requests for service (about two per person)</td>
</tr>
<tr>
<td><strong>Total Impact</strong></td>
<td>$4,638,687</td>
<td>$1,058,845</td>
<td>$175,709</td>
</tr>
<tr>
<td>- in total value provided (medical, pharmaceutical, and translation services)</td>
<td>- in total value provided (insurance premiums, medications provided)</td>
<td>- individuals reached via radio, TV, and social media</td>
<td>- in services received (housing, transportation, and other vital supports provided)</td>
</tr>
</tbody>
</table>

**PREMIUM ASSISTANCE – RETURN ON INVESTMENT**

PANOW's network of programs increases equity in the health care sector while also promoting system efficiency and return on investment. From the support received through health system partners, more than 75% goes directly back to the community. For every $1 invested in Premium Assistance between 2017 and 2019, health system partners received an average of $2.20 return, totaling $3.51 million in returns.

**This more than 2:1 return on investment means more resources for health care in our region, better access to preventive services, and an improved, more efficient health system for all.**

Data courtesy of [Comagine Health](#)

Note: Prevention associated with those who defer care or only use the emergency department was not included in these figures.
VACCINE CLINICS

PANOW has remained at the front lines of the COVID-19 response. In April 2021, when all adults nationwide became eligible to receive the COVID-19 vaccine, PANOW was one of the organizations selected by state and local public health departments and the Centers for Disease Control (CDC) to aid with vaccine distribution. Due to the organization's expertise in supporting underserved communities, these events focused on BIPOC, immigrant, and non-English-speaking communities who traditionally face barriers to accessing medical care. Partnering with organizations such as the Immigrant and Refugee Community Organization (IRCO), Latino Network, and the Promotores de Salud (community health workers), the organization was able to reach a range of communities in a plethora of languages ensuring those most underserved in the region were able to access the COVID-19 vaccine.

<table>
<thead>
<tr>
<th>Event Date</th>
<th>Location</th>
<th># of Vaccinations Administered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr 22, 2021</td>
<td>East Gresham Elementary School</td>
<td>137</td>
</tr>
<tr>
<td>May 1, 2021</td>
<td>Sauvie Island Academy, Portland</td>
<td>199</td>
</tr>
<tr>
<td>May 8, 2021</td>
<td>Hillsboro Senior Center</td>
<td>261</td>
</tr>
<tr>
<td>May 12, 2021</td>
<td>St. Elizabeth Ann Seton Catholic Church, Aloha</td>
<td>147</td>
</tr>
<tr>
<td>Jun 5, 2021</td>
<td>Hillsboro Senior Center</td>
<td>217</td>
</tr>
<tr>
<td>Jun 9, 2021</td>
<td>Holy Cross Episcopal Church, Gresham</td>
<td>35</td>
</tr>
<tr>
<td>Jun 10, 2021</td>
<td>St. Elizabeth Ann Seton Catholic Church, Aloha</td>
<td>128</td>
</tr>
<tr>
<td>Jun 19, 2021</td>
<td>The Church of Jesus Christ of Latter-Day Saints, Beaverton</td>
<td>24</td>
</tr>
<tr>
<td>Jun 30, 2021</td>
<td>Holy Cross Episcopal Church, Gresham</td>
<td>30</td>
</tr>
</tbody>
</table>

Vaccine hesitancy, and new age groups becoming eligible to receive the vaccine, mean there are still communities to be served. As of December 2021, PANOW has already held or scheduled an additional 26 vaccine clinics and expects to hold dozens more in 2022. Special thanks to the funders and partners who have made this work possible!
DIVERSITY, EQUITY, AND INCLUSION UPDATE

In April 2021, PANOW hired its first Director of Equity and Advocacy, Dele Oyemaja. While this role is new to the organization, equity work is not. Over 90% of PANOW’s staff are bilingual and/or bicultural and roughly 60% are first- or second-generation immigrants, reflecting the communities the organization serves. Over the next two years, PANOW has identified key areas that will further expand its deep commitment to a diverse, equitable, and inclusive organizational culture.

Internally

Over the next year, PANOW will undergo staff and board training to explore what we know about health and racial equity coming out of the pandemic, and to set a baseline for the importance of this work given our client/staff diversity. This work will be guided by an internal racial equity workgroup.

Externally

PANOW has always been community-oriented, working with partners across sectors to reach those most underserved by our health care system. In 2020-2021, PANOW deepened its impact and built new partnerships with BIPOC and community-led organizations including, among others, the Somali Oregon Service Center, Beaverton Hoop YMCA, Blazers Boys and Girls, Muslim Education Trust, and Matt Dishman Community Center. These groups will co-host vaccination events and help PANOW better reach African American and African immigrant communities.
Who We Serve

Over the past year, PANOW provided service to individuals from across the West Coast who visited one or more of its partner locations in seven Oregon counties. Not captured on this map are services provided to individuals from other parts of the country. PANOW’s model is unique and available to individuals in need from a variety of backgrounds; from the individual who finds themselves in a medical emergency far from home to someone who needs to travel for treatment. PANOW’s vision is a streamlined system of care, available to all who need it. As the organization grows, both its geographic reach and its partnerships, it is increasingly able to serve those in need from across the region.
C3 COMMUNITY ASSISTANCE PROGRAM AND DISASTER RELIEF

On a typical day, the C3 Community Assistance Program supports health systems as they connect low-income patients to the resources they need for safe hospital or emergency room discharge and a return to wellness. In the context of the social determinants of health, this means everything from temporary housing to prepaid cell phones to food delivery. Partnerships with CareOregon, Health Share of Oregon, Kaiser Permanente, and Providence Health & Services have helped the program grow, both within the tri-county area and into more rural regions in Oregon.

In addition to supporting patient needs, such as transportation and emergency housing, PANOW was called upon to aid with several overlapping disasters that impacted Oregon in 2020-2021. These included historic wildfires, a life-threatening heat wave, and the COVID-19 pandemic. PANOW is particularly nimble in its response with a network of community-based vendors ready to provide services and a staff trained in complex problem solving. From distributing $1.1 million in federal COVID-19 relief funds to supporting major health systems during disruptions in routine care, PANOW’s role continues to be a network of support services making the health care system more responsive.

I am proud to be part of an organization that was able to pivot and support communities impacted by the climate crisis and public health disasters. PANOW’s ability to respond in real time speaks to our nimbleness and dedicated staff.

— Stephanie Marson, Director of Programs

We strive to utilize programs that support client nonmedical needs while simultaneously engaging in community and state decision-making to promote health through upstream strategies.
UPSTREAM AND ADVOCACY WORK

PANOW was founded to support access to health care as a fundamental right. While the benefits of these services are clear, we now have a much better understanding of how factors beyond traditional health care play a key role in the health of both individuals and communities. These factors often impact health from the start of life, are intergenerational, and include things such as income, education, housing, neighborhood, and social connectedness. With our North Star continuing to be healthy individuals regardless of legal status or personal identity, we have grown our portfolio of services to include supporting the social factors that drive people to hospitals in the first place. And today, our team is proud to be involved in a range of state-wide leadership initiatives advising on state level decisions that have an impact on the clients we support. Listed below are just some of the activities our staff joined in recent years:

- Health Insurance Marketplace Advisory Committee
- Nonprofit Association of Oregon Board of Directors
- Oregon Health and Science University (OHSU) Richmond Family Medicine Clinic Board of Directors
- Oregon Health Policy Board, Health Equity Committee
- Oregon Health Policy Board, Health Information Technology Oversight Committee (HITOC) and Community Information Exchange (CIE) Workgroup Liaison

In addition, over the past year, PANOW testified on legislation and provided public testimony in support of issues related to the social determinants of health. This important work directly impacts the lives of the clients PANOW serves and improves Oregon's health system for all. Below are just some of the issues and legislation PANOW's staff provided public testimony regarding:

- Commentary on health-related social needs (HRSN) metric for Coordinated Care Organizations
- Comments to the Oregon Health Authority regarding concept papers for Oregon's Medicaid 1115 Waiver Renewal application
- Support of Oregon House Bill 3039 creating an advisory group for Community Information Exchange
- Support of Oregon House Bill 3352 establishing the Cover All People program
- Support of Oregon House Bill 2337 which declared racism a public health crisis
- Support of Oregon Senate Bill 261 / 262 encouraging cooperation and discouraged partisan walk-outs
- Support of Oregon Senate Bill 278 which protected rental assistance tenants from eviction
- Testimony to the City of Portland regarding its budget priorities
- Public support of Commissioner Jo Ann Hardesty's PDX Street Response initiative
Project Access NOW policy priority areas for 2022 include:
- Improve access to care
- Ensure housing for all
- Ask for Medicaid advocacy to support upstream investments
- Elevate social health – specifically how health information technology supports referral development between social service entities and medical care

**Project Access NOW**

**2021 – 2024 ORGANIZATIONAL STRATEGY**

**ACCESS**
Broaden and expand our services
Deepen, strengthen & articulate the services we offer, focusing on new partnerships, cross-program integration, and serving additional populations.

**EQUITY**
Reflect and amplify our commitment to community voice
Grow as an inclusive, equity-centered organization, using data to make program decisions, and advocating for equity and social justice in our region and state.

**SOCIAL DETERMINANTS OF WELLBEING**
Collaborate and innovate to address the social barriers that impact health
Utilize programs to support individual client non-medical needs while simultaneously engaging in community and state decision-making to promote health through upstream strategies.

**CORE VALUES**
What matters to us; How we engage in our work
- Collaboration
- Community engagement
- Inclusion, equity and diversity
- Innovation
- Social justice
- Respect

**HOW WE WILL SUCCEED**
Support the health of those we serve by deepening connections with our partners, expanding needed services, and advocating for positive change.

**MISSION**
Improve community health and well-being by creating access to care, services and resources for those in need.

**VISION**
Health for all through equitable access and systemic change.

**ORGANIZATIONAL HEALTH**
Strengthen and reinforce our operations, culture, and long-term sustainability
Grow and diversify funding and promote a healthy, anti-racist and effective workplace culture.

**WHAT MAKES US UNIQUE**
- We drive regional, whole person care
- We promote health system cost efficiency
- We provide culturally relevant services
- Our programs are “shovel worthy”
- We advocate for systems change

View the full report at: [www.projectaccessnow.org/about-us](http://www.projectaccessnow.org/about-us)
We strive to grow and diversify funding and promote a healthy, anti-racist, and effective workplace culture.

WHO WE ARE

PANOW has always been focused on providing culturally-specific services and support for communities underserved by health care and insurance. In fact, a key value and a key factor in PANOW’s success has historically been that staff are representative of those served.

OF 31 STAFF:

GENDER IDENTITY

- Female: 60%
- Male: 17%
- Nonbinary: 8%
- Other gender or declined to answer: 15%

RACE AND ETHNICITY

- Hispanic or Latinx: 50%
- White: 28%
- Black and/or African American: 14%
- Two or more races or ethnicities: 4%
- Asian: 2%
- Middle Eastern and/or North African: 2%

Languages Spoken:

- English
- Spanish / Español
- Arabic / عربية

Welcome new board members!

- Andrew Suchocki, MD, MPH
  Medical Director, Clackamas County Health Centers
- Cara Biddlecom
  Deputy Public Health Director, Oregon Health Authority
- Emily Barclay
  Director of Population Health, Oregon Health & Science University
- Ifeoma Muoto, PhD
  Care Delivery Operations, Kaiser Permanente
- Jenny Robinson
  Executive Director, Legacy Health Partners
- Jonathan Weedman
  Vice President of Population Health, CareOregon
- Linda Lang
  Director of Quality and Population Health, Samaritan Health Plans
- Meredith Roberts
  Executive Director, Comagine Health

View our full board list at: www.projectaccessnow.org/about-us/our-board

This year, PANOW grew its Board of Directors from 10 to 18 members and significantly increased its capacity for statewide and systemic impact. The newly expanded board will focus its efforts on PANOW’s strategic plan and growing the depth and breadth of programming in new areas of the state.
Our strong financial position as an organization allows us the stability to continue to employ our talented staff and to reach some of the most vulnerable people in our state. In FY2021, income and expenses are higher than usual due to the distribution of $1.1 million in federal CARES Act funds.
PANOW is deeply grateful for the critical and foundational support we receive from our health systems partners:

Adventist Health
Cascade Pathology Services
Columbia Anesthesia Group
Compass Oncology
Hillsboro Eye Clinic
Kaiser Permanente
Lake Grove Ear Nose and Throat
Laser Northwest
Legacy Health
Lyons Eye Ophthalmology
Mt. Tabor Podiatry
Norris Dermatology
Northwest Minimally Invasive Surgery
NW Dermatology and Laser Clinic
NW Gastroenterology
NW Renal Clinic
NW Rheumatology
Oregon Health and Science University
Oregon Anesthesiology Group
Oregon Dermatology and Research Center
Oregon Rheumatology
Orthopedic and Fracture Specialist
Portland Diabetes and Endocrinology Clinic
Providence Health and Services
The Oregon Clinic
The Portland Clinic
Tuality Healthcare
Women’s Healthcare Associates

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

CareOregon
Harold and Arlene Schnitzer Care Foundation
Health Share of Oregon
Multnomah County
Oregon Department of Consumer and Business Services
Oregon Health Authority
PacificSource Foundation
Ronald W. Naito MD Foundation
The Collins Foundation
Washington County
Thank you to the following individuals for their generous donations over the last two years:

Adam Schlossman
Adrienne Buesa
Akash Gupta
Amanda Sullivan
Amanda Watters
Amy Morris
Amy Zlot
Ann Blaker
Anna Bird
Anne Matson
Arlene Schnitzer
Barb Engelter & Jean Carufo
Begona Rodriguez
Ben & Michael Anderson-Nathe
Bradley Taylor
Brenda Tuckey
Brett Stithem
Britt & Chris Pew
Bruce Webber
Carmela Browns
Catherine Rote
Chris Apgar
Christian Hill
Christina Glabas
Colin Evans
D H & Janet Williams
Dan & Joanna Valliere
Daniel Schumieister
Danielle Jones
Darcy Henderson
Dave Johnson
David Brackett
David Fuks
David Kleban
David Russell
Deani Iversen
Deborah Kamali
Denise Dodd
Diana Boss
Dianne Faligowski
Dotan Greenvald
Dr. Beall McPherson
Dr. Judith Collins
Elaine Meyer
Elle McKay
Ellen Robinette
Erik & Carla Nilsen
Erin Esparza
Erin Fair-Taylor
Gayle Wilson
Geoffrey Carden
George Feldman
Gina Westhoff
Girma Wudneh
Helen Stinman
Hengameh James
Heran Song
Howard Klink
James & Patricia Huntzicker
James S. Hicks
Jamie Randles
Jan & Gary Laney
Janet Hamilton
Janet Meyer
Janet Morton
Jefferson & Melanie Mildenberger
Jennie Leslie & Bradley Taylor
Jessica Ridgway
Joan Snyder
Joe Ichter
John Andrew Nusser
John Hallett
Johnny Dejeas & Sophie Duba
Jonise Orie
Jordan Branham
Judith & Ian Freeman
Julia Frey
Julian Hanlon-Austin
Julie & Brett Sheppard
Julie Gonsalves
Karen Buhaly
Kate Fagerholm
Kathleen Iverson
Kathleen Jungk
Kathryn Oftedal
Katie & Kenny Moody
Katie Iverson
Kent Halversen
Kent Leslie
Kimberley Neroda
Kristin Monahan
Kummel Family
Larry & Judy Fox
Laura Brower
Laura Iversen
Laura Russell
Lauren Foote Christensen
Leigh Wilson
Linda Nilsen
Lisa Warbrick
Liz Lippoff
Liza Bohmer
Madeline Moore
Marc Poris
Margaret Filardo
Margaret Hansen
Marianne Baca
Marie Napolitano
Marilyn Hartzog
Mark Rosenberg
Martin Hamilton
Mary Ellen Mackay
Megan Bolton
Melinda Strnad
Michael Kern
Molly Cliff Hilts
Natalie Millar
Nicholas Appelmans
Nicole Gupta & Brent Fleck
Nicole Simon
Nicoleta Lupulescu Mann
Oren Eshel
Pamela Mariea-Nason
Phillip Sample
Rachel Linder
Rachelle Yoder
Richard & Kathleen Nusser
Richard & Kathleen Reamer
Robert & Leslie Abbott
Robert Davis
Robert Hatfield
Robert Jr. & Susan Hatfield
Rocio Goodey
Ross & Debbie Rieke
Samuel McMillan
Sandra Wilborn
Seth Wainer
Sharronann Kushinka
Sia Lindstrom
Sofia Pacheco de Paez
Stephanie Fitzpatrick
Stephanie McAndrew
Stephen & Leslie Robinson
Steve Klise
Stuart Malkin
Suniti Kumar
Susan Lanahan
Susan Sumpter
Susan Toft
Susan Tran
Terrence Stephenson
Terry Oftedal
Theresa Pintarelli
Thomas Bennett
Tim Hatfield
Tim Pitts & Jacob Wry
Tisbest Philanthropy
Vicki & John Cameron
William & Nancy Bennetts

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