


# CONNECT OREGON

## Success Stories






“Unite Us has helped show how integrated our clinic is within the community. We recognize one specialty of healthcare isn’t enough, so we need to partner with organizations like Unite Us to help patients navigate the system. We wholeheartedly believe the value of Unite Us lies within bringing various specialties together to focus on the care needed for the patient in front of them. It is a transformational shift in healthcare that has been long overdue.”

– Monika Hernandez, Executive Director of Clinic Business Operations & Finance at University of Western States

“During one of my first experiences with Connect Oregon, I was working with a member who was part of a large family. This member was the sole provider for the family but lost his job due to layoffs around COVID 19. **I decided to try out Connect Oregon and was able to get this family the support they needed and watched it happen in real time.** I was able to secure food, clothing, utilities, and rent assistance for them and all in 2 days! When I followed up with the family a week later to check in they were so happy and thankful that they cried happy tears.”

– Member Support Specialist, PacificSource




“Our partnership with Unite Us helps us meet us our mission by enabling us to connect and stay connected with community members in need through referrals. **Unite Us serves as a clearinghouse for community partner information and a great way to educate new staff on the services available.** It has given Hearts With A Mission new connection opportunities, a platform that provides exceptional customer service, additional support for the clients we serve, and more direct services for the client.”

– Ashley Blakely, Development Director at Hearts With A Mission



“At Mosaic Medical a dietician sent a referral to see about getting their patient baking pans to roast vegetables. They referred the patient to Furnish Hope via Connect Oregon and Furnish Hope promptly called the patient, going through a checklist of every item they had available to see if the patient might need it. The patient has lived in their home for quite a few years and didn't have hardly any furniture, has never owned a dresser, or a coffee table had two knives to cook with and a pan. After an easy assessment process, Furnish Hope is delivering a truckload of furniture to the patient in early January. **The patient was in tears** and said they couldn't believe anyone would do that for them!”

– Lindsey Stailing, Mosaic Medical

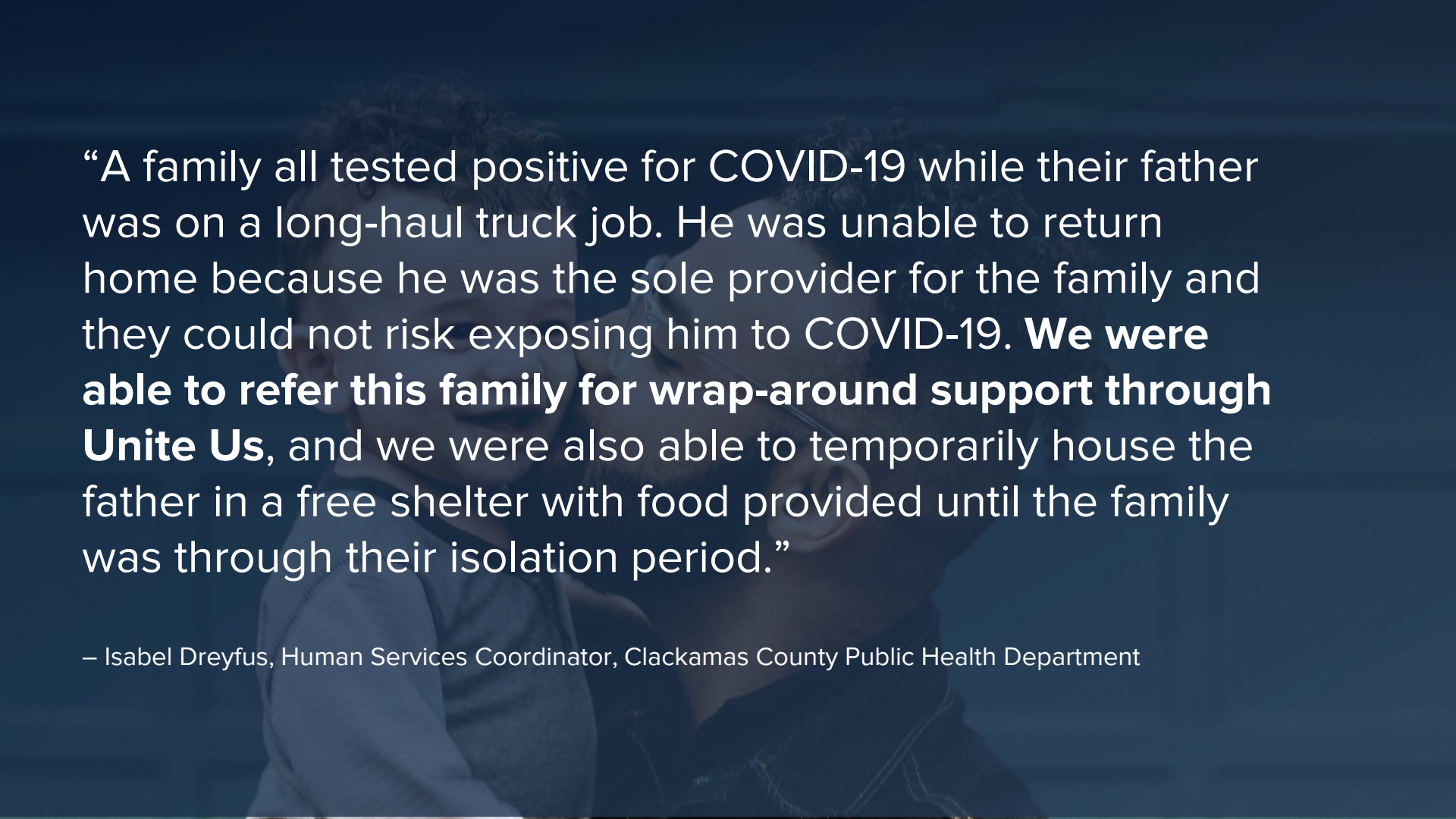


“As I was serving a client, he shared his concerns over his diabetic care and how he feared he would not be able to pay for his medication because of his COVID isolation. I remembered that a couple of days prior in the Partner Spotlight Zoom I attended, I had learned about the Borland Free Clinic . I shared the information with him and **he was just so thankful** for it and especially about the fact that they were very Latino/Hispanic friendly.”

– Maria Morales, YWCA Program Staff

“Every time we get a referral in Unite Us and are able to connect people who need nutritional support with meals is a success. Early on, we got a referral from Kaiser for a patient discharged from the hospital with COVID-19. Her husband, who also contracted COVID-19, died unexpectedly. When we delivered her meals, we called to tell her they were on her porch and checked in weekly. Once she was able to get back to cooking for herself, **she told us she felt like it saved her life** to have people checking in on her on a regular basis. This is the miracle of service. To serve our community best, **we need partners like Unite Us** to show us the people in need.”

– Jody Grant, Program Manager at Meals on Wheels People, a nonprofit based in Portland, Oregon



“A family all tested positive for COVID-19 while their father was on a long-haul truck job. He was unable to return home because he was the sole provider for the family and they could not risk exposing him to COVID-19. **We were able to refer this family for wrap-around support through Unite Us**, and we were also able to temporarily house the father in a free shelter with food provided until the family was through their isolation period.”

– Isabel Dreyfus, Human Services Coordinator, Clackamas County Public Health Department



“I have nothing but good things to say about the Unite Us platform! It has enabled us to **connect more easily with other organizations** and coordinate care for our clients. It was a real boost for helping us **work more efficiently** with regard to the COVID wrap around process.”

– Laurie Henning, Communicable Disease Program Manager for Deschutes

