



To: Joint Committee on Information Management and Technology
Re: House Bill 3931
On: May 2, 2025

Co-Chairs Manning and Nathanson, Members of the Committee,

My name is Courtney Graham, and I am the Political Director for SEIU Local 503, representing over 72,000 working Oregonians, including more than half of the state workforce. I'm here today to express our support for House Bill 3931, which would establish the E-Oregon Task Force to evaluate opportunities for streamlining public interactions with state agencies through a single, accessible portal.

SEIU members take great pride in their work serving the public. Every day, our members help people navigate complex state systems—from renewing a license to accessing benefits—ensuring that Oregonians get the support they need. We believe that government should be easy to interact with and responsive to the people it serves, and we commend the Legislature's goal of reducing barriers and improving user experience.

That said, we urge this committee and the Task Force to approach this work with a strong commitment to preserving the human expertise and public service values that our members bring to their roles. In many cases, the people doing this work have deep institutional knowledge and understand the real-world needs of the communities they serve. Streamlining systems should not come at the cost of cutting corners or reducing services.

We appreciate the inclusion of a member representing a labor organization, and believe it's critical that workers have a seat at the table as the work progresses. A successful E-Oregon portal will require thoughtful integration of both technology and human support. Our members are not obstacles to modernization—they are essential partners in building systems that work for everyone. And we have direct experience with the consequences of not engaging frontline workers in the implementation of complex projects such as this one.

Thank you for the opportunity to testify, and we look forward to being part of this important conversation.

Sincerely,

Courtney Graham
Political Director, SEIU Local 503

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