



**Looking Glass**  
Community Services

**Administrative Office**

March 20, 2019

Legislative Testimony to House Committee on Human Services and Housing

**Looking Glass Programs**

**Counseling Services**

Counseling Program  
Crisis Response Program

**Runaway & Homeless Services**

Station 7 Program  
New Roads Program  
Rural Program

**Education & Vocational Services**

Riverfront School & Career Center  
Center Point School  
New Roads School

**Residential Services**

Pathways Boys Program  
Pathways Girls Program  
Kyanite Program  
Stepping Stone Program  
Parole Revocation Diversion Program

Dear Chair Keny-Guyer, Vice Chair Noble, Vice Chair Sanchez and Committee Members:

Looking Glass Community Services provides extensive services to children, youth and families of Oregon. Most of our programs are provided through government contracts and partnerships, especially with Oregon Youth Authority, Child Welfare, and Oregon Health Authority. These are life-saving and money-saving interventions to traumatized youth who have faced extreme challenges. HB 3208 would ensure child safety in therapeutic environments are available to vulnerable at-risk children of Oregon.

Workforce development is essential to health and safety of our state. The child and family provider service system has been severely under-funded and over-regulated for decades, resulting in fewer resources available to children and families in need. We are now in a crisis, as seen by desperate, hard-working DHS workers making emergency placements in hotel rooms and out of state facilities. Turnover in front line child/family treatment caregiver positions runs over 50%. We must provide better support to these highly skilled workers.

Safety and quality delivery of services is a priority of Looking Glass. We are nationally accredited and state licensed. Yet funding to achieve and maintain those standards is not in state contracts.

We welcome oversight and safety regulations, but they must be provided in a trauma-informed process to protect the vulnerable children we serve.

Oregon children and families need a well-resourced, comprehensive system of care. Please invest in their health and safety, and a better future for all Oregon.

Please support HB3208.

Thank you for all your work, and attention to this matter.

Sincerely,

Craig Opperman, MSE  
President/CEO  
Looking Glass Community Services



A United Way Agency

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