



Marion County

OREGON

Health & Human Services

January 31, 2023

To: Rep Grayber, Chair, House Committee on Emergency Management, General Government, and Veterans

From: Corissa Neufeldt, Human Services Division Director, Marion County Health and Human Services

Subject: HB 2448, to review and update classification plan and compensation for specified positions in CDDPs and Support Service Brokerages

Chair Grayber Vice-Chair Tran, Vice-Chair Lewis, and members of the committee,

My name is Corissa Neufeldt. I am the Human Services Division Director for Marion County. I direct the Marion County Intellectual and Developmental Disabilities (I/DD) Program, one of the 32 Community Developmental Disabilities Programs (CDDPs) operated throughout Oregon who are responsible for I/DD service eligibility determination, foster home licensing/certification coordination, adult abuse investigations and lifespan case management for children and adults who experience intellectual and developmental disabilities.

I have 30 years of experience working in Oregon's intellectual and developmental disabilities service system. Over the years, demands and risks of CDDPs have increasingly become more complex, but specifically in the last 10 years since Community First Choice K-plan services (a robust menu of Medicaid funded home and community based services) were added to Oregon's intellectual and developmental disabilities service array. The increase in Medicaid funded services provides local case management entities more resources to better meet the health, safety, and complex needs of those eligible for services. However, it has also resulted in more complex workloads, and the need for more specialized skills and knowledge to perform daily job functions. Consequently, CDDP's are seeing a significant increase in turnover of staff due to disparity between workload demand and compensation. For example, at this same time last year, Marion County had over 25% vacancy in case management positions, and over 60% of our case managers have turned over in the last 2 years. High turnover has become a common experience for CDDP's, despite many being county positions with good benefits. And, increased turnover means individuals and families experience multiple case manager changes as well, which can be detrimental to the health and safety of a person with a disability.

HB2448 is a long-term workforce stabilization strategy that will help to ensure classifications and compensations for essential case management positions are current and reflective of the actual work required of staff. Ultimately, this should result in reduced staff turnover and improved service delivery for individuals receiving services.

Thank you for your time and support of this important bill today.