

Submitter: Hannah Stewart  
On Behalf Of:  
Committee: Senate Committee On Human Services  
Measure, Appointment or Topic: SB725

Chair, members of the committee, my name is Hannah Stewart. I am from Portland and am here in support of SB 725.

I am a Personal Agent, supporting adults with intellectual and developmental disabilities at UCP (United Cerebral Palsy) Oregon. As a Personal Agent, I provide case management supports for up to 36 customers. Currently, I am at full capacity. There have been times in which urgent needs arise for multiple customers, and I am not able to give the time and energy to everyone due to the amount of folks I am supporting. We are also tasked with completing a significant amount of time-consuming documentation and paperwork, which must be completed for folks to maintain services and for us to remain in compliance with ODDS and Medicaid rules. When case managers are feeling overwhelmed and have low capacity due to full caseloads, not only do we burn out and experience long-term stress, but our customers suffer. They are not able to receive the supports and services that they rely on to stay safe and healthy, and to connect to other valuable community resources.

This legislation is necessary to improve the quality of supports that our customers receive, as well as to reduce the burnout that Personal Agents and Service Coordinators are experiencing. I appreciate the consideration of the committee and ask that you give this bill a favorable recommendation. Thank you for your time.