

Submitter: Regan Shattuck

On Behalf Of:

Committee: Senate Committee On Human Services

Measure, Appointment or Topic: SB725

Chair, and members of the committee, My name is Regan Shattuck, and I am writing to express my strong support for SB 725.

As a Personal Agent with UCP Oregon, providing brokerage services for individuals with intellectual and developmental disabilities (I/DD), I see firsthand the critical need for manageable caseloads to ensure that each individual receives the quality support they deserve.

Currently, Personal Agents and Services Coordinators are given excessive caseloads, making it increasingly difficult to provide the level of individualized attention and advocacy that our customers deserve. Many of the individuals I serve have complex needs, including assistance with housing, employment, medical care and crisis intervention. With too many customers, we are forced to make impossible choices - prioritizing urgent cases while struggling to provide proactive, person-centered planning for others. This is not the quality of service our customers deserve, nor is it sustainable for those of us doing the work.

A 30 customer cap would allow us to ensure timely and individualized supports by dedicating the necessary time to meet each need, improve crisis intervention by being more readily available when emergencies arise, and reduce burnout and turnover among Personal Agents, helping retain experienced professionals in this crucial role.

Without this cap, we risk failure - where individuals who experience disabilities are left without essential services, and Personal Agents face overwhelming workloads that diminish the quality of care. Implementing this cap is a necessary step to uphold Oregon's commitment to serving individuals with dignity and respect.

I appreciate your consideration, and ask for your support for SB 725. Thank you.