

To: Sen Gelser-Blouin, Chair, Senate Committee on Human Services

From: Kristine Olson

Re: Support for SB 725, capping caseloads for I/DD case management at 1:30

Chair and Senate Committee Members on Human Services,

My name is Kristine Olson. I live in Portland, Oregon, and work as a Project Manager at Community Pathways, Inc., a support service brokerage that serves adults with intellectual and/or developmental disabilities (I/DD) living in Clackamas, Multnomah, and Washington counties.

I am asking that SB 725 pass this Regular Session to establish a minimum staffing ratio of 30 to 1 for service coordinators (SCs) and personal agents (PAs) serving individuals with I/DD.

Passing this bill has the potential to both increase and improve the capacity of SCs and PAs to:

- **Get to know the individuals they serve**, including their families and support providers.
- **Understand what specific types of supports the individuals on their caseloads need to live self-determined lives in the community**, including support in accessing affordable housing.
- **Manage the administrative tasks involved in case management**, which often limit the amount of time SCs and PAs are able to focus on providing direct support to individuals.
- **Manage the stress caused by managing high caseloads**, which is known to lead to burnout and staff turnover. (Staff turnover, in turn, increases the workloads of those SCs and PAs who have to provide coverage, effectively reducing their capacity to provide quality support service.)
- **Provide equitable, person-centered services** by allowing for more time to collect input directly from individuals and their providers about their support needs and services.

As an Oregonian working for a support service brokerage, I strongly support initiatives committed to ensuring that individuals with I/DD—fellow Oregonians—have equitable access to high-quality, person-centered support services that help them live self-determined lives in the community. **Establishing a minimum staff ratio of 30 to 1 for SCs and PAs is a critical step in ensuring this positive outcome for all Oregonians with I/DD.**

For these reasons, I encourage passing SB 725.

Thank you for your time and thoughtful consideration,

Kristine Olson