

Submitter: Chloe Cooper  
On Behalf Of:  
Committee: Senate Committee On Human Services  
Measure, Appointment or Topic: SB725

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Dear Chair and members of the committee. My name is Chloe Cooper. 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 and have worked here for over two and a half years. As a Personal Agent, I provide case management supports for up to 36 customers. In addition, to note, our case management supports increase with coverage when other Personal Agents/Service Coordinators quit or are on leave.

The proposal of capping the caseload for Personal Agents and Service coordinators at 30 customers per caseload is essential to best support individuals with their health and safety. Due to high caseloads, Personal Agents and Service Coordinators are beyond their capacity, and not able to spend the time that is required to fully support their customer's critical needs. With large caseloads, it is common for people's needs to fall through the cracks of the system as we are backed up by time consuming paperwork and documentation, that is essential for customers to continue their access to Medicaid funded services. Customers have urgent needs related to housing, food, medical supports, social security, care supports and employment among many other needs. In order to properly support our customers, Personal Agents need more time to advocate with and on behalf of the customer. Often times we have to choose what to prioritize due to time constraints emerging from high caseloads, when all customers deserve to have equitable support. The overwhelm can, does and will continue to lead to staff burnout, cycling through Personal Agents and Service Coordinators. High turnover rates end up hurting the customers and costing agencies more money. Again customers are not getting the critical support they deserve for their health, safety and quality of life. Capping caseloads to 30 customers per Personal Agent/Service Coordinator will better ensure sustainability within the job force to provide the quality of services that the community deserves.

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