

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

From: Rachel Mohr, Personal Agent, Community Pathways, Inc. Support Service Brokerage

Re: Support for SB 725, capping caseloads for IDD case management at 1:30

Chair Sen. Gelser-Blouin and Committee Members,

My name is Rachel Mohr and I live in Gresham and work as a Personal Agent at Community Pathways, Inc., a support service brokerage that serves adults with intellectual and/or developmental disabilities (IDD) living in Clackamas, Multnomah, and Washington counties.

I am writing to express my support of SB 725 to establish a minimum staffing ratio of 30 to 1 for service coordinators and personal agents serving individuals with IDD.

As a personal agent of over 5 years, who serves adults with IDD, I can confirm the ongoing challenges of providing quality care and services to more than 40 individuals on one caseload. Capping caseloads at 30 customers would allow service coordinators and personal agents, like myself, more time to get to know the people we serve and their support teams, focus on helping them plan for now and their future, and accessing the supports and services they need and want to live independent and self-determined lives in the community.

By reducing workloads, this would also reduce the risk of burnout and staff turnover that can negatively impact service delivery and outcomes for individuals receiving services. I can attest to this as in August of 2024, I received a new position within my organization, and with this new position entailed reducing my caseload to 30 individuals and taking on additional new tasks. Although, I have a strong passion for this work and the organization I work for, earlier last year, I was experiencing burn-out and compassion fatigue. Since reducing my caseload to 30 customers, I noticed that my overall well-being has significantly improved and allowed me more time to provide quality service to the 30 individuals I serve. I have been able to work on exception requests and special projects for customers, such as increasing hour allocations, modifying homes and vehicles, and accessing assistive technology such as communication devices and mobility aids. All of these services, which require a multiple-step process of coordinating and accessing, and that I may not have been able to focus all in on before when I was serving an additional 10 customers. I strongly believe that by passing SB 725, Oregonians with IDD will receive the support services they need—when they need them—to live healthy, safe, and active lives in the community and service coordinators and personal agents will have better outcomes in the workplace.

Thank you for your time and consideration,

Rachel Mohr

Personal Agent, Community Pathways, Inc.