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March 17th, 2025

The Honorable Members of the Oregon  
Legislature Oregon State Capitol

900 Court St NE  
Salem, OR 97301

Dear Members of the Oregon Legislature,

**\*\*Subject: Opposition to HB3838 – Protecting Small In-Home Care Agencies and Their Clients\*\***

I am writing to express my strong opposition to HB3838, which proposes the establishment of the Home and Community-Based Services (HCBS) Workforce Standards Board. While I understand the intent to improve workforce standards in the home care sector, this bill, as currently written, poses significant challenges for in-home care agencies like mine, other HCBS agency types, and, worst of all, the vulnerable clients we serve.

As the owner of a small in-home care agency, I am deeply committed to providing high-quality, personalized care to individuals with disabilities in our community. However, the provisions outlined in HB3838 threaten the sustainability of agencies like mine in several critical ways:

1. Increased Administrative Burden: The creation of a Workforce Standards Board with the authority to establish and enforce minimum working standards will likely result in additional administrative requirements. HCBS agencies, which operate with limited staff and resources, will struggle to comply with these mandates, diverting time and energy away from direct client care.
2. Financial Strain: The bill's potential to impose new training standards, certification processes, and compliance measures will increase operational costs. HCBS providers, especially those that

serve Medicaid populations lack the financial flexibility to absorb these expenses, putting us at risk of closure. This would reduce care options for clients who rely on our services.

3. Impact on Workforce Availability: While the bill aims to enhance workforce standards, it may inadvertently exacerbate the caregiver shortage by imposing barriers to entry for new workers. Small agencies already face challenges in recruiting and retaining caregivers, and additional requirements could deter potential employees from joining the field.

4. Client Access to Care: The cumulative impact of these challenges, not the least of which being increased cost of compliance, will ultimately fall on our clients—many of whom are low-income, elderly, or disabled. Reduced access to community-based care providers and increased costs of compliance will generate even greater inflation on some of our most vulnerable populations. Simply, this results in fewer hours of care per dollar. Families who depend on care to support their family will be stuck figuring out how to fill the gaps, or worse, the vulnerable adult will go without the needed care altogether.

I urge you to consider the unintended consequences of HB3838 on HCBS providers and the clients we serve. Instead of implementing a one-size-fits-all approach, I respectfully request that the Legislature engage with OHCA to develop solutions that balance workforce improvements with the sustainability of small businesses.

Thank you for your attention to this critical issue.

Sincerely,

Anne Mwangi  
Director  
Ebenezer Home Care LLC