

Written Testimony on House Bill 2061

Submitted by Devrey Hachenberg, Executive Director of Operations
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Chair Hartman and Members of the Committee:

Thank you for the opportunity to provide testimony on House Bill 2061. We serve as the Executive Directors of Operations and Program, respectively, for NorthWest Senior and Disability Services—an Area Agency on Aging that provides long-term services and supports (LTSS), Adult Protective Services (APS), and a range of other programs for older adults and individuals with disabilities across five counties in Oregon.

Our agency employs both Case Managers and APS staff, who serve as foundational components of Oregon’s long-term care and protective services infrastructure. In recent years, we have observed notable patterns in recruitment and retention within both roles. Data collected over a five-year period (2020–2024) reflects the following turnover rates:

Classification	Average Turnover Rate	Average Staff Count	Total Departures	Total Additions
APS Workers	16%	20.7	18	31
Case Managers	17%	68.8	59	81

Feedback from exit interviews and internal assessments indicates that several factors have contributed to turnover:

- **Increased caseloads and expectations:** Staff frequently cite growing caseloads and workload intensity as reasons for leaving.
- **Administrative burden:** Staff report that duties have expanded over time through added policies and procedures that are not always clearly linked to regulatory requirements.
- **Emphasis on quantitative metrics:** Some team members have expressed concern that performance measures may, at times, shift focus away from individualized consumer outcomes.
- **Workplace stress and emotional strain:** Mental health strain and burnout have been recurring themes, particularly in APS where safety concerns have also been raised.

These trends suggest the need for a clear understanding of what is required versus what has been added administratively or evolved through local practice. In preparation for the task force proposed under HB 2061, this distinction could support informed discussion around workforce capacity, training, support needs, and role sustainability.

Our intent in providing this testimony is to share observed data and workforce trends to inform the committee's understanding of current challenges. I appreciate your attention to these issues and am available to provide additional information upon request.

Respectfully,

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