

2/19/2015
Hearing Room F
Good morning,

Co-Chairs Senator Bates and Representative Nathanson and members of the committee,

My name is Mohammad Bader. I work as a Community Developmental Disabilities Program Director for Multnomah County. Since July, 2013 the DD system started to go through tremendous changes with the advent of Community First Choice K-State Plan and the federal requirement to establish a needs assessment and a plan of care. In addition our case managers are busy implementing employment first initiative as well as several administrative tasks that are not adequately funded in the current CDDP model. These changes very often are time consuming, create a lot of frustrations for families, and in many instances I end up dealing with grievances, threats of law suits by families who get impatient with waiting and have difficulty navigating the changes. In sum:

- We do not have the infrastructure to write new plans, revise current plans, renew plans, and get everything approved, processed, and implemented within an acceptable turn around time.
- As the first state to secure service funding through the K-plan option of Medicaid, Oregon has been a trail blazer with our desire to deliver services to families in their homes. The tough thing about being the first state is that we are also trail blazing the implementation of all these services and it is proving to be quite overwhelming.
- Unfortunately, families have had to wait months to access services that they are eligible for. When changes and revisions are needed they are not happening in a timely manner.
- Case managers are having to prioritize the access to services while knowing that our new funding stream explicitly states there can be no wait lists or prioritizing.

As a manager of 130 employees who all dedicated their work to individuals with developmental and intellectual disabilities, I often am at a loss when it comes to helping my staff with the increased work demands, and continuous process improvements we have put in place to deal with the heavy workload. We reached the point where we cannot make any additional workload simplifications or process improvements without added funding and staffing. As a CDDP manager, we are requesting funding, the funding as reflected in House Bill 2056 at 95% for the workload model. Although not perfect, as it still does not capture all the work we do, it will allow us to add necessary services and staff to implement the many changes required by K-Plan in a timely manner and more efficiently. It will also help us retain experienced staff, who we often lose due to burn out.