

Oregon Coalition of Small Provider Organizations

CUSTOMER SURVEY REPORT AND QUESTIONNAIRE

Customer/Guardian Information

Customer name Ashley Lewis County Multnomah

Guardian name No Guardian Date 2/27/19

Customer

Action Items

- How often do you depend on your providers, especially around medications, doctor's appointments, crisis prevention and staying safe?
My provider helps me set up all of my doctor appointments and makes sure I get there. She reminds me to check my medications and helps me call to refill my pills because they don't understand my talking over the phone, and she takes me to pick them up. My provider helps me stay safe when I'm depressed by helping me calm down and not get hurt.
- What would you do if you could not have providers who could help you with medications, doctor's appointments, crisis prevention and staying safe? Could you do these things by yourself?
No, I could not do these things by myself. I would feel very depressed and I might have seizures. My family lives in Texas, so my provider is my only way to get to my doctor and pills.
- Do you feel your providers do a good job helping you? Share an example of a time you were really happy with your provider!
Yes, I feel accepted and do not feel afraid or a freak or an outsider with my provider. I feel complete. The first time I started with a provider, my mom was trying to limit my choices and stop my being independent, but my provider helped me feel confident to make choices for myself and I decided to move out. My provider helped me move and be independent.
- Tell us about a time your provider made the difference between losing your housing, doctors or food!
When my doctor quit and my insurance stopped paying for the clinic, my provider helped me find a new doctor for my insurance. When I run out of food my provider helps me to go get some more.

Concerns

We are urging the subcommittee members to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

CUSTOMER SURVEY REPORT AND QUESTIONNAIRE

Customer/Guardian Information

Customer name	Amanda Stewart	County	Clackamas
Guardian name	Natalie Stewart	Date	2/27/19

Customer

Action Items

- How often do you depend on your providers, especially around medications, doctor's appointments, crisis prevention and staying safe?
I depend on my providers to help me handle tough situations a lot, especially for getting prescriptions since I can't drive, and I'm trying to be more independent from my mom. My providers help me with my goals, like staying safe and not spending all my money.
- What would you do if you could not have providers who could help you with medications, doctor's appointments, crisis prevention and staying safe? Could you do these things by yourself?
I could not do those things by myself, because my providers help me know where to go and how to get there. I need providers to help me know how to plan for an emergency also.
- Do you feel your providers do a good job helping you? Share an example of a time you were really happy with your provider!
I feel my providers do an amazing job helping me, because I am getting closer and closer to my goals! Right now, I am learning to cook and read recipes with my provider's help.
- Tell us about a time your provider made the difference between losing your housing, doctors or food!
I have a hard time getting to the grocery store and back by myself, so one time I didn't have food and my provider helped to get some. And when my food benefits ran out, my provider helped my find a food pantry and get there.
- Do you know if your provider has had to stop providing services to you because of budget cuts? If that has happened, tell us about it!

Concerns

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Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name Amy Simpson

Agency name Pacific Opportunities

Provider Feedback

- We provide employment services for customers who depend on DSPs. Without these 1:1 services, many of our customers will lose their jobs.

I meet with my clients at least once per week and sometimes more often when needed. I spend time with them supporting them at their job locations in understanding directives and tasks, learning new skills, adapting their work to new trainings, increasing work pace, improving attention to detail, developing more efficient routines, improving overall production, and communicating with management about concerns, confusions, misunderstandings, difficulties, and conveying necessary information. Without these services my clients would be at risk of losing hours if not their jobs all together which would out them at risk for losing housing, transportation, medical care, ect.

- Many of our customers would lose their jobs and possibly their housing as they would not have money coming from their paychecks. Our customers may go to the emergency room more if they don't have providers who can take them to Doctor appts, etc.

I am committed to the employment success of each of my clients and all of the client's that our company supports. As a team we work interdependently and make sure that all of our clients receive the support the need. It's is often that I am able to job coach client's that I have provided previous services to which means that they have a familiar person moving with them through the entire employment support process. I have been trained through Pacific Opportunities internal trainings, regular staff meeting and trainings, and DHS online trainings to providing the very best and most ethically sound supports to our folks.

One of my clients gets very confused by that amount of paperwork and notices that she receives about her benefits. She often misunderstands the information sent to her and gets very upset, convinced she is losing her benefits or her health insurance. Pacific Opportunities now has a trained benefits counselor on staff that is qualified to help clients like mine

understand their benefits and know what to expect, taking the fear and concern out of the equation.

Outstanding Accomplishments

I have a client who was struggling in her job. She was feeling targeted and treated unfairly by her general manager. She was overwhelmed by the situation, unable to advocate for herself out of fear. As her job coach, I was able to intervene and advocate for my client with the manager's supervisor. This intervention inspired an investigation into the working conditions under said general manager, leading to the manager's dismissal and structural, supervisory changes within the company. My client now feels supported and is not afraid of her managers.

One of my clients was practically non-verbal when we began to work with her, as she was unable to speak due to her high levels of anxiety and insecurity. After helping her attain employment through job development relationships with the employer and a working interview, I began to work with her as her job coach. We have developed an endearing relationship through weekly job coaching which includes her building confidence and self-efficacy to the point where she chats away and shares with me everything she needs help and assistance with at her job each time I visit.

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name Christopher Gunn

Agency name Opportunities Unlimited

Provider Feedback

- How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?

My customers depend on me for all sorts of life supports. I have helped a customer deal with the hospitalization and subsequent death of a close family member and having to move into a new apartment as a result I have supported a customer obtaining a donated prescription for eyeglasses and went with him to the optometrist appointment. I have gone with many customers to various doctor appointments from general practitioner to behavioral support specialists. I support my customers with exercise by setting up appointments with personal trainers and going on many activities centered around hiking or walking. I have supported a non-verbal customer when he got very sick and needed help dealing with nausea. I constantly and consistently help my customer's deal with street safety as we navigate busy intersections on foot. I don't own a car so my customer's and I always ride public transportation which is another skill I help them with. I help my customers buy, cook, and prepare, affordable and healthy food. I help my customers clean and maintain safe and healthy living spaces. I have also supported customers when they get into overdraft situations with their banks. I have helped numerous customers get overdraft fees waived and get their bank accounts out of the negative. I have helped a customer obtain lost W-2's and finish incomplete taxes.

- What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc.

I would imagine these customers would have trouble navigating our complicated systems and avoid helpful preventative services and get into trouble financially as well as develop complicated health problems due to malnutrition and inactivity. One example: When I first

started working with a couple of my customers their houses where so dirty that I would call them unhealthy. I helped these customers organize and clean regularly. This would not happen without a provider.

-
- Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.

I have been to numerous trainings. I attended a 12 hour training for the Discovery program as well as a day workshop for providers. I pride myself on my ability to adapt to specific customers' needs and go the extra mile to help them whenever necessary. I have met a customer at 4 am to help them get to the airport on the max. I take a non-verbal customer swimming whenever possible. I helped a customer sign up for a photography class at PCC and I attend this evening class with this customer. I have ridden the train to Eugene for a day trip with a customer. I helped a customer sign up for and attend the bowling and anime club at PSU.

-
- Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.

I helped a customer who was dealing with a mental health crisis by talking to him for an hour on the phone and helping him make the decision not to drop out of college. I helped him get to numerous appointments with mental health therapists where he was prescribed an anti-anxiety medicine that has helped him immensely. I helped this customer pick up and refill this prescription as well as with reminders to take the medication. I also go with this customer to regular appointments with a behavioral specialist that we set up together. This customer is currently still attending college and feels much better about it.

Outstanding Accomplishments

Helped customers with exercise, mental health, college clubs, and college classes. Helped a customer complete the Discovery program which is the first step towards employment. Helped customers take day trips to the coast, to Eugene, Estacada, Troutdale, Hillsboro, Forest Park, Washington Park, Japanese Gardens, The Portland Art Museum, the Zoo, the Oregon Ballet, the

Oregon symphony. Helped a customer find a personal trainer and attended all of the sessions with that trainer. Helped a customer plan a trip across the country and made an in-depth safety plan to ensure a smooth trip. Helped this customer purchase plane tickets, travel supplies, and get to the airport as well as checking in with them while they were on the trip to make sure they were safe. Helped a customer learn how to take the train which they ended up taking to Eugene and Seattle on their own. Helped numerous customers learn and utilize the public transportation system.

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations | Customer Survey Report and Questionnaire

We are urging the subcommittee members to draft an amendment ADDING Pop 126 to HB 5026.

Customer Name | County

Buhl bowman Multnomah County

Guardian Name

MM DD YYYY

02 / 27 / 2019

How often do you depend on your providers, especially around medications, doctor’s appointments, crisis prevention and staying safe?

Everyday

What would you do if you could not have providers who could help you with medications, doctor’s appointments, crisis prevention and staying safe?
Could you do these things by yourself?

I would just stay in my house, i would forget my pills, cant make appointments dont know how and i forget things.

Do you feel your providers do a good job helping you? Share an example of a time you were really happy with your provider!

Yes i love when my workers come and help me. I love when they cook and make sure am okay and my place is safe and clean.

Tell us about a time your provider made the difference between losing your housing, doctors or food!

My provider talks to my workers and makes sure everything is set so i have a place to live, she makes all my appointments and will take me shopping and or to the food box place to make sure i have food

Do you know if your provider has had to stop providing services to you because of budget cuts? If that has happened, tell us about it!

I dont know they come almost day

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Oregon Coalition of Small Provider Organizations

CUSTOMER SURVEY REPORT AND QUESTIONNAIRE

Customer/Guardian Information

Customer name DANA VEDDER (Enter customer name) County Clackamas (Enter customer name)
Guardian name (Enter guardian name) Date 2/27/19 (Enter date)

Customer

Action Items

- How often do you depend on your providers, especially around medications, doctor's appointments, crisis prevention and staying safe? Very often, I do not like going to doctors alone due to hearing loss and possible misunderstanding. I have also used providers many times in crisis prevention.
- What would you do if you could not have providers who could help you with medications, doctor's appointments, crisis prevention and staying safe? Could you do these things by yourself? I would be too afraid.
- Do you feel your providers do a good job helping you? Share an example of a time you were really happy with your provider! Yes Providers came out to help during crisis with my son, he ended up getting arrested & I felt safe & calm due to providers being there.
- Tell us about a time your provider made the difference between losing your housing, doctors or food! My provider advocating for me at doctors to get referred out to a specialist to help with mental health. Helping with looking into a repayer. All this would not be possible without a provider.
- Do you know if your provider has had to stop providing services to you because of budget cuts? If that has happened, tell us about it! No, not that I am aware of.

Concerns

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Oregon Coalition of Small Provider Organizations

CUSTOMER SURVEY REPORT AND QUESTIONNAIRE

Customer/Guardian Information

Customer name	Scott Soderquist (Enter customer name)	County	(Enter customer name)
Guardian name	(Enter guardian name)	Date	(Enter date) 02/27/2019

Customer

Action Items

- How often do you depend on your providers, especially around medications, doctor's appointments, crisis prevention and staying safe? *Everyday.*
- What would you do if you could not have providers who could help you with medications, doctor's appointments, crisis prevention and staying safe? Could you do these things by yourself? *no. My mom and dad would help me.*
- Do you feel your providers do a good job helping you? Share an example of a time you were really happy with your provider! *yes. I had a really good time with Sherry at wonderland She helped me play games.*
- Tell us about a time your provider made the difference between losing your housing, doctors or food! *I live with my parents and have not had problems losing that.*
- Do you know if your provider has had to stop providing services to you because of budget cuts? If that has happened, tell us about it! *no.*

Concerns

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Oregon Coalition of Small Provider Organizations

CUSTOMER SURVEY REPORT AND QUESTIONNAIRE

Customer/Guardian Information

Customer name Tameka Strasser (Enter customer name) County Clatsop (Enter customer name)

Guardian name Tameka Strasser (Enter guardian name) Date 2/27/19 (Enter date)

Customer

Action Items

- How often do you depend on your providers, especially around medications, doctor's appointments, crisis prevention and staying safe?
Very often
- What would you do if you could not have providers who could help you with medications, doctor's appointments, crisis prevention and staying safe? Could you do these things by yourself?
Rely on family to remind me to take my medication and take time out of their day to come help me. I couldn't do this by myself
- Do you feel your providers do a good job helping you? Share an example of a time you were really happy with your provider!
Yes they do great jobs! one of my providers took me and another customer to the movies and we had a great time
- Tell us about a time your provider made the difference between losing your housing, doctors or food!
my provider helped me when I had to switch doctors. She made sure I was taken care of
- Do you know if your provider has had to stop providing services to you because of budget cuts? If that has happened, tell us about it!
I don't know

Concerns

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Oregon Coalition of Small Provider Organizations | Customer Survey Report and Questionnaire

We are urging the subcommittee members to draft an amendment ADDING Pop 126 to HB 5026.

Customer Name | County

Clackamas co.

Guardian Name

N/A

MM DD YYYY

02 / 27 / 2019

How often do you depend on your providers, especially around medications, doctor’s appointments, crisis prevention and staying safe?

Daily

What would you do if you could not have providers who could help you with medications, doctor’s appointments, crisis prevention and staying safe? Could you do these things by yourself?

Would b difficult, would really on family when they're available

Do you feel your providers do a good job helping you? Share an example of a time you were really happy with your provider!

Yes, happy getting exercise such as hiking with provider

Tell us about a time your provider made the difference between losing your housing, doctors or food!

N/A

Do you know if your provider has had to stop providing services to you because of budget cuts? If that has happened, tell us about it!

N/A

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Yes

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Oregon Coalition of Small Provider Organizations | PROVIDER SURVEY REPORT AND QUESTIONNAIRE

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Provider name

Aristarco Herrera

Agency Name

DD & MH Provider of Oregon

MM DD YYYY

02 / 27 / 2019

How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?

My clients depend on me for transportation, safety supports, behavior supports, transportation to appointments, scheduling appointments, social skills, community inclusion.

What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc.

They would use their parents to transport them to hospitals or appointments. Also have their parents go transport them to any events.

Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.

I have provided my customers with care such as being able to use skills and objects to remain calm in stressful situations. Stress balls, deep breathing, or the use of music has been a huge assistance in emotional supports. My client has been able to control their emotions outside of 1on1 work with these exercises. Other than training on iLearn I have not received training.

Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.

I have been able to calm down previous customers before situations have gone into crisis with communicating efficiently and using emotional supports.

Outstanding Accomplishments (Enter additional accomplishments by having DSP's in the customer lives)

Reviving A's in classes in college, being able to understand when to use tools to support their emotions, being more social and being able to communicate efficiently.

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N/A

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Oregon Coalition of Small Provider Organizations | PROVIDER SURVEY REPORT AND QUESTIONNAIRE

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Provider name

Ambria Day

Agency Name

DD & MH provider of Oregon

MM DD YYYY

02 / 27 / 2019

How do your clients depend on you, especially around medications, doctor’s appointments, crisis prevention, safety?

My client depend on me to help and support filling their meds and helping refill and set up daily meds. I talk to all doctors and make appointments and keep notes of all appointments.

What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc.

My client would not have any idea of what to do and what services are available for her. She would not even know how to make appointments.

Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.

I provide the best care available for my client. I am regularly reading up on how to help her and I complete all trainings available to me.

Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.

When my client was hurt at camp I immediately went to her camp and transported her home. I was immediately in contact with her doctor and got her all the medical help set up she needed. Without me this injury that was partially Issued by others could have been life threatening.

Outstanding Accomplishments (Enter additional accomplishments by having DSP's in the customer lives)

DSP's go beyond what they are asked to do. The customers lives are enriched and the clients are able to become part of their community.

Overarching Concerns | We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Please don't push this amendment aside. We are a very important part of these clients lives and we deserve a fair wage for all we do.

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Oregon Coalition of Small Provider Organizations | PROVIDER SURVEY REPORT AND QUESTIONNAIRE

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Provider name

Elizabeth huitzil ake

Agency Name

Dd & Hm providers of oregon

MM DD YYYY

02 / 27 / 2019

How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?

My client depends on me everyday to make sure they get their meds right and at the right times, to cook for them through the day so they can have good meals and eat, to help keep there homes clean , to take them shopping and out of the the house for outing ,to make appointment to keep up on there health and take them to apts as well, they depend on me to keep them healthy as well as safe , they depend on me to give them comfort when a crisis has arose .

What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc.

I think my clients would get really sick if I was not here to help him with all his needs he wouldn't be able to make appointments, go to the hospital. If he did leave the house alone he would get lost .

Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.

The care I provide for my clients is cooking, cleaning, laundry, giving meds at appropriate times, take them on community out like shopping , appointments , movies, companionship , help them with expressing stuff and ect. Training I've had food handlers , CPR, med, all of the trainings on Ilearn.org

Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.

N/a

Outstanding Accomplishments (Enter additional accomplishments by having DSP's in the customer lives)

Their lives improve an extravagant amount when they can depend on someone and they know that person's going to be there to help them out in their lives day in and day out with daily life

Overarching Concerns | We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations | PROVIDER SURVEY REPORT AND QUESTIONNAIRE

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Provider name

River Campbell

Agency Name

DD&MH provider of Oregon

MM DD YYYY

02 / 27 / 2019

How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?

They depend on me to be there to advocate for them and to explain what is said that they don't understand

What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc.

If I can't take them then they have ride to care to provider transportation. But they are having to be independent to get there.

Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.

I put my clients safety and needs as number one priority.

Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.

Outstanding Accomplishments (Enter additional accomplishments by having DSP's in the customer lives)

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Oregon Coalition of Small Provider Organizations | PROVIDER SURVEY REPORT AND QUESTIONNAIRE

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Provider name

Shayla Hays

Agency Name

DD&MH

MM DD YYYY

02 / 27 / 2019

How do your clients depend on you, especially around medications, doctor’s appointments, crisis prevention, safety?

The customers depend on us to make sure they get to their doctors appointments, take their medications on time, and teach them safety skills.

What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc.

The customers would have to rely on family members or taxi/bus services to get them to their doctors appointments. And they would also have to rely on family to remind them about medications if they have family around.

Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.

I provide the best services I can to make sure the customers have everything they need along with learning new skills they need to function with life.

Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.

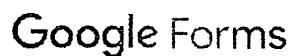
With one of my customers he and his family began to discuss him moving out on his own so i provided help in finding housing for him

Outstanding Accomplishments (Enter additional accomplishments by having DSP's in the customer lives)

We provide services to teach life skills such as how to clean, safety skills, and money management skills.

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Oregon Coalition of Small Provider Organizations | PROVIDER SURVEY REPORT AND QUESTIONNAIRE

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Provider name

Rechelle teeters

Agency Name

DD & MH provider of oregon

MM DD YYYY

02 / 27 / 2019

How do your clients depend on you, especially around medications, doctor’s appointments, crisis prevention, safety?

They rely on me to remind them to take their medications, transportation to and from Doctors appointments, and stop them to remind them to look both ways before crossing the street and waiting for cars to pass

What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc.

Taxi services and/or family members

Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.

I try to provide the best quality of care by staying calm in a crisis situation as to not wanting to escalate a problematic situation. I stay up to date on all training so I don't fall behind. And communicate openly with my staffing team so we're all on the same page when it comes to a customer.

Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.

I assisted a customer in establishing Mental Health care with a new doctor

Outstanding Accomplishments (Enter additional accomplishments by having DSP's in the customer lives)

We teach safety skills, hygiene skills, money management, transportation to and from doctor's appointments/grocery shopping, medication reminders

Overarching Concerns | We urge you to draft an amendment ADDING Pop 126 to HB 5026.

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Oregon Coalition of Small Provider Organizations | PROVIDER SURVEY REPORT AND QUESTIONNAIRE

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Provider name

Madysen Herrera

Agency Name

DD&MH Provider Of Oregon

MM DD YYYY

02 / 27 / 2019

How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?

Communication I would say is that first and most important support we give to them, it's important that our clients fully and completely understand what is going on. They depend that we will get all the information and translate it to them correctly. Assist them with the correct amount.

What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc.

Hopfully they would have family members to help them. But if they don't I'm not sure what other help they would get.

Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.

We provide the best care, from transportation to hygiene care to a safe place to talk about sensitive subjects. The care changes from customer to customer. We have trainings we do every month that are very beneficial. I've received training that was needed for a certain client and can be used for future Clients.

Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.

A client had a leaking dish washer and I called their apartment complex to have a maintenance man come over to take a look at it. Another clients water heater recently went out, so we thought. I was helping trying to figure out what was wrong and we found that it was a switch someone had switched off that turned the water heater off.

Outstanding Accomplishments (Enter additional accomplishments by having DSP's in the customer lives)

Customers lives have changed in many ways. They become more open, caring, more willing to go out into the community. I have had a client try new foods he would of never had before.

Overarching Concerns | We urge you to draft an amendment ADDING Pop 126 to HB 5026.

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Oregon Coalition of Small Provider Organizations | PROVIDER SURVEY REPORT AND QUESTIONNAIRE

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Provider name

Kendallyn Jenson

Agency Name

DD & MH Provider of Oregon

MM DD YYYY

02 / 27 / 2019

How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?

A lot of the times our clients rely on us to help them with basic needs which is very important for us to provide those needs for them so they can have a healthy, happy, smoothly-running life!

What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc.

I'm not sure if there are services that help out on such a one-on-one level with people with disabilities like us. They could also rely on their parents, but with our service, it makes it possible for our clients and their parents be able to rely on us to help out and lift any burdens.

Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.

I personally received wonderful training and understanding of how to be the best care taker I can be which makes it so fulfilling to be there for my clients and their needs. It's an amazing experience and honor to help out those who could use a little extra patience and help in the world.

Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.

Outstanding Accomplishments (Enter additional accomplishments by having DSP's in the customer lives)

I've taught a customer how to paint and different techniques that can be applied which has greatly improved their confidence and mood about their desired hobby that they wanted to get better at!

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Pop 126 to HB 5026

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Oregon Coalition of Small Provider Organizations | PROVIDER SURVEY REPORT AND QUESTIONNAIRE

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Provider name

Hope Campbell

Agency Name

DD & MH

MM DD YYYY

02 / 27 / 2019

How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?

My clients depend on me for reminders to take medications, live a healthy lifestyle and to make sure they are up to date with doctor appointments. My clients depend on me for meal prep and some clients depend on me to feed them. My clients depend on me for safe transportation. My clients give me a great deal of trust when it comes to depending on me to live the fullest and healthiest life style as possible and I honor that and help them succeeded.

What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc.

My clients would have to heavily depend on the doctors and nurses when it comes to keeping them up to date with their doctor appointments. My clients would have no services for medication reminders. My clients could use the medical transportation but as someone who has been working in the field for 2+ years many times the taxi driver shows up too late or not at all and clients miss doctor appointments.

Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.

I give my clients the best possible care to fit their individual needs to help them grow and become more independent and confident in themselves. My training includes sites like ILEARN and in person CPR/FIRST AID training.

Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.

I have been with clients who have fallen and have hit their head on the ground and became unaware of their surroundings while out in the community. I was able to keep calm, check on my client, and call 911. My client at the time did not have any close by family/friends that were able to stay with them through the night to make sure they did not progress further down medically.

Outstanding Accomplishments (Enter additional accomplishments by having DSP's in the customer lives)

Oregon Coalition of Small Provider Organizations | PROVIDER SURVEY REPORT AND QUESTIONNAIRE

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Provider name

Jessica

Agency Name

DD & MH provider of Oregon

MM DD YYYY

02 / 27 / 2019

How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?

Yes, continuously. Clients depend on me for understanding medication usage and reminders. Scheduling, transporting and attending Dr.appointments. Advocating, communicating and processing info.at Dr.appointment. Assistance with medical and mental health crisis. Supports with environmental safety, stranger danger and financial exploitation.

What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc.

Some customers could get help from family when available. Some customers would not have access to services.

Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.

I provide customers with daily living skills and communication supports to be independent and socially successful in there community. In my opinion the state does not provide adequate training specifically for DSP/PSWs.

Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.

I have provided housing supports by connecting clients with resources and assisting them to understand, communicate and fill out paperwork in order to avoid losing housing. I have assisted clients with accessing medical care in order to prevent crisis.

Outstanding Accomplishments (Enter additional accomplishments by having DSP's in the customer lives)

Supported clients toward success and independence, for example living on own, applying and keeping a job, obtaining a college degree.

Overarching Concerns | We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Yes

This form was created inside of DD & MH Provider of Oregon.

Google Forms

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name (Enter employee name) Keellie L McDonald
Agency name DD & MH Provider of Oregon

Provider Feedback

- How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?

They depend on me for transportation, reminders for meds, retaining information for them
• What services would the customers use if they could not have you to would help them with the above-mentioned items? money management, shopping, daily hygiene
Hospitals? Emergency services? Etc.

all the above - most without the full care for their needs

- Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.

We provide a caring, safe and loving atmosphere to help them grow

- Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.

Havent worked long enough with clients to have an answer for this

Outstanding Accomplishments

(Enter additional accomplishments by having DSP's in the customer lives)

Overarching Concerns

We urge you to draft an amendment **ADDING** Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name (Enter employee name) Rechelle Teeters
Agency name DD & MH Provider of Oregon

Provider Feedback

- How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?
- What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc.

They depend on me to help them remember to take their medication, and transport to doctors safely. They rely on me to stay calm in a emergency.

ride for transportation. Help from family

- Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.
- Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.

I stay very calm during crisis and am happy to assist in everything they need help with.

I helped a customer get established with MH care.

Outstanding Accomplishments

(Enter additional accomplishments by having DSP's in the customer lives)

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name (Enter employee name) Rebecca Smith

Agency name DD & MH Provider of Oregon

Provider Feedback

- How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety? They depend on me to help with skills, money management, food prep or food banks, advocating, communication skills, social skills, community integration, shopping.
- What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc. I would suspect they would use their county worker or brokerage worker, then they would have to refer them out.
- Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive. I enjoy this job lots. I have been able to change lives with helping them get interested in their community & make friends & lives outside of their homes, such as working, volunteering, & community activities.
- Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care. A customer was about to be evicted & I helped with phone calls paperwork, appointments, to get them back on track and keep their housing.

Outstanding Accomplishments

(Enter additional accomplishments by having DSP's in the customer lives)

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

- Help with medication reminders, set up rides to doctors, or transport them to doctors, help with communication & info @ doctors
- 3. I had a customer who passed away and his parents didn't expect many to show up to the service, but due to me helping him get involved in his community the service was so packed they had to add seating for all the friends we made during those activities

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name (Enter employee name)

Shannon Wlizio

Agency name DD & MH Provider of Oregon

Provider Feedback

- How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?

with medication, rides to appointments

Help with appointments, administer medication, reminders

- What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc.

County services OR brokerage services

- Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.

DSPs take 12+ hours training per year to meet the needs of clients

- Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.

Many DSPs have to mediate and advocate for clients who are in these sort of crisis.

Outstanding Accomplishments

(Enter additional accomplishments by having DSP's in the customer lives)

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.



Patricia Kendrick <pkendrick@oregonprovider.com>

Re: Sick

1 message

River

Wed, Feb 27, 2019 at 9:36 AM

To: Patricia Kendrick <pkendrick@oregonprovider.com>

Cc: Shannon Ulizio <sulizio@oregonprovider.com>, Kellie McDonald <kmcdonald@oregonprovider.com>

Hi team I got an interview for a different job for welding. If I get the job I will need to put my 2 weeks in. I appreciate the opportunity to work for the company. But I need to get a job that will pay well. Thank you.

/rote:

Shannon Ulizio
Administrative Assistant
DD & MH Provider of Oregon
New Address: 39084 Proctor Blvd. Suite C | Sandy, OR 97055

Patricia Kendrick, Owner & Agency Director
Cell: 503-995-7931
New Email: pkendrick@oregonprovider.com
www.oregonprovider.com
New Address: 39084 Proctor Blvd. Suite C | Sandy, OR 97055

If I can not do great things, then I can do small things in a great way.....Martin Luther King Jr.

CONFIDENTIALITY NOTICE: The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure. If you are not the intended recipient of this message or their agent, or if this message has been addressed to you in error, please immediately alert the sender by reply email and then delete this message and any attachments. If you are not the intended recipient, you are hereby notified that any use, dissemination, copying, or storage of this message or its attachments is strictly prohibited.

Customer Questions

How often do you depend on your providers, especially around medications, doctor's appointments, crisis prevention and staying safe?

daily, depend on DSP for rides to and from doc appointment, understanding the info given.

What would you do if you could not have providers who could help you with medications, doctor's appointments, crisis prevention and staying safe? Could you do these things by yourself?

NO! without DSP never would have gone to the hospital when my neck was swollen, thought it was just water instead of short backed

Do you feel your providers do a good job helping you? Share an example of a time you were really happy with your provider!

Yes! when my DSP saved my life by noticing something was wrong with my shunt.

Tell us about a time your provider made the difference between losing your housing, doctors or food!

DSP helped find housing, was out of work due to shunts and hand surgery, DSP helped get SNAP for food

Do you know if your provider has had to stop providing services to you because of budget cuts?

If that has happened, tell us about it! Not yet.

Tell us anything else you are worried about.

being part of the community

No crisis prevention

Lack of being able to get doctor appointment and a full understand of information given

Independence suffering

Zachary Buchheit

Oregon Coalition of Small Provider Organizations

CUSTOMER SURVEY REPORT AND QUESTIONNAIRE

Customer/Guardian Information

Customer name	Eric Gigliotti	County	Multnomah
Guardian name	N/A	Date	2/27/19

Customer

Action Items

- How often do you depend on your providers, especially around medications, doctor's appointments, crisis prevention and staying safe?
I depend on my provider 100% to assist me with medical appointments. She helps me with being safe to.
- What would you do if you could not have providers who could help you with medications, doctor's appointments, crisis prevention and staying safe? Could you do these things by yourself?
I wouldn't go to the dr. if she didn't help me.
- Do you feel your providers do a good job helping you? Share an example of a time you were really happy with your provider!
If I didn't have my provider I would still be homeless. She helped me get my housing voucher so I could get housing.
- Tell us about a time your provider made the difference between losing your housing, doctors or food!
She has helped me several times to get food boxes. Inclusive Design is also my rep payee and makes sure all my bills are paid so I don't lose my housing.
- Do you know if your provider has had to stop providing services to you because of budget cuts? If that has happened, tell us about it!
I know they experience people quitting because they don't get paid enough. There are times when they are very busy trying to serve all their customers while not having enough people work so we don't always get to be with our providers as much as we need.

Concerns

We are urging the subcommittee members to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

CUSTOMER SURVEY REPORT AND QUESTIONNAIRE

Customer/Guardian Information

Customer name Tyler McCauley County Washington

Guardian name Cindi Thomas Date 02/26/2019

Customer

Action Items

- How often do you depend on your providers, especially around medications, doctor's appointments, crisis prevention and staying safe?

I depend on my provider every day! I also depend on ATS to allow my son to do outside activities.

- What would you do if you could not have providers who could help you with medications, doctor's appointments, crisis prevention and staying safe? Could you do these things by yourself?
- I need my provider daily because I have to work.

- Do you feel your providers do a good job helping you? Share an example of a time you were really happy with your provider!
- Tyler has to be prompted when doing all his daily chores and activities, bathing, medication, dishes, meals and social activities too.

- Tell us about a time your provider made the difference between losing your housing, doctors or food!
-

- Do you know if your provider has had to stop providing services to you because of budget cuts? If that has happened, tell us about it!

I don't know of anything.

Concerns

We are urging the subcommittee members to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

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Customer name Tyler McCauley County Washington

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-

- Do you know if your provider has had to stop providing services to you because of budget cuts? If that has happened, tell us about it!

I don't know of anything.

Concerns

We are urging the subcommittee members to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

CUSTOMER SURVEY REPORT AND QUESTIONNAIRE

Customer/Guardian Information

Customer name Robert Trietsch County Washington

Guardian name N/A Date 2/27/2019

Customer

Action Items

- How often do you depend on your providers, especially around medications, doctor's appointments, crisis prevention and staying safe?
I need my providers 100% of the time for Dr's appointments, staying safe, I need my provider to help me with communicating with my dr around medications and for them to remind me to take them and why I need to take them.
- What would you do if you could not have providers who could help you with medications, doctor's appointments, crisis prevention and staying safe? Could you do these things by yourself?
I wouldn't understand what Dr's were telling me, why I would need to take medications. I wouldn't remember things to talk with my mental health providers without my DSP supporting me during these appointments. I have no family support, only my providers to help me.
- Do you feel your providers do a good job helping you? Share an example of a time you were really happy with your provider!
My providers supported me when I was going through my divorce as I didn't know how to navigate any legal situation and I needed help with staying on track with my life and not allowing the situation to bring me into a depression. My providers help me with cooking healthy foods so that I can be healthy.
- Tell us about a time your provider made the difference between losing your housing, doctors or food!
My providers help me get food boxes because money is often tight. If they hadn't shown me how to access that resource I could go hungry. They showed me how to get SNAP benefits. My providers have been the ones who have helped me find places to live and helping me find roommates so that I could afford to live on my own. When I've needed mental health supports, my providers have been the ones to help me get to a professional and kept me

Action Items

focused on talking through my problems so that I could get better.

- Do you know if your provider has had to stop providing services to you because of budget cuts? If that has happened, tell us about it!

I know my providers often quit their job because they are not paid enough but Inclusive Design always works to find people to fill in and help me while new people are being hired.

Concerns

We are urging the subcommittee members to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

CUSTOMER SURVEY REPORT AND QUESTIONNAIRE

Customer/Guardian Information

Customer name Ryan Padew Weber County Clackamas County
Guardian name Den Weber Date 2-29-19

Customer

Action Items

- How often do you depend on your providers, especially around medications, doctor's appointments, crisis prevention and staying safe?

I depend on my provider on a daily basis.

- What would you do if you could not have providers who could help you with medications, doctor's appointments, crisis prevention and staying safe? Could you do these things by yourself?

No

- Do you feel your providers do a good job helping you? Share an example of a time you were really happy with your provider!

Yes they do.

Everyday I have meals and medication that help me live in this world.

- Tell us about a time your provider made the difference between losing your housing, doctors or food!

When I turned 20, I was about to lose services, but they made sure to advocate for me to stay with them.

- Do you know if your provider has had to stop providing services to you because of budget cuts? If that has happened, tell us about it!

No they haven't

Concerns

We are urging the subcommittee members to draft an amendment ADDING Pop 126 to HB 5026.

Dear Members of the Ways and Means Joint Subcommittee for Human Services,

I am a Direct Support Professional working in Oregon for a Medicaid Credentialed Provider Agency, serving adults and children who experience developmental disabilities. I am asking you to amend House Bill 5026 to include the Policy Option proposal I/DD 126, Workforce Expansion and Development.

This field means a lot to me and I value the opportunity to work with my clients. However, as the cost of living has risen, I struggle to pay my bills with the current wage levels and I am being forced by economic pressures to consider taking employment outside of this field.

I fear that my clients will end up homeless, or at the ER or hospital more frequently without my supports to ensure they keep their housing and take their medications. However, I am in a financially unsustainable position without an increase to funding that increases my wages.

Please amend House Bill 5026 to include Policy Option proposal I/DD 126, Workforce Expansion and Development.

Respectfully,

A handwritten signature in black ink, appearing to read "Christine J. [unclear]".

Signature

A handwritten date in black ink, "2.26.19".

Date

Dear Members of the Ways and Means Joint Subcommittee for Human Services,

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Please amend House Bill 5026 to include Policy Option proposal I/DD 126, Workforce Expansion and Development.

Respectfully,

Signature

Date

2/27/20

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Respectfully,

A handwritten signature in black ink, appearing to read "Christine J. [unclear]".

Signature

2.2.26-19

Date

2

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I fear that my clients will end up homeless, or at the ER or hospital more frequently without my supports to ensure they keep their housing and take their medications. However, I am in a financially unsustainable position without an increase to funding that increases my wages.

Please amend House Bill 5026 to include Policy Option proposal I/DD 126, Workforce Expansion and Development.

Respectfully,

Derrick Martin McCurry

Signature

2/27/2019

Date

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name ERIK EDWARDS

Agency name Pacific Opportunities

Provider Feedback

- We provide employment services for customers who depend on DSPs. Without these 1:1 services, many of our customers will lose their jobs.
- Many of our customers would lose their jobs and possibly their housing as they would not have money coming from their paychecks. Our customers may go to the emergency room more if they don't have providers who can take them to Doctor appts, etc.
- My customers' safety, well-being, job satisfaction, and job performance are my highest priorities. Delivering sustainable, consistent services to my customers is what makes my job fill me with a sense of purpose. The extensive training I have received empowers me to be sensitive to my customers' needs on a holistic level and allows me to ensure that services I provide are coordinated with a range of other support activities. Without such training and the perspective it provides my services to customers would be much more limited in scope.
- My customers must work in order to meet their goals. I assist customers in securing sustainable employment and help to ensure that their employment continues to meet their personal and financial goals in the long term. Because they are working, my customers are able to maintain housing in a variety of arrangements, from single apartments to group homes. As a provider who sees my customers with great frequency I am often the individual who assists customers in obtaining medical or psychiatric care, either through direct provision or through coordination with the customers' support teams.

Outstanding Accomplishments

Many of my customers have not been able to secure employment prior to my support. Networking, application, interview, and new hire paperwork processes are areas in which I assist customers who might otherwise not be able to navigate such tasks. A substantial number of my customers are unable to manage their variable work schedule and would accrue enough absences or late arrivals

that their job statuses would be in jeopardy. Many customers face challenges communicating with supervisors and coworkers, and I assist them in maintaining necessary lines of communication to ensure that they remain employed.

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

CUSTOMER SURVEY REPORT AND QUESTIONNAIRE

Customer/Guardian Information

Customer name Greg Wilkes

County
Multnomah

Guardian name N/A

Date 2/27/18

Customer

Action Items

- How often do you depend on your providers, especially around medications, doctor's appointments, crisis prevention and staying safe?
- I depend on my providers to help me obtain medication and see health professionals.
- What would you do if you could not have providers who could help you with medications, doctor's appointments, crisis prevention and staying safe? Could you do these things by yourself?
- I would not remember to go to appointments or obtain medicines.
- Do you feel your providers do a good job helping you? Share an example of a time you were really happy with your provider!
- My providers have helped me so much following an injury!
- Tell us about a time your provider made the difference between losing your housing, doctors or food!
- My provider is always helping me with things like arranging physical therapy appointments and helping me get the medicines I need for recovery!
- Do you know if your provider has had to stop providing services to you because of budget cuts? If that has happened, tell us about it!
- I don't know.

Concerns

We are urging the subcommittee members to draft an amendment ADDING Pop 126 to HB 5026.

REFERENCE & STATISTICS: OREGON I/DD SERVICES, DSP LOSS IMPACTS

House Bill 5026: Amendment requested to add DHS Budget Policy Option Proposal I/DD 126 Workforce Expansion and Development

Shannon McCurry, co-founder of Medicaid Certified Provider Agency Amie's Community Care, Vice President of Oregon Coalition of Small Providers Orgs (36 private agencies).

As a Coalition, the DSP wage crisis is our #1 topic of advocacy.

Our agency alone employs 50 DSP's and serves nearly 200 customers. Multiple factors, including the rising minimum wage, the SEIU negotiated increase for the state employed provider workforce, and obsolete rate models determining 1:1 attendant care agency rates are causing a wage-driven crisis for private agencies. There is a statewide shortage of workers to provide in-home based services to adults and children who experience developmental disabilities. Both state-employed workers and private agencies are necessary to provide adequate supports for the more than 26,000 individuals who require these supports in Oregon (Intellectual and developmental disabilities budget narrative, 2017, p. 5).

CURRENT RATE ISSUES

Previous rate models were developed to set attendant care rates in 2007. New rate models developed by Burns & Associates for ODDS in Sept 2018 indicate true costs of \$40.69 per hour for agencies to provide 1:1 services (p. 3). The current rate is set at \$27.28 per hour, and will quickly be unsustainable due to the factors listed above.

Home-Based Care vs. Residential Costs

As of 2015, the average monthly cost of home-based care was \$2,010 per adult individual (Kelly-Siel & Teninty, p. 11). Residential costs were an average of \$6,541 per adult individual (p. 11). If the nearly 8,000 DSP workforce (36% of the estimated 22,000 total DSP and PSW workforce in Oregon) is gone due to agencies shutting doors and/or moving away from providing 1:1 home based services, and roughly 20% of the 12,100 individuals those people served had to move into residential facilities as a result, the cost of the \$84 million POP 126 requests is less than the cost that would potentially be incurred due to that influx of these individuals into residential housing (p. 8, 10). **There is a potential \$131,580,240 annual cost increase, which exceeds the POP request.**

The cost of going backwards will be much greater than the investment going forward.

Homelessness: We help prevent the additional costs of homelessness for our clients by helping them apply for, secure, and retain housing.

Per the Northwest Economic Research Center (NERC) Study in 2012: Individual adults, or those without families, cost the most on a per capita basis across the time frame, running an average of \$40,156 per person. (Chanay, Desai, Luo, & Purvee, 2018, p. 37).

“According to a local non-profit in Portland, a homeless person in Multnomah County can cost anywhere between \$40,000 and \$150,000 per year in Portland.” (Chanay, Desai, Luo, & Purvee, 2018, p. 36)

Medical Costs: We prevent unnecessary and frequent ER trips and hospitalizations by ensuring our clients take medications as prescribed and have access to regular preventative healthcare they would not seek or manage on their own.

“The average urgent care visits range from \$50 to \$150.” “Average emergency room costs vary wildly based on treatment, but a 2013 National Institute of Health study put the median cost at \$1,233. Other estimates push it to as high as \$2,168.” (Emergency Room vs. Urgent Care, 2018).



Contact Us

Amie's Community Care

6700 SW 105th Ave., Suite 220

Beaverton, OR 97008

503-751-2040

shannon@amiescommunitycare.com

www.amiescommunitycare.com

Stabilization & Crisis Unit Costs: In addition to medication management, we assist with positive behavioral supports to avoid crisis situations.

As of Sept 2016: the cost per adult per case for SACU was \$45,844, and there were only 88 individuals receiving services. (Department of Human Services, 2017, p. 3) Should currently supported individuals lose services, medical management supports, and positive behavioral supports, and end up entering SACU, that cost potential increases to \$110, 942, 480.

Employment: We assist clients to attain and retain competitive, integrated employment in their communities. Without stabilization through 1:1 attendant care services, a proportion of these individuals would not be able to work.

2016: 4,396 individuals who experience a cognitive disability served in integrated employment at an average of 18 hours per week. (National report on employment services and outcomes, 2018, p. 2) If just 30% of these supported individuals are unable to maintain employment due to a loss of DSP workforce, with minimum wage in Portland area currently \$12 per hour (and going up) and state tax rate 4.8% in this bracket, there is a potential total tax revenue loss of \$711,000.

Resources

Burns & Associates Inc. (2018, September 4). Review for provider rates for residential and other HCBS final rate models

Chanay, J., Desai, N., Luo, Y., & Purvee, D. (2018, July 31). An analysis of homelessness & affordable housing multnomah county. Retrieved from <https://pamplinmedia.com/documents/artdocs/00003616728975-0644.pdf>

Department of Human Services. (2017, March 27). ODDS Caseload and cost-per-case information. Retrieved from <https://olis.leg.state.or.us/liz/2017R1/Downloads/CommitteeMeetingDocument/112586>

Department of Human Services 2019-21 Agency Request Budget: Intellectual and developmental disabilities budget narrative. (2017, June 28). Retrieved from <https://www.oregon.gov/DHS/ABOUTDHS/DHSBUDGET/20192021Budget/DHS-2019-2021-Agency-Request-Budget.pdf>

Emergency Room vs. Urgent Care: Differences, Costs & Options. (2018, May 24). Retrieved from <https://www.debt.org/medical/emergency-room-urgent-care-costs/>

Kelley-Siel, E., & Teninty, L. (n.d.). 2015 Ways and means human services subcommittee: Intellectual/Developmental disabilities services overview. Retrieved from <https://www.oregon.gov/dhs/aboutdhs/dhsbudget/20152017%20Budget/DD%20EF%20Ways%20and%20Means%20Overview.pdf>

StateData: The National report on employment services and outcomes. (2018). Retrieved from <https://www.statedata.info/bbstates/Oregon.pdf>

From: [KATHY HALFMOON](#)
To: [JWMHS Exhibits](#)
Subject: HB 5026 Option proposal I/DD 126, workforce Expansion and Development
Date: Wednesday, February 27, 2019 6:20:26 PM

Customer: Alison Halfmoon, Multnomah County
Guardians: John R. And Vera K. Halfmoon
Date: February 27, 2019

Our daughter Alison is on the autism spectrum and receives excellent support from her providers at Opportunities Unlimited, a provider organization. Because we are aging parents in our 70's, her providers give Alison the safety, security, and support that are becoming more difficult for us to provide as we age. Without her providers' help, Alison would lack community involvement and social interaction. Before having the support of providers, Alison spent long hours alone and suffered from difficulties with personal hygiene, healthy eating, lack of exercise, and hoarding.

Alison relies on her providers for transportation, safety on the street and in public, recognizing potential dangers, and routines for personal care and housekeeping. Her providers meet with her for various hours 3-4 days per week. They help her keep appointments and remind her to renew prescriptions. Because of providers' support for Alison, her parents are able to spend enjoyable time with her as loving parents and not as taskmasters. When we are gone, we hope that providers will continue to give her the support she requires.

Please include policy Option proposal I/DD 126, Workforce Expansion and Development in HB 5026. Our professional and caring providers deserve good wages and support to keep them able to provide these very necessary services to citizens with special needs.

Sincerely,
John and Vera Halfmoon

Sent from my iPad

REFERENCE & STATISTICS: OREGON I/DD SERVICES, DSP LOSS IMPACTS

House Bill 5026: Amendment requested to add Policy Option Proposal I/DD 126 Workforce Expansion and Development

Shannon McCurry, co-founder of Medicaid Certified Provider Agency Amie's Community Care, Vice President of Oregon Coalition of Small Providers Orgs (36 private agencies).

As a Coalition, the DSP wage crisis is our #1 topic of advocacy.

Our agency alone employs 50 DSP's and serves nearly 200 customers. Multiple factors, including the rising minimum wage, the SEIU negotiated increase for the state employed provider workforce, and obsolete rate models determining 1:1 attendant care agency rates are causing a wage-driven crisis for private agencies. There is a statewide shortage of workers to provide in-home based services to adults and children who experience developmental disabilities. Both state-employed workers and private agencies are necessary to provide adequate supports for the more than 26,000 individuals who require these supports in Oregon (Intellectual and developmental disabilities budget narrative, 2017, p. 5).

CURRENT RATE ISSUES

Previous rate models were developed to set attendant care rates in 2007. New rate models developed by Burns & Associates for ODDS in Sept 2018 indicate true costs of \$40.69 per hour for agencies to provide 1:1 services (p. 3). The current rate is set at \$27.28 per hour, and will quickly be unsustainable due to multiple factors listed.

Home-Based Care vs. Residential Costs

As of 2015, the average monthly cost of home-based care was \$2,010 per adult individual (Kelly-Siel & Teninty, p. 11). Residential costs were an average of \$6,541 per adult individual (p. 11). If the nearly 8,000 DSP workforce (36% of the estimated 22,000 total DSP and PSW workforce in Oregon) is gone due to agencies shutting doors and/or moving away from providing 1:1 home based services, and roughly 20% of the 12,100 individuals those people served had to move into residential facilities as a result, the cost of the \$84 million POP 126 requests is less than the cost that would potentially be incurred due to that influx of these individuals into residential housing (p. 8, 10). **There is a potential \$131,580,240 annual cost increase, which exceeds the POP request.**

The cost of going backwards will be much greater than the investment going forward.

Homelessness: We help prevent the additional costs of homelessness for our clients by helping them apply for, secure, and retain housing.

Per the Northwest Economic Research Center (NERC) Study in 2012: Individual adults, or those without families, cost the most on a per capita basis across the time frame, running an average of \$40,156 per person. (Chanay, Desai, Luo, & Purvee, 2018, p. 37).

“According to a local non-profit in Portland, a homeless person in Multnomah County can cost anywhere between \$40,000 and \$150,000 per year in Portland.” (Chanay, Desai, Luo, & Purvee, 2018, p. 36)

Medical Costs: We prevent unnecessary and frequent ER trips and hospitalizations by ensuring our clients take medications as prescribed and have access to regular preventative healthcare they would not seek or manage on their own.

“The average urgent care visits range from \$50 to \$150.” “Average emergency room costs vary wildly based on treatment, but a 2013 National Institute of Health study put the median cost at \$1,233. Other estimates push it to as high as \$2,168.” (Emergency Room vs. Urgent Care, 2018).



Contact Us

Amie's Community Care

6700 SW 105th Ave., Suite 220

Beaverton, OR 97008

503-751-2040

shannon@amiescommunitycare.com

www.amiescommunitycare.com

Stabilization & Crisis Unit Costs: In addition to medication management, we assist with positive behavioral supports to avoid crisis situations.

As of Sept 2016: the cost per adult per case for SACU was \$45,844, and there were only 88 individuals receiving services. (Department of Human Services, 2017, p. 3) Should currently supported individuals lose services, medical management supports, and positive behavioral supports, and end up entering SACU, that cost potential increases to \$110, 942, 480.

Employment: We assist clients to attain and retain competitive, integrated employment in their communities. Without stabilization through 1:1 attendant care services, a proportion of these individuals would not be able to work.

2016: 4,396 individuals who experience a cognitive disability served in integrated employment at an average of 18 hours per week. (National report on employment services and outcomes, 2018, p. 2) If just 30% of these supported individuals are unable to maintain employment due to a loss of DSP workforce, with minimum wage in Portland area currently \$12 per hour (and going up) and state tax rate 4.8% in this bracket, there is a potential total tax revenue loss of \$711,000.

Resources

Burns & Associates Inc. (2018, September 4). Review for provider rates for residential and other HCBS final rate models

Chanay, J., Desai, N., Luo, Y., & Purvee, D. (2018, July 31). An analysis of homelessness & affordable housing multnomah county. Retrieved from <https://pamplinmedia.com/documents/artdocs/00003616728975-0644.pdf>

Department of Human Services. (2017, March 27). ODDS Caseload and cost-per-case information. Retrieved from <https://olis.leg.state.or.us/liz/2017R1/Downloads/CommitteeMeetingDocument/112586>

Department of Human Services 2019-21 Agency Request Budget: Intellectual and developmental disabilities budget narrative. (2017, June 28). Retrieved from <https://www.oregon.gov/DHS/ABOUTDHS/DHSBUDGET/20192021Budget/DHS-2019-2021-Agency-Request-Budget.pdf>

Emergency Room vs. Urgent Care: Differences, Costs & Options. (2018, May 24). Retrieved from <https://www.debt.org/medical/emergency-room-urgent-care-costs/>

Kelley-Siel, E., & Teninty, L. (n.d.). 2015 Ways and means human services subcommittee: Intellectual/Developmental disabilities services overview. Retrieved from <https://www.oregon.gov/dhs/aboutdhs/dhsbudget/20152017%20Budget/DD%20EF%20Ways%20and%20Means%20Overview.pdf>

StateData: The National report on employment services and outcomes. (2018). Retrieved from <https://www.statedata.info/bbstates/Oregon.pdf>

From: [Danya Ochoa](#)
To: [JWMHS Exhibits](#)
Subject: House Bill 5026 and POP amendment 126
Date: Tuesday, February 26, 2019 3:52:32 PM

To: Members of the Ways and Means Joint Subcommittee for Human Services
From: Oregon Coalition of Small Provider Organizations
Re: House Bill 5026 and POP amendment 126

We appreciate the opportunity to speak to you about why it is so vitally important to support the passage of House Bill 5026, with the added amendment of POP 126 in I/DD Workforce Development and Expansion. We support the Governor's recommendation of the 5% annual COLAs for home and community-based care providers.

Oregon has been a leading pioneer in the long-term care for people with disabilities. With nearly 15% of Oregonians experiencing a disability, it is important that Oregon continue being a proactive leader in the ongoing battle to ensure that individuals with intellectual and developmental disabilities are not forgotten.

The community based care option is more cost effective than the medical setting of a nursing facility or the comprehensive settings of group and foster homes. The community based care option also honors the philosophy of Oregon's long-term care system – independence, choice, and dignity for those served. Oregon must continue investing in long-term community based care and its Direct Support Professional (DSP) workforce in order to maintain services to the tens of thousands of Oregonians with I/DD. If Oregon wants to remain ahead of the curve and retain a rapidly dwindling workforce of DSPs, we must continue making investments in these crucial services and ensure DSP success and livelihood.

DSP's are much more than caregivers, they provide support in all aspects of an individual's life. A few examples are assistance with navigating the healthcare system, accessing counselors, identifying behavioral services, finding and maintaining housing, gaining skills around mobility, local transit usage, assistive technology and gaining and maintaining integrated employment. We also know that DSPs offer support with learning how to self-advocate and support around healthy living and lifestyle. DSPs ultimately offer support in learning how to provide and take care of themselves, whether in their own home or out in the community. DSP's constantly go above and beyond to ensure that the people they are supporting are continuing to strive for their independence, empowerment and full inclusion by leading self-directed lives and contributing to the community.

As you consider your priorities moving forward, *please* ensure that Oregon remains a national leader in long-term care and that we do so by honoring the independence, choice, and dignity of Oregon's most vulnerable citizens, especially those with intellectual and developmental disabilities.

Thank you for your time and consideration.

Sincerely,

Danya M. Ochoa

President- Oregon Coalition of Small Provider Organizations

Director-Ability Training Services, LLC

Founder- Washington County Network

503-560-9980

danya@abilityts.com

orcspo@gmail.com

From: [Scot Willis](#)
To: [JWMHS Exhibits](#)
Subject: House Bill 5026
Date: Wednesday, February 27, 2019 3:43:56 PM

To Members of the Ways and Means Joint Subcommittee for Human Services,

I work with a Direct Services Professional twice a week. Working with a provider helps me with the following:

Takes me to do my grocery shopping. My provider drives me to the store and helps me read and stick to my grocery list.

Helps me to think about my budget to save money for things I need so I don't crash and burn when stuff needs to get paid.

Helps me remember upcoming events.

Without a provider, I would have trouble working on my budget in order to save for bills, and trouble getting groceries.

Sincerely,

Scot Willis

From: [Tara Carn](#)
To: [JWMHS Exhibits](#)
Subject: How my provider helps me--from a customer's perspective
Date: Wednesday, February 27, 2019 5:50:39 PM

Our customers depend on their providers for a great deal! This customer, while she wished to remain anonymous, wishes to share how her Direct Support Professionals support her.

1) How often do you depend on your providers, especially around medications, doctor's appointments, crisis prevention and staying safe?

I really depend on them to make sure I get there safely and on time. Every so often, I need to be reminded because I will forget to take medications.

2) What would you do if you did not have providers who could help you with medications, doctor's appointments, crisis prevention and staying safe? Could you do these things by yourself?

I could do these things by myself, but I had a really bad experience with public transportation and I'm afraid to do it on my own. The closest bus stop is too far for me to walk to with my cane, and I don't have family that can help me.

3) Do you feel your providers do a good job helping you? Share an example of a time you were really happy with your provider!

Yes! Just yesterday when I was with my provider, she helped take me to visit my grandma, spending time with her. I had a great time with my provider and grandma! I felt so at peace there and was thankful she could take me and enjoy that time with us.

4) Tell us about a time your provider made the difference between losing your housing, doctors or food!

I've never had that happen, but I did have someone steal my debit card information and take all my money this last year. My providers worked really hard to help me figure out what to do, who to call, and fill out the forms to get my money back from social security so that I had money to pay rent, buy groceries, and buy a new pair of shoes. I was in the middle of transitioning personal agents at the time, and my new personal agent was not really available to help me, so I was glad I had my providers to provide support.

5) Do you know if your provider has had to stop providing services to you because of budget cuts? If that has happened, tell us about it!

My providers do so much for me, and I've been fortunate enough that they don't put any stress on me about financial burdens, but I want to help if I can!

Signed,
Anonymous

--

Tara Carn

Regional Coordinator
Amie's Community Care, LLC
www.amiescommunitycare.com
(971) 249-2823

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Attachments area

From: [Mike TerBush](#)
To: [JWMHS Exhibits](#)
Subject: I/DD 126...Urgent Request...
Date: Wednesday, February 27, 2019 11:16:41 AM

Dear Members of the Ways and Means Joint Subcommittee for Human Services,

I am a Direct Support Professional working in Oregon for a Medicaid Credentialed Provider Agency, serving adults and children who experience developmental disabilities.

I am asking you to amend House Bill 5026 to include the **Policy Option proposal I/DD 126, Workforce Expansion and Development.**

This field means a lot to me and I value the opportunity to work with my clients. However, as the cost of living has risen, I struggle to pay my bills with the current wage levels and I am being forced by economic pressures to consider taking employment outside of this field.

I fear that my clients will end up homeless, or at the ER or hospital more frequently without my supports to ensure they keep their housing and take their medications. However, I am in a financially unsustainable position without an increase to funding that increases my wages.

Please amend House Bill 5026 to include Policy Option proposal I/DD 126, Workforce Expansion and Development.

Respectfully,
M. G. TerBush
Michael G. TerBush
02/27/2019

Dear Members of the Ways and Means Joint Subcommittee for Human Services,


I am a Direct Support Professional working in Oregon for a Medicaid Credentialed Provider Agency, serving adults and children who experience developmental disabilities. I am asking you to amend House Bill 5026 to include the Policy Option proposal I/DD 126, Workforce Expansion and Development.

This field means a lot to me and I value the opportunity to work with my clients. However, as the cost of living has risen, I struggle to pay my bills with the current wage levels and I am being forced by economic pressures to consider taking employment outside of this field.

I fear that my clients will end up homeless, or at the ER or hospital more frequently without my supports to ensure they keep their housing and take their medications. However, I am in a financially unsustainable position without an increase to funding that increases my wages.

Please amend House Bill 5026 to include Policy Option proposal I/DD 126, Workforce Expansion and Development.

Respectfully,


Signature

2/27/19
Date

Oregon Coalition of Small Provider Organizations

CUSTOMER SURVEY REPORT AND QUESTIONNAIRE

Customer/Guardian Information

Customer name Joshua Cartwright County Multnomah

Guardian name Joshua Cartwright Sr. Date 2/26/19

Customer

Action Items

How often do you depend on your providers, especially around medications, doctor's appointments, crisis prevention and staying safe?

I depend on my provider on a daily basis to keep me safe, remind me about important event, appointments and safety.

What would you do if you could not have providers who could help you with medications, doctor's appointments, crisis prevention and staying safe? Could you do these things by yourself?

I would be able to perform some things independently, but would be worried if I were to forget to perform important tasks.

- Do you feel your providers do a good job helping you? Share an example of a time you were really happy with your provider!

I am really happy with my providers, my providers help me with transportation, reminders, daily life-skills and how to be efficient with my money. They also help me with socialization and house projects.

- Tell us about a time your provider made the difference between losing your housing, doctors or food!

My providers have helped me with researching affordable housing for my future. They have also helped me with safety by researching medical equipment to help me with my daily routines.

Action Items

- Do you know if your provider has had to stop providing services to you because of budget cuts? If that has happened, tell us about it!

This has not happened yet that I know of.

We are urging the subcommittee members to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name Juan Diaz

Agency name Opportunities Unlimited

Provider Feedback

- How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?

My clients depend heavily on my safety supports such as, safety within the community. I assist him with crosswalk safety, "stranger danger" safety and medication reminders.

- What services would the customers use if they could not have you to help them with the above-mentioned items? Hospitals? Emergency services? Etc.

They would probably have to ask a neighbor or close family member for emergency-type events or a taxi for transportation methods.

- Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.

I, as a provider take great pride and effort in assisting my clients with attention to detail, on their daily goals, safety and daily-routines. I make sure to listen to what goals or tasks my clients need to complete and offer my safety, communication and socialization skills/knowledge to support my clients. I would also offer CPR in case of an emergency, as well as quick response to calling emergency services if needed.

- Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.

I have assisted my client with important medication reminders and safety equipment research for his daily routine. Provider has also helped client research low income housing options within his area, for future planning.

Outstanding

I have assisted my client with building job resumes, creating email address, building home computer systems, cooking skills for daily living, community safety measures and communication.

Overarching

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

CUSTOMER SURVEY REPORT AND QUESTIONNAIRE

Customer/Guardian Information

Customer name Jacob Yarian

County
Multnomah

Guardian name N/A

Date 2/27/18

Customer

Action Items

- How often do you depend on your providers, especially around medications, doctor's appointments, crisis prevention and staying safe?
- I depend on my providers very often in order to keep me safe, happy, and working!
- What would you do if you could not have providers who could help you with medications, doctor's appointments, crisis prevention and staying safe? Could you do these things by yourself?
- I experience memory deficits so would have great difficulty keeping track of things if I didn't have providers!
- Do you feel your providers do a good job helping you? Share an example of a time you were really happy with your provider!
- I am so happy when my provider sends me reminders that I am working a shift that day!
- Tell us about a time your provider made the difference between losing your housing, doctors or food!
- My provider is always easy to reach when I need help!
- Do you know if your provider has had to stop providing services to you because of budget cuts? If that has happened, tell us about it!
- I don't know if a provider has had to stop providing services because of budget cuts.

Concerns

We are urging the subcommittee members to draft an amendment ADDING Pop 126 to HB 5026.

2/26/19

To whom it may concern:

My name is Kaitlyn. I've had my provider for 6 months now. I'm getting much needed help with going to my appointments. I'm getting much help to prepare my own meals. My provider has helped me emotionally through some trying times. I highly recommend this service to others and I'm highly satisfied.

Sincerely,

Kaitlyn Bishop

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name Karla Havermann-Fulton

Agency name Opportunities Unlimited

Provider Feedback

- How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?
I help 1 client with Dr. appointments, call to set them up, help him get there, navigate check in and facilitate communication with Dr. . Lots of safety reminders crossing streets safely and walking safely through parking lots.

- What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc.
My client wouldn't access dental or routine medical checkups. His family is not very involved and he isn't even aware these are things to keep up on.

- Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive. My 2 reviews while working for Opportunities Unlimited have been the best they can be. I really enjoy my work and supporting those who need it in a way that they need. Many online trainings are available as well as my employer sending out info on other classes around.

- Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care. Assisting a gentleman keep his house in cleaner order both inside and out to prevent rats from coming around. Also reminders to take meds so depression and anxiety stay in check.

Outstanding Accomplishments

Consistent meeting times and forming routines with individuals really seem to help them function better and get things done. My one customer now knows the days of the week and is better at telling time because of consistent supports. Another client is opening up way more and socializing/forming friendships on her own, something that would have never happened 2 years ago. Fostering supports for more independent travel is also a big accomplishment as this young lady is now starting to travel more independently using public transportation to meet friends. I personally have started small garden group meet ups to share my knowledge and background of gardening and teach new skills within the community.

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

2/27/2019

To Whom it may Concern
my name is Laurie, I have
been working with my Dsp with
Amies Community Care for about
6 months. I would like to
vouch for my care provider
wonderful support. She has
been exceptionally compassionate
and supportive to me during
the loss of my long time
fiance, plus she has helped
get me to my appointments and
provided services to help me
pack up and move. I would
highly recommend her services
it would be a real heart
ship for me if I didn't
have this support

Sincerely

Laurie L. Dunlap

Dear Members of the Ways and Means Joint Subcommittee for Human Services,

I am a Direct Support Professional working in Oregon for a Medicaid Credentialed Provider Agency, serving adults and children who experience developmental disabilities. I am asking you to amend House Bill 5026 to include the Policy Option proposal I/DD 126, Workforce Expansion and Development.

This field means a lot to me and I value the opportunity to work with my clients. However, as the cost of living has risen, I struggle to pay my bills with the current wage levels and I am being forced by economic pressures to consider taking employment outside of this field.

I fear that my clients will end up homeless, or at the ER or hospital more frequently without my supports to ensure they keep their housing and take their medications. However, I am in a financially unsustainable position without an increase to funding that increases my wages.

Please amend House Bill 5026 to include Policy Option proposal I/DD 126, Workforce Expansion and Development.

Respectfully,

Rachel Hayward

Signature

Rachel Hayward

2/27/19

Date

Dear Members of the Ways and Means Joint Subcommittee for Human Services,

I am a Direct Support Professional working in Oregon for a Medicaid Credentialed Provider Agency, serving adults and children who experience developmental disabilities. I am asking you to amend House Bill 5026 to include the Policy Option proposal I/DD 126, Workforce Expansion and Development.

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Please amend House Bill 5026 to include Policy Option proposal I/DD 126, Workforce Expansion and Development.

Respectfully,


Signature

2/27/19
Date

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Please amend House Bill 5026 to include Policy Option proposal I/DD 126, Workforce Expansion and Development.

Respectfully,



Signature

2-27-19

Date

Customer Questions

How often do you depend on your providers, especially around medications, doctor's appointments, crisis prevention and staying safe?

Daily

What would you do if you could not have providers who could help you with medications, doctor's appointments, crisis prevention and staying safe? Could you do these things by yourself?

Some times

Do you feel your providers do a good job helping you? Share an example of a time you were really happy with your provider!

Yes - Taking me to do fun ~~stuff~~

Tell us about a time your provider made the difference between losing your housing, doctors or food!

Relies on DSP to get to appointments ~~stuff~~

Do you know if your provider has had to stop providing services to you because of budget cuts? If that has happened, tell us about it!

NO

Mom can't take time off work

Tell us anything else you are worried about.

Not getting the needed Help

[Handwritten signature]

Dear Members of the Ways and Means Joint Subcommittee for Human Services,

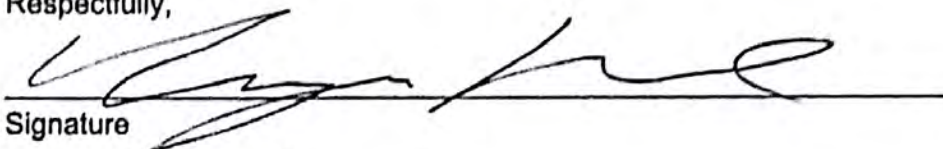
I am a Direct Support Professional working in Oregon for a Medicaid Credentialed Provider Agency, serving adults and children who experience developmental disabilities. I am asking you to amend House Bill 5026 to include the Policy Option proposal I/DD 126, Workforce Expansion and Development.

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Please amend House Bill 5026 to include Policy Option proposal I/DD 126, Workforce Expansion and Development.

Respectfully,



A handwritten signature in black ink, written over a horizontal line. The signature is cursive and appears to be 'L. [unclear]'. Below the signature, the word 'Signature' is printed.

2-27-2019
Date

Dear Members of the Ways and Means Joint Subcommittee for Human Services,

I am a Direct Support Professional working in Oregon for a Medicaid Credentialed Provider Agency, serving adults and children who experience developmental disabilities. I am asking you to amend House Bill 5026 to include the Policy Option proposal I/DD 126, Workforce Expansion and Development.

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Please amend House Bill 5026 to include Policy Option proposal I/DD 126, Workforce Expansion and Development.

Respectfully,


Signature

2/27/19
Date

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I fear that my clients will end up homeless, or at the ER or hospital more frequently without my supports to ensure they keep their housing and take their medications. However, I am in a financially unsustainable position without an increase to funding that increases my wages.

Please amend House Bill 5026 to include Policy Option proposal I/DD 126, Workforce Expansion and Development.

Respectfully,


Signature

2/27/19
Date

From: [Eric Toness](#)
To: [JWMHS Exhibits](#)
Subject: Please amend House Bill 5026 to include Policy Option proposal I/DD 126
Date: Wednesday, February 27, 2019 11:27:47 AM

Dear Members of the Ways and Means Joint Subcommittee for Human Services,

I am a DSP working in Oregon for a Medicaid Credentialed Provider Agency serving people with developmental disabilities. I am asking you to amend House Bill 5026 to include the Policy Option proposal I/DD 126, Workforce Expansion and Development.

Although the work I do is vital to the well being of my clients, and it is very rewarding to know I'm spending my days helping those most in need, It may not be a financially viable field for myself or other DSPs as the cost of living increases, as well as the cost of working.

There are costs related to this line of work, as it requires the use of a personal vehicle. Gasoline, parking, vehicle maintenance, repairs needed due to extended use, even damage caused by clients who have behavioral or mobility challenges are all consistent sources of financial stress for those in this industry, and current rates of pay and mileage reimbursement don't adequately cover these costs. Many full-time DSPs require a secondary source of income to make ends meet, myself included.

Without DSPs providing support, our clients could end up homeless, needing expensive emergency medical services, or even in some cases at risk of death by improper health management. As DSPs we help our clients with disabilities to stay healthy, follow doctor's orders, use vital medications properly, stay safe in their homes and the community, and manage their budgets effectively.

It's getting to a point where many DSPs are being forced to choose between staying in this field in order to keep supporting their clients, or making the decision to leave the industry in order to more adequately support themselves financially.

Keep our industry sustainable so our society's most vulnerable members can continue to thrive.

Please amend House Bill 5026 to include Policy Option proposal I/DD 126, Workforce Expansion and Development.

--

Eric Toness
Amie's Community Care LLC
(971) 808-3461
www.amiescommunitycare.com

From: [Julia Covert](#)
To: [JWMHS Exhibits](#)
Subject: Please Amend House Bill 5026
Date: Wednesday, February 27, 2019 12:51:29 PM

Dear Members of the Ways and Means Joint Subcommittee for Human Services,

I am a Direct Support Professional working in Oregon for a Medicaid Credentialed Provider Agency, serving adults and children who experience developmental disabilities. I am asking you to amend House Bill 5026 to include the Policy Option proposal I/DD 126, Workforce Expansion and Development.

This field means a lot to me and I value the opportunity to work with my clients. However, as the cost of living has risen, I struggle to pay my bills with the current wage levels and I am being forced by economic pressures to consider taking employment outside of this field.

The services I provide are very valuable to my clients. I not only help my clients navigate the community and attend events for healthy socialization, I provide supports for health and safety. Recently, I had a client who was being threatened by a neighbor. Without my support, this neighbor would have never been reported to management and the situation may have gotten worse.

I also have clients who cannot renew their SNAP benefits or go to the food bank without assistance. I have clients who cannot budget on their own. I also have a client who will eat spoiled food and become ill if not prompted to throw it away.

I fear that my clients will end up homeless, or at the ER or hospital more frequently without my supports to ensure they keep their housing and SNAP benefits, go food shopping, and take their medications. However, I am in a financially unsustainable position without an increase to funding that increases my wages.

Please amend House Bill 5026 to include Policy Option proposal I/DD 126, Workforce Expansion and Development.

Respectfully,

Julia Covert

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name Jessica Breece

Agency name Pacific Opportunities

Provider Feedback

- We provide employment services for customers who depend on DSPs. Without these 1:1 services, many of our customers will lose their jobs.

I meet with many of customers 4-6 times a month at least 1-2 times a week as much as they need help and supports. As there job coach there is a variety of things I will help them with, understanding communication from their managers, making sure their work is to the standards of their employers, making sure they are doing all their tasks correctly, and efficiently. Helping them increase work speed, improve on over all skills, help them with conflict resolution, and even down to personal care and hygiene can be something they need support in. Many of my customers vary with the level of need, but they all benefit from the support and many would have lost their job without. Without their job they would be in danger of losing their homes and their livelihood.

- Many of our customers would lose their jobs and possibly their housing as they would not have money coming from their paychecks. Our customers may go to the emergency room more if they don't have providers who can take them to Doctor appts, etc.

I, as a job coach to many individual, am working hard to help each of my customers in their employment success. Each person I work with gets the very best in helping them maintain their jobs to the best of their ability. I will answer phone calls after hours at times to help them talk through a work issue. I will go to meetings with managers to help support them in their jobs and make sure there is good communication with managers and co-workers committed to the employment success of each of my customers, and all of the client's that our company supports. As a team and a company we have served over 100's of people in

employment services. I have received hours of training through Pacific Opportunities as well as DHS services. This team and this services is invaluable to the community and the people we serve.

Outstanding Accomplishments

I have a customer who was struggling in her job. She thought she was going to get fired and thought maybe she should quit before getting fired. I suggested that we set up a meeting with the manager and DSP and see what the issues were and if she was really in danger or not, as I had been coaching her for a while and there had been no signs of firing. Before the meeting her DSP and I were able to talk over her work with her and able to help ask appropriate questions at the management team, and have good communication at the meeting. It came down to management wanting her to write down when she was taking her breaks, but they were never going to fire her, and really love all the work she is doing. It was such a big relief. My customer was really stressed and so full of anxiety that she almost had quit her job, but with having her DSP help with 1:1 help, she was able to have supports needed to keep her job. It was simple way of support my customer in keeping her job and supporting her through her disability.

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name Heather Pearson

Agency name Pacific Opportunities

Provider Feedback

- We provide employment services for customers who depend on DSPs. Without these 1:1 services, many of our customers will lose their jobs.
- Many of our customers would lose their jobs and possibly their housing as they would not have money coming from their paychecks. Our customers may go to the emergency room more if they don't have providers who can take them to doctor appts, etc.
- We provide employment services to individuals with barriers to employment. We are a part of a larger wraparound system that cares for these folks; DSPs provide much of the support and assistance that occurs outside of the workplace.
- DSPs have helped our clients when they are on the verge of homelessness, psychiatric crisis, and much more. Sometimes an individual has a doctor's appointment, but no way to get to it. DSPs provide transport. Or an individual may need help setting up their cell phone plan, or going to the store, or any of the daily activities that make up a life. This allows our clients independence and lives of substance.

Outstanding Accomplishments

DSP's not only are fundamental to our clients' ability to maintain employment, but also are essential in helping clients maintain their general health and wellbeing. When one of our clients, M, was going through a particularly challenging episode with depression, his personal care provider assisted him in accessing mental health services and providing day-to-day support. Even watching movies with his support provider was a vital part of M's routine and kept him feeling loved and supported. M had disclosed to us that during this period he experienced suicidal thoughts. His personal support provider played an absolutely necessary role in making sure that M was safe throughout this time.

The ways in which DSPs help our clients are innumerable. Many of our clients regulate their symptoms and moods through medication, and DSPs are key to making sure that this occurs routinely and as instructed. Sometimes DSPs help people to access the basic fundamental human rights of clothing,

food, and housing. One of my clients, K, lives far below the poverty line. With a learning disability, she struggles to balance a budget and oftentimes is living paycheck-to-paycheck with little wiggle room. Last month, she told me that she did not want to spend her money on buying food. Her DSP drove her to the grocery store and oversaw that she did, in fact, have food in her apartment. Without this act of transportation, I doubt K would have been adequately feeding herself last month. The work of DSPs is simply necessary. People will be in dire need and danger of harm if funding for DSPs is cut. Do you want individuals who are already underserved and at-risk in their communities to be out of work, food, and home, and alone throughout these hardships?

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name Amparo Mata

Agency name Ability Training Services (ATS)

Provider Feedback

- How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?

It is very unrealistic to depend on someone's goodwill for day to day operations of the adult life. Even when our clients have their family's full support, they won't be around forever and it is very important to have the opportunity to learn to be independent and find creative ways to function as a regular adult in this world. Provider are the bridge/scaffold that support our clients to achieve greater levels of independence and to have a chance at a fulling life. All of our clients come to us because they need our support in different levels. Some clients need our support just to make a phone call because the thought of speaking with an stranger to on the phone to complete the seemingly simple task of scheduling a doctor's appointment is too stressful and it causes them a great level of anxiety. Our clients know they can contact us whenever they need help to complete a relatively simple task or even in a extreme moment of crisis such as suicidal thoughts because they know they can count on us to point them in the right direction/provide the support they need. We know our clients in a deeper level due to working with them one on one which allows to provider the individualized support that they need. Sometime a provider knows how to deal with a client's crisis better than their families because we try to understand them beyond their disabilities.

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- What services would the customers use if they could not have you to help them with the above-mentioned items? Hospitals? Emergency services? Etc.

If a client didn't have a provider to help them with safety, health issues, crisis prevention, etc. there are other reassures that they could approach: hospitals, emergency services, support hotlines, counselors, therapists, family member, etc. Yes, there are other reassures, but how will they know how to access them or where to find them or identify when they need them. For a lot of our clients, learning how, when and where to access other services is a skill that takes time to learn and that is where the provider comes in. It is not a provider's job to do this for the client, but to provide the tools and support so they can do it more independently in the future.

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- Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.

In the year that I have been working for ATS, I have seen a lot of growth in a lot of our clients, but there is one particular clients that impresses me more than any. When I started, I would hear behavior issues, the biting, the tantrums, the running away and putting herself in danger. I would hear those things and be very nervous about working with said costumer or someone similar. A few months after, I was asked if I wanted to be trained to work with this customer. I was nervous about the challenge, but also excited about the opportunity to grow with this client. I have been working with this client for some time now and I still haven't seen any of the aggressive behavioral issues that were heard off in the past. Some if it has to do with the great work other providers in ATS had done with her. Also her mom says it is because she likes and trusts me. I also think it is because I am patient with her, and I listen to try to understand the patterns that lead to her acting out her emotions. The training that I have been given in the past year have been fundamental for the work that I am able to do with this client. They have given me the tools to be a provider that my client can trust and is willing to grow with.

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- Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.

Sometimes, little things can become a crisis if they are not dealt with in the proper manner. Two of our clients live together, but their relationship and their different level skills of communication built a very frustrating situations where they couldn't live together anymore. The whole ATS team put their heads together to help these two costumers work on their difference and be able to live together again without one of them evicting the other one. We worked with each of them together and individually to improve the living situation. We are still working with both of the individually to help them become better living companions and avoid future issues.

A different client was getting in trouble with her roommates for not paying her rent on time. She had the fund to pay rent, but was not budgeting properly and couldn't handle her finances. Everything happened within the first few months of living independently. Her family called me very concerned that she would be evicted from the house she had just moved in for not handling her finances correctly. I worked with this costumer on creating a monthly budget and prioritizing her expenses. This is a skill we are still working on, but she has been paying rent and bills on time with our support.

Outstanding Accomplishments

(Enter additional accomplishments by having DSP's in the customer lives)

A better quality of life for all of our customers.

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name Matthew Johnson

Agency name Ability Training Services

Provider Feedback

- How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?

I have worked, and currently work, with many clients who would either not remember to take their medicine or who would take the wrong dosage without my prompting, direction, and oversight. This would significantly impact their lives, up to and including, death or severe limitation or injury if they do not take the right medicine at the correct time and in the correct dosage. This also holds true with being low-income clients or clients unable to obtain transportation (due to anxiety, safety issues, mobility, or other reasons) to attend necessary doctor's appointments and/or counseling to deal with important health and mental health issues. I also work with clients who would otherwise be unable to access their community or experience the world outside of their home/group home without the assurance of a provider supporting them in safely accessing their community or being aware of stranger danger, oncoming cars or MAX trains, without getting lost, or even understanding how to dress appropriately for the hot or cold weather.
- What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc.

For those that have families who actually care about them, they might try to obtain help from relatives or close friends. In my experience, however, this is sometimes not the case for my clients, some of whom have no close relatives, relatives who are aging and unable to help, or relatives who are burnt out on helping or are uninterested in investing the time and energy and commitment to truly help them progress in their personal independence. In working with various homeless services over the years, I have also found that resources that would be available to my low-income or I/DD clients are very difficult to obtain without assistance. While there are many organizations such as 211 that help connect people with resources...these resources are in very high demand and involve paperwork, good communication, documentation, and transportation. Portland has a wide safety net (many resources)that is spread very thinly...so that only those who land perfectly on the net will not fall through...and even then, the great weight of needs within our community will surely break it as more and more people attempt to gain help to live.

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- Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.

I am proud to be an employee at one of the (if not THE) leading agency in providing Person Centered Practices and Supports to all our clients. We have on-going monthly trainings throughout the year so that we are consistently up-to-date on the latest information and methods to keep our clients safe and continually growing while we balance what is important TO them and important FOR them. As a manager in Ability Training Services, I also regularly receive and seek out training to grow as a professional within my field and have received certification via OTAC and as a Mental Health First Aid practitioner.

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- Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.

I have supported clients through incident where they have dealt with suicidal thoughts, anxiety attacks, precursors to seizures, and other mental health issues until they are able to safely continue on with their life and be a contributing member of their community.

Outstanding Accomplishments

We have seen clients gain employment, come out of their shell and make new friends, gain further personal independence through obtaining housing, and being able to experience things that they would normally be unable to attend or experience because of our amazing ATS providers and the high-quality programs and services with which we serve our clients.

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Chelsea Munden	
Inclusive Design	

Provider Feedback

<ul style="list-style-type: none"> How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety? <p>Clients depend on DSPs to help schedule and prioritize doctors appointments and other important events. DSPs encourage clients to communicate fully with doctors to allow the best and most efficient care. Outside of appointments DSPs are there to help clients sustain healthy physical and emotional lifestyles. We are there to help clients develop healthy nutrition, hygiene, communication, boundaries, and day-to-day routines.</p>		
<ul style="list-style-type: none"> What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc. <p>Customers could seek help from their doctors or counselors for the help mentioned above. They would need doctors/counselors who were available on a daily or weekly basis. Some could receive help from family members, but it is not always likely that help from family is the best or most convenient option. For many of our customers, family is not an option at all.</p>		
<p>Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.</p> <p>I take care with each customer to provide training for daily needs that will make them independent in the future. It is important for me to find things that work for each customer so that they fully understand how to do things on their own. I receive resources from my director that help me answer questions and come up with great new ideas to help customers with whatever they need.</p>		

<ul style="list-style-type: none"> • Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care. <p>Since starting with Inclusive Design, I have been able to network with other providers and customers in our agency and in other agencies in the area to help people find housing. With some of our customers living together, we have needed to step in to help customers coexist with each other in a healthy way and to make sure bills were split equally and paid on time.</p> <p>I have intervened on a few occasions with customers who needed to medical attention. After calling an ambulance for a customer on one occasion, my role was to provide the EMT's with all of the information they needed. At the hospital, my role was to help my customer understand the questions that the doctors were asking. My customer was not able to answer many of the questions herself, but I was able to provide her with resources to find the medical information for herself. After this, we worked together to make sure that her information was more readily available to her.</p>		
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Outstanding Accomplishments

- Customers have made large strides to being able to manage their own money.
- Many of our customers have been able to get housing on their own or with roommates, and to sustain the living arrangements with help from DSPs.
- Customers are learning to use public transportation to be able to run errands and get to places they want to go. DSPs are helping to make sure that customers know the routes they are going to take, they know what to do when they take the wrong bus or there is a delay, and many customers need reminders about how to stay safe in the community.

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name Janet Hernandez

Agency name Pacific Opportunities

Provider Feedback

We provide employment services for customers who depend on DSPs. Without these 1:1 services, many of our customers will lose their jobs.

Many of our customers would lose their jobs and possibly their housing as they would not have money coming from their paychecks. Our customers may go to the emergency room more if they don't have providers who can take them to Doctor appts, etc.

I work with my customers on a weekly or biweekly basis on-site to provide support so they are successful in maintaining their jobs. I provide daily supports with phone calls and text messages with my customers and their employers. I support my customers with schedule management, work tasks and trainings, communication, among many other things.

The support I provide my customers allows for them to be stable in their jobs to provide income so they can afford their housing. My customers need to work in order to support themselves.

Outstanding Accomplishments

My customers highly benefit from the support people in their lives. Some customers require daily reminders that they are scheduled to work and without that reminder would never be able to hold down a job.

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name Lyric Cobb

Agency name Ability Training Services

Provider Feedback

- How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?

I am the billing specialist for this company but that does not mean I haven't been able to observe the wonderful ways that our providers have been able to help our clients. We have a number of different individuals that need medical attention in various forms. Some need transportation while others need more involved forms of care with medication and feeding tubes.

- What services would the customers use if they could not have you to help them with the above-mentioned items? Hospitals? Emergency services? Etc.

If our customers did not have us, there would be a need for them to turn to other services. Some of which include, hospital, emergency services, and medical transportation services. However, what sets us apart as being more effective is how specialized we are. More often than not, these services are molded to fit the general population so that those with special needs may not belong. We personally get to know each of our clients and are the best prepared to care for and act in an emergency regarding our customers.

- Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.

Although I may not provide, I do participate in the trainings. We are proactive in making sure that each of our clients are always receiving the best care on every level. Training is provided for a range of things: emotional support, physical support, effective teaching, safety procedures and so much more. Because of this, I have seen amazing work from behind the scenes. As the person in charge of also reading progress notes, I have been able to follow many of our clients' improvements as a result of the things we are learning and the genuine passion we have for making others' lives better.

Outstanding Accomplishments

I am proud to work for this company because of the strides we've made in changing the lives of our customers. However, it doesn't end there. We also provide our customers with meaningful connections to the community, fun, fulfilling experiences, and opportunity. It is hard to believe that the talents and skills our clients have would be better manifested somewhere else. It is hard to believe that the facilitation of care would be more affective without us. Our customers need the care that we can provide.

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name Liz Campbell, Program
Manager/Benefits Counselor

Agency name Pacific Opportunities

Provider Feedback

- We provide employment services for customers who depend on DSPs. Without these 1:1 services, many of our customers will lose their jobs.

I work directly with customers providing job preparation services, preparing customers for interviews and creating resumes for them. Many of the customers I work with have never seen themselves as someone with strengths or something to offer society before. Having a job, earning money, and preparing for their future is a dream come true and allows them to see themselves in a new light. I also provide customers with benefits counseling in order to maximize their earning potential and their involvement in the community without losing the benefits they rely on for continued support and success in life and at work. This is not just a service to the customer, but means that their reliance on monetary income through SSI and other means is reduced. Many of these customers would not be able to get to our office or follow through with these activated without DSPs.

- Many of our customers would lose their jobs and possibly their housing as they would not have money coming from their paychecks. Our customers may go to the emergency room more if they don't have providers who can take them to Doctor appts, etc.

My customers who rely on job coaching and job development services need these services in order to get jobs, and to retain their jobs once they are hired. DSPs are a crucial part of the process as many customers with disabilities may not have the ability to search out, apply for, and successfully interview for positions, get to meetings, dress appropriately, etc. . without the help and support of DSPs, many of these customers would not be working at all, or would not be able to keep their jobs long-term. We take great pride in getting to know each customer so that we can make sure that the job they are placed in is a great fit and that they will not only be happy with the job, but that their employer will be

pleased as well. We do whatever we need to do to assist our customers in creating a better life and future for themselves. This is not only a benefit to them personally, but is good for the community as a whole. We take into consideration the support system and financial issues facing each client as well as their wants and needs.

Our job coaches are often the first to hear from customers about personal, financial, and family stressors. We listen and coach our customers through these situations by helping them with self-care and teaching them to advocate for themselves whenever possible. If critical issues arise, we quickly contact the other members of their team (DSPs) to work on problem-solving or to report issues immediately so that we can avert crisis.

Outstanding Accomplishments

I currently work with a customer who has been at his current job for over a year. With continued support from his DSP at home, his manager recently told me that he's one of their most valued employees. He has been given increasing responsibility and has met each challenge with enthusiasm and success. I have attended training classes with him to ensure that he understands and retains the knowledge needed to move forward in his job, and thus far he has done so. His and his manager's goal this year is for him to work toward learning supervisor duties. This is a goal that he previously never thought possible and could not have achieved without coaching on customer service, interpersonal relationships, problem-solving skills, and self-advocacy. His DSP helps in all areas of his life so that he is able to come to work with clean clothing, food, his bills paid and a good attitude as he isn't able to manage these without his 1:1 support person.

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name Jennifer Wheelon

Agency name Inclusive Design

Provider Feedback

- How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?

Inclusive Design works with its customers to provide housing assistance through vouchers, accessing funds from Washington, Clackamas, and Multnomah counties. Our customers depend on us to know how to access resources, how to fill out paperwork around housing, attending rent well classes so they can maintain housing or gain access to housing. We have been able to work with several homeless customers and gain them access to housing. Our customers need our supports to manage medications, reminders to take them, understand why they're taking them, document side effects and share that information with healthcare professionals. Many of our customers also experience mental illness and need our supports to gain access to mental health services. We continuously deal with keeping customers safe, learning to be safe in the community, and not being taken advantage of.
- What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc.

Many of our customers would not even know how to access emergency services. Some customers don't even think to go to a dr until we see there is an issue and need to talk with them about why they need to go. When customers access hospitals and services on their own, often, they cannot tell us what information was relayed to them and what their next steps are.
- Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.

The quality of care provided to our customers is above par. We pride ourselves in serving our customers in the

same manner we would want to be served or see our family members served. We have had friends and family members of our customers come to work for our organization due to the training and quality of services we provide. We train on ISP's, mandatory abuse reporting, person centered planning, CPR/First Aid, and various modules in iLearn as well as training from professionals in the community to teach people in our organization about behavior management and working with individuals with I/DD.

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- Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.

I have worked with customers who had experienced homelessness or were about to. We were able to get them into a rent well class and access housing. I have been able to access a Shelter Plus Care voucher for 2 customers who were homeless. Had I not worked with them, they would not have known that was a resource they could access. We have also placed customers with roommates so that they would not lose their homes and end up homeless or in foster care.

Outstanding Accomplishments

Customers can access medical appointments with assistance and have someone to help them understand what is happening.

Accessing housing and resources associated with housing

Gaining independence in skill building in areas of budgeting, cooking, cleaning, nutrition, shopping, day planning, personal safety, emergency preparedness, communication/socialization, and accessing their community by learning trimet.

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name Becky Wismer

Agency name Ability Training Services, LLC

Provider Feedback

- How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?

Many clients depend on my support in establishing medical appointments, communicating clear and concise information to physician, cognitive support with understanding physician's directions, obtaining prescriptions and comprehending dosage.

- What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc.

Some clients have family and friends; however, none would be professionally trained and capable of providing the level of support now received. Those without family or friends would be left to their own devices often with dire consequences.

- Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.

I believe one of the best examples of our service is when a client appeared to be out of sorts upon my arrival for an appointment. I was able to assess the situation and determine he would benefit from a visit to the Urgent Care. He was in denial and felt he just needed to rest. I was able to convince him to go to the Urgent Care, where he was seen and diagnosed by a physician. He was given a printout of instructions, as well as prescriptions. I was able to support him in obtaining the prescriptions and in understanding the physician's directions.

Each month we receive three hours of training focusing on the needs of our clients. We have received extensive training regarding person-centered thinking, which involves a deep respect for individuals and their equality. Ability Training Services also provides CPR and First Aid training courses allowing all providers to remain currently certified.

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- Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.

I believe I made a huge difference in the life of a young woman who was suffering from depression and anxiety which was affecting her well-being, as well as threatening her independence. I was able to attend her counseling sessions with her, where I was able to support her in communicating her symptoms of depression affecting her sleep, mood, behavior, and concentration. Following each visit, I was able to support her by checking in on her to see how she was doing and offering cognitive support with the suggestions offered by the therapist. She was able to maintain her employment, as well as her independent living arrangements to date.

Outstanding Accomplishments

Each time I work with a client, I consider it to be an outstanding opportunity to serve the community and these individuals. With the support of a direct support professional, these individuals are empowered to have control over a life they find meaningful and enjoyable, allowing them to feel valuable.

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name Kimm Stewart

Agency name Pacific Opportunities

Provider Feedback

- We provide employment services for customers who depend on DSPs. Without these 1:1 services, many of our customers will lose their jobs.
- Many of our customers would lose their jobs and possibly their housing as they would not have money coming from their paychecks. Our customers may go to the emergency room more if they don't have providers who can take them to doctor appointments, etc.

By providing supports, we help mitigate the isolation, mental health, and physical barriers many experience, which prevents these customers from becoming more reliant upon state- and federally-funded "welfare" programs. Our high quality care centers each person as a whole individual, not the sum of their barriers, while honoring their unique and intersectional identities.

Thanks to DSPs, several of our customers have had supportive, person-centered interventions that de-escalated or recognized burgeoning mental health crises; by acting quickly, hospitalization was avoided and the crises were averted. Without these supports, these individuals would've been back on the merry-go-round of hospitalization, discharge, crisis, and back again.

Outstanding Accomplishments

Without the skills trainers and other DSPs in our customers' lives, many of the folks I've worked with would not have been able to learn to get to work independently nor learn to sight-read words, tell time, etc. One individual in particular is non-verbal, and his DSPs learned how to provide him with the appropriate supports to accommodate his barriers; he's now been employed for many months in a competitive, integrated job and is a contributing and active member of his community.

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name APRIL BROWN

Agency name Pacific Opportunities

Provider Feedback

- We provide employment services for customers who depend on DSPs. Without these 1:1 services, many of our customers will lose their jobs.
- Many of our customers would lose their jobs and possibly their housing as they would not have money coming from their paychecks. Our customers may go to the emergency room more if they don't have providers who can take them to Doctor appts, etc.

We at Pacific Opportunities care deeply for our customers and take great pride in our work with and for them. We go above and beyond to make sure they have the best options for information, benefits counseling, job coaching, job development, and working alongside family and other partners.

Outstanding Accomplishments

I have seen just how valuable our support people are to our customers first hand. Our DSPs, developers and coaches go out of their way to ensure the daily success of our customers. I have seen our coaches and DSPs text alarm reminders to make sure the customer wakes up on time to get to work on time. I've watched them do this for every shift. This isn't rare; this is just how Pacific Opportunities does business. People and trustworthy relationships are our business and we are here to make a positive difference so that our customers can thrive.

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

Provider SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name

Cameron Mazzia

Agency name

Pacific Opportunities

Provider Feedback

- We provide employment services for customers who depend on DSPs. Without these 1:1 services, many of our customers will lose their jobs.
- I meet my clients once a week to go over training and job goals. We often deal with any issues as they come. These can be unpredictable. Without DSP services, my clients would not be able to keep their jobs when times get difficult, or receive the necessary training for them to be successful in their work.
- Many of our customers would lose their jobs and possibly their housing as they would not have money coming from their paychecks. Our customers may go to the emergency room more if they don't have providers who can take them to Doctor appts, etc.

Many of my clients require services immediately and at odd hours. Without DSPs, many of our customer would possible lose their jobs and housing. I have seen this, time after time, make the difference for an individual in keeping their job. Many of our clients report a feeling of accomplishment and more fulfilling life after acquiring and keeping a job long term.

- One of my clients had a huge fear of losing his job, along with his food stamps and ability to pay rent. I immediately gave him extra training and talked to managers about what we could do to keep his current hours. We got a hold of his support ream and his DSP was able to work extra hours with him. We came up with a plan and an agreement to give him the maximum amount of hours possible.

Outstanding Accomplishments

One of my clients was having major emotional and social problems at work. We were able to smooth things out by working with his 1:1 support person. This lead to a functional work environment, but my client was still not satisfied with her job and wanted to strive for something that lined up with her dreams of theatre. Through our services and her DSP, we were able to get her working at her current dream job and she could not be happier. She makes the workplace light up and states that she would be very happy to work this current job for 20+ years.

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name	Drayven Edwards
Agency name	Ability Training Services

Provider Feedback

- How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?

My clients depend on my ability to read and identify their medication so that they can safely ingest the correct medicine at the correct time. Misdiagnosed medicines can cause potentially fatal effects to my clients.

My clients receive medical bills in the mail that often overwhelm them and leave them in confusion. I assist them with identifying what the bills are for and how they will be taken care of through the use of their insurance. Insurance isn't a concept that is always understood.

Many of my clients wouldn't be able to attend their doctor's appointments without transportation assistance from myself. My assistance goes beyond just transportation assistance, as I often will assist them with navigating their way through their hospital/clinic.

Whether during a crisis or just general safety in the community, I am the voice of reason and comfort for my clients. If an individual is yelling loudly while we are taking public transportation, I redirect my clients to a safer part of the train or bus. If I am out in the community with my client and I identify someone acting erratically, I explain to my client that our surroundings aren't safe and I redirect our course. Common safety practices such as looking both ways before crossing the street or a busy parking lot aren't always followed by my clients, so I am always on high alert and making sure they are taking these precautions to stay safe.

- What services would the customers use if they could not have you to help them with the above-mentioned items? Hospitals? Emergency services? Etc.

Some clients may utilize public transportation to get to and from their appointments if they are comfortable and confident with doing so. Other clients may have full-time caregivers that may be able to assist them; others may have relatives or parents/ legal guardians that can assist them with their medication and medical bills. However, these individuals (caregivers, parents/guardians) do not always have the time or means to drive our clients. Our clients that choose to take public transportation at times may not always have that option available to them, which in turn leaves them stranded. Our clients need a reliable source of transportation and assistance to ensure their health and wellbeing. Could you imagine not getting the medical assistance you desperately need simply because you couldn't make it to the hospital?

Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.

I always greet my clients every day with open arms and a neutral environment that they can be themselves in. Each of my client has different and specific needs that need to be met each day. Some days I load a hefty wheelchair in and out of the trunk of my small Corolla so that my client has a means to explore and engage with his community. Other days my arm is the means of support for my client that couldn't walk safely on her own. On some occasions I am the voice of reason and comfort that helps my clients get through the day. Whatever task I am assigned for the day, whomever I am assigned to, I carry out each day knowing that those I'm helping would do the same for me if they were able to.

My team and I meet together monthly and discuss in detail each and every one of our clients. We go over questions such as: are our clients needs being met specifically and tailored to their needs? are we offering them the best care and support to our fullest abilities? what can we do for them to correct any interruptions they may be experiencing in their lives? We spend two hours discussing these questions and more so that we can keep up with our clients' ever changing needs. After discussing our clients' monthly needs and supports, our admin team spends over an hour teaching and training us in a variety of ways. We discuss new codes being implemented by the state and what those codes mean to us as providers and as supports to the clients. We also go over training in fields such as: what to do in an active shooter situation? what to do if you need to navigate around a protest that has sprung up while you are in the community? Each month offers new training to help each provider prepare for dangerous situations and overall provide the best care possible for our clients.

- Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.

I had a client become very upset when I went to pick her up from her house. While trying to calm her down and offer gentle solutions for her day, she decided to get up and run out of her house. By the time I caught up with her she was about to run into the street. I was able to block her path before she ran into the busy street. She would have required excessive medical care if she had been struck by a vehicle. I was able to calmly convince her to return to the safety of her home, averting a severe medical crisis. On multiple occasions I've helped my clients pay for neglected medical bills that may have gone to collections, thus averting a severe financial crisis. Some instances require simple assistance while others require weeks of work.

Outstanding Accomplishments

One of my clients will be ready to go into part time employment due to the volunteering we do together every week. My client has overcome her fear of speaking up for herself and is now able to communicate openly with her coworkers. She has become more confident with her own abilities and skills and has become independent enough to do her volunteer work on her own.

We as providers have countless milestones that we help our clients to achieve. We all strive in our own way to succeed in something that is important to us. Our clients' attempts to succeed and better their daily lives should never be inconsequential.

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name	Kyndra Wall
Agency name	Ability Training Services

Provider Feedback

<ul style="list-style-type: none"> How do your clients depend on you, especially around medications, doctor’s appointments, crisis prevention, safety? <p>I have been working with people with special needs for three year. I have help clients through a lot of different kinds of problems. I have been there for emotional support when one client had to put her dog to sleep. I have help clients search for a counselor when they needed one. I have clients that will just walk into busy streets with oncoming traffic without looking. I have help clients understand what doctors were trying to explain to them and I've supported clients when they needed to explain themselves to doctors. I have provided safe transportation to a client that can't take public transportation because they are easily taken advantage of. I provide them with someone who will just sit down and listen and not force but prompt them to think about the problems they are having and try to come up with their own solution. I've had clients that even if they are horribly sick will tell you they're fine. I have had to help them speak up for themselves and let people know when they need or want something.</p>		
<ul style="list-style-type: none"> What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc. <p>Providers not being there for our clients would mean that they would be in much more danger when leaving their house. They could walk in the street and have no one to stop them. They could be to afraid to call for help themselves so they do nothing. They would be unable to tell someone when their sick. They would get frustrated with not being able to explain themselves to doctors and possibly not be able to deal with a health issue. I have had to prompt and encourage clients to call doctors and emergency services because even if they really need it they don't want to talk to strangers on the phone.</p>		
<ul style="list-style-type: none"> Please provide a testimony about the quality of care you provide your customers and the exceptional training you 		

<p>receive.</p> <p>I work hard to make sure that I know what each individual client needs from me. Not just what they need help with but also scaffold their learning so someday they might be able to do the things they need help with now, on their own. I do my best to balance what is best for them with what is important to them.</p>		
<ul style="list-style-type: none"> • Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care. <p>I have help a client that was having major issues with there roommate. I worked with there to try and deal with the issues and as a whole the Ability Training services providers are working with them to get into a new apartment.</p> <p>I have talked with a client that has depression, and made sure they knew that they could tell me when they needed help or just to talk. This laid groundwork so that when they started to have suicidal thoughts they contacted me and I was able to help them get the help they needed. They were given imitate help that day and assisted in working out a long term plan to help their depression.</p> <p>I have had a client that had a issue with apartment neighbors. I helped them think of solutions then supported them while they talked to the manager. I then had to do the opposite. I had to remind them not to get upset that someone had talked to the manager about them. I encouraged them to calm down and think of ways they could deal with the problem that their neighbor was complaining about.</p>		

Outstanding Accomplishments

(Enter additional accomplishments by having DSP's in the customer lives)

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

From: [Heather Creighton](#)
To: [JWMHS Exhibits](#)
Subject: Raise the Rates for 1:1 Attendant Care
Date: Thursday, February 28, 2019 9:40:18 AM

To Whom it May Concern,

I am a Direct Support Provider for Trellis, Inc. Having a client one-on-one is so important, not only to me but especially for my clients. Each one has different needs that are not met in a group setting. I give them ALL of my attention. There are no distractions, no interruptions, and no feeling like I am not sharing my time evenly with everyone. I love the days I have 1:1.

I am asking you to please raise the rates for Attendant Care. The impact and the care these clients receive is worth every single hours and dollar.

Thank you...in advance,

Heather Creighton

DSP

Trellis, Inc.

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name Rachel Fessenden

Agency name Inclusive Design Inc.

Provider Feedback

- How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?

My clients depend on me to assist them in scheduling doctor's appointments, to provide or arrange transportation to appointments, to remind them to check their medications and to refill when low, to call the pharmacy about prescription issues, and to assist them in getting to the pharmacy. I help them create plans for emergency preparedness, and teach them about staying safe in the community.

- What services would the customers use if they could not have you to help them with the above-mentioned items? Hospitals? Emergency services? Etc.

Without my support, some of my customers may not have the capacity to handle their own medical needs, and could end up in medical emergency situations (such as seizures) that would require emergency services or hospitalization.

- Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.

Through my agency I have access to training in First Aid and CPR skills, and am equipped to recognize and address safety concerns in my customers' lives and relationships. This has allowed me to serve my clients in the midst of medical issues and mental health spirals, and to support their growth and well-being.

- Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.

One of my customers has physical disabilities and seizures and lacks family support. I have been her only provider for several months due to difficulties finding additional provider support. I have assisted her in situations of medical and mental health crises in accessing the critical resources she needed.

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name Sara Taferre

Agency name Pacific Opportunities

Provider Feedback

- We provide employment services for customers who depend on DSPs. Without these 1:1 services, many of our customers will lose their jobs.
- Many of our customers would lose their jobs and possibly their housing as they would not have money coming from their paychecks. Our customers may go to the emergency room more if they don't have providers who can take them to Doctor appts, etc.
- As an employment specialist, I have not only had the opportunity to support my customers in their workplaces, but also in their personal lives. Within employment, I meet with my customers at least once a week. I have helped my customers develop routines for going to bed early and getting to work on time, learning their tasks and adjusting to changes in new tasks, helped them advocate for their needs in the workplace, connected them with a benefits counselor at Pacific Opportunities to help them understand the importance of reporting pay stubs and communicating with social security, and have directly communicated with parents and caregivers about the needs of our customers to better serve them at work. As I have created working relationships with customers, they have opened up to me about how to manage their physical and mental health. Through communicating with the customer's support team as well as my colleagues at Pacific Opportunities, we have been able to advocate for more supports through counselors, PA's, vocational rehabilitation counselors, and caregivers to address these issues.
- Many of my customers have had a lot of confusion surrounding their benefits and how to keep them. Recently, I had a customer who had been scheduled too many hours at his job, therefore was at risk of losing his social security benefits. He and his foster parents were worried that this would also effect the supports and funding they received to continuing caring for this customer. This caused him to have aggressive behavior both at home and at work. Through connecting this customer and his family with the benefits counselor at Pacific Opportunities, they gained a better understanding of how much he could make per month, or how many hours he could work, and how to report wages to social security.

Outstanding Accomplishments

One of my customers has a TBI due to a car accident years ago. This has led him to struggle using one of his hands and has affected his memory. Based off of speaking and looking at him, there is no way to tell that he struggles with a disability. He was reporting that he had completed tasks, but then when a manager would check his work, they'd find that he was lying and almost lost his job. Staff intervened by advocating for this customer and explained that his memory loss might be causing many of his issues at work. Staff created a detailed check off list for client to fact check himself

before leaving at the end of his shift. 6 months later, he is still employed and is now a valued member of the store.

Another one of our customers is nonverbal. He was initially hired as a seasonal employee intended to be let go after the holidays, but through creating a carved position for him he was able to demonstrate that he is a strong and consistent worker who is now a regular part-time employee. The customer and I have creating a way of communicating through hand gestures, body language, and typing things out, allowing me to advocate for him as needed.

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

CUSTOMER SURVEY REPORT AND QUESTIONNAIRE

Customer/Guardian Information

Customer name	Shane Huskey	County	Multnomah
Guardian name	No Guardian	Date	2/27/19

Customer

Action Items

- How often do you depend on your providers, especially around medications, doctor's appointments, crisis prevention and staying safe?
My provider helps me get to my doctor appointments, reminds me to refill my prescriptions, and takes me to the pharmacy to pick up my prescriptions. She helps my plan for how to stay safe in emergency situations.
- What would you do if you could not have providers who could help you with medications, doctor's appointments, crisis prevention and staying safe? Could you do these things by yourself?
Without my providers' support, I would not be able to get my medications. I would feel uncomfortable and confused in the doctor's office by myself, and in some emergency situations I would not know what to do, or how to stay safe.
- Do you feel your providers do a good job helping you? Share an example of a time you were really happy with your provider!
Yes, I am glad to have providers taking me to places in the community I might not be able to without their help. I am very excited because my provider is helping my go visit the Oregon Coast!
- Tell us about a time your provider made the difference between losing your housing, doctors or food!
One time my work hours made me lose my food benefits and I did not have enough money for food. My provider helped me contact SSI and fill out the forms for them, and my food benefits went back up. My provider helped me know what to say to my boss about the work hours I need.
- Do you know if your provider has had to stop providing services to you because of budget cuts? If that has happened, tell us about it!

Concerns

We are urging the subcommittee members to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

CUSTOMER SURVEY REPORT AND QUESTIONNAIRE

Customer/Guardian Information

Customer name Tom Charbonneau

County
Multnomah

Guardian name N/A

Date 2/27/18

Customer

Action Items

- How often do you depend on your providers, especially around medications, doctor's appointments, crisis prevention and staying safe?
- I depend on my providers very often in order to keep me on track for doctor's appointments and staying healthy.
- What would you do if you could not have providers who could help you with medications, doctor's appointments, crisis prevention and staying safe? Could you do these things by yourself?
- I would get overwhelmed if I had to manage all of my activities by myself.
- Do you feel your providers do a good job helping you? Share an example of a time you were really happy with your provider!
- I love it when I go with my provider to exercise!
- Tell us about a time your provider made the difference between losing your housing, doctors or food!
- My provider is always helping me get the things I need!
- Do you know if your provider has had to stop providing services to you because of budget cuts? If that has happened, tell us about it!
- I don't know.

Concerns

We are urging the subcommittee members to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name Victoria Lindstrom

Agency name Opportunities Unlimited

Provider Feedback

- How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?

My clients need a source of transportation to appointments because of the limited income and family members occupied with work and other obligations. In addition, while exploring the street of Portland, teaching safety because of the constant movement of vehicles and other people going on. I always remind my clients of using stranger danger and being aware of the surrounding. It helps to also model the behavior to help provide an example of what being safe may look like.

- What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc.

The services the customer would have to use if they weren't able to have access to the services I provide might be large community inclusion program that doesn't tailor activities to specific needs of the customer. Additional assistance will be put on the friends and family of the customers.

- Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.

The quality of care I provide is compassionate and consistent one on one care tailored to the needs of the customers. The customer center approach that is practiced by out providers ensures that customers' feelings and opinions are being heard. The training that was received made certain that the skills and tools needed to succeed in providing the best possible services for each customer are achieved before entering the field.

- Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.

One of our customer required assistance organizing and keeping her home sanitary. Providing the customer with services has helped her live a safer and healthier life by teaching skills to keep the floor clear in case of an emergency, prepare a sanitized cooking space, and clean surfaces for better air quality.

Outstanding Accomplishments

The customers I serve are also able to develop strong social networks that help to eliminate possible feelings of isolation and loneliness. Integrating into the community has help my customers develop communication and planning skills while exploring new hobbies and interests.

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

To: Members of the Ways and Means Joint Subcommittee for Human Services

I appreciate the opportunity to speak to you about why it is so vitally important to support the passage of House Bill 5026, with the amendment of adding in I/DD Workforce Development and Expansion. We support the Governor's recommendation of the 5% annual COLAs for home and community-based care providers.

Oregon has been a leading pioneer in the long-term care for people with disabilities. With nearly 15% of Oregonians experiencing a disability, it is important that Oregon continue being a pro-active leader in the on-going battle to ensure that individuals with disabilities are not forgotten.

Community based care options are more cost effective than the medical setting of a nursing facility or group home, and it also honors the philosophy of Oregon's long-term care system – independence, choice, and dignity! Oregon must continue investing in the long-term care of the Direct Support Professional workforce in order to maintain access to professional and quality care. If Oregon wants to remain ahead of the curve, we must continue making investments in these crucial services, to ensure the success and livelihood of clients and their DSP's.

DSP's are much more than caregivers, they provide support in all aspects of an individuals' life. From assistance navigating the healthcare system, accessing counselors, behavioral services, finding and maintaining housing, mobility training, teaching local transit skills, help with assistive technology, finding and maintaining integrated employment, learning how to self-advocate, support with healthy living and ultimately learning how to provide and take care of themselves, whether in their own home or out in the community. DSP's constantly go above and beyond to ensure that the people they are supporting are continuing to strive for their independence, empowerment and full inclusion by leading self-directed lives and contributing to the community.

As you consider your priorities moving forward, please ensure that Oregon remains a national leader in long-term care and that we do so by honoring the independence, choice, and dignity of Oregon's seniors and people with disabilities.

Thank you for your time and consideration.

Sincerely,

Kelly Payne, CEO
Opportunities Unlimited
503-504-7831

PO Box 55295
Portland, OR 97238
<http://www.opportunitiesultd.com/>

Oregon Coalition of Small Provider Organizations

CUSTOMER SURVEY REPORT AND QUESTIONNAIRE

Customer/Guardian Information

Customer name Philip Troxel County Multnomah

Guardian name Date 2/27/19

Customer

Action Items

- How often do you depend on your providers, especially around medications, doctor's appointments, crisis prevention and staying safe? Most days.
- What would you do if you could not have providers who could help you with medications, doctor's appointments, crisis prevention and staying safe? Could you do these things by yourself? I don't know. I can't do these things by myself.
- Do you feel your providers do a good job helping you? Share an example of a time you were really happy with your provider! They do a good job. I am really happy when I learn new things.
- Tell us about a time your provider made the difference between losing your housing, doctors or food! My old apartment raised the rent and I didn't know how to find a new place or how to move.
- Do you know if your provider has had to stop providing services to you because of budget cuts? If that has happened, tell us about it! I don't know. My hours did get cut too much.

Concerns

We are urging the subcommittee members to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

CUSTOMER SURVEY REPORT AND QUESTIONNAIRE

Customer/Guardian Information

Customer name Graeme Lipscomb County Washington

Guardian name Date 02/27/19

Customer

Action Items

- How often do you depend on your providers, especially around medications, doctor's appointments, crisis prevention and staying safe? From time to time on crisis prevention
- What would you do if you could not have providers who could help you with medications, doctor's appointments, crisis prevention and staying safe? Could you do these things by yourself? I would talk to my case manager. My dad helps with medication and DR appts.
- Do you feel your providers do a good job helping you? Share an example of a time you were really happy with your provider! Yes very much so. Last Friday I baked cookies and felt really happy because I received instruction from my provider on how to do it.
- Tell us about a time your provider made the difference between losing your housing, doctors or food! I have not had this problem.
- Do you know if your provider has had to stop providing services to you because of budget cuts? If that has happened, tell us about it! I don't know

Concerns

We are urging the subcommittee members to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

CUSTOMER SURVEY REPORT AND QUESTIONNAIRE

Customer/Guardian Information

Customer name John Halsey County Multnomah

Guardian name Date 02/27/19

Customer

Action Items

- How often do you depend on your providers, especially around medications, doctor's appointments, crisis prevention and staying safe? Almost all the time but I can take my own medications
- What would you do if you could not have providers who could help you with medications, doctor's appointments, crisis prevention and staying safe? Could you do these things by yourself? I could not do these things myself, they help me communicate
- Do you feel your providers do a good job helping you? Share an example of a time you were really happy with your provider! Yes they do a good job. They make me comfortable.
- Tell us about a time your provider made the difference between losing your housing, doctors or food! I have never been in this position but they helped me get food stamps
- Do you know if your provider has had to stop providing services to you because of budget cuts? If that has happened, tell us about it! I have not had a problem with not getting services

Concerns

We are urging the subcommittee members to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

CUSTOMER SURVEY REPORT AND QUESTIONNAIRE

Customer/Guardian Information

Customer name Nikolas burdette County Clackamas

Guardian name N/A Date 02/27/2019

Customer

Action Items

- How often do you depend on your providers, especially around medications, doctor's appointments, crisis prevention and staying safe?
On a daily, basis, my providers are a constant in my everyday and provide a constant since of security, helping me stay safe, and making sure that I get the help that I need. They also have helped me get out of abusive situations by dropping what they are doing to come get me to keep me safe and talk to me about how I can settle the issue

- What would you do if you could not have providers who could help you with medications, doctor's appointments, crisis prevention and staying safe? Could you do these things by yourself?
- My provider helps me with getting to doctor and dentist appointments on time and Helps get me out of abusive situations and helps me with crisis and keeps me safe by talking to me and if needed coming to get me when I am not in a safe environment and someone is abusing me..
- They make sure I don't abuse medications.
- I really care about me my providers .

- Do you feel your providers do a good job helping you? Share an example of a time you were really happy with your provider! Yes, I feel my providers do an excellent job helping me.
- My provider helps me to ensure that I get to and from the store, so I don't have to try to ride the bus with a weeks worth of food, and have to carry heavy stuff home by bus and help with all of my needs

- Tell us about a time your provider made the difference between losing your housing, doctors or food!
- . My provider has made the difference between me losing my food, by making sure that I get to and from the grocery store, and taking me to get food boxes when I need them.

Action Items

- Do you know if your provider has had to stop providing services to you because of budget cuts? If that has happened, tell us about it!
N/A
-

Concerns

We are urging the subcommittee members to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

CUSTOMER SURVEY REPORT AND QUESTIONNAIRE

Customer/Guardian Information

Customer name Stephen McMahon County Multnomah

Guardian name Date 02/27/19

Customer

Action Items

- How often do you depend on your providers, especially around medications, doctor's appointments, crisis prevention and staying safe? 100%. I could not do things on my own,
- What would you do if you could not have providers who could help you with medications, doctor's appointments, crisis prevention and staying safe? Could you do these things by yourself? I could not do these things on my own.
- Do you feel your providers do a good job helping you? Share an example of a time you were really happy with your provider! Yes they do a good job helping. They work hard to keep me comfortable and informed, especially when I don't understand things.
- Tell us about a time your provider made the difference between losing your housing, doctors or food! I have not been in a position of losing any of these things.
- Do you know if your provider has had to stop providing services to you because of budget cuts? If that has happened, tell us about it! I don't think that has happened but it has come close.

Concerns

We are urging the subcommittee members to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name Alex Goode

Agency name ARISE Mentors, LLP

Provider Feedback

- How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?

My clients depend on me to prevent behavioral situations by reminding them about appropriate behaviors/innappropriate behaviors ensuring social safety and physical security

- What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc.

Personal assistant

- Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.

I provide behavioral support with helping customers know what they could say/do and what they should not say/do especially in public. This helps them not get into uncomfortable situations and build upon social knowledge.

- Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.

I helped an individual remember to get appropriate medical forms at doctors office that he would have otherwise forgotten

Outstanding Accomplishments

(Enter additional accomplishments by having DSP's in the customer lives)

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name Julie Lashaway

Agency name ARISE Mentors, LLP

Provider Feedback

- How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?

My clients depend on me for physical and mental support in everyday tasks such as doctors visits and medication reminders.

I encourage them to find a structured path to self reliance.

I remind my clients to be safety conscious.

- What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc.

Clients would be using emergency services for non emergencies .The emergency system would be over taxed.

- Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.

I have training in reporting physical abuse. My clients physical and mental well being is important to me.

- Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.
- I worked with a homeless client and was able to secure suitable housing for him.

Outstanding Accomplishments

(Enter additional accomplishments by having DSP's in the customer lives)

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

1. PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name Ron Trujillo

Agency name ARISE Mentors, LLP

Provider Feedback

- How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?

They depend on me to help them out of bed. Take their medications. Make doctors appointments. Make sure they are safe in all ways. They are wheelchair bound and need all the help they can get
- What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc.

If they did not get my help or someone elses. They would have to go to a care facility.
- Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.

The care I give them, which they are in need of helps them to have exceptional care so they don't suffer. I not only help them with the physical care but a mental care to keep them positive.
- Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.

I have not experienced that.

Outstanding Accomplishments

(Enter additional accomplishments by having DSP's in the customer lives) I have no accomplishments I just try to do my best to give them a better life, one that they can enjoy.

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name Shari Trujillo

Agency name ARISE Mentors, LLP

Provider Feedback

- How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?
I assist my clients to help them understand the correct way to take their medications according to the Dr. Instructions and to advocate for them at the Doctors office. I help them understand safety concerns and help them stay calm, in a crisis situation
- What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc.
They would be placed in a foster care situation where there would be several clients to one caregiver.
- Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.
• I take pride in the care I give my clients. I am there for them whenever they need me to help them in any given situation. They know they can depend on me and they receive one on one care.
- Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.
• When one of my clients broke his knee cap I was able to assist him in communicating to the Dr his concerns. After he was released from his Dr care I was able to help facilitate

communication between him and his occupational Therapist and Physical Therapist and encourage as well as participate with him performing his various exercises.
Another client was in a desperate situation to find housing and was on a time limit and I did research on my own time to help him.

Outstanding Accomplishments

(Enter additional accomplishments by having DSP's in the customer lives)

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name Turid Hanssen

Agency name ARISE Mentors, LLP

Provider Feedback

- How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?
They depend heavily on me for crisis intervention.
- What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc.
Some can turn to family members, but due to their limited ability to communicate their needs and be understood (my clients are autistic), they are often not understood and/or given appropriate help..
- Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.
Customer helped to obtain apartment and taught how to deal with paperwork and communication issues. Training in dealing with HUD and finiding suitable housing.
- Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.
Customer was attacked without provocation for being gay. DSP assisted in obtaiing medical care and pain medication. Discussed safety in the community and use of pepper spray in a dangerous situation.

Outstanding Accomplishments

Customers are taught how to keep living quarters clean and hygienic, and self-care. Customers are taught shopping, skills as well as cooking skills. Emphasis made on how to keep track of finances, and store important documents. Assistance is given in the area of communication with others to have needs met, or a situation understood.and resolved.

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name Ronda Gaughan

Agency name ARISE Mentors, LLP

Provider Feedback

- How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?

My client relies on me for help in socializing with others, assistance with fall prevention, and assistance with getting around to all his medical appointments.

- What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc.

My client would be forced to use emergency services for any falls he may suffer and ride line for getting to appointments.

- Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.

I provide top quality care for all my clients I look out for all their best interests and do everything I can for them. My employers provide the best training possible and are always keeping up on new policies.

- Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.

Outstanding Accomplishments

(Enter additional accomplishments by having DSP's in the customer lives)

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

PROVIDER SURVEY REPORT AND QUESTIONNAIRE

Provider Information

Provider name Trista Jentzsch

Agency name ARISE Mentors, LLP

Provider Feedback

- How do your clients depend on you, especially around medications, doctor's appointments, crisis prevention, safety?

Taking them to and from appointment and helping them to communicate with their Dr's, therapists and dentists. Helping clients to understand what the Dr is saying about their health and other medical issues. Helping to make sure clients understand how and when to use prescribed or over the counter medications. Helping clients to care for and understand injuries and other health related problems.

- What services would the customers use if they could not have you to would help them with the above-mentioned items? Hospitals? Emergency services? Etc.

911, and ambulance transport, life alert button, possible lift ride. This is not an option for some clients as they can not read or write or understand the directions from medical personal, or understand how to use medications.

- Please provide a testimony about the quality of care you provide your customers and the exceptional training you receive.

I believe I provide the best possible care I can give, I take clients to medical appointment, grocery stores, group activities, individual activities, museums, plays, movies. I help my clients to understand directions from medical professionals and how to care for themselves and how to take medications. I make sure clients get out and enjoy the world, and have fun, and are as active as possible in their daily lives. Some clients need help bathing or dressing and cooking, also help with house work and laundry. I believe that with out my help my clients would not be able to do these things and would be home bound for the better part of there days.

- Please provide a testimony about instances where you have made the difference between going into crisis with housing, medical care, or psychiatric care.

A client was having issues regarding blood in his urine, I had to make the decision to call 911 and help him seek

medical treatment, spending many hours in the hospital to insure that my client understood what was going to be happening and why, and to understand their care and medications that were being prescribed. Also taking a client to the hospital for a day surgery and staying with them to keep them calm and comfortable after surgery then getting the client home and making sure they were set and prepared for the night until my arrival the next day, also making sure they understood when and how to take prescribed medications and over the counter medications together.

Outstanding Accomplishments

(Enter additional accomplishments by having DSP's in the customer lives)

Making sure my clients have community interaction and are able to be in the community with no problem such as anxiety and behavioral issues. Getting my clients out and trying new things and learning new things. I believe there is nothing better for our clients to get out and experience new and exciting things within the community. I have clients that like to paint and are in art classes, I have clients that like to sight see and walk and take car rides and go to new places they have never been and learn about these places and how they became. Some clients are shy and not sure about trying new things as a provider I try and get them to try new things to see if they may enjoy them. Most times they do. To me that is a big accomplishment for my clients and for myself. They learn from me and I learn from them. I enjoy helping my clients in learning how to take care of their homes and themselves when they are living on their own, cooking cleaning and just having some fun, weather it be going to a mall, a movie, or just maybe staying in and enjoying cooking and a movie, or even getting out to a movie. So many people don't have this type of care and need it. I help make sure that my client are well cared for and enjoying living life as any other person should.

Overarching Concerns

We urge you to draft an amendment ADDING Pop 126 to HB 5026.

Oregon Coalition of Small Provider Organizations

CUSTOMER SURVEY REPORT AND QUESTIONNAIRE

Customer/Guardian Information

Customer name	Walter Jacobson	County	Lincoln county
Guardian name	(Enter guardian name)	Date	02/27/2019

Customer

Action Items

- How often do you depend on your providers, especially around medications, doctor's appointments, crisis prevention and staying safe?

Very much

- What would you do if you could not have providers who could help you with medications, doctor's appointments, crisis prevention and staying safe? Could you do these things by yourself? dont know. not really be able to do by self.

- Do you feel your providers do a good job helping you? Share an example of a time you were really happy with your provider!yes.

- Tell us about a time your provider made the difference between losing your housing, doctors or food!

Provider was able to assist in keeping client on foodstamps and housing services .

- Do you know if your provider has had to stop providing services to you because of budget cuts? If that has happened, tell us about it!

In the past with other companies .

Concerns

We are urging the subcommittee members to draft an amendment ADDING Pop 126 to HB 5026.

Dear Members of the Ways and Means Joint Subcommittee for Human Services,

I am a Direct Support Professional working in Oregon for a Medicaid Credentialed Provider Agency, serving adults and children who experience developmental disabilities. I am asking you to amend House Bill 5026 to include the Policy Option proposal I/DD 126, Workforce Expansion and Development.

This field means a lot to me and I value the opportunity to work with my clients. However, as the cost of living has risen, I struggle to pay my bills with the current wage levels and I am being forced by economic pressures to consider taking employment outside of this field.

I fear that my clients will end up homeless, or at the ER or hospital more frequently without my supports to ensure they keep their housing and take their medications. However, I am in a financially unsustainable position without an increase to funding that increases my wages.

Please amend House Bill 5026 to include Policy Option proposal I/DD 126, Workforce Expansion and Development.

Respectfully,

A handwritten signature in black ink, consisting of several loops and a horizontal stroke at the end.

Signature

02/26/2019

Date