



YES on HB 2804 Workload Models



We are 72,000 dedicated union members prepared to address staffing shortages and unmanageable workloads that negatively affect the quality and efficiency of service delivery to Oregonians. SEIU Local 503 urges members of the House to pass HB 2804 as a solution to address workforce shortages and application backlogs. We believe that manageable workloads and an adequately staffed workforce are critical to meeting the needs of Oregonians.

Workers at the Oregon Department of Human Services (ODHS) provide services to 1 in 4 Oregonians each year. Children and families rely on key safety net services to remain healthy, housed, and fed. The level of support is determined on a case-by-case basis due to varying factors in a referral. The more complex a case is, the more time is needed to provide the appropriate level of services.

Currently workers at ODHS report unmanageable workloads in every program. When caseloads are high, there are direct impacts to workers and to Oregonians trying to access services. For many programs, it can result in application backlogs that impact people's ability to receive benefits or services. Unmanageable workloads and expectations are the biggest factors influencing worker turnover and retention among staff.

When providing child welfare services, state workers need to spend enough time with families and their children to understand and develop a case plan to support the household. When determining eligibility, workers need to ensure they get complete and accurate information so they can enroll Oregonians for all of the services they are eligible for.

HB 2804 would require the Oregon Department of Human Services to:

1. Use workload models to assess the workforce capacity and needs across programs and units; and,
2. Report the findings of the report to the Oregon legislative assembly relating to human services no later than September 30 of each even-numbered year.

SEIU Local 503 urges legislators to support HB 2804 to ensure that ODHS recruits and retains the workforce needed to provide high-quality services to all Oregonians.

