

Submitter: John Barrios  
On Behalf Of:  
Committee: Senate Committee On Human Services  
Measure, Appointment or Topic: SB725

Chair, members of the committee, my name is John Barrios. I am from Portland and I am here in support of SB 725.

I am a Lead Personal Agent, supporting adults with Intellectual and Developmental Disabilities at UCP (United Cerebral Palsy) Oregon. As a Lead Personal Agent, I provide case management supports and supervision of Personal Agents (case managers) of upwards of 150 customers. Currently, they are at full capacity.

There have been times in which urgent needs arise for multiple customers, and Personal Agents are unable to give the adequate time and energy to everyone due to the amount of customers they are responsible for. If one customer has an emergency (health, safety, DV, or housing for example) the Agent needs to stop what they are doing to support, and that is not always appropriate or equitable to those who already have important meetings. Strict Medicaid timelines mean that paperwork often takes more time than one can offer to real in-person support needs and resources as they come up.

Having time to better support people in their time of need could lead to better housing opportunities, less use of the ER for health related issues, more time to develop better mental health resources, supporting folks through DV or abusive situations, and accessing employment opportunities. All of these examples could lead to better lives and less stress on the overall system.

This legislation is necessary to improve the quality of life, supports, and resources that our customers receive. It would also reduce burnout which could lead to less turnover and better services and relationships that last.

I appreciate the consideration of this committee and ask that you give this bill a favorable recommendation. Thank you for your time.