

To: Sen Gelser-Blouin, Chair, Senate Committee on Human Services  
From: Sarah Noack, Director of Brokerage Services, UCP of Oregon  
Re: Support for SB 725, capping caseloads for IDD case management at 1:30

January 30<sup>th</sup>, 2025

Chair Gelser-Blouin and members of the committee,

I am writing in today in support of SB725. I have been working in the in-home support services field with adults who experience intellectual and developmental disabilities since 2001, when I was hired on to assist with opening one of the 14 brokerages providing in-home support services in Oregon.

Over this time, I have had the privilege of coordinating services for a variety of people from diverse backgrounds and lived experiences. The composition of a caseload includes people who live across counties, have a wide variety of support needs, and many different family and support team dynamics. I often say that people with IDD represent the full spectrum of humanity. With the experience of disability layered within their identities.

A typical day for a Personal Agent could include responding to an abuse report, providing protective services, addressing housing instability, facilitating a person-centered plan with someone and their support team, coordinating the Oregon Needs Assessment, following up on a medical concern, assisting with disability accommodations for higher learning, referral of resources for any and all needs, and many other time-sensitive or critical coordination services.

On top of that, we are staying up to date on regulations and requirements, policies and procedures, coordinating meetings, team meetings, case consultation, travel time, etc. And, the paperwork. Personal Agents are charged with documenting a human's life, dreams, and supports into Individualized Support Plans, progress notes, risk reports, and other essential documentation with integrity to the person they are working with. This piece of work requires time and attention.

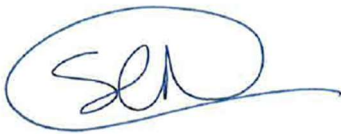
Given that the people who access IDD services are as complex and diverse as all of humanity, Personal Agents must have time to provide services that are trauma-informed, culturally aware, and individualized to a person's communication needs, physical supports, and lived experiences.

Since the inception of in-home supports in Oregon, expectations of Personal Agents has increased due to systemic requirements and the demands of documentation, new legislation, and funding requirements. Where once the focus was on community-building around a person, today much of the work

entails keeping many moving parts in order to ensure life-sustaining supports are in place, and people have what they need to thrive in our communities. One last note, Senate Bill 725 is possibly the first of its kind in Oregon – envisioned and implemented by people with intellectual and developmental disabilities who are accessing case management services in Oregon. From my view, it is our collective responsibility to support the leadership of people with disabilities to hold decision-making power in the delivery of their services. There is so much wisdom within this community to inform surviving and thriving for all into the future, and we must listen to them, uplift them, and follow their lead. Your support of this bill is one way you can take action towards a future where people with disabilities are honored, thriving, and leading.

Thank you for your time and consideration.

Sincerely,

A handwritten signature in blue ink, appearing to read 'SEN', enclosed within a blue oval. A horizontal line extends from the right side of the signature.

Sarah Noack (She/They)  
Director of Brokerage Services  
UCP Connections and UCP Mentors