

To: Senate Committee on Human Services  
From: Gaby Villaseñor, Lead Personal Agent at UCP Connections  
Re: Support for SB 725

January 31th, 2025

Chair Gelser-Blouin and members of the committee,

My name is Gaby Villaseñor and I am a Lead Personal Agent at UCP Connections Brokerage. I am writing to urge you to support SB725, which would implement a cap on caseloads for Personal Agents and Service Coordinators that provide case management for thousands of adults with IDD throughout the state.

I have been working within IDD services in Oregon for 10 years now and have seen the impact of high caseloads on the level of support customers receive across Brokerages and County case management. Before working for a Brokerage, I worked within Supported Living, where customers had Service Coordinators with very high caseload caps. Some of my customers there never got to meet their case managers due to quick turnover or the understandable inability of their case managers to meet everyone's needs. The higher caseloads a case manager has, the less they are able to provide essential services that customers need to live and thrive independently in their homes and communities.

Case managers provide a range of support, such as assistance in finding care providers, mental health services, housing, employment, and community resources. They are there for people when they are experiencing crises, or when they are ready to make big moves within their lives. These services are essential to so many individuals with IDD in Oregon, and the quality of these supports matter. With a lower caseload cap, case managers would have more time to support people with not only the minimum requirements of their job, but to actually address the things their customers need to thrive.

Thank you for your time and consideration of this bill.

Sincerely,  
Gaby Villaseñor