



3/21/2025

Re: Support for SF 2796 – Waiver Case Management Rate Increase

Chair Hoffman and Members of the Human Services Committee,

Thank you for the opportunity to express our strong support for SF 2796, which seeks to address the human services workforce crisis by increasing reimbursement rates for waiver case management and establishing a long-term framework for fair compensation and workforce stability.

Bestview Care Options provides **case management** in **Hennepin, Ramsey, And Washington County**. Every day, our **30** case managers help individuals with disabilities access critical services, coordinate care, and advocate for their needs, allowing them to live independently. However, despite the essential nature of this work, reimbursement rates have not increased since 2015, and agencies like ours are struggling to recruit and retain qualified case managers.

The workforce shortage has reached a crisis point. It has been very hard to hire staff due to the competitive pay in the market and benefits. In the last 5 years, we have seen that the expectations of our case manager's duties have increased. They are upheld to high standards, must meet deadlines set by DHS, are audited yearly for documentation, must remember different program policies and procedures, attend all internal and external meetings, have 20+ hours of training per year, coordinate and educate providers on 245D services, understand different diagnosis, and authorize services within budgets. One main reason they are leaving is due to compensation. They feel their compensation is not equal to the tasks that they must do daily to assist the people they serve on their caseloads. It takes about 2 years for a case manager to confidently be able to understand the job. We lose them earlier due to the demands of the waivers. When we lose a case manager, a person goes without services, we see an increase in hospitalizations, an increase in police calls and vulnerable adult/child protection reports. We have providers who provide services and are not able to receive funds to continue the support that our person needs. It has taken us about 5-6 months to hire a case manager and it will take us another 2-3 months to give them the needed training. Without action, the situation will continue to worsen, leaving people with disabilities without the consistent, high-quality case management support they need.

SF 2796 takes essential steps to stabilize the waiver case management workforce by:

- Increasing reimbursement rates to help agencies offer competitive wages and retain skilled professionals. Hire people from diverse cultures and language abilities.
- Requiring an annual labor market analysis to ensure rates reflect real workforce conditions.
- Establishing a structured review process to prevent future stagnation in funding.

These changes will help address workforce shortages, reduce service disruptions, and ensure that people with disabilities receive the high-quality case management they deserve. Case managers ensure



state disability funds are used effectively, and investing in this workforce now will prevent higher costs down the road.

Failing to act means more case managers leaving the field, more families struggling to navigate complex systems alone, and more Minnesotans with disabilities losing access to vital support. By passing SF 2796, Minnesota can make a much-needed investment in the stability and well-being of both case managers and the people they serve.

We urge you to support this critical legislation. Thank you for your leadership and commitment to strengthening Minnesota's human services workforce. Please do not hesitate to reach out to any questions at **Xong Vang- Director 651.278.3520**

Sincerely,

A handwritten signature in black ink, appearing to read "Xong Vang", with a long, sweeping horizontal line extending to the right.

Xong Vang- LICSW

Bestview Care Options

651.967.9308

Xong.vang@bestviewcare.com