

March 22, 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 on behalf of our membership and the undersigned organizations, 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.

The Minnesota Social Service Association (MSSA) represents over 5,000 health and human service professionals across the state, including case managers, social workers, mental health professionals, and disability service providers, licensed alcohol and drug counselors, marriage and family therapists and more, working in nonprofit organizations, private agencies, and state and local governments. Waiver case managers play a crucial role in helping individuals with disabilities access the services they need to live independently. They assess needs, coordinate care, and advocate for individuals and families. Yet, despite the essential nature of their work, these professionals have not seen a rate increase since 2015.

Agencies across Minnesota are struggling to recruit and retain case managers, leading to higher caseloads, increased turnover, and declining care quality for people with disabilities. The workforce shortage is at a crisis point, leaving families without stable support. With other proposed cuts to disability services, action is more urgent than ever. Without intervention, the system will only become more unstable for the thousands who rely on it daily.

SF 2796 strengthens the waiver case management workforce by raising reimbursement rates, implementing an annual labor market analysis for fair wages, and establishing a structured review process to prevent funding stagnation. These steps will reduce shortages, improve service stability, and ensure people with disabilities receive quality case management. Investing in case managers now ensures effective use of state disability funds and prevents higher costs later.

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 supports. By passing SF 2796, Minnesota can make a much-needed investment in stability, fairness, and the 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 with any questions at [msancartier@mnssa.org](mailto:msancartier@mnssa.org).

Sincerely,

Accord  
Best View Care Options  
Blue Sky Inc.  
Bristol Place Corporation  
Country Services Inc.

Dungarvin Minnesota Inc.

Fraser

Handy Help

Jewish Family Service of St. Paul

Minnesota Social Service Association

Mount Olivet Rolling Acres

People Incorporated, Inc.

Pinnacle Services

Reach for Resources

Supportive Living Solutions

Thomas Allen Inc.