



March 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.

Supportive Living Solutions provides waiver case management services to roughly 2500 people living with disabilities throughout Minnesota, primarily in the Twins Cities and the northern arrowhead region. Every day, our roughly 60 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. Over the years the case management role has only increased in complexity and requires a higher level of skill to execute. Despite this, reimbursement rates have not increased in nearly 10 years while SLS has increased average wages by 30% in just the last 6 years. This trend can't continue. Turnover is high and recruitment efforts are stressful as case managers are leaving to work in other industries with higher pay despite getting a 4-year degree in a human service-related field. 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.
- 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 with any questions by phone at 651-209-8483 or by email at ryand@gosupportive.com

Sincerely,

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