MACSSA
Minnesota Association of County Social Service Administrators

March 16, 2026

Re: SF4395 – Concerns and Support for County Use of Contracted Case Management

Dear Chair Hoffman and Members of the Senate Human Services Committee,

I am writing on behalf of the Minnesota Association of County Social Service Administrators (MACCSA) to share our concerns regarding SF4395 as currently drafted with a 2029 sunset of Contracted Case Management (CCM) and shifting all waiver case management to the Counties. This would result in significant negative impacts on MN Counties and the people we serve:

- Loss of client choice,
- Reduction in availability of culturally specific case managers, and
- Increase of county costs to absorb larger numbers of case managers – HR and recruitment costs during a time of workforce challenges.

We recently surveyed our counties and, of the 64 who responded, we can see CCM's importance:

- 47% use contracted case managers in their waiver programs.
- 66,250 people are served by contracted case managers in a variety of programs, mostly disability and elderly waiver programs.

We are concerned that moving toward this structural change before a comprehensive, neutral evaluation of workforce capacity, reimbursement adequacy, service access, and system impacts that have been completed may create unintended consequences for individuals and families who rely on waiver services.

Workforce shortages, caseload strain, and recruitment and retention challenges are affecting waiver case management across delivery models. We believe these root causes deserve focused attention before statewide structural changes are implemented.

Minnesota counties contract with agencies to ensure care when clients are living far from the county providing service and to manage ongoing growth in waiver programs. Case managers carry ever-expanding responsibilities as they navigate workforce shortages, a lack of providers, increases in mandated training requirements and adapting to new, complex systems (eg MnCHOICES, CFSS, E1MN). In addition, the enhanced mental health needs of people served adds further intensity to an already overburdened workforce. Case managers are responsible for ensuring people's safety, access to services, and stability in the community-tasks that require time, expertise, and coordination across multiple systems. Case managers do this while navigating outdated technology and complex programs and policies, which change frequently.

Waiver case management rates haven't changed since 2015. This is a contributing factor for maintaining adequate capacity in our case management system. It's also a contributing factor to turnover, especially with

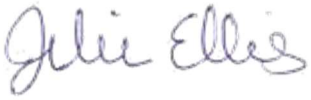
contracted case management providers. This influences satisfaction for the people we are serving and makes continuing to deliver quality case management extremely challenging.

We respectfully urge the Legislature to pursue a deliberate, data-driven approach that evaluates workforce sustainability, funding adequacy, and service continuity prior to making long-term structural decisions. Minnesota counties share the Legislature's commitment to ensuring high standards and accountability in home and community-based waiver case management.

SF4395 includes provisions related to oversight and quality, and we appreciate the attention paid to strengthening the system. We stand ready to work collaboratively on solutions that strengthen quality, stabilize the workforce, and protect access to waiver services for Minnesotans across the state.

Thank you for your leadership and for the opportunity to share our collective perspective.

Sincerely,



Julie Ellis, Stearns County
2026 President, MACSSA

Paul Verrette
Executive Director, MACSSA