**To: Chair Hoffman, Senate Human Services Committee**

**Subject: SF4395 Support – Eliminate contracted Case Management Services, establish working group to support transition**

**From: James S Clapper, parent and co-founder of ATeam Minnesota advocacy organization**

**Date: March 17, 2026**

My name is Jim Clapper, and I reside in Ramsey County. I am a parent of a young man with Down Syndrome and a co-founder of an advocacy organization, A-Team Minnesota. I am in full support of SF4395, which is intended to eventually eliminate contracted case management services effective July 1, 2029, as well as establish a working group to manage the transition. Parents and families tell us that they go through 2-3 case managers per year who are contracted employees with little experience and who never establish good relationships with their clients, local service providers, and the parents and families of the clients. A Case Manager is the most critical link between the client, the family, and waiver services that people with Intellectual and Development Disabilities are entitled to.

As I you may know, the Legislature has a long history of trying to improve the quality of Case Management Services. Case Management Reform was a hot topic back in 2011-2012. Case Management Redesign became an official project in 2014, mandated by the Legislature. The Redesign team met throughout 2018, which included 12 regional community events across the state to get input on the Redesign. But sometime in 2020, the Redesign project was unilaterally and quietly dropped by DHS due to other priorities. This fact was verified when our A-Team met with the Director of Disability Services in September 2024.

I have been participating in a community advisory committee for the Ramsey County Disability Supports and Services for the last year. I have worked with several good professional management people at Ramsey County and they have been quite open about how they are managing Case Management Services. At this point in time, there are 25 manpower vendors providing Case Management Services, and they are looking to add even more vendors to reduce the waitlist for services. Can you imagine how challenging it is to manage 25 vendors? These vendors provide about 250 case managers, serving 10,000 people who are entitled to the service. These 25 vendors struggle to hire, train, and retain case managers and end up hiring inexperienced people. This is real interesting given that the rate for case management services is approximately $92 per hour, which seems like enough funding to hire and retain good Case Managers.

Case Management Services are so critical that it should be brought back inside and not contracted. SF4395 includes provisions to set up a working group to basically finish what

Case Management Redesign was supposed to do. I hope the working group takes a hard look at the damage MnChoices has done to Case Management Services and possibly recommend eliminating MnChoices altogether. The MnChoices project took away assessment work from case managers, and established a whole new level of people that we do not really need. Case managers should be given back the screening tools they used to utilize to properly assess their clients. The consolidation of Case Managers and MnChoices assessors would provide excellent simplification and cost savings.

I sincerely hope that SF4395 is successfully approved. I want to thank Senator Mohamed for carrying this bill. If it gets adopted, I hope that I can serve on the working group to make the necessary changes. Clients, parents and families, and service providers will be much better served if SF4395 is successful.

Thank you for taking my testimony.

Respectfully,

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