MSSA Minnesota Social Service Association

3/17/2026

Re: Concerns with SF4395 as written

The undersigned organizations, including the Minnesota Social Service Association (MSSA), write to share concerns regarding SF4395 as currently drafted.

MSSA represents thousands of human service professionals statewide, including the largest membership of waiver case managers across both county-operated and contracted settings. Collectively, our organizations represent providers, advocates, professionals, and individuals who depend on a stable and high-quality home and community-based services system.

We share the Legislature's commitment to strengthening quality and accountability in waiver case management. Case managers play a critical role in Minnesota's home and community-based services system, supporting individuals with disabilities and older adults to live independently and safely in their communities.

SF4395 includes provisions related to oversight, quality, and system review, and we appreciate the attention to strengthening waiver case management. At the same time, the bill as written establishes a policy direction that would limit counties' ability to enter into or renew contracts for waiver case management services beginning in 2029.

We are concerned that moving toward this structural change before a comprehensive, neutral evaluation of workforce capacity, reimbursement adequacy, service access, and system impacts has 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.

We encourage the Legislature to pursue a deliberate, data-driven approach that evaluates workforce sustainability, funding adequacy, service continuity, and system impacts prior to making long-term structural decisions. We support establishing a working group to examine quality and accountability in waiver case management, as well as a rate study to better understand workforce and funding challenges before structural changes are made.

We are 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,

Minnesota Social Service Association (MSSA)
Accord
Anoka County
ARRM
Bestview Care Options
Blue Sky

Bristol Place Corporation
Coordinated Consumer Services
Country Services
Dungarvin Minnesota
Fraser
Meridian Services
Minnesota Brain Injury Alliance
Mount Olivet Rolling Acres
People Incorporated
Pine County Health & Human Services
Pinnacle Services
Ramsey County
Reach for Resources, Inc.
Supportive Living Solutions
Thomas Allen