



VISION

To promote a thriving region through service, connectivity, and innovation.

MISSION

We are a regional leader and partner providing inclusive services to meet individual and community needs.

April 2, 2025

Chair Hartman and Members of the Committee:

I am writing in support of HB 2061, regarding the essential roles of Medicaid Case Managers (CMs) and Adult Protective Services (APS) workers. I have been working with and managing programs such as these for 20 years and in my tenured experience, I can strongly and confidently advocate that these positions are critical to ensuring individuals who are eligible for Medicaid receive the correct and needed services due to them. They are also vital to ensuring the maintenance of safety protocols, identified needs are met, and compliance with crucial state and federal regulations.

Medicaid CMs have ongoing outreach responsibilities to ensure the safety and well-being of individuals in their caseloads, individuals with whom they have personal relationships through this work and are dedicated to serving and supporting. These workers not only maintain compliance requirements but also provide vital checks and balances within the long-term care system. APS workers are often the first responders to suspected abuse, providing investigation services, responsive resources, and life-changing supports. Their role cannot be overstated. They willingly enter potentially dangerous situations to investigate and take immediate action to protect older adults and individuals with disabilities.

The importance of these positions extends beyond their required mandates—they are a vital safeguard for the most vulnerable populations in our communities. However, through recent conversations with CMs and APS workers, it has become clear that the administrative burdens placed on these positions must be reevaluated and addressed. Often, these workers are encumbered with excessive “red tape” which can detract from their ability to focus on the critical work they are tasked with and there to do.

We believe it is necessary to examine what administrative tasks are truly required, what is merely advised, and what is unnecessary. Overloading these essential workers with laborious and time-consuming administrative duties cannot be an acceptable solution. We urge and implore a solution to collaboratively address this issue and ensure they can continue to provide the essential services our most vulnerable populations need.

Thank you for your consideration and support.

Sincerely,

Randi Moore

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