

Hello Senator Ingwersen, Representative Meyer and Distinguished Members of the Health and Human Services Committee....

My name is Brandi Rodgers, I am a Care Coordinator at Loving Touch In Home Care. I have worked as a certified nursing assistant for over 20 years in assisted living and long-term care facilities. I've spent two decades doing the work I love- caring for people. Helping them feel safe, respected and seen. Being a caregiver has never been just a job for me. It's who I am.

But over the years, I've watched the system change. I've felt it change. Facilities that once focused on people have become focused on profit. Corporations have taken over, cutting budgets and slashing staffing ratios- all in the name of efficiency. But what's efficient about residents waiting hours for help to use the bathroom? What's efficient about skipping showers, missed meals, or rushed care because we just didn't have the time?

I loved my patients, but I often left work feeling defeated. I wanted to give more than the system would allow.

That's when I found a new path: home care. And I rediscovered why I became a caregiver in the first place.

In home care, we meet clients where they are- in their homes, on their terms. We help them with what they truly need: meals, bathing, companionship, getting to appointments, or staying engaged in their community. It's personalized care, built on trust and human connection.

And here's what I want policymakers to understand: many of the best caregivers in home care are not licensed, but they are experienced. They

don't need a degree to know how to care. They need support, training, and the opportunity to do what they're already good at.

We must stop equating quality care with formal certification alone. Experience, empathy, and consistency matter just as much- if not more- when it comes to non-medical care.

Lets:

Recognize home care workers with real investment- not just regulation.

Loving Touch in Home Care offers ongoing, practical training- not endless red tape.

Because the truth is, care isn't corporate- it's human. And we need policies that reflect that.

I have built trust with my clients by being respectful, compassionate, trustworthy and kind. They feel comfortable inviting me into their home, they welcome me back, and they look forward to our next visit. They share with me their life's journey both the joys and sorrow. They are comfortable making jokes about my height or my lack of cooking skills, edible but not desirable.

Thank you for hearing my story- and I hope, for helping change the story for others like me.