

Bryan Gordon  
Kennebunk

Good afternoon Senator Claxton, Representative Meyer and members of the Health and Human Services Committee. My name is Bryan Gordon and I am employed as an Adult Case Manager Supervisor. Thank you for the opportunity to present written testimony to the committee in support of LD 415.

I have worked in this position since 2018 and in that relatively short period of time, have seen more demands being made on our already over-worked staff.

I supervise a team of nine case managers as well as carry a smaller caseload and in my time in this position I have seen several case managers come and go. I see two reasons for this turnover rate. One is the work itself which is very complex, ever changing, and more demanding. The other factor is the rate of pay which is directly related to the reimbursement rate. The reimbursement rate has not changed since 2009 despite all other living costs increasing significantly over that period of time. We currently serve 500+ consumers with an average caseload size of 25 and given the waitlist for waiver services, Targeted Case Management is oftentimes the only connection for support for a significant number of our consumers.

I urge your support of LD 415. Without an increase in the reimbursement rate, consumers will continue to be adversely impacted due to high turnover of staff, inconsistency of services, and challenges with hiring and retaining quality staff. Just this past year, we have seen four staff members come and go in rapid succession.

Thank you for your consideration of this testimony. Feel free to contact me with any questions and/or further discussion.