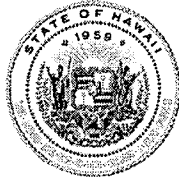


SB2031



LINDA LINGLE
GOVERNOR
JAMES R. AIONA, JR.
LT. GOVERNOR

STATE OF HAWAII
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DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
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LAWRENCE M. REIFURTH
DIRECTOR
RONALD BOYER
DEPUTY DIRECTOR

**PRESENTATION OF THE
PROFESSIONAL AND VOCATIONAL LICENSING DIVISION**

TO THE SENATE COMMITTEE ON HEALTH

and

TO THE SENATE COMMITTEE ON HUMAN SERVICES

TWENTY-FIFTH STATE LEGISLATURE
REGULAR SESSION of 2010

Monday, February 1, 2010
2:45 p.m.

TESTIMONY ON SENATE BILL NO. 2031, RELATING TO CASE MANAGERS.

TO THE HONORABLE DAVID Y. IGE, CHAIR, AND
TO THE HONORABLE SUZANNE CHUN OAKLAND, CHAIR,
AND MEMBERS OF THE COMMITTEES:

My name is Celia Suzuki, Acting Licensing Administrator of the Professional and Vocational Licensing Division, Department of Commerce and Consumer Affairs ("Department"). The Department appreciates the opportunity to testify on Senate Bill No. 2031, Relating to Case Managers.

Senate Bill No. 2031 creates a new chapter to regulate the certification of case managers. Section 26H-6, Hawaii Revised Statutes, requires that new regulatory measures being considered for enactment be referred to the Auditor for a sunrise

analysis. Referral shall be by concurrent resolution that identifies a specific legislative bill to be analyzed. The statute further requires that the analysis shall set forth the probable effects of regulation, assess whether its enactment is consistent with the legislative policies of the Hawaii Regulatory Licensing Reform Act, and assess alternative forms of regulation.

The Department strongly supports a sunrise study on this measure, as mandated by law, before regulating the certification of case managers. Thank you for the opportunity to provide testimony on Senate Bill No. 2031.



THE QUEEN'S MEDICAL CENTER

1301 Punchbowl Street • Honolulu, Hawaii 96813 • Phone (808) 538-9011 • Fax: (808) 547-4646

Senator David Y. Ige, Chair
Senator Josh Green, M.D., Vice Chair
COMMITTEE ON HEALTH

Senator Suzanne Chun Oakland, Chair
Senator Les Ihara, Jr., Vice Chair
COMMITTEE ON HUMAN SERVICES

February 1, 2010 – 2:45 p.m.
State Capitol, Conference Room 016

In Support of SB 2031, Relating to Case Managers

Chairs Ige and Chun Oakland, Vice Chairs Green and Ihara, and Members of the Committee,

My name is Mimi Harris, Director of Patient Care Consulting Services at The Queen's Medical Center. I am testifying in support of SB 2031, which will require national certification in order for a case manager to practice as a certified case manager in the State. Case managers can obtain national certification through the Commission for Case Management Certification as outlined in the bill. Nurses can also obtain case management board certification through the American Nurses Credentialing Center. Both are recognized by the National Commission on Certifying Agencies.

It is for this reason that I suggest the language of the bill be broadened to include the American Nurses Credentialing Center's case management board certification as an eligible credentialing organization for the purposes of certifying case managers in the State.

Thank you for your consideration.



CATHOLIC CHARITIES HAWAII

TO: Senator David Y. Ige, Chair
Senator Josh Green, M.D., Vice Chair
Committee on Health

Senator Suzanne Chun Oakland, Chair
Senator Les Ihara, Jr., Vice Chair
Committee on Human Services

FROM:


Diane M. Terada, Division Administrator

DATE of Hearing: Monday, February 1, 2010
2:45 p.m., Room 016

SUBJECT: **SB 2031 Relating to Case Managers**

Catholic Charities Hawai'i (CCH) is a private, 501(c)(3) organization that has provided social services for people in need in the State of Hawaii since 1947. **CCH does not support passage of SB 2031 at this time.**

CCH operates as a licensed case management agency on the island of Hawai'i through its program, Quality Living Choices. This program has provided case management for community care foster family home residents since 1997. In addition, CCH provides case management for elders living independently through its Case Management Program, children in or being diverted from, the child welfare system, as well as for other special needs populations.

CCH is nationally accredited by the Council on Accreditation (COA).¹ Two of its programs, Quality Living Choices Program and Case Management Program, fall under the Service Standard of "Case Management Services: Case Management, Care Coordination; Intensive Case Management"² and must meet all requirements of this case management standard. In addition, all of the individual staff hired as Case Managers in these two CCH programs also hold individual professional licenses in Social Work or Nursing.

CCH is unaware of instances where a case manager has misrepresented him or herself as a "certified" case manager. However, we are aware that the term "case management" is used loosely to describe a range of activities and the title of "Case Manager" does not require any specific training or education. As a result, there is confusion in the community regarding what a client may reasonably expect to receive from a "Case Manager."

¹ <http://www.coastandards.org/standards.php?navView=private>

² http://www.coastandards.org/standards.php?navView=private§ion_id=69



Professionals who are licensed in the fields of Social Work and Nursing already learn case management processes and functions as part of their professional education. The necessity for certification in case management may be a viable option for individuals who do not have the educational background and experience of a licensed social worker or nurse.

Testimony on behalf of the Department of Commerce and Consumer Affairs at a previous hearing (1/28/2010) before the House Committees on Human Services and Health on a similar bill, HB 1886, advised that:

“Section 26H-6, Hawaii Revised Statutes, requires that new regulatory measures being considered for enactment be referred to the Auditor for a sunrise analysis. Referral shall be by concurrent resolution that identifies a specific legislative bill to be analyzed. The statute further requires that the analysis shall set forth the probable effects of regulation, assess whether its enactment is consistent with the legislative policies of the Hawaii Regulatory Licensing Reform Act, and assess alternative forms of regulation.”

Catholic Charities Hawai'i agrees that further analysis is needed before mandating certification for case managers.

Thank you for the opportunity to testify. Please feel free to contact me at 527-4702 or diane.terada@catholiccharitieshawaii.org if I can provide any further information.



Senate HTH/HMS Committee
Monday, Feb 1, 2010
2:45 pm
Room 016

National Association of Social Workers

Hawaii Chapter

January 31, 2010

TO: Senator David Ige, Chair
Members of the Senate Health Committee
Senator Suzanne Chun Oakland
Members of the Senate Human Services Committee

FROM: Debbie Shimizu, LSW
National Association of Social Workers, Hawaii Chapter

RE: SB 2031 Relating to Case Managers- **SUPPORT WITH COMMENTS**

Chair Ige, Chair Chun Oakland and members of the Senate Health and Human Services Committees, I am Debbie Shimizu, Executive Director of the National Association of Social Workers (NASW), Hawaii Chapter. **NASW supports SB 2031 Relating to Case Managers and offer comments.**

This bill establishes a certification program for case managers that would ensure that the quality of case management being provided by someone calling themselves a case manager, is consistent and meets a national standard. As with a licensing program for any profession, this certification program will help to protect the public from a case manager who did not meet the qualifications of a case manager as defined in the bill.

COMMENTS- Social workers licensed under HRS 467E include “case management” in the scope of practice. Additionally, to receive a social work license, a social worker must have a social work degree from an accredited school of social work and pass a national exam. Social workers are held to a national standard and are held accountable by a code of ethics. I respectfully request that licensed bachelors, licensed social workers, and licensed clinical social workers are considered to have met the requirements of certification for case managers.

Thank you for this opportunity to testify.

Kanani Kaaiawahia Bulawan

TESTIMONY – OPPOSE AS WRITTEN SB2031: RELATING TO CASE MANAGERS

TO: **Sen. D. Ige, Chair**, Sen. J. Green, Vice Chair, and Members, Senate Committee on Health

Sen. S. Chun-Oakland, Chair, Sen. L. Ihara Jr., Vice Chair, and members, Senate Committee on Human Services

HEARING: **Monday, February 1, 2010 2:45pm CR: 016**

Chairs Ige and Chun-Oakland, Vice Chairs Green and Ihara, and committee members

Thank you for the opportunity to provide testimony on SB 2031 relating to Case Managers, Certification. I'm Kanani Kaaiawahia Bulawan, a case manager, social worker and a retired executive director of an organization that primarily provides comprehensive case management services to homeless and at risk of homeless individuals and families in the Leeward Community. I **OPPOSE** this bill which would create additional requirements for the non-professionals and para-professionals who work with a population hard to serve that are not directly relating to only the HEALTH CARE PROFESSIONAL.

Although I agree with the intent of this bill, I cannot support this without consciously considering the process in which this will be achieved. We are facing financial challenges in all levels of our government, human, health and social services. What will this bill achieve? On the regulatory side of this bill, can the DCCA and the director develop adequate policies to meet this bill? On the human service side of the bill, what are we limiting ourselves to regarding the compassion of people who want to serve but find it difficult because we have imposed restrictions and requirements to assure these workers know what they are doing? Further, the bill references to the "health care professional". Does this mean only this group of professionals conducts holistic, comprehensive, multidisciplinary assessments, planning, coordination, implementation, monitoring and evaluation of services that will meet an individual client's health and social needs? Or that this group is the only advocates for the needs of members in our community?

There is another group of case managers that assists in the development of a holistic comprehensive plan that addresses a client's health and social needs primarily in the homeless sector. These providers of services to the homeless are under contract to provide "essential" services that include case management and other shelter related services. If this bill is passed, all case managers will need to be certified causing the cost of services to increase far beyond what the stipend programs can afford.

KK Bulawan
SB: 2031: Relating to Case Managers
OPPOSE: 2/1/10

As a retired professional who have been blessed with the responsibility of training the non-professional and para-professional in serving the homeless and at risk of homeless population in our community, I found that those who are less restricted to certification requirements are more willing to give their all to be qualified advocates and coordinators of services with the ability to use their own life's experiences to understand and relate to the clients they serve. After all this is a cultural responsibility. In addition, they challenge themselves to be all they can be without the "professional" limitations as most professionals find themselves in such as wage restrictions and case load consideration.

I commend the committee and chair for taking on this challenge to give our clients professional services; however, I suggest at times it really takes the unprofessional to address the concerns that our clients face and the decisions made.

Mahalo for giving me this time and for hearing my concerns. Should you have any questions feel free to contact me at 783-9302.

Sincerely,