**As a case manager on an Individualized and Mobile Program of Assertive Community Treatment (IMPACT) team, I would like to share my testimonial on how a 16% increased rate would be greatly appreciated.  IMPACT teams work with clients that have severe mental illness that have affected their ability, in a number of different ways, to live independently and successfully in the community.**

**IMPACT case managers meet with the clients we serve multiple times per day and per week spending the vast majority of time directly supporting our client needs.  Examples of this time spent would include, but not be limited to: planning and facilitating care coordination with community partners, advocacy for options of services that would meet our client’s needs, completion of medication assistance forms and coordination with client’s pharmacy for medication management, scheduling and coordinating medical and mental health appointments and communicating these with the client, communicating concerns and/or needs with client family members, researching community social gatherings that would benefit our clients to attend, and coordination of resources necessary for continuity of client care. IMPACT case managers complete a great deal of non-billable client support throughout our day that directly impacts our clients care and needs.**

**This is hard work and although it is rewarding to help others there is a toll it takes on us daily. Working with clients that have suffered through trauma is challenging and being able to practice self-care is vital for our continued mental health. Low reimbursement rates equal low wages and we may need to work secondary jobs in order to financially meet our needs and the needs of our families. This reduces the amount of time that we can practice self-care. An increased rate would positively affect us case managers, and would assist us in being able to provide the best client care to each and every one of our clients.**

**Jessica Hendrickson**

**IMPACT case manager**