

Brain Injury Association of Virginia

Virginia Alliance of Brain Injury Service Providers

2020 Legislative Needs Statement

WHAT:

\$1,000,000 for increase to base brain injury funding to address workforce retention issues experienced by providers.

PATRONS AND ITEM NUMBERS:

- Del David Bulova: **HB30; Item 339#1h**
- Sen Frank Ruff: **SB30; Item 339#2s**

WHY:

Since 2014, appropriations for brain injury funding have required the establishment of new programs rather than allowed investment in the workforce. As a result, starting salaries are below regional markets; in northern Virginia, they have fallen under the 25% percentile. Staff are leaving for more financially sustainable positions, and employee turnover rates are rising among all providers. Salaries are being named in exit interviews as the reason for seeking other employment, and attrition rates averaged 26% in FY19, an increase of 9% over FY17. Customer surveys conducted by the programs have begun to reflect a growing dissatisfaction; employee turnover that creates case manager “churn” and larger caseloads that leave case managers less time to serve their clients have been cited as the cause. The financial cost of replacing employees can total thousands of dollars a year, which only adds to increasing demands on already under-resourced programs; this is in addition to the lost expertise that can take years to replace and the negative effects on the morale of the remaining employees who are committed to our organizations and the populations we serve.

HOW:

Through a DARS Appropriation and existing processes, contracts for community based brain injury service providers would be increased to allow for adjustments that bring salaries in line with market demands.