

# How To Advocate for Workforce Retention for Brain Injury Services



- 1 Navigate to <https://www.votervoice.net/BIAV/campaigns/131858/respond>



Across Virginia, individuals living with brain injury rely on essential community-based services to support their independence, health, and quality of life. However, state-contracted brain injury providers continue to face **serious challenges retaining and hiring staff** due to salaries and benefits that are not competitive with similar human-services fields.

## Compose Your Message

- Governor
- Lt. Governor
- State Senator

**more**

Please edit the first paragraph of the message body below to make it a

## 2 Delete text in the brackets.

the supports that residents depend on, a ~~\$1.5 million~~  
**increase is needed in FY27** for workforce retention. This funding would help sustain quality services, stabilize staffing, and address rising operational costs—especially escalating health insurance premiums.

### Why This Matters for Virginians With Brain Injury

- **Starting salaries for brain injury case managers and Clubhouse staff in Virginia are typically 10% to 20% lower** than comparable positions in Developmental Disability (DD) and Behavioral Health service systems.
- **Community Services Board (CSB) employees receive regular cost-of-living adjustments and bonuses** funded through the state budget. Brain injury providers—who compete directly with CSBs for qualified staff—do **not** receive these routine increases.
- In the past 20 years, **state brain injury providers have received workforce retention increases only 3 times**, contributing to a **turnover rate exceeding 30% this**

### Subject

Please Sustain the Brain Injury Care Network

### Message Body

It is important to me that the brain injury care network continues to be available to me because ~~... [Insert your comment/s here: Tell why it's important. Include some of your story or the story of your loved one.]~~

State-contracted brain injury providers continue to report high attrition and difficulty filling open positions because of non-competitive salaries and benefits. When staff cannot be retained or hired due to low salaries, delivery of programs and services is impeded, which leads to the inability to meet client needs. Critical services can go unmet or be delayed. A \$1.5 million increase is needed in FY27 for workforce retention to ensure quality accessible services for people living with brain injuries, to retain staff, and address the increasing costs, especially rising health insurance costs. Your support of HB/SB # will ensure that this care network continues to support Virginians living with brain injury in every region.

## 3 Type your personal story as it relates to the issue.

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### Subject

Please Sustain the Brain Injury Care Network

### Message Body

It is important to me that the brain injury care network continues to be available to me because ~~after surviving a traumatic brain injury from a serious fall, these services became my lifeline. My case manager helped me understand my diagnosis, access therapy, and navigate daily challenges I never expected. When staff turnover disrupted services, I felt the impact immediately. This network — and the people who make it work — is essential to my recovery and independence.~~

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#### 4 Type your name and email address.

- disruptions and the loss of experienced, highly trained staff.
- Although the General Assembly passed **\$600,000 for brain injury workforce retention in FY26**, the Governor line-item vetoed the funding, noting it would be more appropriate for consideration in this upcoming biennial budget.

**Virginia residents with brain injury deserve stable, accessible, high-quality services.** Adequate workforce funding is essential to maintaining the supports that help individuals live safely, productively, and as independently as possible in their communities.

**Enter Your Info**

**Your Information**

Prefix \*  First Name \*  Last Name \*

Email \*

Yes, sign me up to receive text alerts

By providing your mobile number, you agree to receive periodic call to action text messages from Brain Injury Association of Virginia. Message and data rates may apply. Reply HELP for help. Reply STOP to unsubscribe. Message frequency varies. [Privacy Policy](#).

Mobile Number

**Home Information**

Street Address \*

ZIP Code \*  Enter Zip for **City and State**

Yes, sign me up to receive email updates and action alerts from Brain Injury Association of Virginia

Remember me

**Send Message**

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#### 5 Click the "Yes, sign me up to receive text alerts" field if applicable.

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**Enter Your Info**

**Your Information**

Ms.  Test  Tester

tes@test.com

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## 7 Type your home address.

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804-865-3965

#### Home Information

Street Address \*

ZIP Code \*  Enter Zip for City and State

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Remember me

**Send Message**

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part of FiscalNote

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804-865-3965

Please enter a valid mobile phone number.

Home Information **Sorry! We can't find that address.** [i](#)

1234 Test Avenue

Richmond VA 23230

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Remember me

**Send Message**

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9 Click "Send Message"

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**Send Message**

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10

Wait! There is one additional step to complete your submission. After selecting "Send Message," scroll to the top of the page.

11

**If you did NOT enter your phone number on the previous page, you will be prompted to enter it.**

wrestling with outdated technology instead of serving Virginians directly.

### What This \$420,000 Investment Would Do for Virginians Living With Brain Injury

FY27 – \$120,000 (One-Time Funding)

- Conduct a comprehensive statewide assessment of:
  - Current and future provider needs
  - Requirements for a modern, VITA-approved Client Relationship Management (CRM) or Electronic Health Record (EHR) system
  - System features needed to improve communication, record sharing, and outcome tracking for clients and caregivers

FY28 – \$300,000 (One-Time Funding)

- Develop a detailed implementation plan highlighting:
  - New business processes and technology needs
  - Standardized data and outcome measures

**Additional Information**

**Your message has not been sent!**

Your officials require the following additional information to be submitted in order for this message to be delivered to them.

Several recipients (1)

Your Phone Number

Several recipients (1)

Topic

-- Choose one --

**Send Message**

12

Select the "Health & Human Resources - Aging & Rehabilitation" option.

programs, limiting continuity of care when a resident moves or transitions to a different program.

- The system does **not comply with current VITA standards**, creating additional risk and inefficiencies.
- Case managers are forced to spend **valuable time wrestling with outdated technology instead of serving Virginians directly**.

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Your message has not been sent!

Your officials require the following additional information to be submitted in order for this message to be delivered to them.

##### Several recipients (1)

Your Phone Number

804-865-9134

##### Several recipients (1)

Topic

Health & Human Resources - Aging & Rehab

**Send Message**

13

If you have already entered your phone number on the previous page, you will only need to select the "Health & Human Resources - Aging & Rehabilitation" option in the dropdown menu.

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  - How a modern system will improve client care, streamline documentation, and strengthen accountability
  - How improved data will benefit clients, caregivers, providers, DARS, funders, and Virginia lawmakers

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**Send Message**

### Why It Matters

Modernizing this system will create a **more seamless and coordinated experience** for Virginians living with brain

**14** Click "Send Message"

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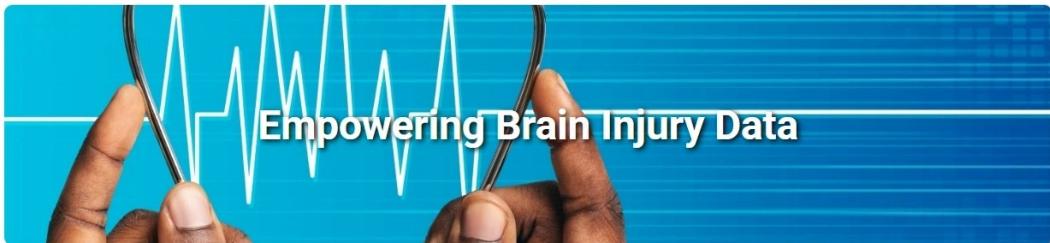
Topic

Health & Human Resources - Behavioral Health

**Send Message**

15

Once you see this confirmation, your message has been sent.



#### Confirmation

Thank you for supporting our effort. We appreciate your interest and hope that you will consider helping us again in the future.

You have communicated with the following:

- Governor Glenn Youngkin ([email](#))
- Lt. Governor Winsome Sears ([email](#))
- Senator Lamont Bagby ([email](#))
- Delegate Betsy Carr ([email](#))

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