

To: Representative Will Carpenter, Chair

Members of the Special Committee on Targeted Case Management

Fr: Jim Huber, Parent/Guardian of an Intellectually and Developmentally Disabled Adult

Re: Targeted Case Management Conflict of Interest Concern

Thank you for your dedication to our State of Kansas and particularly to the special Kansans who through no fault of their own require support and care provided by their Kansas community which you represent. In addition I want to acknowledge and thank the legislators who served in the past and brought people like my son out of state hospitals and into community programs designed by Kansans, including those receiving services along with professionals providing those services. For us it seemed nearly a miracle and my son is one of those benefitting from the very early days.

I am here today to speak about my personal experiences with the specific aspect of the Kansans designed system under review known as targeted case management. Quite simply, it is an absolutely crucial component for me. I have been closely involved in own sons care and have also volunteered in several ways serving both at his provider, at other providers, and in a role with the Community Developmental Disability Organization which was set up on a regional basis in the Kansas design, to oversee providers among other responsibilities. Yet honestly, without the targeted case manager I would be lost in the maize of constantly changing forms, requirements, and deadlines that are part of today's world.

But the issue today is concern about a potential conflict of interest when a targeted case manager is an employee of a provider of services who also provides other services such as residential care or day programs. I have always been extremely sensitive to conflict of interest issues. As noted above I have served in some roles with other providers, rather than my sons specifically to avoid any appearance of a personal conflict.

The system designed by Kansans from the very beginning provided three points of choice and review of targeted case manager allowing for free choice at any point for any reason, not just a concern about conflict of interest. An individual is given a full listing of options at the very beginning. That choice can be changed at anytime, for any reason and is acted upon immediately. Not annually, not quarterly, not monthly, but immediately. In addition, annually in reviewing their plans there is a specific item asking if they are satisfied with their case manager or would like, to change. And on a quarterly basis, a random a sample is drawn and individuals are visited, their residential and day programs environment reviewed with them and they are asked if they are happy with their targeted case manager.

In my case I have enjoyed the benefits of having our case manager also employed at the provider of my sons residential and day services. When he has been in crisis, his case manager has been immediately available and been part of the team directly supporting him. By being in close proximity on a daily basis the case manger knows him personally to a depth that is impossible otherwise. I want to cite a couple other personally witnessed case manager actions. At a point a few years ago one peer of my son required major surgery. The individuals' family live quite distant. The hospital staff were more than challenged post operatively. The case manager stayed at the hospital around the clock as would a family member because the relationship was that close. I do not believe there was compensation for those hours. Again, in the recent past a newly hired senior executive at my sons' location was implementing some changes that a case manager became aware of. The case manager saw those as not in the best interest of the individuals and not properly reviewed by those affected. Extreme pressure was placed on the case manager. The case manager stood in defense of the individuals and was willing to sacrifice employment. The outcome was successful defense of vulnerable people.

So, I am standing here to ask that CHOICE be allowed. My choice. The full range of informed choices that has existed in the Kansas system.