

**DATE:** September 20, 2024

**TO:** Representative Will Carpenter, Special Committee on Targeted Case Management

**FROM:** Bryce Johnson (Person Supported), Mary Johnson (Mom), Corey Johnson (Dad)

**RE:** Please Maintain Current Targeted Case Management (**TCM**) Services for Persons with IDD.

Thank you, Rep. Carpenter and members of the Special Committee on TCM, for your support, caring, and investigation into the issue of *conflict-of-interest* concerns that have been raised by CMS. It is a critical issue that could have major impact on Kansans supported through the HCBS waiver. It is good to know that you want to hear from us, and that you sincerely care about our Kansans that strive to be productive citizens.

Our first impression regarding this conflict-of-interest issue with CMS is that Kansas is being asked to find a solution to a problem that does not exist. TCM services are excellent, and we have never once suspected there was any conflict of interest from our HCBS agency employed TCM. On the contrary, we know that Bryce's TCM works diligently to support his current level of independence.

The primary advantages and resources to an agency employed TCM are:

- Bryce's TCM services have been through the same HCBS *agency* for 17 years. Agency based TCMs have a better history of longevity that allows Bryce and his TCM to establish a genuine relationship (5+ years currently).
- Agency based TCMs have access to multi-discipline professionals to draw additional resource from to assist their clients with unique needs.
- If there needs to be an interruption to service by our son's TCM, the agency will ensure that Bryce is assigned to an interim TCM during that absence and his information is still safe, secure and available for continued support.
- Agency employed TCMs are well trained and certified, they are highly *professional* and *confidential*. Private information is never shared and has never come back to us through acquaintances. (This has been experienced when using the services of a self-employed TCM).
- Our TCM shares knowledge of important changes, meetings, events and such to keep Bryce and us up-to-date and well informed. This is essential for quality of care and advocacy.
- Our TCM guides us through the jargon that helps Bryce and us better understand requirements of maintaining services and complying with applications, new requests, and new regulations.
- When Bryce has sought information about other services, our TCM always has a knowledgeable list of community providers. It has never been limited to their agency of employment. In fact, Bryce does get his Supported Employment from another agency.
- TCM contact with Bryce must be frequent (as it has been) to establish a knowledgeable trusting relationship to support Bryce in giving his singular input into his Person-Centered Support Plan. (This level of contact and trust does not exist with his MCO Care Coordinator).
- Bryce is interviewed annually to ensure he is still happy with his TCM and the services provided.

Bryce struggles to plan his future for when his parents can no longer be here for him. (He hates to talk about it). This year, with the guidance of his TCM, Bryce has been able to express his desire to reside in the same agency supported residential service as his best friend. He visits his friend often and knows his friend is happy and safe there. It is an honest CHOICE. His CHOICE happens to be the same agency that employs his TCM. If this relationship of agency and TCM is no longer allowed, it will bring a major change to his plans. Bryce's CHOICES could not be honored, and we start over. Please find a solution to satisfy CMS that allows TCMs to remain agency employed.

Bryce's TCM is his *emergency backup* when we can no longer be there. His closest family and friends will rely heavily on the intimate knowledge his TCM holds regarding Bryce's current lifestyle, future goals, fears, successes, employment achievements, and health management needs. We have instructed those stepping up in our absence to immediately contact Bryce's TCM for guidance to navigate the IDD support maze (re-applications, re-certifications, plan revisions, medical care, deadlines). Bryce and his new support system will rely heavily on his TCM through this difficult transition time.

There are not enough service providers now to address the needs of our Kansas residents with IDD. Please do not set limits that make it harder. The majority of HCBS service agencies have waiting lists. They have no need to elicit more business.

Our suggestion would be that Bryce is interviewed annually to ensure he knows he has the right to select and/or change who he designates to be his TCM as is done with his day/residential services. Restrictions on TCMs will be detrimental. **Please find a way keep it simple and to honor Choices and the Right to make those Choices.**

Bryce B Johnson

Mary A. Johnson  
Corey Johnson