

TO: Special Committee on Targeted Case Management  
Chr: Representative Will Carpenter

FROM: Kay Soltz, parent guardian of a son who receives I/DD case management

RE: Targeted Case Management and Perceived Conflict of Interest

My son has been fortunate to receive case management services since he was 16. He is now 43. My son has had case management at several different providers, some offering day and residential and some independent. Not every case management experience has been good. I want someone who will take the time to get to know my son, what is important to him and the needs he has. The current system lets me choose what I feel is the best and to make a change if there are problems we cannot resolve.

One experience ended when I got disgusted with this his case manager because her primary contact with my son was monthly phone calls to me. I felt she never got to know him which became obvious when she sent me to look at very inappropriate residential placements.

I then chose to move his case management services to an agency which provides day and residential services. Several months after that change, my son started day services at this agency, but there was never any pressure to choose them. It was just what was the best choice for my son. He now has a different case manager at this same agency he has had for about 8 years. During that time we have looked for residential placements several times. The case manager has never once pressured us to choose the agency that employs her. She tells me where the openings are and arranges tours and helps me get the information I need. It has been very convenient to have her in the same building as my son's day program. She sometimes goes on community outings with him and can observe him in different settings. Observing behavior is an important communication tool, since my son's verbal abilities are limited.

Over the past 27 years, I have changed my son's case management several times to best meet his needs. It has been a simple process. However, if I have to choose case management by CMS guidelines, my choices will be severely limited and we will lose a very competent case manager who knows me and my son well and whom I have come to trust. We need her guidance and support to survive this complicated system.

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