



SERVICE COORDINATION

TO: Representative Will Carpenter, Special Committee on Targeted Case Management
FROM: Lance VanKooten, Director of Case Management, Developmental Services of Northwest Kansas (DSNWK) *LWK*
RE: Impact of Proposed TCM Changes on Rural Communities and Individuals with IDD

Introduction:

Chairman Carpenter and members of the committee, thank you for the opportunity to provide testimony today and for your continued support of Kansans with intellectual and developmental disabilities (IDD). My name is Lance VanKooten, and I have served at Developmental Services of Northwest Kansas (DSNWK) for 28 years, with 23 of those years in case management. As the director of case management, I currently oversee Targeted Case Management (TCM) for nearly 400 individuals across 18 counties in Northwest Kansas. DSNWK also provides a range of other services, including employment, residential, day services, and wellness monitoring, making us a vital support network for individuals with IDD in Northwest Kansas.

Conflict Free Case Management:

DSNWK mitigates conflict of interest with our policies and procedures, ensuring that individuals have free choice of service providers in the area. The 3 options on the table put forth by the Public Consulting Group working with KDADS to mitigate conflict of interest would unnecessarily shut down the case management department for DSNWK. Adopting the proposed TCM changes and forcing the closure of TCM services at DSNWK will cause 395 individuals in Northwest Kansas to lose their right to choose DSNWK as their case management provider. They lose an essential service, a provider that knows them personally and knows the communities they live in. In rural areas, options are already limited, and this will leave individuals without the trusted support systems they've relied on and thrived on for years. In addition, the 14 case managers I supervise will lose their jobs. None of them, nor myself are business entrepreneurs with the capacity to start their own TCM agency to fill this void.

Concerns about Independent Living Counseling (ILC) Model:

The one service we provide other than targeted case management in our case management department is Independent Living Counseling through the WORK program. This program underwent strict conflict of interest changes several years ago. Since that separation, I've witnessed several instances where individuals living in Atwood and Hays had to receive ILC services from someone in Wichita—someone who knew nothing about them or the community they live in. This disconnect harms the quality of care and alienates the individuals needing our services. This is an example of what can be expected should TCM be structured in the same way.

Conclusion:

In closing, I urge the committee to consider every possible solution, including mitigation strategies to avoid the unintended consequences of restructuring TCM in a way that eliminates essential services in rural Kansas. The families and individuals we serve deserve continuity of care and choice. Thank you for your attention to this issue, and for considering how these changes will affect Kansans with IDD.