



big lakes developmental center, inc.

Community Developmental Disability Organization

for Riley, Geary, Clay and Pottawatomie counties of Kansas
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October 2, 2024

TO: Representative Will Carpenter and Committee Members
Special Committee on Targeted Case Management

FR: Melisa Reeder, Director of CDDO Administration, Big Lakes CDDO

RE: Targeted Case Management Capacity

Chair Carpenter and members of this committee, thank you for the opportunity to provide written testimony for the October 9th hearing of this Committee. We appreciate your previous support for Kansans with Intellectual and Developmental Disabilities (IDD).

Targeted Case Management (TCM) is a crucial service for individuals with IDD. TCMs collaborate with providers, schools, families, and community organizations to ensure that individuals receive tailored support, helping them lead more independent lives. They also monitor progress on their life choices to assist with advocacy, service planning, and crisis intervention.

In the Big Lakes CDDO area, which covers Riley, Geary, Pottawatomie, and Clay counties, we support 383 individuals, with 86% using TCM services. The CDDO monitors the rest until such time they are eligible for HCBS funding and/or need more extensive TCM services. Our CDDO area provides diverse TCM options for individuals with IDD, including organization-based and independent case managers. Big Lakes CDDO is affiliated with eight TCM providers; however, four of these are currently not accepting new referrals due to a lack of capacity (staffing) and the other four are nearing capacity. Notably, one TCM organization-based provider serves 66% of those receiving TCM in our area and is currently at capacity.

In the past two years, Big Lakes CDDO has only added one new TCM provider. During that same period, we lost one TCM provider that closed, and another TCM provider chose not to affiliate with our catchment area due to the long travel distances required for TCMs to meet with individuals in person. As a result, we have fewer TCM providers in our catchment area now than

- ◆ Single Point of Application, Determination and Referral ◆ Quality Assurance ◆ Council of Community Members
- ◆ Dispute Resolution ◆ Community Service Options Counseling ◆ Continuity and Transfer of Services
- ◆ Annual Education on DD Reform Act and Availability of Services

we did two years ago. IDD services in Kansas, including TCM, have been consistently underfunded, making it difficult for CDDOs to encourage expansion for all services. Additionally, pressure from KDADS, to address perceived conflict-of-interest issues, further strains an already vulnerable system.

KDADS is pursuing a policy change that would dramatically destabilize our current service system. TCMs working for a provider that also offers IDD waiver services would not be allowed to manage cases for individuals receiving those services from the same organization. This policy change would limit the number of available providers and choices for individuals with IDD. In our catchment area, there are simply not enough TCM providers to meet current needs, let alone new policy requirements that would reduce available TCM providers.

As the Director of Big Lakes CDDO Administration, I have three main responsibilities: 1. Ensure individuals have provider choice for all services; 2. Mitigate conflicts of interest by continuing to offer options counseling, at least annually, to support appropriate provider selection; and 3. Manage KDADS requirements to ensure compliance with policy, rules, and regulations.

Our system places significant demands on families and individuals. They must meet with the CDDO each year for an eligibility assessment, attend quarterly meetings with their Managed Care Organization (MCO), and consult with their TCMs as needed to discuss their person-centered support plans, service coordination, and ongoing needs. These requirements can be time-consuming for individuals and their families. Having a Community Service Provider and TCM in the same location greatly reduces the time needed for these meetings and improves the delivery of services by offering ‘wrap-around’ services at one location for those who choose it.

Families and individuals frequently spend many years—sometimes even decades—working with the same TCM provider, developing strong relationships and continuity of services that benefit those they serve. Disrupting this established service model would be detrimental to individuals who rely on their trusted TCM provider. CDDOs continue to offer unbiased options counseling to individuals each year. However, in my experience, the key factors that influence individual choice are their familiarity with providers and the convenience of ongoing support with one provider.

Your support is needed to ensure unnecessary limitations are not imposed on a service network that already has capacity limitations.

Thank you again for the opportunity to provide testimony and your service to Kansans with IDD.