

Date: October 1, 2024

To: Representative Will Carpenter and members of the 2024 Special Committee on Targeted Case Management

From: Travis Chapman, Social Service Director, Lakemary Center

Re: Legislative Special Committee on Targeted Case Management

Thank you, Chair Carpenter and members of the committee, for the opportunity to provide written testimony for the October 9<sup>th</sup> hearing. I appreciate the continued work of the committee members in support of Kansans with IDD, and your inquiry into the concerns Centers for Medicare and Medicaid Services (CMS) have raised regarding potential conflict of interest within the IDD Targeted Case Management (TCM) system.

In the late 1960s through 1970s Kansas families teamed up with disability advocates to establish community organizations across the state to offer local educational, residential and employment options for their children with IDD. Lakemary Center is one of those organizations, established 55 years ago. Along with providing educational, residential and employment services, Lakemary Center founders understood Kansans with IDD and their families greatly desired social services. Lakemary Center currently provides TCM to over 300 individuals and families each year, offering services to assist individuals and families in:

- Navigating complicated service systems.
- Assessment to determine support needs.
- Developing care plans entailing their preferred lifestyle and the supports needed to obtain it.
- Locating and gaining access to local resources and benefits for medical care, obtaining and maintaining Medicaid eligibility, housing, prescription assistance, employment services, behavior supports, and mental health supports.
- Monitoring the individual's services.
- Building support networks for those without.

The TCM system in Kansas has been chronically underfunded, largely shouldered by organizations like Lakemary Center, understanding its importance in supporting Kansans and their families. The TCM department at Lakemary Center rarely breaks even or exceeds the budget. However, due to the commitment of Lakemary Center to invest in offering this vital service, our TCMs have amassed tremendous longevity, resulting in knowledgeable, trusting relationships with individuals and their families. I have 32 years of experience working in Kansas' IDD system, the last 27 years at Lakemary as a TCM, TCM team leader, and Social Services Director. Our current TCMs have the following years of experience as TCMs at Lakemary: 26 years, 24 years, two with 23 years, 22 years, 19 years, 15 years, 8 years, 6 years, 5 years, and 4 months. Lakemary completes satisfaction surveys yearly, and over the last 7 years, satisfaction with TCM services is 99%.

Over the years, when other TCM providers have closed, Lakemary has created new positions, and/or increased caseload sizes when possible. However, at times when we've had a TCM vacancy it has taken up to a year and a half to fill the position. Capacity is an issue, even in Johnson County there have been times when all providers were closed for certain services.

KDADS employs many conflict of interest protections to provide safeguards and firewalls to mitigate risk of potential conflict. Individuals and their families' complete options counseling annually with the local Community Developmental Disability Organization. KDADS developed the "Rules of Conduct for Case Managers" that requires TCM impartiality and the prioritization of the individual's best interest above all else. The Rules ensure a clear separation of duties, and

ethical guidelines to safeguard the objectivity of the services provided. Lakemary also invests in our TCMs by requiring annual staff trainings above and beyond KDADs licensing requirements.

Individuals and families have shared many reasons for choosing Lakemary as their provider for HCBS services and TCM:

- I already have a long-term relationship with my provider and TCM staff and choose it each year during options counseling with the Community Developmental Disability Organization.
- My child lived in an institution, and due to that experience, I want my TCM at Lakemary so they can effectively monitor services.
- When I can no longer participate in my child's care, my other children will be able to take over more easily because they are familiar with all the services at Lakemary and everyone in our family is satisfied with the services.
- I currently receive TCM from Lakemary and in the future my child wants to receive HCBS services from Lakemary because they have friends there.
- I receive TCM at Lakemary Center and chose to receive HCBS services there after looking at other community options and liking the HCBS services at Lakemary better.
- I receive TCM at Lakemary Center and chose to receive HCBS services there after my other HCBS provider closed and Lakemary was the only provider open to accepting services.

I wish for Kansas to find a commonsense solution for a sustainable system that won't disrupt the relationships many have formed over the years. Thank you for the opportunity to share my concerns.



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