



My name is Kathy Walter, and I am the Executive Director of Flinthills Services, Inc. in El Dorado, KS. We serve individuals with intellectual/developmental disabilities in Butler County. We provide day, residential, and Targeted Case Management (TCM) services. At this time, we provide TCM services for 84 individuals.

I urge you to consider the following implications of separating TCM services from service providers:

- **Quality Services**- There are a significant number of individuals receiving TCM services from the same provider where they receive day and/or residential services. Their reasons for choosing the same provider for all services are varied, but most make this choice because the individual and their family find that receiving all services under one roof helps with seamless coordination of services, better communication, and more timely response to their issues.
- **Choice** – Individuals are given choices of TCM providers, options are not forced upon them. As stated above, many choose to have TCM with the same agency that provides their day and/or residential services. Others often choose independent TCM providers. Regardless of where TCM services are provided, individuals often look to their TCM as a trusted professional they depend on to help them access needed services. Personal choice is the cornerstone of the I/DD system and should not be taken away.
- **Capacity** - Our system will struggle with the capacity to find independent TCM providers for the number of individuals that currently receive TCM from their day and/or residential provider. In our case, there are not enough independent TCM providers in Butler County to absorb the 84 clients we currently serve. If you consider this impact across the state, you're likely looking at thousands of individuals needing TCM services and a system that is not prepared to serve them.

I would also like to speak to the perceived conflict of interest that has been discussed when persons receive TCM from their day and/or residential provider. Quality oversight by CDDO quality assurance and KDADS licensing staff is in place to ensure individuals freely choose their service providers, and individuals are reminded regularly of their options. It is not uncommon in our current system for individuals to change TCM providers, when they feel their needs could be better met elsewhere.

Thank you for your consideration of these points.

Sincerely,

Kathy Walter

Living Life with Dignity and Purpose

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