

September 25, 2024

To: Representative Will Carpenter and Members of the Special Committee on Targeted case management

From: Kristen Hartman, TCM

RE: Targeted case management

Thank you for the ongoing support for Kansans with Intellectual and Developmental Disabilities. I appreciate the opportunity to share my thoughts and perspective.

I am currently a Targeted Case Manager for individuals with IDD. I started my experience as a Direct Support Professional and 5 years ago transferred to Targeted Case Management and have found my calling.

The relationships I have formed with the individuals, guardians and families I support are based off trust and understanding. While some may have entered our relationship flawlessly, others struggled with having to rebuild a foundation with a new targeted case manager. The individuals rely on my support; and not only need to trust my skills as a professional but need to build a bond to feel secure and valued. To be forced to choose a new case manager or new provider will cause them to struggle with building that relationship with someone new all over again. Individuals with IDD often struggle with building healthy bonds, changes in routine and feeling valued. I believe that such a change in policy will deeply affect those we support and have a critically negative impact on what could be their only source of safety and security. If individuals, guardians or families are forced to choose between a provider they feel safe with and have grown to call family and a case manager they trust and grown to feel secure with could have a huge negative impact on their well-being.

As an employee I also have personal reasons why this change could negatively affect me as well. How will this impact my family. I am a single mother of two daughters, I am fearful of losing my job security, benefits or pay.

I respectfully request that the committee takes the time to fully understand the work that targeted case managers do and how we support and enhance the lives of individuals with intellectual disabilities.

Thank you again for the opportunity to share my experiences and thoughts on the essential and critical services that case managers provide.

Kristen Hartman