



Date: October 1, 2024

To: Representative Will Carpenter and Special Committee on TCM Services

From: Lesley Gaughan, Lakemary Center IDD Case Manager

Re: Conflict-Free Case Management

Subject: Professional Summary and Concerns Regarding Case Management Services

I am writing to express my thoughts regarding the implementation of Conflict-Free Case Management Services. With over 14 years of experience in the Intellectual and Developmental Disabilities (I/DD) field, I am deeply committed to supporting this population and their families. Many individuals on my caseload have been with me off and on for over eight years, allowing me to build strong, trusting relationships with both individuals and their families.

I firmly believe that having Targeted Case Managers (TCMs) within agencies does not constitute a conflict of interest. In fact, my ongoing presence within the agency fosters a sense of comfort and openness, enabling staff and families to share vital information more freely. This continuity enhances the quality of care we provide.

Navigating the complexities of TCM work can be overwhelming, particularly given the constant changes in state policies, licensing requirements, and quality assurance reviews. However, the support of my supervisor and TCM team is invaluable. Knowing that colleagues can step in during my absence allows me to focus on my responsibilities without compromising the care provided to individuals.

Many of the individuals I support also receive day or residential services from Lakemary Center. Transitioning services can pose significant challenges, particularly given the limited options available in our county. While Johnson County is large, locating providers who can deliver the necessary level of care—especially for 24-hour support—remains difficult. Additionally, to my knowledge, only two providers are offering Supported Employment Services in the county, which is insufficient given the size of our population. The current emphasis on choice is crucial, and I am concerned that restricting options will undermine this fundamental principle.

Throughout my time at Lakemary, I have observed that many individuals who previously sought services outside of our agency return, often citing a higher level of support when working with TCMs who are already familiar with their unique needs.

I urge you to reconsider the proposed changes and advocate for the reinstatement of choice for the individuals we support. Maintaining this flexibility is crucial, especially in a field that is already characterized by significant change and uncertainty. The history and continuity of care we provide should not be overlooked.

Thank you for considering my perspective on this important matter. I look forward to your response.