

September 17, 2024

TO: Representative Will Carpenter and Special Committee on Targeted Case Management Members
FROM: Michelle D. Hill, Executive Director; Riverside Resources, Inc., Leavenworth, Ks. 66048
RE: Conflict of Interest for Targeted Case Management and Community Service Providers

Dear Representative Will Carpenter and Special Committee on Targeted Case Management;

Thank you for taking the time out of your busy schedules to consider how the potential separation of Targeted Case Management's (TCM's) from Community Service Providers (CSPs) in the name of avoiding conflict of interest will affect TCM's, HCBS recipients, and CSP's across the State of Kansas.

Riverside Resources, Inc. (RRI) is a 57-year-old organization. Since our inception, we have had several TCM's that served not only the people RRI provided services to, they also provided case management to several people in the community. At one point, RRI had 5 TCM's and consistently all had a full caseload. The income generated by providing this service in conjunction with the Day and Residential Services RRI provides, helped to maintain quality services for the whole person, to ensure all their needs were met. Currently, we have one TCM, who has clients who have been on her caseload for upwards of 15 years, some of them for 20 years. Out of 40 TCM clients, 28 of them on her caseload, currently receive service with RRI and have been with us for just as long.

I believe that a better solution going forward would be to "grandfather in" the people who are currently receiving TCM services while also receiving services at a CSP where the TCM is currently in-house. Then, going forward, anyone by a specific date, would need to have a TCM that is completely separate from the CSP where the person served chooses to receive other services. That is, if there is an honest belief that there is a conflict of interest by having an in-house TCM. I personally do not believe this to be the case, simply because I haven't seen any data to show that this is a real issue. Along with no data that I personally have found, the CDDO presents each person seeking services a Choice Form and the person chooses what services they want and where they want those services. Again, due to the core values we all adhere to; persons served should have choice in all their life decisions, why then would they be forced to choose differently because of a perceived conflict of interest? Especially those that have had the same TCM in some instances, for decades.

Over the years, TCM's have dwindled in numbers not only here at RRI, but in the community as a whole. This makes it extremely taxing for the IDD community to obtain a TCM that is close enough to where they choose to work and live that they may have easily obtainable contact with. Many persons served that are receiving services currently with our TCM, are also looking for Day and Residential services. If a CSP such as RRI is able to provide those services, yet cannot, due to a supposed conflict of interest in TCM services and CSP services, then they are left trying to acquire services somewhere else. This does nothing but the opposite of what we are all about – choice.

Again, thank you for taking the time to allow persons served, their parents/guardians, TCM's and CSP's to voice their concerns regarding the TCM conflict of interest.