



To: Legislative Special Committee on Targeted Case Management
From: Tracy Price, Vice President of Adult Services, Lakemary Center
RE: Targeted Case Management
Date: October 1, 2024

I want to begin by thanking the many members of this committee who continue supporting individuals with intellectual and developmental disabilities. We are thankful for your support of these Kansans. We appreciate Representative Will Carpenter, Susan Ruiz, and the other members of this committee who continue to advocate for the individuals we have the honor of supporting each day at Lakemary Center.

Targeted Case Management has been an important part of the services offered by Lakemary to individuals with intellectual and developmental disabilities and families for over 40 years in Johnson and Miami Counties. Targeted case management is one of the most important services for Kansans with IDD and is the nucleus for all other services. Lakemary Center has a 13-member TCM team with a collective 218 years of experience & expertise gained during their tenure here. The hundreds of individuals they have served through these many years have grown to rely on and benefit from their vast knowledge of the intricate systems such as social security, necessary to gain due benefits and the complexity of collaborating with that support team networks. This includes medical and mental health providers, families & guardians, oversight entities, and IDD Service provider staff. The longevity of these staff is crucial as in many cases they are the most consistent relationship/support with important personal & historical information essential to advocating for each person's needs / wants to live a great life. In a climate of unprecedented turnover, this is critically essential!

The TCM team has stayed with Lakemary because of the relationships they have built with the individuals they support and their families over lengthy periods, but also due to the benefits received from Lakemary. Retention in this field is difficult, however, our training, benefits, pay, and support are key contributors to our success with retention. It is of great worry that capacity issues within TCM services will be significantly impacted if this system is not maintained and a loss of this experience/expertise will have a detrimental impact on the TCM system and more directly on the people receiving support who will be forced to choose between service providers or TCM entities; often being pulled away from relationships that have been built on a foundation of time & trust. An additional consideration is the access each person has to their TCM, whom they can see frequently, which creates a sense of confidence for that person being supported. This is not the case when TCM staff are independent and have limited contact.

Lakemary Center provides this service as a cost center because of our commitment to providing a full life with high-quality services to each person. TCM services are so critical to that goal that Lakemary has continually committed to maintaining this service option despite inadequate funding that falls short of covering the costs. Lakemary has subsidized the program because it is critically important to those we support. It is unknown if maintaining the TCM program in the face of a major disruption to service structure would be feasible.

There are existing mechanisms in place that address conflicts of interest and create assurances of objective service delivery by TCMs. There are many reasons why a disruption in targeted case management services would be harmful to those with IDD including, reducing the quality of service due to a lack of availability/engagement, higher turnover rates, capacity issues, lack of consistent service delivery, and most importantly limiting the individual's right to choice! The potential for an increased deficit of well-trained TCMs, when the demand is so high, would be harmful to the thousands of individuals with IDD needing this support.

It is my sincere hope that this committee will recognize there are current safeguards in place that mitigate conflict of interest &/or pause to partner with stakeholders to ensure a system is identified that honors the individual's fundamental right to choice and preserves these existing relationships that are so crucial.

Thank you for your time and consideration on this particularly important topic.