

KCStat

kcstat.kcmo.org

August 1, 2017

#KCStat

Neighborhoods and Healthy Communities



Neighborhoods and Healthy Communities

To support the development, maintenance, and revitalization of sustainable, stable, and healthy communities in which neighborhoods are safe and well maintained; people have access to health care services; strategies are in place to prevent injuries and illnesses; and the environment is protected.

Objectives

Healthy Community Objectives

	Target Timeframe
2 Increase overall life expectancy and reduce health inequities in the zip codes with the lowest life expectancy: 64109, 64126, 64127, 64128, 64130, and 64132; and the additional zip codes with the least improvement in life expectancy: 64134, 64131, 64117, 64138, 64114, and 64133	2020
3 Implement the Community Health Improvement Plan (KC-CHIP)	Feb 2017
9 Identify and mitigate community health hazards by monitoring and responding to communicable diseases and environmental threats	Ongoing

Community and Cultural Resources Objectives

	Target Timeframe
6 Implement services, programs, and activities outlined in community centers' business plans that have been targeted to the specific needs of each community to enhance revenue and attendance	Ongoing
7 Develop a cultural mapping inventory to increase access to arts and cultural activities while promoting community development	2019

Objectives

#	Clean and Well Maintained Neighborhoods Objectives	Target Timeframe
1	Demolish, salvage, or rehab the City's current dangerous buildings inventory	2019
4	Enact state legislation to provide the City and local neighborhoods better control over the future of vacant properties	Ongoing
5	Strengthen blight reduction efforts through ordinance changes, collaborating with community partners, reducing illegal dumping and litter, promoting clean neighborhoods, and aggressively marketing Land Bank and KC Homesteading Authority properties	May 2018
8	Increase the waste diversion rate as recommended by the City's 2007 Climate Protection Plan through policies and programs that promote recycling and re-use	2021

Neighborhoods and Healthy Communities Measures of Success

Measures of Success	FY15 Actual	FY16 Target	FY16 Actual	FY17 Target	FY17 Actual	FY18 Target
Percent reduction in dangerous building inventory	--	10%	2.8%	30%	32%	45%
Percent of Land Bank approvals closed within 45 days	--	80%	43.4%	80%	35%	80%
Percent of citizens satisfied with the city's efforts to encourage access to healthy eating/active living	--	--	43.4%	45%	47%	47%
Percent of citizens satisfied with programs/activities at city community centers	48.3%	50%	46.1%	50%	43%	50%
Percent of citizens satisfied with city's youth programs/activities	38.3%	50%	39.6%	50%	35%	50%
Community Center cost recovery	28%	35%	30%	35%	29%	35%
Percent of citizens satisfied with cleanliness of city streets and other public areas	50%	52%	43.1%	54%	37%	54%
Trash tonnage collected	88,590	56,818	92,435	85,082	88,955	85,082

Dashboard Snapshot



Healthy Community

Implement the Community Health Improvement Plan (KC-CHIP).

Development and Implementation of the CHIP

Phase 1: Development



Phase 2: Implementation



Dashboard Release: November 2017

CHIP Focus Areas

Infant Health

Birth Outcomes Monitoring Committee

- Developing a continuing medical education curriculum that incorporates Trauma-Informed Care into prenatal care, labor and delivery, birth and postpartum
- Developing and maintaining partnerships for infant health: Fetal Infant Mortality Review (FIMR), Nurse Family Partnership, Healthy Start
- Ensuring culturally competent care is incorporated to training for safety-net providers

Preventable Hospitalizations

Access to Care Committee

- Developing a continuum of care model for LGBT individuals in KCMO
- Reviewing legislation and executive action that may impact access to healthcare
- Facilitating community partnerships for resource sharing and information dissemination

Third-Grade Reading Level

Education Committee

- Developing a campaign to leverage the Raising of America documentary films to raise support for early childhood education
- Developing school/healthcare partnerships to ensure every child receives preventive care
- Planning a KC Suspension Summit to address school-to-prison pipeline issues

Third-grade reading

Issue Area #1 in
Community Health
Improvement Plan
(CHIP)

- Goal: Kansas City 3rd Graders should be able to read at grade level.

Early Childhood Education

- Increase the percentage of 3 and 4 year olds who attend high-quality Early Childhood Education Programs (ECEP).

Preventable Absences

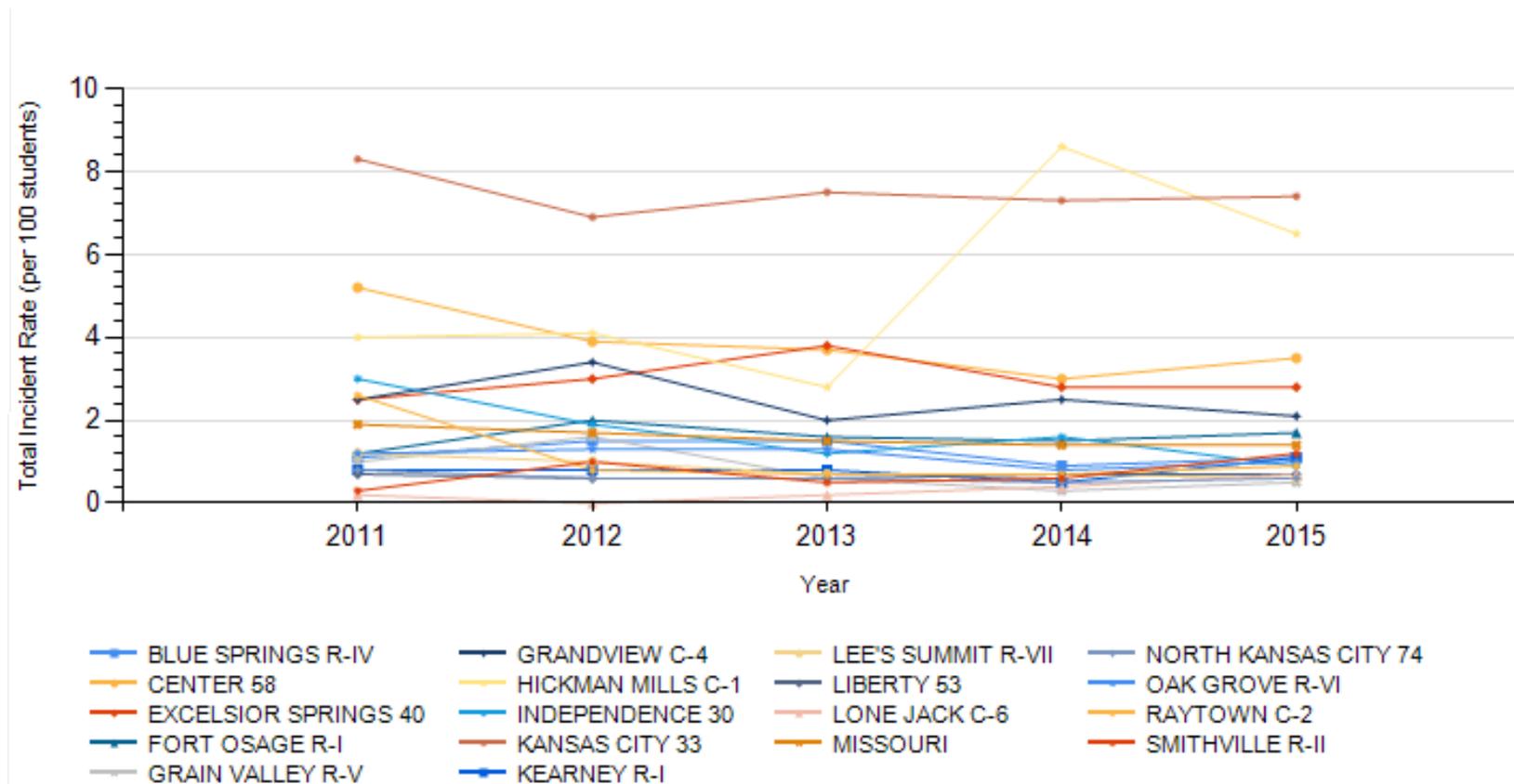
- Decrease the number of school days missed because of preventable physical, mental and social health issues.

The Digital Divide

- Increase the number of households with consistent access to a computer with high speed internet.

Preventable Absences

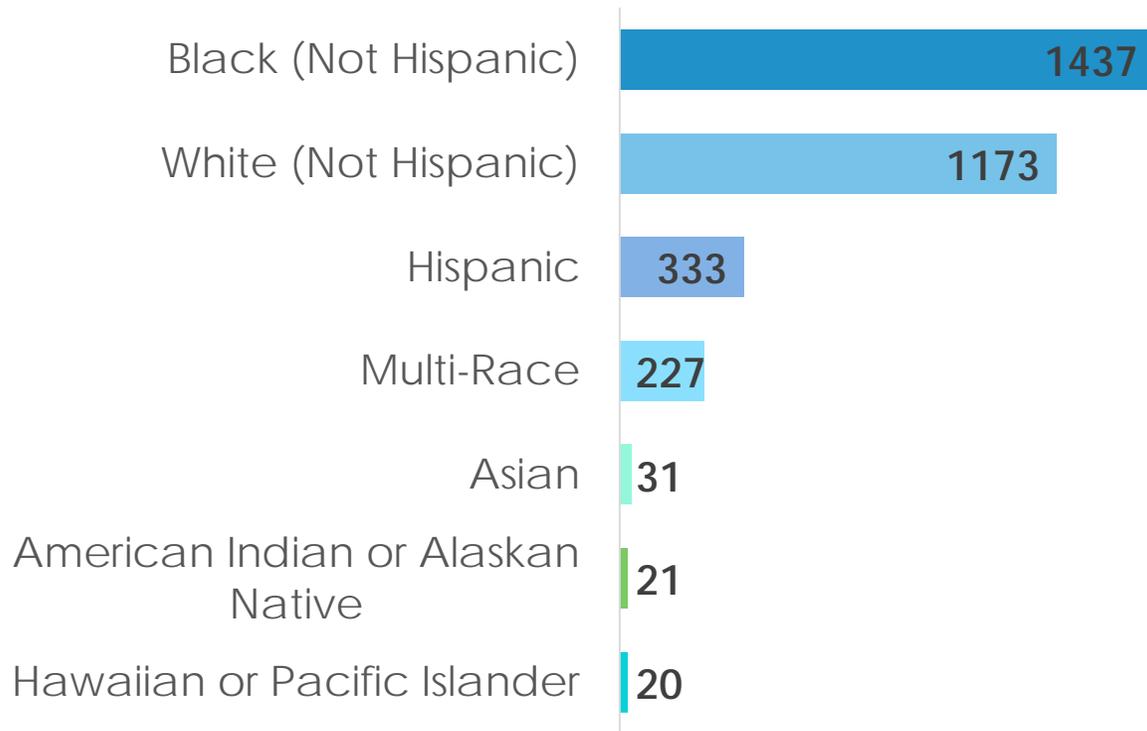
- A child's attendance **affects their progress** in school and can lead to a **failure to graduate**
- Research shows that kindergarteners or first graders with the highest absenteeism rates were not likely to catch up to their peers' test scores by 5th grade



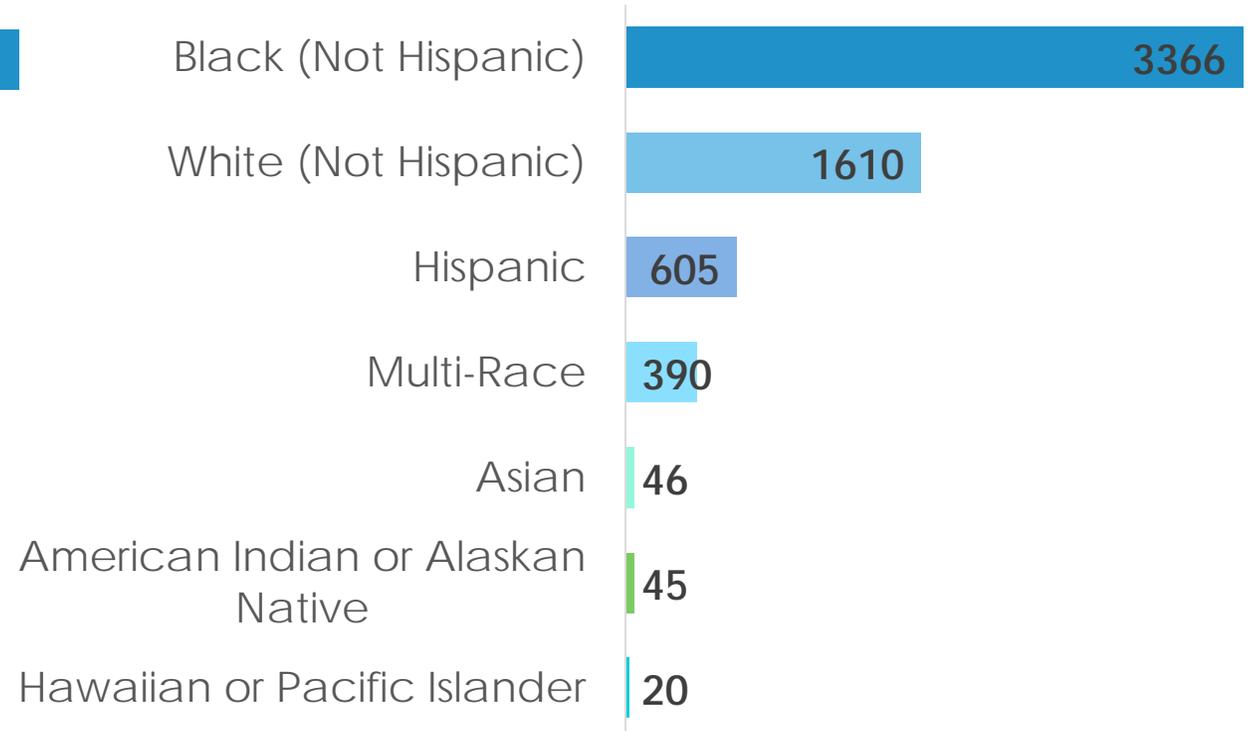
Number and Type of Disciplinary Incident by Race & Ethnicity Grades Pre-K through 8th (2014-2015)

Kansas City Metro Area

In-School Suspension



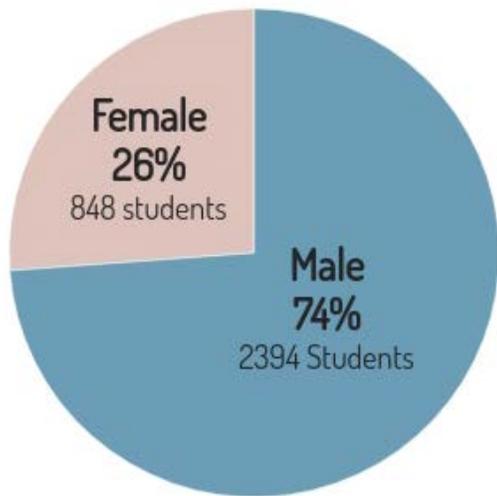
Out-of-School Suspension



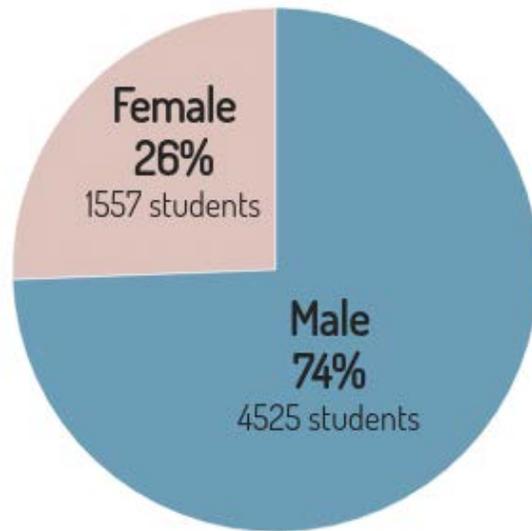
Number and Type of Disciplinary Incident by Gender Grades Pre-K through 8th (2014-2015)

Kansas City Metro Area

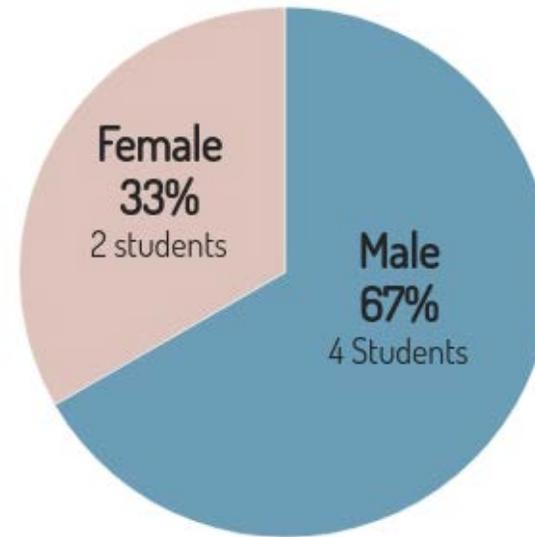
In-School Suspension



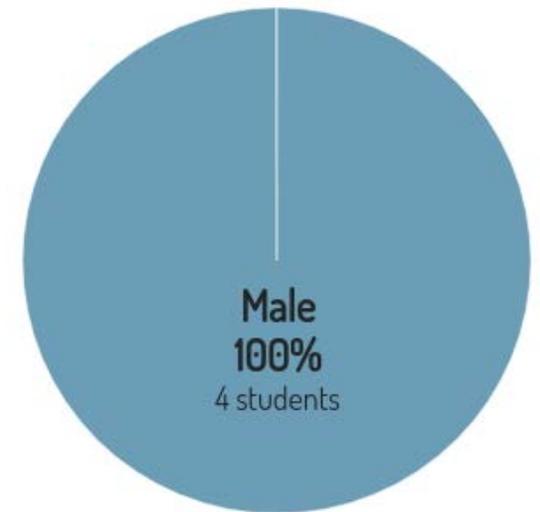
Out-of-School Suspension



Expulsion

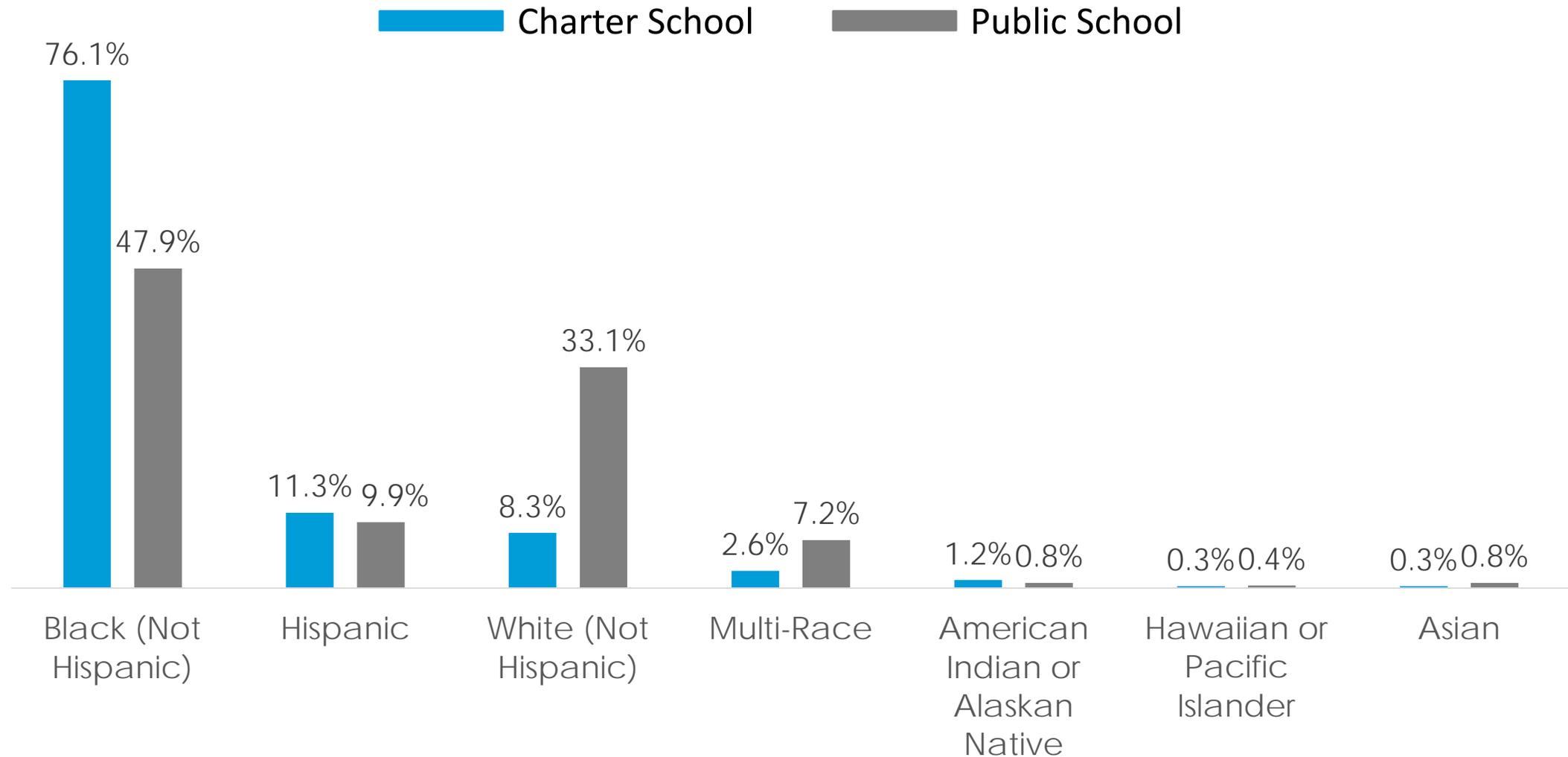


Unilateral Removal



Disciplinary Incident by Type of School and Race & Ethnicity (2014-2015)

Kansas City Metro Area



Identify and mitigate
community health hazards
by monitoring and
responding to
communicable diseases
and environmental threats



Portfolio of Health Department Services for Environment Threats

- Air Quality
- Food Protection/Food Handler Training
- Swimming Pool/Spa Inspections
- Lodging Inspections
- Childcare Inspections
- Smoking Enforcement
- Noise Enforcement
- General Sanitation
- Childhood Lead Poisoning Prevention & Healthy Homes Project
- LeadSafeKC
- Asthma Initiative
- Rat Control & Integrated Pest Management
- Nuisance Control
- Emergency Response

NON-HEALTH HAZARD **Non-Critical Violation**

Violations that pose a lesser threat to health and safety, but negatively affect health, and left unaddressed, could become critical.

Health HAZARD **Critical Violation**

Violation when in noncompliance, is more likely than other violations to contribute to injury, illness, or environmental health hazard.

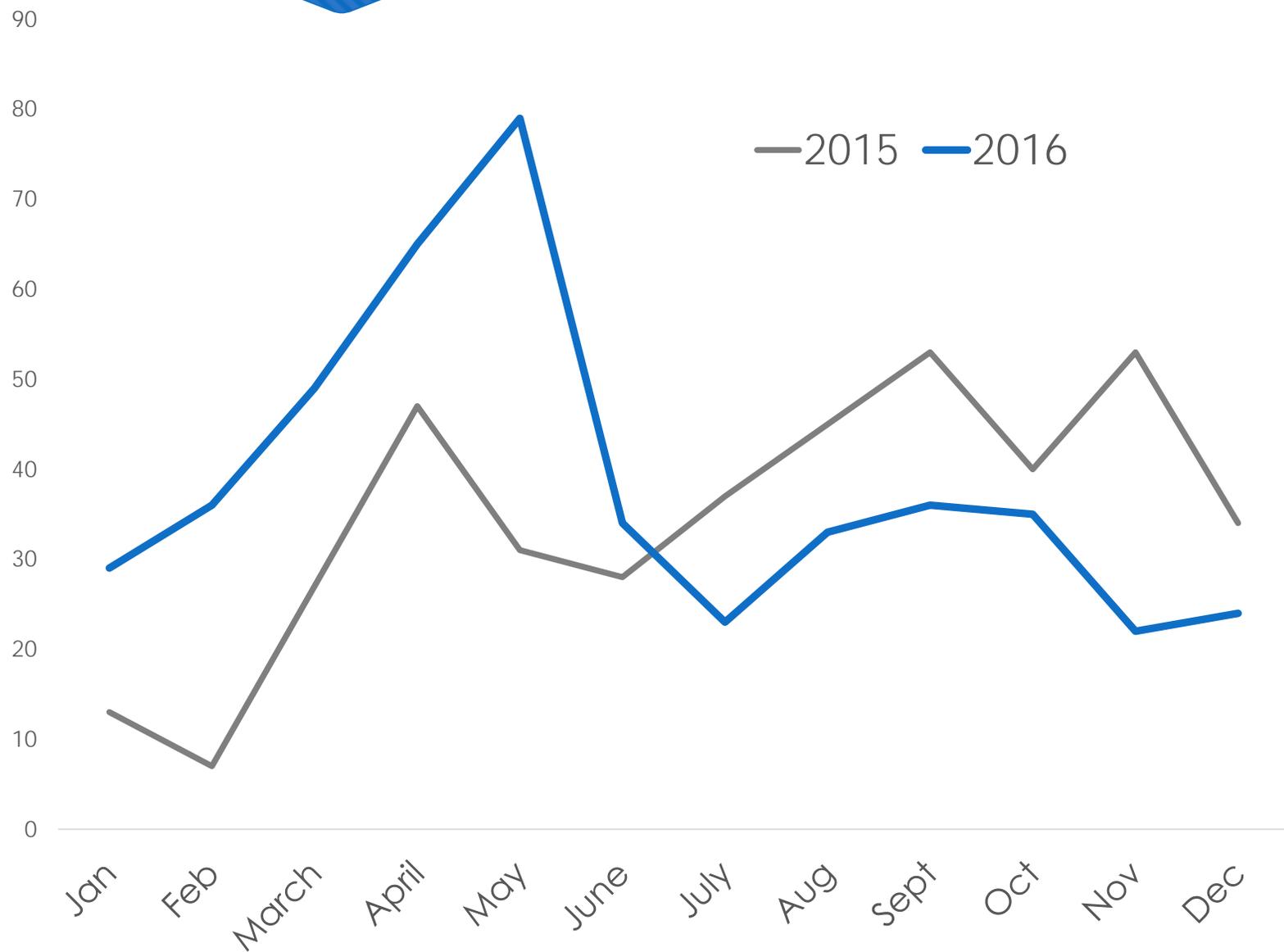
LIFE THREATENING **Imminent Health Hazard**

Significant threat or danger to health and safety that is considered to exist when there is evidence sufficient to show a product, practice, circumstance, or event creates a situation that requires immediate correction or cessation of operation.

Primary Environmental Health Threats 2016

Environmental Threat	# of Complaints	# of Routines	# of Closures	# of NOVs
Air Quality	114	306	n/a	189
Noise	465	n/a	n/a	n/a
Environmental Tobacco Smoke	10	n/a	n/a	n/a
Food Safety	725	6310	108	n/a
Pool Safety	35	1462	94	n/a
Lodging Safety	83	101	1	n/a
Environmental Threat	# Tested	Action Required		
Radon	50	4		
Blood Lead (Children)	8827	351		

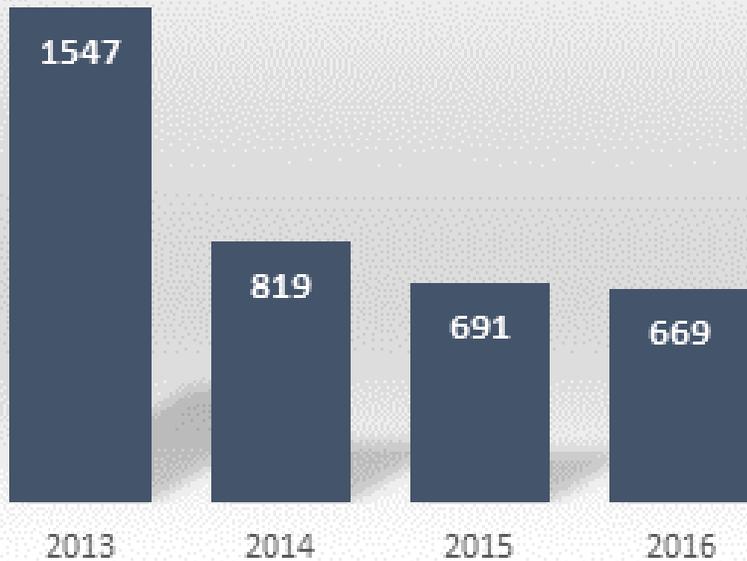
Noise Complaints 2015 vs 2016



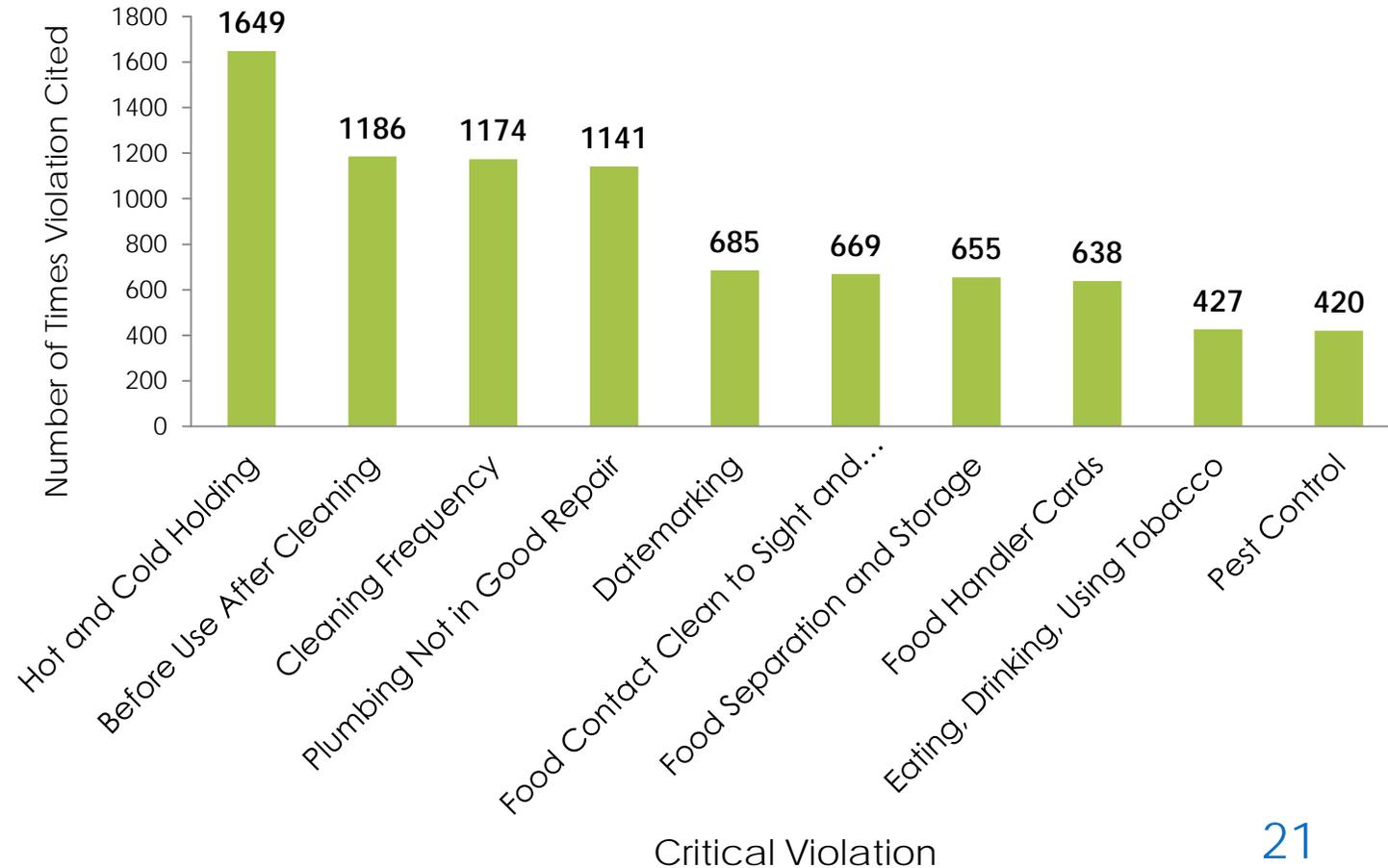
Most cited restaurant inspection violations

Risk Factor Violation

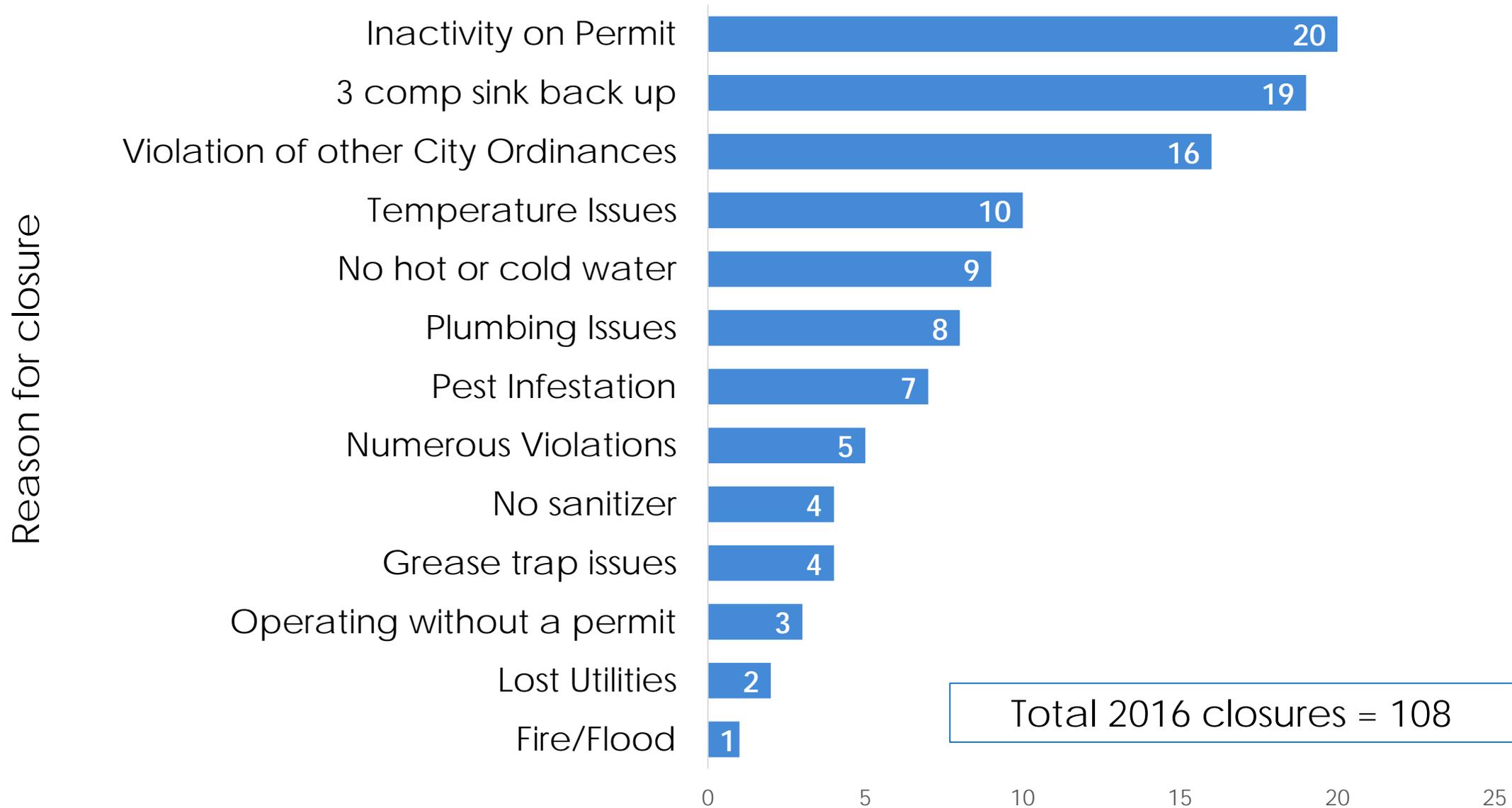
■ Food Contact Surfaces Clean to Sight & Touch



Top 10 Critical Violations Cited During Routine Inspections 2016

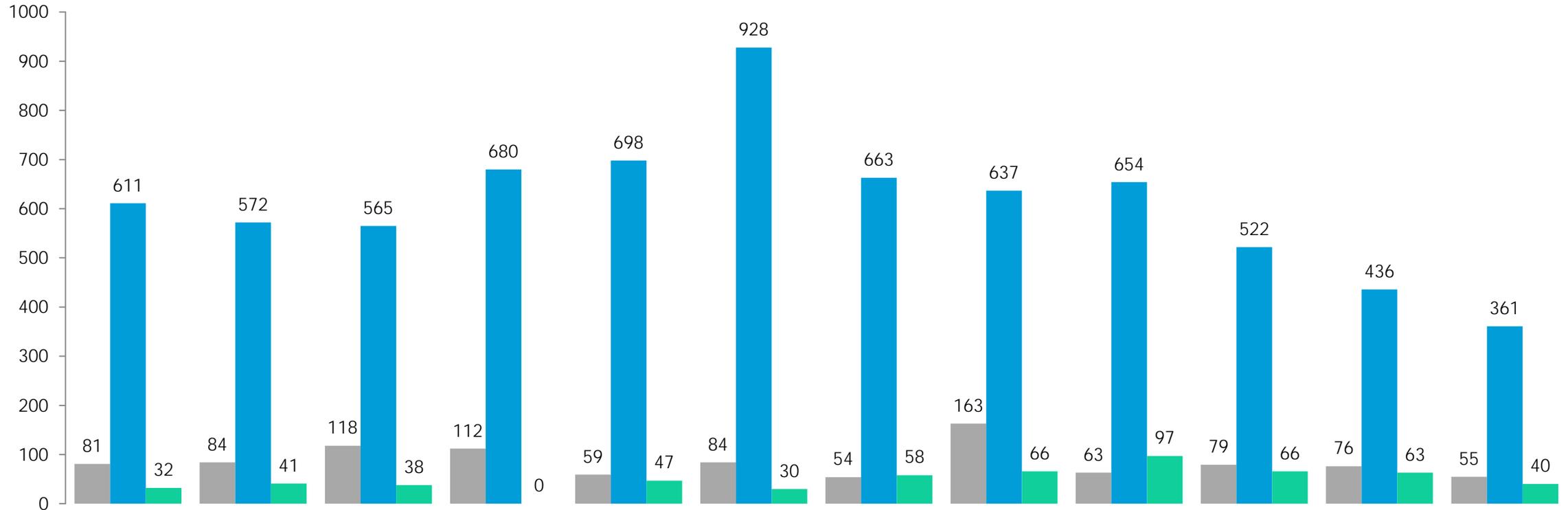


108 Cease of operations by type in 2016



Food handler training 2016

■ FH Trained Main (class) ■ On Line Trained ■ Food Managers Trained

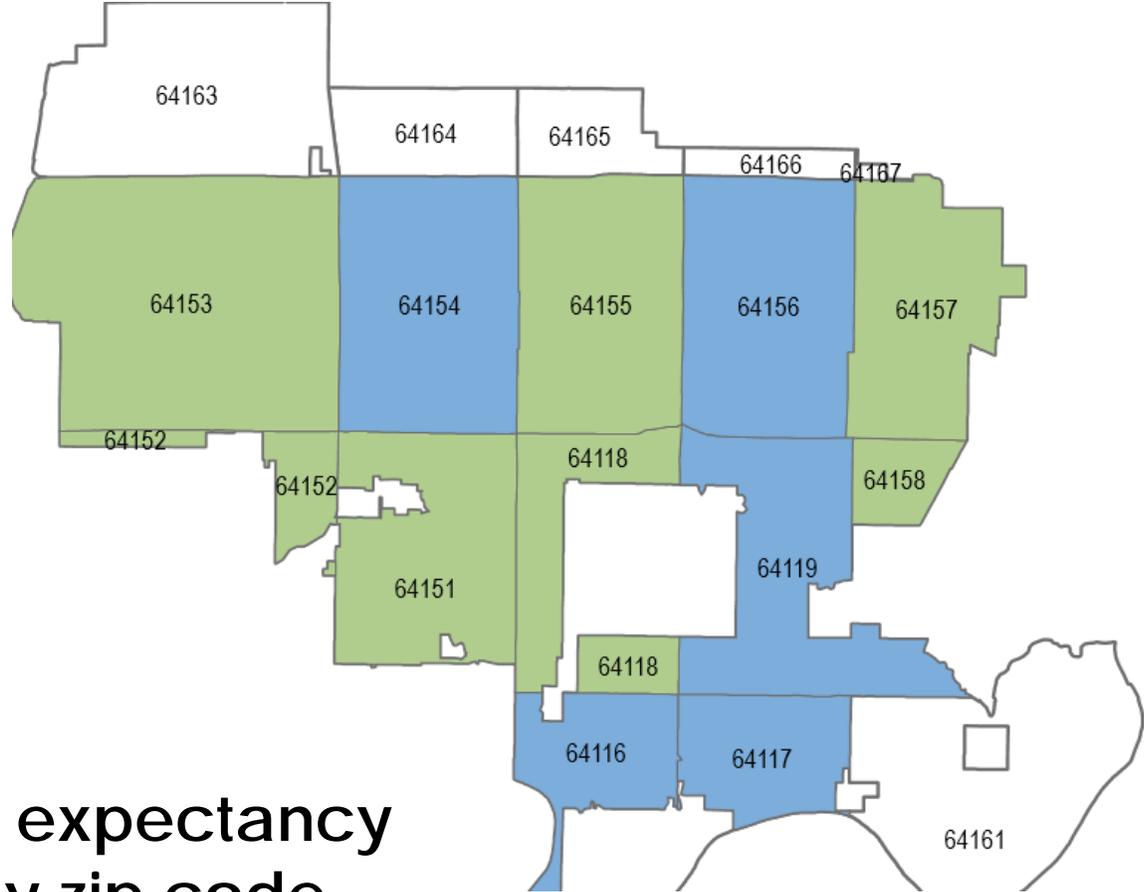


TOTAL TRAINED	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
	724	697	721	792	804	1042	775	866	814	667	575	456	8933

Increase overall life expectancy and reduce health inequities in the zip codes with the lowest life expectancy: 64109, 64126, 64127, 64128, 64130, and 64132; and the additional zip codes with the least improvement in life expectancy: 64134, 64131, 64117, 64138, 64114, and 64133

Life expectancy by zip code 2012 - 2016

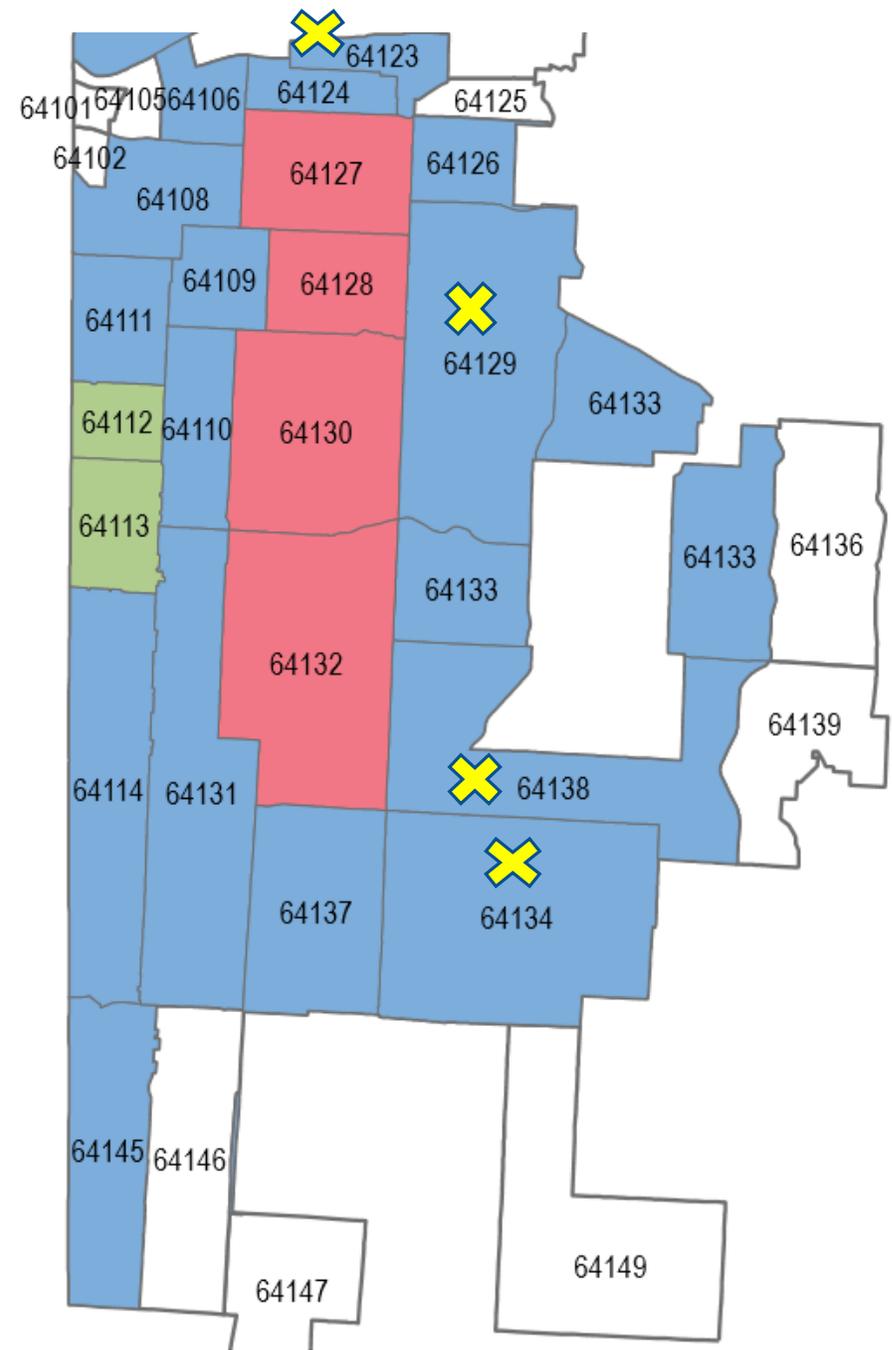
X Indicates zip codes with decreasing life expectancy between 2002-2006 and 2012-2016 time frames



Life Expectancy

- 70 - 72 Years
- 73 - 79 Years
- 80 - 86 Years
- Too Small Pop.*

**Too small population to calculate life expectancy*



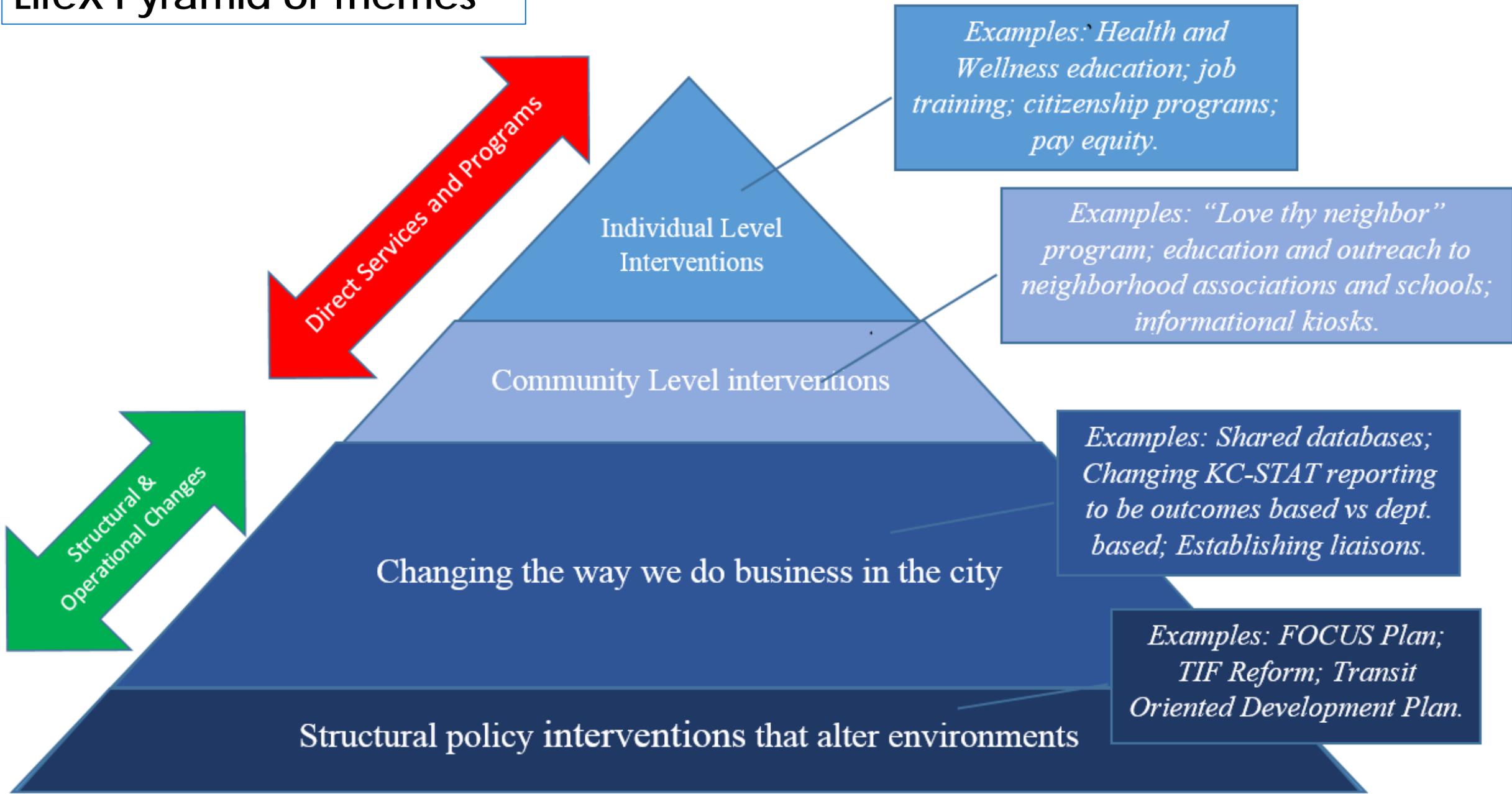
Biggest and smallest increasing life expectancy (LE) between 1990-1994 vs. 2010-2014

- The biggest increasing life expectancy between 2010-2014 vs. 1990-1994 are zip codes 64106, 64112, 64118, and 64155.
- The smallest increasing life expectancy between 2010-2014 vs. 1990-1994 are zip codes 64123, 64129, 64137, and 64138.

Smallest Increasing LE
Largest Increasing LE
Zipcode Boundaries



LifeX Pyramid of Themes



LifeX in practice



- Free Community Center Passes for ~200 residents living in Low Life Expectancy zip codes, regardless of income
- Participants will participate in a LifeX study cohort to track
 - Social Trust
 - Civic Engagement
 - Health
- Soft launch in the Fall, big launch January 2018

Community and Cultural Resources

Implement services
and other
recreational activities
outlined in
community centers'
business plans that
have been targeted
to the specific needs
of each community.

Parks Importance-Satisfaction Scores

Which TWO of the Park and Recreation Services listed do you think should receive the MOST EMPHASIS from the City over the next two years? (Importance = aggregate percent of citizens selecting)

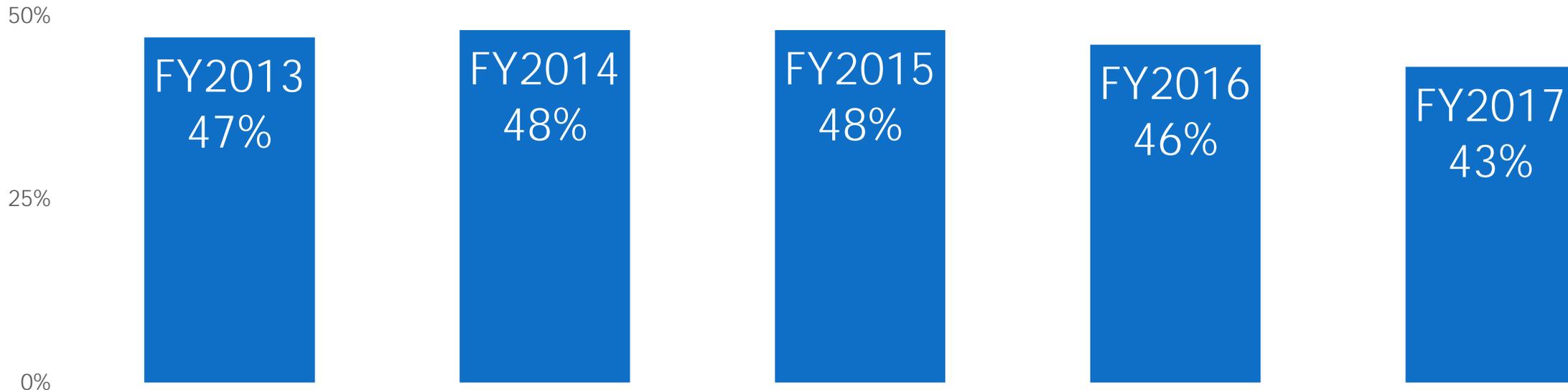
Question	Importance	Satisfaction	FY2017 I-S Rank	FY2016 I-S Rank
Tree trimming and care	22%	42%	1	1
Youth programs/activities	18%	35%	2	2
Walking/biking trails	18%	50%	3	3
Maintenance of city parks	21%	68%	4	4
Boulevard and parkway maintenance	13%	61%	5	5
Facilities in parks (shelters, playgrounds)	12%	61%	6	7
Programs/activities at community centers	8%	43%	7	8
Swimming pools/programs	7%	37%	8	6
Communication from Parks and Rec	5%	39%	9	9
Outdoor athletic fields	6%	60%	10	10
Maintenance of community centers	3%	50%	11	12
Customer service from Parks and Rec	2%	44%	12	11

Citizen Satisfaction with Community Center Programming

43 Percent of citizens satisfied with community center programming/activities
Current as of May 2017

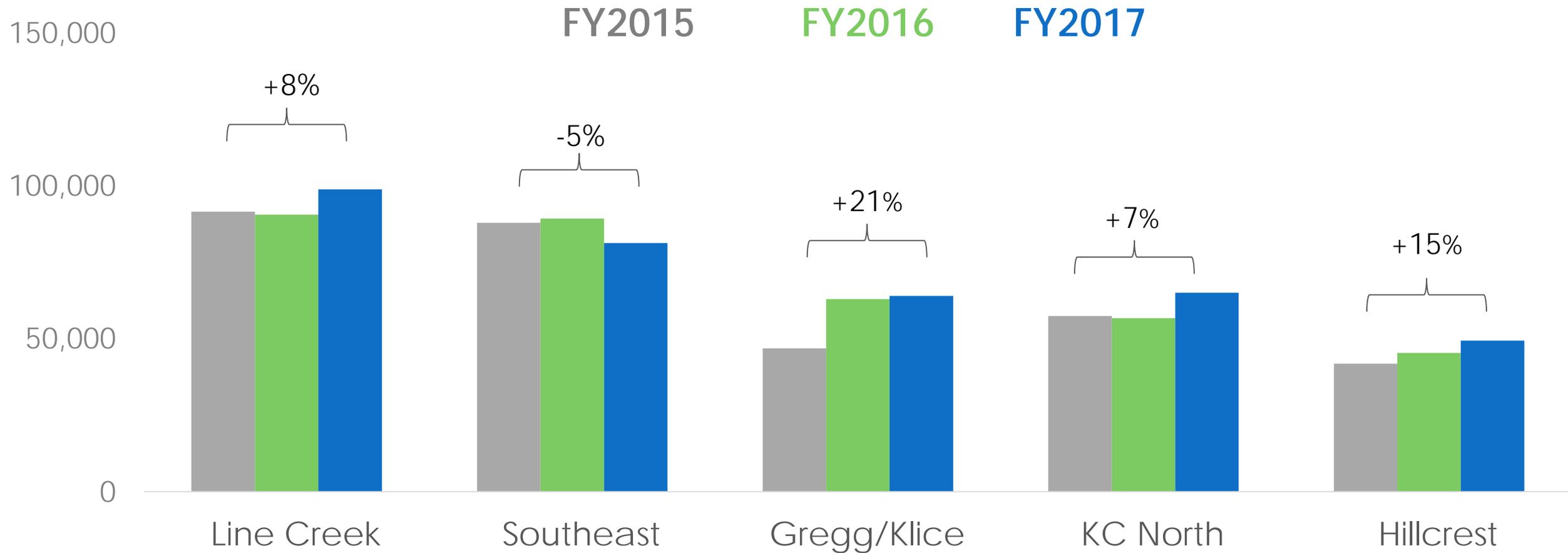
 Needs Improvement

The key measurement for this priority is the percent of citizens who are satisfied with the quality of community center programs and activities. The goal is to increase satisfaction to 50% by June 2018. [Explore the data >](#)

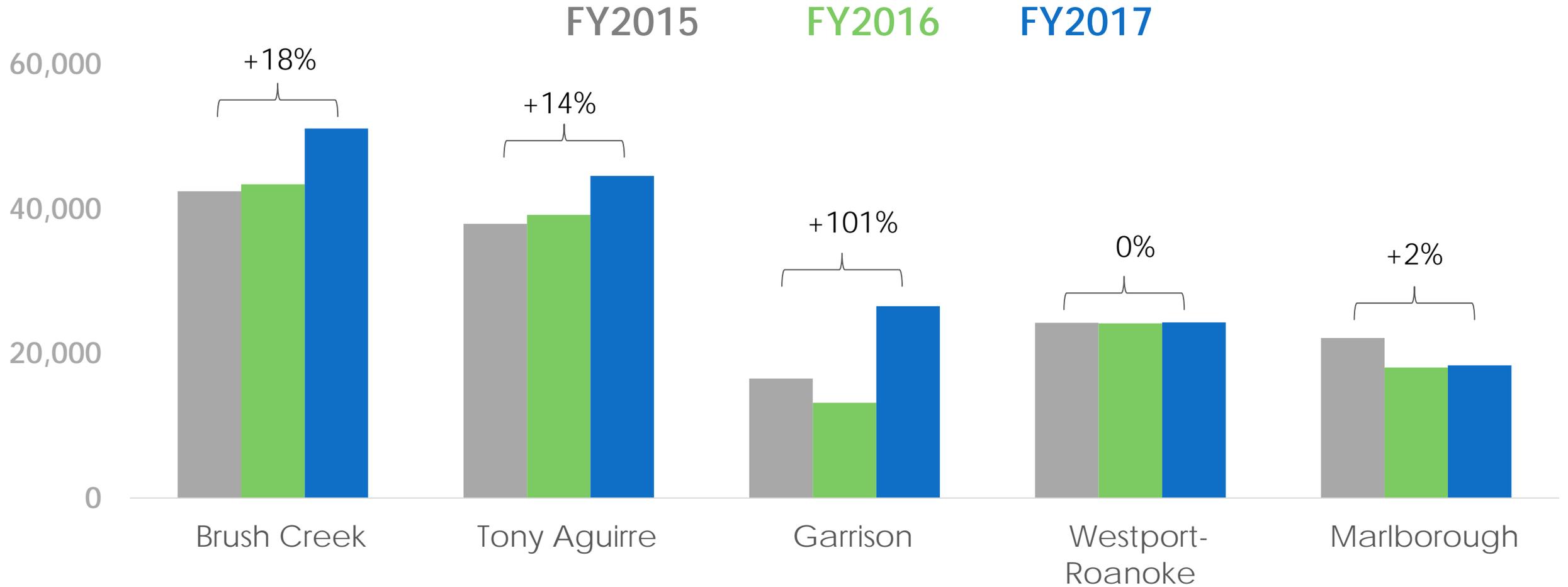


Source: Citizen Survey, FY10-FY17 (kcstat.kcmo.org)

Attendance at Community Centers

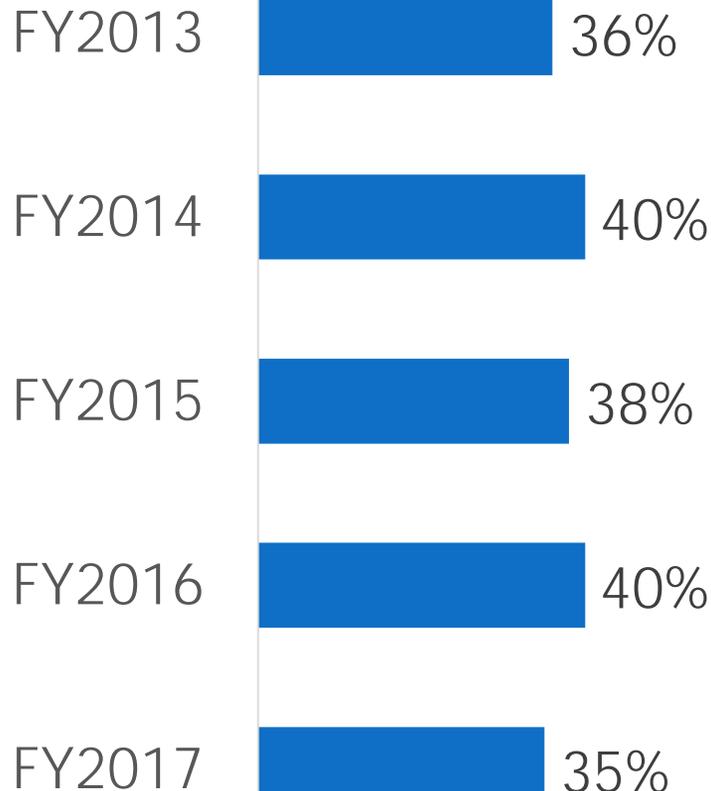


Attendance at Community Centers

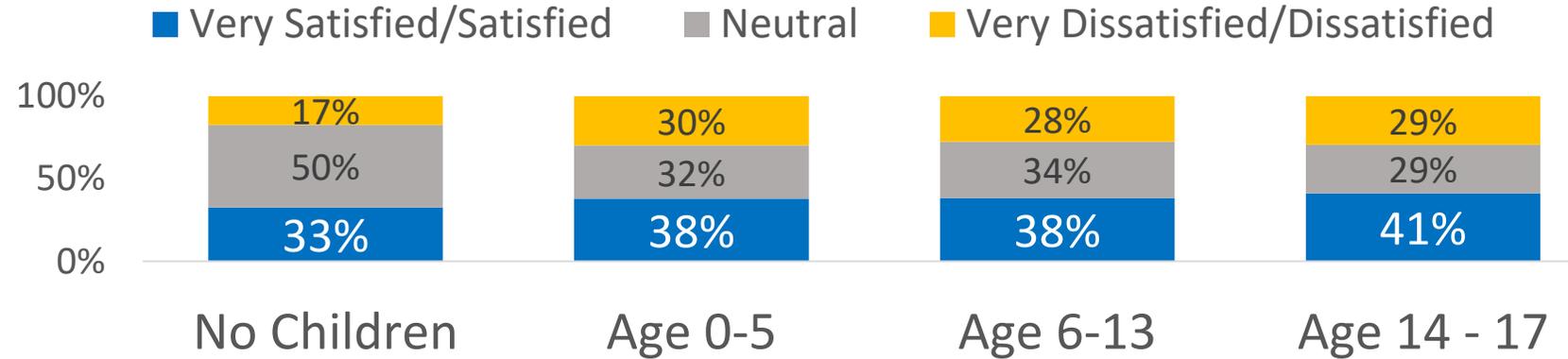


Citizen Satisfaction with Youth Programming and Activities

Satisfaction with Youth Programming

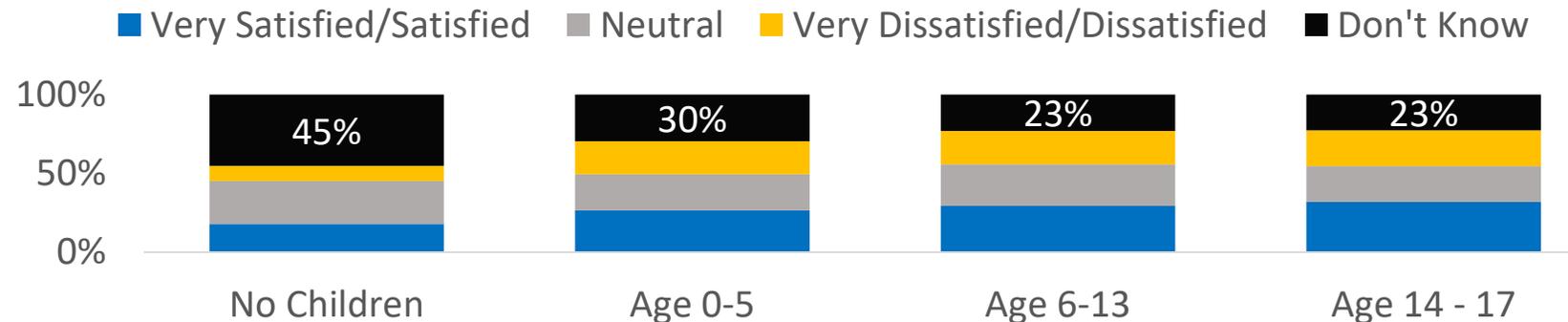


Satisfaction if you have Children w/o Don't Know Responses



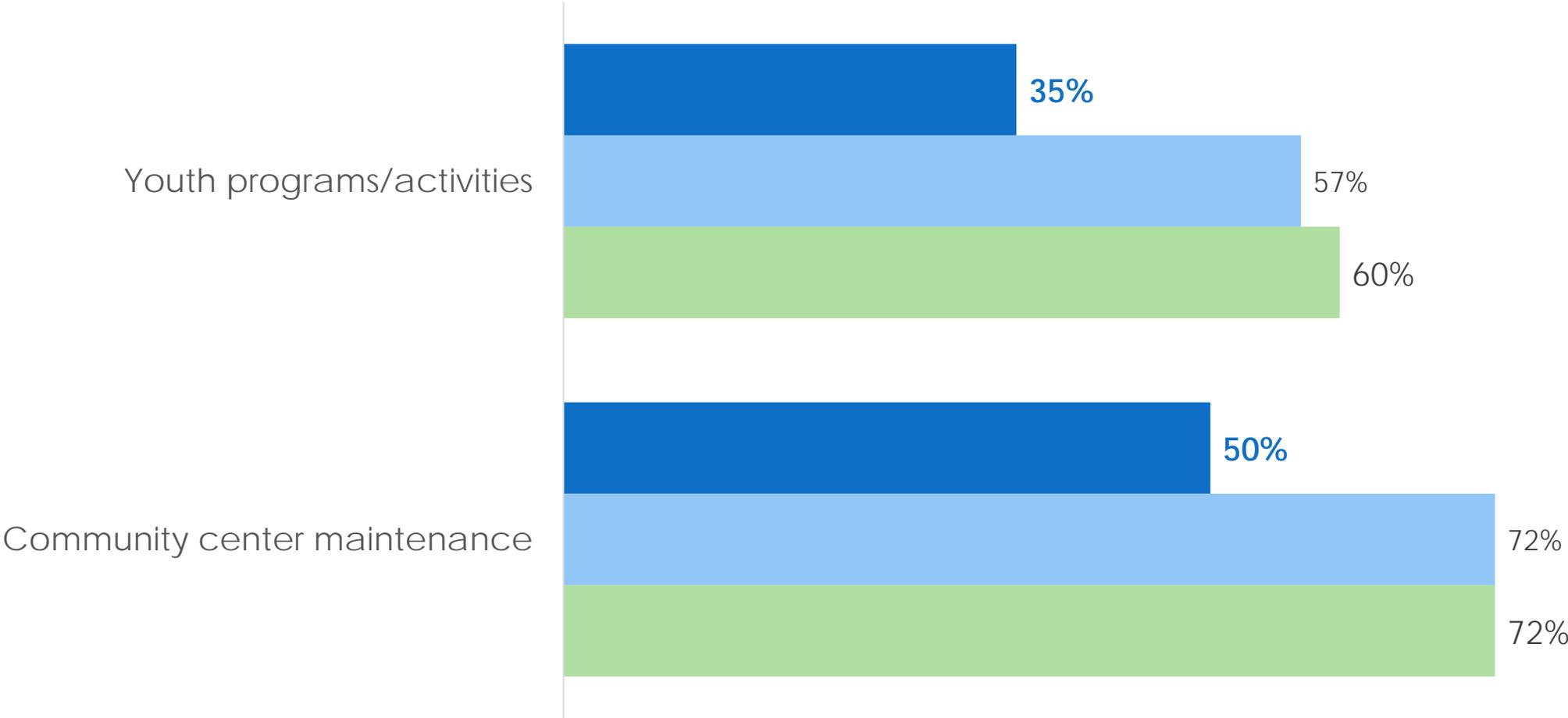
23 - 30% of parents answered "don't know" when rating Youth Programming in Community Centers.

W/ Don't Know Responses



Resident Satisfaction with Community Center Programs

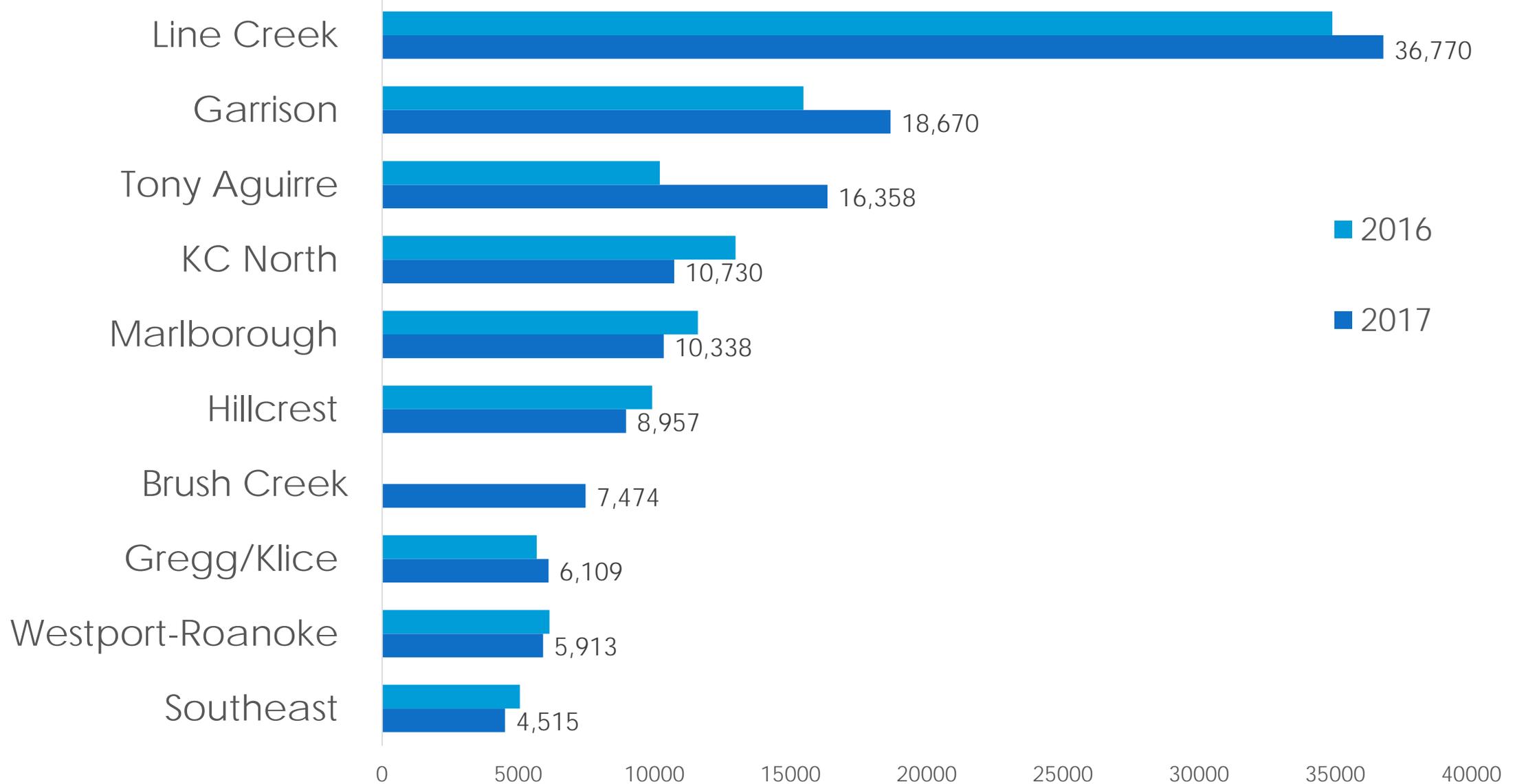
■ KCMO ■ Large Cities Average ■ MO/KS Average



Percent satisfied/very satisfied

Participation in Youth Activities Calendar Year 2016 and 2017

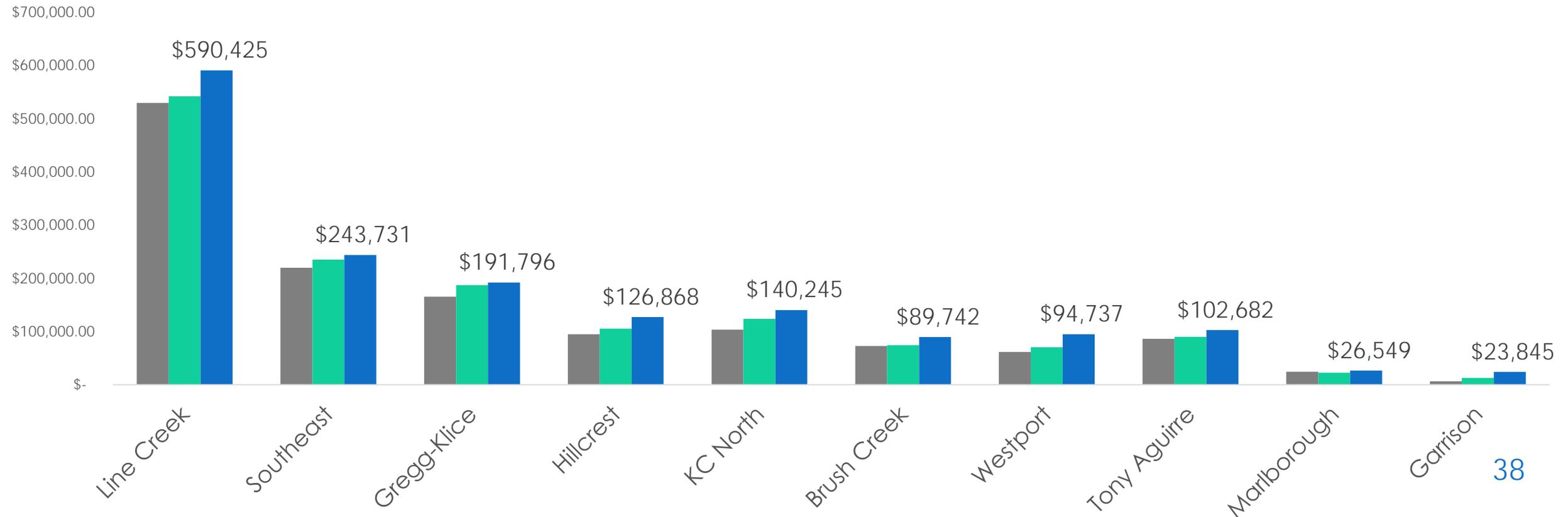
Youth Served



Revenue Growth of Community Centers

“Revenue growth is not about leaving behind any participants, just finding niches for those able to pay” - Terry Rynard, Deputy Director of Parks and Recreation

■ FY2015 ■ FY2016 ■ FY2017



Cost Recovery at Community Centers

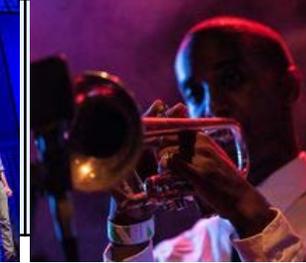
	FY-2015 Actual	FY-2016 Goals	FY-2016 Actual	FY-2017 Goals	FY-2017 Actual	FY-2018 Goals
Brush Creek	18%	20%	17%	20%	18%	20%
Hillcrest	20%	25%	24%	25%	25%	25%
Gregg-Klice	25%	25%	31%	25%	25%	25%
Line Creek	75%	70%	69%	70%	69%	70%
Marlborough	8%	15%	8%	15%	8%	15%
Tony Aguirre	18%	20%	20%	20%	15%	20%
Garrison	2%	5%	4%	5%	7%	5%
KC North	25%	25%	27%	25%	28%	25%
Westport	17%	20%	17%	20%	19%	20%
Southeast	33%	35%	33%	35%	31%	35%
Total	28%	35%	30%	35%	28%	35%

Develop a cultural mapping inventory to increase access to arts and cultural activities while promoting community development



Cultural Asset Mapping Initiative

What are Cultural Assets?

Intangible	Cultural Spaces & Facilities	Cultural Heritage	Festivals & Events	Non-profit Organizations	Creative Individuals	Creative Industries
						

Why Map Them?

- To **CONNECT** individuals, neighborhoods, business and educational institutions to arts and culture to artistic, social, cultural, and educational programs in neighborhoods
- To **PROTECT** Kansas City's community cultural assets, build communities and grow the creative sector
- To **INFORM** planning and economic development strategies for sustainable growth, and
- To **CONTRIBUTE** to the vitality and sense of pride throughout the city.

Office of Cultural and Creative Services currently investigating partners to conduct a cultural mapping study; update will be provided at future KCStat

Clean and Well Maintained Neighborhoods

Citizen Satisfaction metrics for Clean Neighborhoods

56% of citizens satisfied with the enforcement of litter/debris clean-up
Current as of May 2017

▶ **60** % of citizens satisfied with the enforcement of litter/debris clean-up
Jun 2019 Target



Needs Improvement

X Citizen Satisfaction with Enforcement of Mowing and Cutting of Weeds on Private Property.

28
Percent of citizens satisfied

X Citizen Satisfaction with the Cleanliness of City Streets

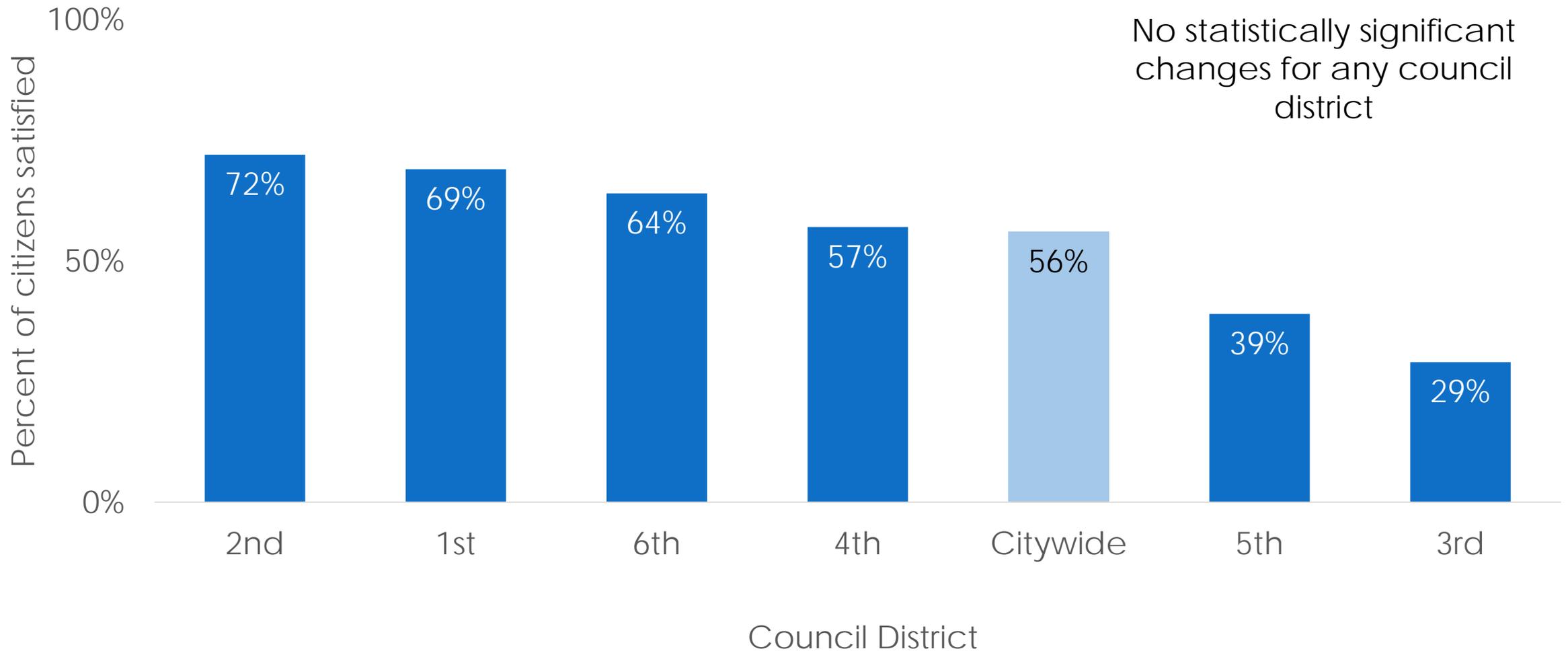
37
Percent of citizens satisfied

X Citizen Satisfaction With the Enforcement of Litter and Debris Clean up on Private Property

30
percent of citizens satisfied

Citizen Satisfaction With the Overall Appearance Of Their Neighborhood

FY2016-17 Resident Satisfaction by Council District



Citizens' Priorities for Neighborhood Services

Service	Importance	Satisfaction	FY2017 I-S	FY2016 I-S
Enforcing clean up of trash/debris on private prop	32%	30.1%	1	2
Demo of vacant structures	27%	20.3%	2	1
Mowing/Cutting of weeds	20%	28.1%	3	3
Exterior maintenance	16%	27.8%	4	4
Board up of vacant structures	14%	25.8%	5	5
Enforcing in your neighborhood	15%	39.8%	6	6
Animal shelter ops	13%	52.8%	7	7
Enforce animal code	7%	40.9%	8	8
Cust Srv animal control officers	3%	40.2%	9	9

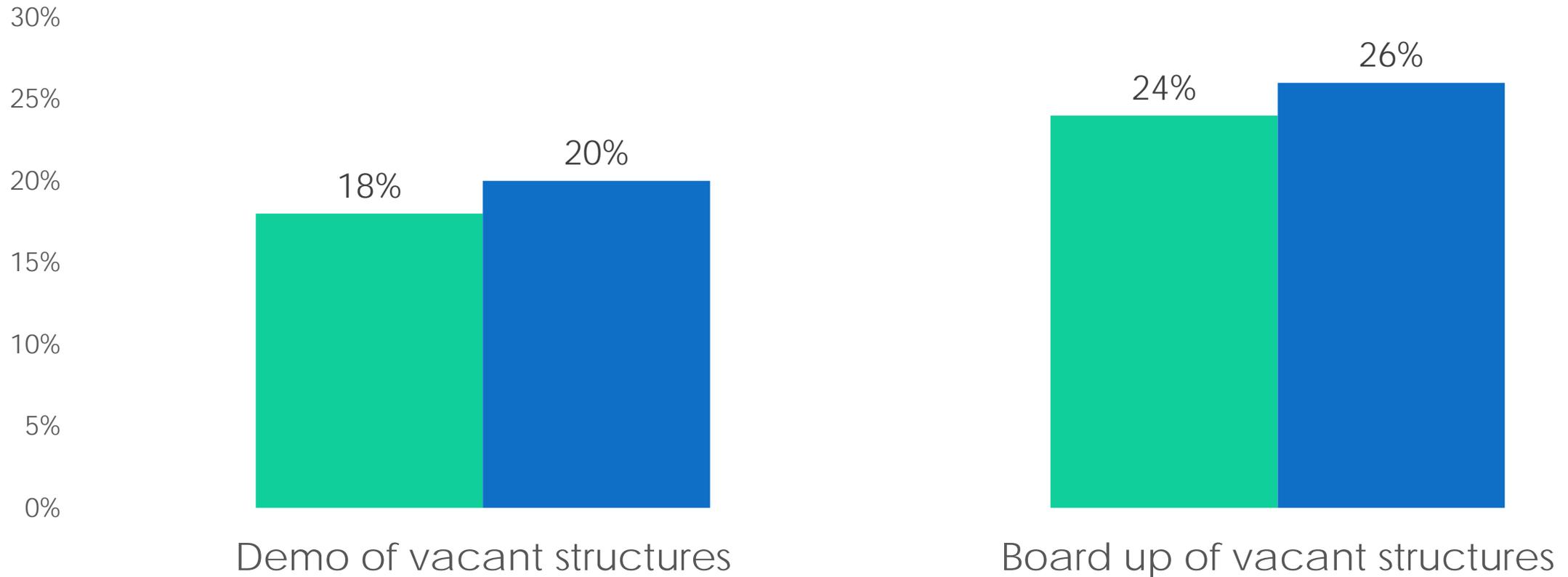
Priorities for Neighborhood Services remain relatively stable year over year

Demolish, salvage, or rehab
the City's current dangerous
buildings inventory

Resident Satisfaction with Demolition Services

% Satisfied

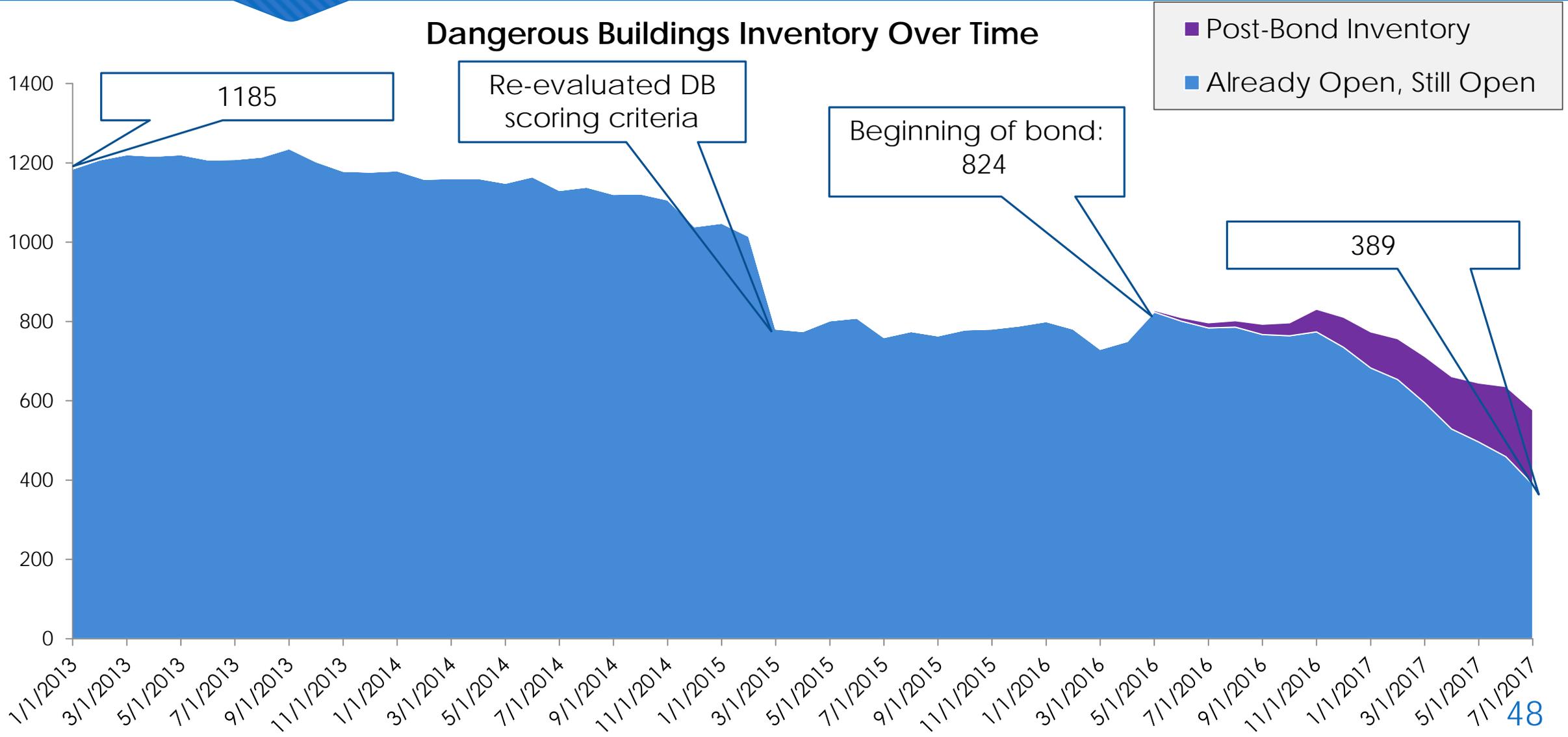
■ FY 2016 ■ FY 2017



Increases in satisfaction are statistically significant; high neutral on both questions.

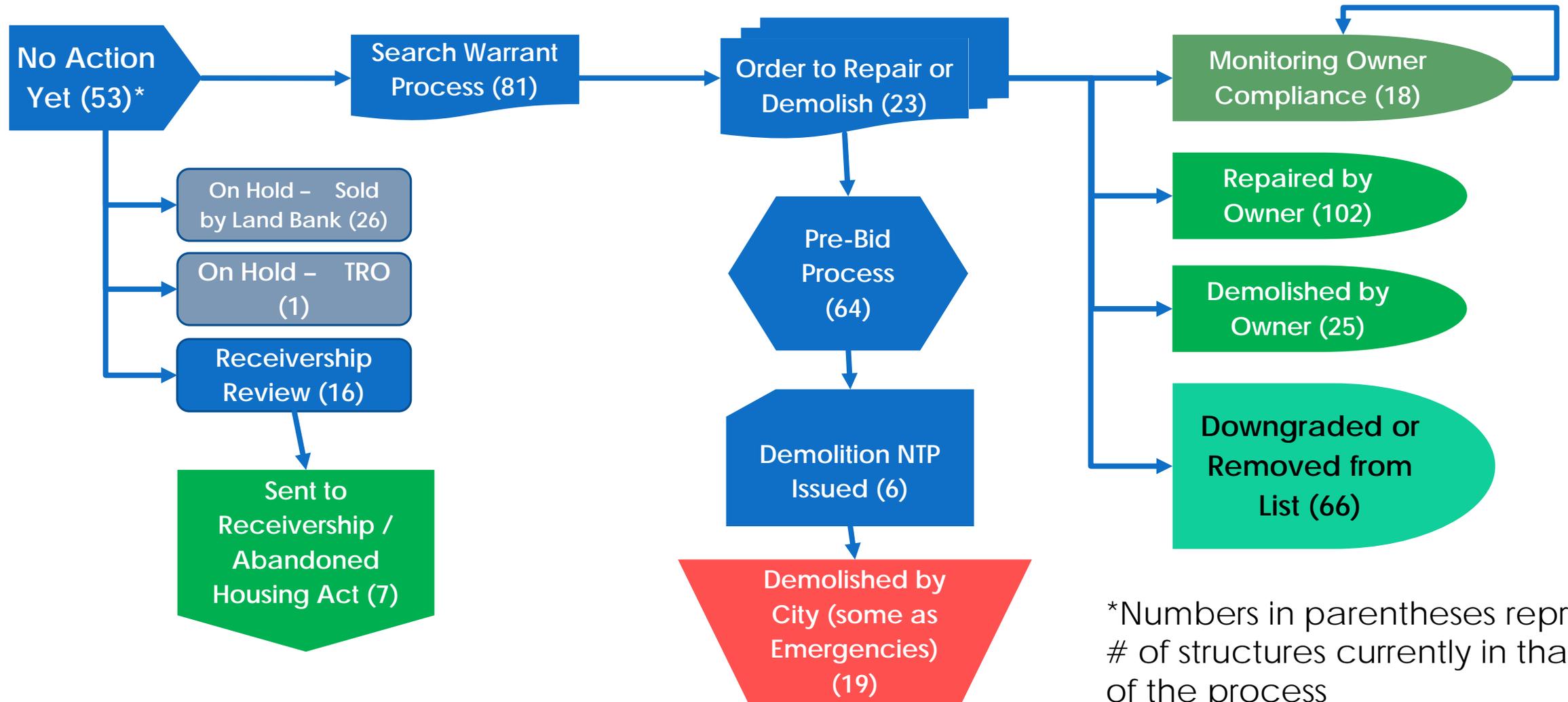
Dangerous Building Inventory Demolitions

Dangerous Buildings Inventory Over Time



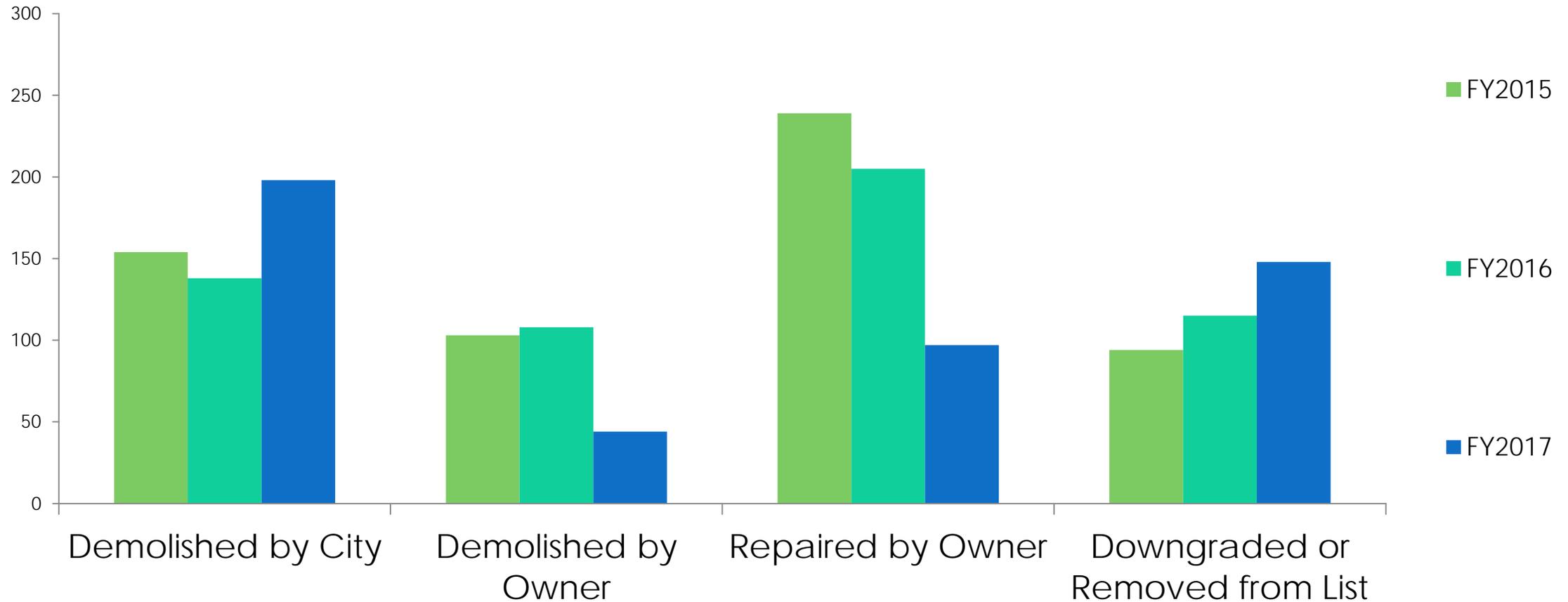
Privately owned dangerous buildings Current Status

for 507 Privately Owned Dangerous Buildings



*Numbers in parentheses represents # of structures currently in that step of the process

Dangerous Buildings Case Outcomes (public and private)



Continuous improvement project highlight – Dangerous building permitting

Multi-departmental process evaluation project that examined the efficiency and customer experience of dangerous building demolition contractors

Major recommendations:

- 1) Explore opportunities for consolidating the number of inspections required and inspector trips to job site (In Process)
- 2) Change street degradation permit fee to allow a flat fee for contractors (In Process)
- 3) Consolidate payments in EnerGov so that customer is submitting payment as few times as possible (In Process)
- 4) Monitor customer satisfaction post-EnerGov implementation (Ongoing)

Donated demolitions



- Companies donating demolition services:
 - Kissick Construction – 61
 - Industrial Wrecking – 4
- Estimated total savings = \$389,262

Enact state legislation to provide the City and local neighborhoods better control over the future of vacant properties.

State Assembly Legislative Review - 2017

Receivership

- Changes to the receivership statute to add additional safeguards to ensure that the nuisance and vacancy on the subject property are abated
- Not heard by committees in 2016
- Will be requesting that subject be brought back to Legislature next session

LLC Registration (HB493)

- Requiring limited liability corporations to file an affidavit with the name and address of at least one person who has management control of the property
- Sponsored by Rep. Jack Bond on in 2017
- Testimony provided by City staff in late January.
- PASSED

Strengthen blight reduction efforts through ordinance changes, collaborating with community partners, reducing illegal dumping and litter, promoting clean neighborhoods, and aggressively marketing Land Bank and KC Homesteading Authority properties.

Strategies to Address Blight and Vacant Properties

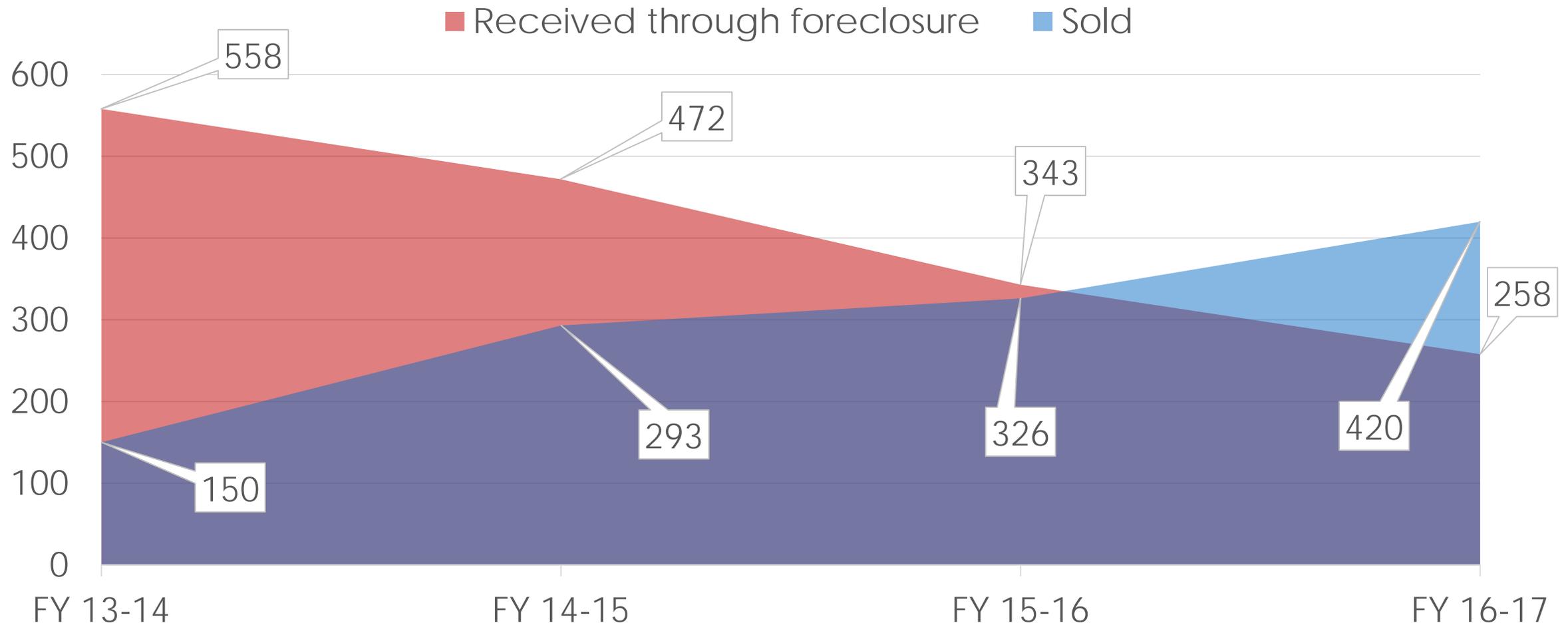
Land Bank

Blight
Reduction
through
enforcement

Clean
Neighborhoods
and Illegal
Dumping

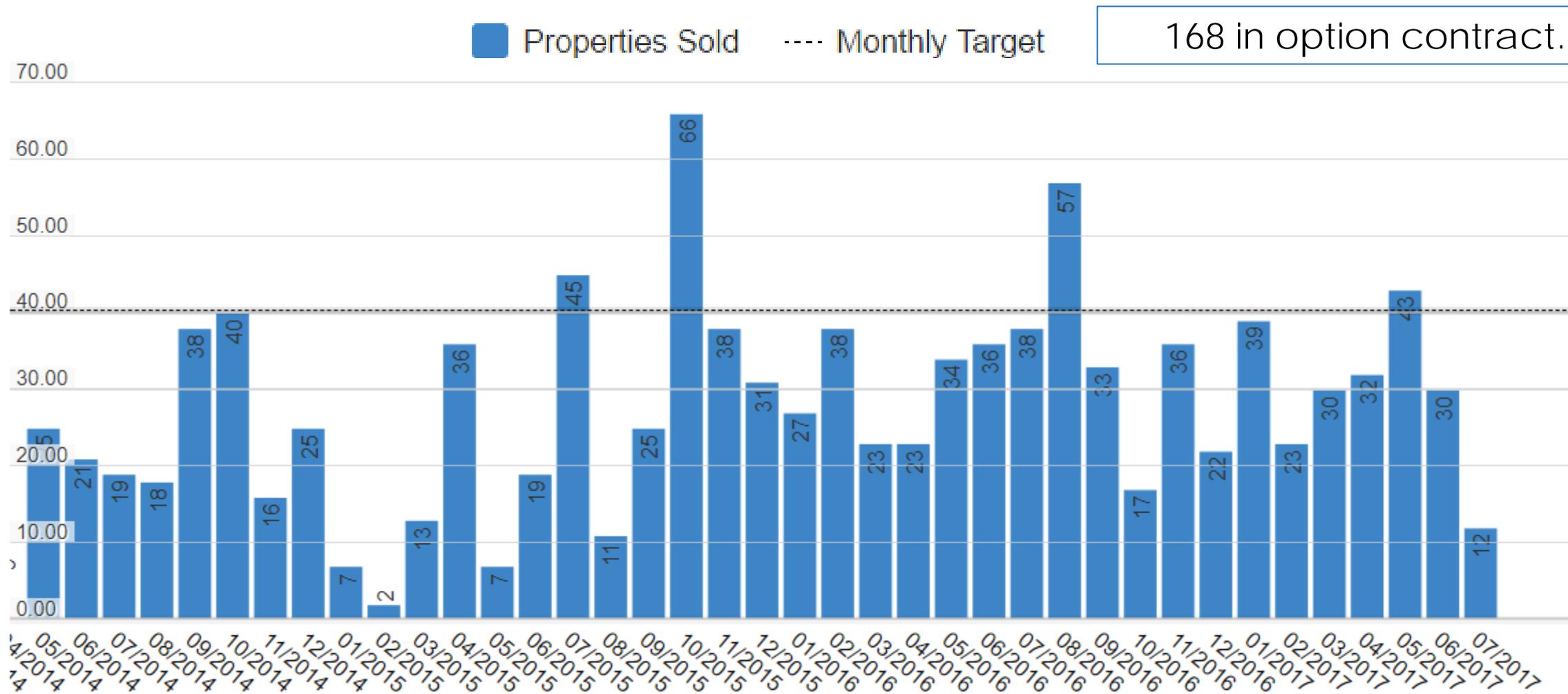
Community
Partnerships

Land Bank Intake Versus Sales by Year



Option Agreements: Land Bank has put 168 properties into option agreements, whereby customers are considered the sole buyer of the property and will maintain it for up to a year.

Land Bank Sales Closed by Month



Source: Neighborhood and Housing Services, Land Bank
 (<https://data.kcmo.org/Property/Land-Bank-Properties-Sold/ymb5-2j8w>)

Land Bank Revenue and Investment

	FY2014-15*	FY2015-16	FY2016-17	Total since Land Bank inception
Revenue from sales	\$172,397	\$346,643	\$368,895	\$1,181,293
Promised investment by purchaser	\$1,566,495	\$4,098,672	\$5,933,762	\$13,679,728
Value of property donated by Land Bank for public use	\$224,899	\$86,637		\$843,546

Source: Neighborhood and Housing Services, Land Bank

*FY2015 was first year of collecting taxes on Land Bank properties sold.

Land Bank Program Updates

Dollar Houses	<ul style="list-style-type: none">• Closed on 32 – getting reports now (4 are finished)
Poplar trees	<ul style="list-style-type: none">• First crop failed, second crop with bigger roots have been planted
Veteran's community project	<ul style="list-style-type: none">• 4 acres of land• Tiny houses for 12 or more veterans have been built• Community finishing up infrastructure
Title Insurance	<ul style="list-style-type: none">• Have several title insurance products available for customers
Financing	<ul style="list-style-type: none">• Now have several banks willing to lend on Land Bank properties for rehabs and new builds
Code 4 KC & Solid Waste	<ul style="list-style-type: none">• Developed a software program to help managing mowing program and ancillary issues such as dumping on LB properties
NACCC	<ul style="list-style-type: none">• New program with National Association of Construction Cooperation to help members find housing and train on rehab work
Other Partnerships	<ul style="list-style-type: none">• UMKC, Clear Title, Meridian Title, Family First Funding, Neighborhood Assistance Corporation of America, Greg Patterson and Associates

Strategies to Address Blight and Vacant Properties

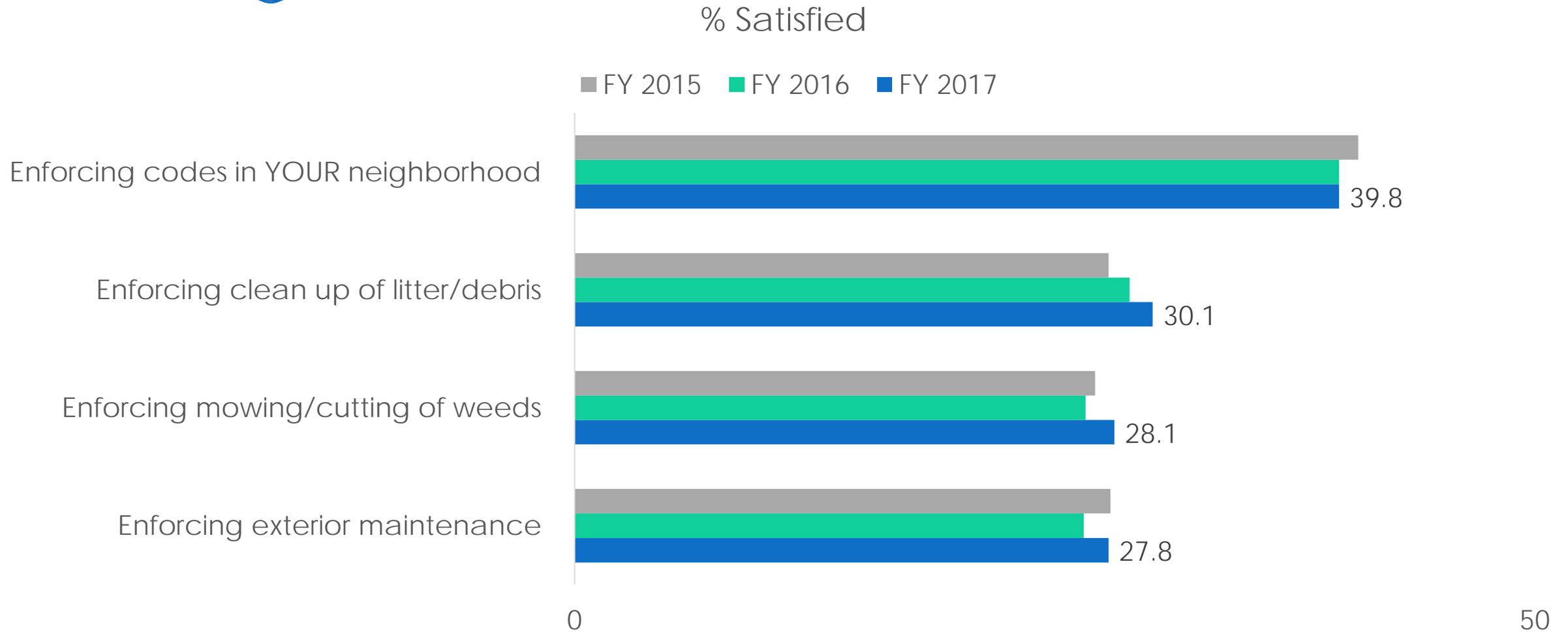
Land Bank

Blight
Reduction
through
enforcement

Clean
Neighborhoods
and Illegal
Dumping

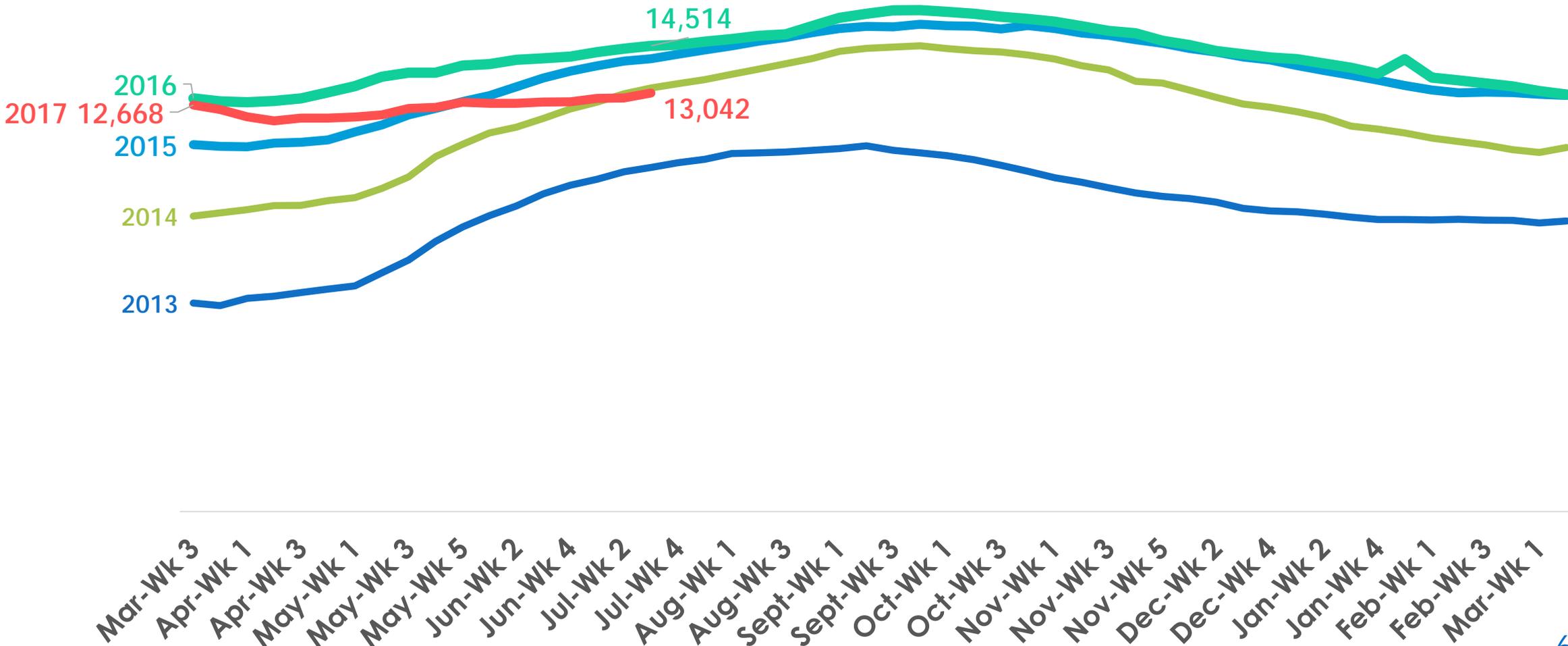
Community
Partnerships

Resident satisfaction with neighborhood services



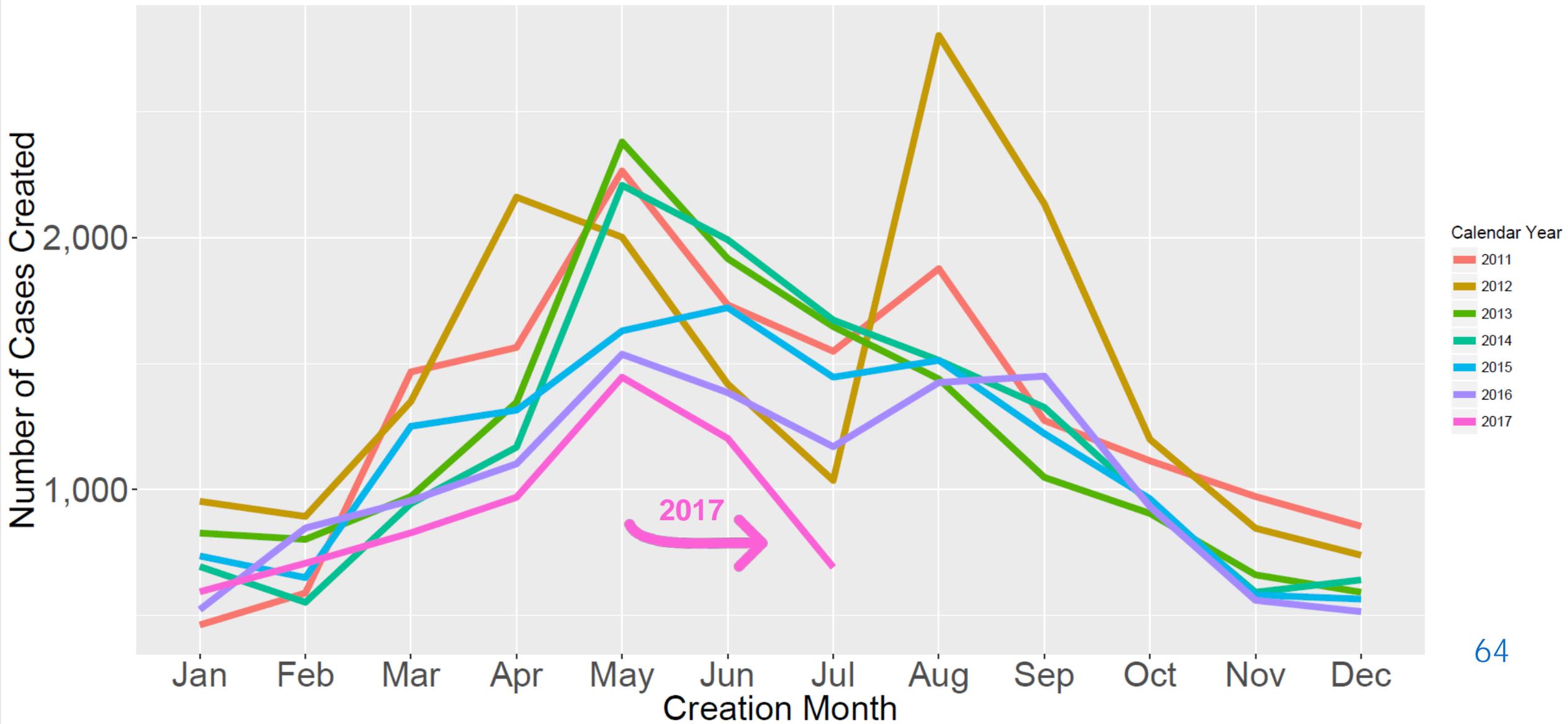
There was no statistically significant change in satisfaction for each of these questions between FY16 and FY17

NPD Code Enforcement Total Caseload

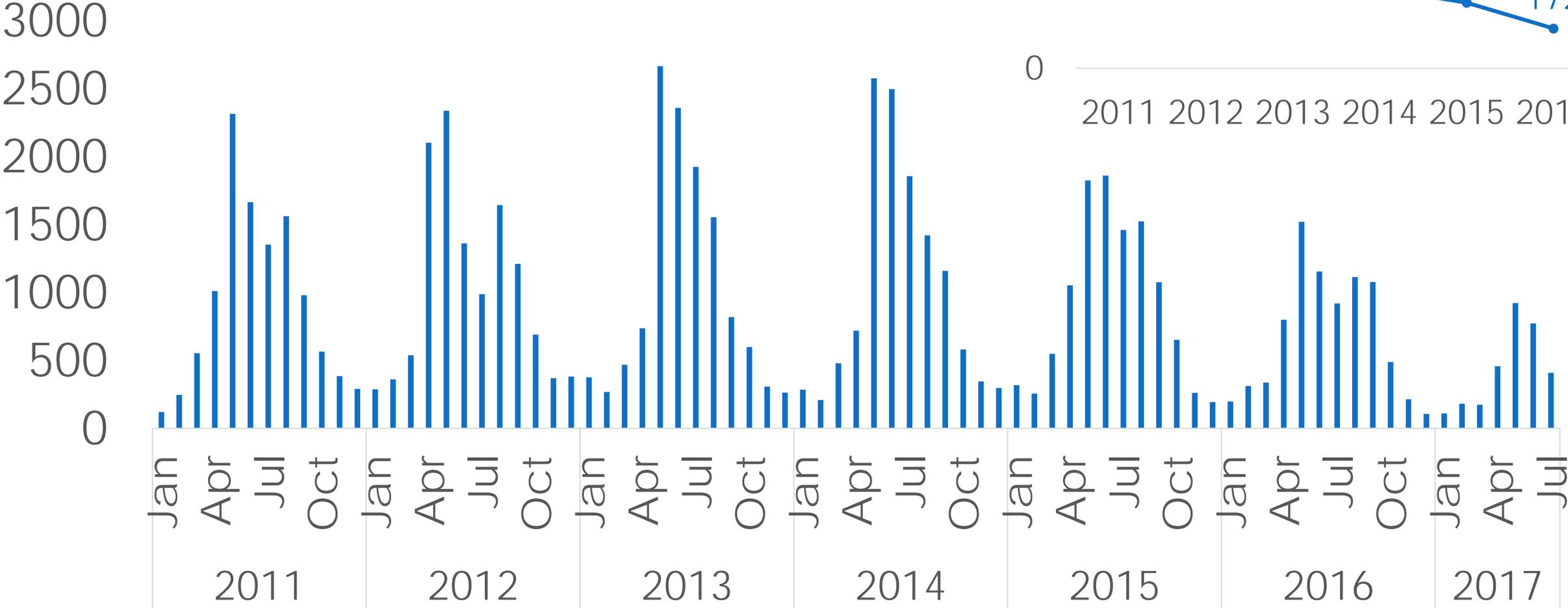


Source: PeopleSoft CRM 311 Service Request System

Cases Created

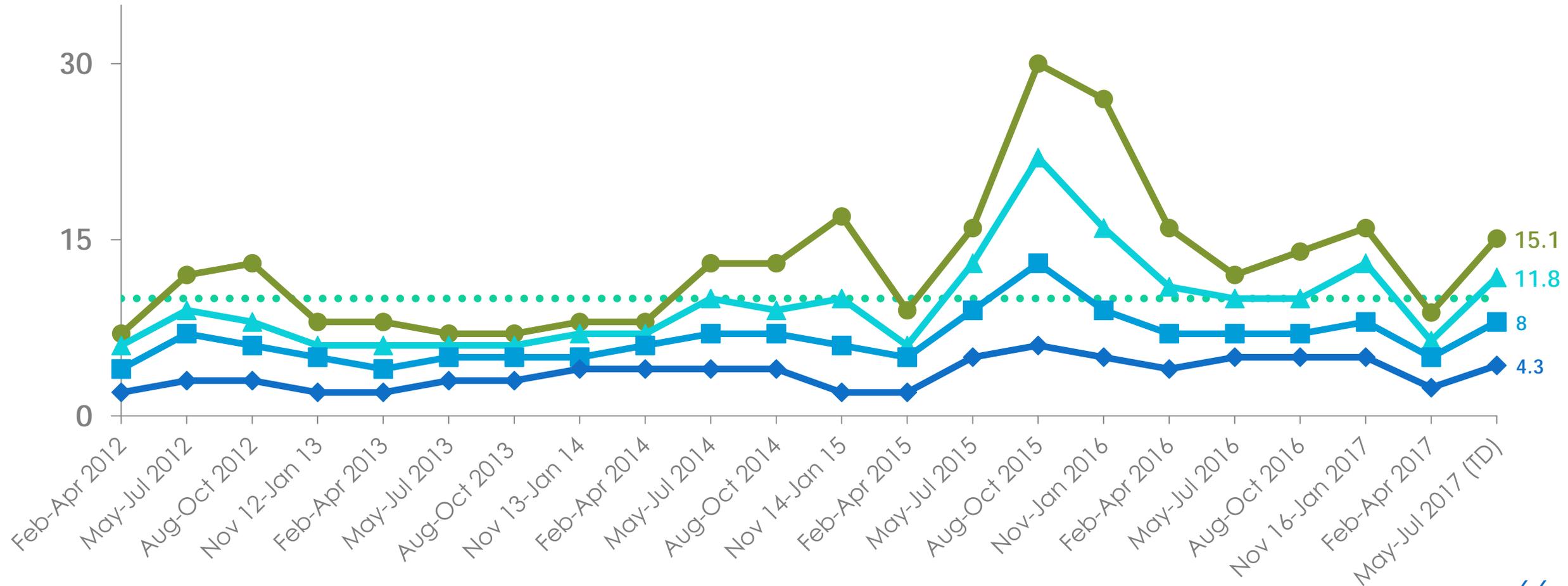


Creation of Weed Violations by Month

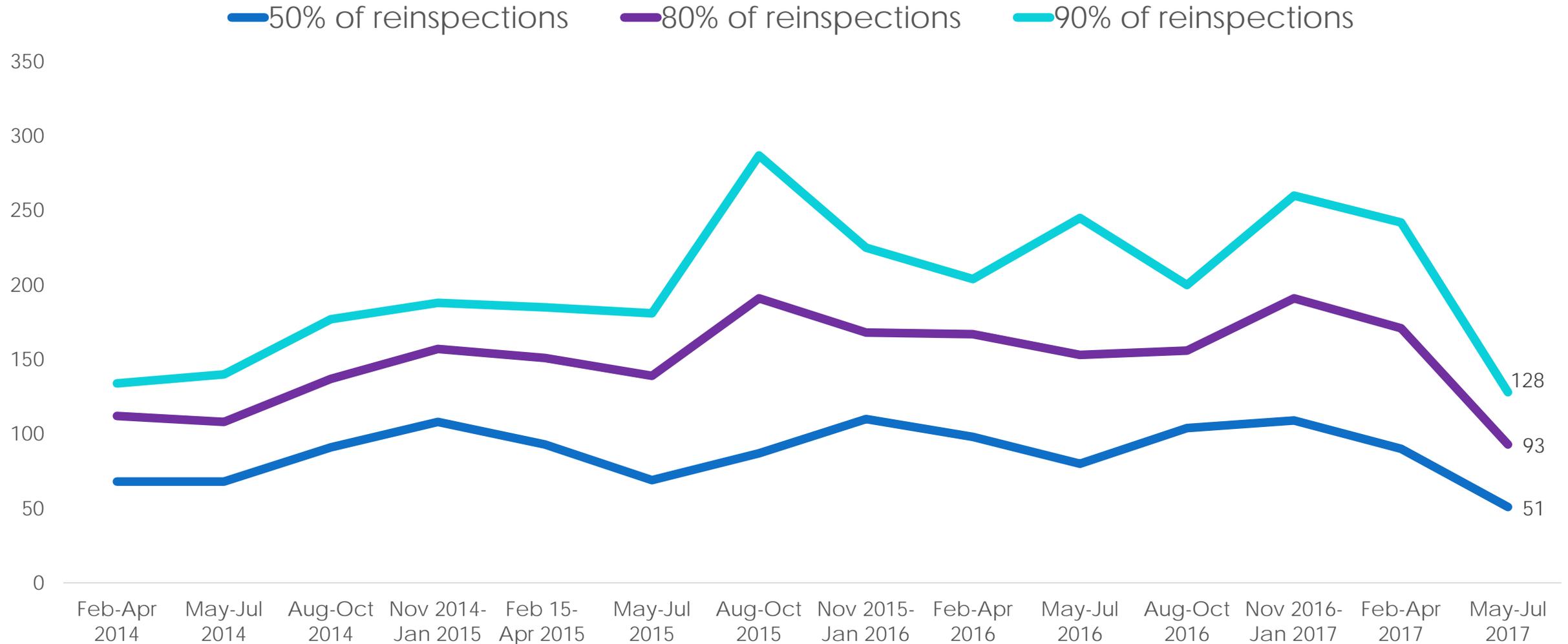


Timeframe for Initial Inspections

- Target: 90% of initial inspections in 10 days
- 80% of initial inspections
- ◆ 50% of initial inspections
- 95% of initial inspections
- ▲ 90% of initial inspections



Timeframe to Reinspect



Strategies to address blight and vacant properties

Land Bank

Blight
Reduction
through
enforcement

Clean
Neighborhoods
and Illegal
Dumping

Community
Partnerships

Northland Neighborhoods (NNI) Inspection Program

Start Date: July 2016



Chaumiere

Gracemor-Randolph

Winnwood-Sunnybrook

Ravenwood-Somerset

Chouteau Estates

Beverly Manor

Cooley Highlands

Little Village

Davidson

Future Possibilities:

Maple Park

Antioch Acres

Sherwood Estates

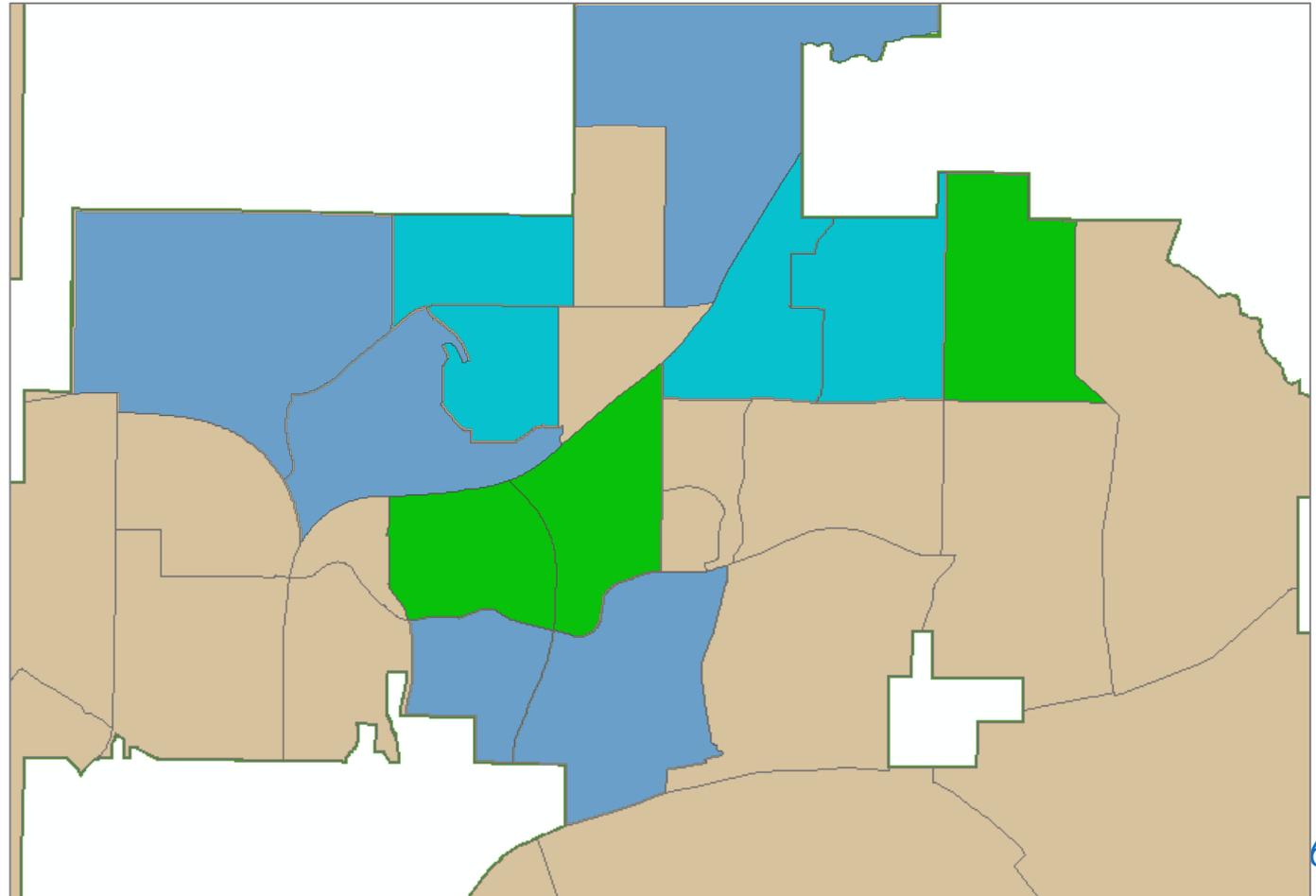
Country Club Estates

Country Downs

Glenhaven

Greenhaven

Participating Neighborhoods



Northland Neighborhoods (NNI) Inspection Program

Start Date: July 2016

Stat	Number (%)
Inspected/Closed as compliant by NNI *Complaints where NNI does initial, and find nothing to send to City.	560 (60%)
Referred to Neighborhood Preservation by NNI	205 (22%) (70 remaining open)
Still open under NNI	168 (18%)

Love Thy Neighborhood and Municipal Court Fund

Love Thy Neighbor (April 2017-Present)

- Inquiries (Including Phone Calls/Visits): 450
- Applicants currently in pipeline for program: 9
- Projects completed: 7

Enough funds for 20 homes

Municipal Court Fund (April 2017-Present)

- Inquiries (Including Phone Calls/Visits): 275
- Applicants currently in pipeline for program: 13
- Projects completed: 10

Enough funds for 30 projects per fiscal year

Neighborhood Accountability Board

Neighborhood Preservation has partnered with Center for Conflict Resolution(CCR) to establish Housing Code Neighborhood Accountability Boards.

- The NABs are comprised of 3-5 members
- The focus is on neighbors working together
- Five NAB trainings have been held and fifty-eight people have been trained to serve on NABs.
- Current Neighborhoods with NABs:
 - Indian Mound (7 members)
 - Neighborhoods with one trained:
 - Vineyard
 - Sante Fe
 - Oak Park
 - Scaritt

Interested in serving on a NAB, please contact CCR at (816) 461-8255

Strategies to address blight and vacant properties

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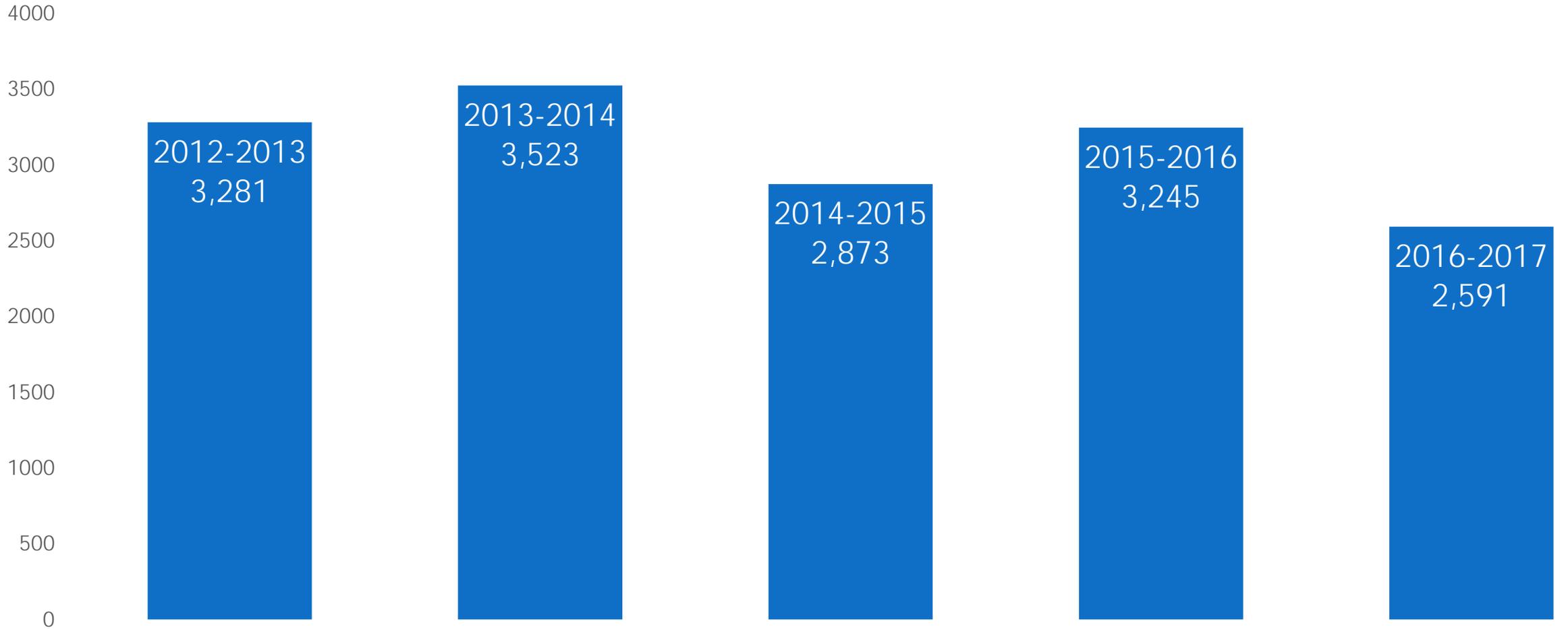
Citizen Satisfaction With Illegal Dumping Clean-Up

Percent Of Citizens Satisfied With City Efforts To Clean Up
Illegal Dumping Sites



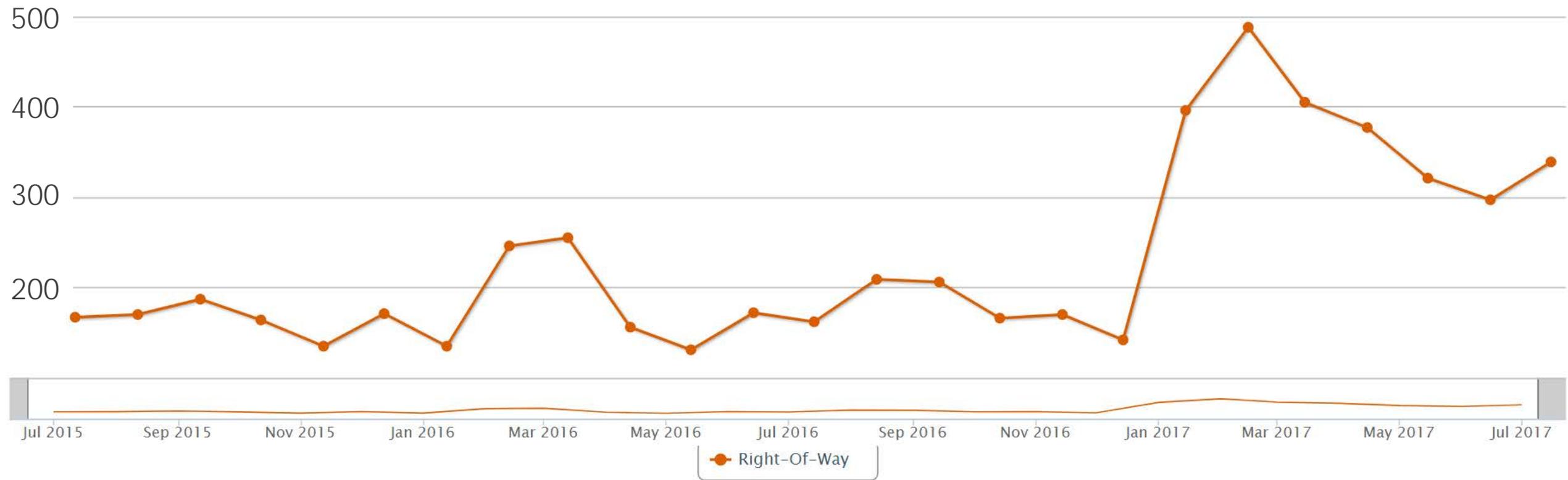
Tons of Illegal Dumping Cleaned

Tons cleaned by fiscal year



Source: Solid Waste Division (kcstat.kcmo.org)

Illegal Dumping In Right of Way



Source: 311 Service Request System, PeopleSoft CRM (kcstat.kcmo.org)

Increase the waste diversion rate as recommended by the City's 2007 Climate Protection Plan through policies and programs that promote recycling and re-use.



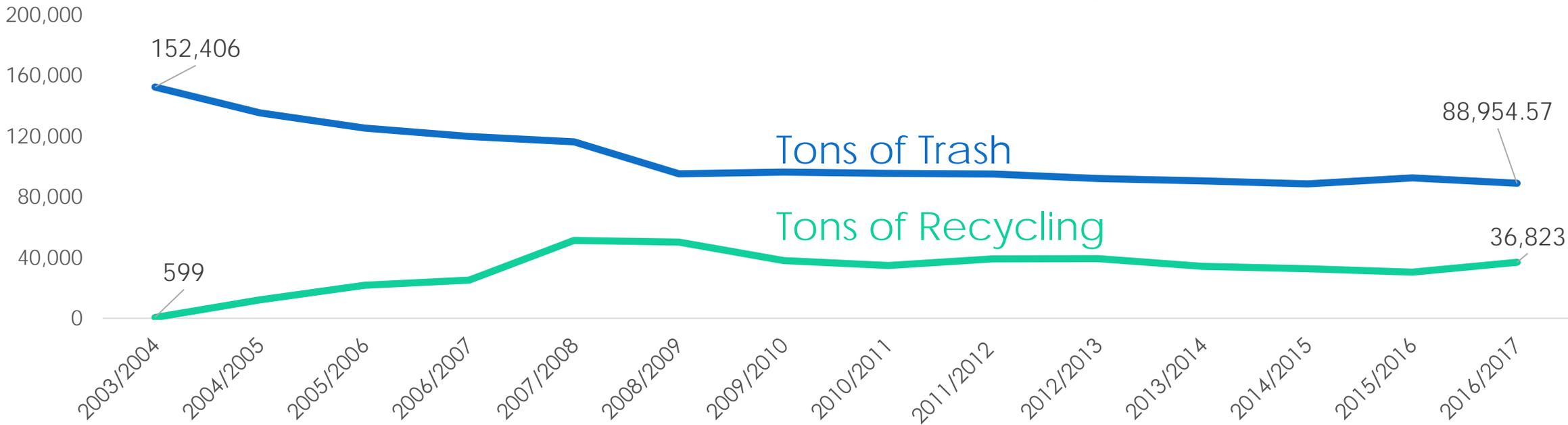
Climate Protection Plan & Solid Waste Plan

Goal: 80% Diversion of Total Waste
from Landfill

Diversion - a term used to describe the act of diverting one or more designated materials from a solid waste stream. Diversion typically occurs at the point of generation. Normally, diversion is used to divert recyclables for separate collection, but it may also be used to prevent certain materials from being managed with the rest of a solid waste stream.

Residential Trash and Recycling Trends

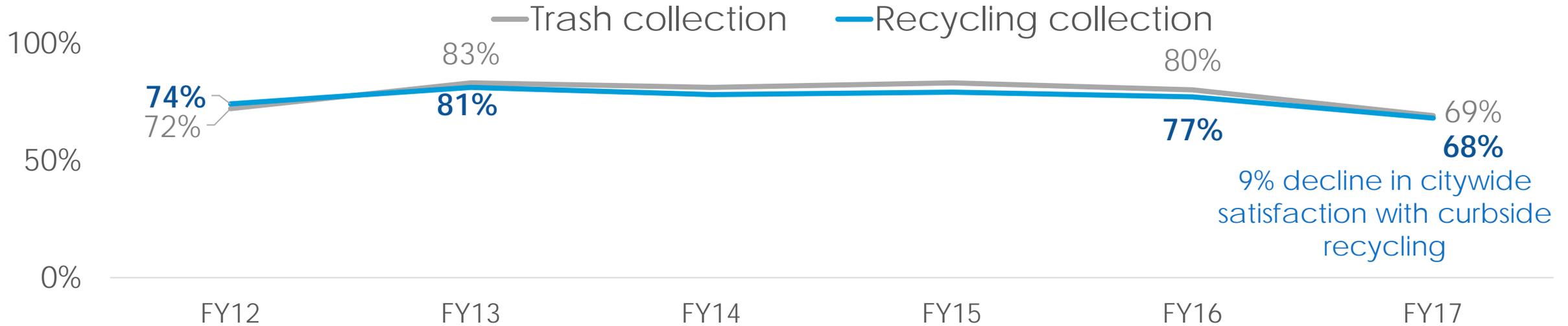
Tons of Trash and Recycling



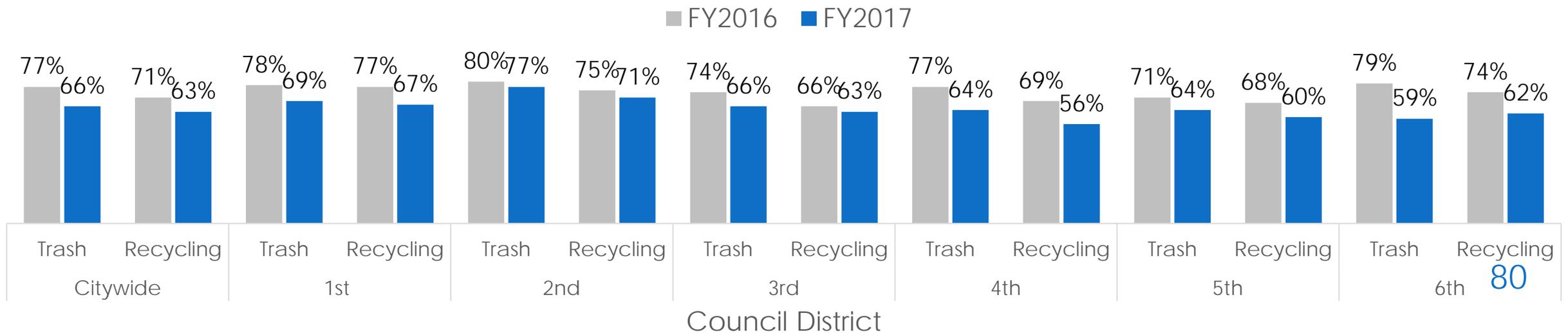
Percent of Waste Diverted from a Landfill



Citizen Satisfaction with Recycling



Satisfaction by Council District (including don't knows)



Further Progress Requires Investment

Strategies from Solid Waste plan that have not yet been implemented:

- Trash carts citywide
 - Estimated cost: \$7 million
- Mandatory recycling and enforcement
 - Costs would depend on whether “mandatory” includes businesses or just residents
- Waste to energy measures
 - Variety of options leads to variety of costs

Questions?

Stay up to date on progress at kcstat.kcmo.org

#KCStat

