

KCStat

<http://kcmo.gov/kcstat/>

November 6, 2018

#KCStat

Public Safety



Public Safety

To protect Kansas City residents, visitors, and employees by providing comprehensive, high quality public safety and public health services, including strategies to prevent or significantly reduce public safety and public health problems and threats in a timely manner.

How To Get There: City Objectives and Strategies For Public Safety (2018 Update)

1. Reduce crime among all age groups, placing an emphasis on young offenders.
 - a. Expand the city's efforts on building relationships with partner agencies and to increase youth intervention and anti-violence programs. (Office of the City Manager)
 - b. Work with area school districts and other organizations to expand access to programming for the City's youth. (Office of the City Manager)
 - c. Using the Public Health approach to reach young audience members in regard to (1) the physical realities of being a gunshot victim; (2) curfew, truancy, and the consequences; and (3) the unintended consequences of a marijuana conviction. (Office of the City Manager)
 - d. Develop a Park Ranger program to promote safety and stewardship in parks and facilities (Parks and Recreation) **NEW**
 - e. Utilizing a Public Health approach, implement messaging campaigns to build resilience and positively change the social norms and behaviors of youth and young adults (Health Department) **NEW**

How To Get There: City Objectives and Strategies For Public Safety (2018 Update)

2. Evaluate and identify areas of opportunity in the emergency response delivery system to ensure the best possible patient outcomes.
 - a. Measure the impact and effectiveness of the Kansas City Assessment and Triage Center (KC-ATC). (Office of the City Manager)
 - b. Implement the Ground Emergency Medical Transportation (GEMT) program that provides supplemental reimbursement for ambulance services to Missouri HealthNet participants. (Fire)
 - c. Provide an ongoing series of courses on CPR and other life-saving techniques throughout the City in order to improve the cardiac survival rate. (Fire)
 - d. Develop initiatives to reduce the number of chronic users of emergency response services. (Emergency Medical Director)
3. Improve the diversity of employee recruitment, succession planning, and retention in the Police and Fire Departments
 - a. Develop a multi-year plan to implement the recommendations of the Kansas City Police Department's staffing study. (Office of the City Manager)
 - b. Develop partnerships with local educational institutions to increase the number of the City's entry-level public safety workforce. (Office of the City Manager)

How To Get There: City Objectives and Strategies For Public Safety (2018 Update)

4. Increase effectiveness and efficiencies of operations at Municipal Court in order to achieve the best possible outcomes for those served.
 - a. Measure the efficiency and effectiveness of the Municipal Court by utilizing the National Center for State Courts (NCSC) court performance measures on clearance rates and time to disposition. (Municipal Court)
 - b. Refine the standards and policies of the City's Drug Court to meet the needs of chronic offenders. (Municipal Court) **(COMPLETED – 2017)**
 - c. Develop a long-term funding and housing strategy for incarcerated detainees and sentenced persons with municipal infractions. (Office of the City Manager) **NEW**

How To Get There: Objectives and Strategies For Public Safety (2018 Update)

5. Prevent animal-related threats to public safety and support animal welfare.
 - a. Partner with Spay Neuter of Kansas City (SNKC) to increase the percentage of currently licensed pets in the City from 11 percent to 20 percent through low-cost vaccinations, increasing locations for residents to obtain pet licenses, and increasing the number of participating veterinarian offices. (Neighborhoods and Housing Services, Animal Health and Public Safety)
 - b. Develop a plan to further improve animal response operations. (Neighborhoods and Housing Services)
 - c. Engage pet owners in responsible pet ownership through education and Public Service Announcements (PSAs). (Neighborhoods and Housing Services)

Objective 1:
Reduce crime among all age groups, placing an emphasis on young offenders

Measures of Success: Objective 1

Gray = Target

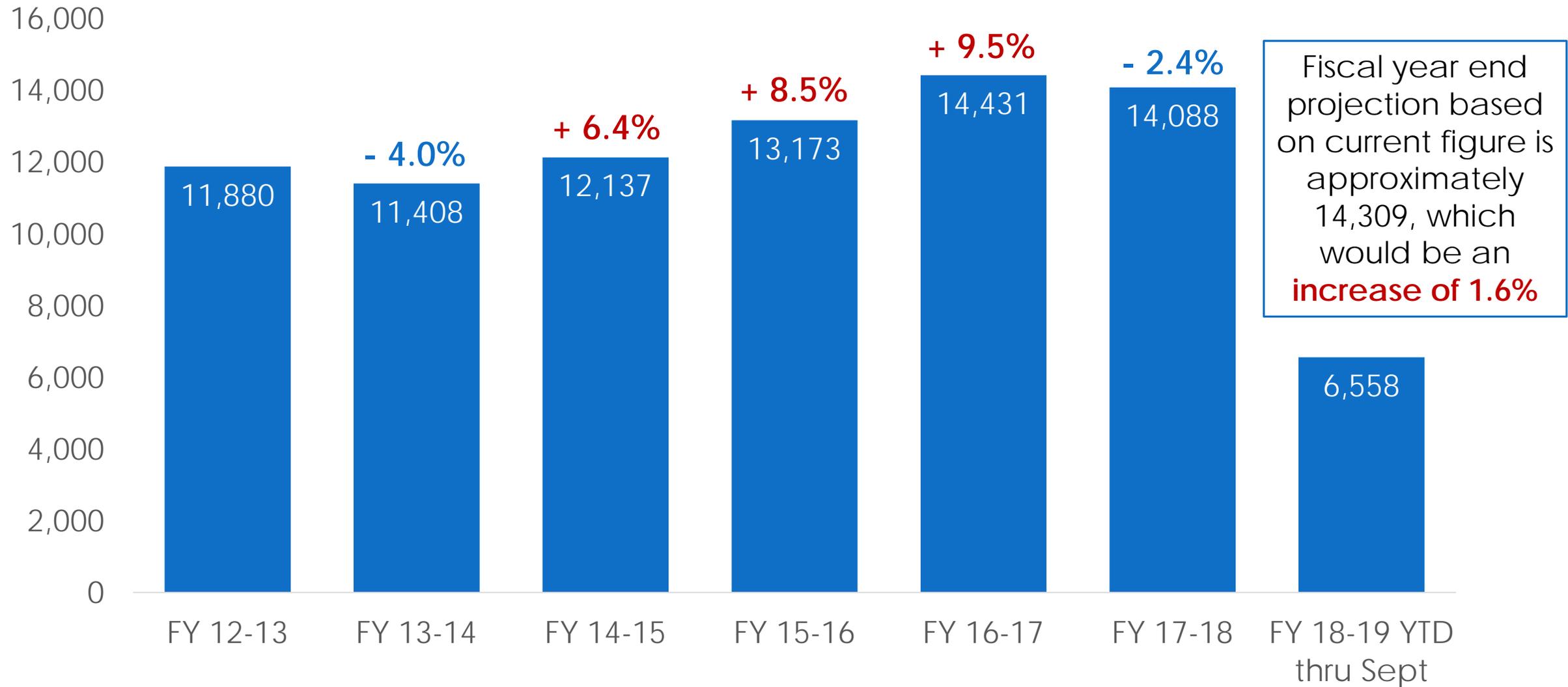
Orange = Did Not Meet Annual Target

Blue = Met Annual Target

No Color = No Target Set

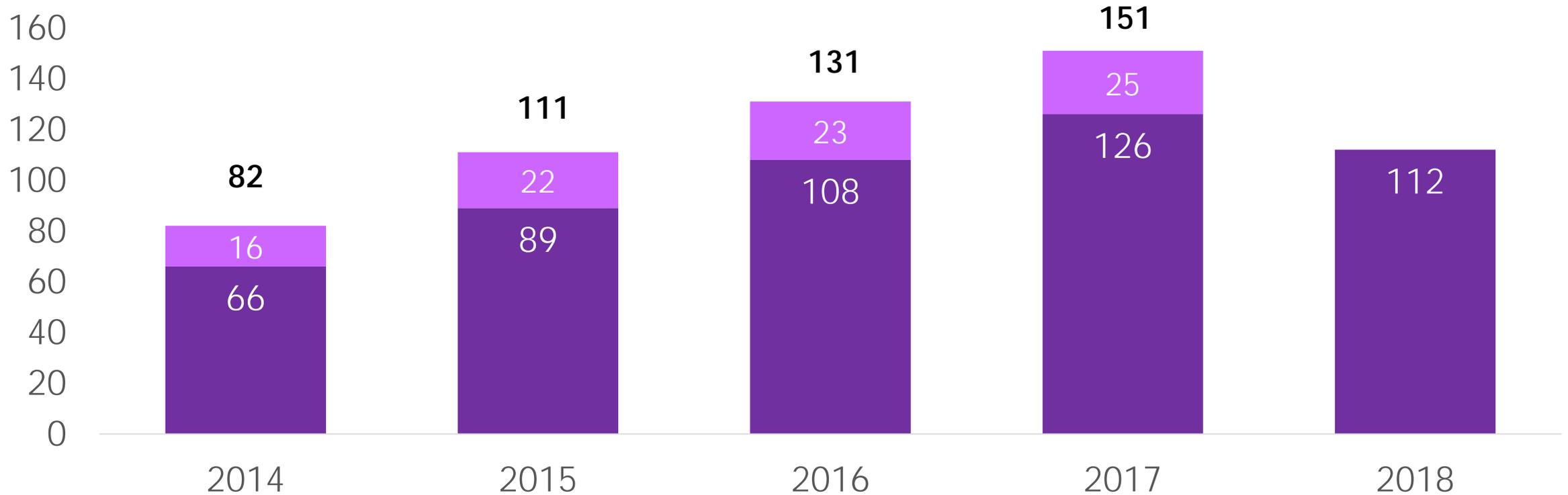
Measures of Success	Actual FY15	Actual FY16	Actual FY17	Target FY18	Actual FY18	Target FY19	Target FY20
Total crimes against persons	11,978	13,173	14,431	13,709	14,049	13,152	12,494
Percent of citizens satisfied with the city's overall efforts to prevent crime	51%	45%	39%	54%	33%	54%	54%

Crimes Against Persons on Annual Basis



5-Year Year-to-Date Homicide Summary

■ As of November 5 ■ Remainder of Year



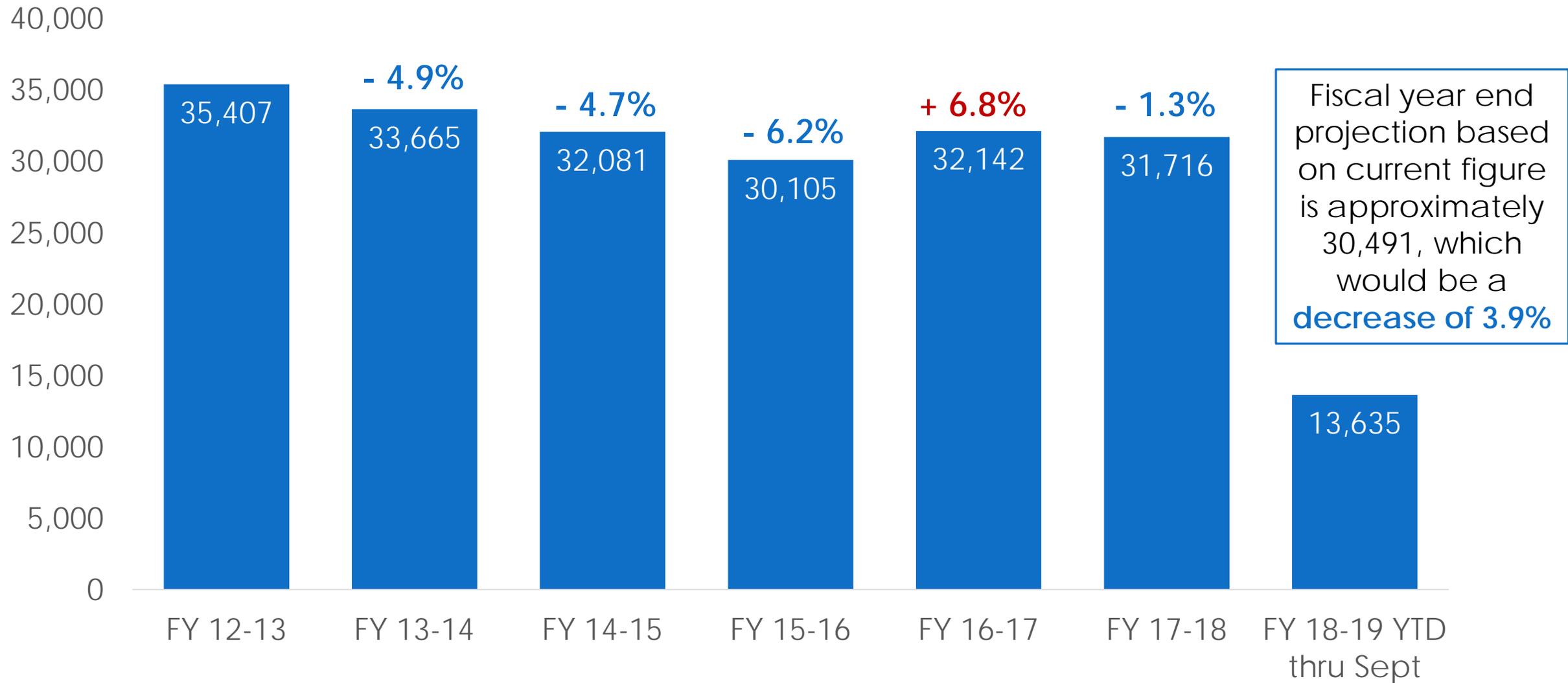
In 2018 (YTD):

Most common means of attack: **firearms** (93%, or 108 out of 116 means of attack)

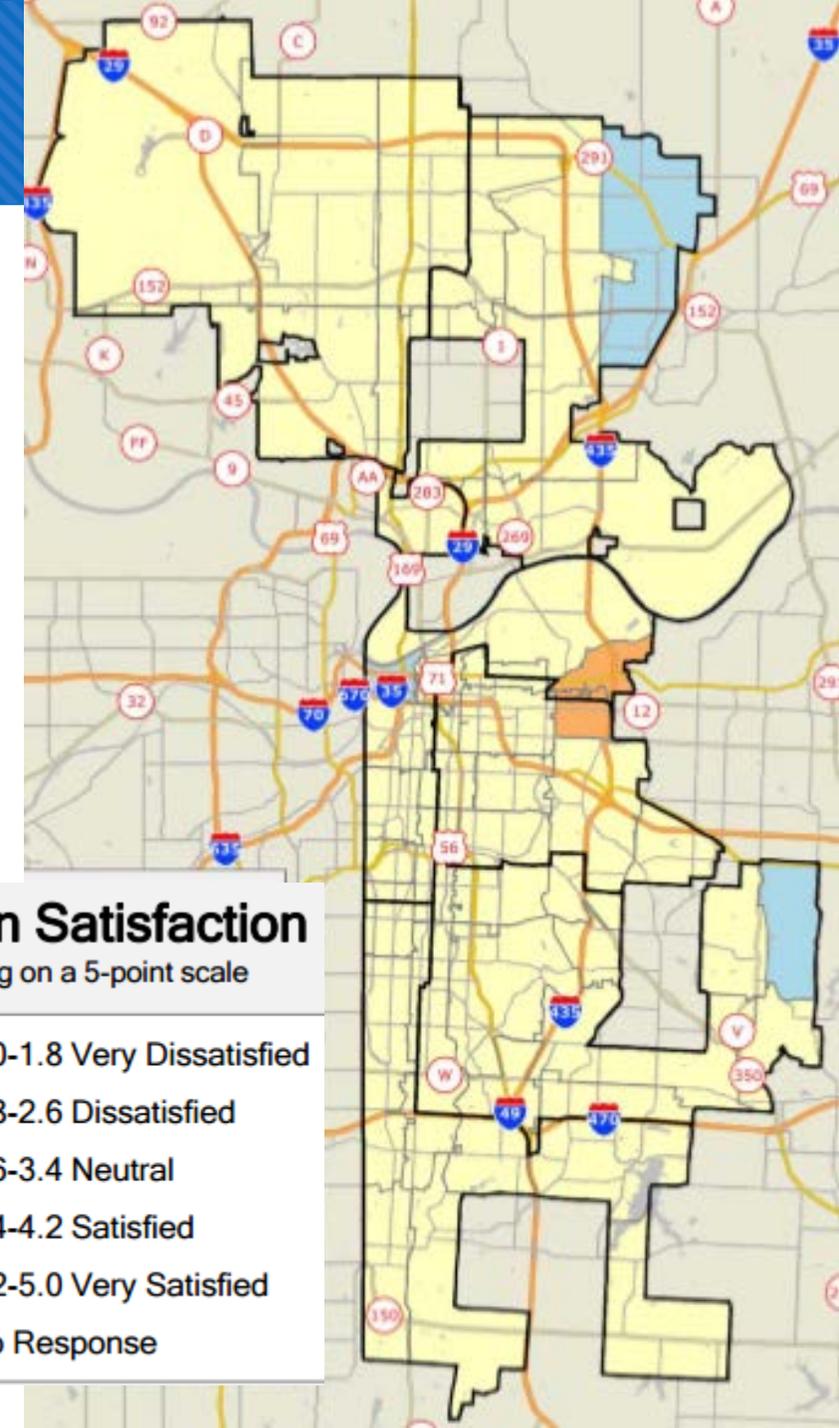
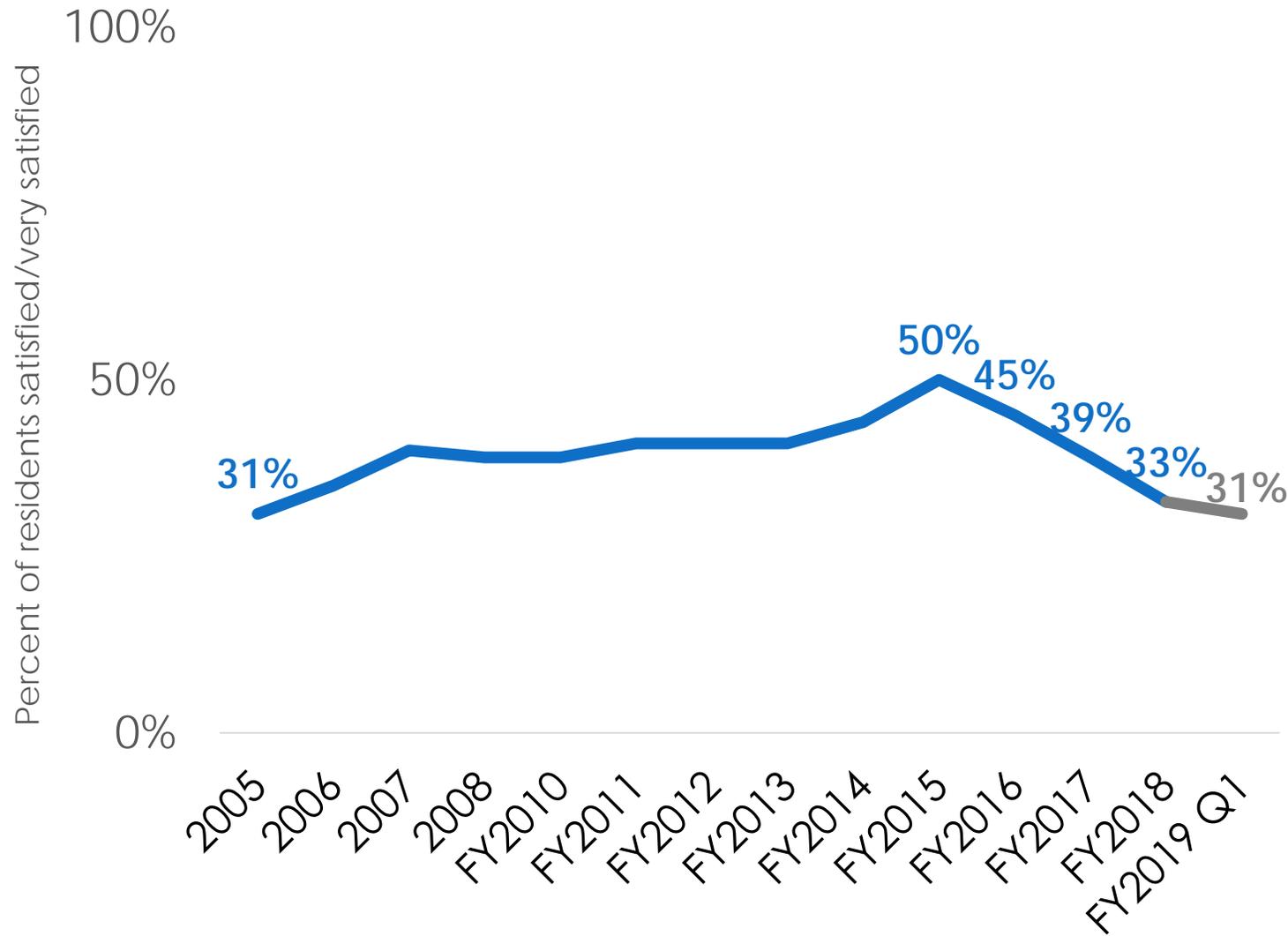
Most common motive: **unknown** (46%, 55 out of 119 motives) and **argument** (28%, 33 out of 119)

Clearance: **47%** (53) of current year cases are cleared and **13%** (14) are solved but not cleared

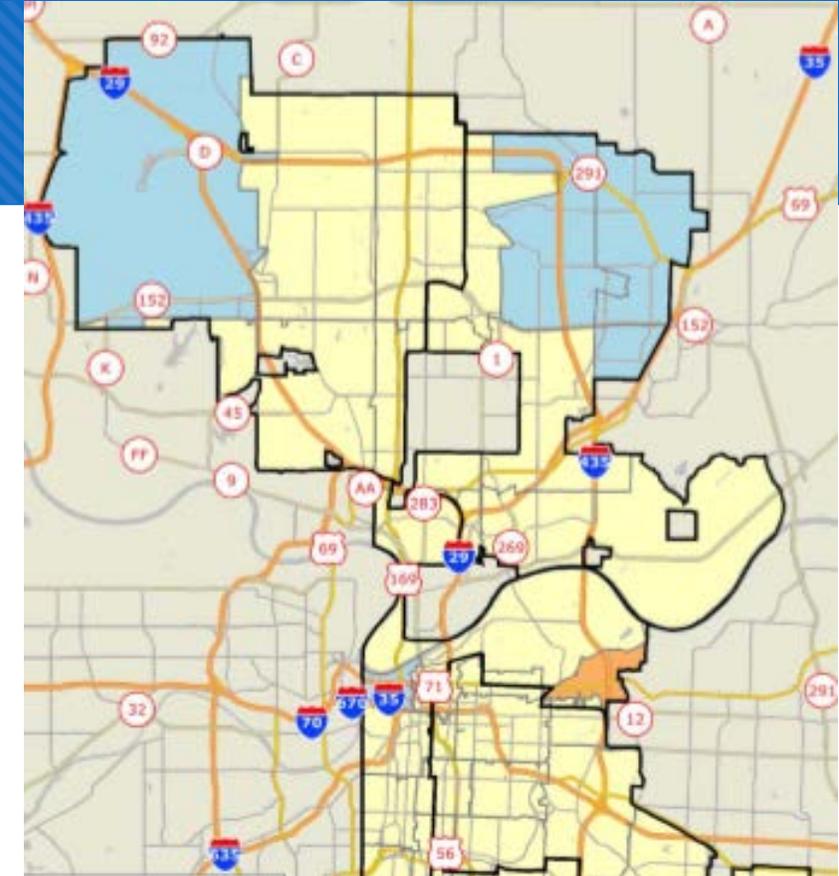
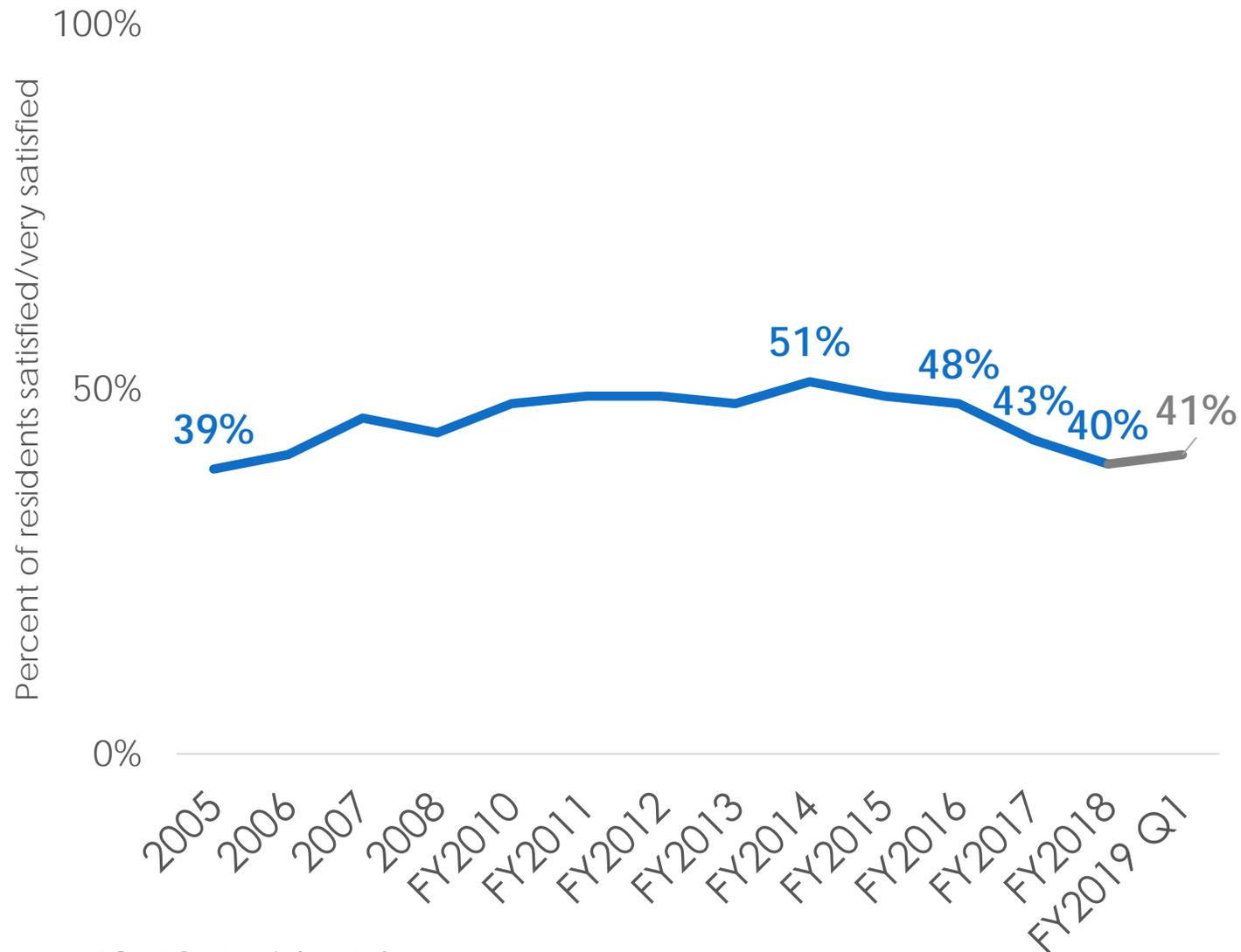
Crimes Against Property on Annual Basis



Resident Satisfaction with Efforts to Prevent Crime



Resident Satisfaction with Visibility of Police in Neighborhoods

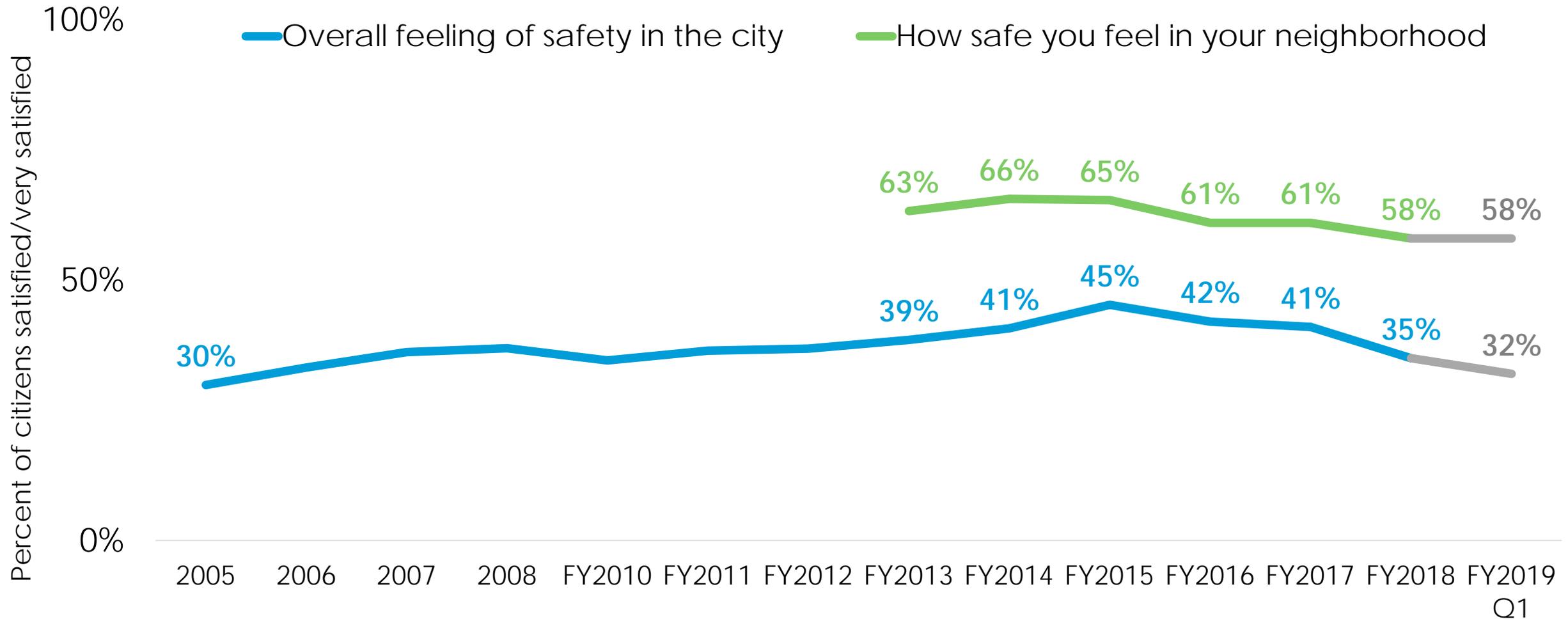


Citizen Satisfaction

Mean rating on a 5-point scale

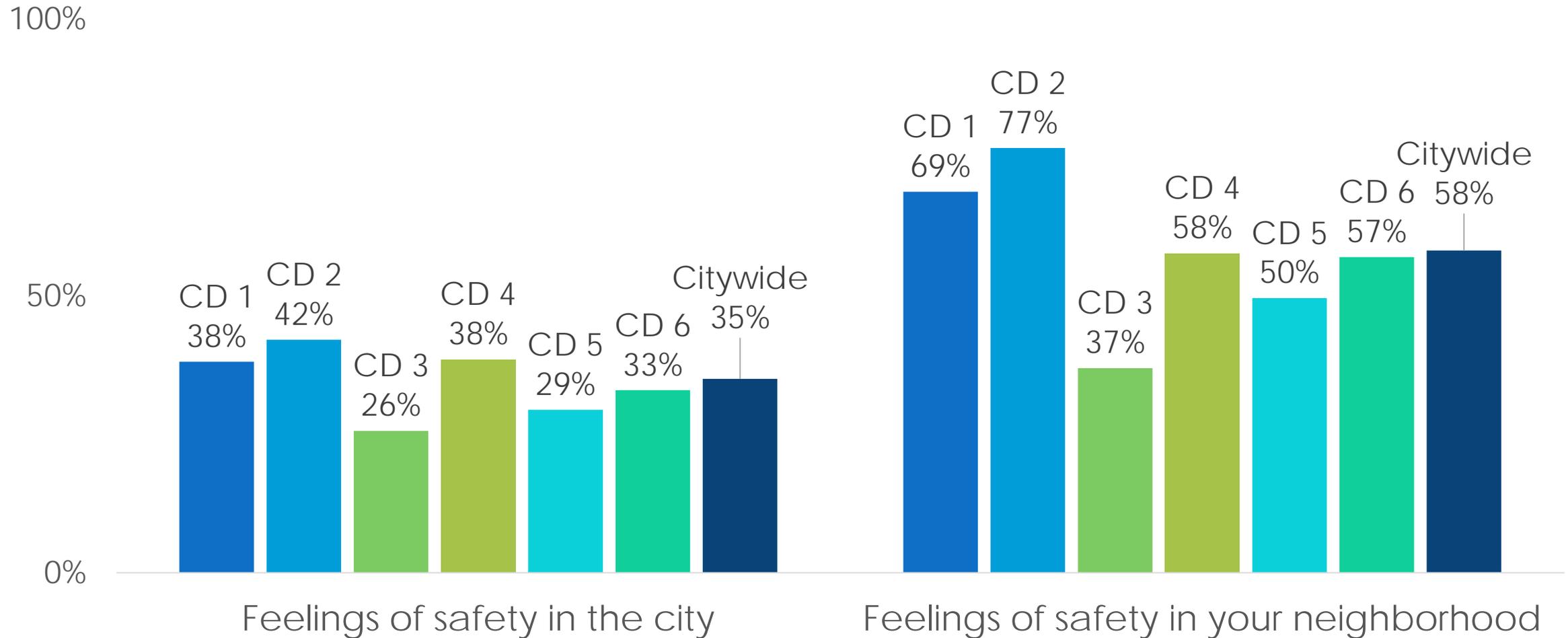


Feelings of Safety in City and Neighborhood



Resident Survey: Feelings of Safety by Council District

% satisfied/very satisfied



Strategy A

Expand the city's efforts on building relationships with partner agencies and to increase youth intervention and anti-violence programs. (Office of the City Manager)

KCPD: Youth Engagement

Youth and Police Initiative

- Partnership with Boys and Girls Club
- Each class consists of **five 1.5-2 hour sessions** involving teenagers and police officers
- Focus on building **trust in the law** while **reducing stereotypes** that exists between teenagers and police officers
- 1st session (began June 4): **13 youth** graduated
- 2nd session (began September 21): **14 youth** graduated



KCPD: Youth Engagement

Police Athletic League (PAL)

- Program to build community between kids (8-18) and police officers through athletic activities
- During the school year, PAL averages 56 kids per day
- 48 "PAL Nights" held between April and September to allow kids access to the PAL facility in evenings (12 to 15 kids per evening participated)
- Kids can become involved with PAL through a variety of ways:
 - PAL officers visiting a school
 - Teachers/administrators recommending kids to PAL
 - Patrol officers interacting with kids or parents on the street

KCPD: Youth Intervention

Youth Programs Section

- Youth Program Section officers teach curricula focused on good decision-making skills to live safe and healthy lives
- Approximately 5,400 students taught per year across 58 Jackson County schools and 7 Clay/Platte schools

DARE

- Curriculum for elementary and middle school students taught to 5th graders and 7th graders

GREAT

- Curriculum for elementary and middle school students taught to 4th graders and 6th graders

KCPD: Youth Intervention

Division
social
workers

- Implementing youth intervention and outreach by coordinating with schools, Children's Mercy, and Truancy Court

Northeast
crime
reduction
strategy

- Partnering with COMBAT, Maddie Rhodes Community Association, and Kansas City Public Schools to offer early intervention with troubled youth and their parents
- Currently working with approximately 20 of the most prolific offenders

Violence Program Coordinator: 1 Year Report

Public Service Campaign	<ul style="list-style-type: none">• Partners: Health Dept/Iryse/Aim4Peace• Hard rollout took place in October
Electronic Database of Community Resources	<ul style="list-style-type: none">• Partners: MoneySmartKC• Plan to present to Council and promote site by late fall
Youth Master Plan	<ul style="list-style-type: none">• Partners: Health Department• Input meetings held with partners in October; goal to present draft report to stakeholders in spring
Public Engagement and Mentoring Program	<ul style="list-style-type: none">• KCMO/Various organizations• First meeting was in August with 13 organizations in attendance. Meetings will be held quarterly

Violence Program Coordinator: 1 Year Report

Storefront
Community
Resource
Program

- Partners: area neighborhoods associations (future: KC Common Good and COMBAT)
- Seeking to secure brick and mortar facilities like Ivanhoe. Presenting to KC Common Good for funding in November

Interagency
Domestic
Violence (DV)
Fatality Review
Teams

- Partners: All area DV agencies, CW Justus, UMKC School of Law
- Legislation passed. JaCo Prosecutor's Office and national organization will hold training on instituting DV fatality review on 11/7

CDC Homicide
Study

- Partners: CDC
- Call with CDC in late October about conducting a homicide study in KCMO

KCMO-Youth & Family Violence Prevention Plan

1. Continue to build a collaborative culture that embodies the Master Plan principles.
2. Discuss prioritization of short-term strategies that the Violence Free KC Committee (VFKCC) and partners will implement in the next 2-3 years.
3. Discuss implementation infrastructure needed, including feedback on priority neighborhoods, evaluation, and roles and responsibilities for moving forward with effectiveness and sustainability.



*A violence-free Kansas City in which all communities are **safe, resilient and healthy** for all people, and where young people and families are **valued and cared** for as a significant priority.*

<p>Where we live and play:</p> <p>1. Build strong, thriving, and connected neighborhoods</p>	<p>Where we learn:</p> <p>2. Support healthy childhood development and education</p>	<p>Where we work:</p> <p>3. Foster safety in workplaces & through employment opportunities</p>	<p>Where we receive care:</p> <p>4. Promote safety and dignity through health, social services & family support</p>
<p>How we build effectiveness & sustainability:</p> <p>5. Invest in prevention and community resilience</p>			

Unity Roadmap



Who? Partnerships

- High-Level Leadership
- Collaboration & Staffing
- Community Engagement

How? Strategy

- Strategic Plans
- Data & Evaluation
- Funding

What? Prevention

- Programs, Organizational Practices & Policies
- Communication
- Training & Capacity Building

3rd District Safe & Healthy Community Task Force



*healthy*fit



KC-Violence & Trauma Response Network: Performance Update

	Responses to Violent Incidents	Trainings of Community Partners	Survivors of Violence	Referrals for Service
2017	253	7	96	59
2018 - YTD	343	8	82	306

Strategy B

Work with area school districts and other organizations to expand hours of programming for the City's youth.
(Office of the City Manager)

Hire KC Youth Summer Program

	Summer 2017	Summer 2018	Percent Change
Employers at career fair	28	85	+204%
Jobs available at career fair	1,000	1,500	+50%
Total youth internship placements	129	256	+98%
Total youth placed in seasonal jobs (outside City Hall)	400	376	-6%

- Age of applicants: 25% high school, 75% college
- Race of applicants: 59% African American, 24% white (non-Hispanic), 8% Latino/Hispanic, 5% Asian, 3% other
- 58 high schools represented and 62 colleges/universities
- Out of 425 internship opportunities, 60% were placed with candidates
- Out of 1,075 seasonal job opportunities, 35% were placed with candidates

Hire KC Youth



Strategy C

Using the Public Health approach to reach young audience members in regard to

(1) the physical realities of being a gunshot victim;

(2) curfew, truancy, and the consequences; and

(3) the unintended consequences of a marijuana conviction. (Office of the City Manager)

Strategy E

Utilizing a Public Health approach, implement messaging campaigns to build resilience and positively change the social norms and behaviors of youth and young adults (Health Department) **NEW**

Citywide Business Plan: Public Safety PSAs

1. The physical realities of being a gunshot victim
<https://vimeo.com/278718311/74fae71a89>
2. Truancy, and the consequences
<https://vimeo.com/286593454/05dd4a562e>
3. The unintended consequences of a marijuana conviction
<https://vimeo.com/286595117/67ed4038f9>



IRYSE - Youth Ambassadors

www.irysekc.org

Twitter

@ViolenceFree_KC and @KCMO

Facebook

<https://www.facebook.com/ViolenceFreeKC/>

<https://www.facebook.com/iRYSE-KC>

Instagram

www.instagram.com/irysekc/



iRYSE By the Numbers...

8

Youth
Ambassadors



8

Social Influencers

3

Public Service
Announcement Videos

11

Local music artists in
support of the violence-
free lifestyle movement



1,838

Students participated in
the Community Violence
Survey



Youth Development



Mayor's Rock The Block Event



iRYSE Meet & Greet



March For Our Lives



We Are iRYSE

iRYSE Music Fest – October 14, 2018



Promo video: <https://vimeo.com/293643307>

iRYSE Insta Challenge

IMAGINE

HOW TO LIVE VIOLENCE FREE?

**AGES
13-24**

Post a pic or vid on *Instagram*
of a **violence-free lifestyle**
& tag us: **@iRYSEKC**

(INDIVIDUALS, RYSING, YOUNG,
STRONG, & ENTERPRISING)

YOU COULD WIN \$200

Learn more at **VFKC.ORG**



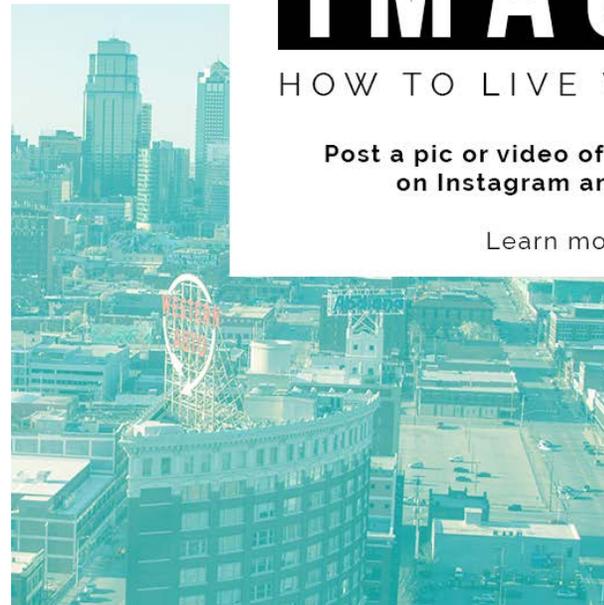
WIN \$200

IMAGINE:

HOW TO LIVE VIOLENCE FREE?

Post a pic or video of a violence-free lifestyle
on Instagram and tag us: **@iRYSEKC**

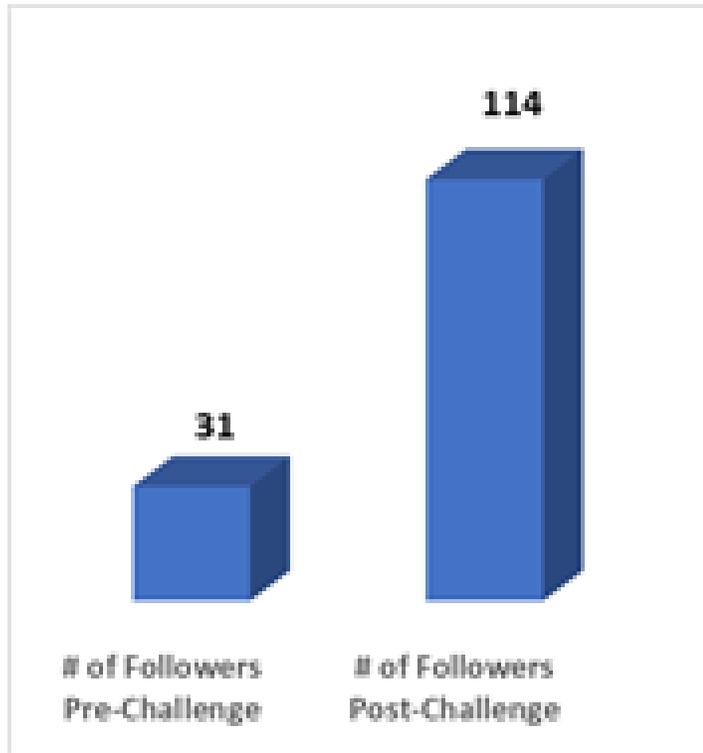
Learn more at vfk.org



More than 1800 unique visitors viewed iRYSE web content during the Violence-Free challenge

Challenge resulted in a 268% increase in Instagram followers within the 2-week time period

Contest entrants received positive exposure for their work and expanded the reach of iRYSE throughout their social media networks

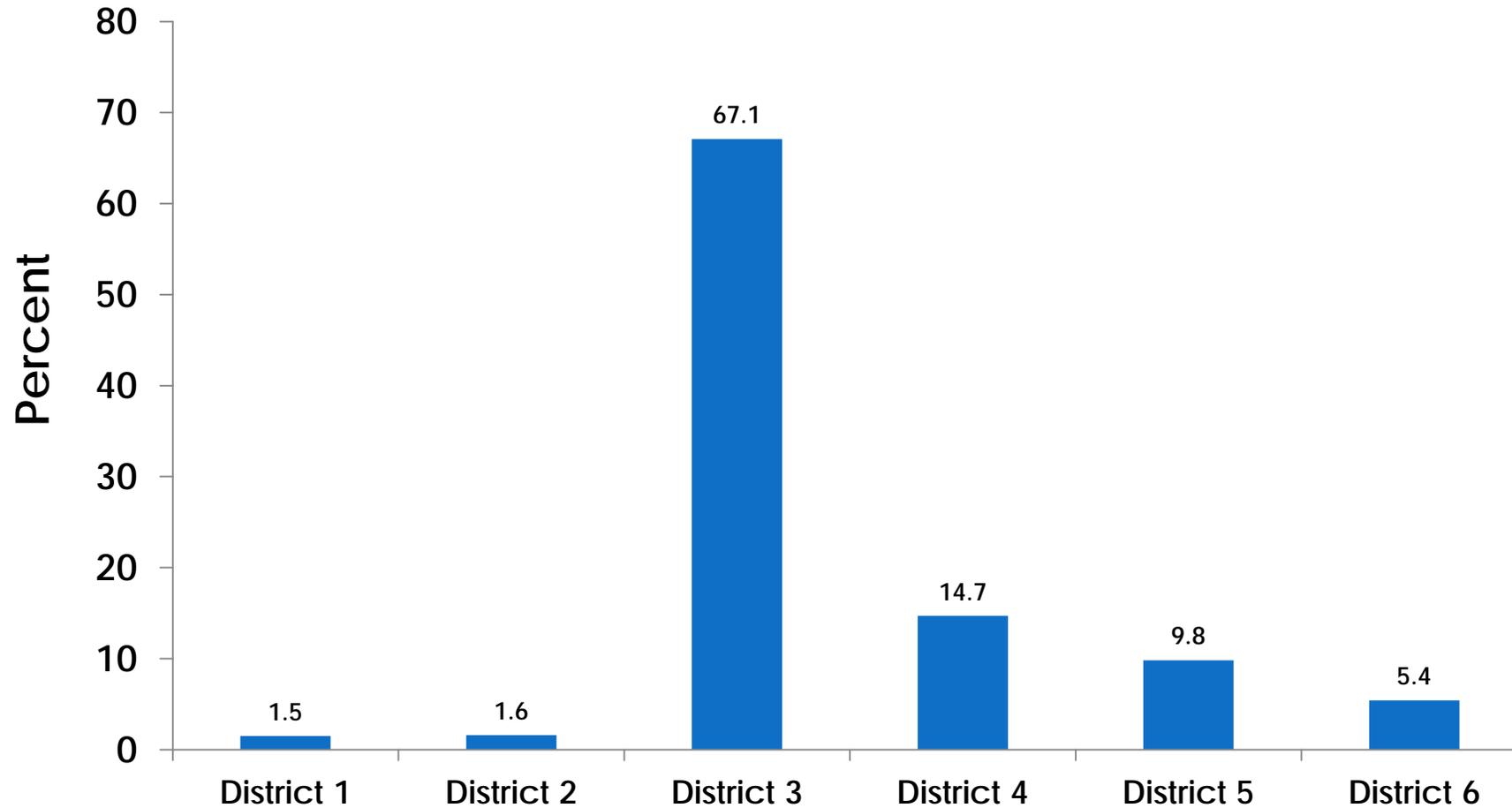


VFKC Community 4-Question Survey Results

- 1) How concerned are you about the following forms of violence?
 - ◆ Community violence, including gun violence
 - ◆ Intimate partner violence, including teen dating violence
 - ◆ Sexual violence
 - ◆ Child abuse
 - ◆ Bias-motivated violence (e.g. hate violence and bullying)
- 2) Select five factors that contribute most to violence in KCMO.
- 3) Select the five factors that can be strengthened to ensure safety and prevent violence from happening.
- 4) Provide your opinion on what you would do right now to make your community safe.



Percent of responses by council district in VFKC community survey, KCMO, 2018



Public Health

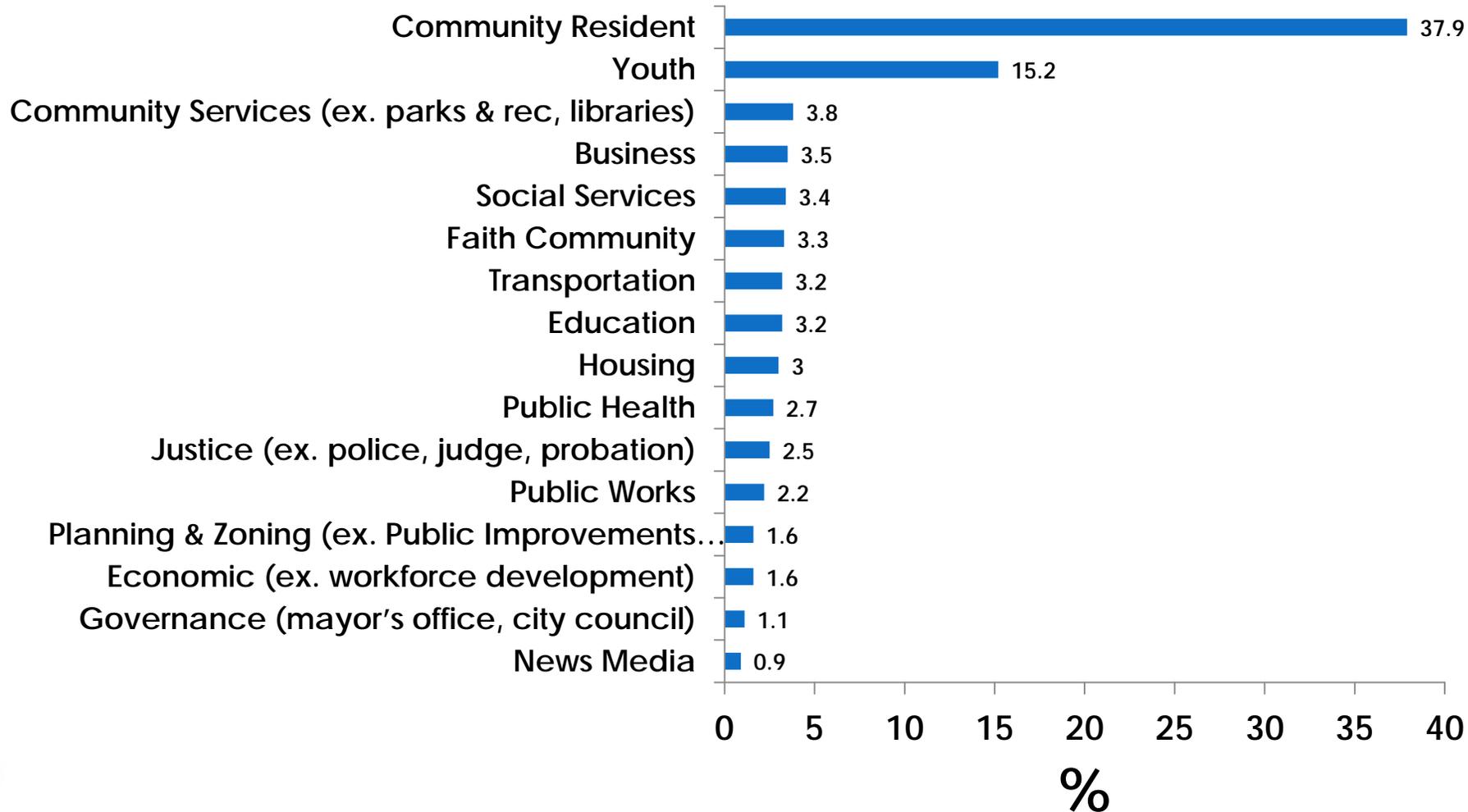
There were 12,072 responses based on online or site survey.

Source: Health Department





Percent of responses by sector in VFKC community survey KCMO 2018



There were 12,072 responses based on online or site survey.

Source: Health Department



Public Health





Ten leading factors selected that contribute to violence

(from “select the five factors that in your opinion contribute most to violence in KCMO”)

Rank of order	Risk factors	Responses	%	Questions are from
1	Poor neighborhoods and not enough jobs/opportunity	3823	31.7	Economic/Education Environment
2	Need for quality education	3231	26.8	Economic/Education Environment
3	Dangerous and deteriorating buildings and parks	2597	21.5	Physical/built Environment
4	Weapons are easily available	2573	21.3	Physical/built Environment
5	Violence is a normal behavior	2192	18.2	Sociocultural Environment
6	Neighbors don't know or trust each other	1999	16.6	Sociocultural Environment
7	Exposed to violence and conflict in the family	1940	16.1	Individual- and Relationship-Level
8	Limited access to public transportation	1856	15.4	Physical/built Environment
9	Involved with drugs or alcohol	1815	15.0	Individual- and Relationship-Level
10	Lack skills to solve problems non-violently	1730	14.3	Individual- and Relationship-Level

There were **12,072 responses** based on online or site survey.





Ten leading factors selected to be strengthened to ensure safety & prevent violence from happening

(from “select the five factors that in your opinion can be strengthened to ensure safety and prevent violence from happening in the first place in KCMO”)

Rank of order	Risk factors	Responses	%	Questions are from
1	Positive relationships and support	4145	34.3	Individual-and Relationship-Level
2	Jobs/economic opportunity	3451	28.6	Economic/Education Environment
3	Quality schools/education	3292	27.3	Economic/Education Environment
4	Community that promotes safety	2884	23.9	Physical/built Environment
5	Community support and connection	2675	22.2	Sociocultural Environment
6	Safe parks and open spaces	2600	21.5	Physical/built Environment
7	Connection and commitment to school	2569	21.3	Individual- and Relationship-Level
8	Changes in behavior/response that support alternatives to violence	2362	19.6	Sociocultural Environment
9	Skills to solve problems non-violently	2315	19.2	Individual- and Relationship-Level
10	Personal involvement or leadership that improves the community	2192	18.2	Sociocultural Environment

There were **12,072 responses** based on online or site survey.



Strategy D

Develop a Park Ranger program to promote safety and stewardship in parks and facilities.
(Parks and Recreation) **NEW**

Impetus for Park Ranger Program

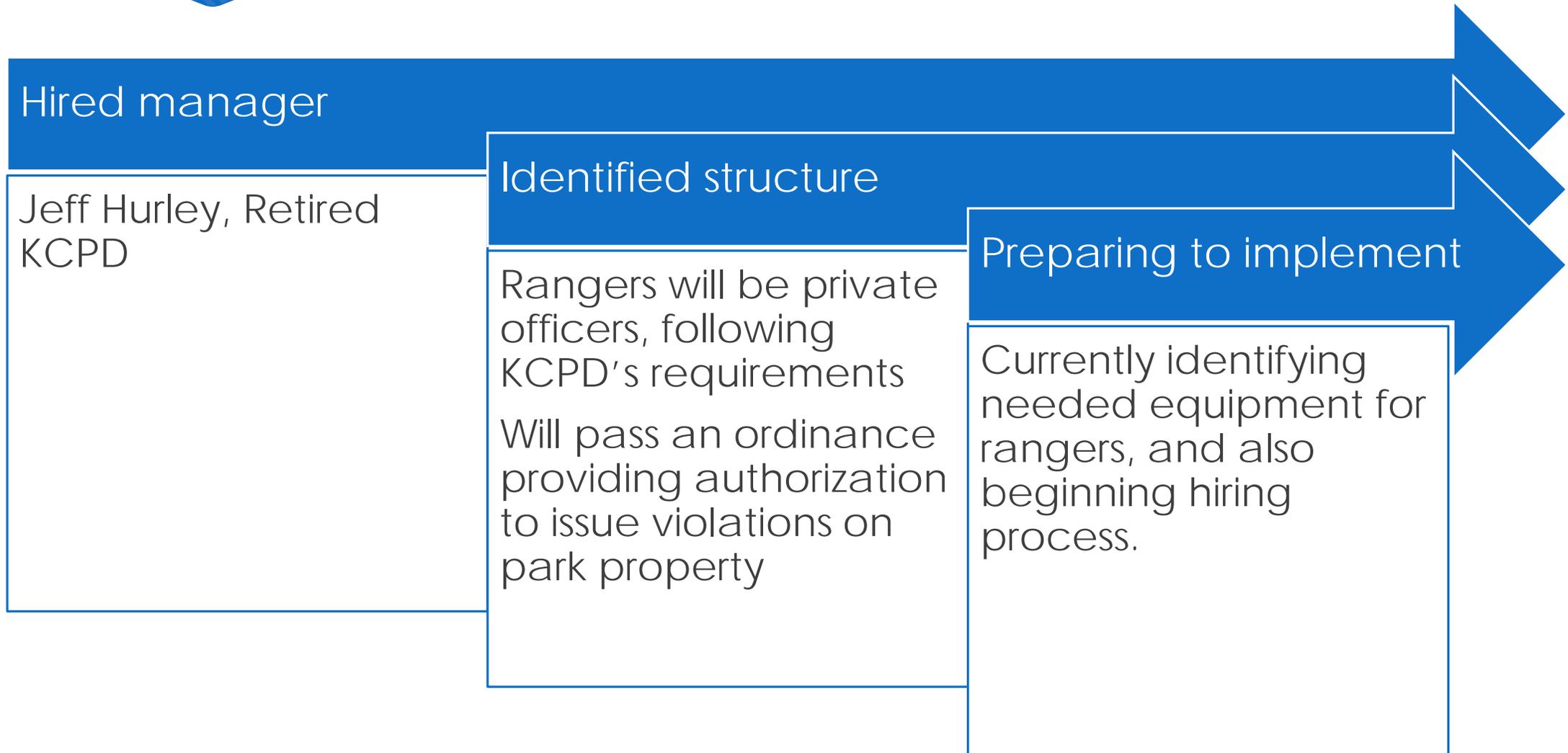
City Council Resolution 170387 directed a cross-departmental team to develop strategies to address crime and the perception of crime in parks.

The Park Safety and Security Committee first met on July 19, 2017, and developed six recommendations for the Council to consider

The recommendations were approved by the Park Board on April 17, 2018

Recommendation III: Develop a best practice Park Ranger program to educate users on park rules and intervene when necessary in combination with KCPD officers as needed for enhanced security

Implementation Progress in Park Ranger Program



Next Steps in Park Ranger Program

- **Goal:** To hire and train **five rangers by spring 2019** in order to fully implement the new program in the next fiscal year.
- Requirements for position will be the **same required of police officers** with regard to training and experience.
- Additionally, candidates will be expected to develop a knowledge of the culture and context of the parks system, in order to be the **face of Parks and Recreation** to the community.

Objective 2:
Evaluate and identify areas of opportunity in the emergency response delivery system to ensure the best possible patient outcomes.

Measure of Success: Objective 2

Measures of Success	Actual FY15	Actual FY16	Actual FY17	Target FY18	Actual FY18	Target FY19	Target FY20
Percent of cardiac arrests (vfib/vtac rhythm) with return of spontaneous circulation (ROSC)	22%	36%	47%	32%	40%	40%	40%

Gray = Target

Orange = Did Not Meet Annual Target

Blue = Met Annual Target

No Color = No Target Set

Strategy A

Measure the impact and effectiveness of the Kansas City Assessment and Triage Center (KC-ATC). (Office of the City Manager)

Client Characteristics & Cost Savings (September 2018)

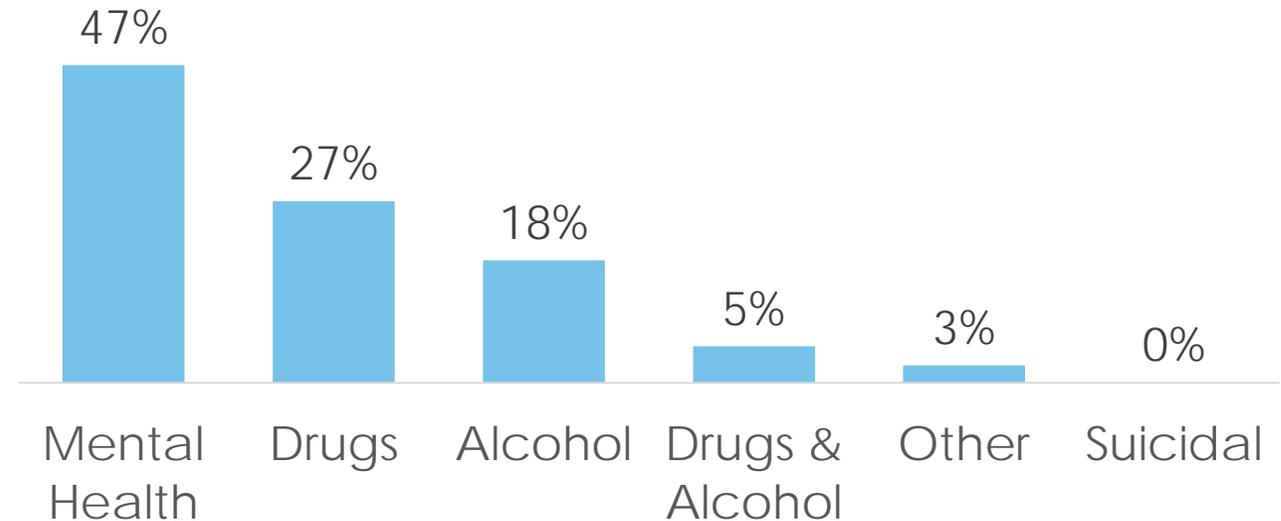
371 clients referred

320 clients receiving services

Average length of stay was **15 hours, 54 minutes**

194 total referrals made (including **92** assigned a case manager)

Presenting Concern (n=320)



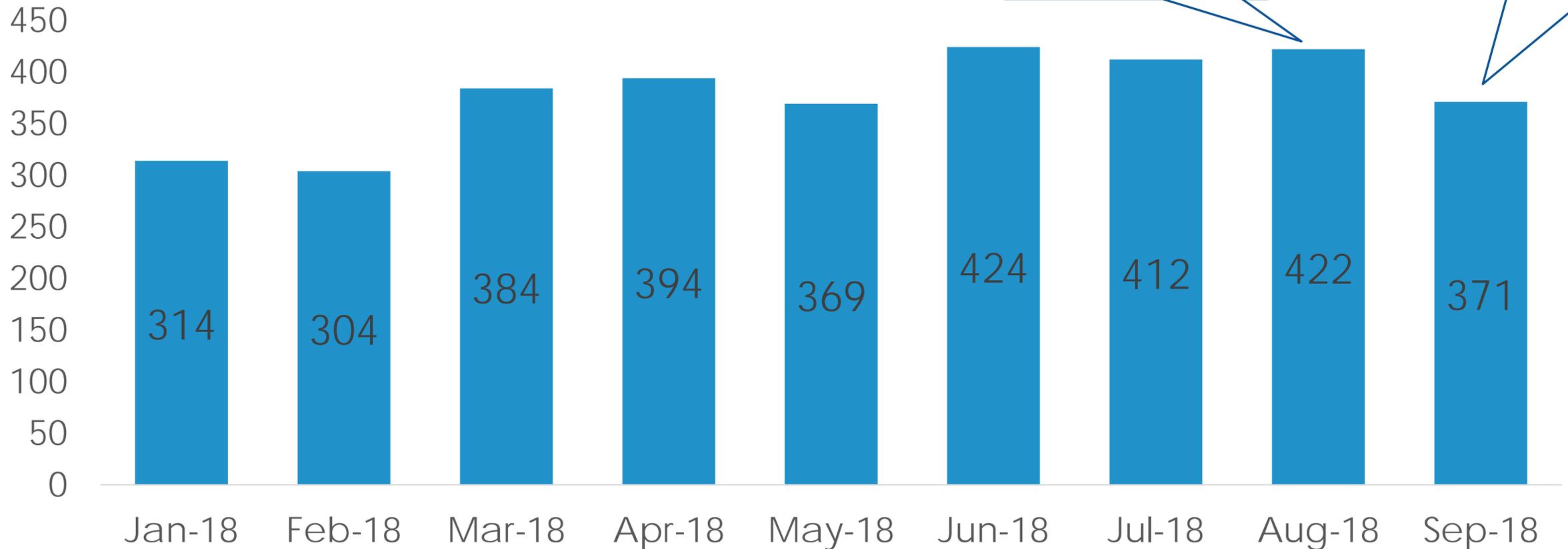
Cost Savings of **\$348,467** for **134 clients** in September 2018

Cost Savings of **\$2,850,979** for **1,112 clients** from January to September 2018

(Computed at preliminary rates from 2018 of \$2,769 for mental health visit and \$2,432 for substance abuse visit)

Monthly Referrals to KC-ATC (2018)

Average clients per month for 2018 = 377



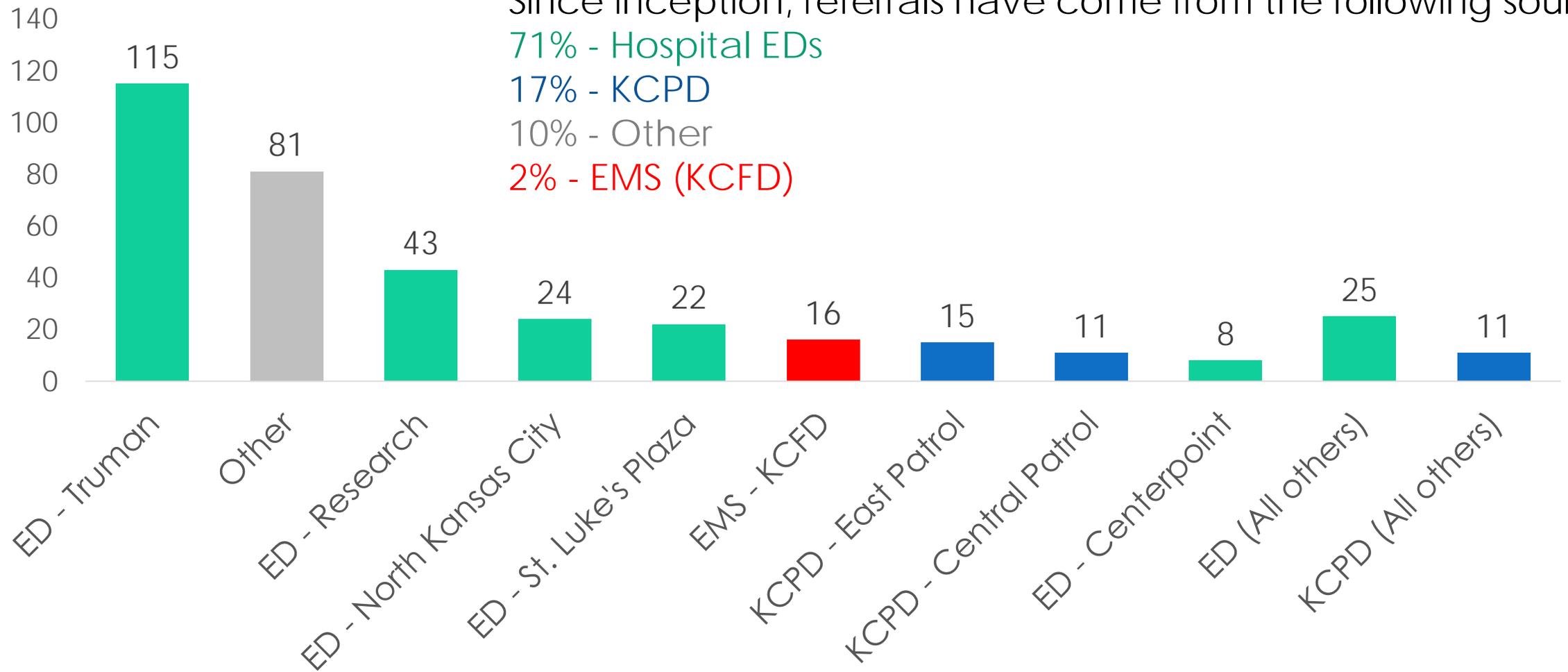
August 2018 referrals were **49% higher** than August 2017 (283)

September 2018 referrals were **19% higher** than Sept 2017 (313)

Referral Sources for KC-ATC (September 2018)

Top referrers continue to be hospital emergency departments. Since inception, referrals have come from the following sources:

- 71% - Hospital EDs
- 17% - KCPD
- 10% - Other
- 2% - EMS (KCFD)



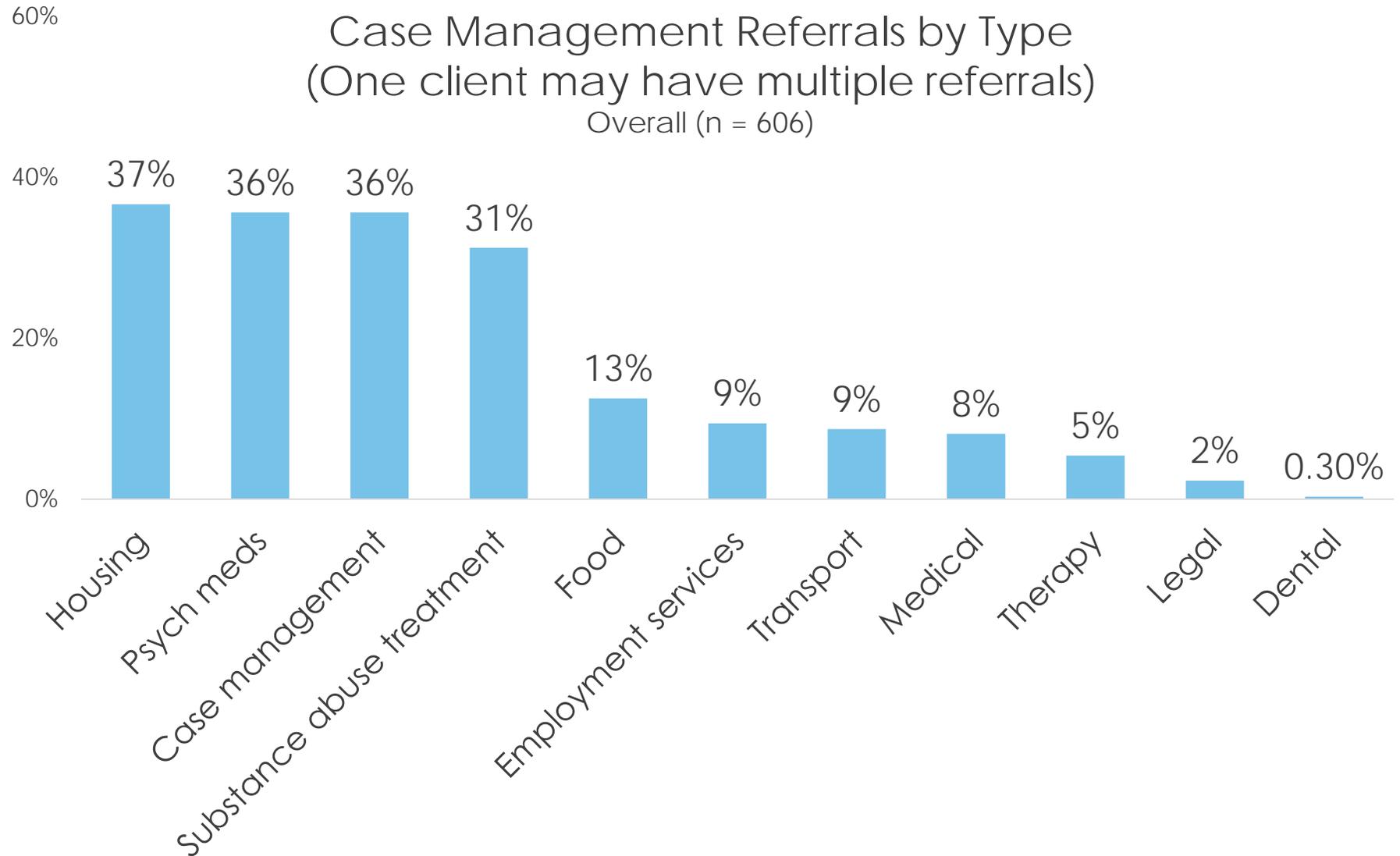
Outreach Strategies for Referring Agencies

- Review Top 50 List with **KCFD**
- Review Protocol with **KCFD**
- Provide Open House at KC-ATC for **KCFD** and **KCPD**
- Provide site visits and training for **KCFD** and **KCPD**
- Provide roll call training with **KCPD**
- Explore expansion

Case Management Support

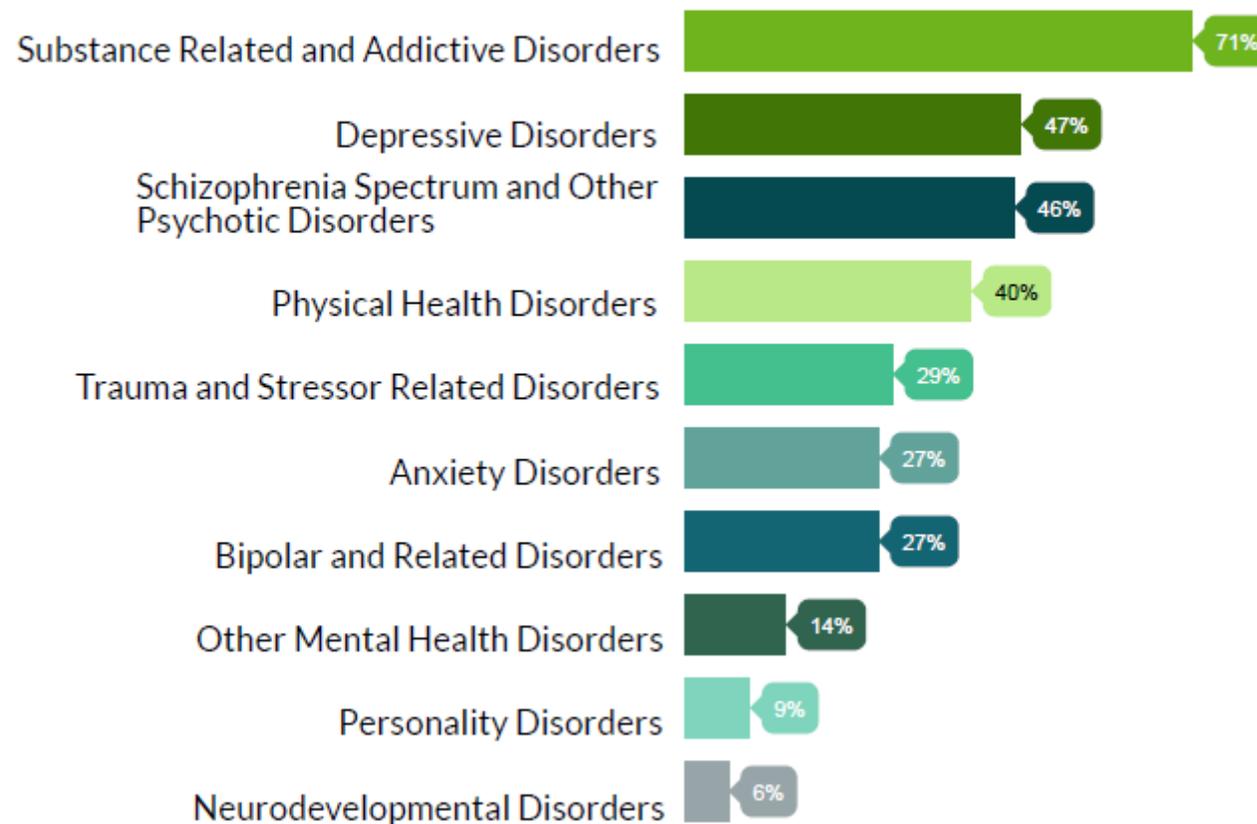
Since its opening in October of 2016, ATC has increased the number of case managers on staff from 2 to 6 due to high demand.

Average length of service for clients discharged is 90 days.



- From January 1 to September 30, 2018:
 - Served 121 unduplicated individuals
 - Residential Program: 117 unduplicated
 - Follow-up Care: 24 unduplicated
 - Average length of stay = 42 days

Diagnoses:



Operational Resources

- KC-ATC is funded operationally for **ten years** through Ascension Health (entering year three). Hospitals had committed to two years of funding, and most have recently renewed for an additional two years of funding.
- Follow-up funding to assist with housing, medication and transportation comes from the Missouri State Department of Mental Health and **was cut from \$2.5 million to \$1.25 million annually**. That cut has not yet been restored.

Addressing Systemic Issues

- A study was recently completed of the [resource environment for substance abuse treatment](#) in the Kansas City metro, and identified a number of barriers to access.
- Stakeholders are seeking to do a similar study on the resource environment for mental health care.
- Information on [barriers and gaps to access to care](#) can be used to advocate for ongoing investment in this area.

Strategy D

Develop initiatives to reduce the number of chronic users of emergency response services.
(Emergency Medical Director)

High Utilizers of EMS System

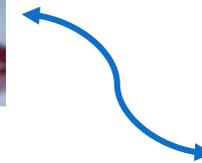
	2016	2017	2018
Top 10 users	1,200 responses	1,011 responses	Likely more...
Highest user	134 calls 70 different locations 47% abdominal pain 72% to TMC 100% discharged	159 calls 50 different locations 90% Etoh (intoxication) 44% to TMC 100% discharged	174 calls 65 different locations 51% Etoh 16% to TMC 90% discharged
2 nd highest user	133 calls 68 different locations Majority Etoh (intoxication) 69% to TMC 100% discharged	145 calls 34 different locations Majority Etoh (intoxication) 40% to TMC 100% discharged	72 calls 32 different locations 50% Etoh 53% to TMC 100% discharged
3 rd highest user	131 calls 24 different locations Abdominal pain/Etoh 21% to TMC 100% discharged	110 calls 67 different locations Etoh/behavioral 67% to TMC 100% discharged	70 calls 64 different locations ~35% of time intox 27% to TMC 100% discharged

Impact of High Utilizers

- Repeat nature of encounters suggests their health outcomes are **not improving**
- **High cost** of provision (EMS and ED care)
- **Reduced availability** of EMS units/resources
- Impact on **morale of EMS staff**

Overlap City High Utilizers Statistics with Truman Medical Center Emergency Department High Utilizers

- Manually go through each list and star names
- Noticed 4-5 patients overlap every year



Overlap Example

# of ED visits before	# of ED visits After	# of ED visits (After) Annualized	% Increase / Decrease	'17 City	Half of 2018 City
65	42	131	102%	0	3
206	85	127	38%	0	2
38	0	0	100%	0	2
6	1	7	15%	0	11
67	15	32	53%	44	14
27	3	12	54%	0	1
8	0	0	100%	0	12
68	16	34	50%	66	8
109	18	27	75%	0	0
29	2	30	3%	42	20
27	4	17	39%	0	23
18	10	69	285%	52	53
44	12	38	15%	64	34
120	11	34	71%	0	1
139	5	11	92%	159	22
56	20	83	48%	52	32
47	0	0	100%	38	7
39	22	91	133%	0	6
83	0	0	100%	112	1
29	0	0	100%	21	22
58	25	37	36%	54	9
6	1	7	15%	0	1
51	3	45	12%	24	16

# of ED visits before	# of ED visits After	# of ED visits (After) Annualized	% Increase / Decrease	'17 City	Half of 2018 City
65	42	131	102%	0	3
206	85	127	38%	0	2
38	0	0	100%	0	2
6	1	7	15%	0	11
67	15	32	53%	44	14
27	3	12	54%	0	1
8	0	0	100%	0	12
68	16	34	50%	66	8
109	18	27	75%	0	0
29	2	30	3%	42	20
27	4	17	39%	0	23
18	10	69	285%	52	53
44	12	38	15%	64	34
120	11	34	71%	0	1
139	5	11	92%	159	22
56	20	83	48%	52	32
47	0	0	100%	38	7
39	22	91	133%	0	6
83	0	0	100%	112	1
29	0	0	100%	21	22
58	25	37	36%	54	9
6	1	7	15%	0	1
51	3	45	12%	24	16

TMC High Utilizer Team Successes

FY 2018 success numbers

		Before Based on 1 year prior to start date per individual patient		After Based on the start date through Aug 20, 2018 per individual patient		
Emergency Room	N	Mean(SD)	Median	Mean(SD)	Median	Percent Decrease
Visits	33	4.84 (3.51)	3.87	1.53 (1.98)	1	68%
Charges	33	\$6,753.72 (\$4,017.84)	\$6,636.66	\$2,162.52 (\$2,689.74)	\$1,065.27	68%

		Before Based on 1 year prior to start date per individual patient		After Based on the start date through March 24, 2018 per individual patient		
Inpatient	N	Mean(SD)	Median	Mean(SD)	Median	Percent Decrease
Visits	33	0.26 (.38)	0.16	0.05 (.10)	0	80%
Charges	33	\$2,999.08 (\$5743.76)	\$857.41	1,120.06 (4,113.58)	\$0.00	63%

Source: Office of Emergency Medical Director

Case Report Success Stories of High Utilizers

Case Report 1

- **100% decrease** in ED visits and inpatient stays since being enrolled (83 to 0)
- Likely due to housing and sobriety

Case Report 2

- **50% decrease** in ED visits since enrollment (67 to 24 (33 annualized))
- Likely due to housing and mental health care

Case Report 3

- **100% decrease** in ED visits since enrollment (28 to 0)
- Likely due to mental health care

Future Goals: Community Paramedicine Proposal

\$800K grant proposal to fund **2-year Community Paramedicine program** has been submitted to Health Care Foundation (expect to hear in December)

○ Goals of CP/MIH Overall:

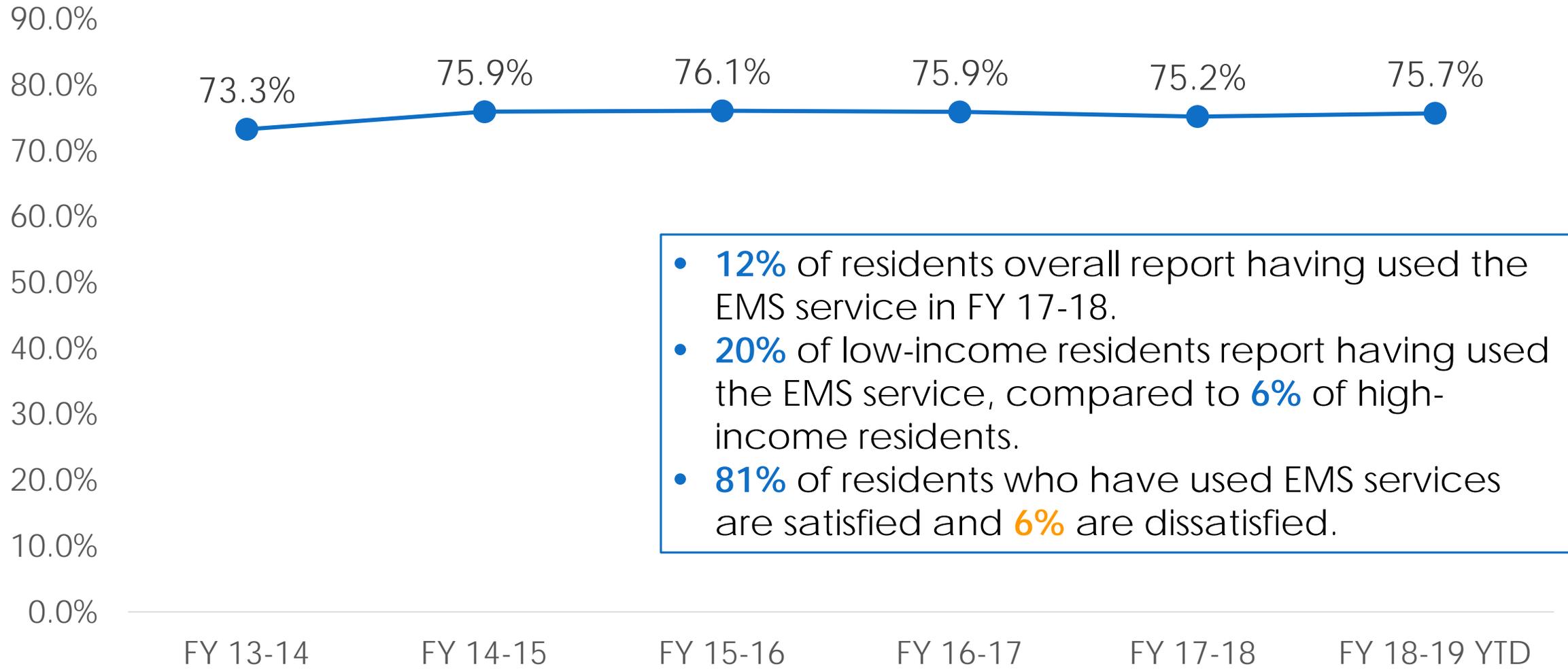
- 1) “to better meet the holistic needs of patients and communities”
- 2) Collaborate with primary care and public health and public safety
- 3) Identify gaps in services
- 4) Navigate systems and establish relationships
- 5) Overcome barriers that prevent accessing services

○ 24/7 Extension of these services, on the streets

Strategy C

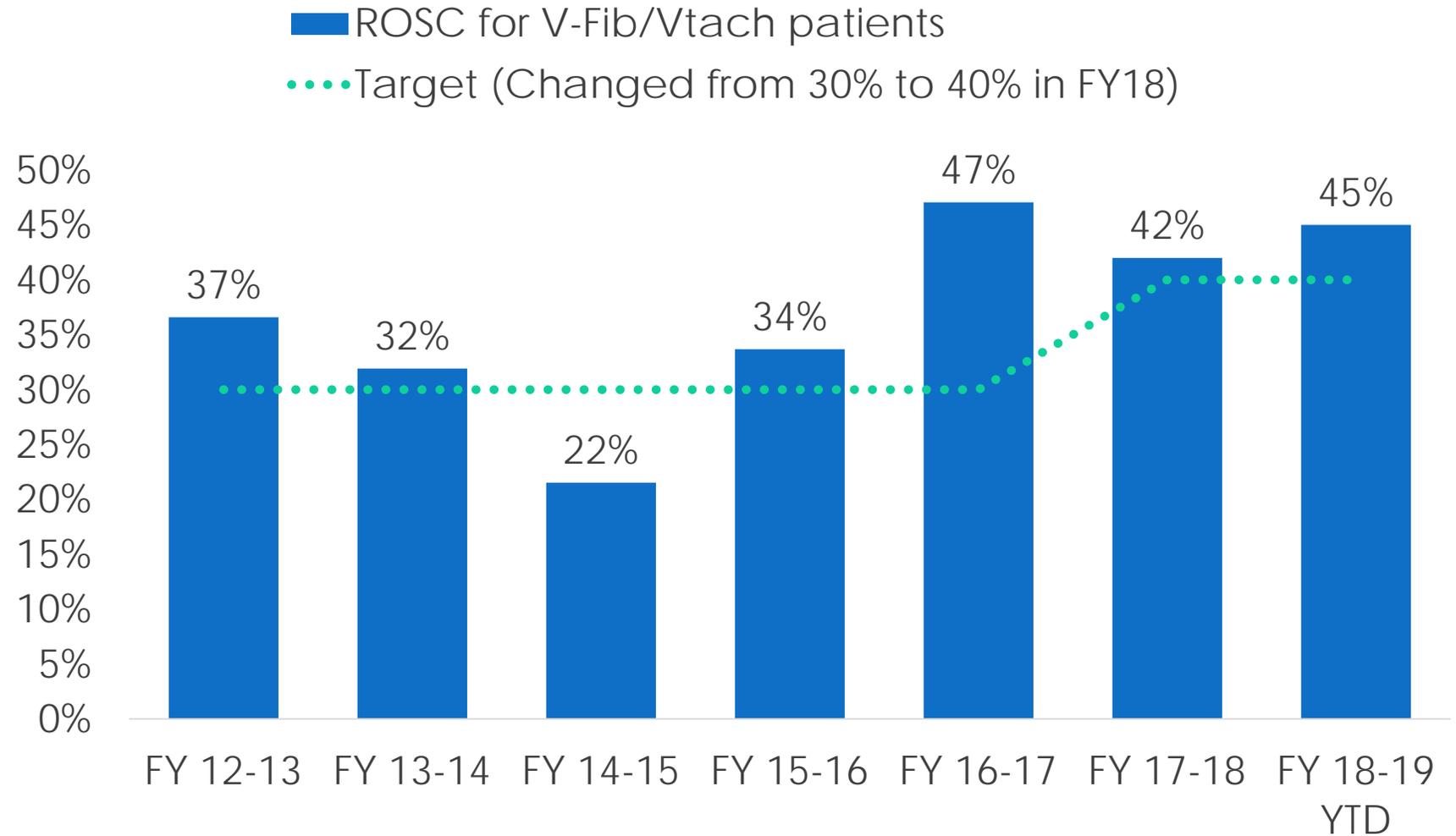
Provide an ongoing series of courses on CPR and other life-saving techniques throughout the City in order to improve the cardiac survival rate. (Fire)

Resident Satisfaction With Quality of EMS Services



Patient Outcomes From EMS Care: Return Of Spontaneous Circulation (VF/VT Only)

Return of Spontaneous Circulation (ROSC)
definition: return of pulse/patient to hospital by EMS with a pulse



Cardiac Arrest Survivability By Category

Cardiac Arrest Category (FY)	KCFD 2014	KCFD 2015	KCFD 2016	KCFD 2017	KCFD 2018	Nat'l 2018	KCFD 2018 CY	Nat.l 2018 CY
Cardiac Etiology w/ Resuscitation Survival Rate	7%	7%	8%	10%	7%	9%	5%	7%
Bystander Witnessed Survival Rate	8%	13%	13%	16%	11%	14%	9%	11%
Unwitnessed Survival Rate	3%	0%	2.1%	4%	4%	4%	1%	3%
Utstein Survival Rate	16%	28%	30%	32%	22%	30%	19%	23%
Utstein Bystander Survival Rate	29%	38%	44%	39%	20%	34%	6%	26%

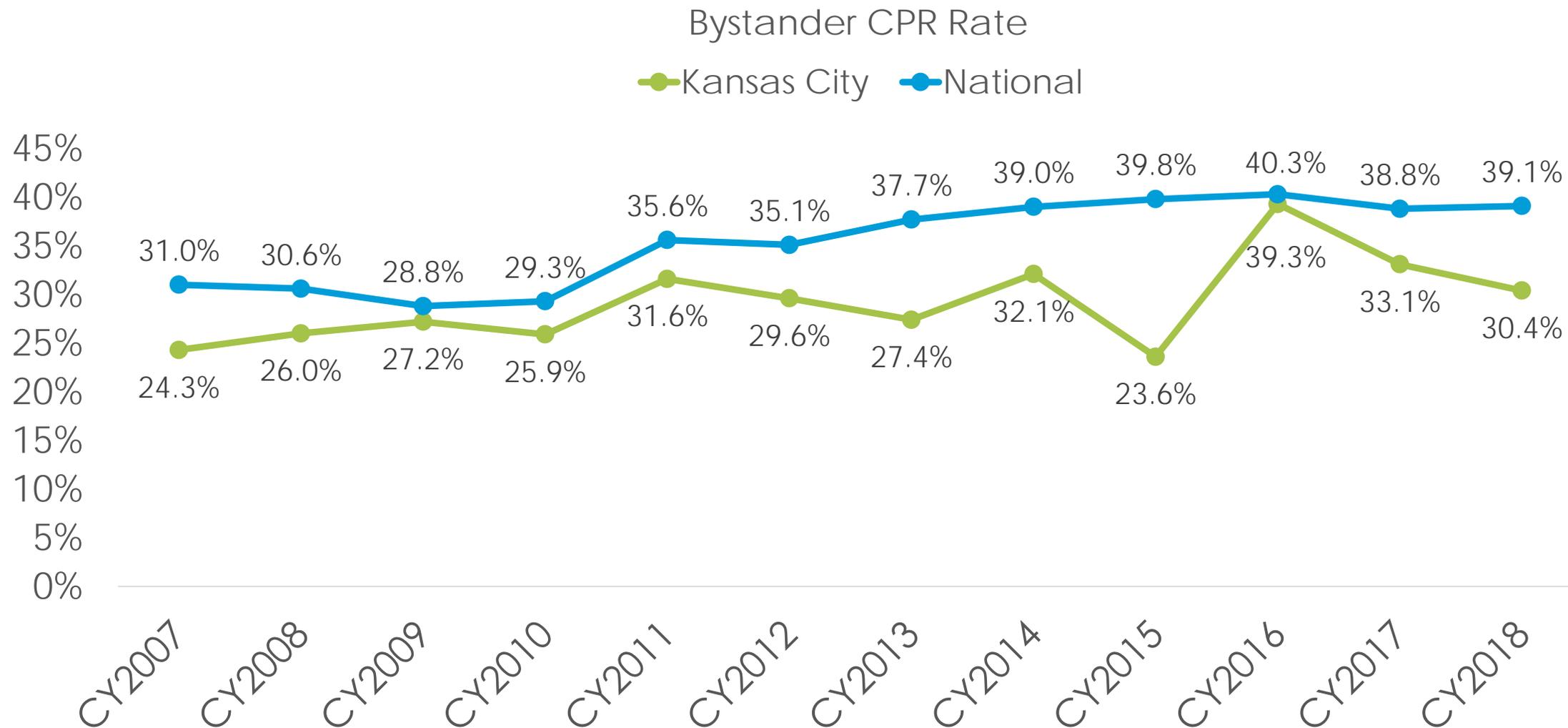
Source:
Office of
Emergency
Medical
Director

Office of Emergency Medical Director's Focus on Utstein Bystander Survival

Utstein Bystander Survival

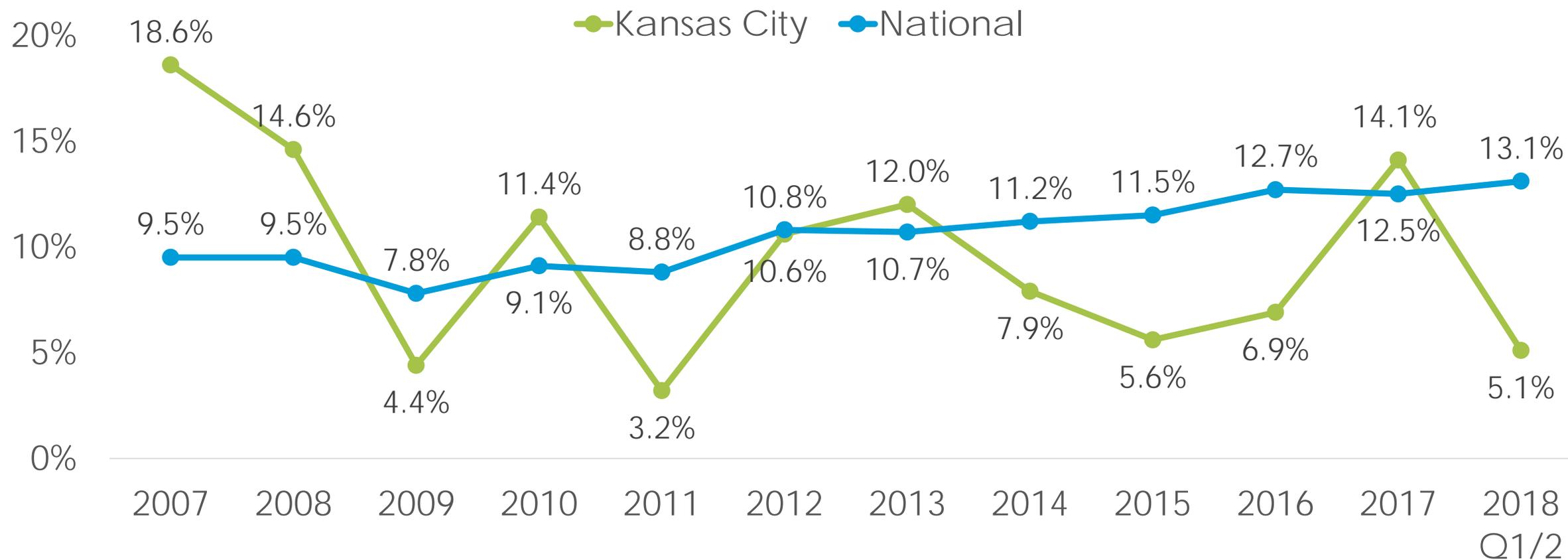
Survival among patients whose cardiac arrest was witnessed by a bystander, were in a **shockable rhythm, and received some bystander intervention** (CPR and/or AED application).

Bystander CPR Rate: KC v. Nation



Public AED Rate: KC v. Nation

Percentage of presumed cardiac caused cardiac arrests in which the public utilizes an Automatic External Defibrillator (AED)



Context for Cardiac Arrest

- 4 out of 5 cardiac arrests occur at home
- >90% die before reaching hospital
- Cardiac arrest treatment is a community issue
- Shortening the time between arrest onset to provision of care is paramount

Strategies to Improve Cardiac Arrest Survival: Review of Previous KCStat

- The rate of bystander CPR varies across communities
- Studies show low-income neighborhoods have lower rates of bystander CPR
- Hispanic, African American 2-3x more likely to have OOH cardiac arrests ([Warden et al., 2012](#)), but less likely to receive bystander CPR
- Study included Kansas City (<http://www.nejm.org/doi/pdf/10.1056/NEJMoa1110700>)
- “In neighborhoods where household incomes averaged > \$40,000...and > 80% of residents were white, 37% of people received bystander CPR”
- “[Where] incomes were lower and > 80% were black, 18% got bystander CPR”

What We Can Do About This

“It isn't race or wealth that makes people more or less willing to help save a life. It's most likely how prepared they are to do it.” – Dr Chan

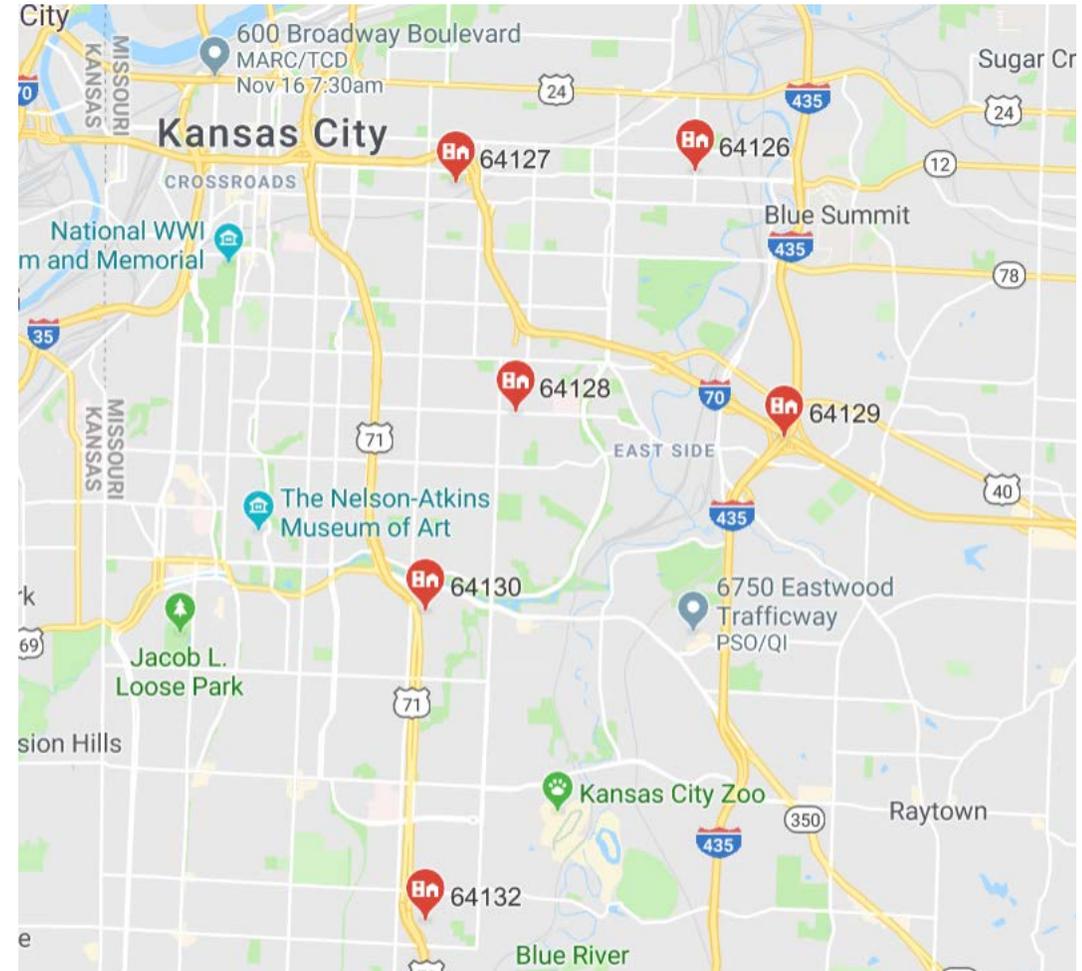
Medical Director and KCFD Initiatives

- Spatial epidemiological clustering techniques used to identify high-risk neighborhoods for **out-of-hospital cardiac arrest incidence** and **low provision of bystander CPR**
- Use this to target education and resources. **COMPLETED**

KCMO Highest Risk Zip Codes

Health Department data

- 6 Lowest Life Expectancy zip codes: 64126, 64127, 64128, 64129, 64130, 64132
- 5 of the 6 zip codes: > 80% non-white
- All zip codes: <40K median income



Efforts to Improve Bystander CPR

- City Hall Employees
 - “29 Floors in 29 Days”
 - 2,900 Employees reached by KCFD
- October 12th KCFD Fire Prevention sent Nixle text “KCFD will give out and install smoke alarms for free”
 - Nixle reaches ~ 20,000 people in the metro area.
 - Within 3 hrs, KCFD received 66 calls for smoke alarms resulting in >200 alarms given out
- KCFD will map out populations most need of detectors and overlap with continuous chest compression education
- Assistance via Innovation Partnership Program: Geospiza

Fri, Oct 12, 11:20 AM

KCFD: Happy Fire Prevention Week! KCFD will install free smoke alarms/batteries in your home. Call [816-513-4610](tel:816-513-4610) nixle.us/AG6BL

Future Direction and Goals

- Target these high risk zip codes with free bystander CPR/AED education
- PSA video (Chief Collins) on City website, social media
- Nixle (20,000 people), NextDoor (70,000 households)

Office of EMS Medical Director Initiatives

New Protocol, Policy, Procedure Packet

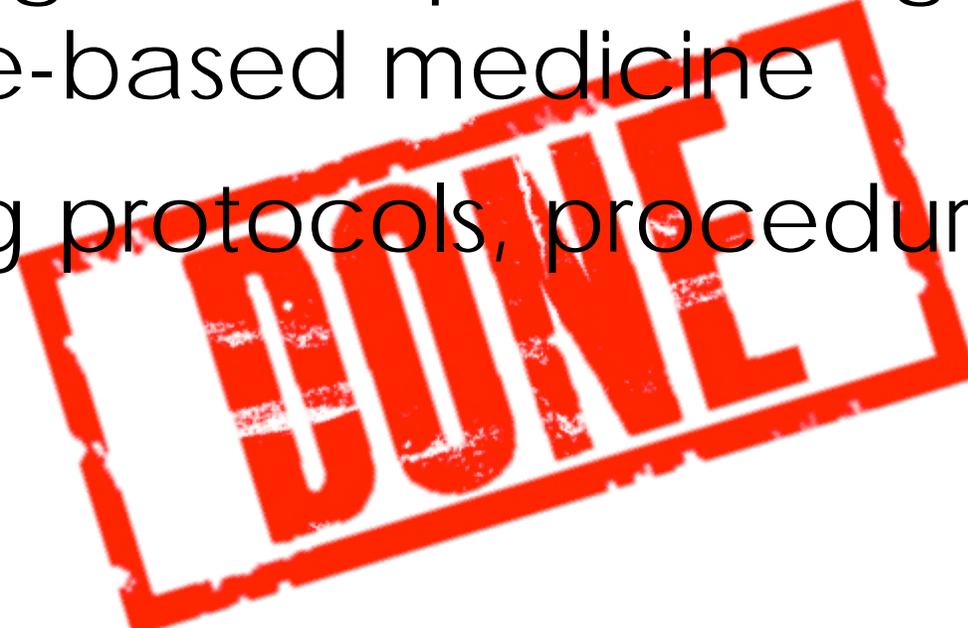
- Success of rollout, Live 10/1/18
 - 80% of EMTs completed
 - 72% of Paramedics completed
- Improving benchmarks

Improving CEUs

- Increasing simulation

As of October 26, 2018	
Medic's Need to Attend	5
EMT's Need to Attend	50

Goals for Emergency Medical Director's Office

- Reviewing and implementing prehospital evidence-based medicine
 - Updating protocols, procedures, policies
 - WIP: Improving CEUs
- 

Health Data Exchange Update (KCFD)

- Health Data Exchange allows KCFD to receive data from hospitals about patients they have transported
 - Information on patient outcomes enables better evaluation of EMS service and protocols
 - Also can contribute to higher morale for EMS providers
- Implementation is via agreements with hospitals and installation of scanners to allow for data transfer
 - HDE is live with St. Luke's, HCA, Children's Mercy, and KU
 - HDE is underway with St. Joseph's and Liberty
 - Currently monitoring usage of HDE and improving accessibility of system for providers

Strategy B

Implement the Ground
Emergency Medical
Transportation (GEMT) program
that provides supplemental
reimbursement for ambulance
services to Missouri HealthNet
participants. (Fire)

Ground Emergency Medical Transportation (GEMT)

Timeline

- December 31: Forms due to the State of Missouri.
- Sometime in 2019: Program begins

Expected Outcomes

- Reimbursement will depend on number of transports and will go back to authorization date (July 2017).
- Still working on projection (previously estimated at \$2 million annually)
- State will do an audit in the first year of all providers

Objective 3:

Improve the diversity of employee recruitment, succession planning, and retention in the Police and Fire Departments.

Measures of Success: Objective 3

Measures of Success	Actual FY15	Actual FY16	Actual FY17	Target FY18	Actual FY18	Target FY19	Target FY20
Percent of KCFD uniform personnel who are women and/or minorities	--	--	29%	--	29.1%	--	28.8%
Percent of KCPD uniform personnel who are women and/or minorities	--	--	34%	--	33.5%	--	--

Gray = Target

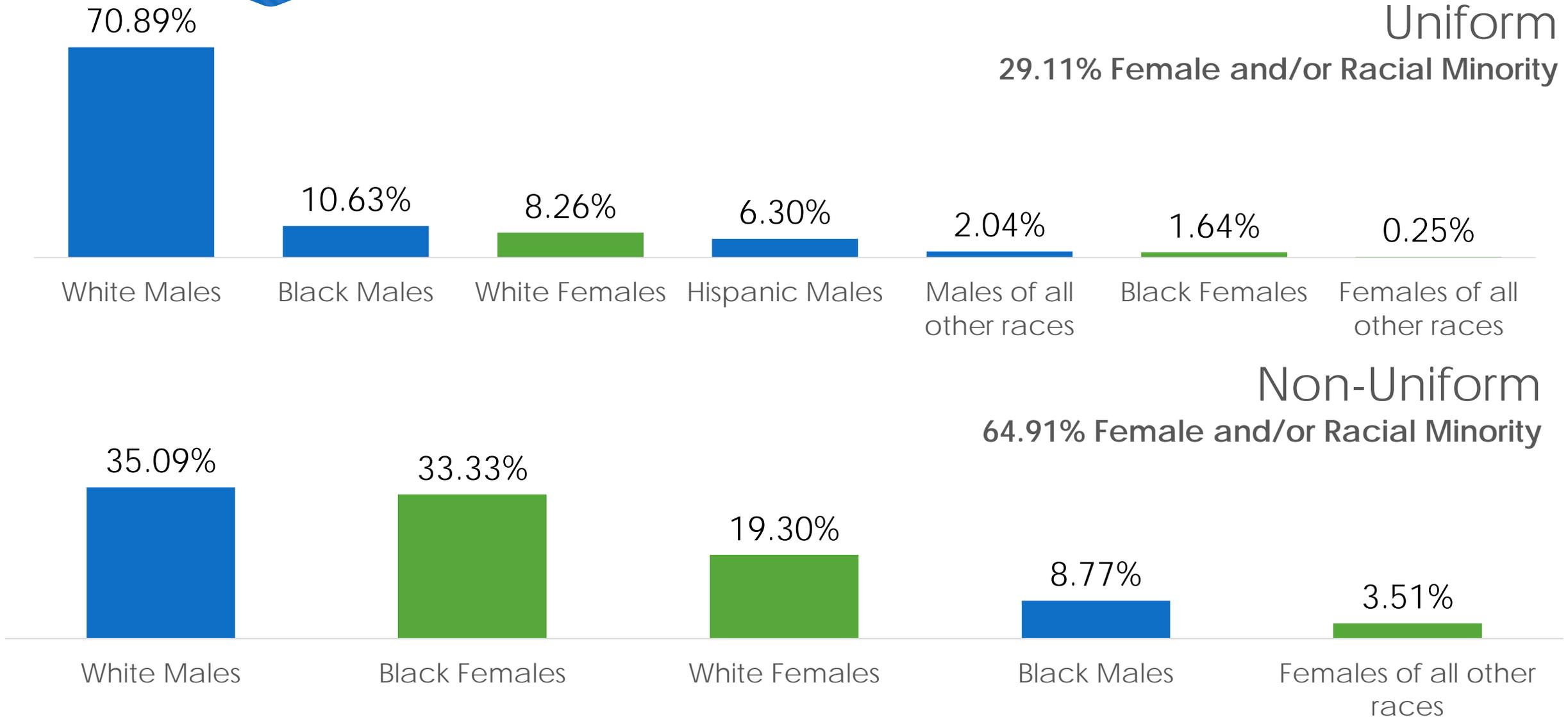
Orange = Did Not Meet Annual Target

Blue = Met Annual Target

No Color = No Target Set

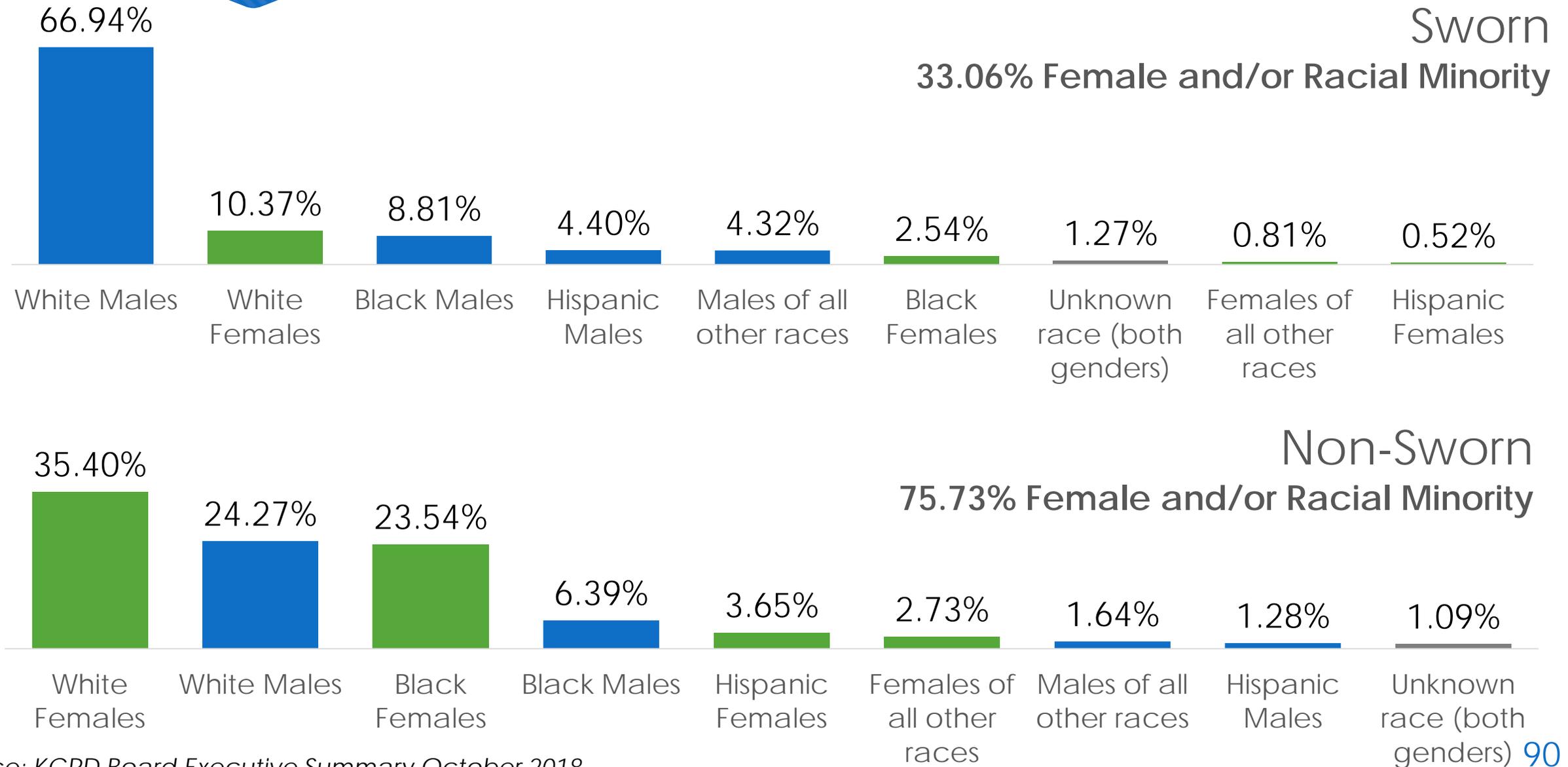
KCFD Personnel Diversity Summary

As of April 2018



KCPD Personnel Diversity Summary

As of September 2018



Strategy A

Develop a multi-year plan to implement the recommendations of the Kansas City Police Department's staffing study. (Office of the City Manager)

Strategy B

Develop partnerships with local educational institutions to increase the number of the City's entry-level public safety workforce. (Office of the City Manager)

EMT Pre-Apprenticeship Program

- Partnership with [Kansas City Public Schools/Manual Tech](#) for high school students
- [Two classes](#) have gone through the program, but no graduates have successfully completed the state EMT exam
- Efforts underway to address this issue:
 - Working with graduates on test mitigation strategies
 - Partnering with Full Employment Council to develop criteria for entrance to program
 - Longer-term – possibly recruit as early as freshman year for preparation for the program
 - If needed, working with other community partners
- KCFD is committed to continuing to work to make this program a success

KCFD: Current Academy

- Current class at Academy: 44% of cadets are members of protected classes
- KCFD has not traditionally had a budget for recruiting – it is a goal to increase focus and resources for this area

Objective 4:

Increase effectiveness and efficiencies of operations at Municipal Court in order to achieve the best possible outcomes for those served.

Measures of Success: Objective 4

Measures of Success	Actual FY15	Actual FY16	Actual FY17	Target FY18	Actual FY18	Target FY19	Target FY20
Municipal court case clearance rate	--	96%	105%	100%	86%	100%	100%
Percent of traffic cases disposed within 90 days	82%	81%	84%	86%	87%	90%	90%

Gray = Target

Orange = Did Not Meet Annual Target

Blue = Met Annual Target

No Color = No Target Set

Strategy A

Measure the efficiency and effectiveness of the Municipal Court by utilizing the National Center for State Courts (NCSC) court performance measures.
(Municipal Court)

Trial Court Performance Measures from National Center for State Courts

	Trial Court Performance Measures	Implementation Status
1	Access and Fairness	Applied for NCSC Grant to assist
2	Clearance Rates	Currently measured
3	Time to Disposition	Currently measured
4	Age of Active Pending Caseload	Data analysis in progress
5	Trial Date Certainty	Data analysis in progress
6	<i>Reliability and Integrity of Case Files</i>	<i>Not applicable (all electronic case files)</i>
7	Ensuring Fairness, Management and Fair Practices in Legal Financial Obligations	Applied for NCSC Grant to assist
8	<i>Effective Use of Jurors</i>	<i>Not applicable (no jurors)</i>
9	Court Employee Satisfaction	Applied for NCSC Grant to assist
10	Cost Per Case	Future measurement planned

Current Municipal Court Indicators

Indicator	FY 17-18 Target	FY 17-18 Actual	FY 18-19 YTD (thru Q1)
Case Clearance Rate	100%	86%	81%
% of traffic payable cases disposed within 90 days	90%	87%	88%
Average days to disposition - Payable Traffic (days)	90	58	57
Average days to disposition - Other (days)	180	195	122
% of fines collected within the same year - Traffic	90%	87%	87%
% of fines collected within the same year - Other	68%	71%	70%
% of customers served within 10 minutes at the Violations Bureau	90%	91%	84%
Percent bed capacity reached	100%	74%	105%
Percent of released clients not incarcerated again in 6 months	85%	95%	95%
% of probationers successfully completing probation conditions	65%	73%	75%

New Grants Received

Probation: \$750,000 over three years from Bureau of Justice Assistance

- Supports transitional living costs and case management for probationers
- Expected to assist 120 individuals

Drug Court: \$1.9 million over five years from U.S. Health and Human Services

- Allows court to expand treatment and offer support services

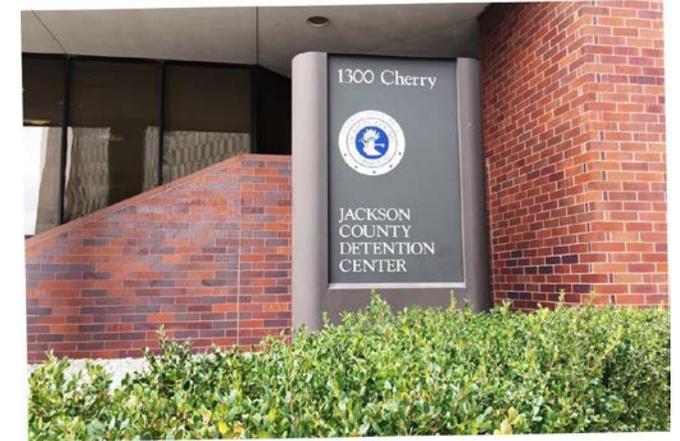
Strategy B

Develop a long-term funding and housing strategy for incarcerated detainees and sentenced persons with municipal infractions. (Office of the City Manager) **NEW**

Detention Center Overview

Current capacity housed within Jackson County jail:

- 175 beds (150 men and 25 women).
- \$54.03 per bed/per day
- Recently, capacity has been at maximum



Population overview:

- Includes sentenced population (55%) and detainees (45%)
- Less than 75% serve less than three days before getting released

Current scenario:

- Lease with Jackson County will end in June
- Reviewing options to house both population groups for future

**Objective 5:
Prevent animal-related threats to
public safety and support animal
welfare.**

Measure of Success: Objective 5

Measures of Success	Actual FY15	Actual FY16	Actual FY17	Target FY18	Actual FY18	Target FY19	Target FY20
Percent of pets licensed	11%	11%	11%	13%	11%	12%	12%

Gray = Target

Orange = Did Not Meet Annual Target

Blue = Met Annual Target

No Color = No Target Set

Strategy A

Partner with Spay Neuter of Kansas City (SNKC) to increase the percentage of currently licensed pets in the City from 11 percent to 20 percent through low-cost vaccinations, increasing locations for residents to obtain pet licenses, and increasing the number of participating veterinarian offices. (Neighborhoods and Housing Services, Animal Health and Public Safety)

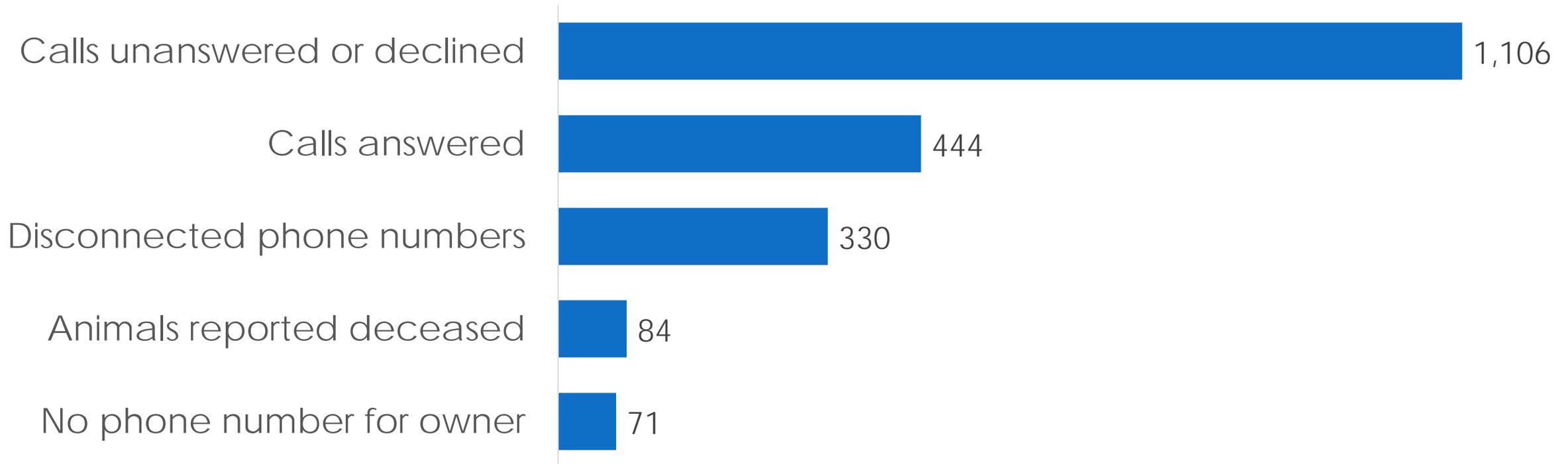
Pet Licensing Video with CM Lucas



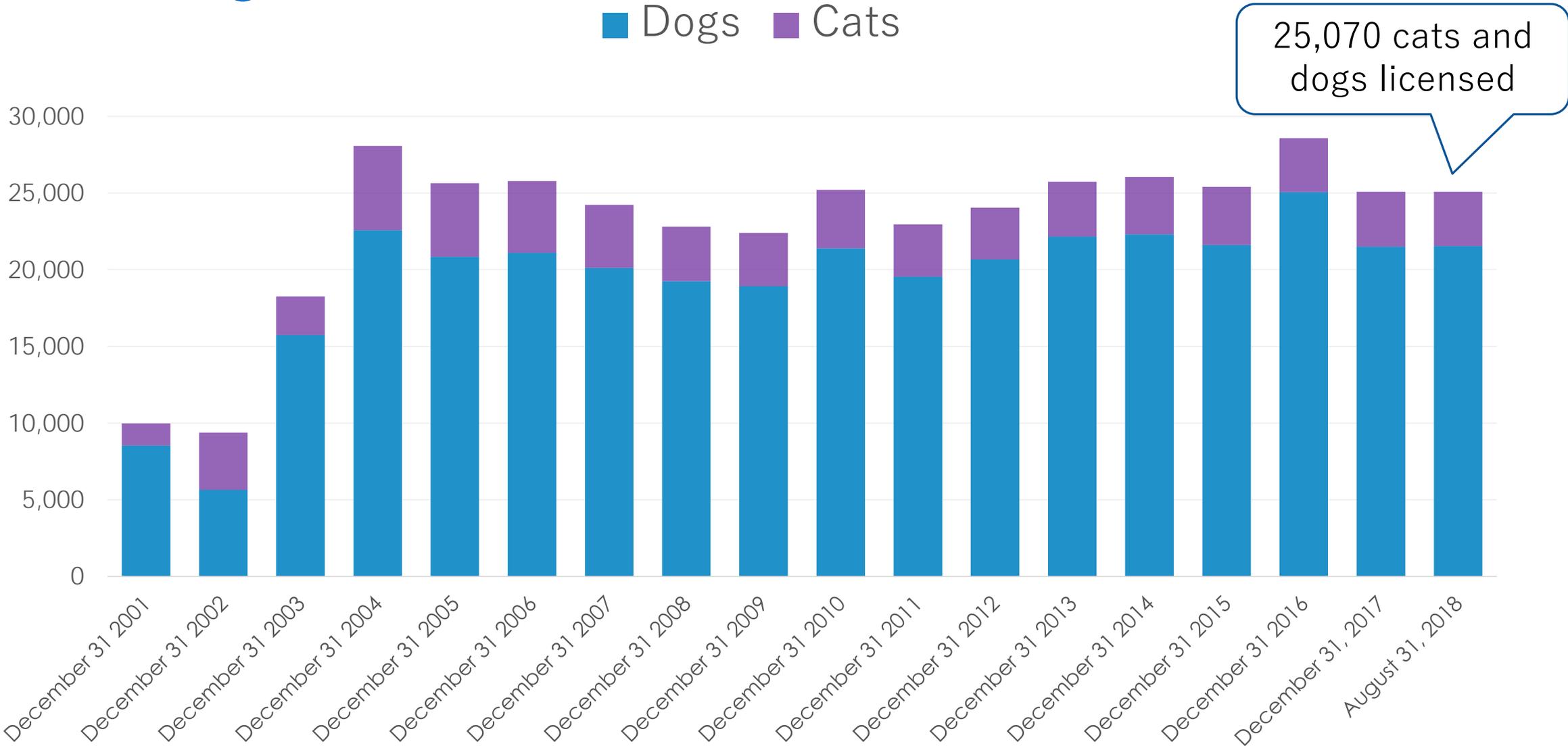
<https://www.youtube.com/watch?v=59JqJAlxLml>

Pet Licensing Focus: Summer 2018

Interns assigned to Animal Health and Public Safety called over 2,000 pet owners to remind them to renew their pets' licenses, with the following results:



Number of KC Pets with Licenses



Source: PetData

Percentage of Licensed Pets in KCMO



*KCMO Pet Population**

Dogs: 108,134

Cats: 118,133

*Percentage of Currently Licensed
KCMO Pets as of August 31, 2018*

Dogs: 20%

Cats: 3%

Total: 11%

**Based on AVMA Pet Ownership Calculator*

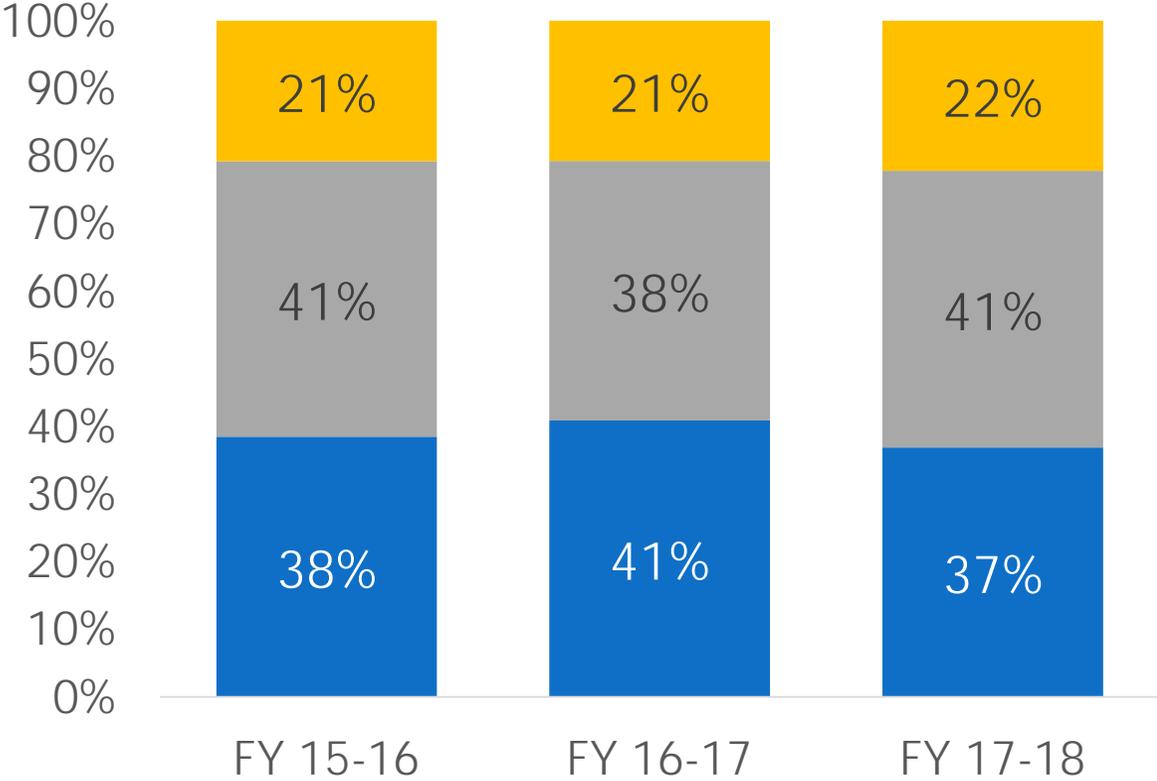
Strategy B

Develop a plan to further improve animal response operations. (Neighborhoods and Housing Services)

Resident Satisfaction With Animal Control Services

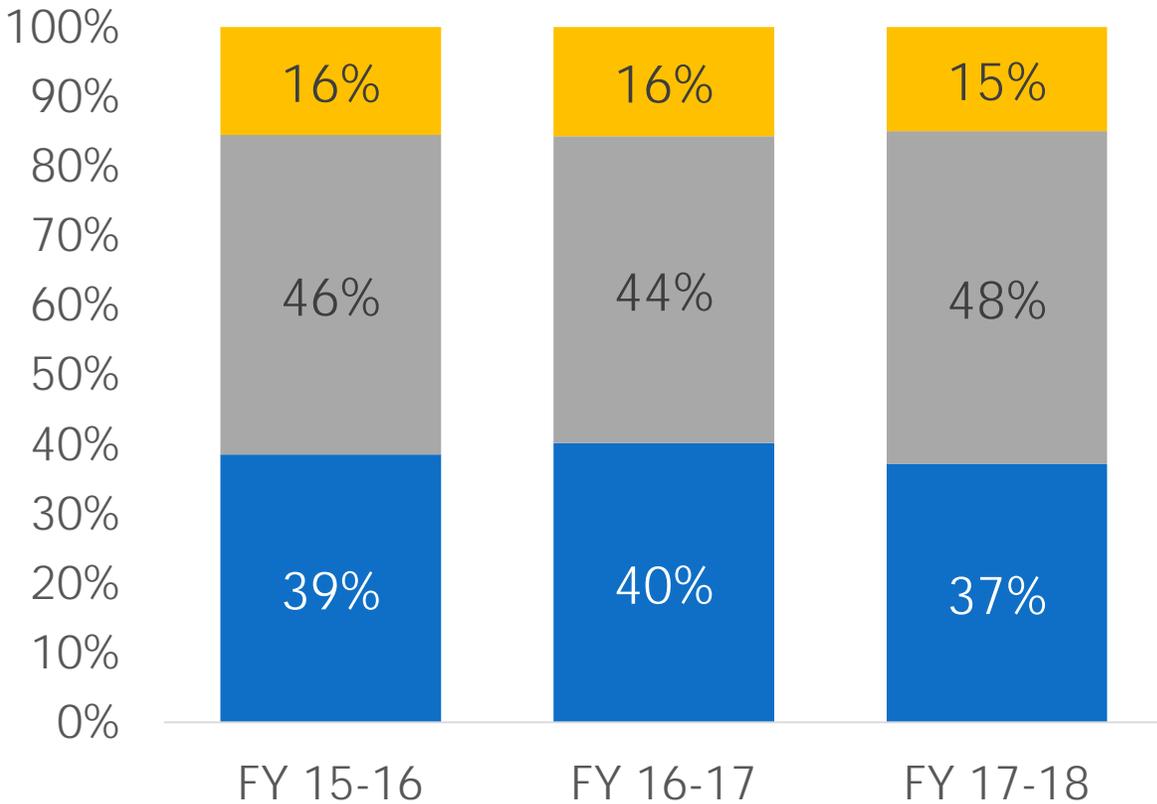
Enforcement of Animal Code

■ Satisfied ■ Neutral ■ Dissatisfied



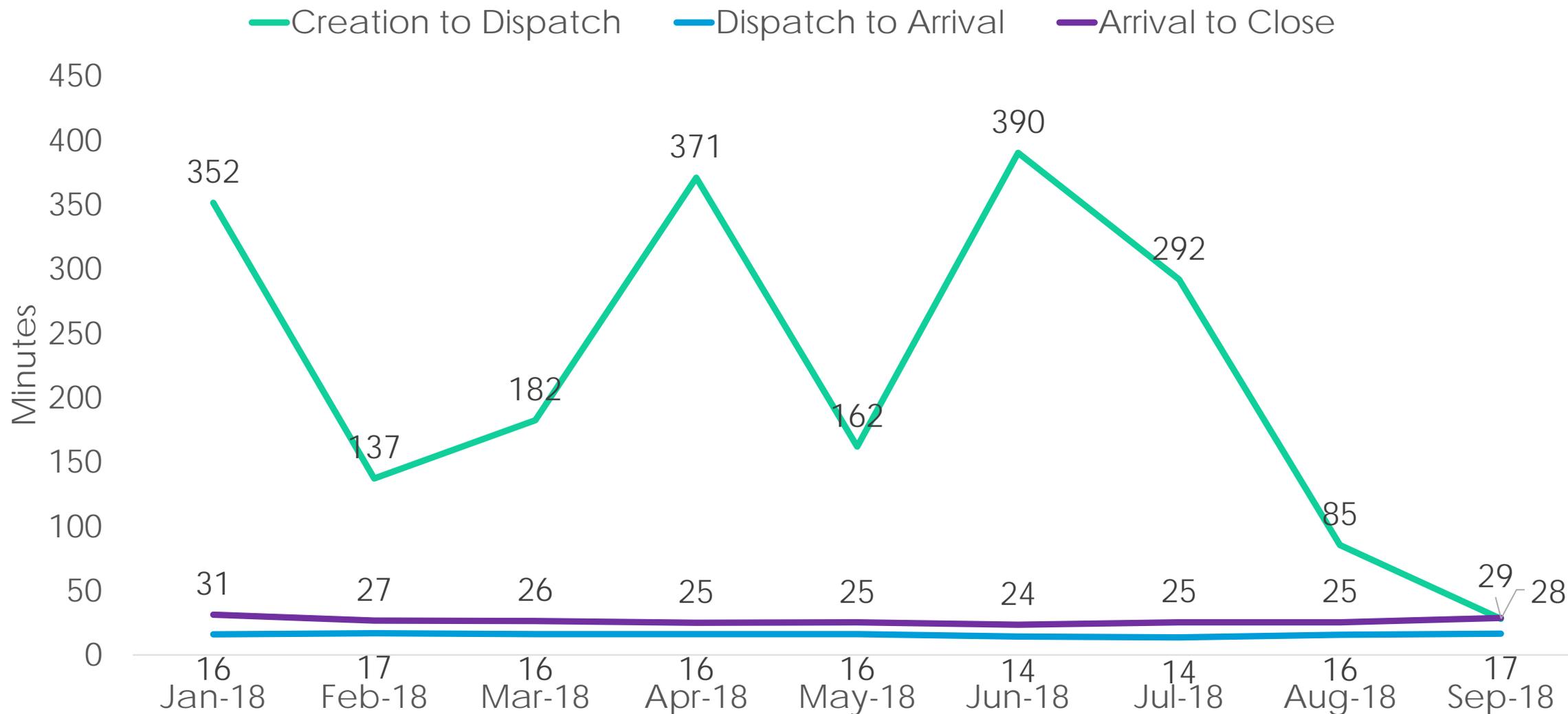
Customer Service from ACOs

■ Satisfied ■ Neutral ■ Dissatisfied



Source: Resident Survey (FY16 - FY18)

Median Response Times for Animal Control Calls

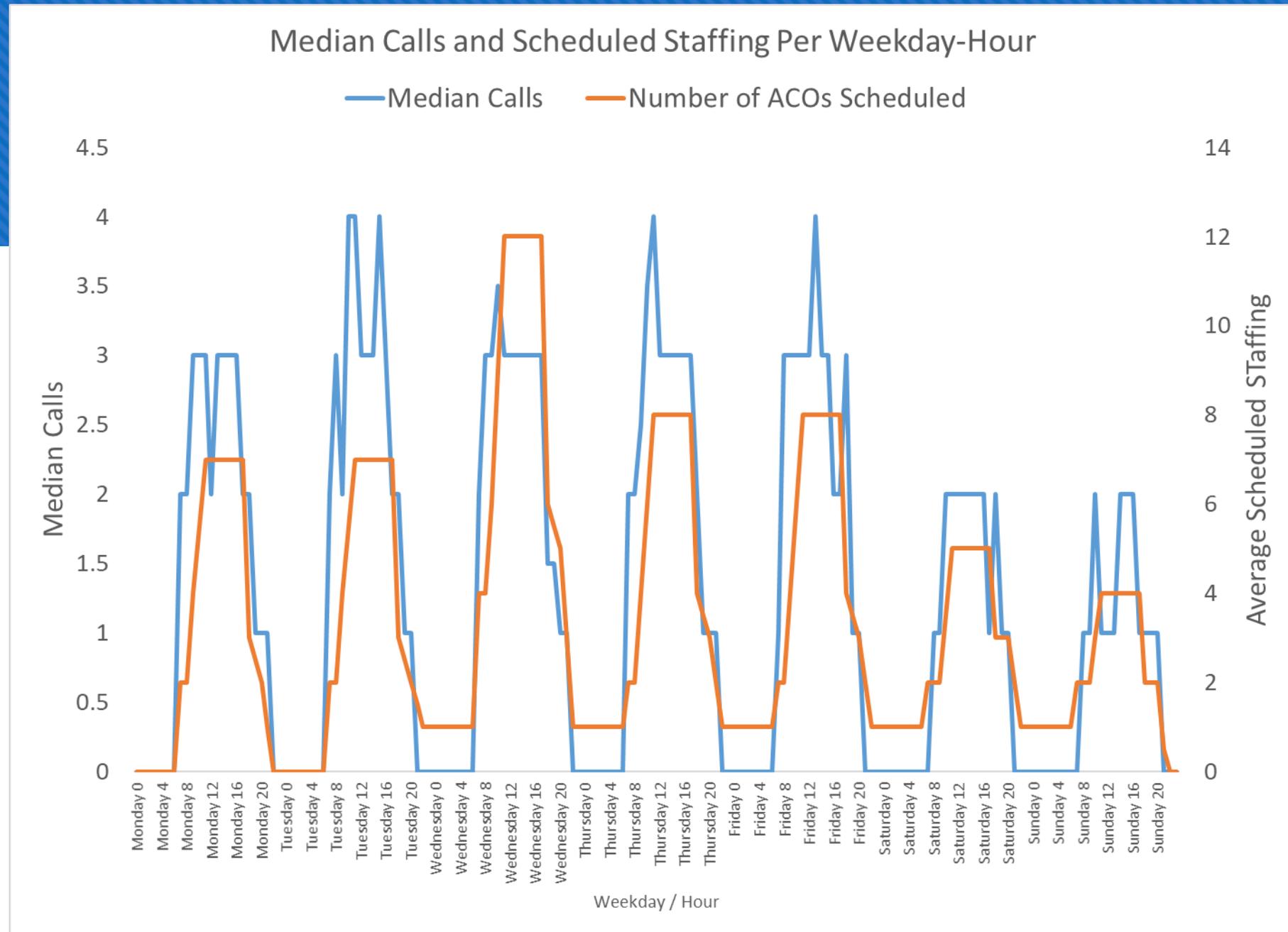


Staffing Analysis

The Office of Performance Management conducted an analysis of call volume compared to the staffing schedule and identified gaps in coverage.

AHPS updated their schedule as a result this fall, and improved the average coverage.

Source: Office of Performance Management



Summary of Animal Code Feedback

The Office of Performance Management assisted Animal Health and Public Safety and a community stakeholders group to gather [public feedback](#) on [6 questions](#) related to potential modifications of the animal code.

The six questions were posed via a variety of formats, including [focus groups](#), [dot polling at in-person meetings](#) and [online polls via Next Door](#).

Feedback gathered pointed to the following trends:

Question	Increase limitation on pets	Further restrict tethering of dogs	Further define adequate shelter	Remove pit bull regulation	Add language on trap-neuter return	Add mandatory spay-neuter
Feedback summary	No clear consensus in favor or against	Largely in favor	No clear consensus in favor or against	No clear consensus in favor or against	Largely in favor	Many against but some mixed opinion

Audit Report Update (October 2018)

- 15 of 17 Recommendations - Implementation Complete
- Status of other 2 recommendations is contingent on completion of RFP process
 - Facilitated meetings between AHPS and KC Pet Project
 - Shared vision for animal care and control

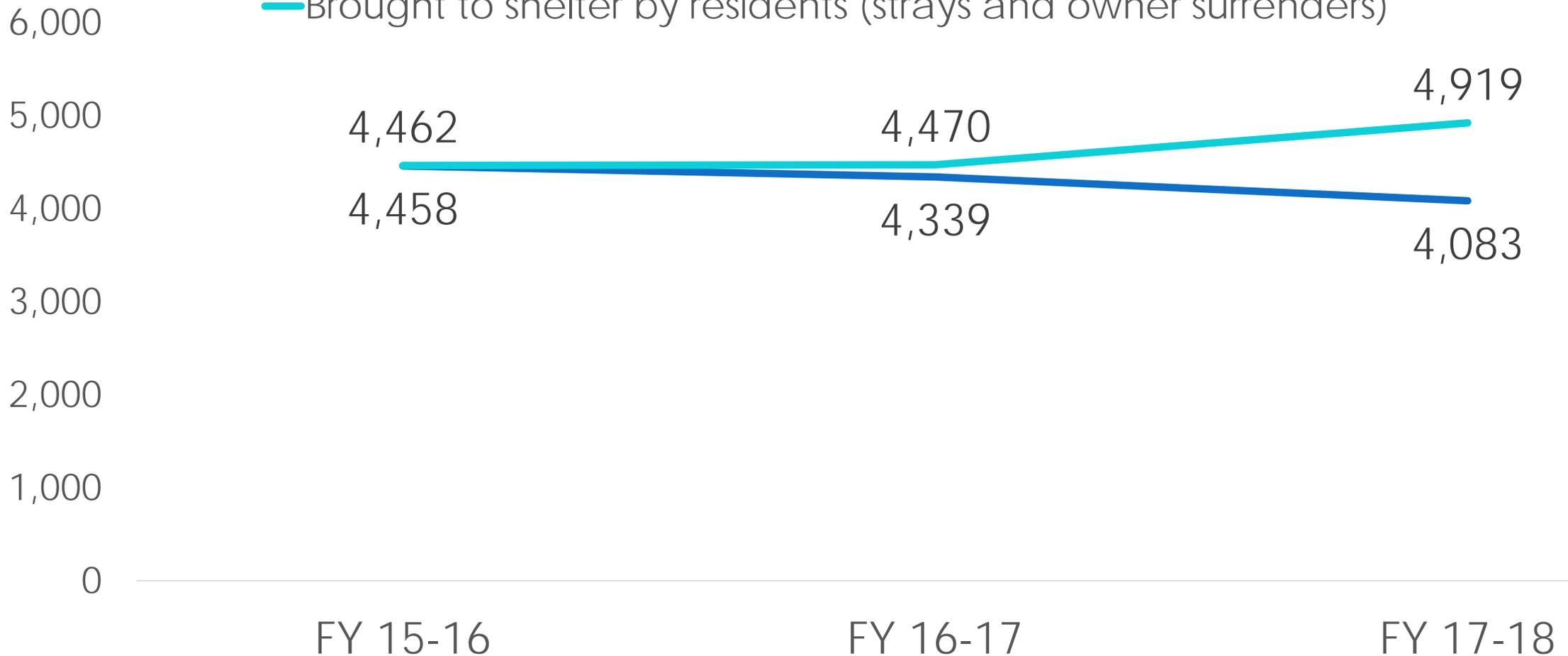
Strategy C

Engage pet owners in responsible pet ownership through education and Public Service Announcements.
(Neighborhoods and Housing Services)

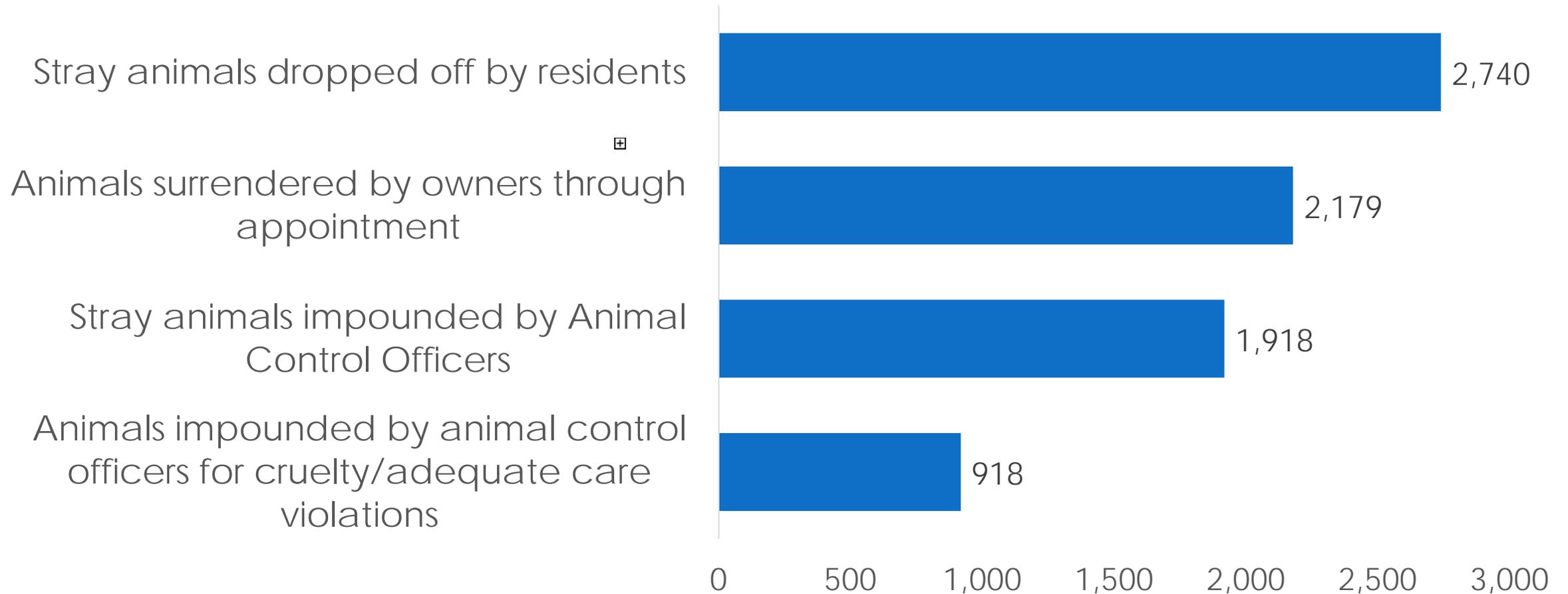
Surrender/Drop-Off of Animals by Residents at Shelter is Growing

— Brought to shelter by Animal Control Officers (strays and impounded)

— Brought to shelter by residents (strays and owner surrenders)



Top Reasons for Intake at Shelter (May 2017 through April 2018)



Top reasons for owner surrender: Pet owner moving; too many animals; animal behavior issues; health of animals; landlord issues; health of pet owner

Ideas to Address Intake Issue

1. Targeted Spay and Neuter program for all animals returned to owners (RTO) or mandatory Spay and Neuter for all pets.
2. Mandatory microchipping of all pets (cats & dogs) – this would help with returning impounded stray animals to their owners.
3. Increase current contract amount with Spay and Neuter Kansas City to Vaccinate, License and Microchip cats and dogs.
4. Work with the Vet community and other stakeholders for a balanced approach to handle this issue.
5. Reduction in shelter fees for reclaiming animals (Could be targeted for low income residents)
6. Eliminate an officer position. Use savings for community outreach programs
7. Officers writing warning tickets with a window to comply while helping pet owner obtain resources
8. Allocate funds from Municipal Court fines to purchase resources for low income pet owners

Questions?

Stay up to date on progress at <http://kcmo.gov/kcstat/>



#KCStat

