



KCStat Follow-Up Memo

Public Safety KCStat Meeting

May 1, 2018 9:00 AM

Full presentation and link to video (when available) can be found here: <http://kcmo.gov/kcstat/meetings>

Live-tweet stream can be found by searching Twitter for #kcstat

The May 1 KCStat meeting focused on reporting progress toward the objectives and strategies under the goal of Public Safety, as outlined in the 2017 Update to the Citywide Business Plan. Major discussion points, follow-up items, and data questions are summarized below, organized around the Public Safety objectives and strategies. Follow-up items will be discussed at the next Public Safety KCStat meeting, which is scheduled for November 6, 2018. For questions, please contact Kate Bender (kate.bender@kcmo.org).

Objective 1

Reduce crime among all age groups, placing an emphasis on young offenders.

Strategy A

Expand the city's efforts on building relationships with partner agencies and to increase youth intervention and anti-violence programs.

- On a fiscal year basis as of February 2018 (10 months into the fiscal year), crimes against persons are projected to decrease by approximately 2.7%, compared to the prior fiscal year. Crimes against property are projected to decrease by approximately 2.0%. Resident satisfaction with efforts to prevent crime and feelings of safety is also projected to decline in FY17-18, with one quarter of data remaining.
- The Health Department is focused on building crime prevention efforts across sectors because not any one agency or program can solve violence – a collective framework focused on people, place, and equitable opportunity is required.
- The Aim4Peace Trauma Network involves wrap-around services for trauma and resiliency strategies.
- In the first quarter of work, the Violence Program Coordinator has focused on the Youth Master Plan, a Public Engagement and Mentoring Program and a Storefront Community Resource Center, to be piloted at the KC Library Bluford branch. Next areas of focus include an electronic database of community resources and a public service campaign. The Health Dept and Violence Program Coordinator are working in coordination with one another as well as with KCPD's social workers.
- **FOLLOW-UP:** Continue to define, refine, and identify collection methods for short-term, medium-term, and long-term outcome indicators for Violence-Free KC efforts (Health Department)

Strategy B

Work with area school districts and other organizations to expand access to programming for the City's youth.

- In 2018, the Hire KC Youth Career Fair saw a 200% increase in employers and a 30% increase in jobs available. The Jobs Board has seen 141 jobs posted and 370 youth profiles created.
- The Full Employment Council administers 12 programs that target youth 16-24 for enrollment and participation in classroom training and job placement.

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.

- The Health Department has received 10,000 responses to its community survey and continues to enter and analyze the results. An early takeaway is that people are extremely concerned about violence of all kinds.

Objective 2

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

Strategy A

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

- From its start (October 31, 2016) through the end of March, 2018, KC-ATC has served 4,151 clients, the majority of which are being referred from hospital emergency departments, with the remainder from law enforcement, self-referrals, and EMS. Clients are primarily male, homeless, and between the ages of 25 and 54, with primary presenting concerns of mental health (37%), drugs (25%), and alcohol (23%).
- Estimated cost-savings from ED diversion is \$600,000 from January-March 2018, and close to \$3 million since the center's inception. ATC's high utilizers have also seen a drop in EMS runs for 2018 compared to 2017.
- Due to high demand and long waits for connection to services, ATC has increased its number of case managers on staff from 2 to 6.
- **FOLLOW-UP:** Report back on projected state and hospital funding for future (KC-ATC).

Strategy B

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

- The plan submitted for supplemental reimbursement was approved by Centers for Medicare and Medicaid Services on December 22, 2017. It is effective retroactively to July 1, 2017. Implementation training is set for early June in Kansas City for Finance and EMS billing employees.

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.

- Return of spontaneous circulation (ROSC) is 39% for FY 17-18 YTD (May 17-Mar 18), with an annual target of 40%. Compared to the national averages, KCMO's cardiac survivability was similar, although lower for Utstein and Utstein Bystander rates. For 2018 Q1, survivability was very low, which is partially a factor of a small sample size, but something to continue to focus on.
- One of the primary factors in survivability from cardiac events is bystander witness and intervention. KCMO's bystander CPR rate was lower than the national average in 2017 (33.1% versus 38.8%) and is considerably lower than our neighboring agency of Johnson County, where it is 66%.
- Part of this difference is due to the fact that studies show that lower income neighborhoods have lower rates of bystander CPR; African-Americans and Hispanics also experience lower levels of bystander CPR.
- **FOLLOW-UP:** In tandem with the Emergency Medical Director's Office and the Health Department, pursue opportunities to partner with the community to offer CPR training, particularly in low life-expectancy areas of the City, potentially utilizing staff on modified duty (KCFD).
- **FOLLOW-UP:** In tandem with Human Resources, the Emergency Medical Director's Office and the Health Department, determine feasibility of training all City employees on CPR (KCFD).

Strategy D

Develop initiatives to reduce the number of chronic users of emergency response services.

- The top 10 utilizers of EMS services in 2016 received 1,200 transports; the top 10 utilizers in 2017 received 1,011 transports. Etoh (intoxication) was a common diagnosis and these utilizers were discharged nearly 100% of the time. On average, a high utilizer called from 30 locations during the year.

- Due to work by the high-utilizer case management team, 4 of the 10 from 2016 did not show up on the list in 2017, but there are always others who step into the void.
- There are many community paramedicine and other efforts being implemented in other cities and counties to address the changing nature of EMS/pre-hospital personnel in the health care arena. There are challenges in federal Medicare definitions and resident perceptions about the role of EMS/ambulance that need to be addressed in considering these options.

Objective 3

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

Strategy A

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

- Currently, 29.11% of KCFD's uniform personnel are female and/or a racial minority. For KCPD, 33.51% of sworn officers are female and/or a racial minority.
- KCFD continues its commitment to the Pre-apprenticeship Program and identifying training that is needed to assist students in passing the EMT licensing test, which has a hierarchical format that requires specific strategies/approaches.

Strategy B

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

- The staffing study recommended an increase of 79 civilian positions and a decrease of 21 sworn positions, for a net increase in 58 positions.
- The adopted FY18-19 budget for KCPD included 25 additional civilian positions (15 dispatchers and 10 parking control) and 23 additional sworn office positions.

Objective 4

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

Strategy 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 is currently utilizing 2 out of the NCSC's performance measures for trial courts, and plans to pursue 3 additional measures once renovations of the court are complete.
- Case clearance for FY17-18 YTD (May 17 to Mar 18) is 84%, lower than the target of 100%. This is likely due to a judicial vacancy, which has reduced availability of docket times, combined with an uptick in citations from KCPD, which increases demand for docket times. The court vacancy was filled in April so this number should improve soon.
- The court met targets for percent of released clients not incarcerated again within six months and percent of probationers successfully completing probation conditions, which is attributed to more successful matching of clients with programs that keep them out of incarceration.
- The Municipal Court renovation has focused on improving the customer experience at the court. Access to fine payment and probation services are both being centralized. The court met its target of 90% of customers served within 10 minutes at the Violations Bureau.

Strategy B

Refine the standards and policies of the City's Drug Court to meet the needs of chronic offenders.

- Based on the technical assistance received in March 2017, eligibility requirements have been revised for Drug Court, which has led to 63 new contracts being completed, 36 participants currently active, and 13 slated for graduation in August. This strategy is considered complete

Objective 5

Prevent animal-related threats to public safety and support animal welfare.

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.

- Pet licensing is currently at 11% (3% of cats and 19% of dogs). Animal Health and Public Safety plans to use their 4 interns this summer to do follow-up calls for license renewal to help boost the rate.
- Spay Neuter KC is slated to do 5 license/vaccination/microchip clinics in FY18-19. Last year they were required to do 3, and completed 7.

Strategy B

Develop a plan to further improve animal response operations.

- Per data provided by KC Pet Project, the number of owned cats and dogs surrendered at the shelter has declined in FY17 and 2018 YTD, but is up since FY12. The number of stray dogs and cats brought in by the public is up substantially, particularly in the last two years. Factors in owner surrender are behavior issues, health of the animal (affordable, accessible vet care is needed), and moving/landlord issues (breed restrictions are still common in housing). Factors in stray drop-off include found at large, police drop off, and abandoned at the shelter.
- Response times for animal control are steady and relatively low for the periods of time of dispatch to arrival (16.27 minutes in March 2018) and arrival to close (26.47 minutes in March 2018). Timeframes are generally much longer for the period creation to dispatch, which was 182.45 minutes in March 2018 but hit a high of 544.04 minutes in December 2017.
- The Office of Performance Management is working with Animal Health and Public Safety to analyze call volume relative to staffing, in order to make adjustments for optimal alignment as needed. An initial analysis of March 2018 indicated that 13% of calls came in overnight (which is currently not staffed) and 51% came in during the midday, when multiple shifts overlap and staffing is highest. Accordingly, a significant difference of about 4 hours was seen in the create to dispatch timeframe between these two timeframes.
- Of the recommendations in the audit of animal control services, 12 have been implemented and 5 are in progress.
- **FOLLOW-UP:** Utilizing information provided by Auditor's Office on national staffing models for Animal Control, understand analysis of staffing gaps based on call volume (Office of Performance Management).

Strategy C

Engage pet owners in responsible pet ownership through education and Public Service Announcements (PSAs).

- AHPS continues to attend events like the South Patrol Health, Safety, and Wellness fair, as well as have staff attend neighborhood meetings.