

KCStat

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

May 7, 2019

#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)
 - 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)
 - 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

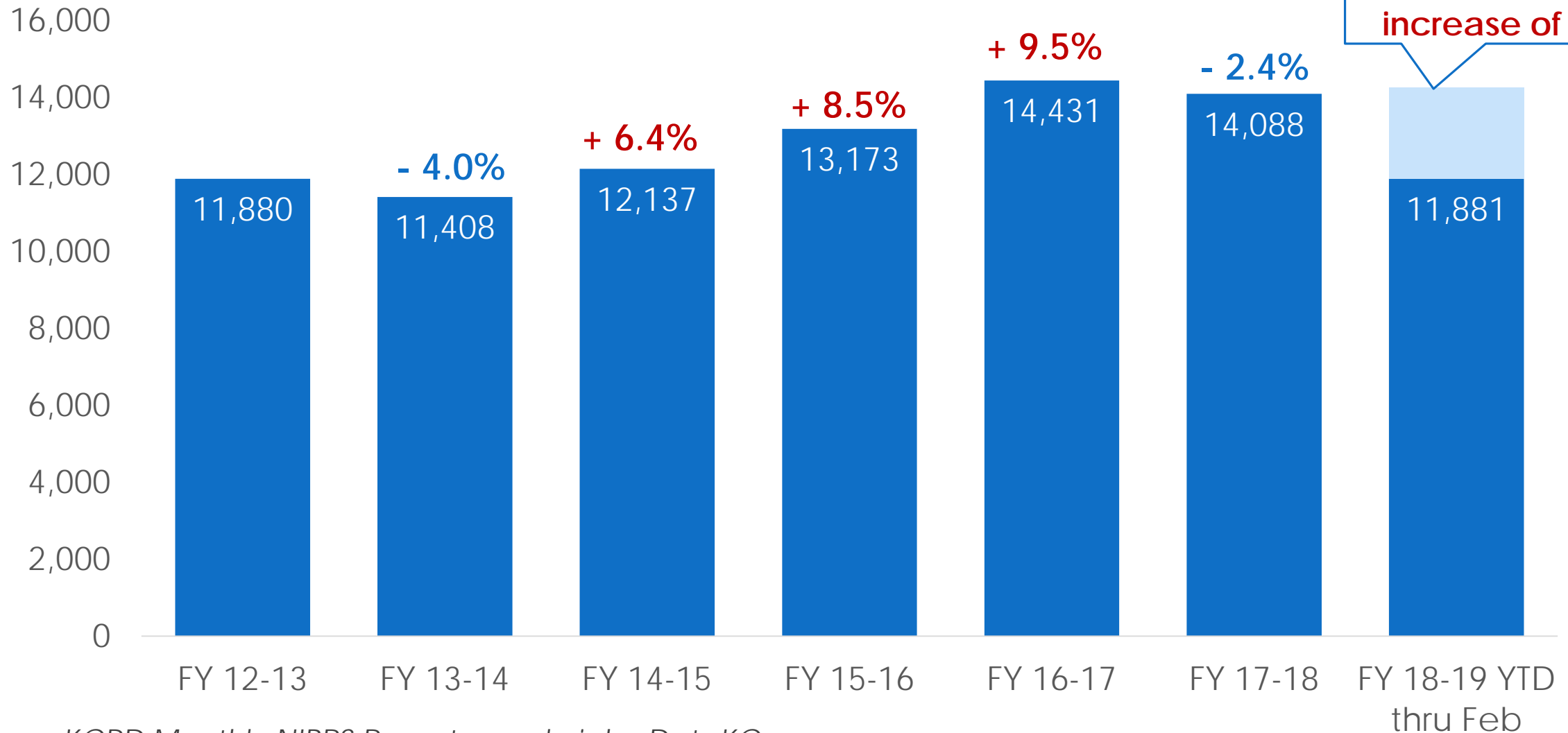
Orange = Did Not Meet Annual Target

Blue = Met Annual Target

No Color = No Target Set

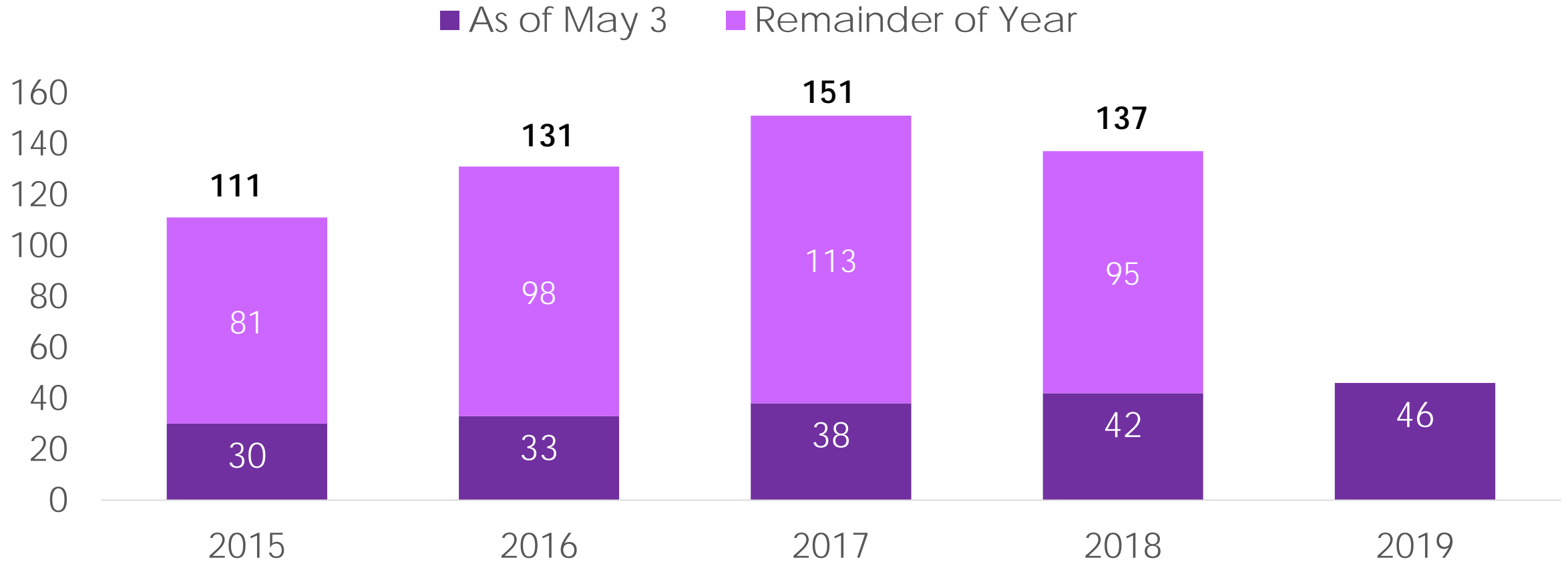
Measures of Success	Actual FY15	Actual FY16	Actual FY17	Target FY18	Actual FY18	Target FY19	Actual FY19 Q1-Q3	Target FY20
Total crimes against persons	11,978	13,173	14,431	13,709	14,049	13,152	11,035	12,494
Percent of citizens satisfied with the city's overall efforts to prevent crime	51%	45%	39%	54%	33%	54%	33%	54%

Crimes Against Persons on Annual Basis



Projected Crimes Against Persons for FY18-19 = 14,247
This would be an **increase of 1.1%**

5-Year Year-to-Date Homicide Summary



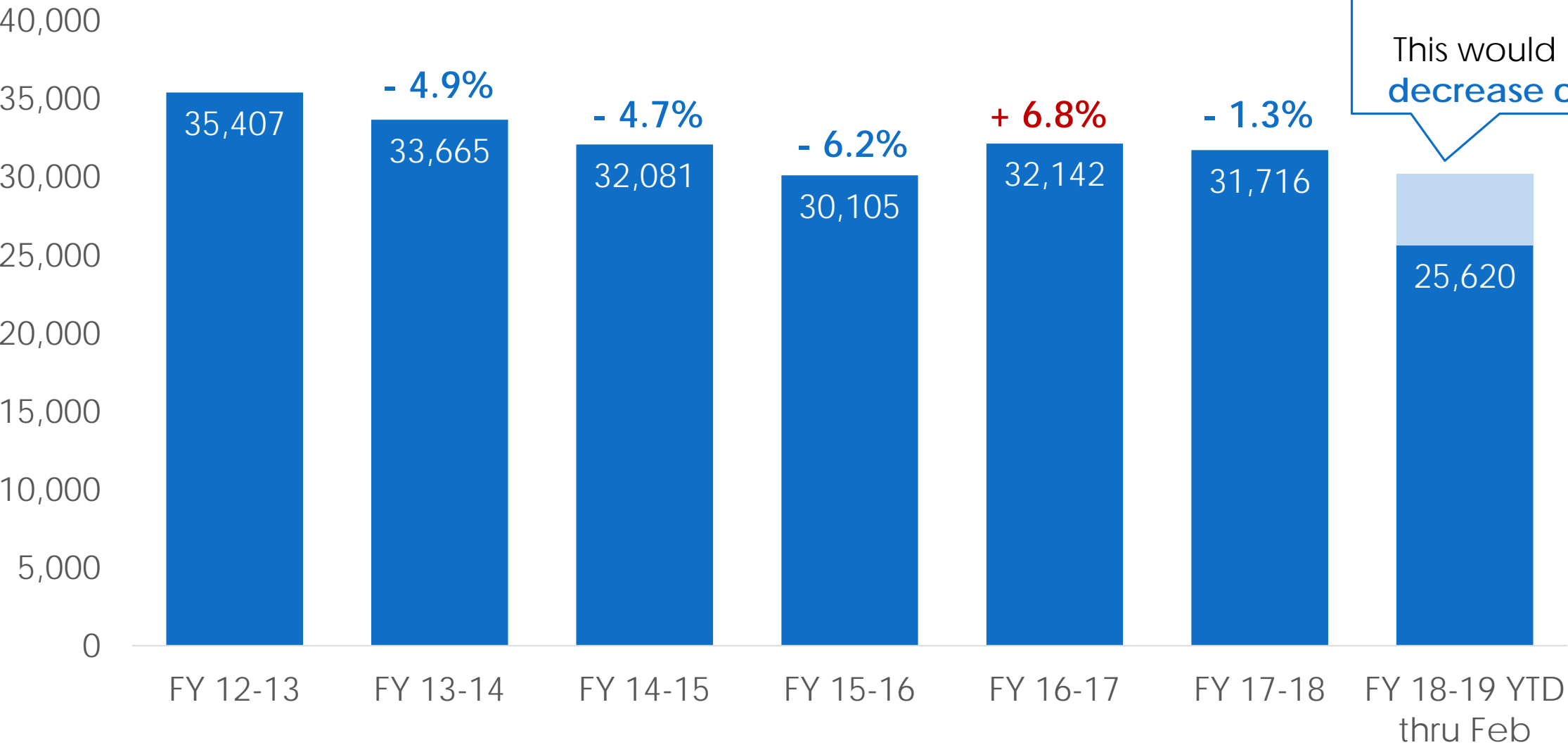
In 2019 (YTD):

Most common means of attack: **firearms** (91%, or 43 out of 47 means of attack)

Most common motive: **unknown** (59%, 29 out of 49 motives) and **argument** (24%, 12 out of 49)

Clearance: **37%** (17) of current year cases are cleared and **15%** (7) are solved but not cleared

Crimes Against Property on Annual Basis

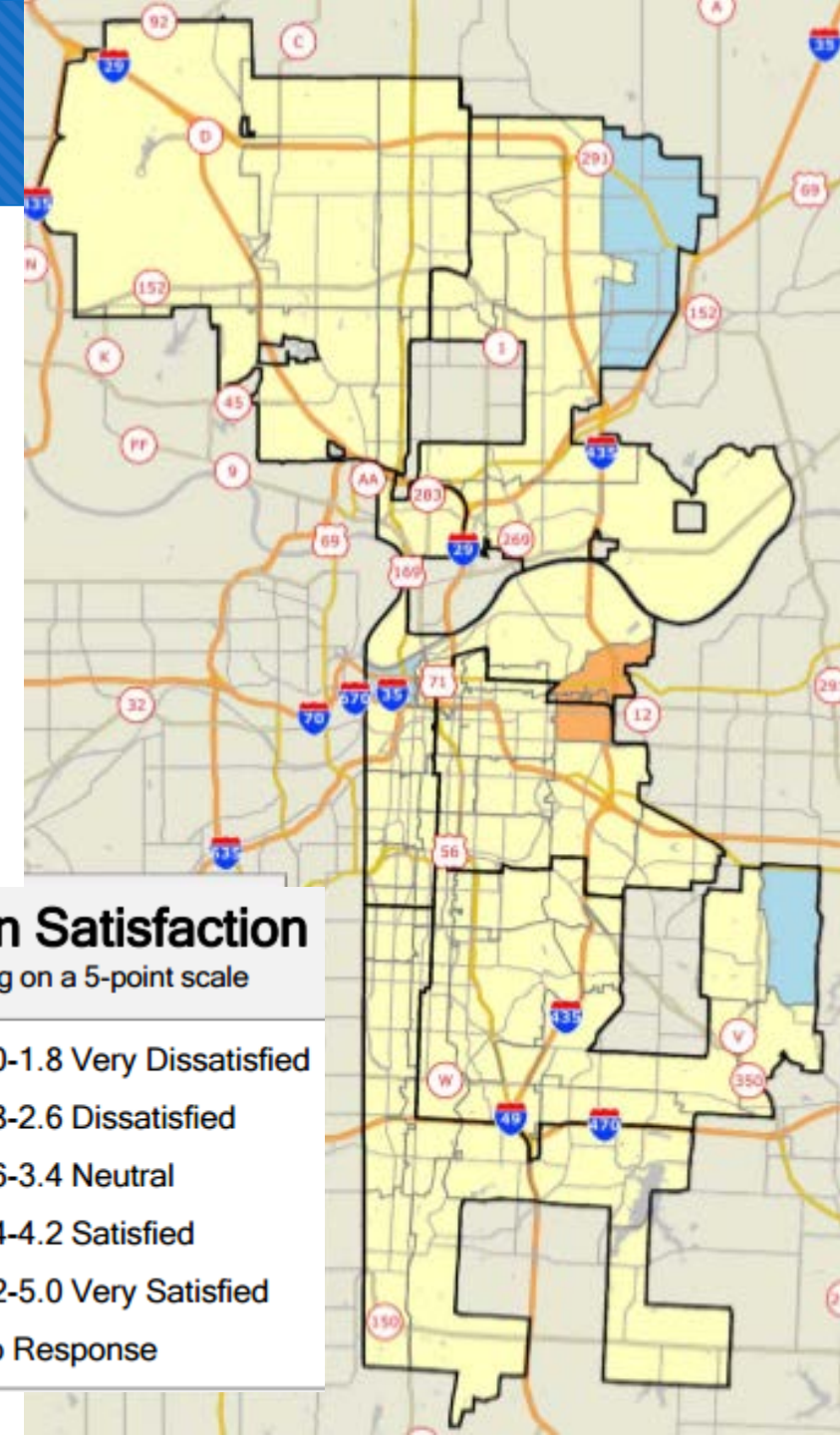
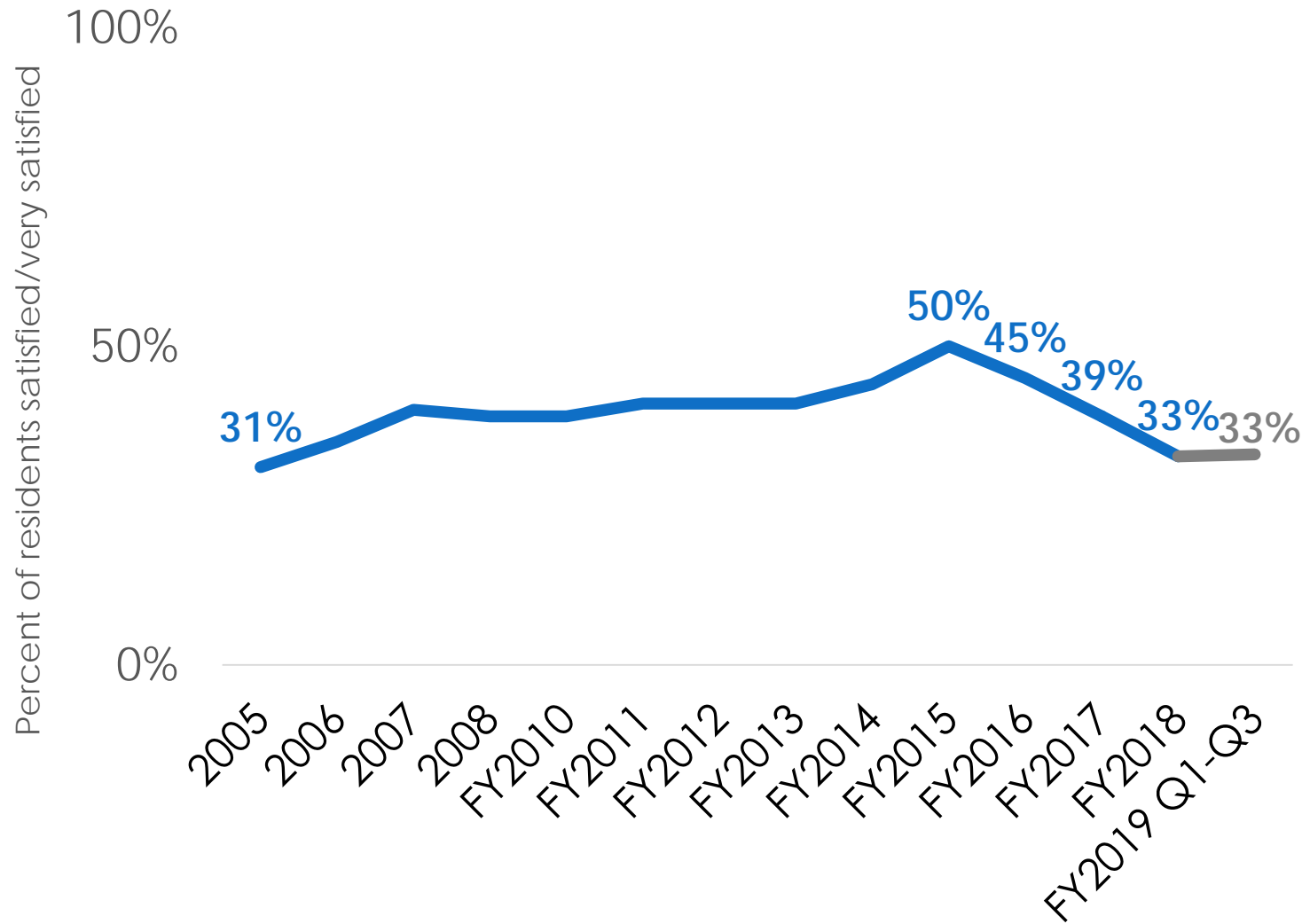


Projected Crimes Against Property for FY18-19 = 30,197

This would be an decrease of 4.8%

Source: KCPD Monthly NIBRS Reports, Analysis by DataKC

Resident Satisfaction with Efforts to Prevent Crime

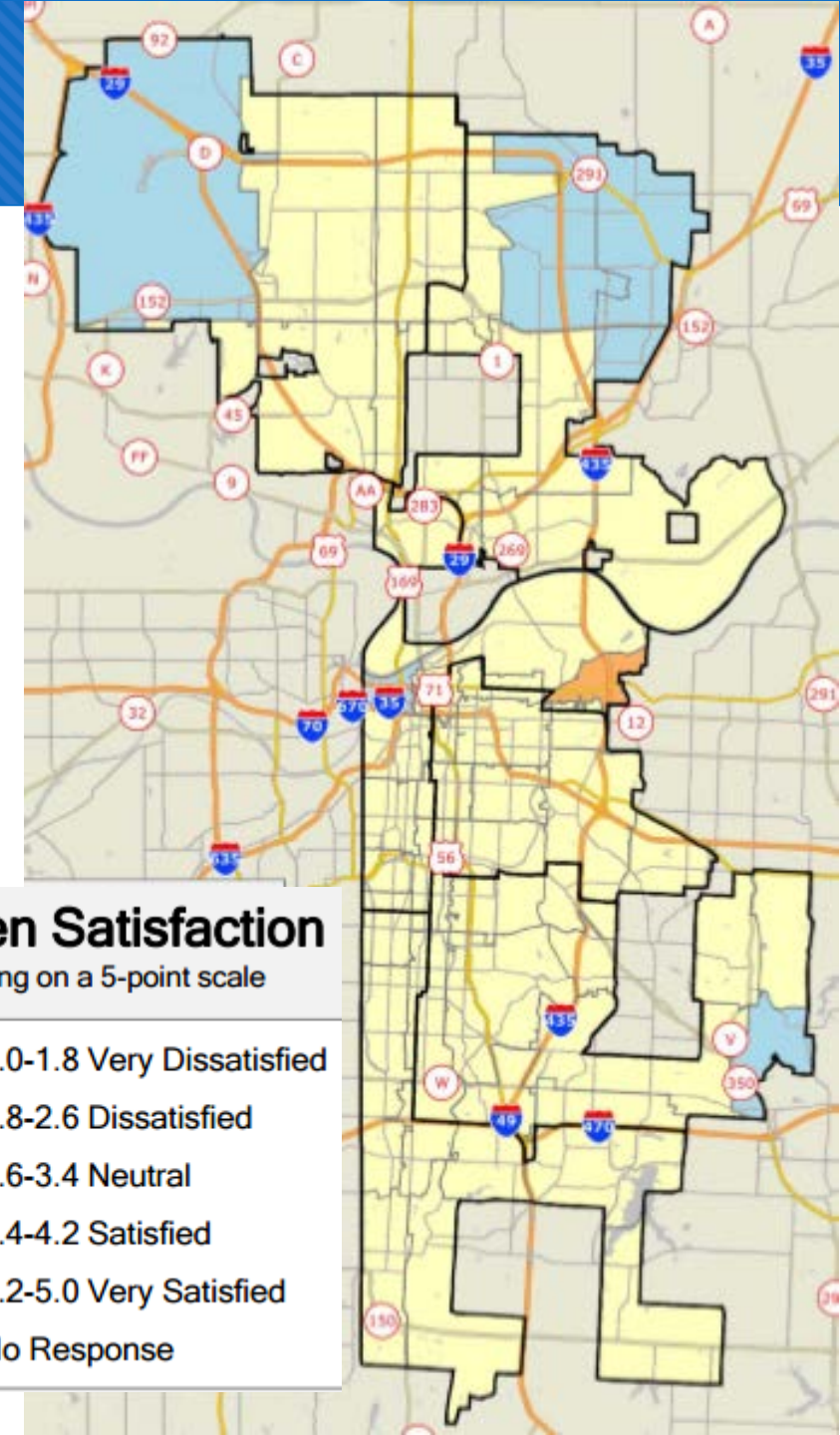
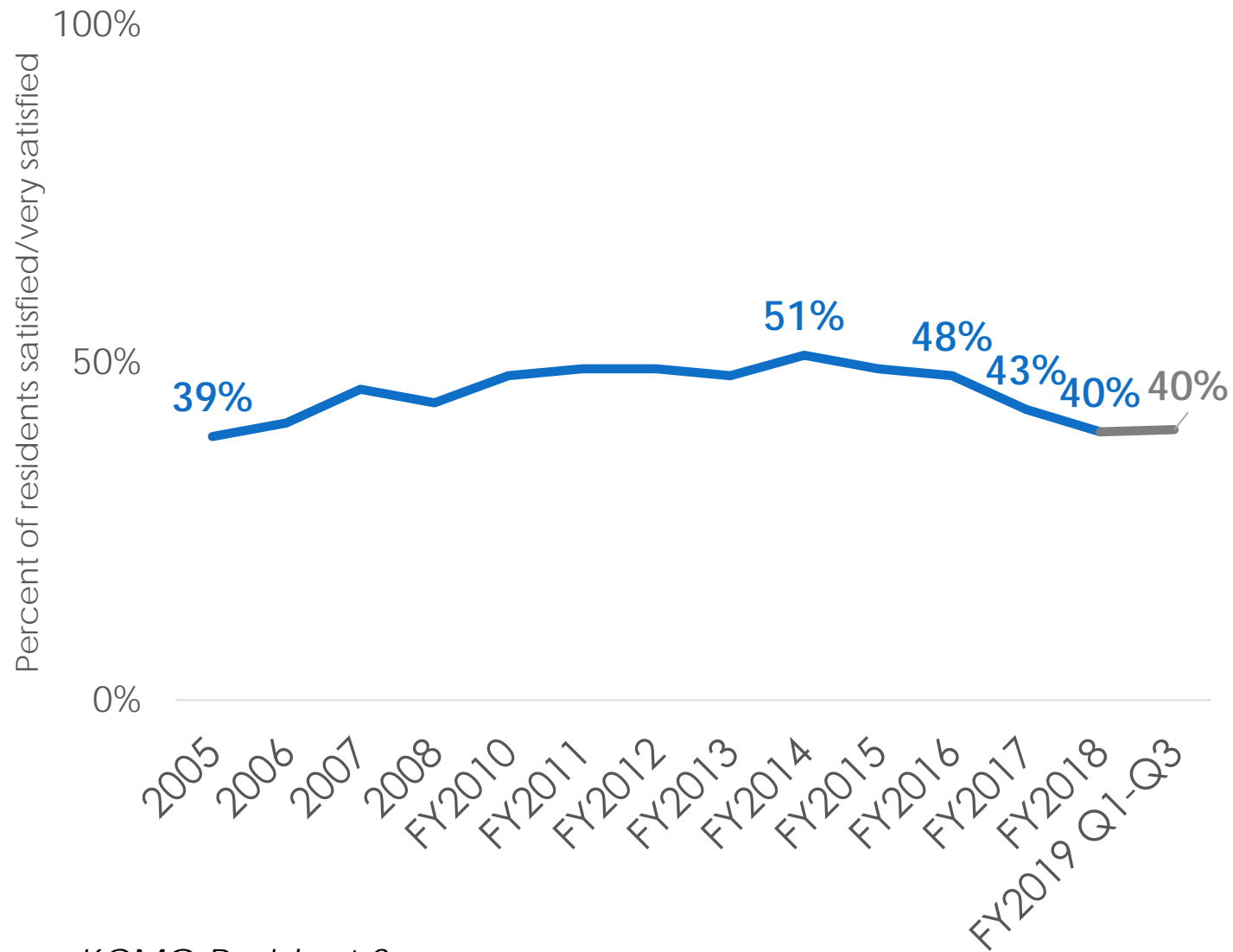


Citizen Satisfaction

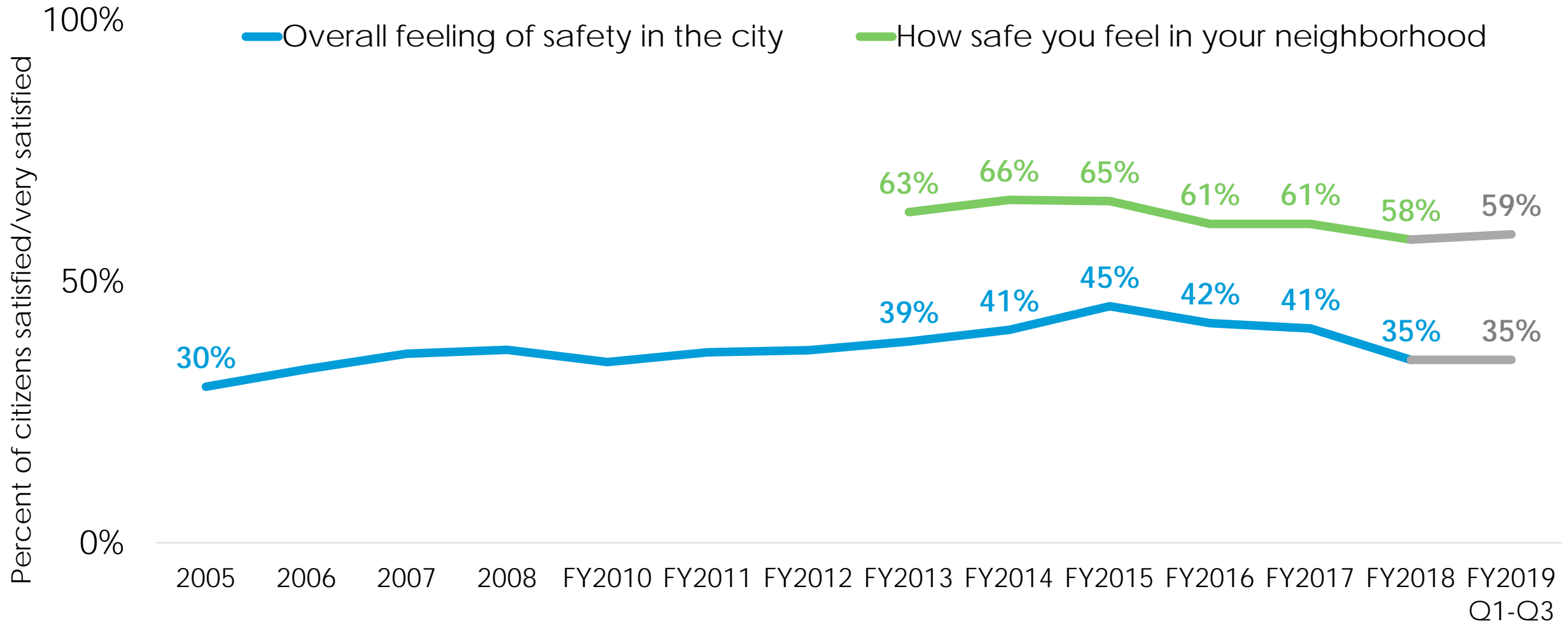
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

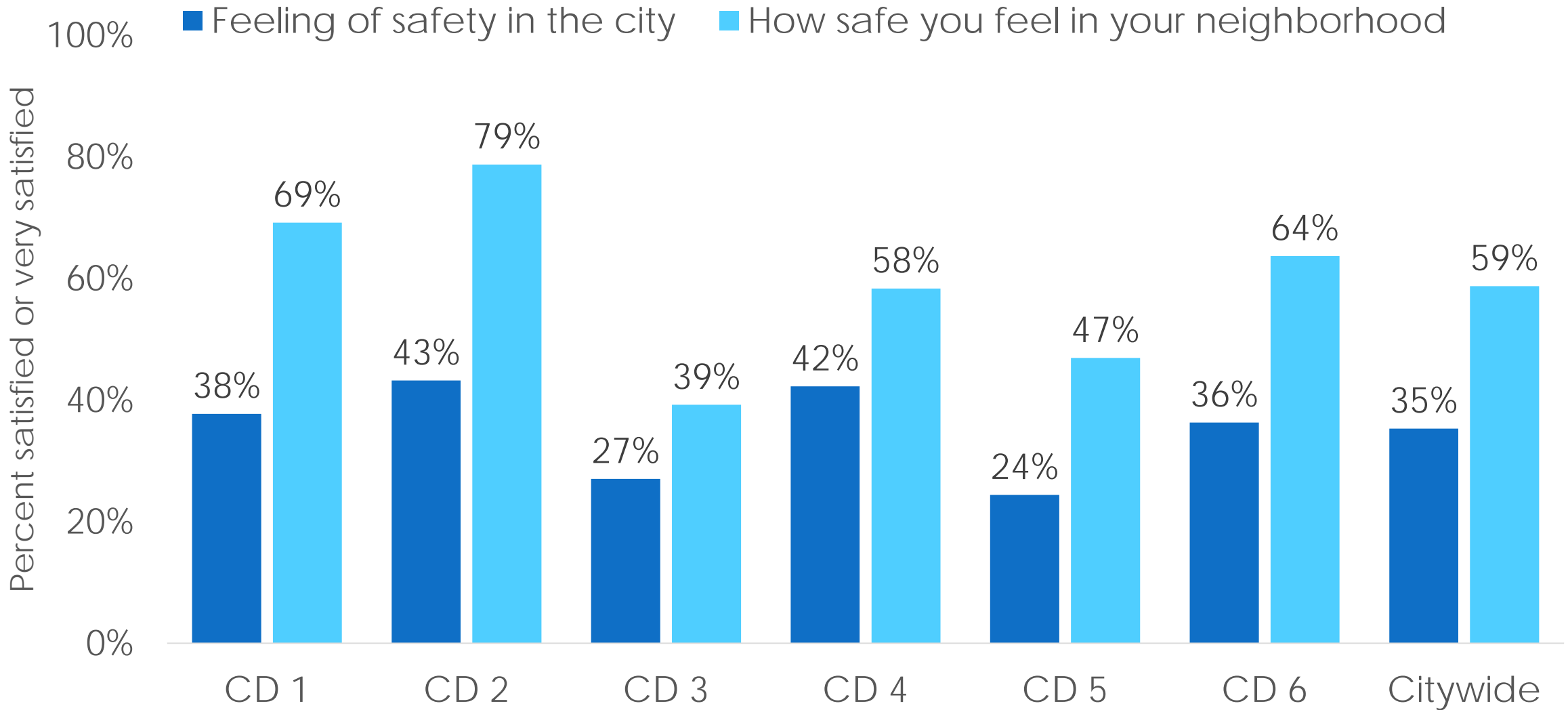
Resident Satisfaction with Visibility of Police in Neighborhoods



Feelings of Safety in City and Neighborhood



Resident Survey: Satisfaction with Safety by Council District



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: Risk Terrain Modeling

- Partnering with Rutgers University to conduct Risk Terrain Modeling.
- This will allow the KCPD to identify environmental factors that contribute to criminality.
- This violence reduction effort will consider youth-related violent crime.

KCPD: Youth and Police Initiative

- Continued partnership with Boys and Girls Club of GKC
 - Cohort 3: 15 participants
 - Cohort 4: 17 participants
- Survey results of Cohort 3 show a dramatic positive shift in attitudes among participants compared to cohorts in Long Island and Brooklyn.

KCPD Social Worker Activities

- 30+ family/ youth referrals
 - 1 YPI referral
 - Help with: Prom dresses, beds, financial assistance for High School graduation, court & school advocacy, housing, employment, mentoring and treatment services for mental health, trauma and substance abuse
- 15 DV resource / support referrals
- Conducted 3 curfew outreach events.
- Partnered with Children's Mercy Hospital to connect children and families impacted by gun violence to community resources.
- Participated in MLK Service Day with KCPS students 2018 and 2019

Other Youth Engagement Activities

KCPD Youth
Night with
FBI

- Held at East Patrol in conjunction with Federal Bureau of Investigation (FBI)
- Created to educate youth on law enforcement positions
- Attended by **371 youth**

KCPD
Summer
Youth
Academies

- Will facilitate 3-week long youth academies over the summer with approximately **30 children each week** ages 12 to 15.

KCPD Future Plans: Youth Explorers Program

- Effort to establish a youth explorers program in conjunction with local scouting organizations is in the planning stage
- Goals include:
 - Exposing young people to our law enforcement organization
 - Allowing them to contribute to the public safety mission
 - Encouraging careers in law enforcement.

Violence Program Coordinator: Project Updates

Electronic Database of Community Resources	<ul style="list-style-type: none">• MoneySmartKC to present today on the site and the usage
Public Service Campaign	<ul style="list-style-type: none">• Health Department completed
Youth Master Plan	<ul style="list-style-type: none">• Health Department working to bring in program manager
Public Engagement and Mentoring Program	<ul style="list-style-type: none">• Last meeting 4/12 – resource share + trauma-informed care training• Next meeting is in June

Violence Program Coordinator: Project Updates

Storefront
Community
Resource Program

- Partners: Blue Hills Neighborhood Association and Choose Your Passion/Bluford Library
- Bluford is working on community programming; Blue Hills is working with KCPS to develop

Interagency DV
Fatality Review
Teams

- Partners: All area DV agencies, Prosecutor's Office, Municipal Court, KCPD
- Prosecutor's Office and Municipal Court judge are finalizing names of participants to serve on Domestic Violence Fatality Review Panel and have also started the process of selecting cases to review

CDC Homicide
Study

- Partners: Missouri State Highway Patrol, KC Health Department, State Health Department, CDC
- Meeting 4/18 to discuss data from 2018 Missouri Violent Death Reporting System

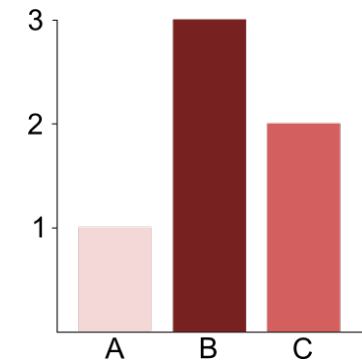
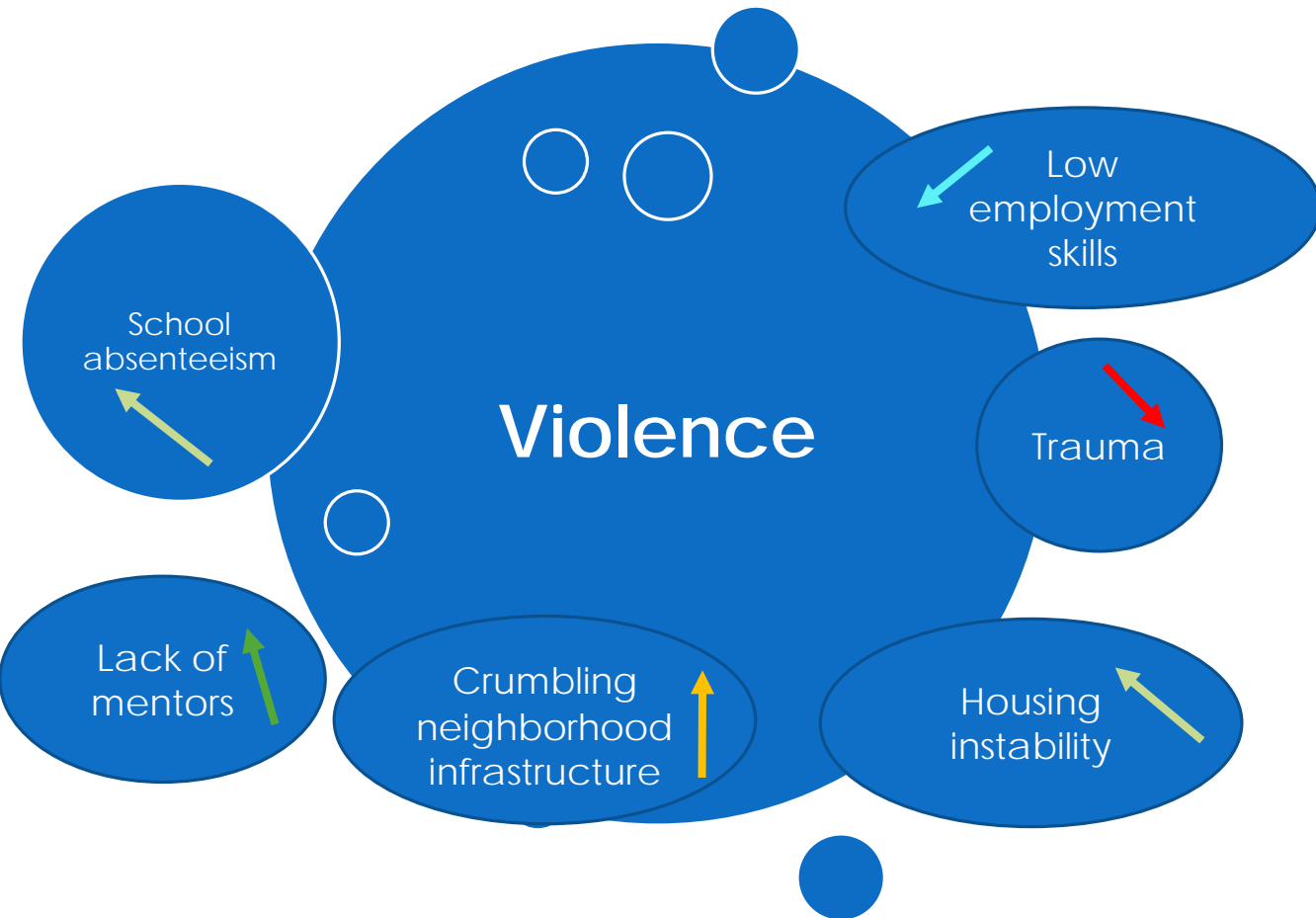


KCMO-Youth & Family Violence Prevention Plan

1. Continue to build a collaborative culture that embodies the Master Plan principles.
2. Prioritize short-term strategies that the Violence Free KC Committee (VFKCC) and partners will implement in the next 2-3 years.
3. Build the necessary implementation infrastructure by engaging orgs and residents



1) Build a collaborative culture among local organizations



2) Prioritize short-term strategies that the Violence Free KC Committee (VFKCC) and partners will implement in the next 2-3 years.

*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>			

Source:
Health
Department

Goal Area #1: Build Strong and Thriving Neighborhoods

Aligns with

- ❖ Community Health Improvement Plan's goal to "Improve health through improvements to our built environment"
- ❖ Citywide Business Plan's "Neighborhoods and healthy communities" and "planning, zoning, and economic development" objectives.
- ❖ Kansas City Finance Department. (2017). *Adopted Citywide Business Plan*. Kansas City, Missouri.

Goal Area #1: Build Strong and Thriving Neighborhoods

Priorities

- ❖ Promote resident organizing, advocacy, and civic engagement activities for children, youth, and adults, especially in neighborhoods experiencing high rates of violence.
- ❖ Expand and strengthen street outreach and community norms change efforts through trained outreach staff who mediate conflicts, promote norms of nonviolence, and connect youth and adults to community supports.

Goal Area #1: Build Strong and Thriving Neighborhoods

Indicators	Current Value
Percent of residents who participated in a neighborhood association in past year	Currently 23.6% in District 3
Percent of residents who volunteered their time in past year	Currently 37% in District 3
Percent of surveyed residents who say their community provides alternatives to violence	Requesting data be gathered in future
Percent of surveyed residents who say their community does not tolerate aggression toward others	Requesting data be gathered in future

3) Building Implementation Infrastructure

- ❖ Which kinds of data are being collected from clients?
- ❖ Which types of training have staff received?
- ❖ What are the org's measures of success?
- ❖ What types of technical assistance would be most helpful?
- ❖ **How can orgs better align with the Y&FVPP?**

AdHoc Group Against Crime
Big Brothers Big Sisters
Blue Hills Neighborhood Association
Boys and Girls Club
Boys Club of Greater Kansas City
Catholic Charities of Kansas City-St. Joseph
Center School District #58
Child Abuse Prevention Association
Child Protection Center
Children's Mercy Hospital
Communities in Schools
Community Action Agency of Greater Kansas City
Community Services League
Comprehensive Mental Health Services, Inc
Cornerstones of Care
First Call Alcohol Drug Prevention & Recovery
Front Porch Alliance-Kansas City, Inc.
Full Employment Council (Youth Program Coordinator)
Guadalupe Center, Inc.
Health & Human Services, Region VII
Hogan Academy
Hope House, Inc.
Hope Leadership Academy
Ivanhoe Neighborhood Council
Jackson County CASA
Jackson County Community Children's Services Fund
Jackson County COMBAT
Jackson County Mental Health Fund
Jackson County Prosecutors' Office
Jewish Vocational Service Bureau of Kansas City
Juvenile Justice Center
KC Housing Authority
KC Metro Crime Commission
KC Metro Crime Commission - Second Chance
KC NoVA (KCPD)
KC Police Department
KC Public Library
KC Public Schools
KC Violence Project
KCMO Health Dept
KCMO Health Dept
KCMO Health Dept - Aim4Peace
KIPP Family and Behavioral Health Clinic

KVC Niles Home for Children
Linwood YMCA/Nutter Community Center
Manheim Neighborhood Association
Mattie Rhodes Center
MODSS Division of Youth Services
MOSCA
Northeast Community Center
NourishKC
Oak Park Neighborhood Association
Office of Mayor
Office of the City Manager
Operation Breakthrough
Palestine Neighborhood Association
Police Athletic League of Kansas City, Inc.
Preferred Family Healthcare, Inc.
Prosperity Center for Financial Opportunity
Reconciliation Services
Redemptorist Social Services Center

Rediscover
reStart, Inc
Rockhurst University
Rose Brooks Center
Salvation Army-Children's Shelter
Sam Rogers Behavioral Health
Santa Fe Neighborhood Association
Second Chance

Sheffield Place
St. Luke's Hospital of Kansas City
Start at Zero
Swope Health Services
Synergy Services, Inc
The Children's Place
The Family Conservancy
Truman Medical Center
United Services of Greater Kc
United Way of Greater Kansas City
United Way of Greater Kansas City
Urban League of Greater Kansas City
Vineyard Neighborhood Association
YMCA of Greater Kansas City
Youth Ambassadors

3rd District Safe & Healthy Community Task Force



*healthy*fit



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)

KCPD: Summer Youth Programming

Police
Athletic
League

- Secured funding to conduct PAL Nights to open the PAL Center (1801 White Ave) on weekend nights this summer.
- Last year's attendance averaged **15 kids a night**.

Boys and
Girls Clubs of
GKC

- Partnered with Boys and Girls Clubs of Greater Kansas City to continue the practice of providing youth access to facilities on Friday and Saturday nights during the summer months.

youth opportunity



HIREKC
HIGH SCHOOL AND COLLEGE INTERNSHIPS

OUR MISSION

To support opportunity and equity, and illuminate career pathways so that all youth can learn and grow into promising futures.

OUR VISION

A Kansas City where all young people are ready for and connected to a bright future.

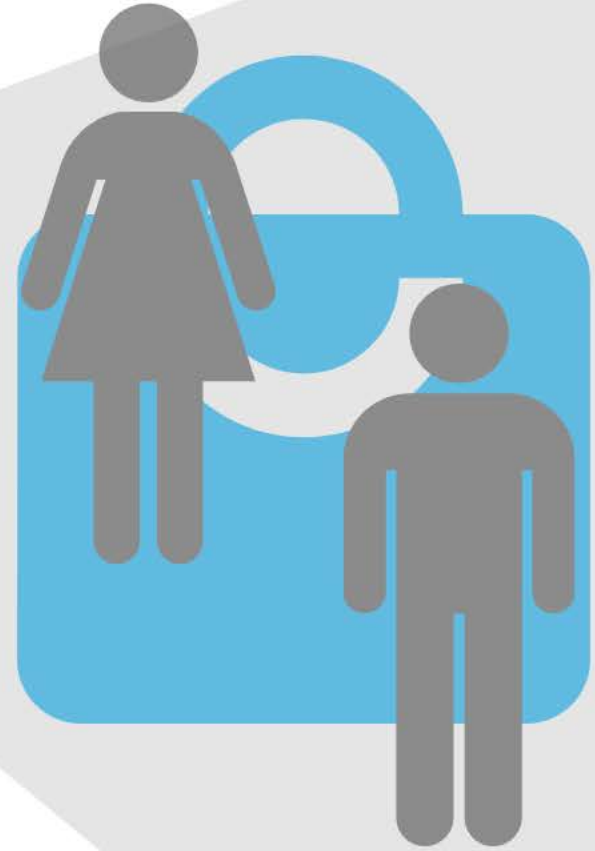
256

internships placed

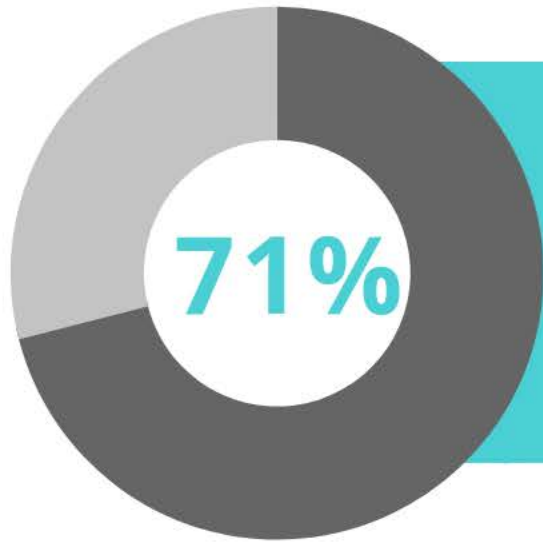
191

work sites throughout
the Kansas City region

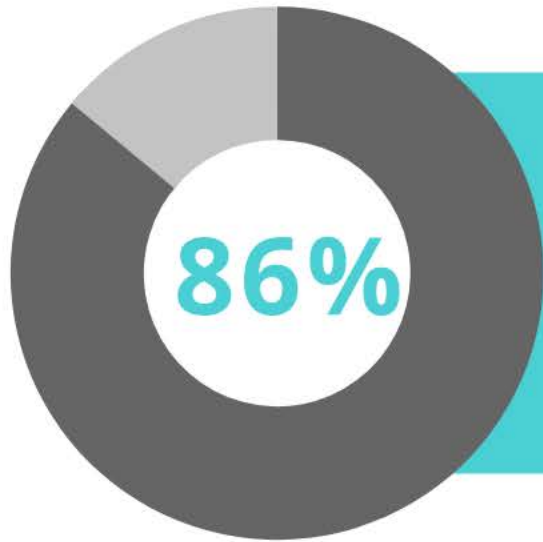
2018



HIREKC
HIGH SCHOOL AND COLLEGE INTERNSHIPS



Hire KC interns expect to achieve a graduate degree



Hire KC interns will explore a new interest based on things they learned in their summer internship

2018

*Intern survey, August 2018

Internship Summit

Feb 26, 2019



HIREKC
HIGH SCHOOL AND COLLEGE INTERNSHIPS

So, how do
we scale
experiences?



Growth



HKC

HIRESKC.org

HIGH SCHOOL AND COLLEGE INTERNSHIPS

**a work-based experience marketplace to
scale youth access and opportunity
in the KC region.**

**digital
management
platform**

**open
system for
the region**

**brokered
services to
coordinate
WBE**

**oversight &
evaluation**

STUDENTS

- Access to internships, jobs and projects
- Earn digital badges
- High school and college mobility
- Resume with profile completion
- Evaluations, feedback and assessments

EMPLOYERS

- Post internships, jobs and projects
- Work with Colleagues in a collaborative space
- Accept, decline and message schools, programs
- Offer evaluations and feedback

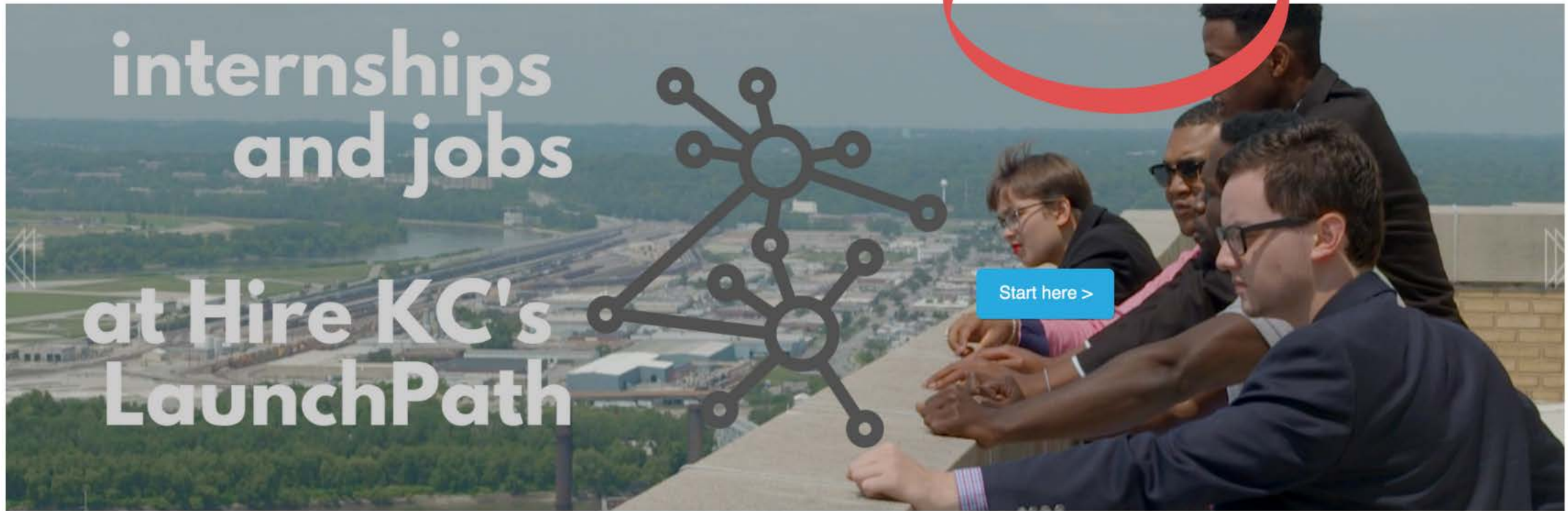
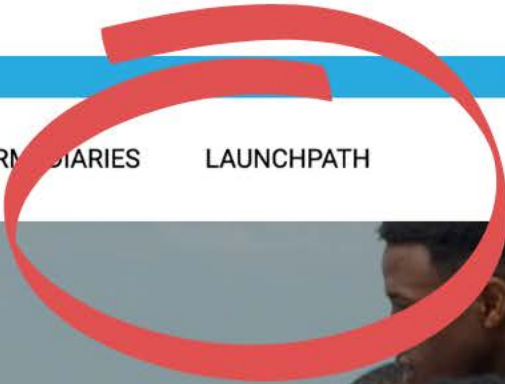
SCHOOLS

- Collaborative space to work with colleagues and service providers
- Regional events calendar
- Communications & student oversight
- Match students to experiences and request custom experiences

AND MORE...

- SCHOOL DISTRICTS
- HIGHER EDUCATION
- EMPLOYER INTERMEDIARIES
- PROGRAM PROVIDERS

**Just
Launched!**



internships and jobs

at Hire KC's LaunchPath

REGIONAL WORK-BASED EXPERIENCES

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**

iRYSE - Youth Ambassadors

TRAININGS: The focus of training(s) is to help develop our youth professionally and to enhance life skills.

1. Gun violence class
2. Fatherhood classes at Richardson Elementary School every Wednesday.
3. Conflict Resolution



iRYSE Youth -- Partners

PARTNERSHIPS: We're focusing on our efforts to build a web of partnerships so that we can maximize our reach with peer to peer positive messaging.

1. William Dowdell - Director of HireKC
2. Tiara Dixon - Owner of Smaxx Restaurant
3. Shahidah Salaam – Owner of Graphic Expression
4. Dr. Sanders - Principal at DeLaSalle High School
5. Alyssa Cunningham – Social worker at Success High School



PARTNERSHIPS
WITH PURPOSE

Strategy D

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

Park Ranger Implementation Updates

- In process of hiring for 5 park ranger positions
- Equipment, uniforms, and vehicles secured
- MOU in the process of being developed with KCPD regarding rangers issuing GOS's and Parking UTTs
- Once positions are filled, rangers will need to go through training

Park Ranger Pre-Implementation Survey

Goals

- To understand the community's experiences with and perceptions of parks and facilities
- To identify any areas or issues for the park ranger program to address
- Will survey the community again 12-18 months after implementation to understand if experiences or perceptions have changed

Approach

- Communications staff is promoting via social media and web
- Parks and Rec is providing at facilities and in face-to-face interactions

Next Steps

- 625 people had taken the survey as of 5/5/19
- Survey will be open through 5/10
- <https://www.surveymonkey.com/r/KCMOParkRanger19>

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

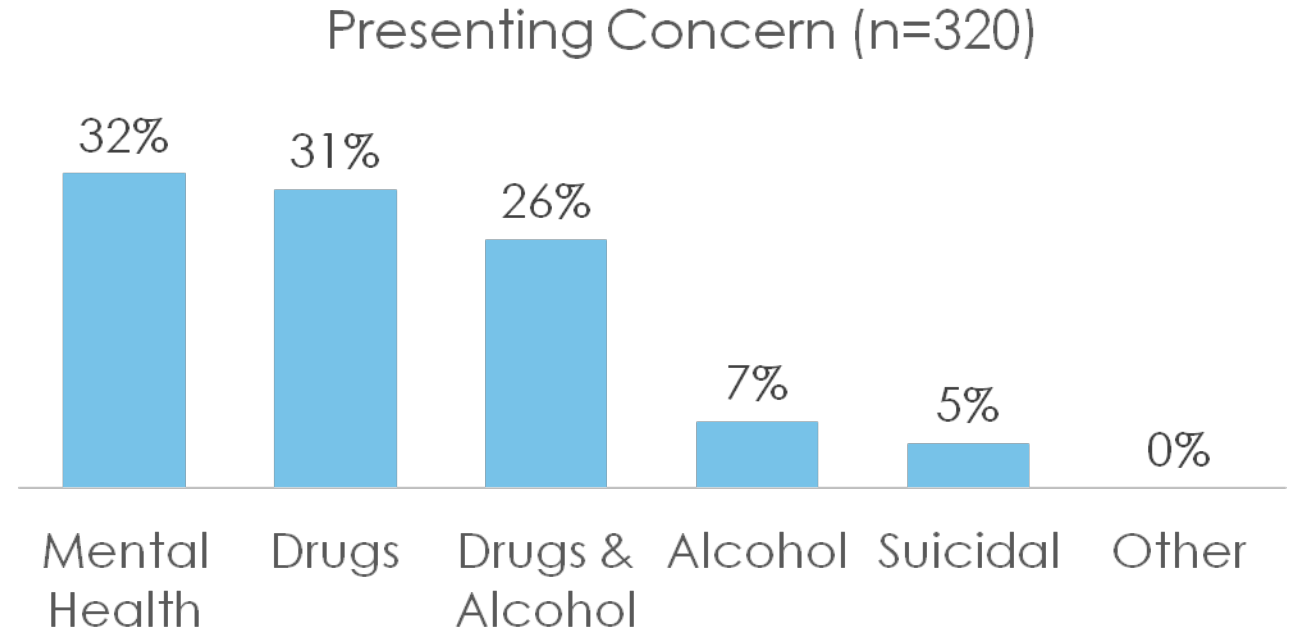
No Color = No Target Set

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 (March 2019)

- **401** clients referred
- Average length of stay was **16 hrs 35 min**
- **70%** of clients were linked to ongoing resources after stay

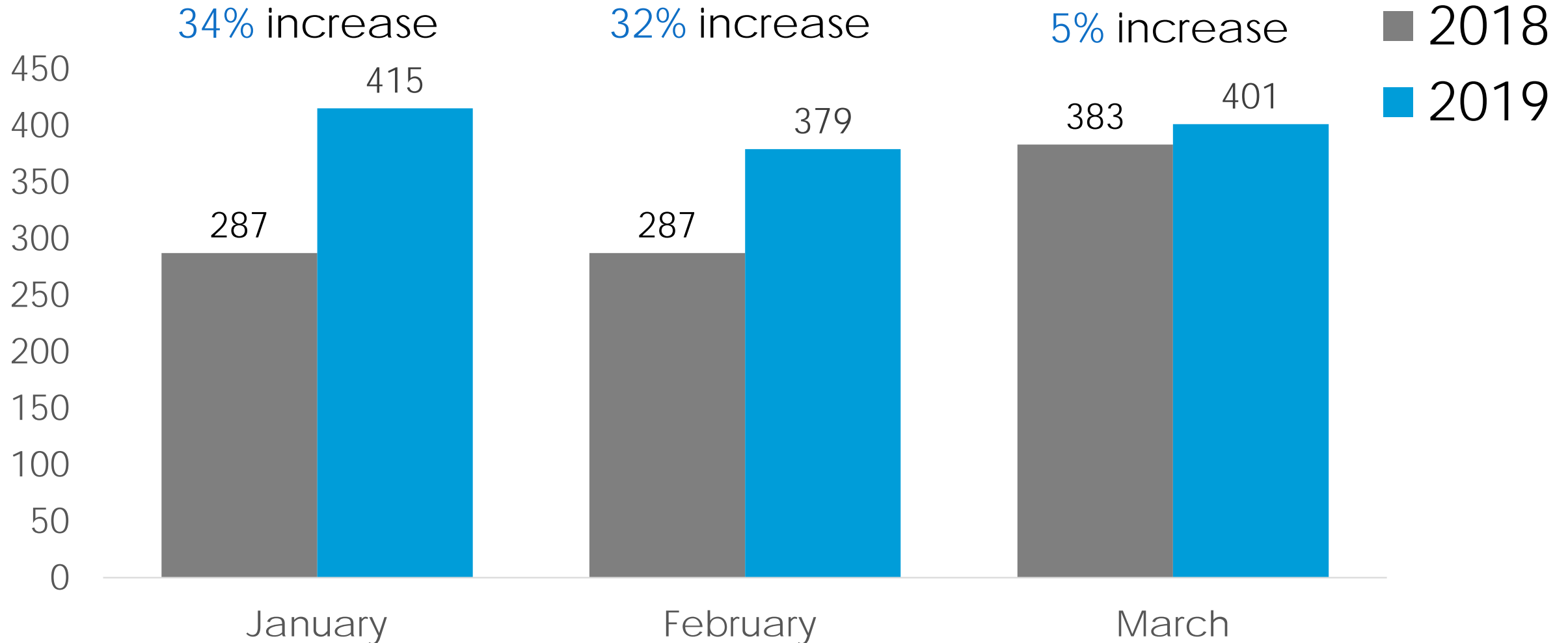


Cost Savings of **\$785,188** for **309 clients** in March 2019

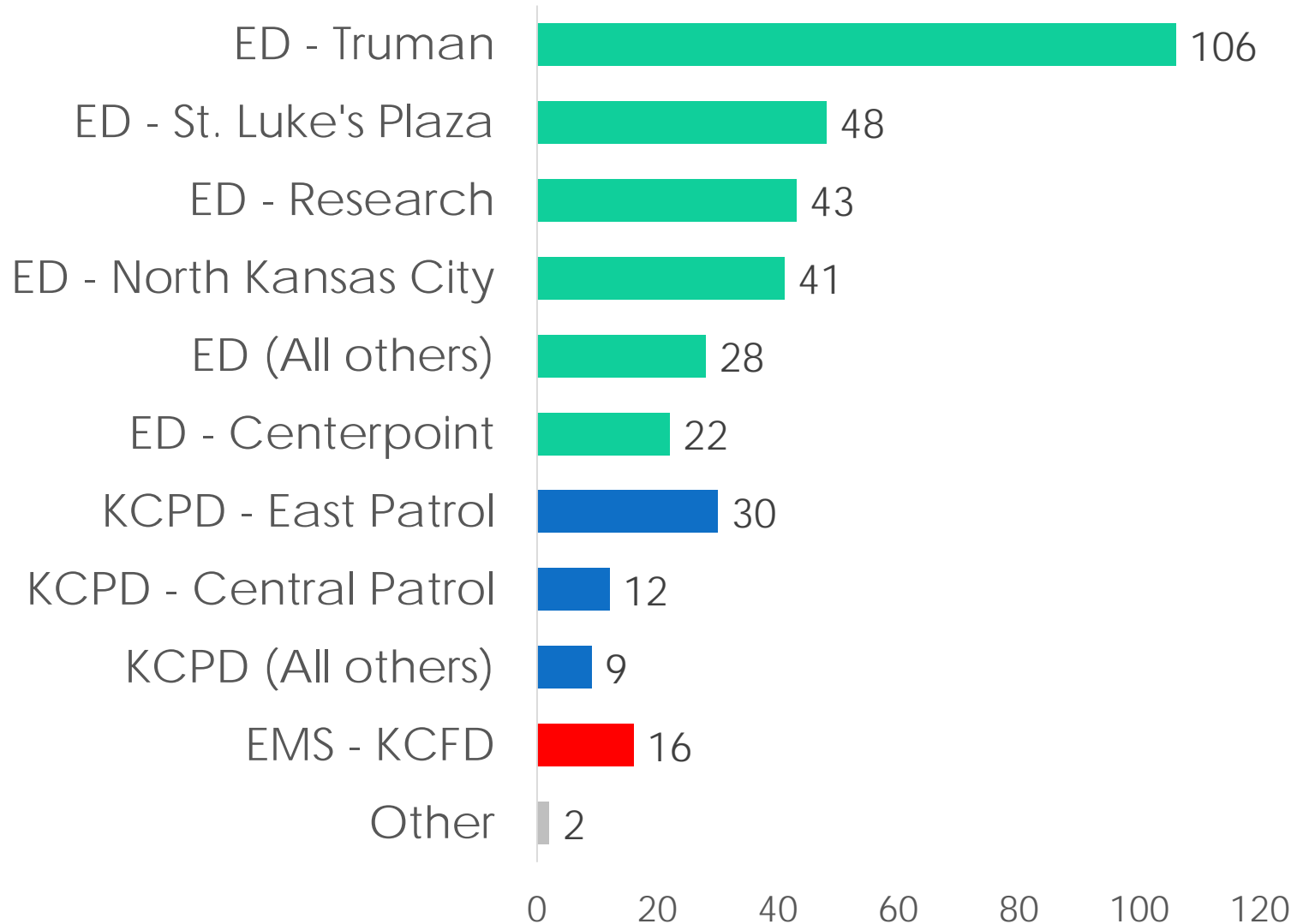
Cost Savings of **\$2,388,764** for **934 clients** from January to March 2019

Monthly Referrals to KC-ATC (2019)

Average clients per month for 2019 = 398



Referral Sources for KC-ATC (March 2019)



Top referrers continue to be hospital emergency departments.

Breakdown of referrals since KCATC opening:
71% - Hospital EDs
15% - KCPD
11% - Other
3% - EMS (KCFD)

Outreach Strategies for Referring Agencies

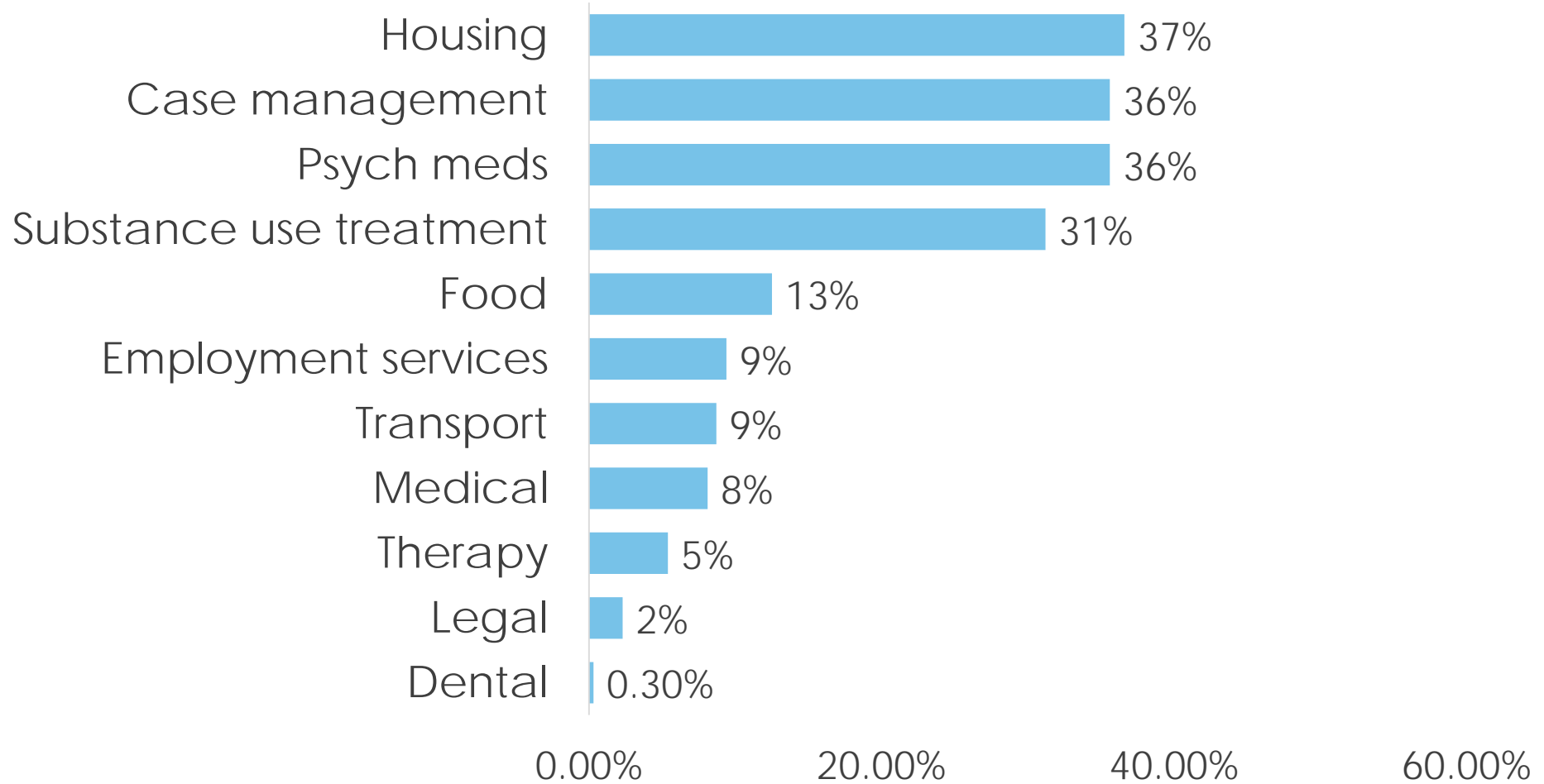
- Review Top 50 List with **KCFD**
- Review Protocol with **KCFD**
- **KCFD** Ride-A-Longs with EMS ADC staff
- Provide Open House at KC-ATC for **KCFD**
- Provide on-going site visits and training for **KCFD** and **KCPD**
- Continue roll call training with **KCPD**
- Explore expansion- Urgent Care Crisis Center- EJC

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.

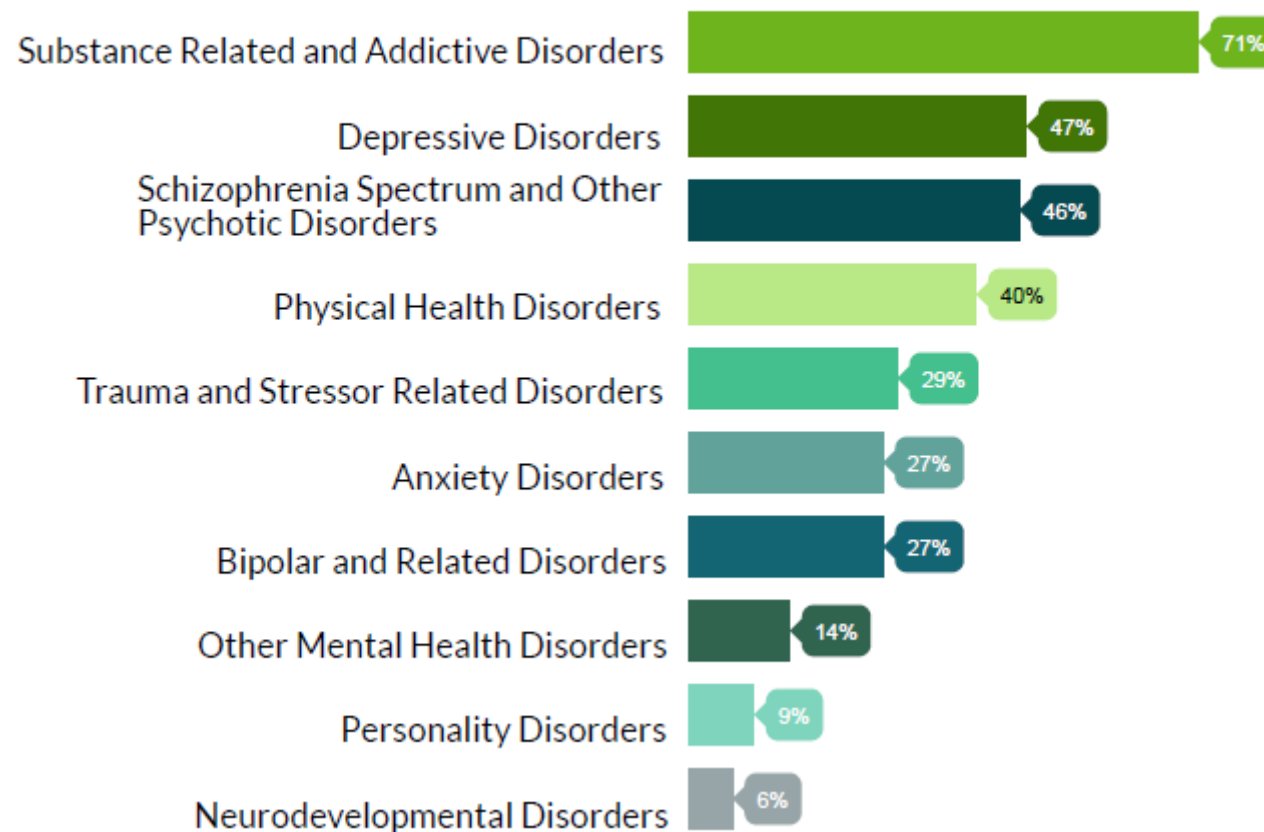
Average length of service for clients discharged is **90 days**

Case Management Referrals by Type
(One client may have multiple referrals)
Overall (n = 606)



- From July 1, 2018 to December 31, 2018:
 - Served 138 unduplicated individuals
 - Residential Program: 94 unduplicated
 - Follow-up Care: 44 unduplicated
 - Average length of stay = 39 days

Diagnoses:



Operational Resources

- KC-ATC is funded operationally for ten years through Ascension Health (mid-way through year three). Hospitals had committed to two years of funding, and have recently renewed for an additional year 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**. A restoration of \$800k was recently passed by the House and waiting for results from the Senate.
- Hospital Diversion (Emergency Room Enhancement) is a collaboration of safety net providers who have agreed to divert persons with psychiatric and addiction disorders from hospitals to alternative services in order to prevent multiple, unnecessary hospital visits.

Hospital Diversion (Emergency Room Enhancement)

- Target Population

- Clients who frequent emergency rooms and inpatient services. Most are below the federal poverty level and more than half are homeless.

- Hospital Diversion Service Teams

- Provide immediate response to hospitals' requests for service including short-term, intensive response (respite care, stabilization, intensive case management) and longer-term supports that promote self-sufficiency (aftercare planning, transportation, housing, disease management, and recovery).

2018 Hospital Diversion Results

Hospital Diversion Initiative 2018 Factsheet

Quick Facts:



HDI

The Hospital Diversion Initiative (HDI) is a collaboration of safety net providers who have agreed to divert persons with mental health and substance use disorders from hospitals to alternative services in order to prevent multiple, unnecessary hospital visits.

HDI received 466 referrals and 318 clients enrolled in the program in 2018. Clients initially presented with mental health concerns (90%), substance use disorders (70%), and physical health issues (60%).

HDI's Main Goals are to reduce:



Number of
ER Visits

69%



Number of
Hospitalizations

69%



Homelessness

55%



Number of
Uninsured
Participants

35%

After 3 months in HDI services, individuals showed the above reductions in all four outcome areas

ReDiscover
Help, Hope, and Healing



This Factsheet was created by ReDiscover's
Quality Improvement Department, January 2019

TRI-COUNTY
MENTAL HEALTH
SERVICES, INC.

SWOPE HEALTH
SERVICES™

Better. For Everyone.

Addressing Systemic Issues

- A study was recently completed of the resource environment for substance use 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, specifically looking at an Urgent Care model for EJC.

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	900 responses
Highest user	134 calls 70 different locations 47% abdominal pain 72% to TMC 100% discharged	159 calls 50 different locations 90% Etoh 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 69% to TMC 100% discharged	145 calls 34 different locations Majority Etoh 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

Source: Office of Emergency Medical Director

Changing Role of EMS in Healthcare

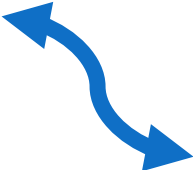
- EMS is intersection of health care, public health, and public safety
- **Expanding role of Paramedic:**
 - Manage urgent **low-acuity** illnesses
 - Monitor **chronic** illnesses at home
 - Prevent Emergency Department visits
 - When appropriate
- State/Federal
 - TNT: Missouri...
 - ET3: CMS's Emergency Triage, **Treat** and **Transport** (ET3) Model provide **tx w/o transport** and alternative destination ...



Impact of High Utilizers

- Repeat nature suggest outcomes not improving
- High cost of provision (City: EMS and ED care)
- Reduced availability of EMS units/resources
- **Impact on morale of EMS staff**
 - Informal survey of Fire on PTSD

Overlap: City, TMC, KCATC, KCFD, etc...



HU of Public Safety Network Meetings

- TMC: ED, inpatient BH, outpt BH, housing, QMHP
- KCATC
- Court System: Municipal Court, MH Court
- KCPD and CIT
- Multijurisdictional Data Exchange: myRC, First Call, ESO



Case Report Success Stories of HU

○ 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

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

Future Goals: Community Paramedicine/CM

- Common Goal Among the Silos...
- Goals of CP/MIH/CM Individuals:
 - 1) "better meet holistic needs of patients/communities"
 - 2) Collaborate with primary care, PH, PS
 - 3) Identify gaps in services
 - 4) Navigate systems and establish relationships
 - 5) Overcome barriers that prevent accessing services
- **Return crews to 911**
 - 24/7 Extension of these services on the streets

Conclusion

- Simplicity is key
 - “Can’t do anything for
- We have the answers.
 - Use what works!
 - Empower and support
 - Redistribute resour

↓

**DON'T
GIVE
UP. I
BELIEVE
IN YOU
ALL.**

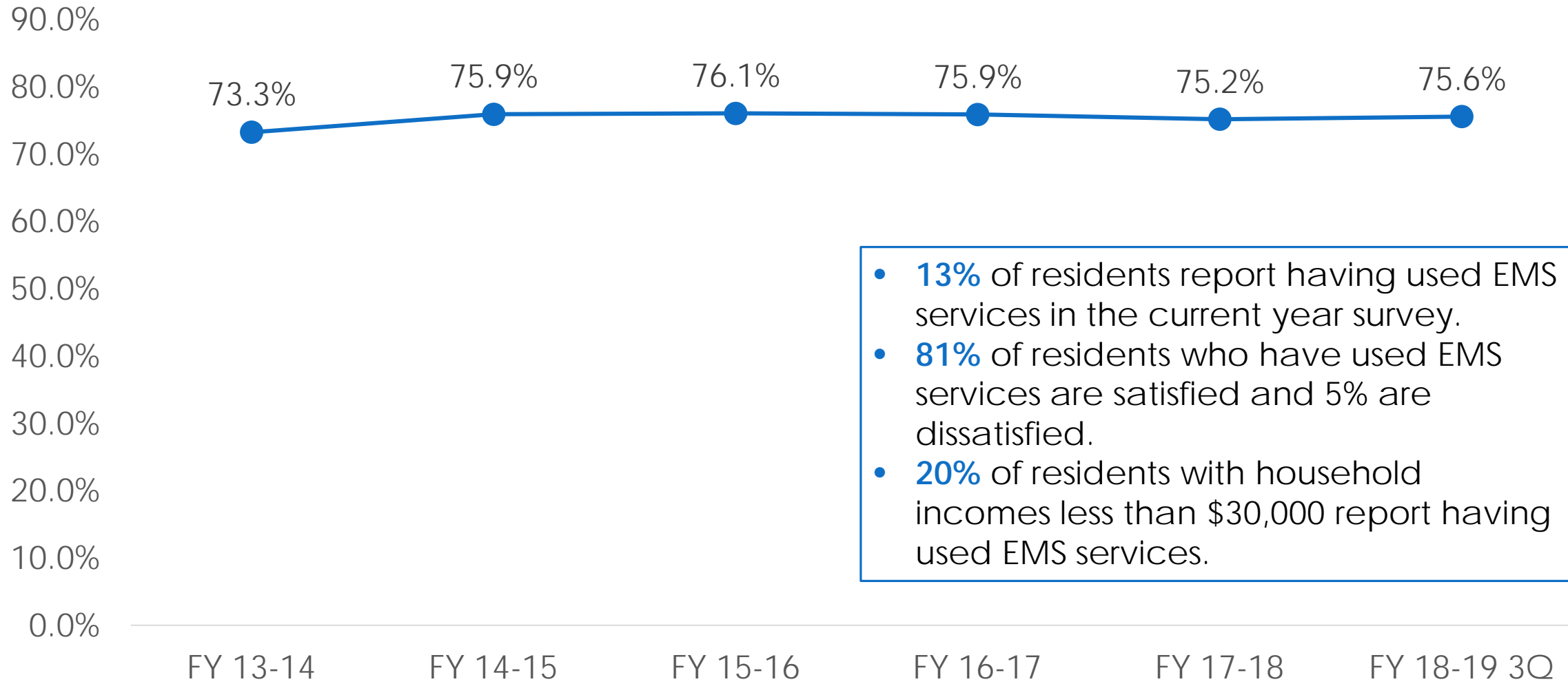
DR. SEUSS

ly in place

Strategy C

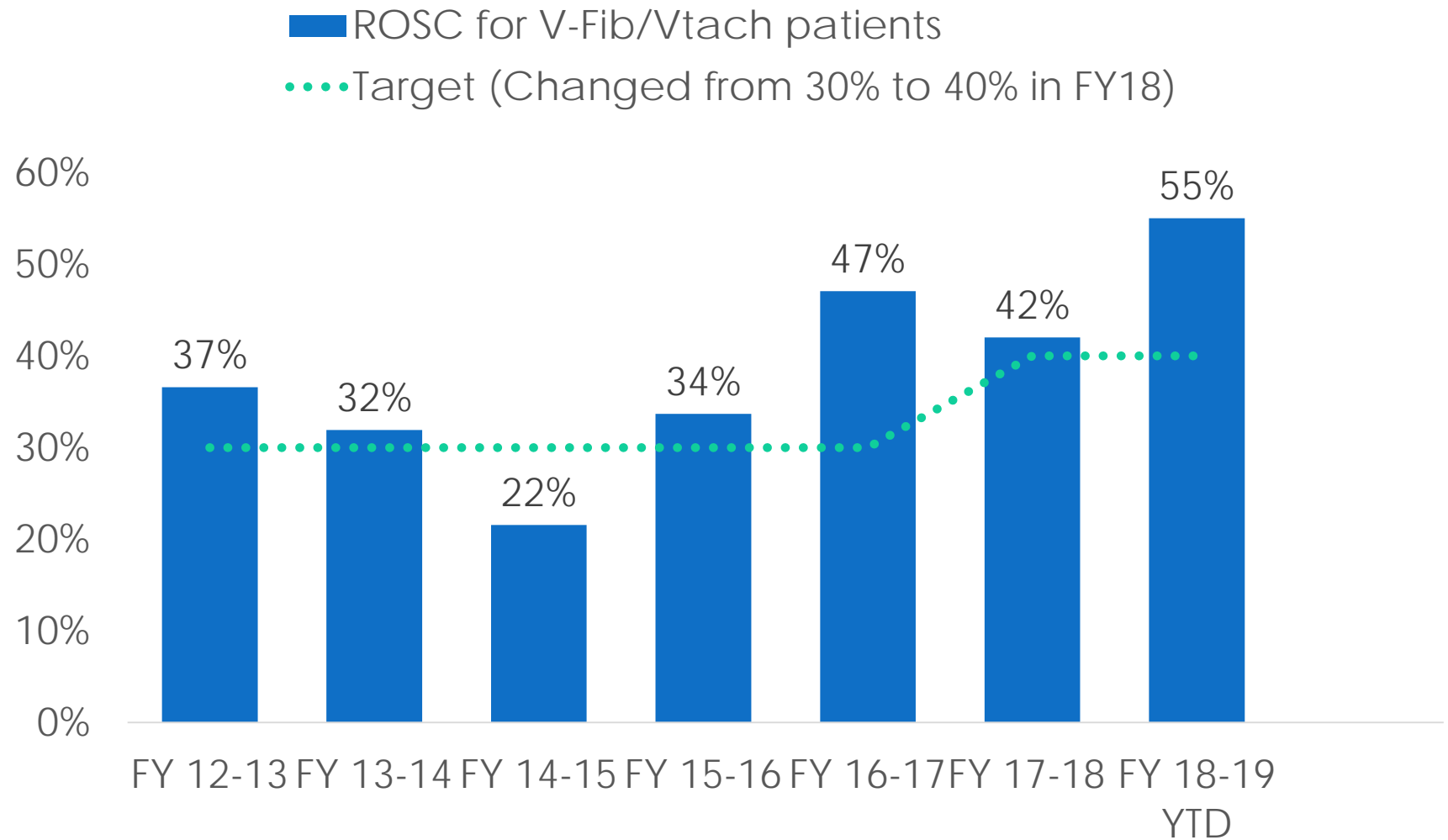
Provide an ongoing series of courses on CPR and other life-saving techniques throughout the City in order to improve the cardiac survival rate. (Fire)

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



New Standard of Care

SURVIVAL > ROSC

Cardiac Arrest Survivability By Category

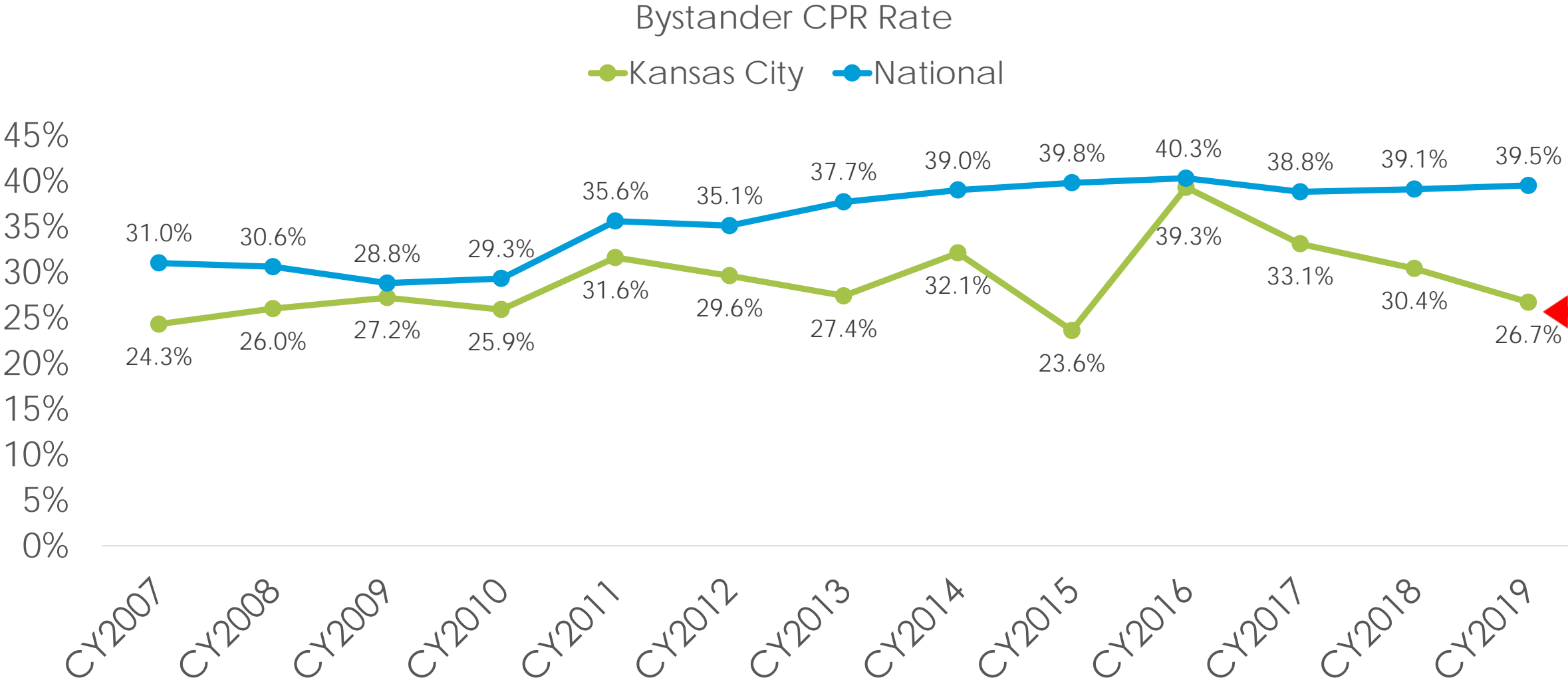
Cardiac Arrest Category (FY)	KCFD 2014	KCFD 2015	KCFD 2016	KCFD 2017	KCFD 2018	Nat'l 2018	KCFD 2019 CY	Nat.l 2019 CY
Cardiac Etiology w/ Resuscitation Survival Rate	7%	7%	8%	10%	7%	10%	4%	5%
Bystander Witnessed Survival Rate	8%	13%	13%	16%	12%	16%	5%	7%
Unwitnessed Survival Rate	3%	0%	2%	4%	2%	4%	1%	2%
Utstein Survival Rate	16%	28%	30%	32%	20%	33%	8%	17%
Utstein Bystander Survival Rate	29%	38%	44%	39%	19%	37%	0.07%	19%

Source:
Office of
Emergency
Medical
Director

What My Office is Focusing On

- **Utstein Bystander Survival:** Survival among cardiac arrest patients who meet the following criteria:
 - Their cardiac arrest was witnessed by a bystander
 - They were in a **shockable rhythm**
 - **They received some bystander intervention** (CPR and/or AED application).

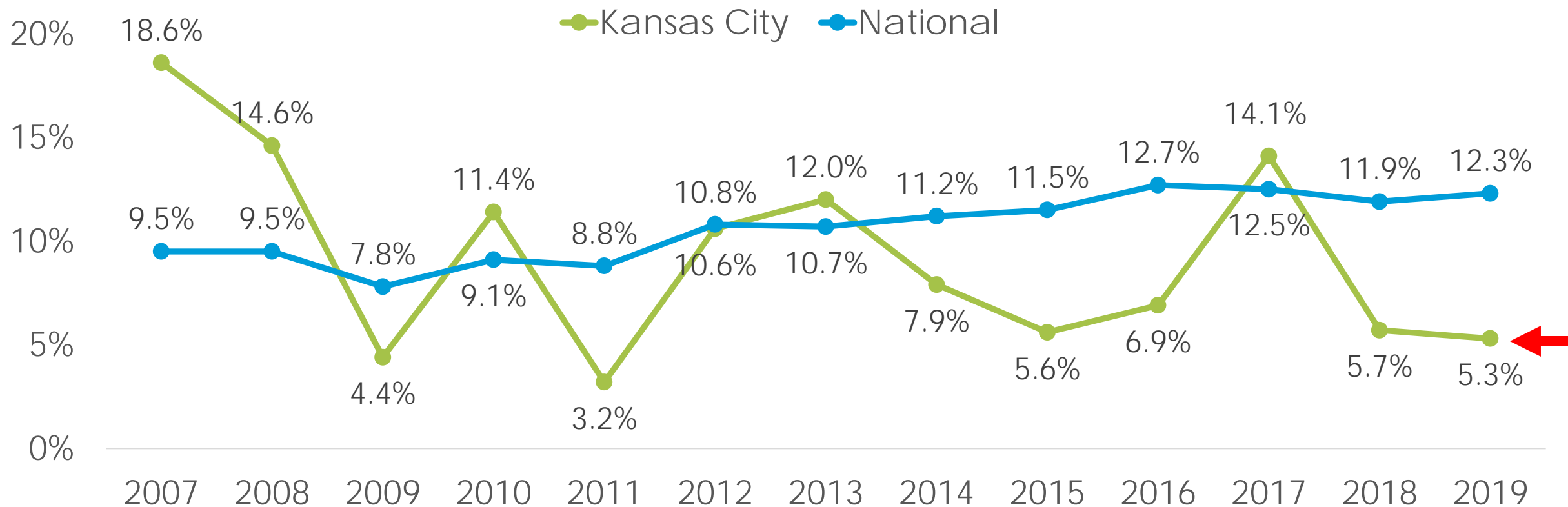
Bystander CPR Rate: KC v. Nation



Source: Office of Emergency Medical Director

Public AED Rate: KC v. Nation

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



Help Me/Us Say:



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 time between arrest to care is paramount

Strategies to Improve Cardiac Arrest Survival: Review of Previous KCStat

- Rate of bystander CPR varies across communities
- Studies show us:
 - Low-income neighborhoods have **lower rates of bystander CPR**
 - Hispanic, African American 2-3x **more likely to have OHCA**([Warden et al., 2012](#))
 - Included Kansas City (<http://www.nejm.org/doi/pdf/10.1056/NEJMoa1110700>)
 - “household incomes > \$40,000...and > 80% of residents white, **37%** of people received bystander CPR”
 - “[where] incomes were lower and > 80% were black, **18% got bystander CPR**”

People Want to Help

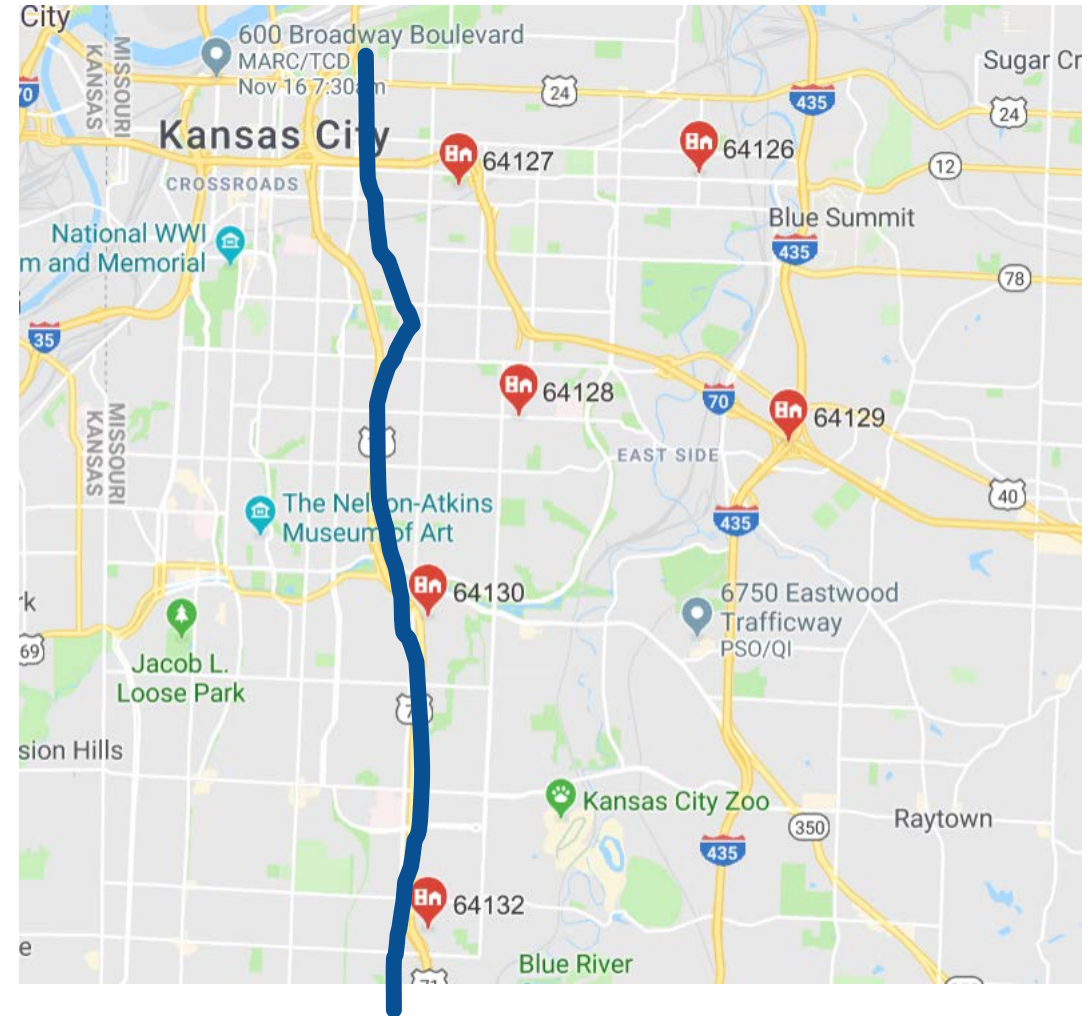
- "It isn't race or wealth that makes people more or less willing to help save a life. It's most likely how prepared they are to do it." – Dr Chan

Medical Director and KCFD Initiatives

- Spatial epidemiological clustering techniques used to **identify** high-risk neighborhoods for OHCA incidence and low provision of bystander CPR
- Target education and resources
- Next slide

KCMO Highest Risk Zip Codes

- Health Dept data from Dr. Martin:
- 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**



KCFD Public Outreach Programs

○ Hands-Only CPR

- *1200 individuals* taught since September 2018
- Started with City Hall "29 Floors in 29 Days, 450 Employees"

○ Smoke Detector Program

- 570 Detectors installed since January 2019
- Went from 6 week turn around time to 48 hr from request to install

○ > 50 events planned through the office in April

Kansas City Missouri

Fire Marshal Office

Public Information Office

KCFD PUBLIC Outreach

KCFD



CITY OF
KANSAS CITY,
MISSOURI

Fire Prevention Division in FY 2017-2018

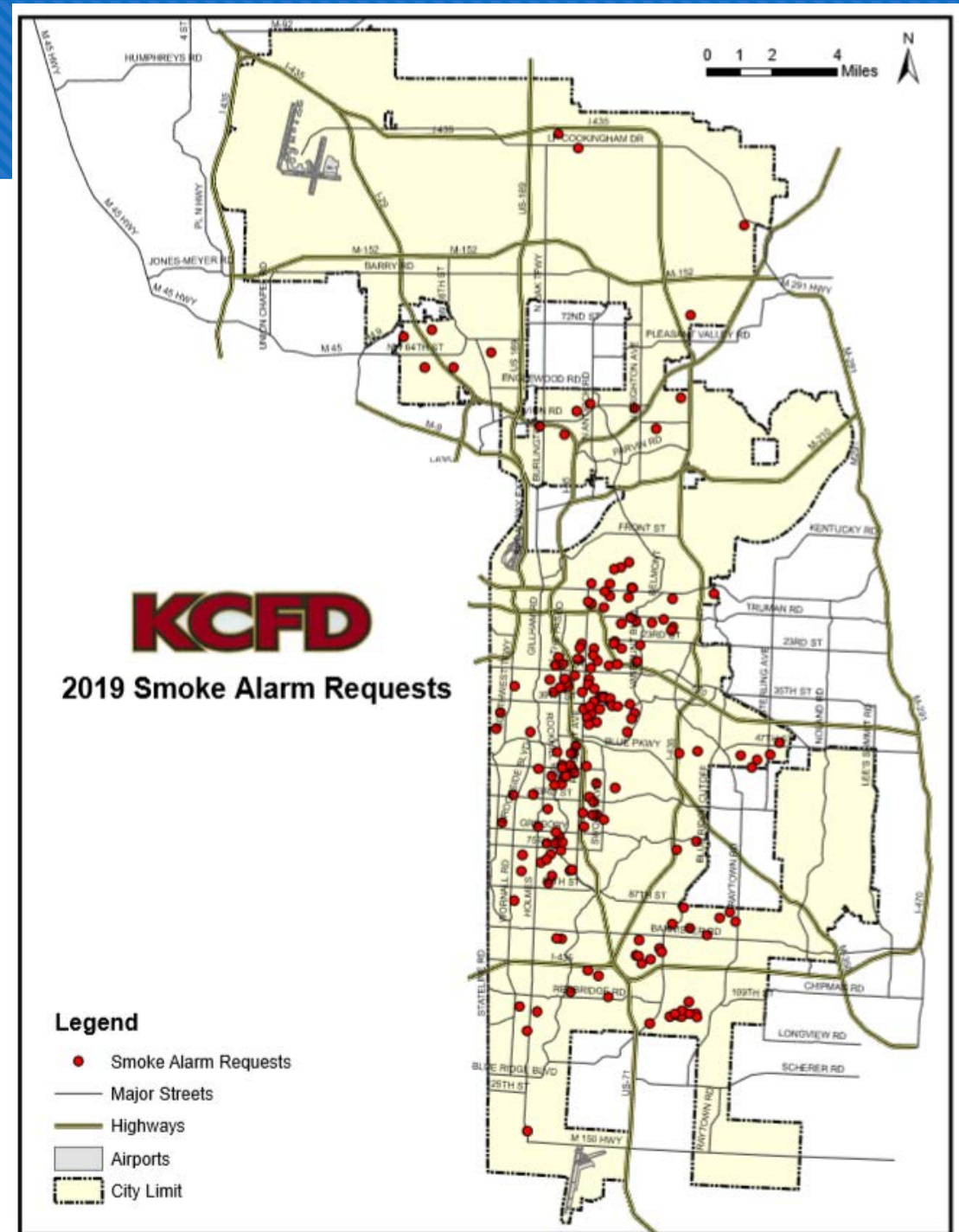
- Conducted 801 fire investigations
- Performed 18,026 fire inspections
- Presented safety education programs to over 30,000 individuals
- Distributed > 8,500 smoke detectors
- **Reached > 200,000 citizens with field personnel** ←
Focus for FY 18-19

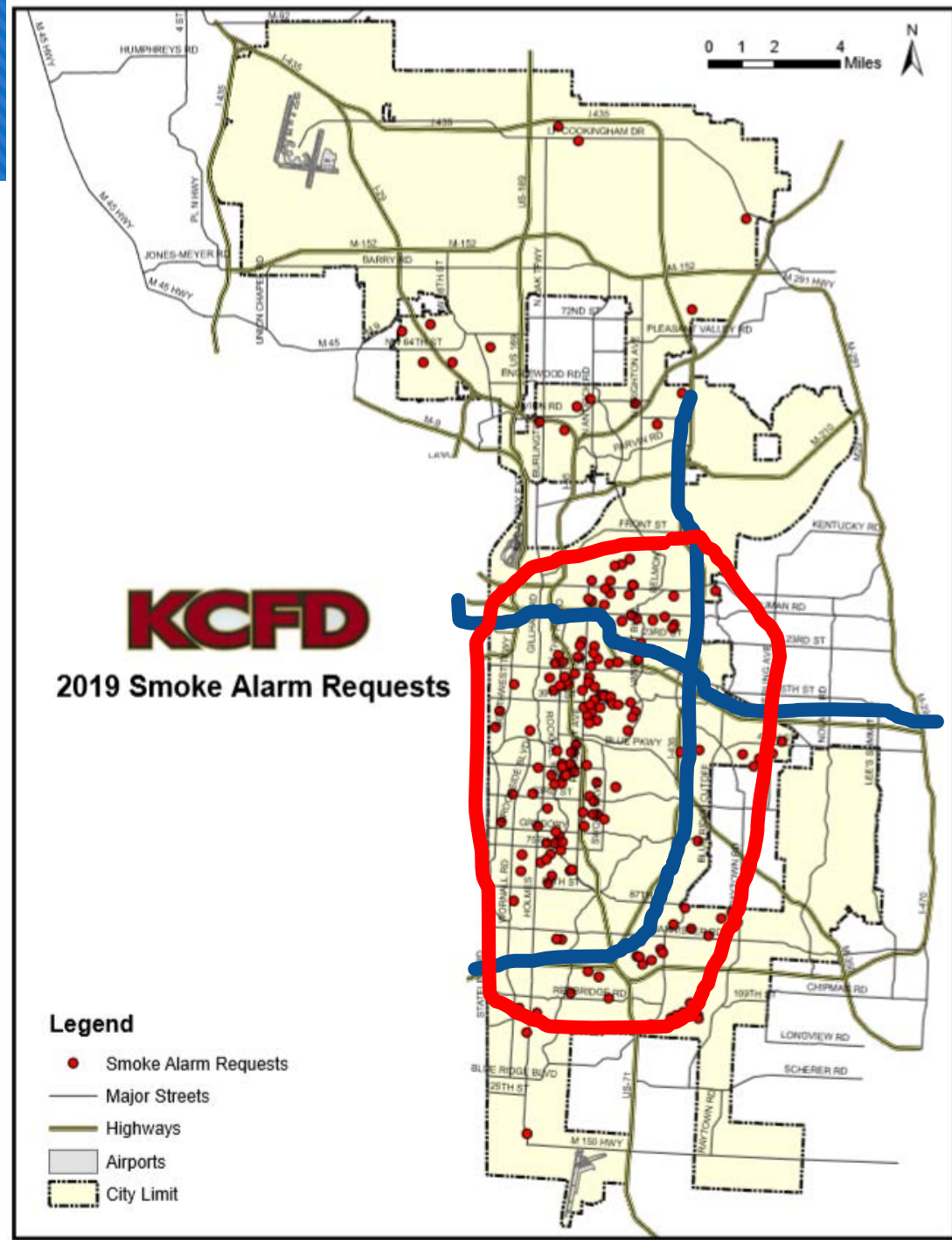
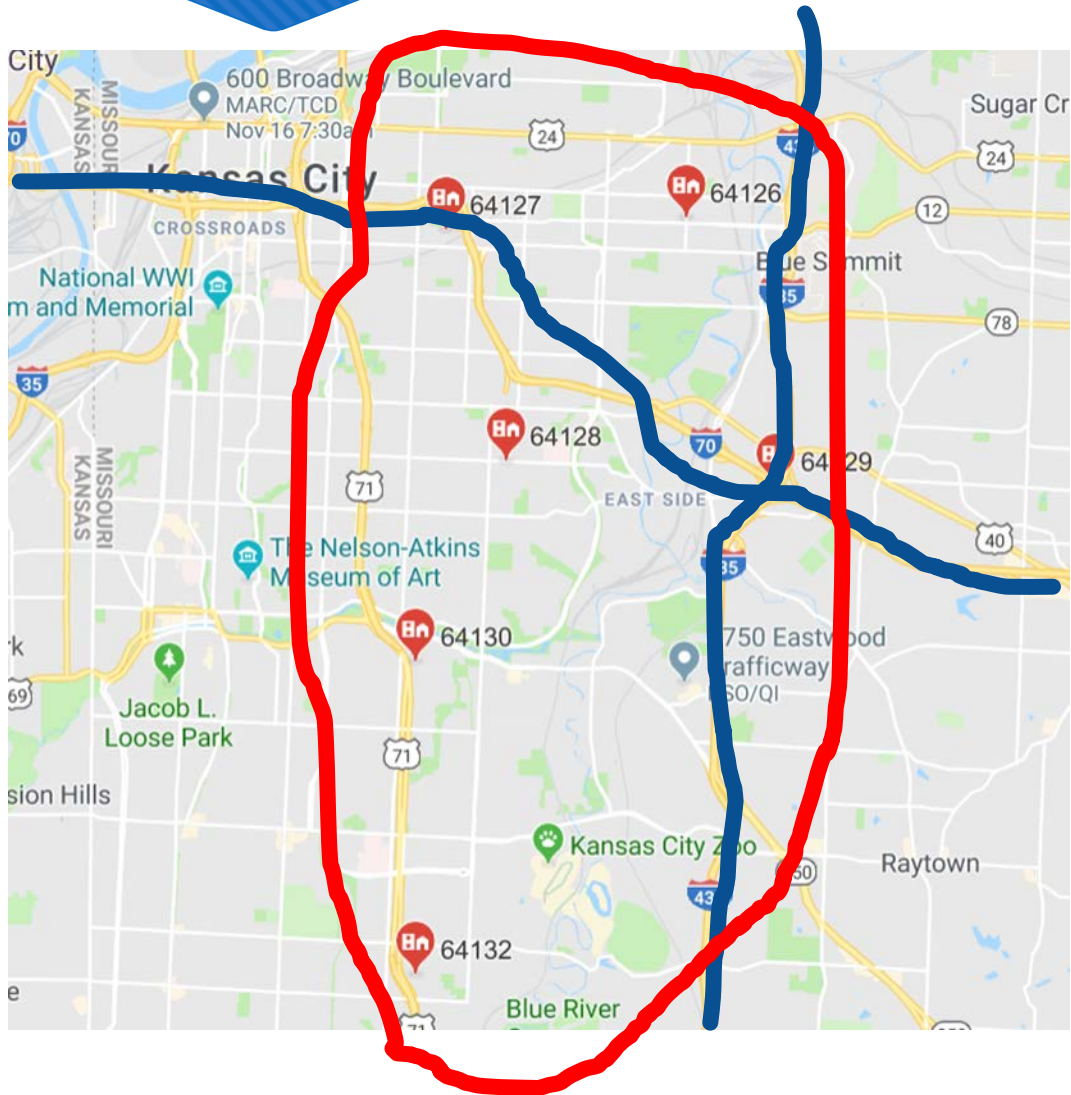
Example of Interaction

- 4/20/2019 in three events where **over 2,000 families** helped by Fire members
- <https://www.kmbc.com/article/kcfd-hosts-coffee-with-a-firefighter-thursday/27200446>

Smoke Alarm Requests

○ Let's look at zip codes and compare...





Future Tracking of KCFD Public Outreach

- **KCMO's Innovation Partnership Program:** develop, test, demonstrate innovative solutions
 - 12 wk program grants access to KCMO data and infrastructure
 - Provides test bed for product/service
 - Supports Advance KC and City Operations
- **Geospiza**
 - Visualize- geospatial visualization to identify location of most vulnerable
 - Analyze- Vulnerability model provides decision-making support, integrating proprietary and jurisdictional data
 - Act- Facilitates intervention targeting and tracking to focus attention on actions
 - Report- Make reporting simple and easy to use to deliver best outcomes

Future Direction and Goals

- Increase/Continue Community Outreach:
 - *Target high risk zip codes* with free bystander CPR/AED education
 - Kauffman? Arrowhead? News?
 - PSA video on City website, social media
 - Nixle (20,000 people), NextDoor (70,000 households)
- Increase/Continue KCFD Education
 - Next Slide

and YOU can
HELP!

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

EMS Medical Director/KCFD Initiatives

- **New Protocol, Policy, Procedure Packet**
 - Successful rollout, Live 10/1/18
- **Improving benchmarks: PI/QI**
 - Improving documentation
- **CARES across the State**
- **Focusing on CEUs**
 - Increasing *simulation/skills* with Prof Dev
 - Introduced Cardiac Arrest Call Reviews
 - Positive feedback so far...increased ROSC
 - Increasing EMS Supervisor presence
 - New procedures... ??



Conclusion: in 2019

Let's save
LIVES
together



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

- April 24, 2019: Intergovernmental transfer of Nonfederal share and administrative fee \$5,039,764
- May 17, 2019: Receive GEMT Reimbursement
- November 30, 2019: Cost Report Due

Expected Outcomes

- GEMT Supplemental Reimbursement Gross \$11,749,380.
- GEMT Net Pay \$6,709,616
- MHD Complete audit and cost settlement in 3 years

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

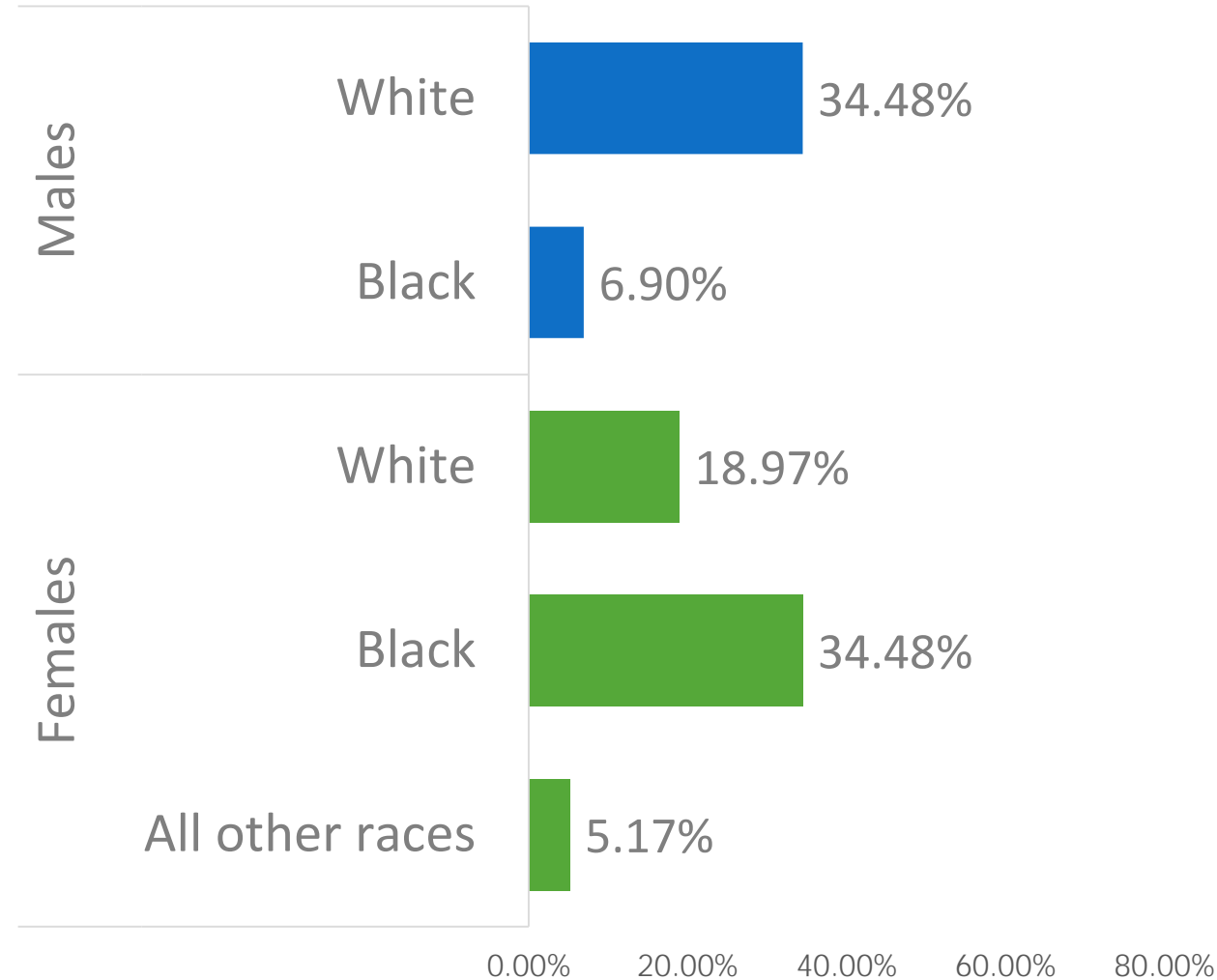
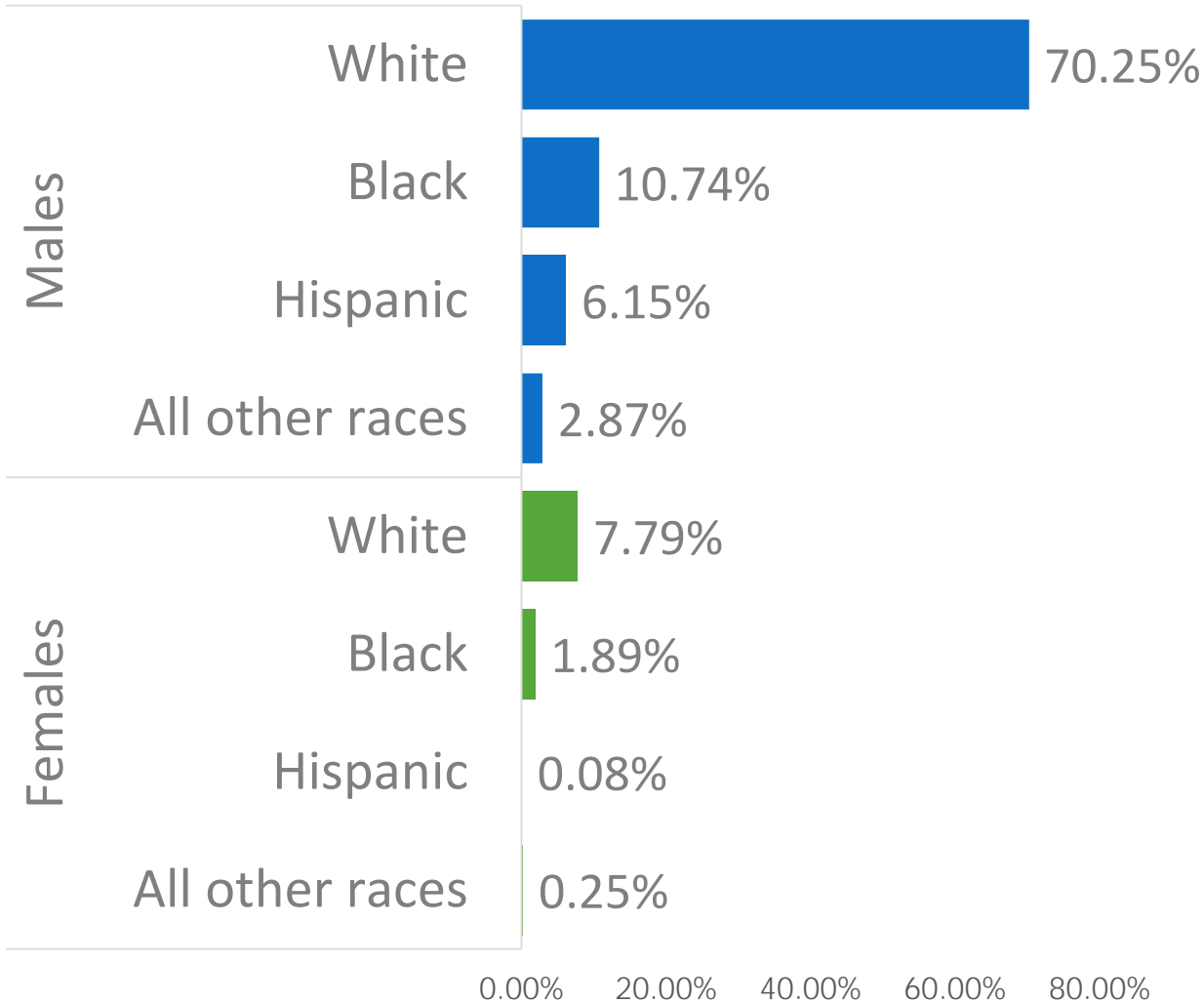
Blue = Met Annual Target

No Color = No Target Set

KCFD Personnel Diversity Summary (April 2019)

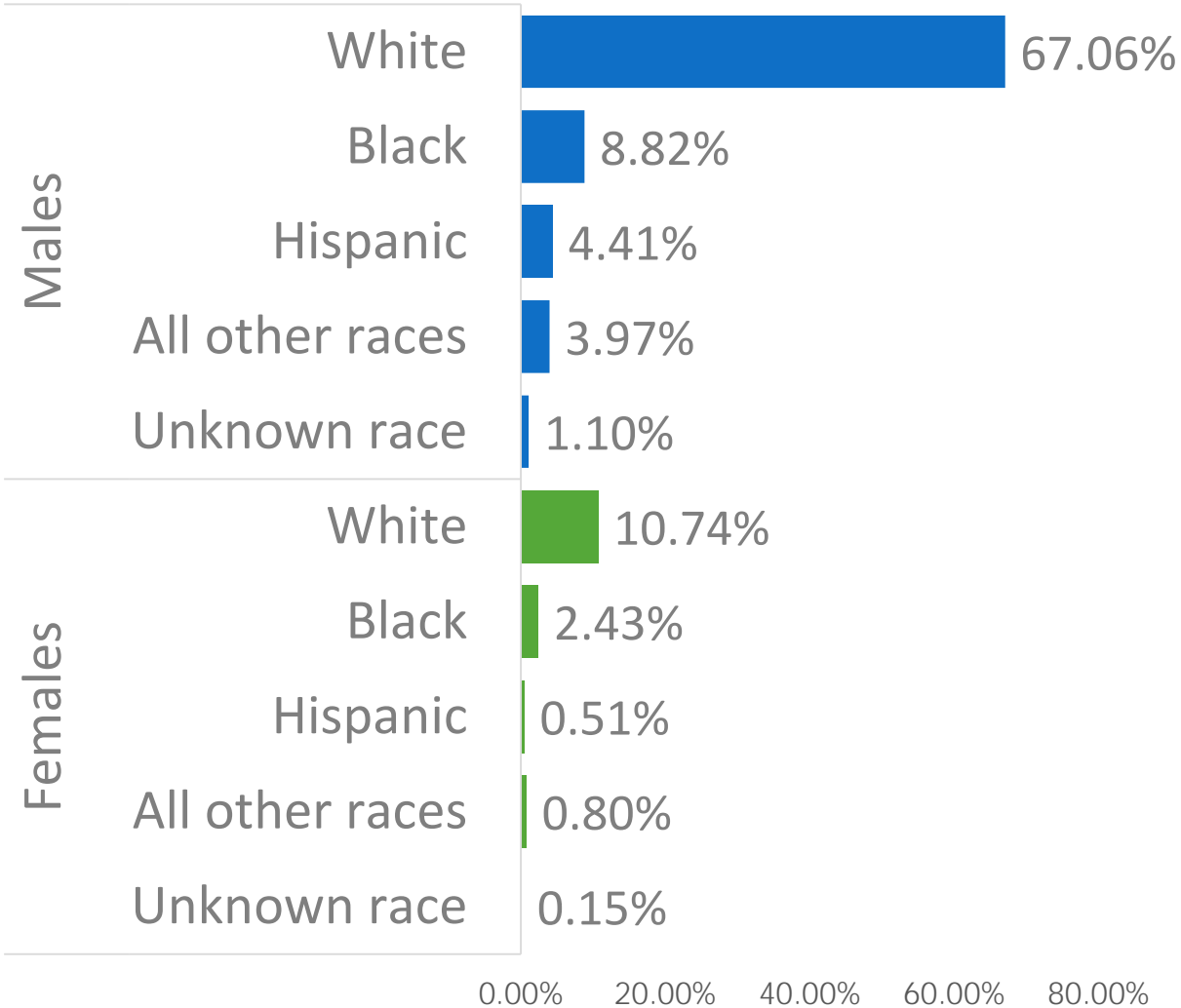
Uniform: **29.75%** Female and/or Racial Minority

Non-Uniform: **65.52%** Female and/or Racial Minority

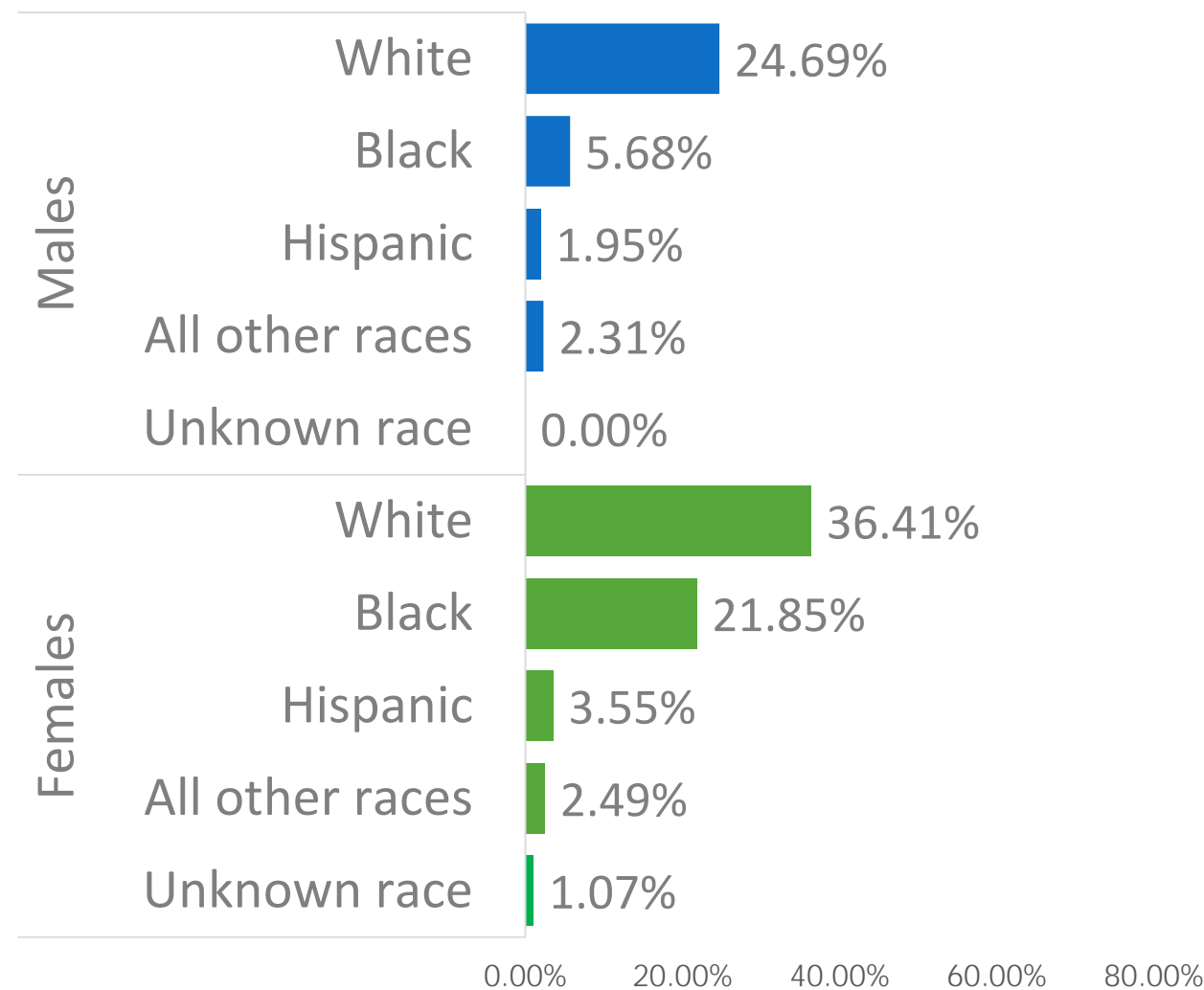


KCPD Personnel Diversity Summary (March 2019)

Sworn: **32.94%** Female and/or Racial Minority



Civilian: **75.31%** Female and/or Racial Minority



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)

KCPD Recruitment Efforts

- Focused recruiting efforts in historically diverse areas
- Conducted recruiting visits and job fair attendance at 10 events since November 2018.

KCFD Recruitment Efforts

- **Academy Classes**

- Current class at Academy: 44% of cadets are members of protected classes
- Next class expected to have strongest representation of females in our history

- **Recruitment Efforts**

- Executive Officer (Deputy Chief) assigned full time to diversity, recruitment, and retention
- Last recruitment period (January-February) actively focused on attracting those previously underrepresented
- New Standing committee added to Labor Management Partnership to focus on entire range of diversity issues

EMT Pre-Apprenticeship Program

- Partnership with Kansas City Public Schools/Manual Tech for high school students
- KCPS/Manual Tech brought together with PrepKC to review strategies and possibilities
- Partnership exploration moving quickly with Herndon Center
 - VoTech consortium for districts serving southern Kansas City
 - Center, Hickman, Raytown, Lee's Summit and others
 - Many students reside in Kansas City
 - Second year of EMT program
 - As many as five candidates may be interested from this year's class
- KCFD is committed to continuing to work to make this program a success
 - Recruitment earlier in high school years
 - College credit possibilities
 - Other approaches to expand reach and enhance success

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%	85%	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	In progress
2	Clearance Rates	Currently measured
3	Time to Disposition	Currently measured
4	Age of Active Pending Caseload	Data analysis started
5	Trial Date Certainty	Data analysis started
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	In progress
8	<i>Effective Use of Jurors</i>	<i>Not applicable (no jurors)</i>
9	Court Employee Satisfaction	In progress
10	Cost Per Case	Future measurement planned

Current Municipal Court Indicators

Indicator	FY 17-18 Actual	FY 18-19 Target	FY 18-19 Actual
Case Clearance Rate	86%	100%	%
Average days to disposition - Payable Traffic (days)	58	90	63
Pending case less than 1 year	NEW	NEW	72%
Trial Date Certainty	NEW	NEW	86%
Average days to disposition - Other (days)	195	180	132
% of fines collected within the same year - Traffic	87%	90%	89%
% of fines collected within the same year - Other	71%	68%	71%
% of customers served within 10 minutes at the Violations Bureau	91%	90%	80%
% of probationers successfully completing probation conditions	73%	65%	75%

Testing Plain Language in Summons

Existing Summons (payable)

Plain Language Summons (payable)



Sixteenth Judicial
Circuit Court of Missouri
Kansas City, Municipal Division
511 E 11th Street
Kansas City, MO 64106

PAYABLE SUMMONS



IN THE SIXTEENTH JUDICIAL CIRCUIT COURT OF MISSOURI
KANSAS CITY MUNICIPAL DIVISION

CITY OF KANSAS CITY, MISSOURI - PLAINTIFF

Ticket No. - [REDACTED]

v. [REDACTED] - DEFENDANT

Ordinance Violation Charged:
70-363(C)
EXCEED POSTED SPEED LMT

SUMMONS

Date of Hearing: 06/04/2019
Time of Hearing: 9:00 AM
Location of Hearing: 511 E. 11th Street - Courtroom: F

THE CITY OF KANSAS CITY, MISSOURI, TO DEFENDANT SUMMONED: PLEASE READ THIS ENTIRE NOTICE

Receiving this summons indicates that a notice of violation has been issued to you. Because you have been charged with the ordinance violation stated above, you are commanded to appear at the above location at the stated time to plead and answer to said charge. This is an ARRAIGNMENT (first appearance) DATE. THIS IS NOT A TRIAL DATE.

You do NOT need to appear in court if you plead guilty and pay the fine prior to the scheduled hearing.

TO PLEAD GUILTY AND PAY THE FINE: You may waive the right to a trial and plead guilty by paying your fine online, by mail or in person. If you need additional time to pay, you may visit the Violation Bureau on the 1st floor of the Municipal Courthouse, Monday through Friday, 8 am to 5 pm any time prior to your scheduled hearing time to receive a time to pay contract.

TO PAY ONLINE with a debit or credit card, visit www.kcmo.gov/pay.

TO PAY BY MAIL with a check or money order, sign the Appearance, Plea of Guilty and Waiver statement below and return it with the payment. DO NOT SEND CASH.

TO PAY IN PERSON with cash, debit or credit card, check or money order, go to the Violation Bureau on the 1st floor of the Municipal Courthouse.

TO PLEAD NOT GUILTY: The date and time above is NOT a trial date. **You must set your case for trial.** You may set your case for trial online at www.kcmo.gov/court, by phone or in person at the Violation Bureau.

TO REQUEST A ONE-TIME CONTINUANCE: Violations may be eligible for one first-time continuance. The continuance must be requested at least 30 minutes prior to the court time listed above. You may request a continuance online at www.kcmo.gov/court, by phone at 816-513-2700 or in person at the Violation Bureau.

Cases that have been previously continued are not eligible for a continuance unless authorized by a judge during your scheduled court appearance.

When you appear in court, please arrive 30 minutes prior to your time of hearing to ensure adequate time to go through security screening. Weapons and recording devices are prohibited. Do not consume food or drinks in the courtroom. Remove your hat and turn off your cell phone during court.

CERTIFICATE OF MAILING

I certify that on 04/25/2019, I mailed this summons by first-class mail, to the defendant's last known address stated above.

Megan Pfannenstiel

Clerk of the Kansas City, Missouri Municipal Division

Ignoring this summons may result in the issuance of a warrant for your arrest and other legal penalties prescribed by law may be imposed for failure to appear and dispose of this violation.

DEFENDANT



Sixteenth Judicial Circuit Court of Missouri
Kansas City Municipal Division
511 E 11th Street
Kansas City, MO 64106
Phone: 816-513-2700 Fax: 816-513-6782
Email: court@kcmo.org



OFFICIAL COURT SUMMONS

Date of Hearing:	05/28/2019	Ordinance Violation Charged	Your Ticket Number
Time of Hearing:	11:00 AM	70-137 STATE LIC PLATE REQUIRED	[REDACTED]
Location of Hearing:	511 E. 11th Street - Courtroom F		

You are receiving this summons because you were issued a ticket for the violation stated above. If you do not act on any of the options as stated below, **you are ordered to appear in court** on the hearing date and time stated above to plead and answer to the violation in the Sixteenth Judicial Circuit Court of Missouri, Kansas City Municipal Division.

CERTIFICATE OF MAILING

I certify that on 04/26/2019, I mailed this summons by first-class mail, to the defendant's last known stated address above.

Megan Pfannenstiel

Clerk of the Kansas City, Missouri Municipal Division

IMPORTANT
If you fail to respond to this summons, a WARRANT will be issued for your arrest and you may face other legal penalties. You must either:

A) Plead Guilty and Pay the Fine:

You do not need to appear in court if you plead guilty and pay the fine prior to your scheduled arraignment court date. Fines may be paid by:

- Paying online at kcmo.gov/pay with a credit or debit card.
- Mail a check or money order for the amount payable, along with the tear-off portion of this letter in the envelope provided. Sign the waiver on the back of this letter.
- Pay in person at the Violations Bureau on the first floor of the Kansas City Municipal Court, 511 E. 11th Street, between 8 a.m.-5 p.m. Monday-Friday.

B) Plead Not Guilty and Schedule Your Trial Date

You must set a trial date if you plead not guilty. You may set your case for trial by either:

- Scheduling your trial date online at kcmo.gov/court
- By visiting the Violations Bureau in person on the first floor of the Kansas City Municipal Court, 511 E. 11th Street, between 8 a.m.-5 p.m. Monday-Friday
- By calling 311 or the court at 816-513-2700

C) Appear at Your Court Hearing Date (as stated above)

Testing Plain Language in Summons

FAQ on back of plain language summons →

- Testing period was February through April.
- Data will be analyzed in June to determine whether the plain language encourages customers of the court to take one of the actions directed by the summons.

Source: Municipal Court

Municipal Court Questions

Can I reschedule the date for my arraignment court hearing?

Yes. This violation is eligible for the arraignment court date to be rescheduled one time. Your request to reschedule the arraignment court date must be made at least **two business days** prior to your scheduled court date.

Requests can be made: online at kcmo.gov/court, call 311 or the court at 816-513-2700 OR visit the KCMO Violations Bureau in-person.

Do I have to go to court to handle my ticket?

No, this violation does not require a mandatory court appearance. See Option A ("Plead Guilty and Pay the Fine") on the other side of this letter for fine payment options.

What happens if I plead guilty and pay the fine?

You waive your right to a hearing and your case will be closed. You have no further obligation to the court. If this violation is a driving offense, the record will be sent to the Missouri Department of Revenue.

When is my fine due?

Payable ticket fines are due by your scheduled arraignment court date. Fines ordered by the judge are due immediately.

What if I need more time to pay?

You must go in person to the Violations Bureau at the courthouse to set up a partial payment plan. Installment payments can be made in person or by mail. Send payment questions to: court@kcmo.org

What happens if I plead not guilty?

You must schedule a court date if you are pleading not guilty. See Option B ("Plead Guilty and Schedule a Trial Date") on the other side of this summons for instructions on setting a trial date.

Where can I find information about my court date or fine amount online?

Find your arraignment court date or fine amount online at kcmo.gov/court or kcmo.gov/pay, or via the 311 automated phone line. You will need your ticket number. Ticket payments cannot be made by phone.

When is the court open?

The Kansas City Municipal Court is open Monday through Friday from 8:00 A.M – 5:00 P.M. The court is closed on holidays that are observed by the City of Kansas City, Missouri.

What should I do if I don't have transportation to the courthouse?

RideKC buses have drop off and pick up points close to the courthouse. To find out which bus would best serve your needs, please visit RideKC.org or call 816-221-0660.

How can I find an attorney?

You have the right to be represented by an attorney and may hire one at any time. However, you are not required to have an attorney represent you. The Missouri Bar maintains a Legal Resource phone line at 573-636-3635, which contains information about various legal resources available to the public or you may go to the Missouri Bar Lawyer Search Service - MissouriLawyersHelp.org

NCSC Community Engagement Pilot Project

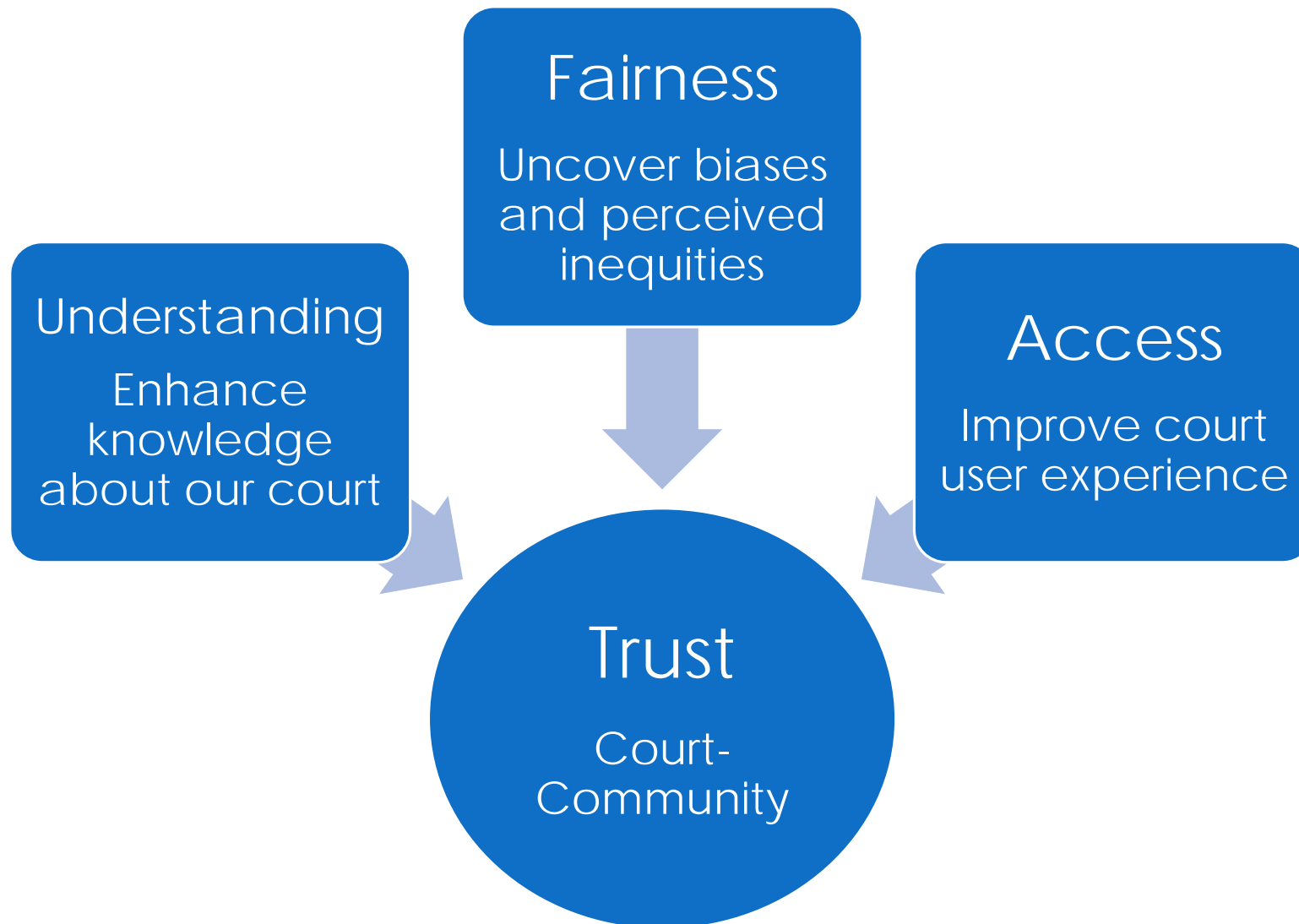
Municipal Court Community Engagement Project

December 2018: One of 6 courts selected nationwide for the National Center for State Courts Community Engagement Pilot Project.

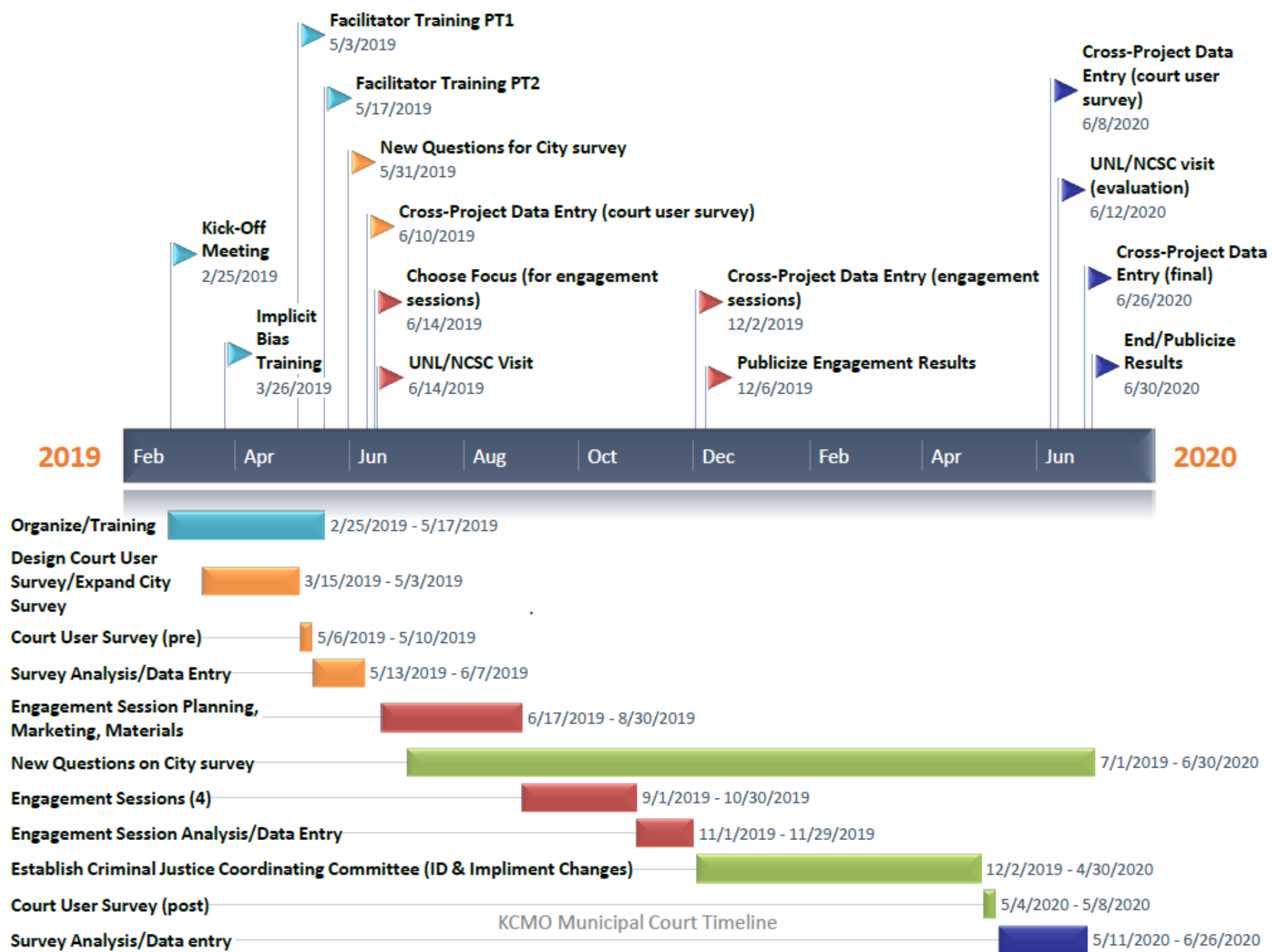
- Administrative Office of the Massachusetts Trial Court
- Franklin County, Ohio Municipal Court
- **Kansas City, Missouri Municipal Court**
- Nebraska Supreme Court, Office of the State Court Administrator
- Puerto Rico Judicial Branch
- Texas Office of Court Administration



NCSC Community Engagement Pilot Project



NCSC Community Engagement Pilot Project



Source: Municipal Court

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 Short-term Plan

The City's contract with Jackson County to house KCMO detainees, post-sentenced, and arrestees ends June 25, 2019.

City Council has approved contracts for interim solutions as detailed below.

	Current: Jackson County, MO Jail (ending 6/25/19)	Interim: Johnson County, MO Detention Center	Interim: Heartland Center for Behavioral Change
Municipal Court detainees and post-sentenced	175 beds (150 M/25 F)	50 beds (25 M/25 F)	85 beds
KCPD arrestees	100 beds (82 M, 18 F)		25 beds
Total	275 beds	160 beds	

**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

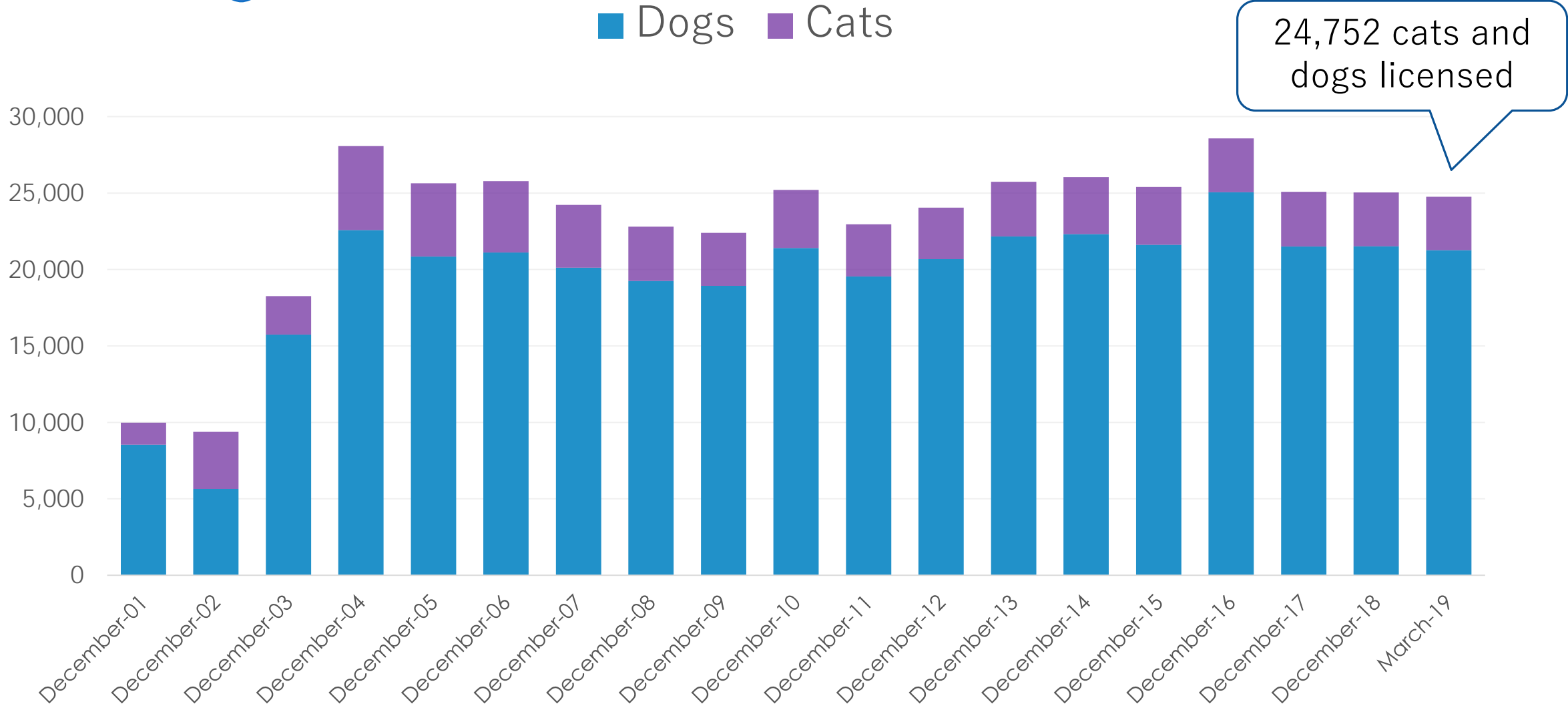
Blue = Met Annual Target

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)

Number of KC Pets with Licenses



Percentage of Licensed Pets in KCMO



*KCMO Pet Population**

Dogs: 108,134

Cats: 118,133

*Percentage of Currently Licensed
KCMO Pets as of March 31, 2019*

Dogs: 20%

Cats: 3%

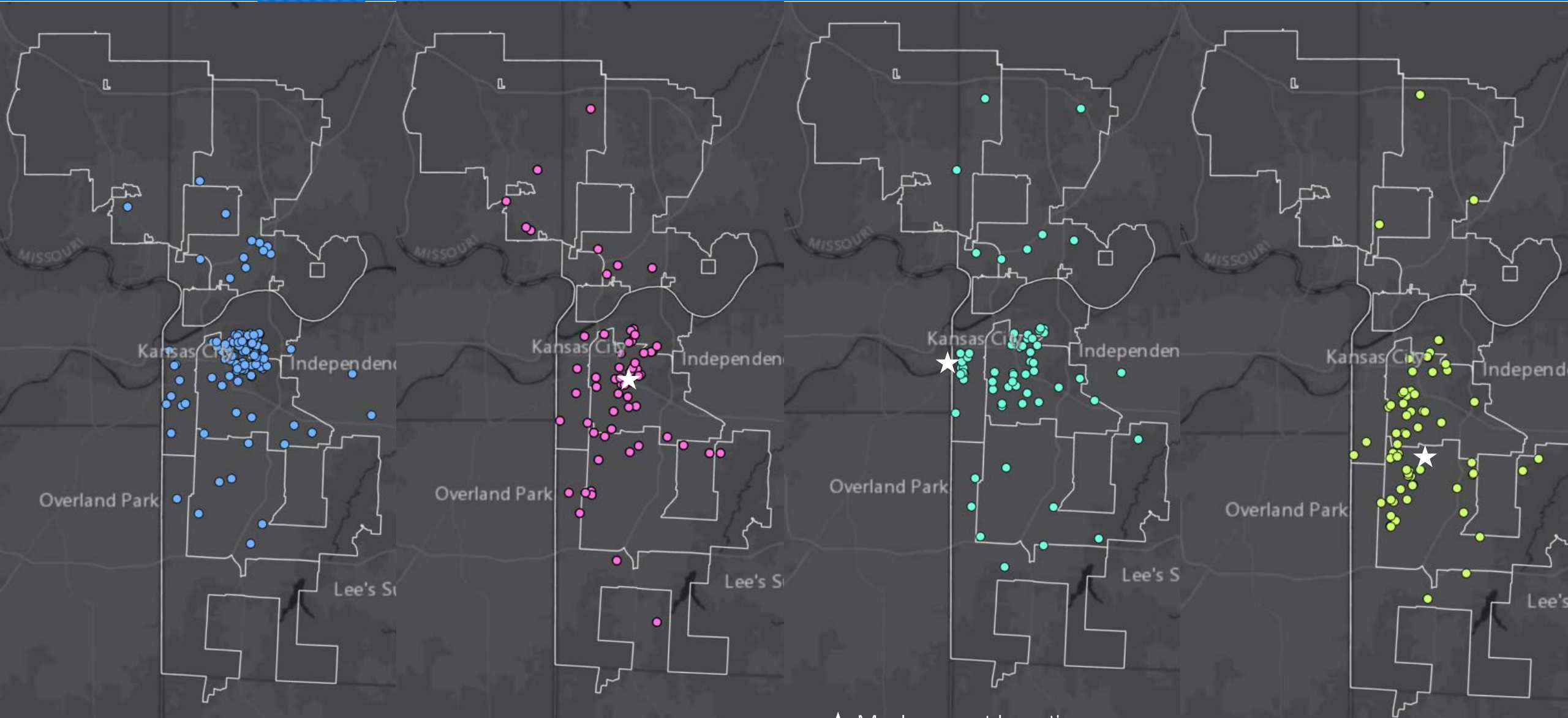
Total: 11%

**Based on AVMA Pet Ownership Calculator*

Spay and Neuter Pet Licensing Contract

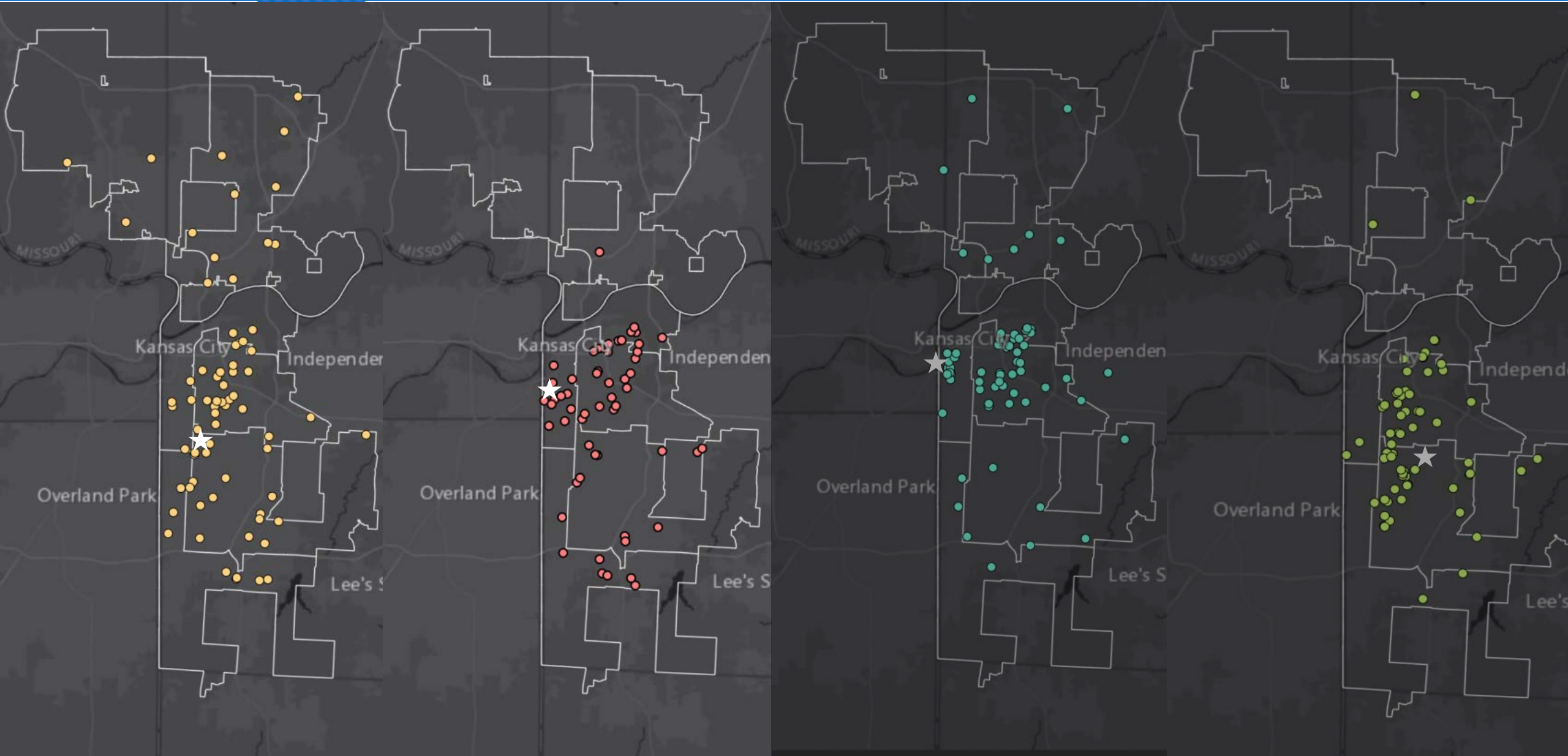
- Spay and Neuter Kansas City partners with Animal Health and Public Safety to do pet licensing, vaccinations, and microchipping at satellite veterinary clinics held at different locations in the community
 - FY 18-19: Contract for \$14,800 to provide 1,000 licenses/vaccinations/microchips
 - FY 19-20: Seeking contract for \$22,200 to provide 1,500 licenses/vaccinations/microchips

Spay and Neuter Pet Licensing Contract Customers



★ Marks event location

Spay and Neuter Pet Licensing Contract Customers



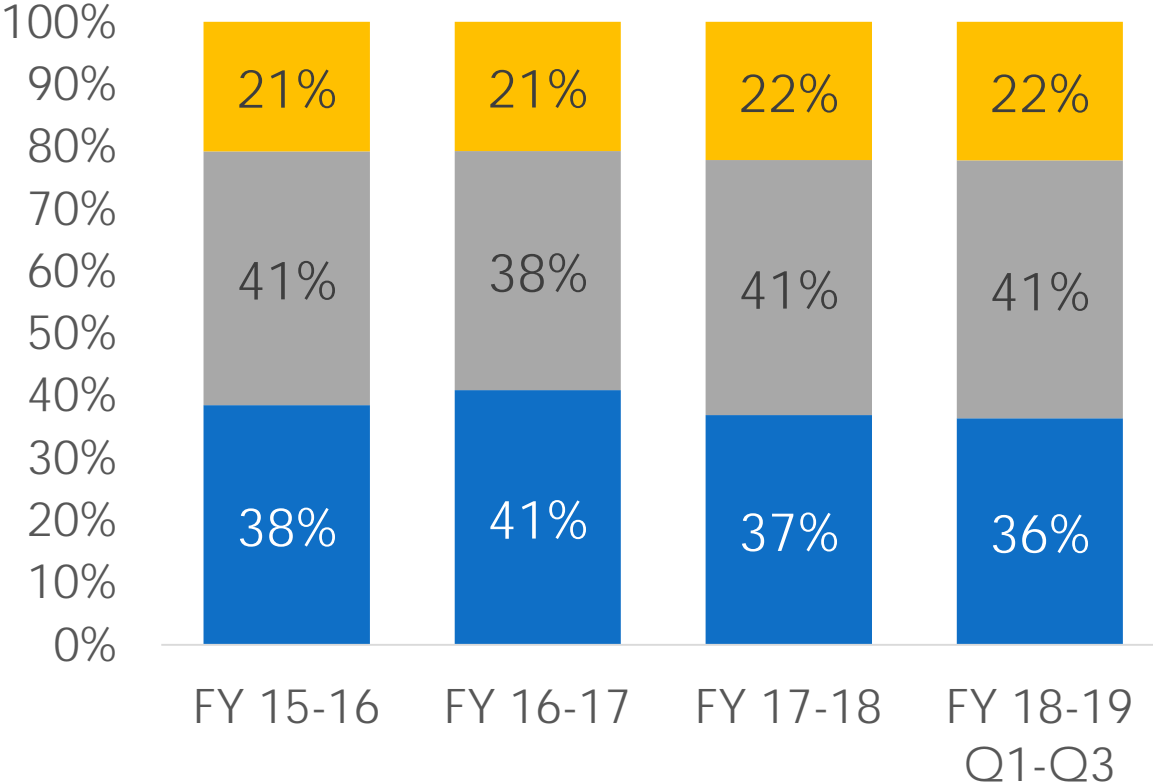
Strategy B

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

Resident Satisfaction With Animal Control Services

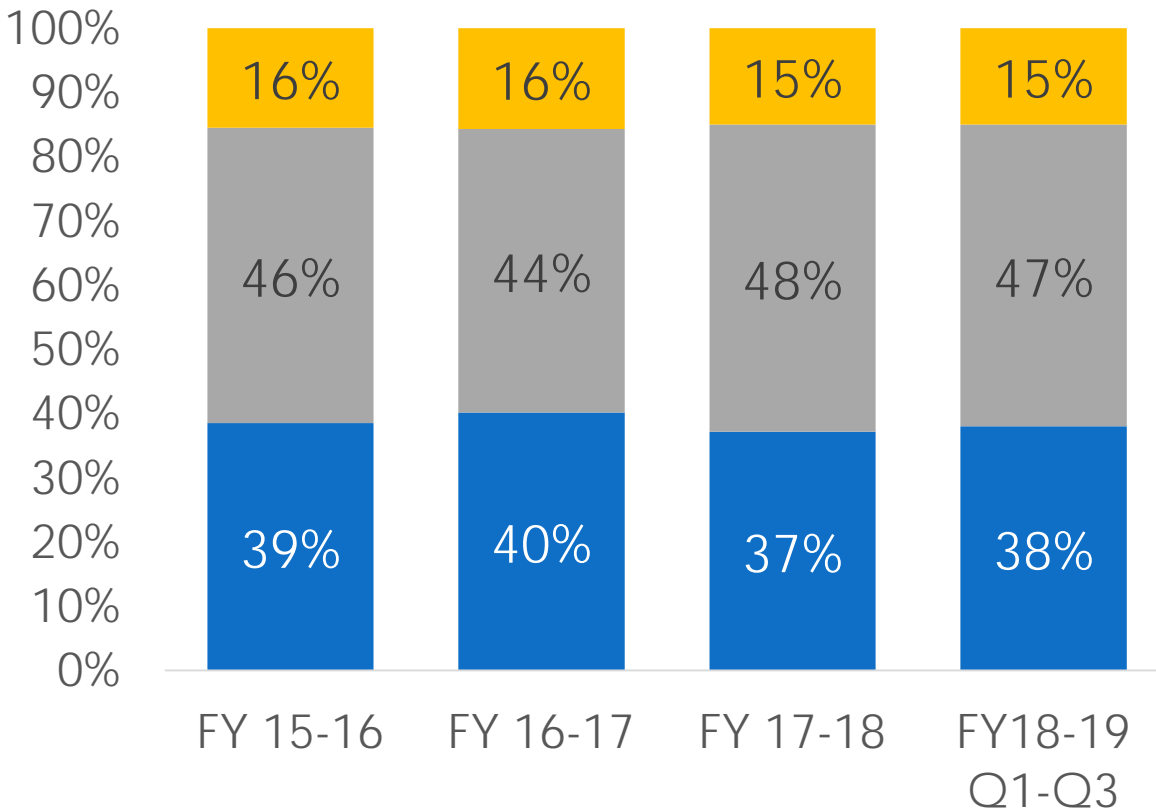
Enforcement of Animal Code

■ Satisfied ■ Neutral ■ Dissatisfied



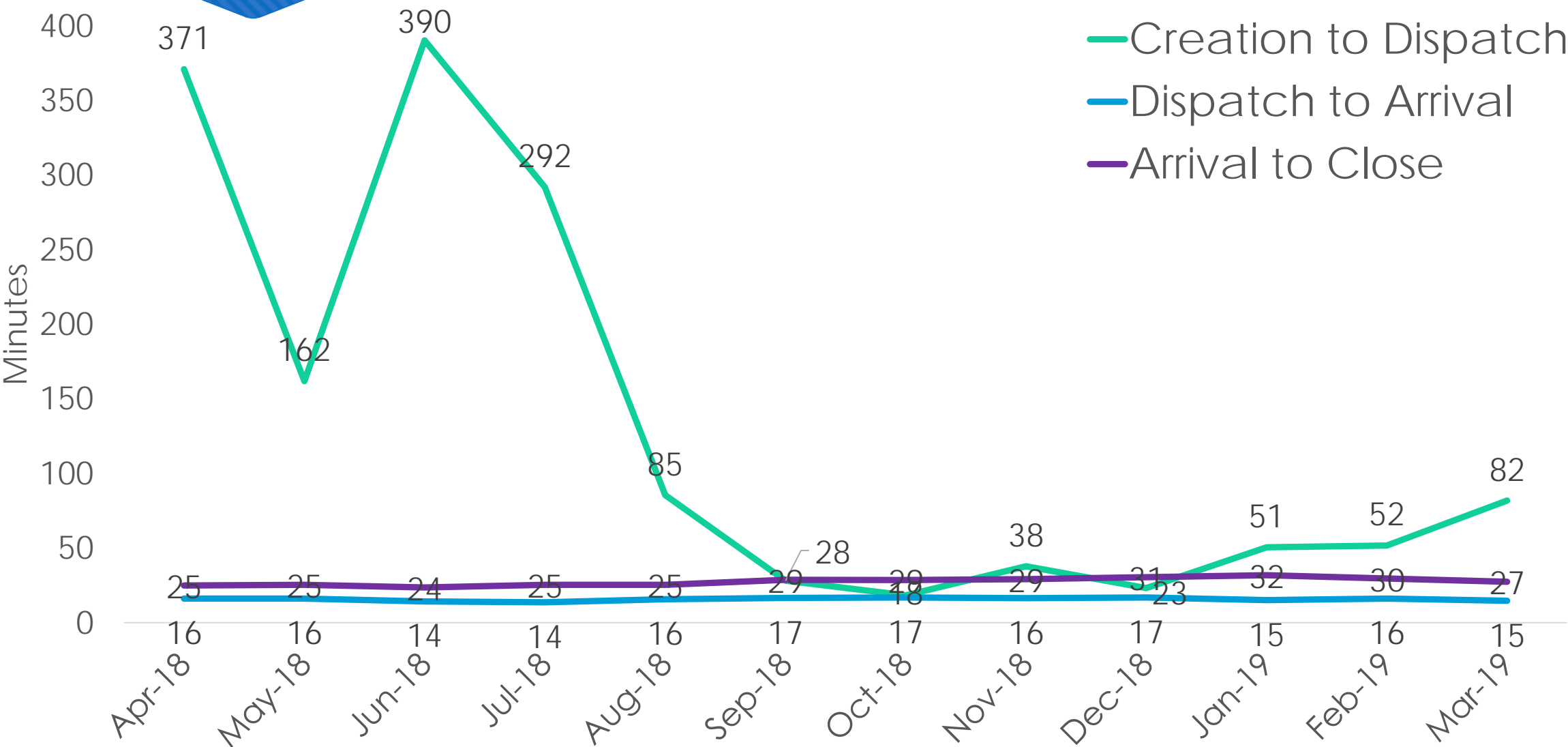
Customer Service from ACOs

■ Satisfied ■ Neutral ■ Dissatisfied



Source: Resident Survey (FY16 - FY18)

Median Response Times for Animal Control Calls



Source: KCPD Dispatch Data; Analysis by DataKC

Strategy C

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

Animal Control Events

PAST EVENTS

- Working for Blue- October 4, 2018
- National Night Out was done on 08/17/2018
- Community Meetings were done on 07/09/2018, 08/06/2018, and 08/22/2018
- Resource Day at East Patrol Station (2640 Prospect Ave)- April 17, 2019 from 4pm to 7pm
- Earth Day- Lake Side Nature Center (4701 Gregory Boulevard)- April 20, 2019 8am to 3pm
- 2nd Annual Community Health & Safety Fair, South Patrol Station (9701 Marion Park Drive)- April 27, 2019 from 9am to 3pm

FUTURE EVENTS

- Cowboy for Cops Event- **July 26, 2019** from 9 am to 3pm at the National War Memorial (Liberty Memorial)
- Humane Day- Jefferson City (**April 2020**)
- Earth Day- Lake Side Nature Center (4701 Gregory Boulevard)- **April 2020**
- 3rd Annual Community Health & Safety Fair, South Patrol Station (9701 Marion Park Drive)- **April 2020**
- Penny Mill Foundation (K.C. Let's Empower our Community) Event- **July 20, 2019** from 830am to 2pm
- Stop the Violence Event- Mutiple Dates in **2020**
- USPS- Dog Bite Prevention Training- 2020
- Banneker, Faxon, Garfield, Hale Cook, John T. Hartman Elementary schools

Questions?

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



#KCStat

Next KCStat:

Customer Service and Communication, June 4, 2019

