



Administration and Human Services Committee

Standing Committee Review Meeting Agenda

Tuesday, November 13, 2012

5:30 PM

Location:

Municipal Office Building
701 N 7th Street
Kansas City, Kansas 66101
6th Floor Training Room

<u>Name</u>	<u>Absent</u>
Commissioner John Mendez, Chair	<input type="checkbox"/>
Commissioner Ann Brandau-Murguia	<input type="checkbox"/>
Commissioner Angela Markley	<input type="checkbox"/>
Commissioner Tom Cooley	<input type="checkbox"/>
Commissioner Butch Ellison	<input type="checkbox"/>

I. **Call to Order / Roll Call**

II. **Approval of standing committee minutes from October 15, 2012.**

III. **Committee Agenda**

Item No. 1 - GRANT APPLICATION: FETAL INFANT MORTALITY REVIEW

Synopsis:

Grant application to Kansas Action for Children for a five-year project in the amount of \$418,250 for Fetal Infant Mortality Review (FIMR), submitted by Joe Connor, Director of Public Health.

Tracking #: 120292

IV. Goals and Objectives

Item No. 1 - GOALS AND OBJECTIVES

Synopsis:

The Unified Government Commission conducted a strategic planning process resulting in specific goals and objectives adopted by the commission on May 17, 2012. Commission has directed that the goals and objectives appear monthly on respective standing committee agendas to assure follow-up and action toward implementation.

- a. Education/Workforce Development. Maintain a collaborative working relationship with the various educational institutions and the business community to maximize community resources and enhance learning, college readiness, and career pathway opportunities in our community.
- b. Tax sales and local resident preference
- c. Customer service
- d. UGTV

Tracking #: 120153

V. Adjourn

**ADMINISTRATION AND HUMAN SERVICES
STANDING COMMITTEE MINUTES
Monday, October 15, 2012**

The meeting of the Administration and Human Services Standing Committee was held on Monday, August 20, 2012, at 5:30 p.m., in the 6th Floor Human Resources Training Room of the Municipal Office Building. The following members were present: Commissioner Mendez, Chairman; Commissioners Cooley, Markley and Murguia. Commissioner Ellison was absent.

Chairman Mendez called the meeting to order. Roll call was taken and all members were present as shown above.

Approval of standing committee minutes for August 20, 2012. **On motion of Commissioner Cooley, seconded by Commissioner Murguia, the minutes were approved.** Motion carried unanimously.

GOALS AND OBJECTIVES FOLLOW-UP

Item No. 1 – 120153... **The Unified Government Commission conducted a strategic planning process resulting in specific goals and objectives adopted by the commission on May 17, 2012. Commission has directed that the goals and objectives appear monthly on respective standing committee agendas to assure follow-up and action toward implementation.**

a. Education/Workforce Development. Maintain a collaborative working relationship with the various educational institutions and the business community to maximize community resources and enhance learning, college readiness, and career pathway opportunities in our community.

b. Tax sales and local resident preference

c. Customer service

d. UGTV

Sharon McMillan, Commissioner's Liaison, said I am here to report the status of the Education and Workforce Development goal to maintain a collaborative working relationship with the various educational institutions and the business community to maximize community resources and enhance learning college readiness and career pathway opportunities in our community. I'll start out with our Student Internship Program. It's done exceedingly well. As most of you know last fall we started out with two students. It expanded to five students in the spring and now we are up to thirteen students. The UG was the first to implement the pilot program and now our internship committee is working to expand that to the business community. We have at least two businesses that have committed to offer internship programs. We're working diligently to try to get more to take on interns. Education & Program Collaborative: The school district, the community college, Donnelly College, KU Medical Center, Cerner and some of the other area community colleges and universities are working together to ensure that the students are college ready and align their curriculums and certification programs to meet the demands of the workplace and the jobs that are coming to our community. Cerner scholars, we have nine students from the public school sySTEM that are participating in the 2012-2013 Cerner Scholars Program.

Commissioner Cooley asked are those all from USD 500—the nine? **Ms. McMillan** said yes and they are from each one of the public schools. That also allows credit toward their graduation by participating in the scholars program. Cerner also is offering a high school Internship Program. We have two students from Schlagle that are in the Internship Program. They offer KCIT, it's a Technical Internship Program offered at the Kansas City, KS Community College and we have four students in that program. Cerner Launch program is a business internship program offered at the community college and we have one student there and those are all paid internships. We have Cerner reps that participate on the community college technical degree program advisory board to help design and set up the curriculum. The Unified Government and Cerner provided letters of support for the community college grant application to improve their technical programs which you may have heard on the news last week the community college was awarded the four year grant from The Department of Labor for the trade adjustment assistant community college and career training initiative. It was in the amount of nearly \$3 million. The Department of Labor is implementing and administering that program in coordination with The Department of Education. The initiatives of this program will transition participants to high

wage, high skilled employment. It will also promote skill development and employment opportunities in fields such as advanced manufacturing, transportation, health care, science technology, engineering and math. Those are the STEM programs that are essential to Cerner.

They are going to ensure that the participants have successful experience in the programs and they believe that it will meet the employers' needs by delivering that education and career training in two years or less. As far as local and regional linkages we have Bio Science Committee that involves the Unified Government, The Chamber, KU Medical Center, Wyandotte County School Districts, Cerner and Workforce Partnership. The community focus is on reaching out to the community to explain why bioscience and the STEM subjects are important. It's important to Cerner. It's one of the educational bases for many of their health care information technology fields. They also reach out to the educational entities so that those entities understand the skill sets necessary for those STEM subjects and to increase student enrollment in those STEM subjects and to also identify ways to connect the industry and the educational institutions. We also have an HR Roundtable Committee that involves the Unified Government, WYDEC, Chamber, Workforce Partnership, and the community college in the Human Resources personnel from area businesses to create a pipeline to meet the workforce needs that some of these businesses are lacking employees that have the skill sets that they need.

We worked with a youth counselor from The Workforce Partnership. We provide information about youth friendly work opportunities in Wyandotte, Johnson, and Leavenworth counties and also offer a wide range of employment resources and services. We primarily work with the Kansas City Kansas Public Schools and Prep KC. MARC also sponsors a regional workforce intelligence network through a grant that's provided by the Walmart Foundation. It's a collaboration of economic development professionals and one-stop centers. Workforce centers and community colleges meet on a regular basis and they share information on workforce development activities. They provide data relating to career pathways and the workforce demands in the metropolitan area.

We have marketing available resources. What we've been doing right now and we're hoping to improve our marketing, but we've got the annual job fair that the Unified Government co-sponsors. We publicize that through the media, the flyers, our websites, UGTV and newsletters. We usually have about 1,000 people that attend. Ours is one of the biggest in the metropolitan area. We usually have about 1,000 people that attend and about 70 exhibitors that show up. It's a very well attended event. We also provide a packet it's about this thick. It's

information for job seeker hand-outs. We meet with students from the community college once a year and it's got a vast array of information in it about anything you want to know about job opportunities, websites, what to expect if you're going to move into the community. It's a very good resource of information.

We've got the Employment Consortium of Wyandotte County. That's the coalition of regional agencies, job trainers, the non-profits, different educational institutions. We meet once a month and share information about employment, different support services available for people who might need child care, transportation, those types of services available. I have a list of about 250 individuals associated with different organizations throughout the community and every day I send out at least twenty email blast to them about various job opportunities and training opportunities that come available. It's a wonderful resource that we exchange information on. Like I said it's about 250 people that get this information on a daily basis. We also have a summer job fair for youth that we hold at the community college. It's just for youth specific for juniors and seniors.

I don't know if you're aware but it's called the mobile one workforce van that Workforce Partnership provides and it is available for your use at any of your events or parades. They bring this van around and they help people with interviewing, resume writing, job placement and where they can go to apply for jobs. It's a really good tool to use if you're having a community event. All we need to do is let me know and we can get ahold of Workforce Partnership if you want to have that van available.

Some of the barriers that we're facing with our internship program are the student transportation and some funding. USD 500 provides the transportation, but sometimes it doesn't get there in time. They really have a hard time providing the transportation. One of the main problems that we hear from employers is the essential employee skills such as the oral and written communications, the punctuality of people, time management. The community college provides a training program where people can go and get some training about these essential employee ability skills. They can also go out to your event if you'd like to have them at your events to train some of your people. Probably one of the biggest things we're having trouble with is how to figure out how to measure some of the outcomes. For instance at our job fair, we'd like to know how many people come to the job fair and end up getting a job because they attended the job fair. We can't get our arms around it. Once they go to the job fair, once these people get a job the employers forget about it, the employees forget about it and so we have

really no organized way of measuring those outcomes. That's in the works and we don't know how we're going to do that yet, but that's one example.

Then the other thing too is we want to continue to improve public awareness. There's a lot of jobs out there, it's just making people aware of it. We're just working to try to improve that. Next steps we have indentified is to continue partnering with the Kansas City Kansas Public Schools to promote the internship program to the businesses. If you talk to people, the businesses encourage them. We'd like to have them take on some of these interns. I know Dr. Lane her goal is to have every high school senior in an internship program; we've got our work cut out for us. To foster the widespread public awareness to the unemployed and the underemployed through marketing and mentoring efforts engaging the parents, employers and students in the business community.

I'm going to be convening a meeting with the Kansas City Technical Education Center WYDEC and the public schools to discuss expanding the internship programs to some of these manufacturing companies and some of the more technical companies, the trade companies. They are really hurting for employees in those areas where they can get some of these students who may not want to go on to college yet, aren't ready yet, but they can get their certification in two years and go on to work at some of these trade employers. We want to discuss with them ways that we may be able to include the ex felons in this program, this trade program so they can go out and be trained and find some jobs once they get back out into the community. We're going to continue the student achievement recognition event that we had last April recognizing students for their outstanding academic achievements. That's what we're working on. We've got our work cut out for us, there's a lot of work, but we'll make progress. Do you have any questions?

Chairmain Mendez said thank you good job.

Commissioner Murguia said Sharon I have a question and it was a really good job. You guys are doing a lot of work and doing a lot of really good things in particular with job placement employment but I will just echo what you've already said and I can sense your frustration with it. It's just what I talk about at every budget session. We do all this work to get people jobs and we have no way of tracking whether it's doing any good at all. I can't believe that all those programs that you mentioned aren't costing the tax-payer a ton of money. I'm okay with that if it's getting people jobs but it is frustrating to me how we can offer any program let alone as many as you just rattled off and not have outcomes. I'll tell you I've been working with two

individuals in my district to get a job, both are very employable, no criminal history who are looking for very entry level jobs. It has been impossible for them to find work. It's just frustrating to me to know that there are all these programs out there and I'm even unaware of all of them. **Ms. McMillan** said it is and it's hard for me to get my hands around them and when I meet with the Employment Consortium once a month it's incredible and that's what I've told them. How is it that all these people don't have jobs but you're sitting here and we're talking about all these jobs that are available? If you want to have your two constituents call me I'll steer them in the right place and see what we can do for them. **Commissioner Murguia** said I will do that. Then just the second comment I would make is we do all this job development training and create all these opportunities and we're working a lot with schools and you're talking about kids getting in school credit for going to these internship programs. I've often wanted to see for obvious selfish reasons our government students in USD 500, Turner and our other school districts maybe do an assignment or maybe get some credits for doing some sort of paper or some sort of assignment involving local government.

I can't tell you the number of times that I've knocked on a constituent's door and they have no idea what a commissioner does or no idea what the role of a mayor is or no idea what local government is responsible for. It's amazing to me still how people confuse the role of a commissioner with the role of an elected BPU board member. They call Janet to get a light turned on or fixed when they should be calling their BPU representative. I think it can be a really great start in educating our own people about how our own county operates.

Ms. McMillan said you're absolutely right. I think Mike has an interesting story that he can tell when he did interviews with some of our interns and how I think that what out of 9 students you interviewed there was only two I think that knew who our mayor was. **Mike Taylor, County Administrator**, said only two of them had heard of the Unified Government. One of them is because they're mom works for us. I asked them if they knew who the mayor was. One of the students I think it begins with the R. **Commissioner Murguia** said oh my God was that the one whose mom works here. **Mr. Taylor** said no. **Ms. McMillan** said you haven't heard the best part of that one yet. **Mr. Taylor** said I said you're close and she said Mayor Romney. **Commissioner Murguia** said that's pathetic, it is. It would be really great and I know we have a lot of great programs going on, but this is one where really the experience itself is an outcome. You don't really need to track it. The other thing it does is it creates awareness about political career opportunities. Sometimes I know we all talked about wanting to broaden the pool of

political candidates that are available in Wyandotte County. It would be great. **Ms. McMillan** said thank you for your input. I appreciate that.

Brett Deichler, Director of Real Estate Revenue Collections, Director, said I was asked to come here and talk a little bit about tax sales in particular. Everybody knows that I've taken over that department here well over a year ago and there's been some dynamic changes there. We're trying to work more actively, doing things that make sense in business. I'm not saying in the past they didn't, but we're trying to generate the best outcomes for the department and looking at that with Google coming to town and everything that that's going on with the Unified Government and Village West per se and as our destination here, I think we leave our gates open to whoever wants to bid on these properties and I think by law too and Ken can probably talk a little bit more in detail if need be.

By law we are required in that open forum to competitive bid. With that being a question in mind I don't know if there's anything in particular that you're looking for that would give a preference to a local residence whereas if someone was just coming to us asking us to put a particular parcel into a tax sale that's forthcoming. Knowing a little bit about the tax process and being around the block and heard some of the stories the general overview with abstracting going into the admin processing and then basically prepping that to get into the Clerk of the District Court's hands to do an actual filing so we can get it through the U.S. Attorney's office so we can hold the sale and do those dynamics that follow after that as far as preparing summons and things like that and managing that process. There's a lot that goes into it.

I'm actually preparing a business case right now to present to the commission and at the administrator's level that talks about the three per year scenario kind of backing it down in to a four month cycle where when you examine the actual hard dates which are like the 60 month minimum for the U. S. Attorney's response based on the actual date of filing and some of those other things. When you figure half the time right there 60 days is burnt just waiting on their response with the addition of a possibility of two fifteen day extensions behind it. You're looking at 90 days. That doesn't leave you a lot of time to get that—everything abstracting and all the prep work in between with the due diligence required in that 30 day pre window to get four months cycle where we're probably averaging around 5, 5 ½ months right now but we're actually bringing in. We're targeting valued properties.

Like I said I've kind of written some business models over there that kind of have a rhythm base, look a little bit more on the proprietary side and saying here's why we would pick A over B, those types of things. We're not reaching into a piggy bank and grabbing out 350 parcels and throwing them out and saying that's our target. We do have a select process that does that. It gets us in the alignment of focusing on what's best and what's going to generate the best outcomes. I think that's starting to take heed a little bit in the community because people right now are coming in and redeeming their properties more at the front end of the process than they ever have before. To me that is symbolic that we're picking the right properties or I would say we would have to knock on everybody's door.

It's not fair for all the taxpaying citizens in the community to have to carry all the debts when the others are just knowing how to use the system. We're trying to get that backed out of the system a little bit and actually get it where it's in our advantage to have everybody pay their fair share. If someone's on hard times, we'll put them on a payment plan. We're very flexible with those types of things. We're not knocking on doors trying to take somebody out of their house that's been a very viable part of our community that's been here for 30 plus, 40 years and now they've fallen on hard times and we're trying to kick them to the curb. The last thing we want to be is the bank. We don't want people out on the curb. We want them to survive here.

All those considerations we keep up front, but when you have people that own 20, 30 properties and they've never paid a dime and they're taking two or three at a time and when you target those they basically rob Peter to pay Paul by taking money out of one house and paying into another. I take everything they have and throw it into a sack tax sale and they have to come up and pick and choose which ones they want to keep. That brings a pretty good chunk of change in the front door.

There is a forthcoming presentation I need to ask Doug Bach again. I've kind of sent him just an email. I know he was out last week to get him prepared to see if he wants me to present at that level, but there's some very interesting information that will tell you a little more about the actual hard facts of a tax sale and what you can and cannot compress and the smart business things that you can do from a marketing perspective; like if you did two year versus three. I'm more of a kind of a three wishful kind of guy. I'm not sure if that's ever going to be the case, but at five can you go six and say as example set it on June 1st and December 1st every year so people know exactly when to save their money. It's easier to market. If you go on a five month

window you rotate in fifteen month cycles every year what was in April before if it's April, August, December rotates to May ect. on down. So people are like is it this month, that month?

You kind of have to have those fixed variable to be able to have people trust in the system and come in and do that. With all those things said I do have a presentation. You guys are welcome to a handout here if you have any questions, that will kind of explain some of that stuff that's kind of coming down the road. As far as giving any preference to a local resident I don't know of anything that exists in a statute at this point in time. We always are cognoscente of who's walking in and asking and doing those things. We're working real closely with Land Bank as well to try to get an earnest deposit where people are coming in. We're trying to create a smart business portfolio that says don't just grab vacant lots unless they're targeted by us to be in a future development that's something that's going to be a very good product for us to have, whereas if someone comes in and actually just says I want this parcel in there.

We're going to start looking at doing some type of deposit because most of those people never come back. They may not even register and even when they do they don't buy that and we end up holding that lot, washing those taxes and then paying on it to maintain it in the hundreds of thousands sometimes millions of dollars in short-term. We're looking at putting down earnest money and trying to ramp it up like it really should be so serious people need to be serious. We're very serious about what we do. We're very streamline and efficient and I'm open for suggestions and questions at any time but since taking that over it's a very exciting business. It takes a lot of work. There are a lot of great people that work in that department. I think that goes without saying. If it wasn't for them we couldn't do what we do. I have to thank the people that work for me first and foremost and I'm kind of on the same ship working with them trying to guide them along. Anytime you need something just call me and we can definitely sit down and chat. I can give you the ideas behind why we work the system the way we do.

Commissioner Murguia said just a comment I just want to agree with that having a set timeline for a tax sale would be incredibly beneficial because I can't tell you the number of phone calls I got from people that say can I put this piece of property on the tax sale it's more than four year tax delinquent and I say yes and then they say well when's the next tax sale and I always say I don't know. They schedule them randomly. I can't really tell you. It would be great to be able to say they are always in June and then December or whatever dates you pick.

Mr. Deichler said commissioner that's great. Here's an example, we went into our last tax sale March 27th and we cranked it out in about five months and we did some of these changes that I was talking about. Since I've taken over we've never been under a million dollars which is pretty good. The last one actually we went \$1.42 million in five months. We start out with about 350 parcels, about half of those ended up in redemption a little bit more, and so we ended up with about half of those going through. A lot of those were just vacant lots that never did anything so most of them end up in the Land Bank. We're trying to get 300 valued parcels in there so people are interested in coming in there and paying. With that being said if we were to go from five to six months we could take a 350 parcel pick and probably move it to 450 or 500 and if you're looking at \$4½ million say in three tax sales, I don't think you could ever get to those three in 12 months, but saying you could in a perfect scenario you're probably looking at \$5 or \$6 million dollars by just having two. It gives you that extra month. You're already at five why not six. You could fix those timelines June 1st, December 1st and do those types of things and basically manage that process a little bit better.

We're at the mercy of some of these statues that say you must wait. When that happens we have our hands tied. I'm the kind of guy from a business project plan guy I like to crash the timeline and do all this work that's going on underneath while the timeline is waiting for the U.S. Attorney to answer and we've got all these other things happening, but you can only back those up so far. If we go back and find out what that magic number is and pick 500 parcels instead of 350 and we can still get it done in six and maybe even go up 50 or 60 percent in our income. It'd be stupid to not do it. It's pretty easy to figure that one out. That's business 101 and I've got that target and that's part of my presentation to the future staff upstairs too and thanks to Mike Taylor who's sitting back here and pushed so hard to get the things done that we did during budget this year because we're getting ready to come up with that treasury payment timeline of not paying for this year out but paying the most recent. That's going to send redemptions through the roof. I think we could probably have the biggest tax sale in Kansas history if we just get prepared for it. The good thing about that is basically having the money. I'd love to put 500 parcels in and have zero at tax sale and give away popcorn and hotdogs because everybody redeemed their property. It may be a perfect scenario we take all the cash in up front and we just say hey sorry nothing made it here. People are serious about keeping their property you just have to knock on their door. They know how to use the system and that's got to go bye-bye. With all those things being said our mind is on business and to do it the right way. We're also

amendable too issues and situations that come up with our constituents. We're very sensitive to that and we don't listen to the guys that are using the system. We're trying to explain to them that it has to be this way and the people that really have real problems we definitely work with them. It's a very flexible system. It's a very good process.

Patty Kroll, Human Resource Director, said good evening commissioners we're happy to be here. This is Gail Bragg she does our in-house training for us on a number of mandatory classes, but she also does our customer service class. I'm going to turn this over to Gail and let her tell you about just an overview of what she presents in that class.

Gail Bragg, Human Resource Trainer, said good evening I've given you handouts of the materials—just an overview and I do want to stress that I've just taken the high points since I just had a few minutes, but that will give you an idea of what I cover in the training. The first thing we start with is what does customer service mean and most people think that we are talking about meeting the customer's needs and wants but it's so much more than that. We really try to stress to employees that we're talking about exceeding their expectations. We're talking about setting an environment that is very helpful, respectful, and professional so they walk away with a memorable experience.

What we know from customer service is that if there's a great experience people will tell four people, but if there is a negative experience they tend to tell ten. We really want to maximize that, so that when customers come back to the Unified Government whether it's the same department or another department that customer is expecting a great experience and not expecting us to be mediocre in terms of the service we provide. What you can see on the materials is we've done a lot of customization for departments. It depends upon what the department requests. The customer service classes are optional. If a department calls I can customize anything from one to three hours or one to two hours usually.

I've done training for specialty groups like the fire department and I'm working with them now to provide training for their firefighters. We've done training for the police department and lots of different groups. Last Monday I just provided a class on customer service which included workplace etiquette for the treasurer's department. We also have general classes that we offer to employees. Anyone who's interested they can schedule to come to one of the classes and its two hours long. We have provided in the last nine years 47 classes and trained 609 employees on

customer service. The four things that we cover are listed in your materials. We talk about prompt willing attention, good treatment, knowledgeable assistance and doing what was promised.

What we say is we want to make sure again that customer's have that memorable experience and so we're going to treat the customer as we want to be treated in a way that's very respectful, and very professional. We talk about setting the right tones such as little things like smiling when the customer comes in. We want to greet and acknowledge the customer and I think we've all had an experience where we go to a service and someone doesn't acknowledge us. We're standing there just waiting and we don't want that for our customers. We want to make sure that our customers know they are the most important aspect of what we do. They are the reason why we're here. They are not interruptions, hassles none of that and so that's what we focus on in the training.

Not only knowing my job but what other resources are out there. In Human Resources for example, we have lots of people come in and fill out applications but we do share the message to potential or to customers that we do have an application online so that if a person doesn't want to spend their gas coming here, you can apply online and send us an email and we'll notify you if we need something else. That's just what other resources are. Are other departments out there that a person can receive some service on? Is there another resource the person can use? That's really around being as helpful as possible saving the customer a lot of time and making it as efficient as possible for them.

We talk of course about telephone skills. We talk about special situations what about angry customers, difficult customers and certainly we know there are some customers that come in and they can be very demanding. We have in the training that I taught last Monday, the treasurers' office we spent a lot of time talking about some of the difficulties that they face with the change over in the computer system and I was amazed at how many times the employees told me people throw money at them, people throw credit card and people throw all kinds of things at them and cuss them out and say lots of things that are inappropriate. Even with all of those we know that unfortunately that just comes with that kind of job, but we understand that we still have a responsibility to be professional and respectful even when customers are not doing so.

We really focus on that and there are some things that we really stress across the board. If there's a communication barrier, maybe it's a language difference or maybe it's a disability difference where the person is having difficulty communicating or we're having difficulties

understanding what the person is saying. There are some things we can do. Are there alternatives, translators, are there different ways we can communicate? Written communication actively listening, focusing on the customer, being empathetic, making sure I can relate to that customer. There may be some things that I don't always want to do as a customer but making sure that we relate to the customers and let them know we understand you've had some difficulty. We understand you've had a long wait time and let me see what I can do to help you. Let's get to the root of the problem and we'll fix this thing for you. We really stress that in the training and again always maximizing this idea of being professional and being respectful.

The last thing of course is applying it. With the classes we want to make sure not only that we give information out but we put it into practice; help the person to take the training they've received and walk out of the room able to apply it. We talk a lot about situational issues and I've given you just an example of what we talk about in the class. I created special ones for the fire department where we've talked about going to a persons' home and they call saying they're having a heart attack and all it is they don't know how to turn off their alarm clock. What do you do in those situations? We just want to make sure that people are prepared for what to do but also employees get an opportunity to bring in what their challenges are. What are the difficult things that you're experiencing and how can we help you as a class from other people who have maybe dealt with some of those same situations, maybe some suggestions we'll give you so when you leave here you can go talk to your supervisor and talk to your supervisor about coming up with standard operating procedures so that everyone in your department knows how to handle these issues or you can brainstorm and figure out some ways that the supervisor and employees can work together to eliminate these types of problems and better serve the customer.

It's not always a supervisor thing, it certainly can be just an employee, how the employee maintains their composure, maintains stress and things like that. The employee gets the opportunity to share what their experiences are and we work through them in terms of professional ways to handle those situations. That's the bulk of the training. It may be different for every group again depending on what the need is. Again, I try to personalize it so in many cases in the departments that I've mentioned I've gone to that department and shadowed them for a couple of hours and watched what they've done. The treasurers' office, the appraisers' office and just watched them in action to find out what kinds of customers are you having, what kind of difficulties, what type of great experiences are you having and how can we improve that

as well. It can be a little different but it's depending upon what the customer needs and then for other employees there are also classes for them to attend as well.

Commissioner Markley said I think this is really great and I love that you personalize it. I love that you went to the fire department because I think sometimes when we think of customer service we think of people here behind the desk and we forget people like the street department that although they are not traditional customer service they're a face for us out there in the community. In fact people that never have been here to city hall to do anything they see that guy down the street and they go out to talk to him and he's rude to them and that's the only impression they have. A firefighter is a little more non-traditional and what you wouldn't think of as traditional customer service but those are really the people, they're just out there on the street and they're the face of our department. I think it's good that we're doing this and I know I harp on this a lot. I've worked a lot of different places to be so young. I feel like we have to foster an atmosphere of customer service here and I think some departments have it and some don't. You can tell which departments when you go in, you can almost tell immediately what that atmosphere is like and what the expectations are so I think this is a step in the right direction.

Commissioner Cooley said what do you tell the staff person who's answering the phone and gets an irate citizen who doesn't use the king's English and he gets a little loud. Because I'll tell you what I've told my people, particularly the ladies that are on the phones, and some obnoxious man gets on there and starts dropping F bombs and everything else. I say you know what you don't have to listen to that. You can tell him real quick one more and this conversation is over mister; if you don't want me to help you, that's fine. This happens a lot. There's a lot of in your face people out there and some of it is warranted and some of it isn't, but what usually happens is the person who's getting the attitude isn't the one responsible for the problem. What do you tell a staff person on that case? **Ms. Bragg** said you know we will talk about ways to diffuse. Certainly there is a point commissioner that it can get to the point where it's crossed those boundaries and we need to then respond with supervisory staff to intervene and/or security which could be building security, police department depends upon what the nature of it is. I really spend a lot of time working with employees in terms of diffusing techniques. One of the things is the lower—as I start changing the volume of my voice it tends to calm people down or ways that they can use phrases that can turn the conversation around like an example that I put in your

materials, I know you're having a difficult time I would be upset about this. Let's figure out a way we can work through this and sometimes that empathy can make a big difference by the customer feeling like they do have someone that understands. There may be times where the customer can be allowed to vent but I would agree with you that if it's a situation where the person is being disrespectful, the employee feels frightened and intimidated threatened and that it can escalate certainly that's a point where they draw the line and need to contact someone else for escalation.

Commissioner Murguia said I do agree that we have some really great employees here at the Unified Government who really work very hard and try to do an incredibly good job and we have some that don't and I just wanted to say for the record that it is upsetting to me that it goes on and on and on. Some people are just never going to meet the standards. I think I learned these standards I think 8th grade communication class. It's great for you to remind people that they're out there as an alternative to maybe a bad attitude.

I understand some jobs like the treasurers' office would be very difficult but I just for public record need to make a comment that at some point our government— some people just shouldn't work here anymore and unfortunately what I see happening is these people continue to be allowed to stay here and they are like a virus and their attitude and behavior start to spread throughout the entire department or the office. Again, another area like the treasurers' office that I think is difficult but we really need to work on it is where you pay your fines for court. I have never witnessed such craziness in my life. Maybe a suggestion would be that you can only work in that job for five years or three years and then you have to go do something else, but something's got to change with those kinds of jobs. **Ms. Kroll** said occasionally I get complaints just in general about the different departments or situations that have occurred there and I always speak with the department head and we start communicating with that employee. First the verbal warning, then the written and then we follow the progressive discipline and if it's non-union they make that part of their goal for the coming year and eventually an employee that will not change we send them to training. We do everything we can to get them to change, but eventually if they don't change, they are going to be let go at some point if they keep having complaints against them on customer service, I think most departments do track that. If you all have a situation that is brought to you regarding customer service I would go to the department head and tell them

this particular employee I continue to get complaints about them. They should be following progressive discipline. It shouldn't go on forever.

Commissioner Murguia said and sometimes it's not what they do as much as their non-verbal behavior. **Ms. Kroll** said attitude and tone of voice. **Commissioner Murguia** said then they're pushing themselves up like it's a big effort. I mean it's a lot of those kinds of things. It's really difficult to write somebody up for a non-verbal behavior. **Ms. Kroll** said I agree.

Mr. Taylor said before I get into details about UGTV I want to take a minute and kind of give you an overview of all the communication tools that we use. I think there's some that not everybody knows and I'm going to kind of go through quickly. Probably our top way to communicate with citizens is the website. I ran the metrics on it and from January to the end of August we had 1,765,000 people go to our website. **Commissioner Cooley** asked from what dates? **Mr. Taylor** said from January to the end of August. If you average that out that's over 220,000 times a month people go to the website and we're on pace to do 2.6 million viewers on our website this year. That's by far the biggest way people get information and communicate with the Unified Government. The next in terms of numbers is probably our printed Citizen Newsletter. We were doing three of those a year. When we do those we mail out to 68,000 households. Because of the budget situation we didn't publish at all in 2011 and I was able to with the way money got budgeted we're putting out two this year. We had one come out in the spring and I've got another one being done right now and it should hit within the next three to four weeks. I think we're budgeted to do one next year. That in terms of reaching citizens — because that hits directly in the mailbox to every household. The third thing we do is the UG eNews source which is our weekly eNewsletter that's really very timely because it comes out every week. We started that in 2006 we had 300 people mostly that I push marketed to. We now have a little over 3,000 subscribers who have gone and signed up for that. It's a very effective way to communicate and all the news media uses it and a number of community leader types as well. Interesting we launched facebook a year ago. We don't have quite as many likes as I like although we have several hundred. I ran the metrics on that and people who have liked our page to follow the Unified Government's facebook page most are in KCK, but we also have as far away as Salina, San Diego, CA, Germany, Spain, Mexico, Norway, Guatemala and India which I find very interesting.

We also created a Unified Government YouTube channel. We post a lot of videos that we run on UGTV are posted on the YouTube channels so you can go find us on YouTube and look at

a number of videos from the mayors “State of the Government Speech” to other types of videos and events. We also have Twitter. We’re not using that as much as we could but we do have a Twitter stream that we can post things. UGTV is another tool that we have to communicate. It quite honestly is probably the least effective tool that we have and the reason for that is you can only get it if you have Time Warner Cable or out west Knology Cable. **Commissioner Murguia** asked what was that? **Mr. Taylor** said UGTV. If you have Dish—I mean driving around the community look how many Dish’s you see on houses. Anybody that’s got a Dish cannot get UGTV. You have to do it through Time Warner or Knology out west. We will also be on Google once they start hooking up. We made an agreement with Google. They will air UGTV as well. We’ve totally revamped it with the addition of Nina Betts moving down to my department from IT. She’s a brilliant graphic designer. She’s really created some nice graphics, pictures and things. We’re now pricing some equipment that we can buy in-house to do our own videos in-house instead of having to outsource a lot of the production that we—in terms of creating new video programs. We’re working on that and I’ll talk in a minute about televising the meeting. We also do a number of special publications to reach out and one example that kind of gets lost, although you all see it I think the Kansas Government Journal which is the leagues magazine, we contribute regularly to that. In fact if you notice the one you’ll be getting soon, they handed it out at the conference last week, the picture is one I took actually of T-Rex at Village West and you flip a couple of pages inside and there’s Mayor Reardon winning mayor of the year and then you flip back here and an article that I wrote about KCK being named one of the nation’s best cities for youth to live in. This magazine, while the general public doesn’t see it, it goes to all of our congressional staff in Washington, every elected state, city and county leader in Kansas as well as a lot of appointed officials like department heads, cabinet, senators, secretaries, of the state. 3,000 to 4,000 a month are getting and seeing this.

Commissioner Cooley asked does it go to school libraries? **Mr. Taylor** said I think it does. Yes. It’s a great outreach within our government community and the way to get news out and build ourselves up around the state and the nation as well. In terms of expanding UGTV which was the real question, I’m investigating ways to do that in terms of broadcasting the commission meetings. I’ll be honest when we started UGTV that was discussed and at the time there wasn’t a consensus amongst the elected commissioners at that time to actually broadcast the meetings so we really didn’t pursue it at that point. There are a couple of ways it can be done. It takes a little more research, but we can basically have UG owned and staffed. We can go out and by

equipment. We would have to do some remodeling of the commission chambers to do some lighting and what we would do is install some very small robotic cameras in a few different locations and we would have a little switcher board in the back where somebody would have to sit there during the meetings and actually run those cameras. It's just like directing a television show. That's really the most expensive option because you're investing in capital, remodeling the chambers and then you're going to have to have someone that you pay to actually run the cameras during the meetings. That can be a part-time position. The other way to do it is to outsource the production. What we could do is put out an RFP. There are probably four or five production companies that I could think of that would bid on that and they would basically come in on the day of the meetings, set up cameras, set up their own switcher, the lights broadcast the meeting and then tear it all down and come back the next time. **Commissioner Cooley** asked if you do that would you still have to remodel. **Mr. Taylor** said probably not because what they would do is they could bring the lighting and light it as they need it every time. The advantage to doing that outsourcing is that it's cheaper but also we're not investing in a lot of expensive equipment that then has to be maintained and upgraded. You're letting the production company worry about the newest latest camera or if that camera breaks they have to fix it. We're simply paying them for the production services. **Commissioner Cooley** said but we own the video. The production company can't take it and use it for whatever they want. **Mr. Taylor** said it would be ours. They would simply just be the technical people running making the broadcast possible. It would be taped basically and we would replay it on UGTV. I'm still investigating ways to do a live feed which would be ideal to do it live and we've got to check in with Time Warner to see exactly how we get connected to do a live feed. The other thing I want to point out is as Google Fiber—once this building gets connected with the kind of gigabyte speed that they'll have; we can live stream the meetings on the website and given the speed it would be almost like watching it in real time for people that have Google in their home. That way everyone in the community that has a computer can access the meeting instead of watching it on UGTV which they may or may not be able to get depending on what cable provider they have. They can just go to the website. There are some other add-ons you can do. There are some systems that actually archive that video. It's pretty slick and several cities use it. You put the video stream onto the website and let's say you're interested in item four that's on that week's agenda. You go to the spot on the website where the meeting's been posted and you just scroll down and just click on item four because it's been time coded and it takes you right to that spot

in the meeting so you don't have to watch the whole meeting to get to it. There are some very cool things we can do to televising the meetings but those are some of the options.

The other thing I want to mention is we had this meeting a couple of weeks ago at the Kauffman Foundation called the Core Four. It was a meeting of department heads and officials from Kansas City, Missouri, Jackson County, Johnson County and the Unified Government. We all got together and basically spent a day sharing ideas and talking about how we could as the big entities in the metro can work together and Edwin Birch had some discussions with their folks about sharing on video because Kansas City, Missouri has their own TV channel, Johnson County does as well and so does Jackson County. They started talking about some ideas about maybe even sharing on some cost or programming. Those conversations are going on as well about how we can all maybe save money for all of us by going together on some productions. That discussion is also in the works. That's kind of the update on how we can do it. It's very possible to do. It really comes down to a matter how much we want to invest in it and spend on it and the best way to do it. I've given you an overview of some of the options that are out there and it would take some further investigation if I get the go ahead to do that. **Chairman Mendez** said good job Mike.

Commissioner Murguia asked who decides on what goes in the *Citizen*. **Mr. Taylor** said basically I do. I solicit stories from department heads and ask around during our operations meetings if anyone has any stories. This one, because we haven't put anything out in that forum, the lead story is going to be the budget that was approved. Basically from the releases that we put out at the time 71% of homeowners will see their taxes go down because there was no mill levy increase and then decreased assessed values. A lot of these things have already been out there but basically I'm always searching for news and stories and looking for ideas. **Commissioner Murguia** asked do you ever ask the commissioners or the mayor. **Mr. Taylor** said not so much directly for a specific article but we could. At one point when we first started doing it we gave the opportunity and you two weren't on the commission yet, but I had this brilliant idea of having every commissioner write their own column for every newsletter. It was a disaster. We did it once. **Commissioner Cooley** said for one or two issues and didn't we feature one or two commissioners each issue so that we didn't have all eight or ten in one issue. **Mr. Taylor** said and that just didn't form a number of levels didn't work very well. We moved away from that and went more for news type stories. **Commissioner Cooley** said in my case it

became redundant and I'm talking about articles that already been in the paper and written. I didn't need to beat that drum again. **Mr. Taylor** said I don't have the list with me, but we'll have stories about the budget, the graphic, the centerfold as I call it which is where you open it to the middle and it's all the color graphics it's going to have a lot of budget graphics, budget facts. We're going to use the dollar bill for each school district to show here's the portion of your taxes that go to the UG and here's what goes to the Turner School District and here's what goes to the Piper and so on. A lot of those facts because we've received a lot of good feedback from citizens that those graphics really tell a good story that is easy to look at. We're doing a story on Healthy Communities. We're doing one on the crime rate being at a 65 year low and one on the way that we're putting into effect the new delinquent tax collection. One about the Indian Springs and the downtown transit centers coming. We try to pick things that are about all parts of the community and things that we think would be of interest to a large number of citizens.

Commissioner Murguia said on the UGTV I know at the state level they simply have a guy in the back that records the whole meeting and then they put it on YouTube. **Mr. Taylor** said we can put it on YouTube as well. **Commissioner Murguia** asked why don't we just—I mean there's no cost to that. **Mr. Taylor** asked do they just use a single camera. **Commissioner Murguia** said that's it. **Mr. Taylor** said I would be reluctant because I come from a TV background throughout my career. That looks crappy on television one camera. If we're going to do it, we ought to do it right and have multiple cameras so you can actually switch shots. What happens with that commissioner is if she's talking and the cameraman's there and you start talking you gotta just do this and it looks like a home movie. If we're going to do it, I would really suggest that we step up a little bit so it has a little more of a professional look, but that would just be my recommendation. It could be done that way certainly. **Commissioner Murguia** said it seems to work really well at the state and it doesn't cost any money. Unless we have a lot of money somewhere I don't know about but videotaping me, I like to look nice but I don't care what I look like as long as they get the message of what I'm saying. **Mr. Taylor** said that's certainly another way it could be done. We could add that into the mix of options. If we pursue this what I would suggest I would start pricing some of the equipment and go out and put out an RFP and inquire about a production could come in and do and then we could also look at what basic equipment we could buy pretty cheaply and do it the way you're talking about. It can be another option certainly. It wouldn't be the one I would recommend just because of the

production values wouldn't be very high. **Commissioner Cooley** said some meetings wouldn't need a lot of cameras but on a P&Z night where you have members of the public up making comments you might need a lot more cameras. **Mr. Taylor** said a lot of chambers they mount very small cameras very unobtrusively; they almost look like a security camera and then you have one so that you can get a couple different angles, this one that shoots back toward the podium so when someone is speaking at the podium the shots coming up this way so you can actually see the face of the person at the podium. The other cameras will be mounted facing to the bench. While you're on a shot of this commissioner then you can switch to the next one and it's a clean cut to the next commissioner speaking for example.

Commissioner Markley said it's kind of a related point you were talking about Google and how we can post everything to the website, you know when we get to that point I guess my question is why do we have UGTV at all if we can more easily, efficiently and quickly post everything to the website and stream it that way especially if there is an accessibility issue with some people not being able to access UGTV anyway and I'm just going to go out on a limb and say that there probably aren't a ton of people sitting at home with channels chained to the UGTV all day to begin with. **Mr. Taylor** said I would agree with you on that. That's why I say it's the least effective way that we have to communicate and there's no way to really know how many people watch it because the rating services don't even bother. **Commissioner Murguia** asked how much does it cost, I'm just curious since— **Mr. Taylor** said it's pretty inexpensive. The big cost is the production of programs like when we were doing the talk shows that we did for a while which we're not doing now because of some budget cuts. Nina does all of the graphics and the uploading of photos in-house and I grab as many videos as I can from other places like if Mid America Regional Counsel produces something. I'll snag it and put it on. We've produced a couple ourselves and we're looking at ways of doing more of that in house with some pretty minimal investment and some basic equipment that we could shoot and edit and it really becomes an issue of time then because writing a script and going out and shooting it, editing a TV program is a little bit time consuming. I've done it for as little as \$10,000 a year when we were through the really tough parts of the budget and most years I'm budgeted at maybe \$50,000 which I don't usually spend all of it because I don't get as many programs produced as I want.

Other cities depending—the city of Topeka is spending a quarter of a million dollars a year on their TV channel because they have a full-time staff person and that's all that person does is

TV. The city of Wichita got into some—it became a controversial story. They built this fancy TV studio at city hall and hired two or three people to run their channel and when the *Eagle* ran a story about it and people realized that they were spending over a half of million dollars a year on the TV channel and tax-payers kind of went that's too much and it caused a big—so there's a balancing point there but we're doing it about as cheap as you can do it. **Commissioner Marley** said but all those things that you described could go online just the same. **Mr. Taylor** said we could and a lot of them are already there in sort of a different format. Most of it, if you watch UGTV, we run a lot of different videos and we run for example all of you are on there, your pictures and your district, and we scroll through a lot of information and legislators. We try to do all the elected officials, the state, BPU and the commission, a lot of contact information, a lot of it is just information screens that comes up with a music background and it'll interrupt occasionally for videos that we produce. **Commissioner Marley** said it's like a glorified powerpoint really. **Mr. Taylor** said it really is. We've added some features where Ben Blagg who works in 311 now and some of the things we have him doing voice work now. You actually hear his voice from time to time actually talking about some of the things. **Commissioner Marley** said Brian McKiernan should totally be in on that. **Mr. Taylor** said he's got a great voice. You can do very minimal with it or you can try to do a whole lot with it. The city of Kansas City Missouri before they got hit with budget cuts had a full staff. They broadcast every committee meeting, every standing committee, every meeting and had a lot of other programs they produced. A lot of that just got cut back so they're doing a lot less with theirs now and it's basically an informational channel. City government channels really came out back when franchise agreements were worked out with local cable companies. It was sort of something the cable company could give to the community. In fact until 2006 our channel set empty because there was no interest in really doing it and then finally there became a little more interest and luckily I know how to do it and we set one up but we did it pretty basic.

Action: No action taken.

Adjourn

Chairman Mendez adjourned the meeting at 6:31 p.m.

tp

October 15, 2012



Staff Request for Commission Action

Tracking No. 120292

- Revised
 On Going

Type: Standard

Committee: Administration and Human Services Committee

Date of Standing Committee Action: 11/13/2012

(If none, please explain):

Proposed for the following Full Commission Meeting Date:

Confirmed Date: 12/6/2012

12/6/2012

Changes Recommended By Standing Committee (New Action Form required with signatures)

Date:	Contact Name:	Contact Phone:	Contact Email:	Ref:	Department / Division:
10/26/2012	Joe Connor	573-6704	ljenicke@wycokck.org		Public Health

Item Description:

Grant application to Kansas Action for Children for a five year project in the amount of \$418,250.00 for Fetal Infant Mortality Review (FIMR). This program will investigate all non criminal fetal and infant deaths that occur in Wyandotte county, review our current systems of care, identify gaps within the system and forge new and innovative changes. The Public Health Department will be the responsible agency for program implementation, complementing and building on the accomplishments of existing programs.

Action Requested:

Approval of application

Publication Required

Budget Impact: (if applicable)

Amount: \$

Source:

- Included In Budget
 Other (explain) Grant funded

	File Attachment	File Attachment	File Attachment
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**Kansas Action for Children
FIMR in Kansas**

Proposal Cover Page

Organization Name Unified Government Public Health Department

Tax Exempt Status _____ Tax ID # 48-1194075

Fiscal Year FY 2013

Mailing Address 619 Ann Ave.
Kansas City, Kansas 66101

Phone Number 913-321-4803 Website www.wycokck.org

Primary Contact Name Terrie Garrison Title Program Manager

Phone Number 913-573-6726 Email Address tgarrison@wycokck.org

Mailing Address (if different) _____

Organization mission statement:

Leading the way to a healthier community and cleaner environment through community partnerships and the support of the Unified Government.

Brief History of Organization:

The Public Health Department in Wyandotte County has been in existence since 1910, when the first Kansas City, Kansas Municipal Health Department was formed. In these early days health officials battled diseases such as small pox, typhoid, and tuberculosis (TB). In 1943, a combined City-County Department of Health was created at this time the scope of Public Health expanded to provide effective contagious disease control especially TB and Venereal Disease (VD), generalized nursing programs; well baby visits, prenatal visits, restaurant inspections, generalized sanitation programs, and health education programs.

Today, the Unified Government Public Health Department (UGPHD) is a department within the Unified Government of Wyandotte County/Kansas City, Kansas and is under the authority of elected officials and the County Administrator. The activities of the UGPHD are funded by local taxes, state and federal programs, public and private grants, as well as patient fees and donations.

The UGPHD believes that the greater the effectiveness of preventive and health education/promotion programs provided through the local health department and other venues, the greater the opportunity for a citizenry that is informed and motivated to take responsibility for its own health and the health of the community. The UGPHD has an interest in the public's welfare as a whole, in addition to the welfare of each individual in the community.

Wyandotte County Fetal Infant Mortality Review

Proposal

Section I: Narrative Summary

Need:

According to the 2010 Kansas Stillbirths and Infant Deaths Research Summary one of the basic indicators of the health of a community is their infant mortality, or the death of an infant before one year of age. Wyandotte County's infant mortality rate in 2010 was 8.47 per 1000 live births as compared to Kansas at 6.3 per 1000 and the Healthy people 2020 benchmark of 6.0 per 1000. The Kansas Stillbirths and Infant Deaths Research Summary also indicates the leading causes of Infant Mortality in Kansas from 2006-2010 was congenital anomalies at 23.4%, other causes at 27.6% and short gestational age/low birth weight and SIDS both at 16.8%. Wyandotte County's low birth weight in 2011 was 8.0% as compared to Kansas at 7.2% and the premature birth rate was 9.4 as compared to Kansas at 8.8. The report also states that the Kansas Black non Hispanic infant mortality rate has remained 2.5 times that of the White non Hispanic population for the last 20 years and in 2010, 25% of the births in Wyandotte County were to black non Hispanic women. These statistics starkly emphasize the need to review our current systems of care, identify gaps within the systems and forge new and innovative changes.

Readiness:

The Unified Government Public Health Department has a strong tradition of collaboration with other community health care providers and community based organizations, and is part of a community wide system of safety net clinics which collaborate to assure high quality and culturally appropriate health care to low income clients.

The 2011 County Health Rankings published by the Robert Woods Johnson Foundation and University of Wisconsin ranked Wyandotte County 96th out of 98 Kansas counties ranked for health outcomes related to morbidity, and mortality. In response to the dismal overall health ranking Wyandotte County received from the initial Robert Wood Johnson Foundation and University of Wisconsin health rankings in 2009 the Mayor of the Unified Government of Wyandotte County/Kansas City, Kansas and the Director of the Unified Government Public Health Department created Health Communities Wyandotte. Healthy Communities Wyandotte (HCW) is a county-wide initiative that brings together leaders and citizens from across Wyandotte County to improve the overall health of the community. The initiative is made up of representatives from government, health care, education, community development, faith-based programs and nonprofit organizations. The Director of the UGPHD is a key member of the HCW

steering committee that coordinates the work of the five HCW Action Teams. The five action teams are Health Services, Education, Communications, Nutrition, and Environmental Infrastructure. These Action Teams are charged with developing and implementing community interventions for their respective areas.

In 2006 the Unified Government Public Health Department (UGPHD) established the Prenatal Intake and Referral Program which is a collaborative of private practice OB-GYN Physicians in Wyandotte County, the Kansas University OB-GYN Clinic, and both delivering hospitals in the county, Kansas University Medical Center and Providence Medical Center, to provide low cost prenatal care to uninsured women of Wyandotte County. Through this collaborative the UGPHD Title V maternal and child health program provides RN case management, laboratory services, radiology services, and patient education classes, while the physicians' offices, clinics, and the two hospitals provide the clinical prenatal care and delivery services.

In another community collaborative effort the UGPHD fiscally supports and actively disseminates information and contact numbers of the Connections program. Connections is housed at and staffed by the county's early head start program. It serves as an entry point for families interested in the supportive resources and early childhood programs available in the community. All families living in Wyandotte County who are pregnant or have a child less than five years of age can participate in this one visit program. The Connections program is a way for parents to find the most appropriate services, in the community, based on their family's unique situation. The Connections staff works with families to identify their needs and wants and then connects them to the most appropriate programs and services.

Capacity:

The Unified Government of Wyandotte County/Kansas City, Kansas Public Health Department will be the responsible agency for the implementation of the Wyandotte County Fetal Infant Mortality Review program complementing and building on the accomplishments of the existing Title V Maternal and Child Health programs including the above prenatal intake and referral service, Kansas Healthy Start Lay Home visiting program, and Healthy Families Wyandotte /America case management/home visiting program. As the responsible agency the UGPHD will complete the chart abstractions, maternal interviews, schedule, conduct, and document the case review team meetings and recommendations. The UGPHD will also provide the case review teams findings and recommendations to the community action teams' and/or other appropriate community agencies such as SIDS Resource, Inc., March of Dimes, or United Way for implementation.

Wyandotte County Kansas is located in the northeast corner of Kansas at the Missouri-Kansas state line. It is one of the communities included in the Greater Kansas City Metropolitan area, and is inclusive of three unique cities Kansas City, Kansas, Edwardsville, and Bonner Springs. The Fetal Infant Mortality Review(FIMR) program of Wyandotte County will examine all non criminal or non potentially litigated, fetal(>24 weeks gestation) infant (< 1 year of age) deaths that occur to anyone that resides within the 155.69 square mile boundary, in order to identify any social and/or health factors that may have contributed to these deaths.

Sustainability:

The UGPHD will provide for the indirect cost of the Wyandotte County FIMR project to include but not limited to office space and supplies, phone service and IT support. Along with the UGPHD this project will also be supported with donated time and expertise by the Neonatology Department at Kansas University Medical Center, Family Care Center of Providence Medical Center, and Pediatric care services of Children's Mercy- Gordon Meeks Clinic, for the chart review and recommendation portion of the project. Additionally, the program will be strengthened by the community experience and influence of the many and varied social, education, health and service organizations involved with the Healthy Communities Wyandotte Initiative for the community action activities of the program.

In preparing to develop a FIMR board our initial contacts were met with both enthusiasm and commitments of participation by the various stakeholders of the community that will be needed in order to sustain this project. We strongly believe that individual and public/ private organizations of Wyandotte County will continue to enthusiastically embrace the establishment and maintenance of a Fetal Infant Mortality Review Board as part of the overall effort to improve the health of Wyandotte County.

Section II: Work Plan

Scope of Work:

In the first year the Wyandotte County Fetal Infant Mortality Review program will successfully hire and train staff, develop policies and procedures, set up systems for data collection, complete sixteen chart abstractions, conduct eight case review team meetings, and begin meeting with and orienting the Health Communities Wyandotte action teams to the FIMR process. This will be accomplished by advertising, interviewing and hiring a half time FIMR coordinator and a half time chart abstractor. Once staff is hired they will be trained regarding the program objectives, and their role in the execution of the program utilizing the NFIMR a Guide for Communities: Fetal and Infant Mortality Review Manual. Then program specific policies, procedures and systems will be created with guidance from the above manual, the program coordinator of the Mother and Child Health Coalition FIMR program for Jackson County Missouri and the program funders, Kansas Action for Children. The FIMR coordinator will then obtain death information of the previous three months from Kansas Department of Health and Environment and chart abstractions will begin utilizing the forms from the NFIMR resource center. Once chart abstractions start, planning for the first case review team meeting will begin with a projection for the first meeting to take place approximately one month from the initiation of chart abstraction. During the above activities the FIMR coordinator will also be attending the Healthy Communities Wyandotte action teams meetings orienting them about the FIMR process and providing general information on the case review team activities.

Throughout every stage of the FIMR process there will be opportunities to incorporate the Life Course perspective into the program. Recognizing both protective and risk factors within the

mothers' and infants' life during the chart abstraction and maternal interviews can assist with identifying some of the common inequities that influence the health of our community and potentially lead to possible recommendations for the community action teams. Likewise, supplying social, psychological and health resources and assisting the mother and family with accessing them may offer some protective factors for both the mother and the family. Lastly, several of the activities the community action team(s) may choose to pursue will affect the life course of the entire community.

Section III: Budget and Financial Information

Budget Narrative:

The personnel and fringe benefits expenses for each of the five years of the grant are to support a .5 FTE program coordinator and a .5 FTE registered nurse chart abstractor/maternal interviewer. These figures do not incorporate the possibility of Unified Government approved salary increases, cost of living increases or unforeseen benefit package rate increases that may occur within the next five years.

Timeline: Using the table below, detail the benchmarks you will accomplish during the first year to establish FIMR in your community, including start dates for staff members, Case Review Team and Community Action Team development, first meetings, etc.

Quarter	Benchmark
<i>Sample</i> January-March	<ul style="list-style-type: none"> • <i>Hire 0.5 FTE nurse abstractor</i> • <i>Hire 0.5 FTE coordinator</i> • <i>Contract with maternal interviewer</i>
January-March	<ul style="list-style-type: none"> •
April-June	<ul style="list-style-type: none"> •
July-September	<ul style="list-style-type: none"> •
October-December	<ul style="list-style-type: none"> •

**Kansas Action for Children
FIMR in Kansas
Project Budget**

Organization Name: Unified Government Public Health Department
Contact: Joseph M. Connor, Public Health Director
Email: jconnor@wycokck.org
Phone: 913-573-6704

		100%	75%	50%	25%	
Income	2013	2014	2015	2016	2017	Total
Kansas Action for Children	83,650	83,650	62,738	41,825	20,913	292,775
Other (Sunflower Foundation)	-	-	10,456	20,913	31,369	62,738
Other (Menorah Legacy Foun)	-	-	10,456	20,913	31,369	62,738
Total Income	83,650	83,650	83,650	83,650	83,650	418,250

Expenses	2013	2014	2015	2016	2017	Total
Personnel	58,136	58,136	58,136	58,136	58,136	290,680
Fringe Benefits	23,014	23,014	23,014	23,014	23,014	115,070
Travel	2,500	2,500	2,500	2,500	2,500	12,500
Other [identify]	-	-	-	-	-	-
Other [identify]	-	-	-	-	-	-
Other [identify]	-	-	-	-	-	-
Other [identify]	-	-	-	-	-	-
Other [identify]	-	-	-	-	-	-
Total Expenses	83,650	83,650	83,650	83,650	83,650	418,250

.5 FTE nurse abstractor

Salary 35,516
Fringe 12,625

.5 FTE coordinator

Salary 22,620
Fringe 10,389
81,150



Children's Mercy

WEST • THE CORDELL MEEKS JR. CLINIC

4313 State Avenue
 Kansas City, Kansas 66102
 Phone: (913) 233-4400
 Fax: (913) 267-7210

September 22, 2012

Terrie Garrison, Program Manager
 Unified Government Public Health Department
 619 Ann Ave, Rm. 112
 Kansas City, Kansas 66101

Dear Ms. Garrison,

As a general pediatrician at Children's Mercy West in Wyandotte County and Associate Medical Director at Children's Mercy Pediatric Care Network I am sincerely concerned with the significant number of fetal/infant deaths that occur within Wyandotte County. After attending the NFIMR conference earlier this year I strongly support any efforts to favorably alter any social and health related issues that may exist in our community. The Unified Government Public Health Department (UGPHD) now has efforts to reduce this number by implementing a Fetal Infant Mortality Review Board (FIMR) program. I now have been educated about the FIMR process and I am impressed by the results and impact of the program in other communities throughout the country. I understand that a FIMR program performs chart reviews and conducts maternal interviews regarding how services were received and perceived in order to identify any social and/or health factors that may have contributed to the fetal/infant death.

I am pleased to be included in this effort, and as a member of the case review team I am willing to commit my time and pediatric expertise to reviewing case information provided by the UGPHD, attending a monthly case review team meeting and working with the other case review team members to formulate and support recommendations to submit to the community action team for implementation.

Sincerely,

Michelle Haley, MD

Children's Mercy Hospital and Clinics

Lorriane Brewer, DO
 Jennifer Ellzey, MD
 Michelle R. Haley, MD
 Kerri Hubbard, MD
 David M. Porter, MD
 Lisa A. Rojas, MD
 Stephen J. Schuman, MD
 Harriet Navarro, CPNP



Date: 09/24/2012

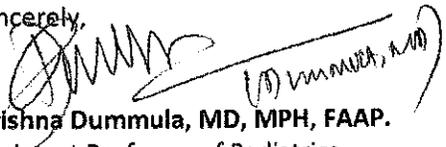
Terrie Garrison, Program Manager
Unified Government Public Health Department
619 Ann Ave, Rm.112
Kansas City, Kansas 66101

Dear Ms. Garrison,

As a Neonatologist at The University of Kansas Hospital, Kansas City, KS I am sincerely concerned with the significant number of fetal/infant deaths that occur within Wyandotte County. I strongly support the Unified Government Public Health Department (UGPHD) in its efforts to reduce this number by implementing a Fetal Infant Mortality Review Board (FIMR) program. I understand that a FIMR program performs chart reviews of the services received by the mother, infant and family prior to and at the time of the fetal/infant death, and conducts maternal interviews regarding how services were received and perceived in order to identify any social and/or health factors that may have contributed to the fetal/infant death.

I am pleased to be included in this effort, and as a member of the case review team I am willing to commit my time and expertise to reviewing case information provided by the UGPHD, attending a monthly case review team meeting and working with the other case review team members to formulate and support recommendations to submit to the community action team for implementation.

Sincerely,



Krishna Dummula, MD, MPH, FAAP.
Assistant Professor of Pediatrics
University of Kansas – School of Medicine

Attending Neonatologist
The University of Kansas Hospital

THE UNIVERSITY
OF KANSAS HOSPITAL
KUMED

Department of Nursing

September 21, 2012

Terrie Garrison, Program Manager

Unified Government Public Health Department

619 Ann Ave, Rm.112

Kansas City, Kansas 66101

Dear Ms. Garrison,

As a Nurse Manager at The University of Kansas Hospital, I am sincerely concerned with the significant number of fetal/infant deaths that occur within Wyandotte County. I strongly support the Unified Government Public Health Department (UGPHD) in its efforts to reduce this number by implementing a Fetal Infant Mortality Review Board (FIMR) program. I understand that a FIMR program performs chart reviews of the services received by the mother, infant and family prior to and at the time of the fetal/infant death, and conducts maternal interviews regarding how services were received and perceived in order to identify any social and/or health factors that may have contributed to the fetal/infant death.

I am pleased to be included in this effort, and as a member of the case review team I am willing to commit my time and expertise to reviewing case information provided by the UGPHD, attending a monthly case review team meeting and working with the other case review team members to formulate and support recommendations to submit to the community action team for implementation.

Sincerely,

Leigh Collins, RN, NE-BC,
RNC-OB
Leigh Collins, BSN, RN, NE-BC, RNC-OB

Labor and Delivery Nurse Manager

The University of Kansas Hospital



September 20, 2012

Terrie Garrison, Program Manager

Unified Government Public Health Department

619 Ann Ave, Rm.112

Kansas City, Kansas 66101

Dear Ms. Garrison,

As the Family Care Center Director at Providence Medical Center I am sincerely concerned with the significant number of fetal/infant deaths that occur within Wyandotte County. I strongly support the Unified Government Public Health Department (UGPHD) in its efforts to reduce this number by implementing a Fetal Infant Mortality Review Board (FIMR) program. I understand that a FIMR program performs chart reviews of the services received by the mother, infant and family prior to and at the time of the fetal/infant death, and conducts maternal interviews regarding how services were received and perceived in order to identify any social and/or health factors that may have contributed to the fetal/infant death.

I am pleased to be included in this effort, and as a member of the case review team I am willing to commit my time and expertise to reviewing case information provided by the UGPHD, attending a monthly case review team meeting and working with the other case review team members to formulate and support recommendations to submit to the community action team for implementation.

Sincerely,

Michelle Hunget RN, BSN

Providence Medical Center

Education/Workforce Development

GOAL: Maintain a collaborative working relationship with the various educational institutions and the business community to maximize community resources and enhance learning, college readiness, and career pathway opportunities in our community.

I. Short Term

- A. Develop internship, mentoring and shadowing opportunities for high school and community college students.
- B. Implement community-wide internship, mentoring and job-shadowing programs with all educational institutions, area businesses, and business organizations.
- C. Development an incentive-based economic development policy that rewards and recognizes businesses that offer these programs and a "comeback" policy.
- D. Partner with educational institutions to highlight public sector career opportunities.
- E. Establish an educational advisory board with representation from each educational institution to monitor the outcomes and effectiveness of internship, mentoring and job-shadowing programs.
- F. Work with stakeholders to improve marketing of community educational and training resources and opportunities.

II. Long Term

- A. Develop long-term partnerships with educational institutions.
- B. Encourage educational institutions to develop curriculum and certification programs that meet the demands of the marketplace, and allow students to earn credits for participation in internships.
- C. Encourage community colleges to offer pro-rated tuition rates to students based on their work experience as it relates to the course, certificate, or degree they are pursuing.

- D. Develop agreements with educational institutions for use of school facilities outside the normal school year; i.e., auditoriums, swimming pools, ball fields, etc.
- E. Coordinate capital improvement projects with educational institutions to leverage capital expenditures; i.e., paving, facility maintenance, and certain service contracts.
- F. Organize with educational institutions to implement a Unified Government event, recognizing student academic, civic, and athletic achievement.