



Lee's Summit 360°  
*Charting Tomorrow*

Health and Human Services KPA Task Force

# Key Performance Area: Health & Human Services

---

## Vision Statement:

Lee's Summit is rated one of America's healthiest cities by utilizing an integrated health and human services network providing services easily accessible to all its citizens whether or not they are insured. In collaboration with its charitable organizations, the city's health system has developed the resources to assist in providing preventative measures, therapy, education, treatment and support to the entire community including the disadvantaged and most vulnerable.



---

Goal 1:  
Educate the community about available  
services

---



# Rationale for: Educating the community about available services

---

- ▶ There is no centralized source of information for citizens on health and social services available in the City of Lee's Summit, which leads to low citizen use of public services.
- ▶ The United Way 211 line is not well publicized in Lee's Summit, and the information provided by the United Way is primarily for Kansas City residents.
- ▶ The City needs a central location that would help to coordinate volunteer opportunities for students, entry level professionals, seniors, etc. As there is a shortage of volunteer opportunities in the community for these individuals, this service could aid in increasing these opportunities.
- ▶ Would be very useful to Non-profit organizations for coordinating efforts, resources, and education so that efforts are not over-duplicated – something like a Non-profit chamber.



# Strategy to address this issue:

---

- ▶ Create a resource guide which would include a list of all Health and Human Service Organizations in Lee's Summit, what the organization provides, and their current contact information.
  - ▶ Establish a central resource center or hotline that would:
    - ▶ Coordinate resources (i.e. volunteer groups) and share information on available funding opportunities in the community with local agencies.
    - ▶ Educate and distribute information to the community regarding local Health and Human Service Organizations, while publicizing the local resource phone number and the wider area "211" United Way resource number.
    - ▶ Initiate coordination between all Health and Human Service Organizations in Lee's Summit by conducting lunch and learns, quarterly meetings, coordinated fundraising seminars, etc.
    - ▶ The City should contract these necessary services out to a sustainable organization with a paid staff that would report back to the Health Education Advisory Board.
- 



# Strategy to address the issue:

---

- ▶ Educating businesses and other organizations with public service opportunities to raise their participation and awareness of health needs and concerns in their community.
  - ▶ That education should extend to all sectors of the community including agencies that focus on prevention.
- ▶ A Center should be established to house smaller area non-profits
  - ▶ Look for an area not already in use, but already owned and possibly available for donation.
  - ▶ Center would not only be used for non-profit coordination but for seminars as well.
  - ▶ Center would also be available for youth to gather as well as find volunteer opportunities.



# Strategy to address this issue con't.

---

- ▶ Education would be accomplished through several different media:
    - ▶ City and school referral to the organization by phone and on their website,
    - ▶ Public access channel advertisement
    - ▶ Post fliers at libraries
    - ▶ The phone number should be on the chamber website and any other civic organization's website
    - ▶ Advertise on utility bills and at the Dept of Motor vehicles
    - ▶ Place a flyer in the moving packet at the post office
    - ▶ Place an advertisement in phone books, churches, Hope House, Lee's Summit Social Services and any other organization.
- 



---

Goal #2:

Identify issues and implement plans related to the health and human services aspects of disaster preparedness for the community.



# Rational for addressing the issue:

---

- ▶ The City of Lee's Summit has an obligation and responsibility to provide health and human services during a natural, pandemic, or manmade disaster.
- ▶ We must understand our responsibility as a member of a large metro area to provide services during a disaster situation.
- ▶ Lastly, the Lee's Summit community has the potential, capacity, services, expertise, emergency services, medical resources, and facilities to be prepared if a natural, pandemic, or man made disaster should occur in the metro area.



## Strategy to Address the Issue:

---

- ▶ The City should partner with MARC to prevent, educate, prepare, and take action in case of emergency.
- ▶ The City should implement policies and procedures that would support this regional partnership for emergency preparedness.
- ▶ The City should create a City position of Emergency Preparedness Director that would be responsible for coordinating all public services in case of a natural, pandemic, or man made disaster.



---

## Goal 3:

Identify health and human service needs for the residents of Lee's Summit



# 3. Identify health and human service needs for the residents of Lee's Summit

---

## ▶ Rationale:

- ▶ In order to assure the quality and accessibility needs, Lee's Summit must provide a comprehensive range of health and human services for all residents.

## ▶ Strategies:

- ▶ Identify the needs
- ▶ Identify existing services in and around Lee's Summit
- ▶ Identify gaps in services
- ▶ Develop a plan to address the needs



### 3. Identify health and human service needs for the residents of Lee's Summit

---

▶ Action Steps:

- ▶ Review recent needs analysis
- ▶ Identify sources for information regarding developmentally impaired children, adults and seniors
- ▶ Review existing resources including their long term stability and services provided
- ▶ Review transportation options provided by other communities which have been successful



---

Goal 4:

Expand the Health Education  
Advisory Board (HEAB) to become the  
Health & Human Services  
Commission



## Goal 4: Expand the Health Education Advisory Board (HEAB) to become the Health & Human Services Commission

---

### ▶ Rationale:

- ▶ Added functions of the Commission would include identifying gaps; advocating for the under-served; educating both Lee's Summit community and external stakeholders about Lee's Summit needs; and helping to develop programs or collaborative efforts to address the needs.
- ▶ Coordination of human services is needed in Lee's Summit
- ▶ As the community grows, needs grow and become more complex
- ▶ Foundations and public funders don't fund programs in Lee's Summit due to lack of awareness of needs in Lee's Summit
- ▶ The disadvantaged and most vulnerable deserve quality services in Lee's Summit



## Goal 4: Expand the Health Education Advisory Board (HEAB) to become the Health & Human Services Commission

---

### ▶ Action Steps:

- ▶ Request City Council to expand the focus of the current HEAB to a commission
- ▶ Expand commission membership to include human services advocates and those familiar with human service needs
- ▶ Orient new members of commission on expectations of commission role
- ▶ Review outcomes of HEAB and build on those positives



# Any Questions?

---

