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Briefing Materials on Kansas City for Visit 7/8/93 [2]

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SITE INFORMATION

This project is sponsored by the Kansas City Aviation Department and is the K.C. Urban Youth Corps first project at the Downtown Airport. Corpsmembers will complete five (5) weeks of community service helping make beautification improvements. Youth will be installing a sprinkler system, removing grass, laying sod, pruning and mulching trees and planting shrubs in designated areas. Corpsmembers will paint light poles, parking lot cross walks, and lines on the runway as required.

METRO/STATE WIDE IMPACT

The Kansas City Urban Youth Corps (KCUYC) is the oldest year round community service training and education program in the State of Missouri that targets out of school youth. One hundred percent of the corpsmembers have been certified as at-risk youth. The State of Missouri administers a state-wide community service initiative, the Missouri Youth Service Conservation Corps, in nine cities. The KCUYC participates in this effort although federal dollars via the National Commission on Community Service has not funded the State of Missouri in this initiative.



Administrative Office, 1740 Paseo, Kansas City, MO 64108, (816) 471-2330
Operations Office, 1720 Paseo, Suite A, Kansas City, MO 64108, (816) 471-2330

LIST OF PARTICIPANTS

CORPSMEMBERS

Ronald Allen
Christopher Blake
Kenneth Combs
Cartez Crawford
Cortez Doyle
Bridgette Duncan
Aaron Givens
Steve Jones
Gary Johnson
Keith Johnson
Darryl King
Mike Madison
Dana Parker
Derrick Pendleton
Rochelle Starks

STAFF

Mike Hughes, Director
Cleveland Collins, Project Consultant
Harvey Thomas, Crewleader/Supervisor
Janet Candler, Crewleader/Supervisor

PROJECT REPORT

Although the Kansas City Urban Youth Corps completed \$144,302.00 dollars in Fee-For-Service projects in 1992, we anticipate an even better year in 1993. For over two years the Missouri Department of Conservation has been the State of Missouri's lead agency to support the Corps we feel blessed with both city and state support. Attached, please refer to our contract list for 1992 which reflects both human service, community service and Fee-For-Service activity. Twenty-eight of those projects were pro bono activities sponsored by a variety of agencies and paid for by the private sector.

Our corpsmembers provided community service in activities such as tree planting for the Missouri Highway Department, planting 70,000 seedling trees within four weeks. They built fish habitat for the Missouri Department of Conservation and performed a variety of additional task. Homes were painted for the elderly under a community development block grant for the City of Kansas City. However, two of our most visible projects were for Kansas City Public Works. The Public Works Department sponsored project S.H.A.R.E., a project requiring corpsmembers to paint light poles. Our corpsmembers were asked to paint 150 intersections as the goal in this five week project. They completed 189 intersections and 1,535 poles with less the one point error rate as determined by the department. The job was so well done, the department gave the Corps additional work. Our second project was to paint crosswalks at various locations. Corpsmembers painted three hundred and twenty crosswalk intersections and received awards from the city for a job well done.

Many more jobs were completed by the KCUYC however, the Public Works jobs, were the most visible. Our youth were seen in very positive ways throughout the City of Kansas City. This year, 1993, has already begun with more Fee-For-Service work than we've ever had. At this point, we have more work than we can perform with our present crew strength. We presently have thirty corpsmembers and are recruiting to build to our capacity of fifty.

We have a projected 1993 Fee-For-Service schedule of \$709,646. Many city and state sponsors wrote the Corps into their budget this year. We have several new sponsors this year such as the City Aviation Department and the City Dangerous Building Department. The Aviation Department has contracted with the Corps at the Downtown Airport and at Kansas City International Airport. We are going to demolish 40 homes for the Dangerous Building Department. Corpsmembers will hand wreck the homes. I am enclosing a project listing for 1993.

1992 CORPS PROJECT LISTINGHuman Service Projects:ActivitySponsor

3	(1) 1992 Juneteenth Support	Black Archives of Mid-America
	(2) Dinomania Project	Kansas City Museum
	(3) Hill Top House	Probation & Parole
	(4) Key Coalition	Key Coalition Neigh. Assoc.
	(5) Niles Home Human Service	Niles Home For Children
	(6) Paige Classical Greek	K.C. Missouri School District
	(7) Project Restart	Restart, Inc.
	(8) Santa Fe Area	Santa Fe Area Council
	(9) Wyandotte High School	K.C. Kansas Public Schools
	(10) F.E.C. Community Service	Full Employment Council
	(11) K.C. Spirit Festival	K.C. Spirit, inc.

Community Service Projects:

(5-6)	(1) Jackson County Parks	Jackson County Parks & Rec.
	(2) K.C. Neighborhood Alliance	K.C. Neighborhood Alliance
	(3) K.C. School District/ James Elementary School	K.C. Missouri School Dist.
	(4) East Meyer Community Service	East Meyer Community Assoc.
	(5) Southtown Council Cleansweep	Southtown Council
	(6) Twelfth Street Heritage	Twelfth Street Heritage
	(7) Women In Crisis Support	Women In Crisis, Inc.
	(8) Wornall House Museum	John Wornall House Museum
	(9) Youth Net Support	Youth Net/The Y.M.C.A.
	(10) 63rd Street Metro Police Station Support	K.C. Missouri Police Dept.
	(11) CDC Warehouse Support	Community Development Corp.
	(12) Minority Contractors Support	Minority Contractors Assoc.
	(13) Old Northeast, Inc. Community Service	Old Northeast, Inc.
	(14) GEM Theater Cultural Center	Black Economic Union
	(15) Operation Beautiful 12th St.	K.C. Housing Authority

Signature Projects:

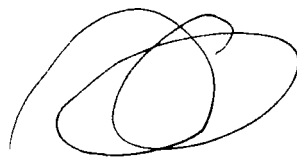
(1) K.C. City of Peace Rally	K.C. TV 5 - Meredith Corp.
(2) Prospect Plaza Park 4th of July Clean-Up	12th St. Heritage Assoc.

Fee-For-Service:

<u>Activity</u>	<u>Sponsor</u>	<u>Dollar Amount</u>
(1) Project Crosswalk	K.C. Public Works	\$ 12,090.00
(2) Burr Oak Woods, Year II	Mo. Dept. of Conserv.	\$ 7,254.00
(3) Missouri Hwy. Tree Planting	Mo. Hwy. Dept.	\$ 40,000.00
(4) Settle's Ford Wildlife	Mo. Dept. of Conserv.	\$ 9,672.00
(5) Blue River Sewage Plant	City Water Dept.	\$ 4,836.00
(6) Burr Oak Woods	Mo. Dept. of Conserv.	\$ 7,254.00
(7) Dept. of Conserv. St. Joe	Mo. Dept. of Conserv.	\$ 12,090.00
(8) CBDG House Painting	City Neigh. Dept.	\$ 10,000.00
(9) James A. Reed	Mo. Dept. of Conserv.	\$ 4,836.00
(10) Lake Jacomo	Mo. Dept. of Conserv.	\$ 4,836.00
(11) S.H.A.R.E.	K.C. Public Works	\$ 7,254.00
(12) Bitten Bottoms Habitat	Mo. Dept. of Conserv.	\$ 9,672.00
(13) Water Treatment Plant	City Water Dept.	\$ 4,836.00
(14) Burr Oak Woods, Year II Extension	Mo. Dept. of Conserv.	\$ 9,672.00
		\$144,302.00

Grants:

(1) Missouri Youth Service Conservation Corps	\$150,000.00
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1993 PROJECT LISTING

REVENUES

ON HAND FEE-FOR-SERVICE

1) Crosswalk Year II	City Public Works Dept.	5 wks	\$12,090
2) Traffic Signs/Arrows	City Public Works Dept.	5 wks	\$12,090
3) S.H.A.R.E Year II	City Public Works Dept.	5 wks	\$12,090
4) Signal Bulb Replacement	City Public Works Dept.	5 wks	\$12,090
5) Platte Falls Wildlife	Missouri Dept. Conser.	2 wks	\$ 4,836
6) Cooley Lake Wildlife	Missouri Dept. Conser.	1 wk	<u>\$ 2,418</u>
			\$55,614

PENDING FEE-FOR-SERVICE

1) H.U.D Technical Assistance Grant			\$45,000
2) K.C.I. Support City Aviation Dept.		4 wks	\$ 9,672
3) Immacolata Manor Benedictine Sisters		4 wks	\$ 9,672
4) Niles Home Beautification-Niles Home For Children		2 wks	<u>\$ 4,836</u>
			\$69,180

PROJECTED FEE-FOR-SERVICE

1) Missouri Highway Department		20 wks	\$48,360
2) Missouri Department Conservation		23 wks	\$53,196
3) Missouri Department of Natural Resources		4 wks	\$ 9,672
4) City Public Works			\$78,000
5) City Water Department			\$ 9,672
6) Downtown Airport City Aviation		2 wks	\$ 4,836
7) Richards Garbaur Airport City Aviation		2 wks	\$ 4,836
8) HOPE IV KC Public Housing			\$125,743
9) City CDBG			<u>\$125,743</u>
			\$584,852



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LINCNOV92/EBBSPEECHS/KCLIB

FIRST LOCAL INVESTMENT COMMISSION MEETING
PRINCESS GARDENS, KANSAS CITY
NOVEMBER 16, 1992

THANK YOU VERY MUCH FOR BEING HERE. YOUR WILLINGNESS TO SERVE ON THE LOCAL INVESTMENT COMMISSION, REFERRED TO AS "LINC", IS NOTEWORTHY, AS IT MAY BE THE MOST IMPORTANT GROUP TO EVER COME TOGETHER TO DO SOMETHING CONSTRUCTIVE ABOUT THE SOCIAL SERVICES.

WHAT WE ARE GOING TO BE DOING WILL BE ENTIRELY DIFFERENT THAN WHAT HAS BEEN DONE BEFORE. AND IF I MAY COMMENT, THE REASON WE ARE MEETING IN THIS RESTAURANT AND HAVING A MEAL THAT IS MUCH DIFFERENT THAN ANY OTHER MEAL YOU CAN GET IN THIS CITY IS BECAUSE I WANT ALL OF US TO REMEMBER THAT DOING THINGS THE SAME OLD WAY IS OUT. BEING THE ARCHITECTS OF CHANGE IS IN. IT IS OUR OBJECTIVE TO CHANGE THE PROCESS. WE ARE NOT COMING TOGETHER TO PUT ON A GOOD SHOW AND HAVE A REALLY FIRST-RATE DEMONSTRATION PROJECT. WE ARE COMING TOGETHER TO CHANGE THE SYSTEM SO IT WORKS BETTER FOR THOSE IN NEED. IN THE PROCESS WE WILL MAKE IT EASIER FOR THOSE WHO DISTRIBUTE SERVICES TO BE MORE EFFECTIVE, AND THEY WILL RELISH THE IDEA OF DOING MORE GOOD FOR MORE PEOPLE, AND PROBABLY AT A LOWER COST.

WE MUST EVALUATE THE PROCESS AND STEER THE PROCESS BACK ON THE RIGHT PATH IF NECESSARY.

ONE OF OUR PRIMARY MISSIONS IS TO HAVE THE SOCIAL SERVICES COMMUNITY CONCENTRATE ON OUTCOMES. WHEN AGENCIES REPORT THEY

OFTEN SAY SOMETHING LIKE --- LAST YEAR WE SERVED 900 FAMILIES. SELDOM, IF EVER, DID WE LOOK AT WHAT HAPPENED TO THOSE 900 FAMILIES. WE FAILED TO LOOK AT OUTCOMES. THE COMMITTEES AND THE COMMISSION WILL CONCENTRATE ON OUTCOMES. IT IS BETTER TO SERVE 200 CLIENTS AND CHANGE THEIR LIVES. THAT IS WHAT WE WILL BE DOING.

AT THE PRESENT TIME THE GOVERNMENT IS VERY GOOD AT MEASURING PROCESS, DETERMINING HOW MANY TIMES A WORKER WAS WITH A FAMILY. THERE IS LITTLE-OR-NO INFORMATION ON OUTCOMES. WE ARE GOING TO HAVE TO COME UP WITH A WAY TO HAVE AN AGENCY MONITOR ITS OWN PROCESS, AND DETERMINE WHAT THE OUTCOME IS, AND TO DETERMINE IF IT IS SATISFACTORY. OUR EVALUATION PROCESS WILL NOT BE TO ACT LIKE AN INSPECTOR GENERAL. WE WILL ASK THAT THOSE DOING THE WORK ESTABLISH HOW THINGS WILL BE ACCOMPLISHED, THEN USE THAT PROCESS TO KEEP THINGS GOING RIGHT, WHILE AT THE SAME TIME EDUCATING THOSE DOING THE WORK. "EDUCATING WHILE EVALUATING" SHOULD BE OUR WATCHWORD.

ISN'T IT INTERESTING THAT WE DON'T TRUST A SOCIAL WORKER TO WRITE A CHECK FOR \$200 TO HELP A FAMILY, YET WE TRUST THAT SOCIAL WORKER TO MAKE A DECISION AFFECTING THE FUTURE OF AN INDIVIDUAL'S LIFE. IT'S UP TO US TO CHANGE THAT. IN OUR BUSINESSES WE NOT ONLY TRUST PEOPLE, BUT WE EMPOWER THEM, URGING THEM TO MAKE THE DECISIONS THAT ARE IMPORTANT TO THE FUTURE OF OUR BUSINESS. WE MUST NOT BE RELUCTANT TO GIVE THE SOCIAL

WORKER THAT SAME EMPOWERMENT. WE MUST TRUST THEM, AND WE MUST BELIEVE IN THEM.

THERE IS A WONDERFUL STORY IN THE SOCIAL SERVICES FIELD. A WELFARE MOTHER ASKED HER SOCIAL WORKER TO COME OVER ONE AFTERNOON TO HAVE COFFEE. THE SOCIAL WORKER WAS ABSOLUTELY DELIGHTED. A REAL BREAKTHROUGH. SHE HAD DEVELOPED A RELATIONSHIP GOOD ENOUGH THAT SHE WAS BEING ASKED OVER TO TALK. WHEN SHE ARRIVED THERE WERE SIX OTHER SOCIAL WORKERS THERE. THE WELFARE MOTHER SAID, "I THOUGHT IT WOULD BE A GOOD IDEA IF ALL OF YOU GOT TOGETHER, SINCE EACH OF YOU IS INVOLVED WITH MY FAMILY." WE HAVE TO HAVE ONE SOCIAL WORKER WHO TAKES THE RESPONSIBILITY FOR THE ENTIRE FAMILY, NOT ONE SOCIAL WORKER FOR THIS CHILD, ANOTHER SOCIAL WORKER FOR ANOTHER, FOR THE GRANDMOTHER, ETCETERA, ETCETERA.

IRA BARBELL, SENIOR ASSOCIATE OF THE ANNIE E. CASEY FOUNDATION, SAID ON OCTOBER 30, IN KANSAS CITY, THAT IN THE WORLD OF SOCIAL WORK CHANGE IS PROBABLY MORE DIFFICULT AND COMPLEX THAN IT IS IN BUSINESS. IT TAKES 4 TO 5 TIMES AS MUCH EFFORT TO CHANGE THE PROCESS, CHANGE THE SYSTEM, THAN IT DOES TO RUN THE SYSTEM LIKE IT IS TODAY. AT THE STATE LEVEL THERE IS LITTLE-OR-NO VEHICLE OR METHOD FOR CHANGE, SO WHAT WE PLAN TO DO CAN BE DEMORALIZING IF IT IS NOT HANDLED IN A CONSTRUCTIVE, MATURE, PROGRESSIVE MANNER. IRA ALSO SAID, "FOCUS ON SYSTEMS CHANGE, FOCUS, FOCUS, FOCUS."

HE WENT ON TO SAY THAT YOU CAN'T HAVE 6 INCH THICK MANUALS AND EXPECT PEOPLE TO CHANGE. UNFORTUNATELY, LADIES AND GENTLEMEN, THERE ARE DIVISIONS OF THE DEPARTMENT OF SOCIAL SERVICES, STATE OF MISSOURI, THAT HAVE MANUALS THAT ARE MUCH THICKER THAN 6 INCHES, AND, UNFORTUNATELY, THEY HAVE A MIND SET TO GO WITH IT. IF IT ISN'T IN THE BOOK, DON'T DO IT. WE HAVE TO BRING ABOUT AN UNDERSTANDING OF THE IMPORTANCE OF CREATIVITY. WE WILL ENCOURAGE INNOVATION, COLLABORATION, AND RISK-TAKING TO BRING ABOUT BETTER OUTCOMES.

ALLOW ME TO TALK FOR A MOMENT ABOUT HOW THIS COMMISSION WILL WORK. WE ARE AGENTS APPOINTED BY THE DIRECTOR OF D.S.S. ANY LEGAL LIABILITY IS THE DEPARTMENT'S, NOT OURS INDIVIDUALLY. GARY WILL NOT VETO OUR ACTIONS UNLESS WHAT WE DO IS BEYOND THE SCOPE OF D.S.S., THUS WE ARE FREE TO DO WHATEVER IS REASONABLE. WE ARE THE BOARD OF DIRECTORS. THERE WILL BE FIVE COMMITTEES: HEALTH CARE, CHILDREN AND FAMILY SERVICES, THE AGING, SCHOOL-LINKED SOCIAL SERVICES, AND WELFARE REFORM, OR TEACHING PEOPLE HOW TO WORK SO THEY CAN HOLD JOBS. ONE OF OUR MAIN OBJECTIVES MUST BE TO HELP PEOPLE GET OFF WELFARE. I REPEAT, ONE OF OUR MAJOR OBJECTIVES MUST BE TO TRAIN PEOPLE SO THEY NO LONGER REQUIRE WELFARE PAYMENTS.

THREE COMMITTEE EXECUTIVES WILL BE IN CHARGE OF THE COMMITTEES. ONE EXECUTIVE WILL HANDLE CHILDREN AND FAMILY SERVICES, TWO OTHERS WILL HANDLE HEALTH CARE AND SCHOOL-LINKED SOCIAL

SERVICES, THE AGING AND WELFARE REFORM. WE WILL ALSO HAVE A DEPUTY COORDINATOR, PAULA CORDELLO, WHO WILL BE WORKING VERY CLOSELY WITH OUR EXECUTIVE DIRECTOR, GAYLE HOBBS. WE ARE MOST FORTUNATE THAT GAYLE IS OUR EXECUTIVE DIRECTOR. SHE HAS 17 YEARS EXPERIENCE IN THE DEPARTMENT OF SOCIAL SERVICES, HER MOST RECENT ASSIGNMENT BEING THE RESPONSIBILITY FOR YOUTH SERVICES IN THE 27 COUNTIES OF NORTHWEST MISSOURI. IN MY OPINION WE COULDN'T HAVE A BETTER EXECUTIVE DIRECTOR. SHE KNOWS THE SYSTEM FROM THE INSIDE, SHE IS ENERGETIC, FRANK, AND HAVING WORKED WITH HER FOR MANY MONTHS, I CAN TELL YOU THAT HER OPINION COUNTS.

I HAVE LEARNED FROM GAYLE THAT TRAINING OF D.S.S. PEOPLE IS IMPORTANT. THEY HAVE NEVER WORKED WITH LEADERS FROM THE COMMUNITY. THEY ARE FEARFUL. WE WILL GIVE THEM TRAINING, AND I HOPE IN YOUR CONTACTS YOU MAKE THEM FEEL AT EASE.

IT IS UP TO THIS COMMISSION TO APPOINT THE COMMITTEE MEMBERS. WE ASKED THE PUBLIC FOR RECOMMENDATIONS TO BE SENT TO GARY STANGLER. HE HAS A NUMBER OF RECOMMENDATIONS IN HIS HAND, BUT WE ARE VERY INTERESTED IN THE RECOMMENDATIONS FROM THIS GROUP, AND WE WANT YOUR INPUT AS TO THE INDIVIDUALS FROM THE LAY COMMUNITY THAT SHOULD BE ON EACH OF THE FIVE COMMITTEES. I WOULD LIKE YOU TO SEND THOSE TO GARY STANGLER IN JEFFERSON CITY BY THE END OF THIS WEEK, OR CALL GAYLE AT 889-2428, SO GARY CAN MAKE HIS SELECTION AND APPOINT PEOPLE BY THE END OF THIS MONTH. PLEASE NOTE THAT THE PEOPLE WHO ARE ON THE COMMITTEES ARE TO BE

LAY PEOPLE WHO DO NOT RECEIVE THEIR LIVELIHOOD FROM AN AGENCY. THE THEORY IS FOR THE COMMISSION AND THE COMMITTEES THERE WILL BE NO PROFESSIONALS, AS IT SETS UP A SITUATION WHERE IF THE COMMISSION DECIDES, FOR EXAMPLE, TO APPROVE MONEY FOR THE AGENCY OF A COMMITTEE MEMBER WHO IS A PROFESSIONAL, EVERY OTHER AGENCY IN TOWN IS JEALOUS. THERE WILL BE NO PROFESSIONALS ON THE COMMISSION OR ON ANY COMMITTEE. HOWEVER, PROFESSIONALS ARE EXTREMELY IMPORTANT TO THE SUCCESS OF THIS COMMISSION AND TO THE SUCCESS OF EACH OF THE COMMITTEES. THERE ARE SEVERAL MEMBERS OF THIS COMMISSION'S PROFESSIONAL CABINET HERE TONIGHT. THEY ARE OUR ADVISORS, OUR HELPERS, AND WE ARE GOING TO DEPEND ON THEM A GREAT DEAL, AS THEY NO MORE ABOUT THIS BUSINESS THAN ANY OF US LAY PEOPLE DO. THEY WILL SIT IN ON EVERY MEETING IF THEY CHOOSE TO, THERE WILL BE NO SECRETS FROM THEM, AND THE ONLY DIFFERENCE BETWEEN THE MEMBERS OF THE COMMISSION AND THE PROFESSIONAL CABINET WILL BE THAT THE PROFESSIONAL CABINET DOES NOT HAVE A VOTE. THERE WILL BE A PROFESSIONAL CABINET FOR EACH COMMITTEE.

WE HOPE TO HAVE TWO LIAISON PERSONS FROM THIS COMMISSION TO WORK WITH EACH COMMITTEE. YOU WILL BE THE EYES AND EARS OF THIS COMMISSION FOR THAT PARTICULAR COMMITTEE. CERTAINLY, THE COMMITTEE CHAIRS AND EXECUTIVE FOR THE COMMITTEE WILL BE REPORTING TO THIS COMMISSION, BUT IT IS YOUR LIAISON THAT WILL MAKE A REAL DIFFERENCE. THIS COMMISSION WILL WANT TO KNOW WHAT IS HAPPENING IN THAT COMMITTEE AND WHAT YOUR JUDGMENT IS AS TO THE PROGRESS BEING MADE AND WHAT NEEDS TO BE ACCOMPLISHED.

PLEASE GIVE YOUR NAME TO ME OR TO GAYLE AT THE END OF THIS MEETING, OR IF YOU WANT TO THINK ABOUT IT JUST A LITTLE MORE, CALL ONE OF US BEFORE THE END OF THIS WEEK. GAYLE'S NUMBER IS 889-2428. MINE IS 471-3800.

THE COMMITTEES ARE WHERE THE MOST WORK WILL BE DONE. THEY WILL BE EVALUATING THE DEPARTMENT OF SOCIAL SERVICES, THE AGENCIES, OUTCOMES, AND THEIR RECOMMENDATIONS WILL COME TO THIS COMMISSION.

THE AMOUNT OF MONEY COMING FROM FEDERAL AND STATE GOVERNMENT, THROUGH THE DEPARTMENT OF SOCIAL SERVICES, INTO KANSAS CITY, MISSOURI, SOUTH OF THE RIVER, IS APPROXIMATELY \$255 MILLION. APPROXIMATELY \$45 MILLION OF THIS IS DISCRETIONARY, MEANING THAT IF SOMETHING IS DESIGNATED FOR MEDICAID, WE CAN'T CHANGE IT TO SOMETHING ELSE, BUT THERE ARE \$45 MILLION IN THERE THAT WE ARE GOING TO BE LOOKING AT TO SEE HOW WELL IT IS BEING USED, AND FOR THOSE DOLLARS THAT ARE MANDATED, I HOPE WE WILL DO AN EFFECTIVE JOB OF EVALUATING HOW WELL THEY ARE BEING SPENT, AND DETERMINING IF WE CAN GET BETTER RESULTS FROM THE AMOUNT OF MONEY WE HAVE AVAILABLE.

LADIES AND GENTLEMEN, THE RESPONSIBILITY OF THIS COMMISSION IS AWESOME.

IT IS BECAUSE OF THE SIGNIFICANT RESPONSIBILITY THAT THIS COMMISSION WILL NOT HAVE AN EXECUTIVE COMMITTEE. A FEW OF US

ARE NOT GOING TO BE MAKING DECISIONS FOR THIS GROUP. WE NEED TO HAVE YOU AT MEETINGS SO THE DECISIONS WHICH NEED TO BE MADE CAN BE MADE BY ALL OF US.

THE WAY WE ARE GOING TO OPERATE IS ON WHAT I REFER TO AS THE "DEMING PRINCIPAL." DEMING WAS THE AMERICAN WHO WENT OVER TO JAPAN AND TAUGHT THEM HOW TO MAKE QUALITY, HOW TO OPERATE MORE EFFICIENTLY, AND TO BE A WORLD LEADER IN COMMERCE. WE EXPECT TO BE A WORLD LEADER IN THE FIELD OF SOCIAL SERVICES. THE DEMING METHOD IS TO PLAN, DO, STUDY, ACT. THAT MEANS WE PLAN VERY CAREFULLY ABOUT WHAT WE ARE GOING TO DO, THEN WE ARE GOING TO DO IT, THEN WE ARE GOING TO STUDY WHAT HAPPENED DURING THAT TEST PERIOD, AND WE ARE GOING TO CHANGE WHATEVER WE NEED TO CHANGE TO DO THE RIGHT THING, AND BE EFFECTIVE, AND THEN WE ARE GOING TO ACT. NOTHING WE DO IS IN CONCRETE. WE MUST BE FLEXIBLE ENOUGH THAT IF WE ARE DOING SOMETHING NOW AND WE DETERMINE THAT IT COULD BE DONE BETTER, OR IT ISN'T BEING DONE RIGHT IN THE FIRST PLACE, WE CHANGE. THERE IS NO PRIDE OF AUTHORSHIP. OUR OBJECTIVE IS TO CHANGE THE PROCESS AND CONCENTRATE ON OUTCOMES.

IN DOING THAT WE MUST SHORTEN TIME FRAMES. GOVERNMENT HAS A WAY OF TAKING SEVERAL YEARS TO DO WHAT SHOULD BE DONE IN MONTHS. CREATING A SENSE OF URGENCY IS ANOTHER OF OUR RESPONSIBILITIES.

I HAVE TOLD GAYLE HOBBS THAT IF I TELL HER WE ARE ABSOLUTELY GOING TO DO SOMETHING "THIS WAY" AND SHE BELIEVES IT'S NOT THE

RIGHT WAY TO DO IT, SHE IS TO TELL ME. WE NEED THE ADVICE OF OUR EXECUTIVES, AND THE ADVICE OF OUR PROFESSIONAL CABINETS, AND I HOPE YOU WILL TAKE THE APPROACH, AS I DO, THAT IT IS ESSENTIAL THAT WE LEARN FROM EACH OTHER.

THIS COMMISSION AND THE COMMITTEES MUST BE EDUCATED. QUITE FRANKLY, WHEN I COMPARE MYSELF TO MY PEERS IN THE BUSINESS COMMUNITY, AS FAR AS SOCIAL SERVICES ARE CONCERNED, I AM IN GRADUATE SCHOOL AND THEY ARE IN KINDERGARTEN. ON THE OTHER HAND, WHEN IT COMES TO THOSE INDIVIDUALS WHO ARE PROFESSIONALS IN THE FIELD, I AM IN KINDERGARTEN AND THEY ARE IN GRADUATE SCHOOL. I TELL YOU THAT BECAUSE I WANT EVERYONE HERE TO UNDERSTAND THAT WE HAVE TO GET A LIBERAL EDUCATION ON WHAT GOES ON IN THE FIELD OF SOCIAL SERVICES SO WE ARE MORE CAPABLE OF RENDERING THE RIGHT DECISIONS. WE WILL GO THROUGH THAT EDUCATIONAL PROCESS STARTING TOMORROW MORNING AT 8:30 A.M.

WHEN GARY STANGLER FORMED THE BUSINESS ROUNDTABLE, HE GAVE US A LIBERAL EDUCATION. OUR FIRST VISIT WAS TO THE ST. LOUIS CHILDREN'S HOSPITAL, WHERE, FOR THE FIRST TIME IN MY LIFE, I SAW A 3/4 POUND BABY. A 3/4 POUND BABY IS APPROXIMATELY THE SIZE OF MY HAND. THE AVERAGE STAY FOR SUCH A CHILD IS APPROXIMATELY 90 DAYS. THE COST FOR 90 DAYS TWO YEARS AGO WAS \$300,000. THIS UNIT HAS 52 BEDS IN IT, AND THE AVERAGE POPULATION OVER A YEAR'S TIME IS 48 CHILDREN. IF YOU DO YOUR MATHEMATICS, THAT COMES TO OVER \$57 MILLION THAT IS BEING PAID BY THE STATE AND FEDERAL

GOVERNMENTS TO KEEP THOSE CHILDREN ALIVE, AND BECAUSE OF THE CIRCUMSTANCES THEY WILL GO BACK TO, AND IN MANY CASES BECAUSE OF THEIR PHYSICAL AND MENTAL CONDITION WHEN THEY LEAVE THE HOSPITAL, THEY WILL BE A WELFARE RECIPIENT FOR THE REST OF THEIR LIVES. THAT VISIT MADE A PROFOUND IMPRESSION ON ME, BECAUSE I REALIZED HOW SERIOUS THE PROBLEMS ARE, AND HOW MUCH NEEDS TO BE DONE IF WE ARE GOING TO IMPROVE THE LOT OF THOSE IN NEED.

I WANT YOU TO BEAR IN MIND THAT THIS COMMISSION WOULD NOT BE POSSIBLE, AND OUR HOPES FOR THE FUTURE WOULD BE MEANINGLESS IF IT WERE NOT FOR GARY STANGLER. WHAT OTHER AGENCY DIRECTOR IN THE 50 STATES WOULD APPOINT A BUSINESS ROUNDTABLE TO LOOK INSIDE THE DEPARTMENT TO SEE HOW IT COULD BE IMPROVED. GARY STANGLER IS KNOWN NATIONALLY AS A PROGRESSIVE INDIVIDUAL. HE'S A PROFESSIONAL FROM THE RANKS WHO UNDERSTANDS THE PROBLEMS: AND IN MY JUDGMENT, AND I KNOW IN THE JUDGMENT OF MANY OF YOU AROUND THIS TABLE, WE ARE INDEED FORTUNATE TO HAVE HIM AS OUR ULTIMATE LEADER.

ONE OF THE THINGS THAT GARY HAS TAUGHT ME IS THAT IF WE ARE GOING TO BE SUCCESSFUL WE HAVE TO HAVE REAL TEAMWORK. THAT MEANS A CLOSE WORKING RELATIONSHIP AMONG ALL OF US IN THIS ROOM, IT MEANS A CLOSE WORKING RELATIONSHIP WITH OUR COMMITTEES, AND IT MEANS SEEING TO IT THAT THERE IS A CLOSE WORKING RELATIONSHIP AMONG AGENCIES, WITH THE DEPARTMENT OF SOCIAL SERVICES, AND WITH THOSE IN NEED. IT'S UP TO US TO STRUCTURE SUCH AN

ENVIRONMENT. TO CREATE THE RIGHT ENVIRONMENT, WE MUST BE IN A FRAME OF MIND TO RECOGNIZE THAT WE ARE NOT SO SMART. WHAT HAPPENS IN BUSINESS TODAY IS THAT WE GO TO THE CUSTOMER AND ASK HOW WE ARE DOING. EVEN IF WE ARE DOING FINE WE ASK HOW WE CAN DO BETTER. IF WE ARE NOT DOING AS WELL AS WE SHOULD, WE DO THINGS ALMOST OVERNIGHT TO CORRECT THE DEFICIENCIES. IN THE SOCIAL SERVICES AREA, WHO SHOULD WE ASK ABOUT HOW WELL WE ARE DOING? WE MUST ASK THOSE WHO RECEIVE WELFARE. WE MUST LISTEN TO THE RECIPIENTS.

AND NOW A FACT OF LIFE: AS HOPEFUL AS WE ARE FOR ACCOMPLISHMENTS BY THIS COMMISSION, THERE WILL BE THOSE IN THE COMMUNITY WHO ARE DOUBTERS: YES, THERE WILL BE THOSE WHO WILL CONDEMN US. I REPEAT TO YOU THAT WE DON'T HAVE ALL THE ANSWERS, BUT WE WILL MOVE FORWARD, LEARN WHAT OUR PROBLEMS ARE, MAKE CORRECTIONS, AND MOVE FORWARD AGAIN.

I HAVE BEEN ASKED NUMEROUS TIMES WHO ELSE IS DOING THIS. NO ONE IS. THERE ARE LOCAL INITIATIVES AROUND THE COUNTRY, BUT IN NO LOCAL INITIATIVE DOES ALL THE MONEY COME THROUGH A COMMISSION LIKE THIS, NOR IS THERE ANY OTHER LOCAL INITIATIVE WHICH HAS THE CLOSE WORKING RELATIONSHIP BETWEEN THE PROFESSIONAL COMMUNITY AND THE LAY COMMUNITY THAT WE WILL HAVE IN THIS OPERATION.

CHARLES BRUNER OF IOWA SAID THAT COLLABORATION IS AN UNNATURAL ACT BETWEEN NON-CONSENTING ADULTS. SOMEHOW WE HAVE TO MAKE COLLABORATION AMONG OURSELVES, WITH THE COMMITTEES, WITH THOSE

WHO ARE PROFESSIONALS IN THE FIELD OF SOCIAL SERVICES, AND THOSE WHO ARE RECIPIENTS A LIVING, BREATHING, PRACTICAL THING. AT NO TIME HAVE WE NEEDED EACH OTHER TO THE EXTENT WE DO NOW.

I LOOK FORWARD TO WORKING WITH YOU. I LOOK FORWARD TO THE TEAMWORK, THE COOPERATION, AND THE GOOD WILL AMONG ALL OF US THAT WILL ALLOW US TO BE SUCCESSFUL. THANK YOU.

WE HAVE THREE VICE CHAIRMEN, AND I WOULD LIKE TO TAKE THE LIBERTY OF ASKING EACH OF THEM TO SAY A FEW WORDS.

FIRST, ADELE HALL.

IT IS NOW MY PLEASURE TO CALL UPON HERMAN JOHNSON.

IT IS NOW MY PLEASURE TO CALL ON BILL DUNN.

IT IS NOW QUESTION-AND-ANSWER TIME. WE WILL DO OUR VERY BEST TO ANSWER ANY QUESTIONS YOU HAVE, AND, OF COURSE, IF YOU HAVE COMMENTS YOU WISH TO MAKE, PLEASE FREE TO DO SO.

THANK YOU VERY MUCH FOR BEING HERE. WE WILL MEET TOMORROW
MORNING AT 8:30 A.M. AT THE TRUMAN MEDICAL CENTER IN THE BOARD
ROOM.

LINC STAFF

Gayle Hobbs, Executive Director

Paula Cardello, Deputy Coordinator

Pete Pierron, Assistant

1730 Prospect, Suite 102
Kansas City, MO 64127
(816) 889-2428
[Fax #816-483-2728]

DEPARTMENT OF SOCIAL SERVICES DIRECTOR'S OFFICE

Gary J. Stangler, Director

Marilynn Knipp, Associate Director

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PROTOTYPE SECTION

Robin Gierer, Statewide Prototype Coordinator

Chris Rackers, Statewide Prototype Coordinator

Broadway State Office Building, 3rd fl.
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Jefferson City, MO 65102
(314) 526-3581
[Fax #314-751-7598]

**PROFESSIONAL CABINET
LOCAL INVESTMENT COMMISSION**

(NOTE: This is a preliminary list – other names will be added as the committees are formed.)

Alvin Brooks

Ad Hoc Group Against Crime
2360 E. Linwood
Kansas City, MO 64109
816/861-9100
816/861-8501 (fax)

Pat Brown

Division of Family Services
615 E. 13th Street
Kansas City, MO 64106
816/889-2480
816/889-2008 (fax)

Jane Heide

Heart of America United Way
1080 Washington
Kansas City, MO 64105
816/472-4289
816/472-4207 (fax)

Jim Koeneman

E.W. Kauffman Foundation
4900 Oak
Kansas City, MO 64112
816/932-1066
816/932-1100 (fax)

Keith Brown

Project Neighbor-H.O.O.D.
2104 E. 18th Street
Kansas City, MO 64127
816/842-4770
816/842-5226 (fax)

Dwayne Crompton

KCMC Day Care
1900 Vine Street
Kansas City, MO 64108
816/474-3715, ext. 606
816/474-1818 (fax)

Barbara Hubbell

Division of Family Services
615 E. 13th Street
Kansas City, MO 64106
816/889-2722
816/889-2008 (fax)

Janice (Jan) Kreamer

Greater KC Community Foundation
1055 Broadway, Suite 130
Kansas City, MO 64105
816/842-0944
816/842-8079 (fax)

Local INvestment Commission (LINC)

VISION/MISSION

The primary objective of LINC is to reform the human services system at the community level. LINC will connect with all human service initiatives in Kansas City to:

- establish service flexibility going beyond "business as usual";
- view families-in-need holistically;
- move from crisis-focused to primary and preventive services; and
- design services that encourage family independence, not system dependency.

AUTHORITY

LINC will serve as an agent of the state and will therefore incur no legal liabilities. The state human services director will enforce LINC's recommendations.

BUILDING ON EXISTING FOUNDATIONS

It is essential that LINC identify and learn from public and private agencies of the community with local collaborative experience. Emphasis will be on innovative programs and supporting those programs "that work."

GEOGRAPHIC DATA

LINC will initially focus its attention and conduct needs-assessments on the population in the Kansas City limits, south of the Missouri River. Although this area will define the target population, the intention is to improve the entire system of service rather than on segmenting participants and services. The

Objectives, priorities and guiding principles will be set by Commission members for subcommittees' reaction and response. The guiding principles will give each subcommittee an overall direction and a common theme:

The professional committees will work with and address both Commission members and program participants alike, thus incorporating all levels into the system reform process.

—Professional Cabinet

A professional cabinet of advisors will help guide the Commission, providing them with technical assistance. The cabinet consists of recognized professionals from various disciplines.

COMMUNICATION PROCESS

A strategy for effective, ongoing communication with DSS staff, the community, the provider population, the Commission professional committees, and the media will be developed. Guiding principles will be set by LINC members with the professional committees setting their own individual goals for their specific areas. A two-way process will be developed to share information. The committees must also devise ways to gather information through a variety of means—i.e. hearings, interviews, focus groups, etc.

EDUCATIONAL PROCESS

Educating the Commission, program staff, the community, office holders, the media and other stake-holders will take place on a variety of levels. Some will require in-depth knowledge and training, while others may only need to be kept apprised of LINC's progress.

- creating more flexible working hours;
- reviewing eligibility requirements; and
- reducing staff turnover and improving morale.

LONG-TERM FOCUS

LINC's focus for the long term will be:

- develop broad-based outreach;
- create outcome-focused contracting;
- assess and expand managed or coordinated care health services;
- invest in a training commitment for staff and providers; and
- commit to consistent and ongoing communication, emphasizing successes along the way and building in community ownership.

WHAT LINC IS NOT

Another administrative layer for DSS.

Only an overseer, evaluator.

A duplication of efforts of other Kansas City entities.

LINC STRUCTURE

The director of the Department of Social Services shall appoint a number of commissions composed of up to 21 area residents, depending upon the population in the designated geographic area.

Members shall be persons with proven interest and achievements in civic affairs.

The membership shall include persons who have used services offered by the department.

There shall be no appointments based on political party; however, a leading citizen who is an elected official may be appointed to the commission.

Members shall serve no more than three renewable three-year terms.

Each commission shall establish at least seven committees which shall report to the commission to deal with human service delivery issues.

The commission shall establish committees to deal with welfare reform, health care, children and family services, aging, school-linked social services, and housing and business development.

The commission may establish committees to deal with other human service issues addressed by the department.

Committee members shall include experts in the various issue areas and persons who have used services offered by the department.

A professional cabinet composed of local, state and federal government program administrators and professionals from not-for-profit agencies involved in social services shall assist the commission and committees.

shall be a matter of public record.

As an incentive to service providers, it shall be the objective of the commission and department director to help secure extra funds to reward outstanding programs.

Each commission shall encourage the establishment of formalized agreements for cooperation with various entities in the community.

Agreements shall be executed with governmental agencies, with non-for-profit organizations and with other entities in the local service network (e.g., health, law enforcement and other community agencies).

Agreements shall be in the nature of a contract describing each party's responsibility.

Agreements shall be reviewed periodically for renewal.

Each commission shall use a performance evaluation system that links compensation to performance for staff employed by the Department of Social Services in a designated area.

Each commission shall recommend policies for the promotion and retention of employees based on performance.

LINC STAFF

A commission executive, employed by the Department of Social Services, shall be assigned to the commission.

The commission executive shall designate other employees of the Department of Social Services to serve as his/her deputies and fulfill other functions as needed.

To the extent possible, existing department staff shall be reassigned from current assignments to the commission.

The commission executive shall keep the commission and the department director fully informed and supply specific reports when appropriate.

A deputy shall be assigned to each commission committee.

Each deputy shall supervise teams responsible for visiting, evaluation and offering assistance to social service programs.

• LINC Connection •

Flow Chart of Systems Reform Effort

Reform Process

Empowering vs. Imposing

Facilitative vs. Telling

Two-Way vs.
One-Way Communication

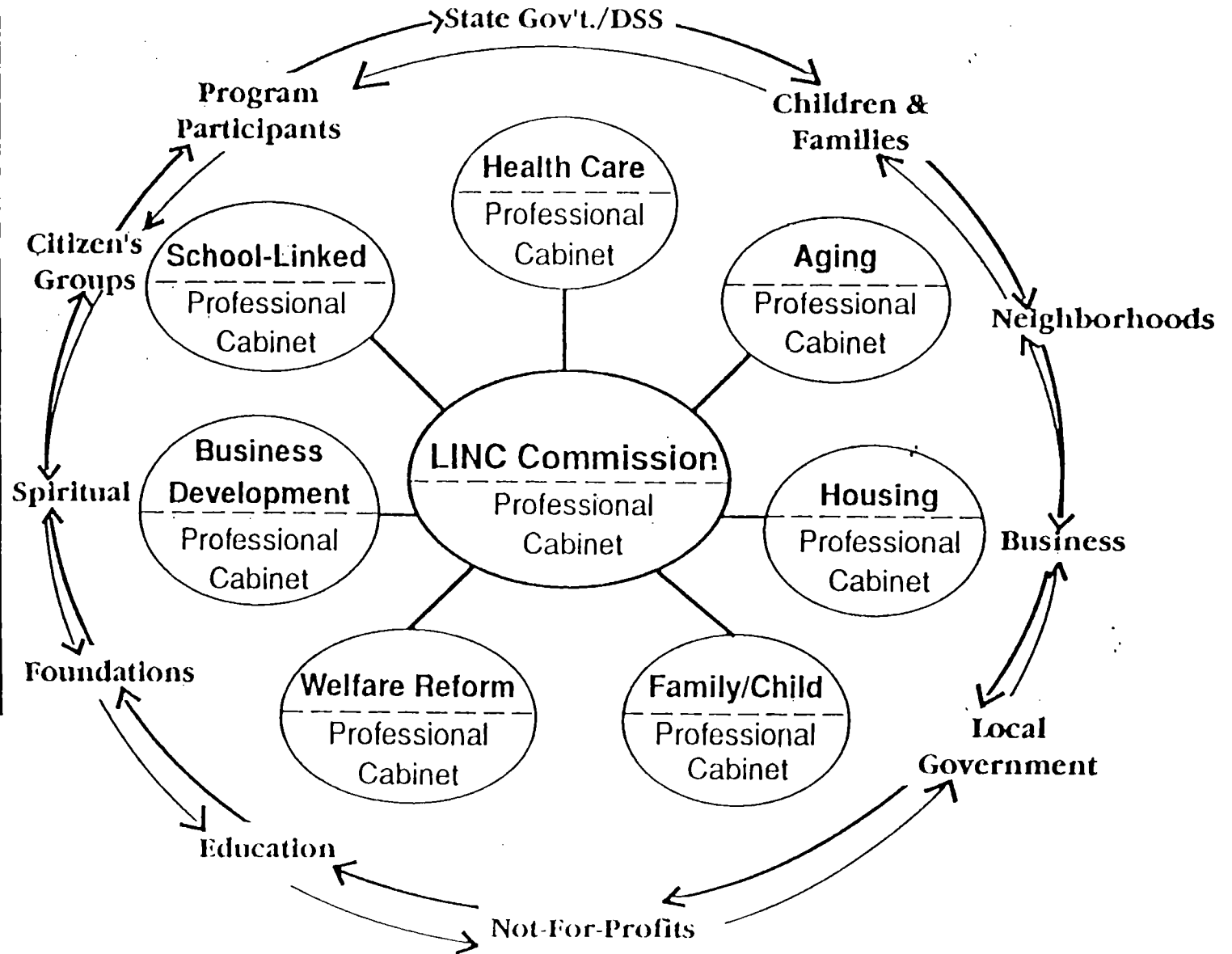
Strength/Need vs.
Deficit/Problems Focus

Process Focus vs. Content Focus

Large Scale Systems Change vs.
Monitoring and Oversight

Inclusive vs. Exclusive

Flexible/Evolutionary vs.
Inflexible "Written in Stone"



21st CENTURY COMMUNITIES

Summary

An Overview

The 21st Century Communities initiative is a ten-year, comprehensive approach to the development of 20 low-income communities with a combined population of 1 to 2 million economically disadvantaged Americans. Five pilot communities will be launched in October, 1992 and the remaining 15 communities will be selected through a competitive process by a group designated by the Secretary of HHS. 21st Century Communities will be pursued through a series of partnership strategies among government, the private sector and local community organizations. These strategies will incorporate successful approaches, such as Head Start and child support enforcement, and bring them together with new initiatives in areas such as job creation, wage supplementation, comprehensive "learning readiness", and family and neighborhood support.

The 21st Century Communities initiative is designed to be in two phases. Phase I, most of the major components of the initiative will be put in place quickly, without new legislation. Legislative action will be pursued during Phase II to complete the overall implementation of the initiative.

Phase I Activities

Phase I of the initiative, which will begin immediately, focuses on nine major areas of community development and job creation.

Job Creation

The transformation of urban communities into economically and socially self-sustaining environments is dependent on enhanced employment opportunities.

Support Community-Based Enterprises

Several important actions will be taken to promote the development of community-based enterprises, including Mini Manufacturing Plants, other Community Business Enterprises, Community Banks, Small Business Development Center and entrepreneurial training programs.

Wage Supplementation

Many 21st Century Community residents will be eligible for voluntary participation in wage-supplemented employment. "Eligible community residents" will include:

- "Government assisted community residents" who, at the time of initial employment, are receiving benefits or services under the AFDC or the Food Stamp Program.

- "Eligible spouses" of a government assisted community resident.
- "Eligible parents" who are required to make payments under a child support order to a child in the household of a government assisted community resident.

Non-Wage Benefits

- 21st Century Community residents eligible for Medicaid and/or child care services at the time of eligible employment will continue to be eligible for such benefits throughout the period of wage supplemented employment.
- Child support services previously provided to eligible community residents who had previously made an assignment of support rights to a state as a condition of eligibility for receipt of benefits under the AFDC program will be continued during the period of wage supplemented employment at no cost to the community resident.
- Residents residing within Federally assisted public housing projects, rent ceilings will be established for public housing units. During the demonstration period, public housing residents within the community may not be required to pay rent for a public housing unit in excess of the rent ceiling.

Job Entry Training

Job entry education and training will focus on preparation for jobs potentially available within the relevant labor area to community residents within or in proximity to the 21st Century Community.

Job Progression

Job progression education and training program will be designed and implemented to prepare community residents for non-wage supplemented jobs within the relevant labor area.

Learning Readiness and Education

This strategy will focus on identified, preventable causes of diminished learning capacity due to factors such as low birthweight, prenatal exposure to drugs, alcohol, and cigarette smoke, poor preventive health screening and immunization, inadequate nutrition, lead poisoning, child abuse and neglect, and family dysfunction.

- Comprehensive case management will be provided both to ensure the provision of all needed health and social services to each child and to identify and provide services to families at-risk of serious dysfunction such as child abuse and neglect.

Comprehensive, Integrated Family and Neighborhood Supports

An overview of several key elements of the comprehensive family and neighborhood support structures will include:

- A Community Health/Mental Health Center or satellite which is responsible for EPSDT outreach and screening, ongoing linkages with health care services.
- A Head Start/Child Care Center which provides child development services and operates a wrap-around child care program for children of working parents.
- Developmental child care for infants, toddlers, and school-age children chosen by parents.
- Family support services including EPSDT case coordination and other linkages.
- AMERICA 2000 elementary and secondary schools which play an active role in identifying comprehensive child and family needs.

Expanded Housing and Home Ownership Opportunities

To encourage home ownership, community residents will be given preference in the three-part Homeownership and Opportunity for People Everywhere (HOPE) program.

- provides financial home ownership conversion funds to low-income residents of public or Indian housing;
- allows low-income residents to purchase HUD-owned and certain other multi-family units; and
- allows first-time home buyers, as well as single parents and displaced homemakers, to purchase certain single-family housing units.

Phase II Activities

The passage of legislation will be needed to complete Phase II. Legislation will permit Unemployment Insurance beneficiaries to participate in wage supplemented employment and improvements in the following four related community development areas:

Expanded Support for Community-Based Businesses

- Access to capital and credit for community-based businesses will be expanded through the creation of a special direct loan program.

- State and local governments will be allowed to use revenues from tax exempt bonds to make loans to community businesses for the acquisition of tangible or intangible property.

Expanded Job Training and Employment Preparation

Passage of legislation already proposed by the Bush Administration will permit the establishment of Job Training 2000 Skill Centers. Skill Centers will coordinate and oversee the transition of community youth from school to full time employment and ensure continuity in work experience and planning from school to full-time employment. These centers will also provide intensive pre-employment and on-the-job training to community residents initially employed under a wage supplementation agreement.

Employer and Investor Tax Incentives

21st Century Communities will qualify as Enterprise Zones as defined by Bush Administration legislative proposals pending before Congress. As a result, Mini Manufacturing Plants and other Community Business Enterprises will be exempted from the payment of a tax on gains attributable to the sale or transfer of tangible or intangible property owned within the community.

New investor tax incentives will also be created to attract individual investors to community-based business activities.

Employee Tax Incentives for Non-Supplemented Employment

Wage supplemented employees who become employed in permanent, full-time, non-supplemented jobs will receive an amount equal to a set percent of the wage supplement. This amount will be paid by the government into a special purpose escrow account during the period of non-wage supplemented employment. At the end of 5 years, the escrow account converted into a tax-deferred individual account, similar to an Individual Retirement Account.

Management

The initiative will be managed by a Steering Group containing all of the federal partners under the leadership of the Department of Health and Human Services. The federal partners include HHS, Agriculture, Labor, Education, Housing and Urban Development.

Evaluation

The initiative will be evaluated by an independent third party who will assess impacts on community residents, business, and the community infrastructure and conduct a cost-benefit analysis from the perspectives of the participant, the community, the government, and the taxpayer. The evaluation will be longitudinal (i.e. to assess changes affecting both individual community residents and the community itself over time.

Federal and State Costs

Overall, implementation of the 21st Century Communities will result in both a net decrease in Federal and state budget outlays and a net increase in budget revenues throughout the ten year project period.

**Center for
Workforce Preparation
and
Quality Education**

November 5, 1992

Dear Chamber Executive:

Of all issues addressed in the education reform debate, none has engaged the minds and hearts of Americans as much as the plight of high school dropouts. Each year, roughly 700,000 students drop out of high school. For most of these young persons, dropping out will thwart all dreams for a successful and meaningful career later in life. Many will face barriers to employment; others will be denied job opportunities or career advancement because they never learned the skills needed to function in the workforce. Current estimates are that dropouts will earn, over their lifetimes, approximately \$400,000 less than their graduating peers.

The Center for Workforce Preparation and Quality Education has prepared the attached dropout prevention initiative to equip business, education, and community leaders with the tools needed to confront this critical issue. Proposed is a program urging American businesses to give preferential career opportunities to students who graduate from high school, and offer more attractive opportunities to those with better grades. A central focus of the plan is raising community consciousness of the connection between finishing school and getting better career opportunities.

I encourage you to review this proposed plan and share it with those in your community who are equally committed to resolving the dropout problem. I also wish to add that we are indebted to Bert Berkley, Chairman of the Board of Tension Envelope Corporation and Chairman of the Center's Advisory Committee, for spearheading this important initiative.

As always, I wish you continued success in all your education reform endeavors.

Sincerely,



**Robert L. Martin
Vice President/Executive Director**

Enclosure

cc: B. Berkley

HIGH SCHOOL DROPOUT PREVENTION PROPOSAL

OBJECTIVE:

TO CREATE AN INCENTIVE PROGRAM ON A NATIONAL BASIS TO ENCOURAGE THOSE ENTERING HIGH SCHOOL TO ACHIEVE ACADEMICALLY AND GRADUATE.

The Issue

For years the high school dropout problem has engaged the minds and hearts of millions of American citizens. Studies have consistently shown that leaving school profoundly handicaps the dropouts themselves, as well as society in general. In 1989, the nation's Governors addressed the problem head-on by making dropout prevention one of the six national education goals. Today, thousands of committed business, education, parental, government and community leaders are attempting to tackle the problem through the America 2000 strategy, and other local initiatives. Much is being done, but efforts could be even more effective if all stakeholders pursued a common dropout prevention plan.

Each year, roughly 700,000 students drop out of high school. For most of these young persons, dropping out will thwart dreams and frustrate expectations. Well-paying jobs for those failing to graduate will continue to dwindle as the nation moves from an agrarian to a manufacturing to a service economy. More sophisticated skills will be needed in this increasingly complex and technological age, consigning more dropouts to the low end of the economic ladder. Current estimates are that dropouts will earn, over their lifetimes, approximately \$400,000 less than their graduating peers.

The potential \$280 billion loss of lifetime income for the dropout class of 1992 will have a profound effect on America's economy, with less money spent on consumer goods, fewer tax dollars spent on needed services, and fewer high-wage earners to support our nation's Social Security system. For business, the implications are equally devastating.

As the disparity in educational skills and job requirements continue to widen, more and more businesses find it increasingly difficult to compete, and this erodes the foundation for a strong, stable U.S. economy. It is therefore imperative that employers join forces with schools and other community organizations to identify and implement cost effective programs to ensure that graduation rates improve, and that the skills of American workers keep pace, and if necessary exceed, the skills of workers in other industrialized nations. The immediate challenge is to identify precisely who is at-risk of dropping out, and then to take comprehensive, community-wide action to intervene as early as possible.

Who Drops Out?

According to the U.S. Department of Education, poor academic performance is the single best predictor of who drops out. D and F students are more apt to leave than their counterparts earning A's or B's. Students who have repeated a grade, teens in a "traditional" vocational track, youngsters holding time-consuming jobs, and those who become pregnant also rank in high risk categories.

Poverty is another overwhelming demographic predictor of who drops out. Students from the bottom third in family income stand a far greater chance of leaving school than teens from middle class or affluent families. Demographics provide other indicators as well. For example, males drop out more than females. Blacks, Hispanics, and American Indians are more apt to drop out than whites or Asian Americans. Adolescents whose parents lack a high school diploma are at greater risk than those from better educated families. Urban students are more likely to drop out than rural or suburban students.

Given this background, the challenge becomes reaching these students and determining what to do. But educators cannot be expected to meet this challenge alone. Entire communities must mobilize to assure that all youngsters become successful, productive members of the community and competent future leaders.

The Center's Dropout Prevention Initiative: A Community Approach on a Nationwide Scale

There are numerous, successful dropout prevention programs in place that often go unnoticed for lack of national or state-wide exposure. Many are locally-crafted and implemented, and have met with much success because the designers took time to include all local citizens in the program's design and implementation, and ensured that the program itself met the unique education needs, dynamics, and resources of the community. It is this type of process that needs to be modeled nationwide.

To that end, it is proposed that the U.S. Chamber of Commerce's Center for Workforce Preparation and Quality Education share with its 3,000 state and local chamber of commerce members information on how to create successful dropout prevention initiatives. The proposed program would urge American businesses to give preferential career opportunities to students who graduate from high school, and offer more attractive opportunities to those with better grades. Of paramount importance would be raising community consciousness of the connection between finishing school and getting better career opportunities.

The local chamber of commerce is a natural vehicle for bringing together the major stakeholder groups that would be represented in this effort. Local chambers also could help ensure that the program successfully gets off the ground. (A good source of information on how to organize private-public ventures is the Center's publication entitled Improving the

Business of Education.) What follows are examples of responsibilities that could be designated to the major stakeholder groups.

The Business Role. It is essential that a strong majority of local businesses become involved in this effort. Employers would be a primary conveyer of the message that young persons need to stay in school to get a job, with the best career opportunities going to students who earn good grades. There are a number of ways that business can deliver this message. Several examples follow:

- * Get all employers to sign a proclamation asserting that high school graduates will receive hiring preference for career opportunities requiring what is learned in 12th grade.
- * Establish a Speakers' Bureau of business people who visit schools to talk about why employers need students to complete high school, to describe the type of career opportunities available, and to advise that when applying for a position the student should bring a transcript of his or her grades.

In addition, speakers should make it clear that dropouts will be given better career opportunities if they return to school to graduate and/or pursue a GED certificate within a fixed period of time.

- * Initiate a public awareness campaign with posters, newspaper articles and radio announcements outlining the value of a high school education.
- * Offer summer jobs, part-time jobs during the school year, and permanent jobs upon graduation.
- * Serve as mentors to students, and provide immediate and intensive attention if grades begin to drop.
- * Discuss with school officials what skills are needed so the curriculum can be modified to best prepare the student for work.
- * Attempt to make time available for the parent/employee to be involved with the student at school.

Role of the Schools. Schools must not lose sight of their primary mission, which is to provide all students, including potential dropouts, with a solid

academic program that will enable them to contribute to society when they graduate. The manner in which the education community can contribute to local dropout prevention efforts is limitless. Primary objectives should include the following:

- * Be open to new and innovative forms of schooling. Welcome input from and collaboration with business, parents and other community leaders.
- * Hire or appoint an education reform specialist to serve as liaison between the school system and the local chamber of commerce or other entity governing the K-12 reform efforts.
- * Help to identify potential dropouts early and get them started in intervention programs as soon as possible.
- * Match students with appropriate business mentors and help monitor their progress.
- * Involve teachers, administrators, and school board members in creating a positive "school climate" where learning can most effectively take place. To the extent possible, include community and business leaders in making decisions as to how the school environment can be improved.
- * Set high expectations for all students in terms of attendance, academic achievement, and personal development.
- * Seek information about available career opportunities in business throughout the community so school curricula can properly prepare students for work.
- * Make transcripts available to all students upon request.

There are other important stakeholders that need to be involved in the design and implementation of the dropout prevention initiative. Examples include parents, the media, local government, and appropriate community organizations.

Parental Involvement Reach parents and involve them in keeping students in school. Work with schools to schedule conferences before work or in the evenings; organize classes on parenting skills; help teach parents to read; show parents how to relay to children the value of an education; and establish telephone calling systems to let parents know when their children are absent.

Media Campaigns Involve the media in using radio, newspaper, television, and poster campaigns to lower the dropout rate and underscore all efforts being undertaken by business leaders and local schools. Work with the media to develop as positive an image of the local public school system as possible.

Local Government Local government leaders can help affirm community support for and interest in the dropout prevention effort by enacting appropriate policies and publicly endorsing the plan.

Community-Service Organizations To the extent possible, take advantage of resources already available within the community. For example, Private Industry Councils and other employment and training consortia can assist in generating youth employment. Social services agencies can provide family counseling and prenatal care programs.

Conclusion

It is important to remember that the complex problems that give rise to dropout rates defy simple solutions and quick fixes for lowering them. However, if implemented with the full commitment of each stakeholder's energy, time and resources, locally-designed programs can be very effective. It is hoped that the united and comprehensive effort described in this overview will be a positive first step for communities to take in providing all local school students a brighter future.

TENSION ENVELOPE CORPORATION

819 EAST 19TH STREET / KANSAS CITY, MO 64108-1781
TELE. 816 • 471-3800 / FAX 816 • 283-1498

MAY 21, 1992

OBJECTIVE

TO CREATE AN INCENTIVE PROGRAM ON A NATIONAL BASIS TO ENCOURAGE THOSE ENTERING HIGH SCHOOL TO GRADUATE.

PROBLEM

NATIONALLY, 30% OF ALL STUDENTS WHO ENTER HIGH SCHOOL DO NOT GRADUATE. IN MAJOR METROPOLITAN AREAS WITH A RELATIVELY LARGE MINORITY POPULATION, 50%-TO-60% OF THOSE ENTERING HIGH SCHOOL DO NOT GRADUATE.

ALTHOUGH MANY COMMUNITIES AND STATES ARE STARTING PROGRAMS TO KEEP YOUNG PEOPLE IN SCHOOL, THERE IS NO OVERALL NATIONAL PROGRAM WHICH CREATES AN INCENTIVE TO GRADUATE FROM HIGH SCHOOL.

A PROGRAM TO ENCOURAGE HIGH SCHOOL STUDENTS TO GRADUATE

FOR THOSE WHO DO NOT PLAN TO CONTINUE THEIR FORMAL EDUCATION, PUT IN PLACE A PROGRAM THAT ENCOURAGES ALL BUSINESSES IN THE UNITED STATES TO GIVE CAREER OPPORTUNITIES TO THOSE WHO GRADUATE FROM HIGH SCHOOL, AND GIVE THE BETTER OPPORTUNITIES TO THOSE WITH BETTER GRADES. NON-GRADUATES SHOULD BE GIVEN CAREER OPPORTUNITIES CONTINGENT UPON AN AGREEMENT TO PURSUE HIGH SCHOOL GRADUATION OR EQUIVALENCY WITHIN A FIXED PERIOD OF TIME.

RESULTS

MORE HIGH SCHOOL STUDENTS WILL STAY IN SCHOOL BECAUSE A MEANINGFUL INCENTIVE IS IN PLACE.

THE BUSINESS COMMUNITY WILL UNDERSTAND WHAT THE SCHOOL SYSTEM IS PRODUCING, AND IF NOT SATISFIED, WILL BECOME INVOLVED WITH THE SCHOOL SYSTEM AND BRING ABOUT CHANGE.

1/=32

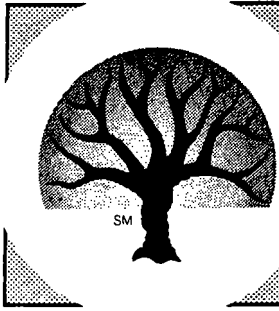
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the shepherd's voice

A quarterly publication of the Shepherd's Center of Kansas City, Kansas

Office: 1800 Washington Blvd. Suite A, Kansas City, Kansas 66102 Tel. No. 913-342-6011

Volume 7, Number 1

May, 1993

SHEPHERD'S CENTER TO "SOUND OF MUSIC" ON JULY 10

Mark your calendars for Saturday, July 10! On that day, friends and participants of the Shepherd's Center will be attending the matinee performance of **THE SOUND OF MUSIC** at the New Theatre.

This is our fifth annual Dinner-Theater Fundraising event, and we're hoping many persons will be able to attend. Tickets sell for \$23 for one person or \$45 for two persons.

Many of our Sponsoring Congregations have contact persons who will be distributing flyers. A copy of that flyer is on page 3 of this newsletter. You may make a reservation by completing and sending in the bottom portion with your money to the Shepherd's Center Office. Your tickets will be mailed to you two weeks prior to the performance. Our ticket sales are being handled differently this year due to a policy change at the New Theatre.

Our seats include several tables that can be reached without using steps. Please call the office at 342-6011 if you are interested in these seats or if you need assistance with transportation.

Be sure to join us on July 10. You'll have a wonderful time at "The Sound of Music" and you'll help support the programs and services of the Shepherd's Center!

INTERFAITH HARMONY WORKSHOP HELD APRIL 24

On Saturday, April 24, 85 persons, mostly from the Kansas City, Kansas/Wyandotte County area, gathered at First Baptist Church, 5th and Nebraska, to learn more about racism. The workshop which was entitled "Breaking Barriers: Building Bridges" was conducted by facilitators from Harmony in a World of Difference.

Planned and sponsored ecumenically, the workshop was attended by persons from 27 different churches that are representative of 11 different denominations. Shepherd's Center Director, Karen Hostetler, served on the planning committee, and there were 10 persons from the Shepherd's Center who attended.

The workshop grew out of the concern of area pastors who recognized the need to address race relations in our community. Shepherd's Center joined the planning effort because of its commitment to inclusiveness and the desire to provide ongoing opportunities for people of different ethnic and economic backgrounds to have good experiences together.

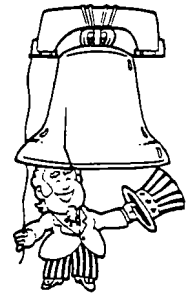
Workshop participants encouraged a continuation of similar workshops and other activities to keep working on this issue.

**NOTE THE CHANGE IN DATE FOR ADVENTURES IN LEARNING IN MAY
COME ON MAY 14 . . . SEE PAGE 5 FOR DETAILS**

SHEPHERD'S CENTER OF KANSAS CITY, KANSAS Adventures In Learning

First Baptist Church, 29th & Minnesota

FRIDAY, JULY 16, 1993



SERVICES OFFERED:

✓ 8:30 - Clinicare will offer Blood Sugar checks. A \$1.00 donation will cover the
10:30 a.m. cost. It is recommended that no food be eaten for 2 to 3 hours before
having Blood Sugar checked.

Retired Medical Professionals will offer free Blood Pressure checks.

✓ 8:30 - K.U. Medical Center will offer free Hearing checks.
10:00 a.m.

Trained MMAP Volunteers will provide Medicare and Medicaid counseling
and assistance in preparing and filing appeals.

9:00 - 9:50 REGISTRATION (coffee and donuts)

MEAL TICKETS MUST BE PURCHASED BEFORE 11:00 A.M.

10:00 - 10:50 am & 11:00 - 11:50 am WORKSHOPS (Choose one each hour)

- 10:00 only - "Grandparenting" - Cynthia Cherry, Wyandotte County
Extension Service

- 10:00 only - "Eating Better When Eating Out" - Lori Wuellner, Home
Economist, Wyandotte County Extension Service

- 10:00 only - "What Your Handwriting Can Tell About You" - Roger
Cozort, Handwriting Hobbyist

- 10:00 & 11:00 - Travelogue - "Alaska" - Odessa Sanders, Shepherd's
Center Volunteer

- 11:00 only - The Bible and You - "Books of the Bible" - Rev. Clifford
Ramsey, Greater Kansas City Baptist Federation

- 11:00 only - Overview of Neurological Diseases - Parkinson's,
Epilepsy - Dr. Sam Lehman, Neurologist

- 11:00 only - "The 1951 Flood" - Cleo Thomann, Local Historian

12:00 Noon - LUNCHEON - \$2.00 - or bring your own

Invocation - Rev. Clifford Ramsey

12:45 - 2:00 p.m. - AFTERNOON PROGRAM - Rev. Bill London, President of the
Board of the Shepherd's Center of KCK, Presiding

Speaker - Rollie Sheldon, Retired Yankee Baseball Player - "My Life
in Baseball"

Community Singing led by Stanley Jones, Shepherd's Center Board Member

Transportation: Metro Buses(ATA) and "The Bus"(KCK) make stops at 29th & Minnesota Ave.
Access to Building: A ramp entrance to the church is available off of Minnesota Ave.
Parking: There is additional parking west of the church. We also suggest car pooling.

For More Information Call 342-6011

SHEPHERD'S CENTER OF KANSAS CITY, KANSAS
Minor Home Repair and Referral Service



Services Provided:

Minor Repairs

Referrals (see note below)

Examples of Minor Repairs:

Electrical:

- Replace switches
- Replace plugs on cords
- Replace sockets
- Replace light bulbs
- Repair lamps
- Change fuses

Plumbing:

- Repair leaky faucets
- Repair shower heads
- Replace flapper valves on toilet tanks
- NO DRAINS

Carpentry:

- Step repair (for repair or referral)
- Trim doors
- Repair door catches, cabinets, hinges
- Replace screens

Heating:

- Replace furnace filters
- Replace thermocouple

Concrete Work:

- No charge to look over situation
- Evaluate job for repair or referral

Yard Work:

- Yard work and window washing will be referred. WE DO NOT DO ANY TYPE OF YARD WORK.

General Repairs:

- Weather stripping (winterize on main floor only)
- No insulation
- Install smoke detectors
- Repair or replace locks
- Minor miscellaneous repairs

Terms - Conditions:

- Only small projects (1-2 hours to repair)
- Materials furnished by caller.
- Ability to accept projects is limited by number of handyman volunteers available.

ELIGIBILITY:

- Have attended ADVENTURES IN LEARNING and/or Shepherd's Center activity (such as Creative Classes, etc.)

OR

- Are homebound and age 60+

Telephone Number

342-6011

Call Mondays from
10 am to 12 noon

NOTE:

Referral sources are not yet fully developed.

Primary Focus of program is Kansas City, Kansas.

VIAL OF LIFE

for emergency
call 911

Medical Information
under top right hand
shelf in refrigerator

COURTESY OF
SHEPHERD'S CENTER
OF KANSAS CITY, KANSAS

VIAL OF LIFE

for emergency
call 911

Medical Information
under top right hand
shelf in refrigerator

COURTESY OF
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OF KANSAS CITY, KANSAS

VIAL OF LIFE

for emergency
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Medical Information
under top right hand
shelf in refrigerator

COURTESY OF
SHEPHERD'S CENTER
OF KANSAS CITY, KANSAS



Shepherd's Center
OF KANSAS CITY, KANSAS

"VIAL OF LIFE PROGRAM"

- WHAT:** A Vial of Life - An identification of important medical information for use by a rescue squad if needed in an emergency.
- FOR WHOM:** Everyone. Even if you do not have any health problems. List your family doctor, the hospital you prefer to go to should a problem arise, and who you want us to contact in case of an emergency.
- BY WHOM:** The Shepherd's Center of Kansas City, Kansas distributes information and containers on a quarterly basis at ADVENTURES IN LEARNING which meets on the 3rd Friday of each month. Also, you may call our office at 342-6011.
- WHERE:** In your refrigerator strapped under the upper right hand shelf in any type of plastic capped vial or cylinder. Plastic bags may also be used.

Please consider the plight of the older citizen who lives alone --- usually not by choice but because family is gone, friends have moved, resources are limited. In fact, anyone who lives alone shares the same concern, "What if and when I need help, call for it, and when it arrives, I am not able to communicate information vital to my survival."

The VIAL OF LIFE PROGRAM is designed to give that reassurance. So little is involved for such a big return.

1. VIAL --- Any container of your choice
Example - any empty type pill bottle, plastic bag, etc.
2. CLIENT DATA --- A properly completed form.
3. ORANGE STICKERS --- placed on your front door, back door and refrigerator
4. RESCUE SQUAD AND LAW ENFORCEMENT AGENCIES ---
Those who know where to look for it and help promote the program to those who need it.

This program was first introduced by Deputy Sheriff Richard March, Monroe County Michigan. It was his concern for the older citizen that prompted his search for a uniform place and easily accessible position that brought about the selection of the plastic cylinder, and its taped location in the refrigerator.

If only for your own peace of mind, don't you think it would be worth a few minutes of your time to place the "Vial of Life" in your home?

FIRST NAME (M) (F) MIDDLE LAST

STREET NO. STREET CITY

TELEPHONE NUMBER

FAMILY DOCTOR DATE OF BIRTH

TELEPHONE NUMBER MEDICARE #

HOSPITAL PREFERRED

IN CASE OF EMERGENCY CALL:

NAME NAME

ADDRESS ADDRESS

TELEPHONE NO. TELEPHONE NO.

LIST ANYTHING SPECIAL ABOUT YOUR HEALTH STATUS WE SHOULD KNOW! (EXAMPLE)

ARE YOU DIABETIC, CURRENTLY TAKING MEDICATION, HAVE ALLERGIES TO ANY

MEDICATIONS?

NOTE: STORE THIS SHEET IN YOUR
LOCKBOX OR WITH FAMILY
RECORDS. DO NOT PUT IN
VIAL CONTAINER.

YOUR FAMILY RECORD-KEEPER

Names _____

Social Security Nos. _____

Driver's Licenses _____

Registrations _____

License Plates _____

FINANCIAL INFORMATION

Bank/Money Market	Acct.No.	Type(checking, saving, etc.)	Owner (H, W, J or T)
_____	_____	_____	_____
_____	_____	_____	_____

Company	Owner(H or T)	Certificate/Acct. No.	Location(safe or home file, etc.)
Item or Type	W, J or T	No. or Due Date	

Stocks/ _____
Bonds _____

Government _____
Securities _____

Notes _____
Due You _____

Loan _____
Agreements _____

Bank _____
Passbook _____

Pension and _____
Profit Sharing _____

IRA/ _____
Keogh _____

FINANCIAL INFORMATION (continued)

Item	Owner	Location
------	-------	----------

Tax Returns _____

Cancelled Checks _____

SAFE-DEPOSIT BOX

No. of Box _____

Location of Box _____

Location of Keys _____

Authorized People _____

VALUABLES (jewelry, silverware, electronics, equipment, etc.)

Item	Cost New	Serial No.
------	----------	------------

LAWYER: Name _____

Address _____ Phone _____

DOCTORS: Name _____

Address _____ Phone _____

Name _____

Address _____ Phone _____

ACCOUNTANT: Name _____

Address _____ Phone _____

YOUR FAMILY RECORD-KEEPER

PERSONAL PAPERS

Item	Location
Birth Certificates	
Marriage Certificate	
Divorce Papers	
Passports	
Wills	
Military Discharge	
Powers of Attorney	
Who Holds Powers of Attorney	Phone
	Phone
Other:	

REAL ESTATE PAPERS

Item	Location
Mortgages or Deeds of Trust	
Title Policies	
Deeds	
Surveys	
Tax Assessments	
Rental Agreement (lease)	
Other:	

INSURANCE

Type	Company	Policy No.	Location	Agent
Homeowners				
Personal Property				
Automobile				
Medical				
Major Medical				
Life				
Other:				

CREDIT CARDS

Name	Number	To Report a Missing Card
American Express		
Visa		
MasterCard		
Retail Store Cards:		
Other:		



Mission Statement

The Shepherd's Center is a private, nonprofit, interfaith organization of senior adults whose purpose is to promote continued personal and spiritual growth, and to help maintain dignity, independence, and usefulness.

It links older adults together in conceiving, planning, making decisions, and providing services and programs that help some to survive and others to find meaning for their lives.

The Shepherd's Center is sponsored by area churches, senior groups, and individuals. Sponsors support the Center by providing financial support, moral support, or active participation.

The Shepherd's Center has 200 volunteers, mostly older adults, giving 16,500 volunteer hours yearly to help provide 17 programs and services that benefit over 1,500 older persons in Wyandotte County.



Your Contribution Will

Promote healthier, more productive older adults in our community.

Help save lives by providing Vial of Life kits.

Encourage lifelong learning and provide valuable classes on a variety of health, legal and current event topics such as understanding a Living Will or how to cope with arthritis.

Help fix an older person's leaky faucet or other minor repairs around the home.

Make available on a regular basis blood pressure, blood sugar, and other health screenings that are important indicators of health.

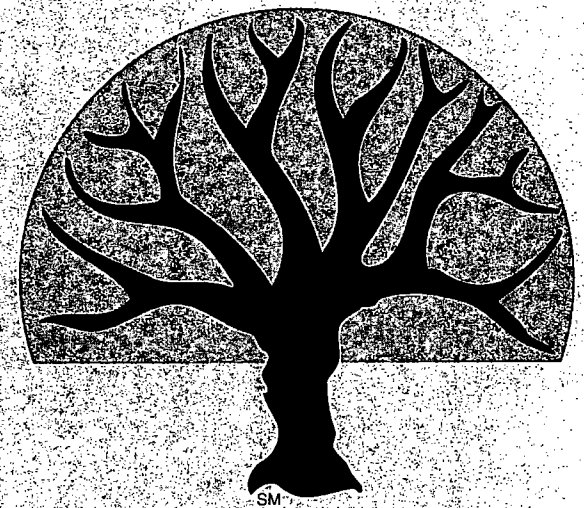
Reduce isolation by providing opportunities for older adults to renew acquaintances and make new friends.

Provide older people an opportunity to use their talents and skills.

1800 Washington Boulevard
Suite A
Kansas City, Kansas 66102
913.342.6011

Shepherd's Center

of Kansas City, Kansas



*serving Older Adults
served by Older Adults
serving our Community*

Shepherd's Center is for You

- **Adventures in Learning** ... A monthly learning series held at First Baptist Church, 29th and Minnesota, the third Friday of each month.
- **Fall and Spring Creative Classes** ... A 12-week series of class offerings focusing on crafts, language, and special-interest topics, meeting weekly or two times a month at churches during scheduled times.
- **Trips and Travel** ... Three to four Day Trips each year to historical and cultural sites.
- **Newsletter** ... Mailed quarterly to Shepherd's Center participants and friends.
- **Health Screenings, Shots and Classes** ... Monthly blood pressure and blood sugar checks; periodic cholesterol, colon cancer, eye pressure, hearing screenings; flu and pneumonia shots in the fall – offered at Adventures in Learning in cooperation with area hospitals and health agencies. CPR, Medicare and Medicaid counseling and informational classes on managing your health are also available.
- Support Groups** ... Co-sponsorship of Parkinson's Support Group, Alzheimer's Support Group, and Diabetes Support Group; all meeting monthly.
- Exercise Options** ... Low Impact Exercise Class, meets two times a week. Shepherd's Center helped initiate and now provides leadership for Indian Springs Walkers Club. A Water Exercise Class meets at the YMCA.
- Vials of Life** ... A program under Shepherd's Center sponsorship in our community. Materials are available quarterly at Adventures in Learning or anytime upon request for the community. When completed, vials provide important information for medical personnel in the event of an emergency.
- **Minor Repair Services** ... Handyman volunteers provide assistance with minor home and car repairs to older persons.



Contributing Service Clubs

Concerned Girls and Women
Kansas City, Kansas, Kiwanis Club
Kansas City, Kansas, Rotary Club
Wyandotte County Genealogical Society

Sponsoring Senior Groups

AARP #627
Blessed Sacrament Young at Heart
BPU Retiree Club
Cathedral Senior Citizens
Civic Center Group
Hill Toppers of Prince of Peace Lutheran
Sacred Heart Senior Citizens
Sunflower Chapter #160,
Retired Federal Employees
Sunnyside Seniors Grace Lutheran
Victory Drive Senior Citizens
Victory Hills Golden Age Club
White Eagles
Wyandotte County Senior Citizens Council

Contributing Businesses and Corporations

Balls Price Chopper Food Stores
Louis E. Bruns Company
Build Rite Material Company, Inc.
Varsity Sports

Sponsoring Congregations

All Saints Lutheran
Argentine Presbyterian
Blessed Sacrament Catholic
Cathedral of St. Peter's Catholic
Calvary Baptist
Central Christian
Christ the King Catholic
Christian Church of Greater KC (Disciples)
First African Methodist Episcopal
First Baptist (29th and Minnesota)
First Baptist (5th and Nebraska)
First Baptist, Quindaro
First Central Church of the Brethern
First Pilgrim Congregational
First Presbyterian
Grace Lutheran
Grandview Baptist
Grandview Christian
Grandview Park Presbyterian
Heartland Presbytery
John Calvin Presbyterian
Metropolitan Baptist Temple
Our Lady/St. Rose Catholic
Prince of Peace Lutheran
Rehoboth Baptist
Rainbow Mennonite
St. Luke's Lutheran
St. Mary's/St. Anthony's Catholic
St. Paul's Episcopal
St. Peter's Christian Methodist Episcopal
Salem Baptist
Stephen's Memorial United Methodist
Trinity African Methodist Episcopal
Trinity United Methodist
United Methodist Ministries of KCK
University United Methodist
Walnut Boulevard Baptist
Zion United Church of Christ

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Recognition Luncheon - Retired Senior
Volunteer Program

**A CHANCE TO
CHANGE
TOMORROW**

- Recognition Luncheon ■
 ■ Retired Senior Volunteer Program ■
 ■ April 15, 1993 ■
 ■ Jack Reardon Civic Center ■



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Foster Grandparent Program

Sponsored by St. County SERVICE, Inc.
Funded by ACTION



*Indeed,
where
Love
grows!*

LIBRARY

Mend, shelve, deliver books to homebounds and nursing homes
Sew aprons

OTHER EDUCATIONAL ACTIVITIES

Share hobbies, travel experiences, collections
Simple carpentry

HEALTH AND CARE SERVICES

Day Care Centers
Volunteers in Health Organizations
Hospital volunteers
Nursing home volunteers
Bloodmobile - register donors.

NUTRITION

Food servers
Host/Hostess
Site manager
Program chairman
Kitchen manager
Record-keeper
Meals on Wheels

TRANSPORTATION

Drive Living History presenters to schools
Deliver books to homebound/nursing homes
Drive patients to medical/therapy appointments
Deliver meals to homebound



RETIRED SENIOR VOLUNTEER PROGRAM

of
Johnson
County

913-341-1792
RETIRED SENIOR VOLUNTEER PROGRAM
6900 WEST 80th, SUITE 300
OVERLAND PARK, KS 66204



RSVP

The Retired Senior Volunteer Program of Johnson County

needs your time and talents to enrich
the lives of others.
VOLUNTEER TODAY...and discover the
exciting opportunities that are waiting
for you.

PURPOSE

RSVP (Retired Senior Volunteer Program) is funded by ACTION. This program is designed to keep retired persons, 60 and over, active in their community through volunteerism.

RSVP enlists senior adults and provides unlimited opportunities for volunteer services in non-profit private and public community organizations.

As volunteers, these seniors donate services and expertise that many organizations cannot afford and could not otherwise provide the community.

SERVICE

RSVP Volunteers provided 87,938 hours of service to 77 not-for-profit agencies in 1987. If figured at minimum wage, \$3.35 an hour, this amounts to \$294,592.



ELIGIBILITY

Anyone, age 60 or older, is eligible to become an RSVP volunteer. There are no restrictions based on education, income or experience.

ORIENTATION

Prior to placement, volunteers receive a brief orientation from the RSVP staff. Upon beginning their assignment, they are given further in-service instruction by the volunteer station.

BENEFITS

As a senior volunteer you will find that what you receive is often more than you give — your life will be enriched many times over by the welcome given your active participation in community service.

A volunteer job you will enjoy is waiting for you. It may be in a field where you have considerable experience or it may be something new and exciting.

WE HAVE THE OPPORTUNITY FOR YOU!

Volunteer opportunities include:

CLERICAL

Typists
Receptionists
Filing
Answer telephone, make calls
Bookkeeping and record-keeping
Collate, staple, stuff letters
Hand addressing

COMMUNITY SERVICES

Consumer advocacy
Crochet, knit, sew
Gift shop/thrift shop, craft booth
Prepare income tax; Homestead forms;
Medicare claims
Gardening
Make Braille books
Public speaking
Creative writing
Sew for hospitals
Make cancer bandages
Friendly Visitors
Board members
Teach home repair classes
Weatherization program

EDUCATION

Arts and Crafts—share skills with students
Living History—share their true-life experiences
with students
Seniors Serving Schools—volunteers work one-on-one with students

TUTORING — children and adults

Reading, math and interest centers
Classroom activities
Speech and language (children)
Adult GED
English as a second language

FACT SHEET

NAME OF PROGRAM: Kansas City, Missouri Foster Grandparent Program

AREA SERVED: Jackson, Clay and Platte Counties in Missouri

NUMBER OF VOLUNTEERS: 93

TYPES OF VOLUNTEER STATIONS:

Two montessori pre-schools, 4 elementary schools, 1 middle school, 1 children's hospital, 1 shelter for abused/neglected children, 1 pre-school for special medical needs children, 1 alternative high school, 8 day care centers, 3 group homes for delinquent children and youth, 1 juvenile detention center, 2 drug treatment centers, 1 psychiatric center for children, 3 centers for persons with disabilities, 1 public high school, 1 high school for pregnant teens, 1 residential center for pregnant girls.

TYPES OF SPECIAL NEEDS BEING SERVED:

Literacy, abuse/neglect prevention, child development, acute medical needs, drug abuse prevention, teenage pregnancy prevention, disabilities, infants exposed to drugs, delinquency/runaway youth.

APPROXIMATE NUMBER OF CHILDREN BEING SERVED: over 200

SOURCES OF NON-FEDERAL FUNDING: City of Kansas City, Missouri

IN-KIND: Volunteer Station (provide one meal each day for each foster grandparent)

Hallmark Cards, Inc., (donates items used as gifts for foster grandparents)

Our program is in such diverse areas of needs, therefore, addressing many of the needs of children in our community. In 1991, our program was awarded a three-year grant from ACTION to specifically target teenage pregnancy prevention. This grant has allowed us to open three volunteer stations which address this problem as well as other at-risk behavior.

One of our foster grandparent's received a Volunteer of the Month Award in the North Kansas City area. We have also increased our number of males in the past five years from 0 to 11. We have nearly doubled the number of volunteer stations our program serves during that time period also.

Brenda Lax, Director
Foster Grandparent Program
City Hall, Fourth Floor, 414 East 12th Street
Kansas City, MO 64106-2768 (816) 274-2253



Board of Directors

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Walter L. Marks, Ph.D.
Superintendent

June 24, 1993

Brenda Lax, Director
FOSTER GRANDPARENT PROGRAM
Neighborhood & Community Services Department
City Hall, 4th Floor
414 East 12th Street
Kansas City, Missouri 64106

Dear Mrs. Lax,

On behalf of the Kansas City Deaf/Blind Program and the School District of Kansas City, Missouri, I am pleased to write this letter of support for the Foster Grandparent Program.

We have been privileged to have Foster Grandparents assist us in our school for over 10 years. They are an integral part of our educational programming. As you are aware, our students are multiply-handicapped in addition to their visual and hearing impairments. Our grandparents are matched with one of our students and they provide daily care and nurturing. The students can always depend on their "grandma" to be there as their eyes and ears for what's going on around them. A very special bond is formed between the grandparents and their very special students. As all of our students are non-verbal and most are in wheelchairs, you can see how very important having a special grandma is to the students.

I would like to thank you and the Foster Grandparent Program for your assistance in providing quality educational services for our deaf/blind students.

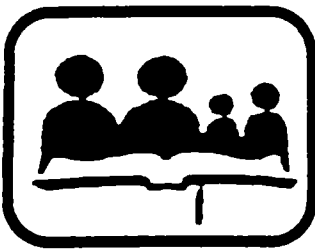
Sincerely,


Diane Odegard, Coordinator

KANSAS CITY DEAF/BLIND PROGRAM
Phillis Wheatley Science/Math Magnet
2415 Agnes
Kansas City, Missouri 64127
(816) 871-6887

GRANDMA IS.....

Dependable	Deserving
Upbeat	Pleasant
Sweet	Cuddles
Nice	Expert
Feisty	They're "right"
Hardworking	Vital
Irreplaceable	Devoted
Endearing	Eating
Admired	Always there
Maternal	Gives candy
Always smiling	Helpful
Gracious	Shares grandchildren
Smart	Brings pickles & makes food
Radiant	Let's us use her eraser
Funny	Sees our work
Welcoming	Cute
Comforting	



CIVIC REGISTRATION COUNCIL

1601 East 18th Street, Suite 281
Kansas City, Missouri 64108
(816) 221-0322

Rita Cain-Williams
Executive Director

June 22, 1993

Ms. Branda Lax, Director
Foster Grandparent Program
4th Floor, City Hall
Kansas City, Missouri 64106-2768

Dear Ms. Lax:

I am pleased to submit this letter in support of the Foster Grandparents Program. This unique utilization of human resources has been a tremendous asset to CRC's Early Childhood Project.

The clientele served by the Early Childhood Center are the "littlest victims" of the drug culture in the inner city. Most are trauma victims, some have been prenatally exposed to drugs and still others have no hope of ever reuniting with their biological parents.

Our Grandparents are keenly aware of the sociological and psychological impact of the histories of our children. They know the importance of nurturing, consistency in discipline, and the necessity of a warm but structured environment. They have developed skills in early childhood development and they are an intricate part of our staffing pattern. Finally, because 90% of our residents are minorities, our Grandparents bring a cultural richness that is sensitive and natural to the programs goals.

We will soon reach the first anniversary of our partnership with the Foster Grandparents Program. Our program will be expanding soon and we look forward to a long, mutually beneficial relationship.

Many thanks and congratulations to you on a wonderful program year.

Very truly yours,

Rita Cain-Williams
Executive Director

NET/D1



CIRCUIT COURT OF JACKSON COUNTY, MISSOURI
JUVENILE DIVISION
625 E. 28th STREET
KANSAS CITY, MISSOURI 64108-2719
816-474-3806

LAWRENCE G. MYERS, M.A.
Administrator

June 21, 1993

TO WHOM IT MAY CONCERN:

The Nate Lynn Halfway House has been involved with the Foster Grandparent Program since August 1992. During that time, our two foster grandfathers have shown, not only a willingness to be of service to our children, but have done so with compassion, empathy, and a positive attitude that only caring can generate.

It is my hope that our relationship will continue. I have stated in the past that a person's chronological age is of little importance, the youthfulness of spirit is what matters most. That being the case, my grandfathers will be around for a long, long time.

Sincerely,

A handwritten signature in black ink, appearing to read "Ernest Smithson", is written over a horizontal line.

Ernest Smithson, House Manager
Nate Lynn Halfway House

ES/mm

In the past year, the drop-out rate for students at Winnetonka has decreased from 9.5% to 6%. A 3.5% drop in just one school year is very significant, especially compared to the overall drop-out rate of 12% for the entire North Kansas City school district, and rates as high as 20% nationally.

The supervising teacher at Winnetonka attributes much of this decrease in student drop-outs to the one-on-one tutoring of their foster grandmothers!

North Kansas City Public Schools

WINNETONKA HIGH SCHOOL

5815 N. E. 48TH STREET
KANSAS CITY, MISSOURI 64119

OFFICE OF THE
PRINCIPAL

5-14-93

Brenda Lax
Director
Foster Grandparent Program
4th Floor City Hall
Kansas City, Mo. 64106-2768

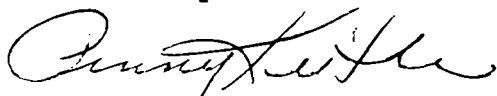
Dear Brenda:

I'm sorry to send regrets concerning the June 4th Recognition Luncheon. As you know, June 4th is our last day with students and usually very, very, hectic. I would however, like to express my deep appreciation for Winnetonka's three 'Grandma's', Frankie Andrews, Wilma Roseberry, and Rea Spidel.

Those students that each volunteer touches give testimonials to how big a difference 'Grandma' makes to their lives and education. This has been a good partnership. The program gives me a great deal of pride. I hope to see Foster Grandparents continue in the years ahead.

Thank you to everyone who has made this possible for our students and community.

Sincerely,



Penny Keith
Coordinator
Community of Caring

FOSTER GRANDPARENT PROGRAM

sponsored by

BI-COUNTY SERVICE, INC.

1923 MAIN STREET
POST OFFICE BOX 127
HIGGINSVILLE MISSOURI 64037-0127
816-584-7421

funded by ACTION

ALICE J JONES, EXECUTIVE DIRECTOR
FOSTER GRANDPARENT PROGRAM

SEPTEMBER 1992



THE FOSTER GRANDPARENT PROGRAM

SEPTEMBER 1992

PURPOSE The purpose of the Foster Grandparent Program (FGP) is to enable low income persons 60 years of age and older to serve their community by meaningful work with special needs children in areas such as health, education, and welfare.

HISTORY The national FGP began in 1965 under the Office of Economic Opportunity during the War on Poverty era as an employment program for older people. It was transferred to the Administration on Aging and became a program for stipended volunteers for limited income elderly in 1969. In 1971 the FGP was transferred to the federal ACTION Agency, where it remains. The local FGP began June 1972 in Lafayette and Saline Counties with Missouri Valley Human Resource. Bi-County SERVICE, Inc. became the sponsor July 1984. Service was extended to Ray County in 1985. We began our 21st year of operation July 1, 1992. This program began with 50 12-month FGs equally divided between two Volunteer Stations (VSs); one in Lafayette County and one in Saline County. There are now 112 FGs and 39 separate worksites at 25 VSs in Lafayette, Ray and Saline Counties. This expansion was accomplished without benefit of additional staff, and with no increase in funds from our federal funding source---in spite of the spiralling increase in the cost of everything involved in operating the program. This was made possible only through constant support from: 1) the local community; 2) the Volunteer Stations; 3) the FGP Advisory Council; 4) the Sponsor; and 5) through the dedication of program staff.

ELIGIBILITY REQUIREMENTS Persons interested in serving as FGs must meet the following requirements:

1. Be 60 years of age or older
2. Have a love for children
3. Possess fairly good physical and mental health
4. Be able to volunteer 20 hours a week at 4 hours per day
5. Meet ACTION income guidelines
6. Be willing to participate in orientation/training prior to placement
7. Accept an annual donated physical examination with free laboratory testing
8. Attend all FG In-Service Training sessions and annual FG Recognition.

BENEFITS The following tangible benefits are provided to FGs:

- \$2.45 per hour nontaxable stipend which other government programs or agencies can not count as income for purposes of reducing benefits in said programs
- Transportation assistance
- A daily meal furnished by the work site
- An annual locally donated physical examination with laboratory work
- Insurance coverage while on duty: Accident; Accidental Death; Personal Liability
- Twelve Paid Holidays; plus Vacation and Sick Leave with pay

(cont)

FGP - JUNE 1992 (continued)

BENEFITS (continued)

- Forty hours of training prior to being assigned to children
- Four hours in-service training each month
- An annual Recognition event
- Counseling and referral services as needed.

PROFILE OF A BI-COUNTY SERVICE FOSTER GRANDPARENT Of our 112 Foster Grandparents (FGs), 8 are male, 104 are female, and 95 live alone. Minority ratio is 18%. Their average age is 73. FGs' average income is \$6,810 per year; ranging from \$3,204 to \$10,149.

VOLUNTEER STATIONS VSs must have not-for-profit status. A Memorandum of Understanding is signed between the VS and the FGP specifying the responsibilities of each party. FGs are assigned one-on-one with 2 to 4 special/exceptional needs children 20 hours per week at 4 hours a day with approximately 500 children age 21 being served each year. FGs serve at the below-listed worksites:

LAFAYETTE COUNTY

	<u>#FGs</u>	<u># of months</u>
Concordia R-II Elementary Public School	1	9
Covenant House - inactive	0	3
Discovery Room Pre-School Center; Lexington	2	8+
Head Start Center-MVHR; Higginsville	2	9
Head Start Center-MVHR; Lexington	2	9
Higginsville Habilitation MR/DD Residential Center	5	12
Immanuel Lutheran Parochial School; Higginsville		
a. Pre-School	1	9
b. Elementary School	2	9
Lafayette C-I Grandview Elementary Public School; Higginsville	13	9
Lexington R-V Leslie Bell Elementary Public School	5	9
Mayview Elementary Public School	1	9
Odessa Community Day Care Center	1	12
Odessa R-VII McQuerry Elementary Public School	2	9
Robertson Library/Rotary Summer Reading Program - inactive	0	6wk
Salem Pre-School Center; Higginsville	(1 non-st)	8+
Saint Paul's Lutheran Elementary Parochial School - inactive	0	9
<u>Unassigned</u>	<u>2</u>	

RAY COUNTY

	<u>#FGs</u>	<u># of months</u>
Faith Lutheran Child Development Center; Richmond	2	12
Head Start Center-MVHR; Richmond	2	9
Richmond R-XVI Public School		
a. Kindergarten Center	1	9

(cont)

FGP - JUNE 1992: (continued)

VOLUNTEER STATIONS (continued)

RAY COUNTY (continued)

b. Middle	1	9
c. Woodson/Dear Elementary	3	9
<u>Unassigned</u>	<u>1</u>	

SALINE COUNTY

Butterfield Youth Services/Residential Juvenile Facility; Marshall		
a. Boy's Ranch/East	1	12
b. Boy's Ranch/Homestead	1	12
c. Boy's Ranch/West	1	12
d. Girl's Ranch/North	1	12
e. Girl's Ranch/South	1	12
Hardeman R-X Elementary Public School; Napton	2	9
Head Start Center #I-MVHR; Marshall	1	9
Head Start Center #II-MVHR; Marshall	1	9
Malta Bend R-V Elementary Public School - inactive	0	9
Marshall Habilitation MR/DD Residential Center	16	12
Marshall Public School		
a. Benton Elementary	4	9
b. Bueker Middle	2	9
c. Eastwood Elementary - inactive	0	9
d. Northwest Elementary	3	9
e. Southeast Elementary	2	9
Saint Peter's Elementary Parochial School; Marshall	5	9
Slater Alexander Elementary Public School	1	9
Sweet Springs R-7 Elementary Public School	3	9
Wee Care Day Care/Pre-School Center; Marshall	4	12
<u>Unassigned</u>	<u>14</u>	

We are funded for only 74 FGs for the July 1 through June 30 Funding Year. A close look at the above FG placement figures--and the number of months each Volunteer Station is in operation during our Funding Year--allows even the most uninitiated to realize it is nearly an insurmountable task to track our budget and end each fiscal year with the zero balance we must attain.

FUNDING SOURCES

ACTION Federal Funds	\$ 264,234	
Higginsville United Way	\$ 1,800	
Missouri Highway & Transportation Department	\$ 1,586	
Anticipated donations from Volunteer Stations/Community	<u>\$ 26,424</u>	
TOTAL	\$294,044	(cont)

FUNDING SOURCES (continued)

The non-federal portion of the above list is a projected figure and will vary, depending on expenses incurred and donations received. Local funds are generated through 16 to 20 fund raising booths each year, pizza/burrito/enchilida sale projects, cutlery & cookbook sales, rummage sales, drawing ticket donations, etc. A partial listing of annual services donated to the FGP is office and storage space, computer payroll services, other computer assistance, program audit, van sign painting, clerical assistance, FG daily meals, some travel costs and FG physicals with laboratory tests. We are seeking means other than fund raising booths to generate the cash needed to ensure quality operation of this program. As explained on page one of this report; program expansion, changes in the Consumer Price Index since 1972, and lack of regular annual cost-of-living increases from ACTION creates a financial crisis for the program. Cash donations are needed so it will not be necessary to reduce program services.

TAX CREDITS Through the Neighborhood Assistance Program (NAP), Missouri businesses may support the Bi-County FGP and receive a Missouri Tax Credit equal to 70% of their donation. Eligible businesses; including corporations, partnerships, S-corporations, individual shareholders, individual partners, farmers, business or professional persons qualify for these Tax Credits on their State taxes. By taking advantage of the 70% Tax Credit and the standard State and Federal tax deductions, out-of-pocket cost to the donor for a \$1,000 donation is approximately \$170; with a \$10,000 donation costing the donor about \$1,556. These Tax Credits are limited and may be used for cash and non-cash gifts. This 70% Tax Credit incentive, should make the FGP an attractive organization to support on an annual basis. The NAP is administered by the Missouri Department of Economic Development.

FG RECOGNITION Bi-County SERVICE holds an annual recognition event for all FGs in Marshall. This is also attended by nearly 100 local people. FGs' assigned children make pictures, booklets, posters, gifts, etc., to show appreciation for their FG. Hallmark Cards makes a generous donation of their products for this celebration. (Also for Christmas.) We have a speaker and entertainment. We try to make this a very special celebration so the FGs will know they are appreciated.

FGP STAFF The FGP has one full-time, one temporary, and five part-time paid staff; plus two part-time volunteer staff, as below-listed:

Executive Director (full-time)	Alice J Jones
Lafayette County Asst Dir (1/2 time)	Frank F Haston
Saline County Asst Dir (1/2 time)	Kay Pummill
Office Manager/Bookkeeper/Secretary (3/5 time)	Betty R Souder
Asst Office Mgr/Secretary/Bookkeeper (1/2 time)	Ruth A Baker (cont)

FGP - JUNE 1992: (continued)

FGP STAFF (continued)

Transportation Director (3/4 time)

Raymond L Tennill

Temporary Van Driver

Donna Cadwell

Odessa/Mayview Coordinator(Volunteer/part-time)

Linnie W Hackley

Richmond Coordinator(Volunteer/part-time)

Pat Caylor.

VEHICLES A 1988 Van funded by Missouri Highway & Transportation Department; is used for daily transportation of Marshall FGs. A 1980 Van funded by ACTION is utilized as a back-up van for Marshall FGs, to transport items for FGP fund raising projects, and occasionally for FGP staff transportation.

WHO THE FOSTER GRANDPARENT PROGRAM HELPS The FGP does the impossible by pleasing nearly everyone involved. The program turns tax dollars into a sound investment with a good rate of return; plus it creates an opportunity for improved quality of life for everyone it touches. Everybody wins!!!

OLDER PERSONS FGs are provided additional income through the stipend, helping them to become more financially independent. Meals provided by VSs help meet some of their nutritional needs. FGs daily social contact provides reassurance for their families. FGs develop improved self image by feeling useful through their meaningful work with the children they serve. The free physical ensures they receive medical attention. The program helps alleviate loneliness resulting from isolation experienced by many older persons. FGs tend to be able to live independently for a longer period of time than seniors not seeking meaningful ways to meet their needs. Their quality of life is enhanced considerably. Helping children achieve a greater potential is a rewarding experience. FGs demonstrate that older Americans are a tremendous reservoir of skill, wisdom and moral strength desperately needed by our nation.

CHILDREN Children improve their skills and develop a better self-image through the nurturing and one-on-one help of a FG. Their behavior improves because their special needs are being met. FGs serve children in areas of mental retardation, physical handicaps, abuse & neglect, learning disabilities, behavior disorders, literacy, substance abuse, teenage pregnancy, juvenile delinquency, and other areas involving children with special and/or exceptional needs. Many children assigned to FGs are potential school dropouts. Due to the encouragement and nurturing received from FGs, a large number of these children will complete their education and become happier, useful, productive, tax-paying adults.

(cont)

WHO THE FOSTER GRANDPARENT PROGRAM HELPS (continued)

VOLUNTEER STATIONS Volunteer Station staff benefit considerably. Special needs children that normally require more staff time due to their needs are less demanding because so many of these needs are now being met by FGs. This allows worksite staff to direct more attention to the other children in their care; thus meeting everyone's need more adequately. FGs add a note of freshness, informality and intimacy at the VSs where they serve. They become ambassadors in the community regarding the work and needs of these VSs.

COMMUNITY The entire community profits from all the benefits received through the work of the FGs. Improved communications develop between the multi-generations brought together through the FGP. This helps: 1) all involved to develop greater respect for each other; and 2) to dispel myths associated with elderly persons and special needs children. People in the community develop a greater awareness of the needs of both of these groups through exposure to the FGP. They become more knowledgeable in areas of aging and of special needs youth.

PROHIBITION AGAINST DISCRIMINATION Discrimination shall be prohibited in recruitment, selection, employment, placement, training, assignment, separation or other personnel action, and in areas of sex, race, age, religion, political belief or affiliation, marital status, disability, appearance, or national origin as related to FGP Staff and to FGs.

Bi-County SERVICE, Inc. was established as a not-for-profit agency to sponsor programs funded through federal and state grants as well as other means as available. As such, the Corporation will abide by all federal and state regulations, rules and requirements; including the below-listed:

- AMERICAN DISABILITIES ACT
- ARCHITECTURAL BARRIERS ACT OF 1968
- CIVIL RIGHTS ACT OF 1964
- DISCRIMINATION IN EMPLOYMENT-MISSOURI
- DRUG-FREE WORKPLACE REGULATION
- EMPLOYEE POLYGRAPH PROTECTION ACT
- EQUAL EMPLOYMENT OPPORTUNITY-FEDERAL
- FAIR LABOR STANDARDS ACT
- FICA BENEFITS for program staff
- JOB SAFETY & HEALTH PROTECTION
- LOBBYING RESTRICTIONS
- REHABILITATION ACT OF 1973
- UNEMPLOYMENT INSURANCE for program staff
- UNIFORM FEDERAL ACCESSIBILITY STANDARDS
- WORKERS COMPENSATION for program staff.

(cont)

FGP - JUNE 1992: (continued)

BI-COUNTY SERVICE, INC. BOARD MEMBERS

Charles C Miller	President	Higginsville
Floyd W Case	Vice President	Marshall
Larry D Hol	Secretary	Odessa
ElGene Ver Dught	Treasurer	Higginsville
D Jane Bartlett	Member	Marshall
Nelson W Dwight	Member	Raytown
Arron B Haynes	Member	Higginsville
David R Van Horn	Member	Marshall

FGP ADVISORY COUNCIL OFFICERS

Frances Brokaw	Chairman	Higginsville
Rachel Shurmantine	Vice Chairman	Lexington
Margaret Cromley	Treasurer	Marshall
Betty Souder	Secretary	Higginsville

WHAT CAN YOU DO TO HELP THE FOSTER GRANDPARENT PROGRAM?

Apply to become a Foster Grandparent

Volunteer to help FGP staff with various tasks

Ask for a presentation on the FGP to your organization or group.

Contribute cash, services and goods to the FGP

Remember the FGP when giving Memorial Gifts

Remember the FGP in a will;

An attorney should be consulted in this instance. Bequests to the Foster Grandparent Program of Bi-County SERVICE, Inc. should follow this format: "I give, devise and bequeath to the Foster Grandparent Program of Bi-County SERVICE, Inc. the sum of \$_____. (or otherwise describe the gift) to be used in furthering the services of the above-named Foster Grandparent Program.

Main Number (816) 234-3000
Patient Information 234-3498
Poison Control Center (816) 234-3000
The Children's Mercy Specialty Center (913) 345-9700

5520 College Boulevard, Suite 415, Overland Park, Kansas 66211

The Children's Mercy Hospital ranks among the leading pediatric health care institutions in the country. Since 1897, the hospital has cared for all children, regardless of their race, religion, residence or ability to pay.

Along with offering the best in pediatric medicine and surgery, Children's Mercy is committed to education, research and serving as a child health advocate in regional and national legislative arenas. We are doing everything possible to help critically ill and injured children become whole again.

**PHOTOCOPY
PRESERVATION**



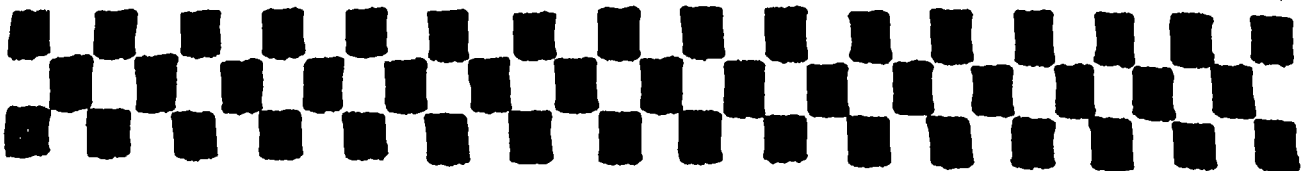
CARE

Creating an Attitude for a Responsive Environment

RESOURCE PACKET TABLE OF CONTENTS

1. CARE Committee Overview (*green*)
2. CARE Committee Survey (*light pink*)
3. Survey Results (*light pink*)
4. Objectives of CARE Training (*light green*)
5. CARE Training Scenarios (*lavender*)
6. Accomplishment List (*yellow*)
7. CARE Awareness Week Log (*magenta*)
8. New Employee CARE orientation (*blue*)
9. Resource Guide (*purple*)

The resource packet also includes various parenting and CARE materials.



CARE Overview

Creating an Attitude for a Responsive Environment

SCENARIO: You are walking through the emergency room lobby. A mother is sitting reading a magazine. A child is in a stroller beside her, and another child nearby is yelling loudly. The mother yells at him and rolls the magazine up as if to hit him with it. What could you do to defuse the situation?

REFLECTION: It takes courage to do anything at all. In a volatile situation where a parent has lost control, those around the parent feel extremely uncomfortable and helpless. You could distract the child by offering a toy or whispering to the child to use a "quiet voice." In order to prevent the situation from occurring, you might engage the child in an activity or conversation before the parent becomes angry. At the same time you might take the opportunity to compliment the children and empathize with the mother.

These suggestions, made by participants in staff training sessions at Children's Mercy Hospital (CMH), are examples of techniques used to create a Child Safe Zone. Intervention techniques include learning about communication skills in dealing with upset people, recognizing parents' fears and empathizing with them, recognizing the hospital environmental stresses, providing relief for the parent, distracting the child, and helping the parent to meet the child's needs.

Immediate prevention techniques include learning about recognizing positive interactions, providing structured learning activities in which parents and children have an opportunity to interact, and offering an outlet for parents to vent frustrations to a staff person.

Other prevention techniques include providing posters, handouts, and brochures depicting positive parent-child interactions, developmentally appropriate activities, and parent education videos. These are available in all waiting areas. In addition, practical parent education programs are scheduled periodically. Equally important is creating an environment in which all staff members and volunteers are aware and feel comfortable encouraging positive parent-child interaction, as well as intervening in a non-judgemental manner.

BACKGROUND:

The CARE (Creating an Attitude for a Responsive Environment) Committee formed in July of 1991 in response to a letter written by a clinical nurse specialist outlining her concerns about parents hitting, slapping, demeaning, ignoring, and verbally abusing their children. Employees on the committee come from all areas of the hospital - volunteer services, social work, nursing, education, food services, behavioral psychology, personnel, security, research and grants, and child life. A grant from the Childrens' Trust Fund provides monetary support as well as two VISTA volunteers who work full time implementing the committee's goals.

The CARE Committee had two preliminary goals:

1. To study the extent of the problem
2. To develop training to provide appropriate intervention

The realization of the committee's first goal began with an employee survey and a waiting room observational study. Both indicated the need and concern to respond appropriately to negative parent-child interaction.

The first phase of training consisted of large group presentations by John Valusek, Phd, author of "People are not for hitting and children are people, too," and SuEllen Fried, founder of the Johnson County (KS) Child Abuse Prevention Coalition and the STOP Violence Coalition.

Presently the CARE Committee is actively planning and presenting small group training for all departments of the hospital. The training focuses on basic communication skills, role playing aimed at helping staff provide non-judgemental interventions, and creating an awareness that it does take courage to care.

Creating an Attitude for a Responsive Environment

Care Committee Employee Survey

Please take a moment to complete this CARE survey and return to your department head.

1. I see parent or child behaviors in CMH waiting areas which bother me.

STRONGLY AGREE AGREE NO OPINION DISAGREE STRONGLY DISAGREE

2. I feel something should be done about these problems.

STRONGLY AGREE AGREE NO OPINION DISAGREE STRONGLY DISAGREE

3. I would be willing to learn how to do something about these problem behaviors myself.

STRONGLY AGREE AGREE NO OPINION DISAGREE STRONGLY DISAGREE

4. I see these problem behaviors at CMH approximately:

ONCE OR MORE/HR ONCE OR MORE/DAY ONCE OR MORE/WEEK LESS THAN ONCE/WEEK

5. Is there a particular place at CMH where you see problem behaviors more often?

- a.
- b.
- c.

6. Comments

Tear Off

If you would be interested in attending a training session to prevent or intervene with parent/child behavior problems, please fill out and return the bottom half of this sheet to your department head by October 17.

NAME _____

DEPARTMENT _____

PHONE EXTENSION _____

The areas in which the highest number of behaviors were observed were the Emergency Room (142), the North (Main) Lobby (65), the Cafeteria (51), and hallways (34).

Here is a sampling of additional comments made on the surveys:

I am more concerned how the parent acts toward the child than I am about the actual behavior of the child.

This is an inappropriate place to observe and judge parental child behavior -- our waiting areas are stressful, emotional places that can induce frustration.

Incidents increase with excessive waiting time.

Diversional activities for children, parenting tips for parents (pamphlets), and support person available.

This is exciting to think we have the concerted effort to really impact this problem.

Parents often have to wait too long in clinics, pharmacy, and the ER. Many parents must bring all of their children with them. Decrease waiting time. Structured play with appropriate modeling of adult/child interactions.

We must not forget that these "are" children.

I would like to help, but I don't know if I should get involved. It's not wise to anymore.

I don't know what to do I parents being abusive to their children at CMH. Help.

I feel the major problem is parents ignoring their children and just letting them run.

Verbal abuse seems to be the biggest problem.

CARE Committee Survey Results

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	TOTAL RESPONSES
I see parent or child behaviors in CMH waiting areas that bother me	105	152	23	8	2	290
I feel something should be done about these problems	88	169	29	6	0	292
I would be willing to learn how to do something about them.	57	144	65	13	4	283

	Once or more per hour	Once or more per day	Once or more per week	Less than once per week	Haven't noticed	TOTAL
I see these problem behaviors at CMH approx.	7	96	96	53	11	263

OBJECTIVES OF CARE TRAINING

CREATING A CARING ATMOSPHERE

OBJECTIVES: At the completion of this training, the participant will be able to:

- 1) Identify purpose of CARE and creating a caring environment.
- 2) Review and identify helpful communication skills.
- 3) Identify parent-child situations that potentially evoke abusive behavior.
- 4) Identify available resources at CMH to assist in intervening with an upset/abusive parent.
- 5) Review ten (10) options for handling verbal, physical, and emotional abusive situations (actual or potential).

CARE TRAINING

ASSISTING UPSET PEOPLE

1. Eye contact says you are connecting with parent/child.
2. Get on parent/child level. Sit down on a chair or floor. Watch body language and tone of voice.
3. Describe parent's predicament, i.e. "It must be hard to wait so long to"
4. Describe and praise child's play activities. Find positive action.
5. Offer to help. Small gestures can reduce tensions. Hold child, find clinic, provide directions, carry lunch tray, etc.
6. Identify a resource for help after the immediate crisis has passed. Ie: Which clinic they have been connected with, primary staff person, connect with support staff.
7. Reduce distraction/tension. Find a quiet spot. Remember privacy and space needs.
8. Find neutral statements to reduce tension. Ie: weather, time, length of wait.
9. Try to find time to occupy child's attention. Ie: toy, book, games, walk, etc.
10. LISTEN.

CARE Training Scenarios

SCENE I

A parent is observed in a hallway to be having difficulty controlling her three year-old son. He is pulling away from her as he tries to get out the door, crying and yelling. Mother looks very stressed as she is trying to converse with a staff person. She then walks into an adjacent office and asks if she can use the office. The child is running away and crying. The secretary asks her not to use the office as she is on the phone. The mother proceeds further into the office, shuts the door of an inner office, and is then heard to speak loudly to the child and spanking is heard. The health care professional opens the door to the office. What are her options? What could have been done to prevent the situation from evolving to the stage it did?

SCENE II

You are in the cafeteria at 12:00 noon and have just sat down at a table to eat your well deserved lunch. You notice a family approaching you. The mother, a woman in her 40's who appears tired and stressed, is carrying a full tray of food while pushing an infant in front of her in a high chair. You notice that behind her is a small child who is also carrying a tray of food and is struggling with the weight of it. The child keeps stopping and the mother repeatedly turns around to the child and yells, "Hurry up, I don't have all day!" As they reach the table, the boy tries to get his tray up on the table, only to have everything spill down the front of him. The mother turns and yells, "You stupid kid!" and smacks him on the face. What would you do?

SCENE III

You are standing in the ER area waiting for a co-worker to go to lunch. You are thinking how you only have one hour to eat and your co-worker is running late. You have had an exhausting morning. You hear a young child cry out, "No Daddy!" and as you turn around you observe a young father who is yanking on the child's arm as he pulls her across the room. The father looks angry at the child, who wanted to run down the hall. He yells, "Don't make me hit you!" to the child. Several other staff and parents are observing the scenario and only look at the ground or at each other in disbelief. How do you proceed - or do you?

ACCOMPLISHMENT LIST

FOR STAFF

- * Conducted employee survey of how many times staff had observed negative interactions between parents and children
- * John Valusek, PhD., presented "Children Are Not For Hitting"
- * SuEllen Fried of the Johnson County Coalition for the Prevention of Child Abuse presented sessions on prevention and intervention techniques
- * developed regularly offered intervention training
- * scheduled specific departments to attend initial trainings
- * made CARE buttons given to everyone attending trainings and urged them to wear regularly
- * publicized trainings/CARE issues in employee newsletter, the ChiMer
- * held employee contest to "name" CARE awareness week — offered \$50 dinner certificate at popular restaurant as prize. Winner: **"It Takes Courage to CARE"**
- * held "It Takes Courage to CARE" week as an awareness campaign; included CARE trainings, parenting workshops, stickers, flyers, tabletents. SEE AWARENESS WEEK LOG for details
- * developed CARE bag system: bags of small toys, stickers, books, games placed in areas identified in surveys as having high rate of negative parent/child interactions. (Employees may grab something from CARE bag and give to parent and child as distraction)
- * developed CARE box system — employees record incidents and drop in CARE boxes; member of committee contacts employee about possible preventive actions. Boxes are colorful and display CARE logo.

- * publicized both CARE bags and boxes with brightly colored flyers distributed with paychecks explaining what they are, where, what for, etc.
- * developed and distributed flyer asking "Have you witnessed child mistreatment in the hospital?" made for employees. Offers statements and actions to prevent child mistreatment
- * flyers are given out with brief introduction to CARE program at all new employee orientations
- * hosted speakers on related topics such as self-esteem and conflict resolution

FOR PARENTS/PATIENTS

- * trained volunteers to staff waiting areas on evenings and weekends, provide toys and activities for patients, talk to parents, supervise children, provide hospitality cart, etc., contributes to calmer atmosphere
- * utilizing Foster Grandparent Program
- * placed large posters stating "Kids Are For. . ." in elevators and public wrote in responses. These were then redone as permanent framed pictures with photographs and artwork
- * placed parenting literature in waiting areas, outpatient clinics; parenting materials obtained free-of-charge from Children's Trust Fund of MO, ParentLink, and Department of Education; purchased parenting booklets from NCPA
- * distributed parenting and CARE materials to each outpatient clinic charge nurse to place in exam rooms.
- * sent memo giving addresses where parenting materials can be obtained free-of-charge on an ongoing basis
- * provided CARE and parenting materials at appropriate fairs, i.e., department fair, safety fairs

CARE Awareness week log: Feb. 15-19, 1993

- Five framed "Kids Are For..." pictures placed in cafeteria, North lobby, ER waiting room, restroom near Gift Shop, East entrance hallway
- 1500 "It takes courage to CARE" stickers distributed
- Tabletents advertising two CARE week presentations placed in Snack Shop, vending area, and cafeteria
- Red fliers, paycheck stuffer size, made on card stock:
 - 1) Have you witnessed child mistreatment in the hospital? What should you do?
 - 2) What is a CARE box? What is a CARE bag?These fliers were handed out with paychecks, given out at the information table, and given with each CARE bag
- Made and distributed CARE bags (toybags) to Admitting, Social Work, cafeteria, West Lobby and Sombart Lobby information desks, Security, ER area, later given by request to Snack Shop, Adolescent Clinic, Main Lab, and Radiology
- CARE boxes placed in Sombart Lobby, cafeteria, and PCC
- Flyer advertising Betty Shirel's CARE training and Linda Ross' parenting session sent to all departments and posted in stairwells and near matrix machines
- Linda Ross, behavioral psychologist, presented "Parenting Problems and Possible Solutions"
- Betty Shirel, medical social worker, presented CARE training "Creating a Caring Atmosphere"
- Posters advertising sessions and Courage to CARE week placed in elevators

- Information tables with parenting resources and CARE information staffed in Sombart Lobby during morning and evening rush hours and outside cafeteria at lunchtime. Nearly 300 people stopped at table.
- Resources available at the table were gathered from Parents Anonymous, NCPCA, ParentLink, Children's Trust Fund, The National Center on Child Abuse and Neglect, Parents as Teachers, Advocates for Citizens with Retardation, and the Child Abuse Prevention Coalition.
- Attended outpatient clinics charge nurse meeting and disseminated 900 parenting booklets and 80 posters.
- Four clinics requested more parenting information.



2401 GY. LANE, N.W., R.O.A.D.
KANSAS CITY, MISSOURI 64101
TEL: 234-5000 FAX: (816) 842-6107

New employee CARE orientation

This outline is a guide to follow while presenting an orientation about the CARE program. It includes important points from the CARE trainings but is not designed to be a substitute for an actual training session. Please distribute the red flyers and a schedule of CARE trainings

I. AWARENESS

- A. Children's Mercy's Bill of Rights includes treating children with respect.
- B. All employees, though may not have direct contact with patient/families, have RESPONSIBILITY for their comfort and care toward our ultimate goal of family-centered care. Examples:
 - 1. Take time to guide someone when lost, etc.
 - 2. Make patients/families feel welcome and that they are our first concern.
- C. Define Situation: high noise level, long waiting time, stress of the unknown.
- D. If an employee witnesses a disturbing interaction between parent and child, employee has responsibility to help that family, either through direct intervention or alerting another staff person to assist with situation.

II. WHAT DO YOU DO?

- A. • Praise and encourage children and parents for positive interactions. Create a child-friendly, supportive atmosphere in order to prevent child mistreatment.
- B. Approach child/parent with neutral phrase: "Have you been waiting a long time?", "It's tough on kids to be here so long", "My three year old does the same thing." -refer to phrases on red flyer.
- C. Be NON-JUDGEMENTAL: Remember that you do not know other stresses parent/child may be facing; do not want to escalate anger.

- D. Be aware of your own response. Do not react emotionally or angrily. If necessary, alert someone else.
- E. Remember this is a prevention model. The focus is on empowering parents to interact positively with their children.

III. UTILIZE CARE BAGS AND BOXES

- A. CARE bags: contain small toys, stickers, books, and other giveaways that do not require supervision.
 - 1. Locations — information desks, security, cafeteria, Admitting, ER; know the more public locations.
 - 2. Use to PREVENT situation from developing/escalating; distract and occupy child and parent.
 - 3. Approach parent first and empathize with parent whenever possible.
- B. CARE boxes: way to record positive interactions or incidents of child mistreatment and to learn what can be done to prevent these incidents.
 - 1. Located in Sombart Lobby, cafeteria, PCC.
 - 2. Please use them!

Resources utilized by CARE committee

Children's Trust Fund of Missouri

P.O. Box 1641
Jefferson City, MO 65102
(314) 751-5147
Parental Stress Helpline: (800) 367-2543

*funding through grants (within Missouri), parenting booklets, flyers, posters, speakers bureau, video and resource lending library

Department of Education

(800) 624-0100

*52 page "A Parent's Guide to Prevention: Growing Up Drug-Free" booklet available free-of-charge

Johnson County Child Abuse Prevention Coalition

10865 Grandview
Building 20, Suite 2040
Overland Park, KS 66210
(913) 338-2272

*speakers, handouts; local chapter of NCPCA

National Center on Child Abuse and Neglect

Clearinghouse on Child Abuse and Neglect Information
P.O. Box 1182
Washington, DC 20013
(800) 394-3366

*visual materials, literature, videos, grant information, catalog of materials available

National Committee for the Prevention of Child Abuse (NCPCA)

Fulfillment Center
200 State Rd.
South Deerfield, MA 01373-0200
(800) 835-2671

*Child Abuse Prevention Month resource packet, catalog of materials available, posters free-of-charge

ParentLink

102 Whitten Hall
University of Missouri
Columbia, MO 65211
(800) 552-8522

*video and resource lending library, referral services,
parenting helpline flyer and publicity for parenting issues
in form of videos and PSA's available free of charge

Parents Anonymous of Missouri

State Office
10920 Elm Avenue
Kansas City, MO 64134
(816) 765-8550
24-hour Parent Helpline (800) 844-0192

*parenting resources, helpline, support groups,
speakers; written materials

VOLUNTEER RESOURCES

Foster Grandparent Program: run by ACTION, federal volunteer
agency. Low-income senior citizens are placed in hospitals,
schools, and other locations to provide services for children
20 hrs/week
For more information:

Many public and private junior high and high schools as well
as universities, sororities, and fraternities require their students to fulfill
community service hours.

VISTA, (Volunteers in Service to America), also run by ACTION, places
full-time volunteers at community agencies for one year. Three-year
commitment by ACTION to the agency.
For more information: (800) 424-8867



2401 S. GILLILAH AVE. ROOM 100
KANSAS CITY, MISSOURI 64108
(816) 234-3000 FAX: (816) 842-6107