






Eastern Jackson County Shared Services Initiative Update - January 2024

Blue Springs	Grandview	Independence	Lee's Summit	Raytown
				

Background

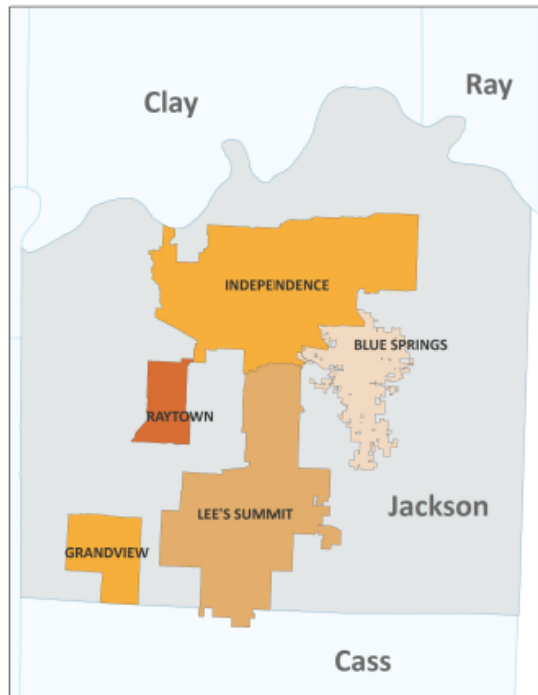
The Eastern Jackson County Shared Services initiative was created in 2018 by resolutions of the city councils of the founding cities of Blue Springs, Independence and Lee's Summit. The partnership expanded in 2021 to include Grandview and Raytown. The chief administrative officers meet monthly with the Mid-America Regional Council (MARC) to explore and advance collaborative strategies to benefit all five communities. Efforts focus on innovation that enhances public service, benefits employees and optimizes customer service. Jackson County is invited to send a representative. The leaders appoint staff subgroups as needed to work on projects. This report provides updates on recent activities and accomplishments.



Cemal Gungor,
City Administrator, City of
Grandview

"The EJC Shared Services initiative provides a forum for synergy and information exchange among managers and staff. We are connecting regularly with our peers to learn from each other and share advice to make our entire region stronger."

Partnership Area



Recent Accomplishments

Highlight 1: Supervisory Training



MARC's Government Training Institute (GTI) worked with a focus group of human resources professionals to deliver a joint supervisory training program. The program addresses the most urgent training and development needs for city supervisors. Courses are delivered on-site and rotate among the five cities. Over 100 supervisors have participated in at least one course to date. The program involves a series of four sessions and a culminating event, and it includes content on the following:

- Coaching
- Communication
- Conducting 1:1 Conversations
- Feedback and Listening
- Self-awareness (emotional intelligence)

In 2020, Blue Springs, Independence and Lee's Summit partnered with Certified Community Behavioral Health Organizations (CCBHOs) Burrell, Inc. d/b/a Comprehensive Mental Health Services and ReDiscover. The partnership embeds mental health clinicians (co-responders) within the three police departments to respond with law enforcement on calls for service.

MARC administers a grant through the U.S. Department of Justice (DOJ) Justice and Mental Health Collaboration Program (JMHCP) to support this work. The JMHCP grant was extended through September 2024. The partners received a new three-year grant (\$550,000) through the DOJ Connect and Protect program to sustain funding for the co-responder partnership among all five police departments. The CCBHOs will expand their staff, cover some annual training costs and work with the police departments to improve program data collection and analysis.

Highlight 2: Co-Responders



Highlight 3: Opioid Use Disorder



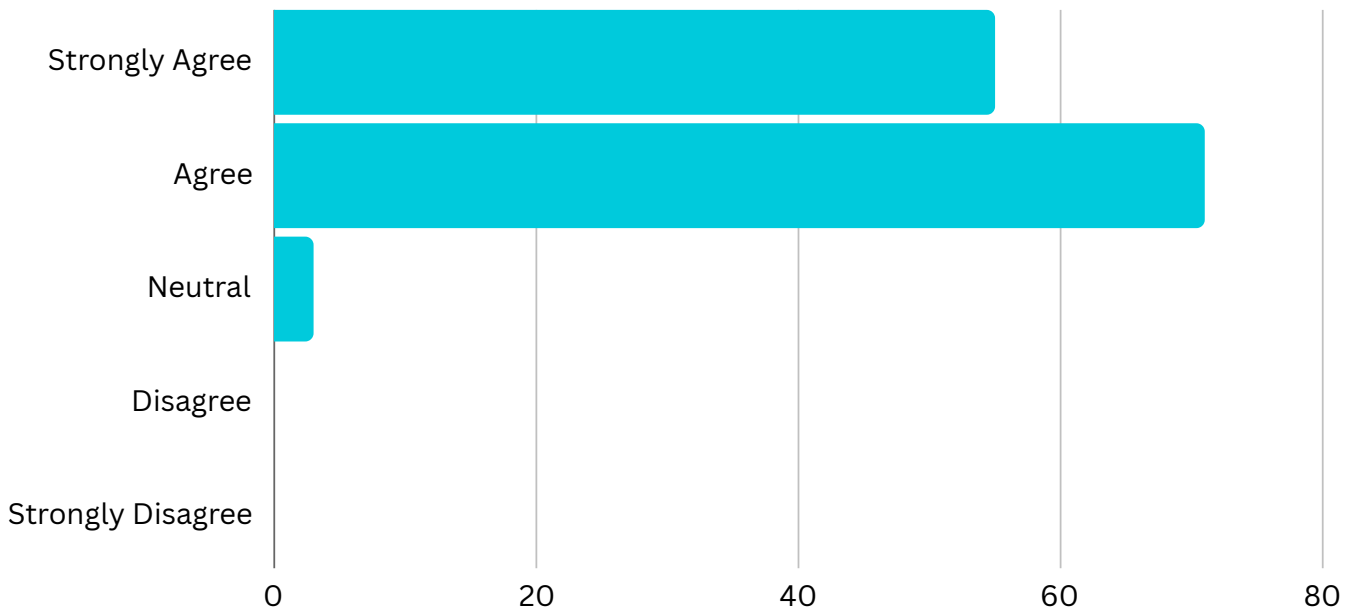
In July 2023, the shared services initiative team met with the directors of the Jackson County Health Department and the City of Independence Health & Animal Services Department to learn more about collaborative efforts to combat opioid abuse. The cities learned how to access free NARCAN kits for first responders. Future efforts may include enhancing data sharing among public health, police, fire, EMS and hospitals.

Training Results

Supervisors expressed satisfaction with the joint training program.

The training is based on the Everything DiSC[®] personality profile model that helps improve teamwork, communication and productivity in the workplace. Participants in joint supervisory training (through 12-07-2023) who completed evaluation surveys overwhelmingly agreed (98%) that **the course subject matter was useful in helping them adapt their leadership style to meet the needs of their teams.**

■ Number of Survey Responses



What supervisors are saying:

"Great training. Gave me skills to apply to my job daily."

"Insightful, helpful in guiding my responses to individual employees."

"Everyone in a manager position or team position can benefit."

"Amazing! Thank you." "Good class interaction. Great job."

Looking Ahead

The following represent opportunities for future collaboration. There are no active collaborative initiatives underway in these areas, but the cities share information as part of regular meetings.



Efforts to address housing affordability and the needs of the unhoused.



Preparation for impacts and opportunities in EJC for the 2026 World Cup.



Federal, state and county legislative advocacy on issues of mutual interest.

Contact Us

For further information, please reach out to the Mid-America Regional Council.

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