

COMMUNITY BY DESIGN:

NEIGHBORHOOD SAFETY TOOLKIT



MOCSA

Metropolitan Organization Countering Sexual Assault



Jackson County
COMBAT
Community • Prevention • Treatment • Justice



KCMO
Sexual Violence
Prevention
Coalition



MISSOURI DEPARTMENT OF
**HEALTH &
SENIOR SERVICES**

ABOUT KCMO SVP

The Kansas City, MO Sexual Violence Prevention Coalition, or KCMO SVP, is a community-based coalition of MOCSA made up of community and social service organizations, local hospitals, schools, neighborhoods, and activists. The coalition aims to make local communities safer by introducing a Violence Prevention Plan that fosters community connection and follows strategies proven to reduce crime across cities and neighborhoods.

THE VIOLENCE PREVENTION PLAN FOCUSES ON

1

IMPROVING
NEIGHBORHOOD
CONNECTEDNESS

2

POSITIVE CHANGES IN THE PHYSICAL
ENVIRONMENT THAT MAKE
NEIGHBORHOODS MORE SAFE

3

ADDRESSING
HARMFUL NORMS
ABOUT VIOLENCE

For more information about the KCMO SVP Coalition



communityprevention@
mocsa.org



(816) 931-4527

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ABOUT CPTED

HOW DOES THIS TOOLKIT WORK?

There are many ways to reduce different forms of violence in communities, including changing the built environment (think sidewalks, streetlights, and landscaping) to make it easier for neighbors to connect with each other. When neighbors know and look out for each other, it helps everyone in a neighborhood be and feel safer. This toolkit uses the principles of Crime Prevention Through Environmental Design (CPTED) to help residents identify opportunities for improvement within their neighborhoods, actively engaging with their neighbors, and strengthening existing violence prevention initiatives.

WHAT IS CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN?

Crime Prevention Through Environmental Design (CPTED), is a way to make our communities more welcoming by keeping safety in mind when thinking about the places and spaces you share with your neighbors.

CPTED is about making simple changes to our surroundings to encourage safety and connection among neighbors. We can use this strategy to reduce crime and violence and bring neighbors together.



DOES CPTED REDUCE CRIME AND VIOLENCE?

There are many examples from around the country that show how using CPTED has reduced crime and helped residents feel safer while creating a community environment where people from different backgrounds feel welcome and safe.

Neighborhoods across the U.S. have had dramatic reductions in drug sales, burglaries and general crime by using CPTED strategies.

WHO IS THIS TOOLKIT FOR?

This CPTED toolkit is designed for community members looking to assess and improve the safety of their neighborhoods. It provides an overview of CPTED principles and offers practical, hands-on strategies for residents to collaborate in identifying and addressing problem areas. Following the evaluation tool, you'll find ideas for neighborhood projects and resources that can help create a safer, more connected community.

WHO OFFERS CPTED ASSESSMENTS IN THE COMMUNITY?

If you are interested in having someone to consult with directly about the safety of your home following CPTED principles, there are local agencies that provide full assessments or can provide assistance and guidelines with recommendations. Our prevention team is available to assist or conduct a professional, formal assessment of spaces that may need formal recommendations.

If you're interested in a formal CPTED assessment, you can contact our team at MOCSA by emailing us directly at communityprevention@mocsa.org

WHAT ARE CPTED PRINCIPLES?

Residents can do a CPTED evaluation of their neighborhood with the following principles:



CAN I SEE OTHERS? CAN OTHERS SEE ME?

People feel safe in areas where it is easy to see or be seen by others, like a block where neighbors use their front yards and porches. Issues like over-grown shrubs, bad lighting, high walls or privacy fences make it difficult to see and discourage residents from enjoying their neighborhood, which can create opportunities for unsafe or violent behavior.



DO I KNOW WHERE TO GO?

People feel more secure when they know how to get around their neighborhood and find where to go. Things like clearly marked entrances and exits or signs that guide visitors to their destinations make it easier to enjoy public spaces and help everyone understand what those spaces are used for.



WHAT IS THIS SPACE FOR?

A space that is being used for what it is supposed to be used for feels safer. Some examples are when public parks and playgrounds feel safe and welcoming for kids and families or marking the end of a public space and the beginning of private property.



IS THIS SPACE MAINTAINED?

People are less likely to engage in unsafe behaviors in places where it is clear that someone cares about the space. Things like mowed lawns, cleaning up graffiti as soon as it happens, and securing vacant buildings make it clear that residents care about their neighborhood and are paying attention to what happens there.



IS MY NEIGHBORHOOD CONNECTED?

CPTED ideas are more than physical changes; they include social programs that encourage connection among neighbors. A connected community values diversity, shares a sense of belonging, and works to develop positive relationships among people from different backgrounds.



IS THERE A SENSE OF COMMUNITY?

A strong sense of community can encourage positive outlooks and behaviors. This is created when residents set up and participate in festivals, cultural events, neighborhood cleanups, youth groups, etc.

CAN I SEE OTHERS? CAN OTHERS SEE ME?

	YES	NO	UNSURE	N/A
Do the street lights work?				
Are there enough street lights?				
My neighbors turn their porch lights on.				
Can you see without anything blocking your view?				
Can you see the streets clearly from your window?				
If someone attempted to hide (behind bushes or fences, for example) would you be able to see them?				

NOTES:

SOLUTIONS

Streetlights

If there is a streetlight outage on your street or you would like to request a new streetlight, call 311 and provide a pole number, address, or cross streets with a summary of the problem.

Landscaping

Consider working together with your neighbors to clear overgrowth. If necessary, visit the 311 resource page to learn how to report the issue to the city.

Private Area Lights

Lights for backyards and storefronts can be requested by business owners and private residents from Evergy at 888-471-5275

Businesses can call Evergy at 866-847-5228 for rebates on lighting installations in alleyways.

DO I KNOW WHERE TO GO?

	YES	NO	UNSURE	N/A
Are street signs clear and easy to read?				
Can I tell where to walk, bike, use a wheelchair or drive?				
Do fences, plants, or signs mark where to go?				
Do signs mark entrances and exits?				

NOTES:

SOLUTIONS

Signage

If a street or traffic sign is missing or damaged, contact 311 and report the damage to the city. Visit the 311 resource page for more information on how to make a report.

Concerns about Street Safety

BikeWalkKC has a Traffic Calming Lending Library with materials, like bollards, cones, and curb stops, available to use for demonstrations, pop-ups, better blocks, etc. Scan the QR Code below for more information.



Sidewalks

KCMO Public Works may have performed sidewalk inspections in your area.

If you would like to report uneven, damaged, or blocked sidewalks, contact 311.



WHAT IS THIS SPACE FOR?

	YES	NO	UNSURE	N/A
Is it clear what spaces are public and what spaces are private property?				
Can you tell who the space belongs to?				
Do you know what this space is used for?				
Is this space used for what it was created for?				
Are there public events that use trails, parks, etc.?				

NOTES:

SOLUTIONS

Signage

If a street or traffic sign is missing or damaged, contact 311 to report the damage to the city. Visit the 311 resource page for more information on making a report.

Proper Usage of Space

Contact your neighborhood group or local community center for community events held in your area.

To encourage positive uses of space, talk to your neighbors about organizing community events like using park shelters for picnics or cook outs, playing a pick up soccer game in an open field, or picking up trash in parking lots.

IS THIS SPACE MAINTAINED?

	YES	NO	UNSURE	N/A
Does someone take care of this place?				
Are litter and trash picked up?				
Is the lawn mowed?				
Are bushes trimmed?				
Do you know who maintains this space (city, neighbor, business)?				
Does the neighborhood organize cleanups?				
Do all vehicles on this street have an owner?				
Are streets and sidewalks safe to walk, bike, or use a wheelchair?				
Are the buildings clear of graffiti? Do the windows and lights work?				

NOTES:

SOLUTIONS

Neighborhood Clean Ups

Contact your neighborhood group to learn about or organize a clean up in your area.

If dumping is a concern in your area, visit the 311 resource page for more information on how to report a concern to 311.

Lawn Maintenance

If you notice a neighbor's property needs to be mowed or leaves need bagged, ask if they need additional assistance and gather other neighbors to help!

Contact 311 to submit a concern regarding a lawn maintenance issue if you are not sure how else to proceed.

Sidewalks

Public Works may have performed sidewalk inspections in your area. Local government takes responsibility for all sidewalk repairs, but residents could also make their own repairs if necessary.

Graffiti

Contact 311 to report graffiti on public structures for removal.

IS MY NEIGHBORHOOD CONNECTED?

	YES	NO	UNSURE	N/A
I know my neighbors.				
Neighbors help each other.				
Neighbors speak to each other often.				
Residents work together to solve problems and improve their surroundings.				
Is there a neighborhood association?				
Is there a way that your neighborhood communicates?				
The community knows who to contact to solve local problems.				

	YES	NO	UNSURE	N/A
My neighborhood is close-knit; people know and trust each other.				
Does everyone in our community feel welcome here?				

SOLUTIONS

Get connected

Residents and neighborhood leaders post events, concerns, and other relevant information regularly. Start by posting about this toolkit! You can find your neighborhood group's contact info by scanning the QR code below.

Know who your local elected officials are and how you can contact them. Visit the city council resource page for more information.



Meet your neighbors

If a neighbor is expecting a baby, organize a meal delivery. If new neighbors are moving in across the street, tell them about your favorite local restaurants. Plan or participate in holiday events for neighborhood kids. These activities create a sense of belonging in your neighborhood.

If your neighborhood faces language barriers at organized events, the Jewish Vocational Services can provide translation services for an affordable price. For more information about JVS, visit their resource page.

IS THERE A SENSE OF COMMUNITY?

	YES	NO	UNSURE	N/A
There are murals or art in this neighborhood.				
Is there a neighborhood landmark or sign that people are proud of?				
You can tell that the schools, businesses, and neighbors take pride in their buildings.				
There is a community center or park nearby where kids can go.				
Are there spaces shared by neighbors (sport fields, picnic tables)?				
Neighbors feel safe going outside.				
The neighborhood gets together for events.				

NOTES:

SOLUTIONS

Participate in clean ups or help an elderly neighbor with yard work.

Once you are connected with your neighborhood group, attend or host events at local parks, community centers, or block parties.

For more information on neighborhood groups, refer to the previous solutions for neighborhood connectedness. For organizational resources, see the Public Improvements and Advisory Committee resource page to learn about available neighborhood grant opportunities.

Not only does this beautify your neighborhood, but you get to know each other and start to watch out for each other!

A great and easy way to increase community connection and perception of safety is to participate in positive behaviors like going on walks, using the parks near your home, and sitting on your porch!

NOTES:

NOTES:



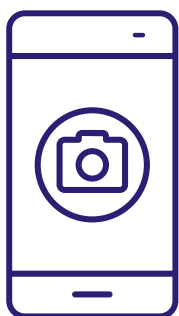
RESOURCES

Here you'll find more information on resources and solutions to common issues that impact safety and resident connection.

HOW TO USE QR CODES

1

Identify QR Code



Use smartphone camera or specialized app to scan code

2

3

Click the website or url generated from the code



Access digital resource

4

KCMO 311 – INFORMATION NUMBER

The 311 Contact Center provides residents with a single point of contact via the telephone, web, mobile app, or email. 311 diverts non-emergency calls from the 911 emergency call center, improves the city's customer service capabilities, and provides data for supporting and improving operations across the organization. 311 employees provide a wide range of information and services, helping residents navigate local government, find quick answers to common questions, and connect to community resources.

Before submitting a concern:

- Do you have enough information gathered to answer any questions (pole number of street light outage, cross streets of pothole, address of vandalized property)?
- If the issue is a neighbor's property, first attempt to talk to or provide resources for your neighbor.
- Can the issue be solved by a neighborhood group or community group?

If you use the myKCMO app/311 website, you can track the progress of your submission with the case number assigned to each report. Be sure to ask for and/or write it down!

(Call 311 or (816) 513-1313 if you're outside of the county)



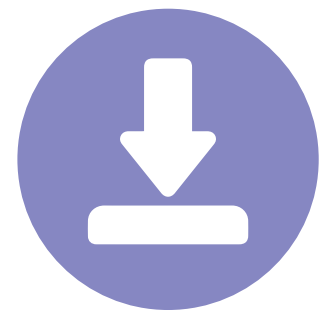
WEBSITE

www.kcmo.gov/city-hall/311



EMAIL

To submit a concern, question or request, email: 3-1-1.call.center@kcmo.org



MYKCMO

Download the myKCMO app or visit kcmo.gov/talk-to-us/mykcmo

KCMO NEIGHBORHOOD SERVICES

KCMO Neighborhoods Services is a city department which provides solutions to an array of different problems that develop in local communities. When you need direct support for the following areas, Neighborhoods Services is the organization to consult with for the following:

- **Neighborhood Services**
(816) 513- 3006
- **Regulated Industries**
(816) 513- 4561
- **Towing Services**
(816) 513-0688
- **Illegal Trash Dumping**
(816) 513-1313
- **Neighborhood Preservation**
(816) 513- 9090
- **Dangerous Buildings**
(816) 513-9099

For more information on the resources available through Neighborhood Services, scan the QR code to access the info provided by the city's website.



KC PET PROJECT

KC Pet Project operates the KC Campus for Animal Care, Kansas City, Missouri’s animal shelter. They care for more than 10,000 animals a year and now have 14 locations in Missouri and Kansas to adopt out pets. KCPP focuses on progressive programs to help people keep their pets and pet safety initiatives like microchipping, pet identification, and more. KC Pet Project also performs all animal control operations for Kansas City, MO, through the Animal Services Division.

Lost and Found Services

If you have lost a pet, scan this QR code to visit KCPP’s Lost Pet Services page for a step by step guide on how to search for your lost friend.



Animal Services Division

KC Pet Project performs all animal control operation for Kansas City, MO through this division. Their mission is to “promote pet retention, enhance public safety and create a healthier, more humane Kansas City through community empowerment and progressive services.”

Keep ‘em Together, KC

The Keep ‘Em Together, KC initiative works with pet owners to provide resources and support in a way that addresses the systemic roots of inequity to increase the number of pets staying with their families and prevents unnecessary pet surrender. These resources include a support center and helpline, reclaim fee forgiveness, and crisis boarding. For more information about Keep ‘em Together, KC, scan this QR code.



211 - CONNECTING TO RESOURCES

211 or the United Way of Greater Kansas City is a free directory of social service organizations largely within the state of Missouri. This resource aids residents by connecting them to services to better support access with health care, public assistance, transportation, education, and financial stability tools. If you're looking for a solution to a specific issue impacting your neighborhood or family, it is likely that 211 will have the means to connect you to the right service. United Way of Greater Kansas City also sponsors several initiatives of their own to impact change locally. If you're looking for support with the following, United Way has a resource for you:

- **Emergency Utility Assistance**
- **Family Empowerment Initiative (for those facing homelessness)**
- **Free Tax Preparation (VITA)**
- **Choice Neighborhoods Initiative**
- **Financial Opportunity Center Network**
- **College and Career Savings Program (LAUNCH)**
- **RSVP - AmeriCorps Seniors (55+)**
- **Project SPARK**

Here's how you can get connected to their resources:



WEBSITE

unitedwaygkc.org/get-help



CALL OR TEXT

2-1-1



VOLUNTEER

unitedwaygkc.org/volunteer

CENTER FOR NEIGHBORHOODS

The UMKC Center for Neighborhoods is a resource center for neighborhood revitalization efforts taking place across the metropolitan area. Center for Neighborhoods works with neighborhood leaders, city government, community-based organizations, and nonprofits to improve engagement and safety for those living in disadvantaged neighborhoods. Whether your neighborhood is already affiliated with Center for Neighborhoods or not, they exist for the benefit of anyone working to make a difference in their community.

Twice a year, Center for Neighborhoods trains a cohort group of neighborhood leaders in four focus areas:

- **Leadership and Governance**
- **Communication and Technology**
- **Neighborhood Health and Safety**
- **Neighborhood Planning and Development**

HOW TO CONTACT CENTER FOR NEIGHBORHOODS



WEBSITE

cfn.umkc.edu



CALL

(816) 235-6931



EMAIL

neighborhoods@umkc.edu

KC PUBLIC LIBRARY

The Kansas City Public Library is a connection point to social services to help address issues in your neighborhood. You don't necessarily need a library card to access these resources, and if you do require one, library staff can help you acquire one for free. The only requirement is that you must be a resident within the Kansas City metro to apply.

Libraries often provide tech access to the public, but our local library does even more for those in our community that need help with the following:

- **Connecting patrons with helping agencies/social services**
- **Completing forms for utilities, rent, and housing**
- **Locating free meals, food pantries, clothing, and showers**
- **Direction to medical and dental care services**
- **Assistance in immigration services/registering to vote**

To access these community resources at the library, sign up for a session in one of three ways:



WEBSITE

kcpl.libnet.info/v/assets/263



CALL

(816) 701-3767
to schedule an appointment



ON-SITE

Schedule an appointment at the Central Library at 14 W 10th St, Kansas City, MO

JEWISH VOCATIONAL SERVICES



Jewish Vocational Services offers a variety of services to the community in order to “engage, encourage and empower people to achieve social, cultural and economic integration in the Greater Kansas City metro area.”

In addition to workforce and refugee services, JVS can provide interpreter services or cultural competency trainings to neighborhood groups or community organizations. For more information regarding in-person, phone, or written interpreter service for your neighborhood meetings, contact jvsinterpreter@jvskc.org or scan the QR code below.



BIKE WALK KC

BikeWalkKC is a nonprofit with the goal of creating safer public spaces for residents to encourage active lifestyles, community connection, and traffic calming initiatives within the greater Kansas City metro.

By focusing on creating spaces for individuals to safely use various forms of public transportation, BikeWalkKC also finds solutions to complex issues surrounding environmental space, public health, sustainable transportation, and developing equity for disadvantaged neighborhoods. By implementing a bike share program, identifying safe bike routes for children to travel to schools, and advocating for their Complete Streets program, BikeWalkKC works to provide plenty of free resources on their website for public usage.

To learn more about how you can bring traffic calming and similar projects into your neighborhood spaces or how you can get involved in their mission, visit their website by scanning the QR code below or email info@bikewalkkc.org.



KANSAS CITY PUBLIC SCHOOLS

KCPS has multiple initiatives to encourage family engagement and student success within the Family Services department including:

- **Parents as Teachers:** The mission of Parents as Teachers is to provide the information, support, and encouragement parents need to help their children develop optimally during the crucial early years of life.
- **Justice in the Schools:** In partnership with Legal Aid of Western Missouri and the Kansas City Health Department, Justice in the Schools offers a variety of free legal services, including:
 - Family Law/Domestic Violence Prevention
 - Landlord/Tenant Law (Eviction Defense)
 - Foreclosure Prevention
 - Housing Issues
 - Healthcare
 - Public Benefits
 - Federal Benefits
 - Consumer Matters

For more information on Parent Organizations, contact your child's school or scan this QR code for contact information for the Office of Family and Community Engagement.



KANSAS CITY PUBLIC SCHOOLS

The Division of Student Support and Intervention coordinates prevention, intervention programs and services to support schools, students and parents. The following departments are within the Division of student supports and interventions:

Restorative Justice

The Restorative Justice team provides restorative justice practices that help students connect with their school family and resolve conflict in non-violent ways. Restorative processes address harm in an inclusive manner, involving all who were affected. Restorative practices include facilitative circles, mediation, and community-building activities.

For more information on restorative justice in KC Public Schools, scan this QR Code:



Social Emotional Supports

The Social Emotional Supports team includes licensed social workers and licensed professional counselors who provide services and programs that address academic, behavioral, social, emotional, and mental health needs of all students. The team offers trauma-sensitive crisis interventions and "whole child" focused resources to students, families, and staff.

To learn more about clinicians providing these services based on what school they serve, scan this QR code:



KANSAS CITY PUBLIC SCHOOLS

Students in Transition

To ensure all children are able to attend school, KCPS's Students in Transition team assists children and families without fixed, regular, or adequate nighttime residence with the following:

- School Transportation
- School supplies and backpacks
- Uniforms for school
- School Activity and Field Trip Fees
- Before and after school tutoring
- Case Management
- Resource Referrals

For more information on these services, scan this QR Code:



Plaza Comunitaria: Plaza Comunitaria is a collaboration with The Consulate of Mexico in Kansas City and Kansas City Public Schools. It is a free program that provides adult students who emigrated from Mexico with the opportunity to complete their primary and secondary education through an online learning program. Mexican National students can obtain a certificate of graduation from the Public Education Secretary of Mexico.

For more information about this free resource - call (816) 418-7700

PUBLIC IMPROVEMENTS ADVISORY COMMITTEE

The Public Improvements Advisory Committee (PIAC) exists for residents within Kansas City to make requests of the city-wide and neighborhood portions of the capital budget. The PIAC holds hearings where they review opinions and requests about budget issues impacting the community. The committee has two representatives for each district defined by the city council. Each district receives an equal allowance from the city government to put towards public infrastructure projects. For an up-to-date list of these representatives or to submit requests to the committee, visit their page on the city's website or scan the QR code below.

Eligible PIAC projects include:

- storm water drainage
- street improvements
- public property improvements
- municipal buildings improvements
- community centers
- street lighting/ traffic lights
- curbs and gutters
- park facility improvements
- monuments/ fountains
- ball fields/swimming pools



NEIGHBORHOOD RISING FUND (NRF)

Another funding opportunity for residents to take advantage of is the NRF grant. This grant, managed by Community Capital Fund, is designated to neighborhoods seeking aid in revitalization efforts. Applicants living or serving in any area of the seven county Kansas City metro can receive funding for neighborhood-led community development projects.

To qualify for NRF funding, grantees need to provide a long-term vision and plan for their neighborhood, engage with local partners, and demonstrate how residents were involved in identifying the project's need and how they will participate in its implementation.



HOW TO CONTACT CITY COUNCIL MEMBERS

The City Council is a group of elected officials responsible for managing aspects of city government not assigned to other officials, including setting the city budget. They hear from city residents to make decisions regarding local ordinances.

In Kansas City, MO, there are six district council members and six council members at-large. See below for your city council members' contact information or scan the QR code below to see which district you reside within.

For updated records on who is currently serving the city council, check kcmo.gov/city-hall/city-officials/city-council-members or scan the QR Code below.



988 SUICIDE & CRISIS LIFELINE

If you or someone you know is struggling or in crisis, help is available. Call or text 988 or go to www.988lifeline.org

The 988 Suicide & Crisis Lifeline is a national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week in the United States. 988 has been designated the new three-digit dialing code for the National Suicide Prevention Lifeline. The previous number 1-800-273-TALK (8255) will continue to function indefinitely.

For more information please visit: www.988lifeline.org



CALL OR TEXT

988 is toll-free and available 24
hours a day, 7 days a week.

WHAT'S NEXT?

For more information, trainings, or additional resources and solutions to help your community, please contact communityprevention@mocsa.org

MOCOSA

TRAINED MOCOSA STAFF AND VOLUNTEERS ANSWER A BI-STATE 24-HOUR ANONYMOUS HOTLINE AT ANY TIME OF THE DAY OR NIGHT. THE LINE IS OPEN TO ANYONE WHO HAS QUESTIONS OR ISSUES RELATED TO SEXUAL VIOLENCE. TRAINED ADVOCATES ARE AVAILABLE TO PROVIDE EMOTIONAL SUPPORT, CRISIS INTERVENTION, INFORMATION, REFERRALS, AND PROBLEM SOLVING TO VICTIMS OF SEXUAL VIOLENCE AS WELL AS THEIR FRIENDS AND FAMILY MEMBERS.

24-HOUR CRISIS LINE IN KANSAS: (913) 642-0233

24-HOUR CRISIS LINE IN MISSOURI: (816) 531-0233

RELAY SERVICES: 7 - 1 - 1

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