BLUE SPRINGS
MISSOURI

MINUTES OF NEIGHBORS IN NEED APRIL 1, 2026 MEETING

MEETING INFORMATION

A meeting of the Neighbors in Need Task Force was held on Wednesday, April 1, 2026 at 2:30 PM in the 210 Administration Training Room at City Hall, 903 W Main Street, Blue Springs, Missouri with Chair Chris Lievsay presiding.

MEMBERS IN ATTENDANCE

Mayor Chris Lievsay
Councilmember Jerry Kaylor
Councilmember Katie Tholen
Councilmember Jeremy Rowan (2:33 PM)
Lori Byl - ABSENT
Alex Duvall - ABSENT
Danica Fuimaono
Mickey Hill
Bobby Hines
Bridgette Shaffer
Kristy Whitney - ABSENT
Tom Worstell

STAFF ATTENDANCE

Also present were City Administrator Christine Cates, Community Services Bureau Sargeant Traci Benson, Community Services Bureau Officer Jordan Litz, and Assistant to the City Administrator George Schmitz.

CALL MEETING TO ORDER AND CONFIRMATION OF QUORUM

Chair Lievsay called the meeting to order at 2:30 PM and a quorum was confirmed.

APPROVAL OF MINUTES

Bobby Hines moved to approve the March 5, 2026 Neighbors in Need Task Force Meeting minutes. The motion was seconded by Bridgette Shaffer and carried unanimously.

CONTINUUM OF CARE REVIEW AND DISCUSSION

Mayor Chris Lievsay gave an update on efforts to establish contact with Kansas City's Continuum of Care group.

IRIS REVIEW AND DISCUSSION

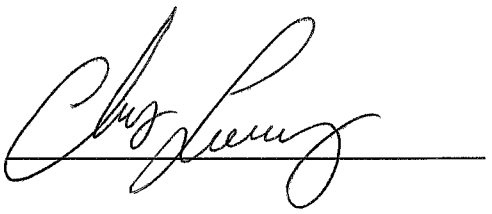
Cultural Health Navigator, Makenzie Lyon and Case Management Supervisor Lauren Allen of Jackson County Public Health gave a presentation on Integrated Referral and Intake System (IRIS), showcasing how the program works to build a network of resource providers to meet the diverse needs of the Greater Kansas City Area. A copy of the presentation and the briefing materials distributed are attached to these Minutes and incorporated herein for reference. Members of the Task Force asked questions about IRIS's ability to integrate with Blue Springs partners and networks.

Once concluded, members of the Task Force discussed the creation of a network or database for Blue Springs. Questions of ownership and operations were raised. It was decided that for the next meeting, Task Force members would come prepared with a list or inventory of partners, groups, and resources that the Task Force would discuss. From there, a larger meeting of the consolidated partners, groups, and resources would be scheduled to begin creating a network for the Blue Springs area.

ADJOURN

At 3:23 PM., there was no further business to come before the Task Force, Mickey Hill moved the meeting be adjourned. Motion was seconded by Bobby Hines and carried unanimously.

SIGNATURES:



Mayor Chris Lievsay, Chair

ATTEST



George Schmitz, Task Force Secretary

JACKSON COUNTY
PUBLIC HEALTH

Strengthening Community Connections Through IRIS

EXPANDING THE IRIS NETWORK ACROSS THE GREATER KC METRO

MAKENZIE LYON • CULTURAL HEALTH NAVIGATOR

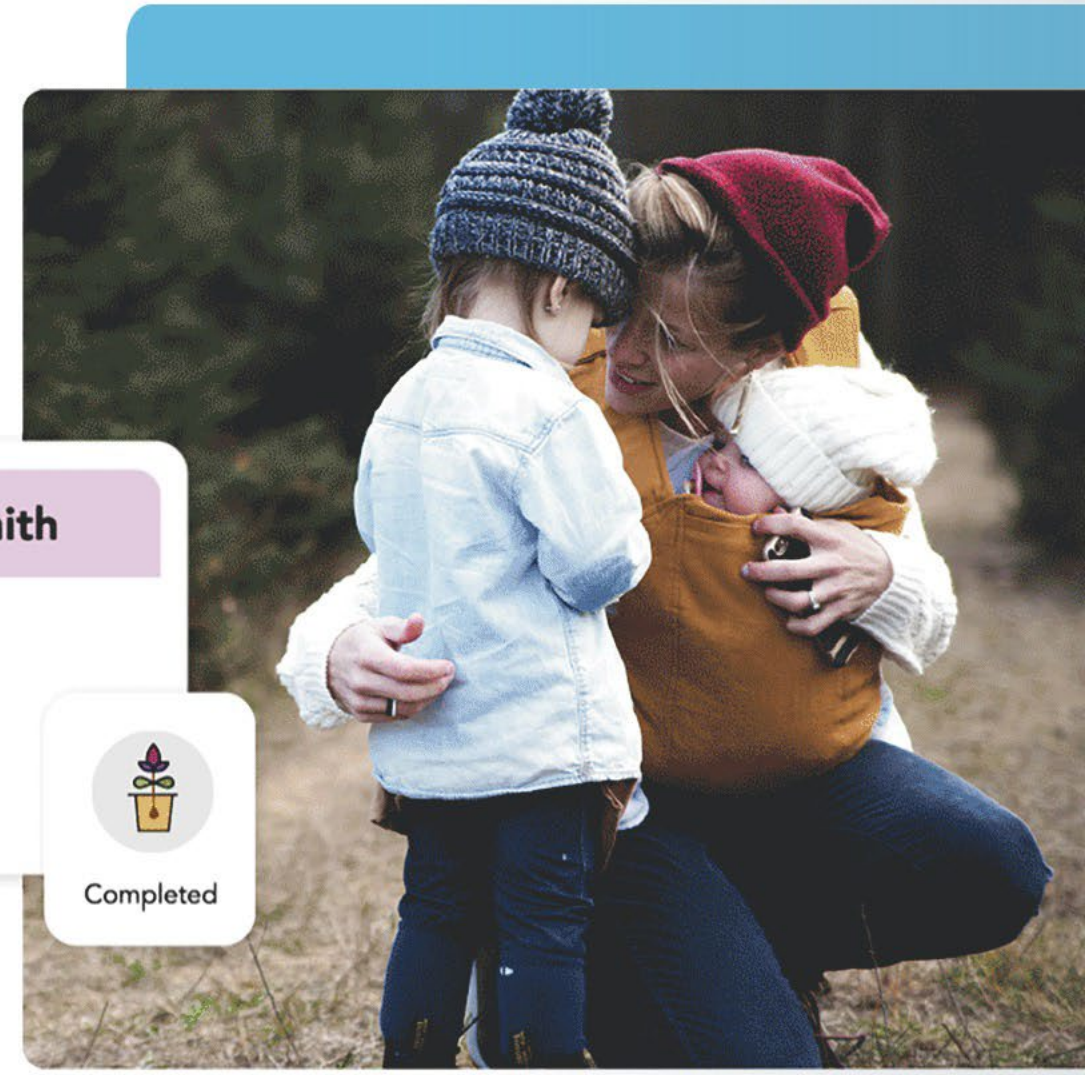
CONTENTS

1. COMMUNITY CONTEXT & SHARED CHALLENGES
2. IRIS OVERVIEW
3. IMPACT & DATA
4. HOW IT WORKS
5. NETWORK & CURRENT REACH
6. PARTICIPATING ORGANIZATIONS
7. BENEFITS & SUPPORT
8. MOVING FORWARD

IRIS

Community Context
and Shared Challenges

- Limited visibility into available services and partner capacity
- Time spent navigating and coordinating referrals across multiple systems
- Delays in connecting individuals to the right resources
- Opportunities to strengthen coordination across sectors



Platform Overview

- A shared, cross-sector referral platform
- Connects organizations across different sectors, including health, social services, and public safety
- Enables real-time coordination and communication
- Tracks referrals from start to completion (closed-loop)
- Provides visibility into available services and partner capacity

NETWORK SNAPSHOT

210+
Regional Partner Organizations

10
Counties Actively Engaged

11,600+
Referrals Completed

97%+
Loop Closure Rate

~2.5 day
Average Response Time

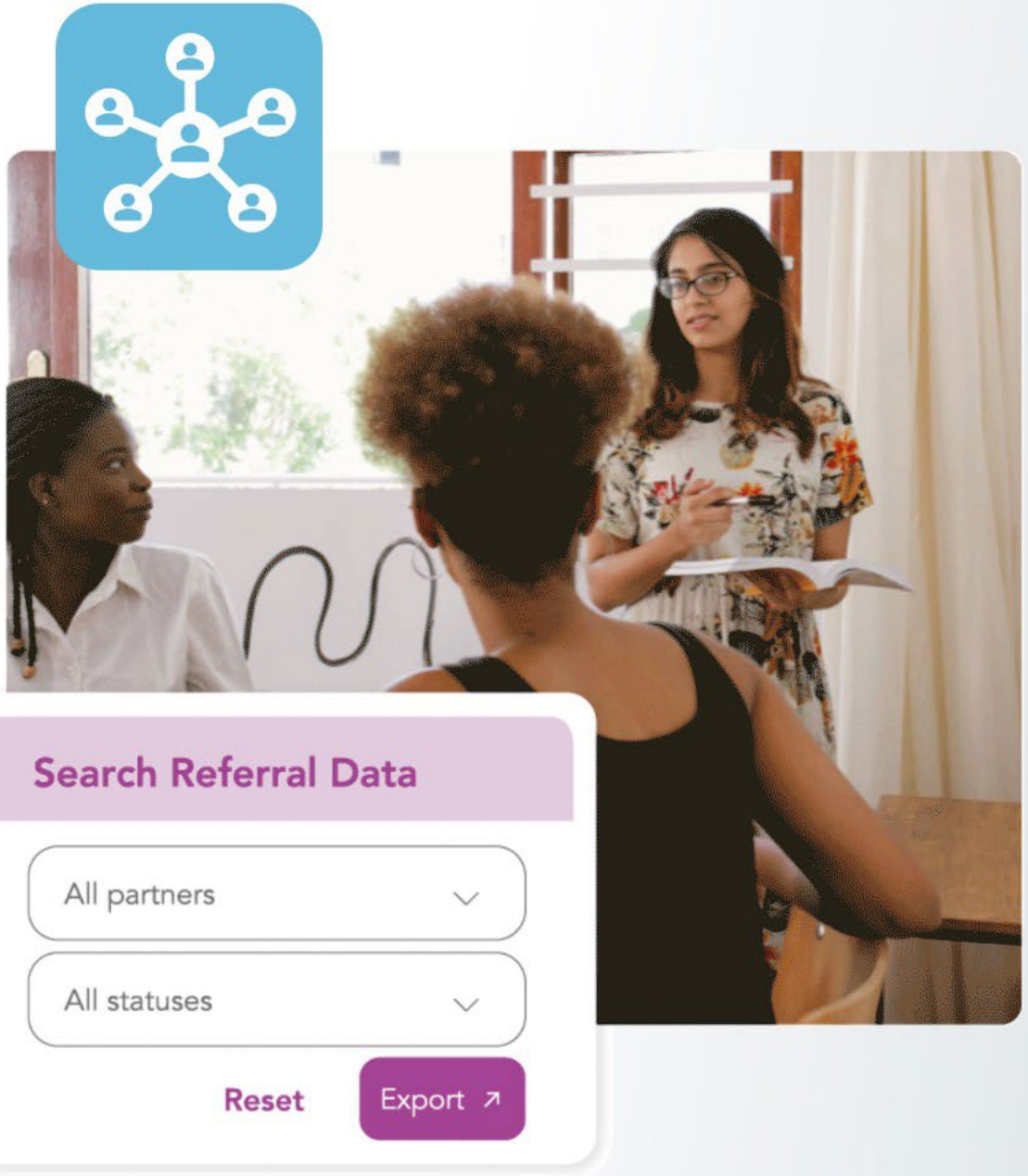
IRIS IN ACTION

**Here is the link to the video. It is too large to include in the presentation itself.

https://iris.ku.edu/why-iris

The IRIS Network
and Current Reach

- Active across the Greater Kansas City Metro area
- Supporting a growing network of community partners
- Coordinating referrals across multiple counties
- Supporting coordinated referrals across a connected regional network



CURRENT PARTICIPATING ORGANIZATIONS

ReDiscover

UNITED WAY
Greater Kansas City

COMMUNITY SERVICES LEAGUE

Catholic Charities
OF NORTHERN KANSAS

SHAWNEE MISSION
SCHOOL DISTRICT

KANSAS CITY
Health Dept

Partnership Benefits and Support

- Strengthen coordination across agencies and departments
- Improve response through real-time, trackable referrals
- Increase visibility into available services and partner capacity
- Receive onboarding, training, and ongoing technical support
- Access data, insights, and shared best practices

MOVING FORWARD TOGETHER



Connect with our team to explore an IRIS partnership



Participate in trainings, Lunch & Learns, and engagement opportunities



Stay connected through monthly newsletters and updates



Utilize IRIS dashboard insights to better understand community needs

Greater KC Metro
IRIS Community Standards Guide

This document reflects community standards developed and agreed to by Jackson County, Johnson County, and Wyandotte County community partners regarding how IRIS (Integrated Referral and Intake System) will be used.

Vision Statement: Building a network of resource providers to meet the diverse needs of the Greater Kansas City area.

IRIS Use: All referrals between IRIS partner organizations will be made in IRIS unless the family does not consent, or an alternative system is required by a governing body.

Capacity Bar: Referral decisions will be informed by information provided in the Capacity Bar.

- Green Capacity Bar: accepting referrals
- Yellow/Orange Capacity Bar: situational capacity / nearing capacity/ waitlist
- Red Capacity Bar: does not currently have the capacity to accept referrals
- The Capacity Bar text box should provide specific information about current capacity (i.e., number of Spanish-speaking slots available or waitlist length) and should be **updated weekly**.

Family Profile: To avoid duplicate Family Profiles, users will use the "Search for a family" feature before creating a new Family Profile. If referring an adult, the adult is the family. If referring a child, use the primary caregiver as the family.

Consent: The method of consent for referrals made through IRIS will be decided at the ***organization level***. It is the expectation of community partners that each user obtains appropriate client consent before initiating a referral and creating a family profile. Organizations are responsible for updating their current consent methods to include language explaining the use of IRIS as the referral mechanism.

Referral Status- Definitions

Rejected: "We cannot serve this family. We will not try to engage the family."
Accepted: "We got the referral. This referral appears to meet our eligibility criteria, we will reach out to them."
Completed: "We did the work. A decision has been made (ie: client has appointment scheduled, unable to reach client, client declined services) and the loop is closed."

Referral Status- Additional Comments

Rejected: state specific reason(s) for rejection.
Accepted: The name of the staff person assigned to make contact with the family if it is different from the person who accepted the referral. Include estimated timeframe for making contact.
Completed: For a referral to be marked as unable to contact, at least two attempts to contact must be made on two different days allowing time between attempts for family to respond. If other is selected as the referral outcome, an explanation **must** be included in the notes field.

- **Enrolled in services**: Needs were met
- **Client declined Services**: Contact occurred with client, and they declined services
- **Could not contact**: Despite two attempts to contact, client never responded
- **Other**: Include specifics regarding conclusion of referral

Greater KC Metro
IRIS Community Standards Guide

Identifying and Adding New Partner Organizations: Partner organizations interested in joining IRIS should be connected to the Greater KC Metro IRIS Community Data and System Managers listed below for an IRIS orientation and overview. Included is a list of current Leadership roles.

Jackson County IRIS Community Data and System Managers:

Lauren Allen, lauren.allen@uhkc.org (System & Data Manager)

Makenzie Lyon, Makenzie.lyon@uhkc.org System & Data Manager)

Johnson County IRIS Community Data and System Managers:

Mandi LaRue, Mandi.Larue@jocogov.org (Recruitment Coordinator)

Wyandotte County IRIS Community Data and System Managers:

Alex Phillips, APhillips18@kumc.edu (Engagement Coordinator)

Amanda Kramer, AKramer@kumc.edu (Community Coordinator)

Adding New Users: When new user access requests are received, the System Manager will contact the organization's Primary IRIS Contact to confirm that access should be granted.

New User Training: IRIS organizations will orient new staff/IRIS users to the community's vision for IRIS and ensure they understand the Community Standards. All staff are encouraged to complete the New User Training located here: https://connectwithiris.org/knowledgebase/iris-new-user-training/.

Data Use:

IRIS Users

Community partners can access referral data for their organization for the purpose of understanding strengths and needs related to the referral process within their own organization and to report aggregated referral information to relevant parties, such as granters/funders. Partners will request permission from the Partner Organization Point of Contact before using any aggregate referral information that identifies that specific organization.

Data Manager

Data Manager(s) can access community-wide referral data for the purpose of providing technical assistance to network partners and summarizing data for partners to measure impact and refine processes. All community referral data shared within the network will be aggregated by organization and/or the network as a whole. The Data Manager will request permission from the Partner

JACKSON COUNTY PUBLIC HEALTH

Revised March/2026

IRIS Community Partners

Advocacy & Legal Services

- Immigrant Connection, Inc.
- Kansas Legal Services
- Kansas Legal Services - Parent Advocate Program
- Kansas Office of Veterans Services

Aging Care

- BeLoved Home Care Services
- JCDHE Senior Adult Nurse Outreach Program
- Johnson County Aging & Human Services - Accessibility Services
- Johnson County Aging & Human Services - Aging Services
- Manicure Nurse LLC
- Qualicare KC Home Care
- Synergy HomeCare of Overland Park & Lee's Summit

Behavioral Health

- Archway Clinics LLC
- Be More Counseling
- Behavioral Health Group
- Bridgeway Clinics LLC
- Centimano Counseling
- Comprehensive Mental Health Services
- Della Lamb Community Services
- Embark Behavioral Health
- Futures First Mental Health Services
- Guzman & Baker Behavioral Health Services
- Heartland Community Church
- Jennifer Schmidt, LCPC, PMH-C
- Johnson County Mental Health Center
- Kate Acton Counseling
- KVC Kansas - Connect Parent Group
- KVC Kansas - Strengthening Families Program
- Lavender Springs Behavioral Health LLC
- Midwest Recovery Centers
- Mokscare Family Medicine and Psychiatry
- Prairie Sky Counseling Center
- Reconciliation Services
- Resolve Counseling and Wellness
- The Anxiety Center at Renew Counseling
- Ticum Therapy Mental Health Center
- Vibrant Health - Behavioral Health
- Wyandot Behavioral Health Network - PACES
- Wyandot Behavioral Health Network- Wyandot Center (Adult Services)

Community Support

- 4 Families
- All For Moms Foundation, Inc.
- Big Brothers Big Sisters Kansas City
- Care Portal
- FosterAdopt-Connect Fostering Prevention
- Heartland 180 Inc. - Parent and Family Support Services
- Imajine Me
- Johnson County Safe Sleep Program: Crib Clinic
- Lutheran Urban Mission Agency
- Safe Kids Johnson County Buckle Up Program
- The Single MOM KC
- Whole Parent Foundation
- Wyandotte County Public Health - Youth Empowerment Services (Y.E.S.)

Concrete Supports

- 4L Foundation
- Center of Grace
- Community Center of Shawnee Community Services
- Harvesters-The Community Food Network
- ICOA - Immanuel Community Outreach Association
- Johnson County Aging & Human Services - Food Pantry
- Johnson County Aging & Human Services - Utility Assistance
- Kansas Assistance Network, LLC
- KanCare Ombudsman Office
- KCKCC Basic Needs Center
- Maximus
- Project Eagle - Family Resource Center
- Refugee & Immigration Services - Catholic Charities of Northeast Kansas
- Seton Center
- Starfish Project Foundation
- Women's Employment Network

JACKSON COUNTY PUBLIC HEALTH

Revised March/2026

IRIS Community Partners

- Kansas City, Missouri Health Department - Community Health Workers
- KUMC Tobacco Treatment Center
- Mercy and Truth Healthcare Ministry, Inc
- Miami County Health Department
- Minds Matter LLC
- Mint Dental
- MyoCore Personalized Pain Care
- Pharmacy of Grace
- Sweet Tooth Pediatric Dentistry
- The Medicine Shoppe Pharmacy
- Vibrant Health - Adult Medical Care
- Vibrant Health - Dental Care
- Wyandotte County Public Health Department - kNOw Lead KCK
- WYCO Care Connection
- Nurture KC
- Peachy Births
- Seton's Youth Mental Health Program
- The LIGHT House, Inc
- TIES Program
- University Health (UH), WIC
- Uzazi Village
- Vibrant Health - Pediatric Care
- Vibrant Health - Women's Health
- Wyandotte County Public Health Department - MCH CHWs
- Wyandotte County Public Health Department - Family Planning
- Wyandotte County Public Health Department - BAM
- Wyandotte County WIC Program
- Wyandotte Pregnancy Clinic

Maternal & Child Health

- AdventHealth Shawnee Mission - Perinatal Bereavement
- AdventHealth Shawnee Mission - Postpartum Emotional Support
- Baby Talk
- Birth It Forward
- Blissful Beginnings Doula Services LLC
- Catholic Charities - Pregnancy and Adoption Program
- Christian Family Services of the Midwest
- Empowering Futures
- Health Partnership Clinic Olathe - Pediatrics
- Healthy Families - Kansas Children's Service League
- Healthy Families Wyandotte
- Holding New Therapy
- JCDHE - Prenatal Program
- JCDHE Maternal Child Health Outreach
- JCDHE PN/PP Outreach
- JCDHE Spanish Postpartum Support Group
- JCDHE CHW Lactation Services
- Johnson County Safe Sleep Prenatal Clinic
- Johnson County WIC Program
- Kansas Infant Death and SIDS Network
- Kansas City, Missouri Health Department - Maternal Child Health
- Kansas City, Missouri Health Department - Nurse Family Partnership

Resource Navigation

- Advocates for Immigrant Rights and Reconciliation (AIRR)
- Community Assistance Council
- Community Health Council of Wyandotte County
- FosterAdopt-Connect Kinship Navigation
- Jackson County Office of Ethics, Human Relations, and Citizen Complaints
- Jackson County Public Health - Community Health Workers
- JCDHE - Community Health Worker Program
- JCDHE PHEP Emergency Response
- Kansas City, Missouri Health Department - School Outreach
- KVC Kansas - Permanency
- My Father's House Community Services
- Project Eagle - Connections
- Samuel U. Rodgers Health Center - Community Health Workers
- Samuel U. Rodgers Health Center - Foster Care CHW
- UnitedHealthcare Community and State Plan
- Young Williams

JACKSON COUNTY PUBLIC HEALTH

Revised March/2026

Sector Definitions

Advocacy & Legal Services

Services that provide legal representation, advocacy, and protection for individuals and families.

Includes:

- Corrections and diversion programs
- Domestic violence support
- Immigration services
- Legal and court services
- Sexual assault programs

Aging Care

Services and supports that address the needs of older adults (typically age 60+).

Includes:

- Alzheimer's and dementia services
- Area Agencies on Aging
- Assisted living facilities
- Senior home health services
- Senior outreach programs

Behavioral Health

Services that support mental health and substance use prevention, treatment, and recovery.

Includes:

- Behavioral health case management
- Mental health treatment providers
- Support groups
- School-based mental health services
- Substance use treatment programs

Community Support

Programs that promote overall family stability, development, and community well-being.

Includes:

- Big Brothers Big Sisters and similar mentoring programs
- Boys and Girls Clubs
- Family preservation services
- Libraries
- Parenting education programs
- Recreation and leisure programs
- YMCA/YWCA programs

Concrete Supports

Services that address basic needs and social determinants of health, such as housing, food, and financial stability.

Includes:

- Employment services
- Financial assistance
- Food resources and basic necessities
- Housing support and shelters
- Medicaid and managed care enrollment
- Rent and utility assistance
- Transportation services

Developmental Disabilities

Services and supports for individuals with intellectual and developmental disabilities across the lifespan.

Includes:

- Adult disability and home health programs
- Early childhood special education
- Respite care
- Supported housing
- Transition programs

Early Childhood

Programs and services that support early learning and development for young children (typically ages 0–5).

Includes:

- Childcare programs
- Early Head Start and Head Start
- Early intervention services
- Parents as Teachers
- Preschool programs

JACKSON COUNTY PUBLIC HEALTH

Revised March/2026

Service Area Definitions

- **Adoption Services** – Services & activities that support & facilitate the adoption of a child.
- **Advocacy, Legal, & Mediation Services** – Specialized legal, advocacy, & mediation services provided to individuals in need.
- **Aging Supports** – Services & supports for individuals aged 65 & older.
- **Case Management** – A dynamic process that assesses, plans, implements, coordinates, monitors, & evaluates services to improve outcomes, experiences, & value.
- **Clothing Closet** – Programs that provide new or gently used clothing at low or no cost.
- **Dental Services** – Services that provide dental care & oral health support.
- **Disability Services** – Services & supports for individuals with disabilities.
- **Disease Management** – Services that support the management of chronic conditions among high-risk or high-cost populations.
- **Early Childhood Services (Ages 0–3)** – Developmental services & interventions for children from birth to age 3.
- **Early Childhood Services (Ages 3–5)** – Developmental services & interventions for children ages 3 to 5.
- **Education** – K–12, post-secondary, & adult education programs.
- **Employment Services** – Services that support access to employment opportunities, including for individuals experiencing unemployment, underemployment, or workforce re-entry barriers.
- **Family Planning** – Services that support individuals & families in determining the number & spacing of children, including access to birth control.
- **Financial Assistance** – Programs that provide direct monetary support to individuals or families.
- **Food Resources & Assistance Enrollment** – Services that promote food security, including food pantries, WIC services, & SNAP application assistance.
- **Furniture & Household Furnishings** – Programs that provide low-cost or free household items & furniture.
- **Grief & Loss Support** – Services for individuals experiencing grief or loss due to death, separation, health concerns, job loss, or financial instability.
- **Health Insurance Assistance** – Support with applying for & obtaining health insurance coverage.
- **Health Screenings** – Preventive tests & examinations used to assess overall health & identify potential health risks.
- **Housing & Utility Assistance** – Support with obtaining or maintaining housing & essential utility services.
- **Immigration Services** – Services that assist individuals in navigating the immigration system.

IRIS Workflow: A Guide for Organizations

Outcomes

- Determine who needs access to IRIS—to process incoming referrals, to make referrals, to supervise, to review organization data.
- Plan the integration of IRIS into the workflow
- Decide how client consent will be modified to meet IRIS community expectations.

STEP 1: Discuss current workflow for each program in your organization:

Incoming Referrals	Outgoing Referrals
Who receives referrals?	Who makes referrals to other agencies?
How are referrals processed?	Who follows up on outgoing referrals?
Who follows up on referrals?	What happens if a referral is rejected?

STEP 2: Discuss special considerations:

- Are there systems such as an EHR or processes that might be affected by use of IRIS? If so, how are those incorporated into current referral procedures?
- How is client consent currently handled? Will any adjustments be necessary?

STEP 3: Assign roles:

- Staff member(s) responsible for processing incoming referrals:
- Staff member(s) responsible for making outgoing referrals:
- Staff member(s) responsible for supervising/viewing all referrals and workflow:
- Responsibilities of other staff members (not accessing IRIS):

STEP 4: Agree to workflow integration/timelines:

- How quickly do we expect all staff to make referrals?
- How quickly will we respond to incoming referrals?

STEP 5: Plan for accountability and fine tuning:

- How will we verify the new process is being used?
- When/how will we communicate any necessary changes to the process?

IRIS and Client Consent: Considerations

Before a referral can be made through IRIS, users must confirm that the client has given consent for the creation of a Family Profile and subsequent referrals. Until the consent checkbox has been marked, acknowledging consent was obtained, referrals cannot proceed.

Some communities adopt a universal consent form used by all IRIS organizations. In others, each partner develops their own client-consent protocol. This may require a new consent document or updating an existing form with IRIS-specific language.

We believe clients should actively consent to each the following activities in IRIS:

1. Entering and storing basic family information (name, birthdate, email or phone) within an electronic system viewable by other IRIS partners.
2. Making a new referral to a specific partner organization.
3. Sharing the outcome of a referral with the referring organization.

The following list of questions regarding consent may be answered at the organizational level but are also worth discussing at IRIS community meetings.

- Can clients grant consent over the phone?
- What if a client does not consent?
- Does the consent form expire?
- Is it necessary to provide the consent form in multiple languages?
- What happens if a client revokes consent?

Organizations should consult with their own entity to develop appropriate consent protocols and ensure all relevant staff are trained. Sample client consent forms and language are available in **IRIS Client Consent Templates**.