



# **Indian Mound Neighborhood Quality of Life Study: Issues, Needs, and Assets**

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**Michael B. Abel, M.A.**

**Erika C. Noguera, B.A.**

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- Katie Greer, President of the Indian Mound Neighborhood Association, and
- Susan Garrett, Director of Community Services, Mattie Rhodes Center.

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## Purpose and Project Overview

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The Quality of Life Planning project in Kansas City's Indian Mound neighborhood is an initiative that convenes community leaders, residents, and other stakeholders to examine issues and explore solutions for the neighborhood's improvement in a comprehensive manner. This study and planning process is sponsored by the Mid-America Regional Council as part of a larger initiative, the Historic Northeast Sustainable Redevelopment Project. The Mattie Rhodes Center provides leadership and guidance for the entire Northeast community project and specifically to this process in the Indian Mound Neighborhood. This process will result in an action-oriented plan for the revitalization of the area in a manner consistent with the aspirations and perceived needs of its residents.

In order to inform the process with grounded data, a steering team was convened to act as an advisory committee for the project. Initial research was conducted to examine issues and perceived needs of the Indian Mound neighborhood as well as identifying the existing community resources. This community assessment will help to drive the remainder of the Quality of Life Planning process. The planning process will involve garnering civic engagement, convening community stakeholders, facilitating resident and stakeholder discussions, and developing community rejuvenation plans that include initiatives, strategies, and indicators.

Phase 1 in the Planning Process includes:

- 1) examining neighborhood issues, needs, and assets through the review of secondary source data available from the UMKC Center for Economic Information, Kansas City Public Schools, Mid-America Regional Council, the City of Kansas City Missouri, and other public sources;
- 2) conducting key informant interviews and focus groups with Indian Mound neighborhood residents and stakeholders; and
- 3) analyzing data and preparing a summary report of the conditions, challenges, and opportunities in the neighborhood.

Phase 2 in the Planning Process includes:

- 1) implementing a civic engagement strategy to garner broad-based participation in the planning process;
- 2) convening stakeholders for a series of meetings resulting in a Quality of Life Plan for the neighborhood; and
- 3) preparing a comprehensive plan that reflects the consensus of participants that identifies priority concerns of physical development and social issues, opportunities and critical resources needed to achieve priorities, and action steps with measures of success.

## Methodology

Early in the process, the steering team developed data collection protocols, semi-structured questions, and a focus group facilitator guide for the qualitative study. The process was informed by data both from existing sources and that which is collected as part of the process. Several studies have been conducted that encompass the Northeast section of the city, but are not specific for the Indian Mound neighborhood. The 2011 Truman Plaza Community Survey provided data that was particularly relevant to identifying community needs in the Indian Mound Neighborhood. Of the 420 individuals that participated in the Truman Plaza Community Survey, 130 were residents in the Indian Mound neighborhood.<sup>1</sup> Data was extracted from responses only from Indian Mound residents and examined separately from the rest of the survey respondents in order to determine the unique perspective of those living in the neighborhood. ***Certain demographic characteristics of the Indian Mound residents that responded to the Truman Plaza Survey differed greatly from the general population as evidenced by Census data, which should be considered when examining the findings in this report (see Appendix B).*** However in each section of this study, additional information is presented from the 2013 interviews and focus groups to increase the validity of the findings.

A snowball sampling method was used for selecting individuals to interview. Key informant interviews were conducted with 11 stakeholders from the Indian Mound neighborhood representing the following organizations:

- Indian Mound Neighborhood Association,
- Kansas City Police Department – East Patrol Division,
- Kansas City Public Schools – James Elementary,
- Holy Cross Catholic School (K-8<sup>th</sup> Grade),
- A church,
- A wholesale distribution business,
- 2 small business owners, and
- The City Council of Kansas City Missouri.

Individuals with no organizational affiliation were:

- A husband and wife that are long-time neighborhood residents.

Focus groups were conducted with:

- James Elementary School Parent Organization, and
- Indian Mound Neighborhood Association.

At each location two groups were conducted simultaneously in Spanish and English for a total of four separate focus groups. Each group consisted of approximately 15 participants.

Interview and focus group discussions were digitally recorded and transcribed. Transcripts were systematically analyzed to identify common themes and unique perspectives about quality of life issues in the neighborhood. Specific qualitative data analysis methods are summarized in *Appendix B*.

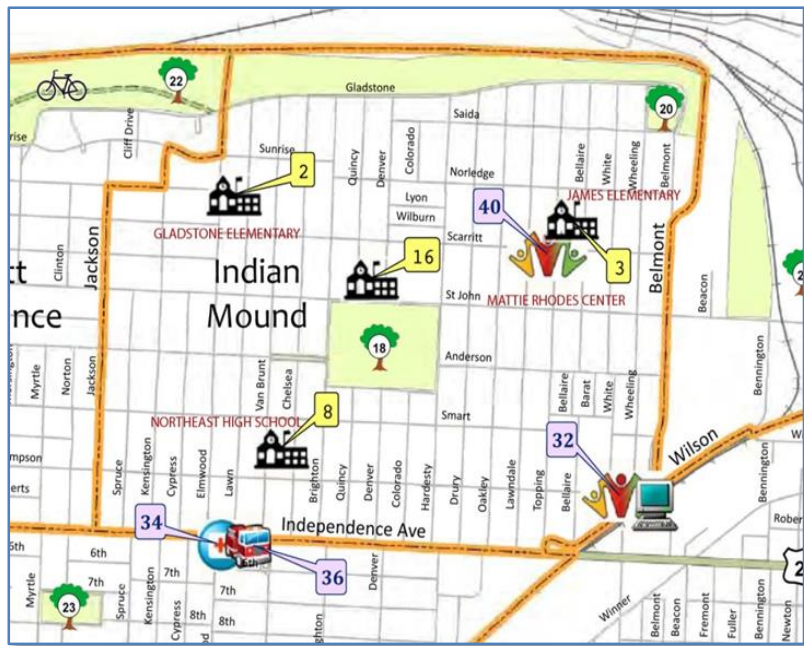
<sup>1</sup> 2011 Truman Plaza Community Survey



## Neighborhood Profile

Indian Mound is one of six sub-neighborhoods in the Historic Old Northeast community. It is bordered by Gladstone Boulevard and Cliff Drive to the north, Independence Avenue/24 Highway to the South, Jackson Avenue to the west, and Belmont Boulevard to the east.

Historic Old Northeast is characterized by a highly diverse population (ethnically and economically), as the neighborhood serves as the “entry point” for many immigrants and migrants arriving in Kansas City, Missouri.



The median age in the Indian Mound neighborhood is 31 years, which is 7 years younger than that of Missouri’s population as a whole. Seventy percent of the Indian Mound residents are less than 45 years old. Some

young adult residents are “urban pioneers” that choose the neighborhood for its eclectic and diverse culture. **Table 1** shows demographic information about the Indian Mound Neighborhood from the 2010 Census.

**Table 1. Demographic Characteristics<sup>2</sup>**

	Missouri	Kansas City, MO	Indian Mound
Population	5,988,927	459,787	10,747
Households	2,354,104	192,271	3,349
Race/Ethnicity			
• Hispanic	4%	10%	52%
• Caucasian	84%	59%	29%
• African-American	12%	30%	7%
• Asian American	2%	3%	3%
Foreign-born	4%	8%	34%
English is not the primary language in the home	6%	12%	48%
Age <sup>3</sup> - Median Age	38	35	31
• Under 20	27%	27%	33%
• 20 to 44 years	32%	37%	37%
• 45 to 64 years	27%	25%	21%
• 65 years and over	14%	11%	8%

<sup>2</sup> 2010 U.S. Census

<sup>3</sup> 2010 U.S. Census (Indian Mound is based on 64123 zip code, % may not equal 100 due to rounding)



**Cultural diversity.** The Indian Mound neighborhood has been culturally diverse throughout its history. As heavy industry came to the East bottoms and Blue Valley area during the early 20th century, industrial worker housing was built in the Indian Mound, Lykins, and Sheffield neighborhoods.<sup>4</sup> Irish, German, and Eastern European immigrants settled in the area. Starting in 1975, refugee resettlement programs at Don Bosco (and later Jewish Vocational Services) also began to settle refugees of various backgrounds in the neighborhood. Over time, Kansas City experienced significant urban sprawl and the racial and ethnic demographic of the Indian Mound neighborhood changed. African American families moved into the community during late 20th century, followed by residents from Mexico, Latin America, Asia, Africa, and the Caribbean. Today, 52% of Indian Mound residents identify themselves as Hispanic and about 30% of residents are Caucasian.



Long-standing residents described the evolution of the community over the past century and changes that have occurred in the economic and social context which affect quality of life in the neighborhood. An anecdote from an area educator relates the complexity of issues faced by a neighborhood with so much diversity:

- *“I know that every note I send home, it’s going to be in two or three different languages ... Spanish, Burmese, Somali . . . for sure a minimum of two languages and that takes time.”*

Some residents and stakeholders contend that the racial and socio-economic differences in the

neighborhood are fundamentally divisive. Stakeholders shared stories of interactions that seem to illustrate how culture dictates the interplay between people and environmental circumstances.

Respondents suggested that racism or a lack of understanding of “others” cause people to mistrust and fear each other. Yet, there are other lived stories from nearby neighborhoods and local schools where individuals point out the transformative opportunities that abound when people of diverse backgrounds come together. Having witnessed the dissolution of divisive stereotypes and personal transformations, one local stakeholder shared this statement:

- *“When you break down the characters, people find out they’re more the same than different.”*

While acknowledging the natural inclination to seek comfort in associating with those similar to you, residents noted they are beginning to see a shift in perceptions as traditional majorities experience transition to the “new minority” in the neighborhood. Today, as it ever has been, people of many different cultures shop together, send their children to school together, and live together in Indian Mound.

One neighbor noted that residents are largely “blue-collar” workers, but the manufacturing and distribution industry in and adjacent to the Indian Mound neighborhood is mostly gone. Major manufacturing employers and steel production plants left the area over the past

<sup>4</sup> Wencel, E. (2013). Northeast Kansas City: A study of neighborhood diversity in urban design. Thesis: Kansas State University. From: <http://krex.k-state.edu/dspace/bitstream/handle/2097/15692/EricWencel2013.pdf?sequence=5>

several decades. As a result only about 9% of residents work in the immediate community.<sup>5</sup>

Poverty is a serious issue in the Indian Mound neighborhood with over one-third of its residents living below the poverty level<sup>6</sup> and the median household income of \$31,048<sup>7</sup>.

- *"It's not that there's not enough places to live. There's places to live, it's the fact that nobody can afford them."*
- *"...there are a lot of people without homes, they are outside and a lot of people get frightened because they are asking for money..."*
- *"...people are getting their food stamps and their checks from the government ...when you concentrate the same class of people all in the same area, I don't think that's healthy for any part of the city."*
- *"The chaos of poverty and the culture of fear has contributed to the chaos and some of our feelings—the disconcerting feelings that people have..."*
- *"If there's better service for the poorest people and affordable housing for people who are on disability... everybody's happy and that's the way to go."*



<sup>5</sup> 2011 Truman Plaza Community Survey

<sup>6</sup> 2010 U.S. Census

<sup>7</sup> From: <http://www.city-data.com/neighborhood/Indian-Mound-Kansas-City-MO.html>

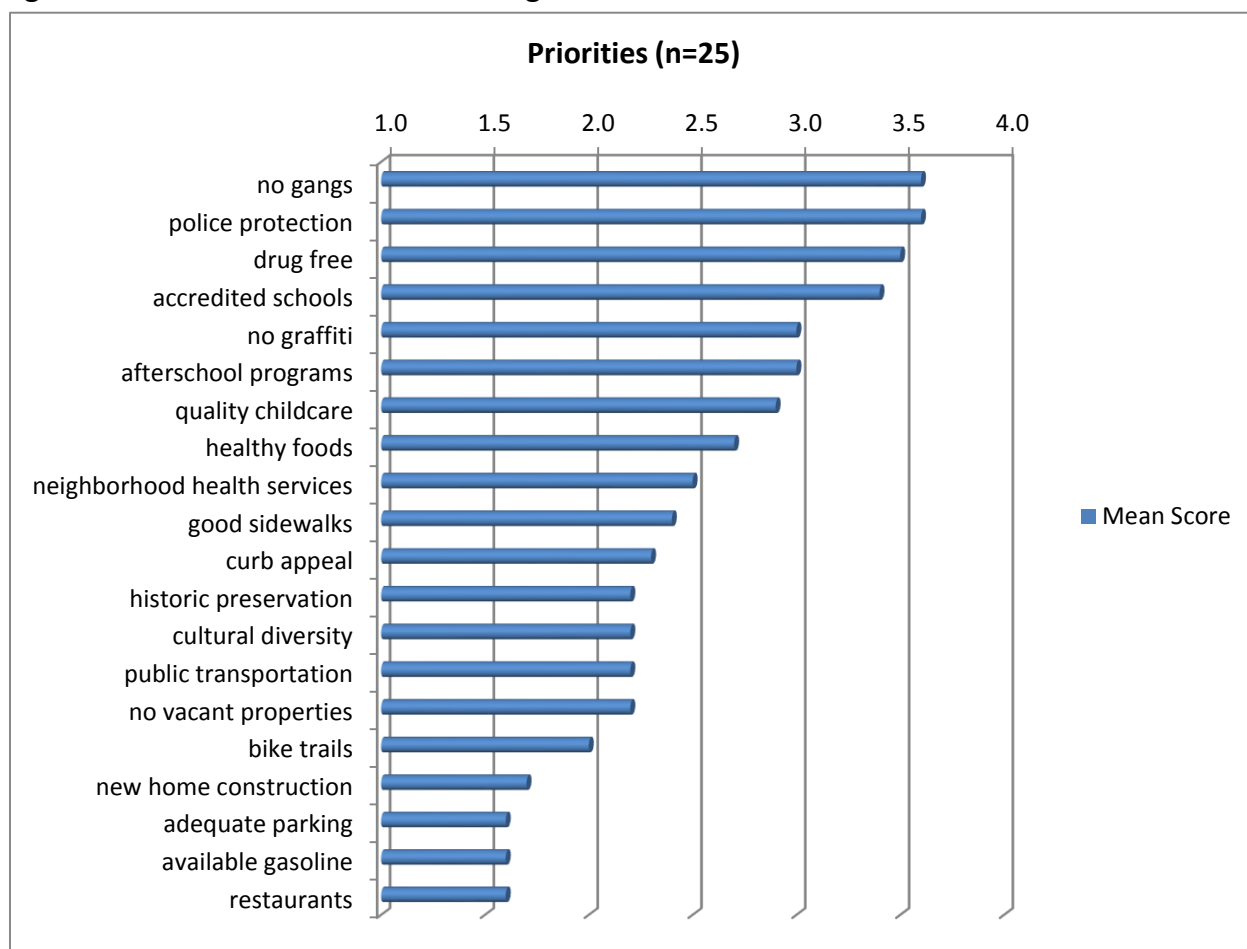
## Priorities of Indian Mound Neighborhood Residents and Stakeholders

Interview and focus group participants were asked to prioritize potential issues facing the Indian Mound neighborhood on 20 different factors using a forced choice methodology (Q-Sort). The Indian Mound Steering Committee carefully examined existing secondary data to identify potential factors that comprised the list of 20 items. Safety and security issues were identified with the highest priority as respondents selected *no gangs*, *police protection*, and *drug free* as the three most

important factors in their neighborhood. *Accredited schools* was chosen as the fourth most important factor and *no graffiti* was ranked fifth in the priorities. Interview and focus group responses suggested a strong link between graffiti and vandalism in the neighborhood to the general incidence of crime.

**Figure 1** shows the priorities in rank order for 25 participants.

**Figure 1. Priorities of Indian Mound Neighborhood Residents and Stakeholders**





## Transportation

Public transportation by KC ATA bus service was reportedly used by 27% of the residents. Of these, 17% of survey respondents said they rode the bus for more than half of their transportation modes.<sup>8</sup> Interview and focus group participants also described how a number of residents used public transportation to and from work, to make purchases for basic needs, and to access healthcare services. Overall, they reported that bus service was adequate and described possible improvements



that were congruent with findings from the survey. It was noted that if a resident lived near Gladstone Boulevard, the closest bus stop would be on St. John Avenue which could

be a deterrent to accessing public transportation.

The two primary routes that serve the Northeast area are #24 Independence Avenue and #30 Northeast. In 2012, the #24 Independence Avenue route was the 4th largest route in Kansas City based on ridership, with over 3,700 passengers per average weekday. The #30 Northeast route carried almost 800 passengers per average weekday, in 2012.<sup>9</sup> Study participants noted that the #30 and #24 bus routes ran frequently on St. John and Independence avenues respectively. They suggested that the frequency for these

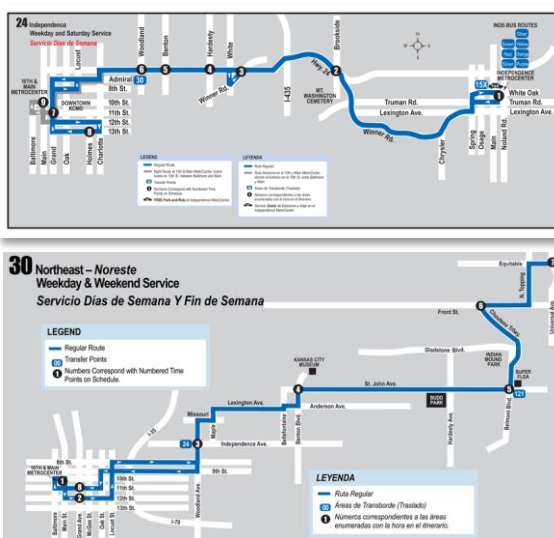
routes was adequate to be convenient for most riders.

Many of those interviewed expressed difficulties related to using public transportation outside of the neighborhood. They cite multiple transfers and challenges getting to particular locations. One participant described how sometimes the buses did not run on time.

Residents felt that transit would be more useable with improved lighting and safety (36%), increased bus frequency (34%), and improved bus shelters (32%).<sup>10</sup> More than 1/3 of Indian Mound residents preferred walking a shorter distance with slower and less direct service over walking longer distances for faster service. (see Community Safety).

Seventy-three percent of those surveyed supported adding commuter rail service from the Indian Mound neighborhood to outlying communities. About half of the residents (48%) would support the development of high density housing in order to promote ridership.<sup>11</sup>

Since most residents use privately owned vehicles for their transportation needs, parking poses challenges for some residents. The availability of adequate parking near residents' homes is reportedly a problem for 31% of neighborhood residents. Interview



<sup>8</sup>2011 Truman Plaza Community Survey

<sup>9</sup> Kansas City Area Transportation Authority (KCATA), KCMO Planning and Special Services.

<sup>10</sup> 2011 Truman Plaza Community Survey

<sup>11</sup> 2011 Truman Plaza Community Survey

and focus group respondents described that some streets in the Indian Mound neighborhood are very narrow and parking on the street can be challenging.<sup>12</sup>

**Table 2** shows the preferences of Indian Mound residents when given dichotomous choices regarding bus services.

**Table 2. Residents' Preferences for Bus Services<sup>13</sup>**

# %	More Preferred	# %	Less Preferred	No Response
49 (38%)	Increase service frequency, but operate service for a shorter time frame	29 (22%)	Decrease service frequency, but operate for longer time frame	52 (40%)
61 (47%)	Spread services out more into early morning, evening, and weekend days	29 (22%)	Concentrate service during weekdays and regular business hours	40 (31%)
49 (38%)	Reduce the number of stops in order to make service faster	34 (26%)	Provide many/frequent stops even if it means service is slower	47 (36%)
46 (35%)	Walk shorter distance to bus service that is slower and less direct	36 (28%)	Walk longer distance to bus service that is faster and more direct	48 (37%)

<sup>12</sup>2011 Truman Plaza Community Survey

<sup>13</sup> 2011 Truman Plaza Community Survey

## Safety

Safety issues emerged as the highest priority among participants in this study. Many Indian Mound residents do not feel safe in the community. Of survey respondents, 35% felt unsafe in the neighborhood and 38% felt unsafe in area parks.<sup>14</sup> Residents commonly described hearing gunfire in the neighborhood, observing drivers that speed up and down residential streets, and regularly hearing sirens or overhead helicopters and seeing police making arrests or conducting crime scene investigations. They noted that the frequency of these experiences make it a regular part of their life and created continual tension in Indian Mound. These are examples of how stakeholders described this phenomenon:

- *“When you hear sirens no one even pays attention ... we’re becoming desensitized to it because it’s so frequent.”*
- *[referring to the past 10 years] “We never ever heard gun fire here, never heard it, and now it’s nothing if it’s 2 or 3 times a week.”*

**Insecurity at Night.** Most respondents felt more uncomfortable in the evening or at night than during daylight hours. The intensity of concern is reflected in these comments:

- *“It’s when it gets dark. Once the sun starts coming down, that’s when the problems start shooting up. That’s when it gets really bad.”*
- *“During the daylight it’s a whole different world than the evening time. Once dark gathers is when the hijinks begin. The evil comes out.”*
- *“During the hours of darkness, very poorly lit, it’s an environment that can be perceived as comfortable for crime at times.”*



- *“I think if there were more lights at night, there wouldn’t be so much bad stuff. People feel like they are not being seen.”*

**Isolation.** For some residents the continual perception that the neighborhood is unsafe led to isolation. Many participants felt that being indoors caused them to feel safer than if they were outdoors, or in wide-open places, or in unfamiliar parts of the neighborhood. They suggested that when they choose to primarily stay indoors it exacerbates the problem of crime and mitigates against developing a sense of community. This concept is reflected in this individual's comments:

- *“If I stay in then I don’t know any of my neighbors and if I don’t know any of my neighbors, how am I going to build a sense of community and fellowship and camaraderie with them. I think then, that probably fosters a bit of disconnect between people that live together. I don’t want things to happen to people, but I’m probably going to be more aware of what goes on if I have a vested interest of my neighbors.”*



One finding from the discussions was that this type isolation affected children as well as adults. Some residents indicated that they don't let their children play outdoors or walk alone on the streets because of their concerns about safety.

**Neighbors Uniting.** However, some residents chose to unite with one another to intentionally create a positive presence to deter crime. They described how citizen engagement in can be effective by paying attention, holding positive activities in the parks, cleaning up trash,

<sup>14</sup> 2011 Truman Plaza Community Survey

removing graffiti, mowing grass, and removing weeds. These kind of proactive “counter programming” activities affect the culture of the neighborhood and create an environment that is not as conducive to crime. One respondent described an initiative years ago to keep Budd Park clean and how the effort was not sustained:

- *“We called the Parks and Rec – and back then it was Mike Carron – and he would send out his people and clean it up and so we kind took it back from the gangs and the drug users, but it has disintegrated again. It was so nice. We even held movies in the park ... we were so thrilled because families were going back to the park. You could see them from early in the morning—people who like to walk or jog in the park—doing their exercise. Then whole families in the park walking and so on and now I feel like we are just back to zero. Like we’d have to start all over again. Well I’m 10 years older and I’m not going to be wanting to fight the battle again.”*



Despite the discouraging nature of sustaining collective engagement to fight crime, these comments reflect how Indian Mound residents are interested in collectively pushing back against the factors that contribute to crime:

- *“So I’ve made a stand and several of my neighbors that I know now, on our porch we come out and we sit and we talk across the street to each other and nod, speak amongst ourselves and we try to stay out there like an hour and a half. You know, just in-and-out but you know, it’s just some positive things that have just happened especially because the weather has been so warm.”*
- *“We had to train people in the neighborhood association for a very long time, don’t just look away. Why are those people on your street? Do they live there?”*

*And they’re walking where? There’s a lot more foot traffic now and especially since the down turn.”*

- *“I think that neighborhoods can sort of be their own little society and they can sort of put those societal constraints on people but this behavior is acceptable and this behavior is not acceptable. There are some neighborhoods that you go to that you just get the feeling that if I did anything here I’d have 15 people call the police on me. You just kind of feel that pressure that this is not a place where that sort of behavior is going to be tolerated.”*

Some respondents indicated that feelings of insecurity are exacerbated by inflated news reports. Historically, the Northeast and in particular criminal activity along Independence Avenue have received a high-profile by news media. These stakeholders suggested that news accounts of crime in the Indian Mound neighborhood should be kept in perspective:

- *“There are a couple different things that worked there, there’s actual incidents, actual crime a lot of times and its human nature to feed on negativity. I believe our media does a good job of amplifying the situations that occur and can create more of an environment of fear as a result.”*
- *“Everyone’s right now getting pretty bad press across the metropolitan area with crime. I don’t know that it [Indian Mound] does get a bad rap. I don’t really hear disproportionate terrible things that as far as news, I hear very little bit about this particular area. Not nearly as much as a lot of what we would call, short of city or intercity.”*

**Reported Crime.** Actual instances of reported crime in the Indian Mound neighborhood do not necessarily substantiate perceptions of the residents who feel the neighborhood is unsafe. Area crime statistics from 2012, as displayed in **Table 3**, show that offenses against individuals and their property were relatively low compared to that of all reported crime in Kansas City Missouri as well as those that



Of course, this does not suggest that serious crime is not an issue or that residents do not have legitimate concerns about their safety. There is some evidence from residents that unreported crime is a factor and they some individuals do not report incidents of criminal activity for fear of retaliation.

	Kansas City Total <sup>15</sup>	East Patrol <sup>16</sup>	Indian Mound <sup>17</sup>	% to East Patrol
Criminal Homicide	114	47	4	9%
Sex Offenses, Forcible	525	134	3	2%
Robbery	1,677	544	80	15%
Assault Offenses	10,497	3,073	75	2%
Burglary, Breaking and Entering	6,653	2,163	291	13%
Larceny, Theft Offenses	15,928	3,400	277	8%
Motor Vehicle Theft	3,439	1,030	150	15%
Arson	302	146	14	10%



<sup>17</sup> 2012 Kansas City Police Department Community Group Statistics for Indian Mound

**Police.** Median response time in the East Patrol Division is some of the fastest in Kansas City, Missouri between 7 and 9 minutes.<sup>18</sup> However, residents did not feel that response time was adequate. These explanations provide the rationale for their opinions:

- *"People are playing loud music and having parties late at night. The cops' response is slow and inadequate. One neighbor was told by a cop that they just needed to move out instead of stopping the music. Some residents fear retaliation if the cops make them fill out an official complaint."*
- *"I'm calling the police and they're not responding, so I call a couple of people and ask, 'can you call 911 and report this as well?' so they will show up."*
- *"I had a situation not too long ago where ... I have a clear view from the back of my house to the next ... street. There was a man and a woman having a big fight. He came out and dragged her into the house—she was screaming. When the police came, I stood out there and watched as they just looked. [Since the couple] were inside the house, they just drove by. I call 911 again and I said 'you get those officers back.' ... I've had this experience about 4 or 5 times in the last year."*



Factors that affect police response time are the service load and staffing levels. East Patrol Division has the highest call for service volume and the highest violent crime rate in the KCPD. In the past few years, staffing levels have been reduced due to funding cutbacks and some hiring issues with the U.S. Justice Department regarding hiring practices, which suspended training new recruits at the Police Academy. That problem was resolved and the first new

class of recruits was placed in service in the spring 2013. In addition, 2 full-time KCPD resource officers are assigned to Northeast High School.

The Indian Mound neighborhood is approximately one-fourth the size of the East Patrol area and is part of the 10 Sector. As service calls come into the Division office, officers assigned to a particular sector are first dispatched to their sector. However, if there is an overload of calls from other sectors, officers may be dispatched outside of their assigned area. Since the incidence of major crime is higher in some neighborhoods outside of Indian Mound, resources may be devoted to locations with a higher need, thus reducing response time.

Some residents believe that the police are overly suspicious of residents, especially youth, and that they engage in racial or ethnic profiling. Residents and stakeholders shared these perceptions about police behavior and their relationship with residents:

- *"[The police] have an intention to protect and they are very suspicious too because they see things that are very troublesome. They can look at and profile people ... I think they should be intuitive ... but not everybody who lives here is a criminal or trapped here."*
- *"People don't call the cops for fear of retaliation, they are afraid."*
- *"Talk to the young adults and they will tell you that the police are just another gang."*
- *"Well I think it is discrimination, because my husband did everything that he could do. He was not going to confront the aggressor with a gun, right? That was the work for the police because there was a report of the attack and everything, so they did not do anything."*

<sup>18</sup> 2011 Kansas City Police Department Annual Report

## Health

**Access to Medical Services.** Overall, participants indicated that access to health care services was meeting their needs. While there is only one doctor's office located in the Indian Mound neighborhood, there are several clinics nearby. One resident said that they used the physician that is practicing in the neighborhood noting, *"she is in the neighborhood and she is very plugged in...because of that I felt comfortable going to her."* Other respondents accessed nearby clinics or hospitals including:

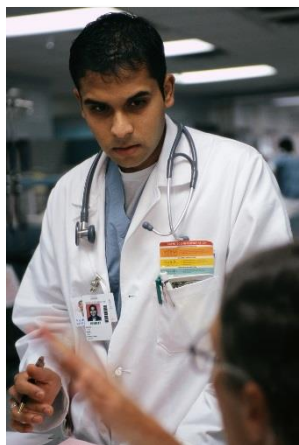
- Samuel U. Rodgers Health Center,
- Truman Medical Center,
- Children's Mercy Hospital,
- Cabot Westside Medical Center,
- The Seton Center, and
- North Kansas City Hospital.

One participant noted that Walgreens gives shots, but the Northeast location does not offer a "minute clinic," as can be found at other pharmacies.

Other respondents reported that they accessed healthcare services in other parts of the city further away from the Indian Mound neighborhood. Some of the clinics and hospitals that they used included:

- St. Luke's Hospital, and
- Olathe Medical Center.

For some residents, native language, documentation status, and cultural differences were factors in determining where and whether they accessed medical services. These perceived



differences were reflected in the following comments:

- *"I think most of the residents in the Indian Mound neighborhood probably access their healthcare services at Samuel Rogers or Cabot Clinic because they can go where Spanish is predominantly spoken and they may have higher proportion of healthcare providers that look like them."*
- *"I see in the Hispanic culture and with all the people that work here that there are always two guys, they feel sick and they take this and that and they don't go to the doctor and until they are like 'no more', then they go to get medical attention."*
- *"If you go to Truman, they won't take you if you don't have a social security number."*

Cost and the availability of medical insurance also influence the degree to which individuals accessed healthcare services. Most respondents recognized that children from low-income families are covered by Medicaid. Some respondents perceived that most Indian Mound residents do not have a family medical home due to economic reasons.

- *"...most of them are ineligible for insurance"*
- *"Because of income people mostly go to Truman."*
- *"I can't tell you how many times I've taken a homeless guy, a transient guy who's been so drunk he couldn't walk, call an ambulance, get him to the hospital. You know darn well that he don't have a dime to pay any kind of bill for those services but nonetheless, he's not declined he's taken care of."*
- *"As business owners, we have to pay health insurance companies and they are very expensive, very expensive and it is difficult to find good insurance coverage that covers at least 50%. Some of our employees have Medicaid, but others don't."*

Some types of healthcare services were less available than others. Affordable dental care was noted as one type of medical support that

was difficult to find. The UMKC School of Dentistry offered the Healthy Smiles Partnership program to meet the oral health needs of disadvantaged children and their families. The school of dentistry partnered with Cabot Westside Clinic, Rodgers Health Center, and the Seton Family and Health Services. One respondent described coordinating access to dental care through the parochial school:

- *“Seton Center is the Sisters of Charity of Leavenworth and they have a clinic where dentists come. We send children over there and they have done dental work for our children free of charge. Amazing gift to these children’s health. Amazing!”*

Participants also recognized a need for better mental health services. Respondents commented:

- *“Some people might call it a psychiatric ghetto ... there needs to be better housing and services for people with mental illness people who have disabilities.”*
- *“the biggest thing for healthcare, stop doing drugs”*

**Exercise.** Indian Mound residents discussed how they engaged in physical exercise and the nature of how the neighborhood contributed to their physical fitness. They matched and a number of ways that residents got exercise including playing basketball or soccer, walking, jogging, and biking. Others mentioned using a treadmill or exercise bike in their home, participating in exercise classes, or going to a fitness facility. Participants described how residents engaged in exercise activities:

- *“I do have a huge number of moms that are going over to Zumba classes at Mattie Rhodes.”*
- *“I think we have a couple of places that are kind of like the Curves thing, but all the signs are in Spanish, so I’m not sure exactly what they are.”*

The Indian Mound neighborhood offers some infrastructure supports for residents to exercise. Outdoor places, such as the parks, basketball courts, soccer fields, and bike trails are available but the respondents indicated that their use may be limited due to neighborhood issues. However, crime and safety concerns caused some residents to be less likely to exercise outdoors.

- *“I don’t want the parks to get a bad rap because if you go to like the Concourse or Budd Park on a Saturday afternoon, full of families, little kids running around everywhere climbing on things, playing with kites and skate boards, which makes me feel happy. Man, look at all these families out there enjoying the resources they have.”*
- *“I know there’s basketball courts and things like that, but I don’t know if I really see a lot of people. I just can’t recall seeing that many people using the parks as exercise areas.”*
- *“I see a few bike riders, I see a lot of kids playing basketball.”*

Walking was the most frequently noted type of exercise during the interviews and focus groups. A majority of residents (54%) believed that the neighborhood is pedestrian friendly. Factors that they feel could make the neighborhood more pedestrian friendly are a reduction in crime (46%), improving the sidewalks (45%), and adding more street crossings and crosswalks (23%).<sup>19</sup> Vicious untethered dogs emerged as a theme that caused residents to be fearful when walking in the neighborhood. Some of the dogs are strays and others are people's pets.



<sup>19</sup> 2011 Truman Plaza Community Survey, more than one response was permitted.

- *"I see people walking on somewhat regular basis. I don't necessarily know if they're walking for exercise or for transportation."*
- *"Walking is your main form of exercise ... I am one of those people that parks at the very back of the parking lot and then walks to the store."*
- *"There seems to be a lot of stray dogs running around the neighborhood. Almost any time I try to go for a walk, it's more than just around my block. I have to go down a different street or take a different route because I see a stray dog coming. We've actually been attacked by stray dogs when I been walking my dog."*
- *"I have seen that when [people] walk, they always take a stick [in case they encounter a stray dog]."*

Bike riding is another form of exercise for Indian Mound residents. Half of the residents (50%) felt that the neighborhood was bicycle friendly. Factors that respondents perceived could make the neighborhood more amenable for bicyclists are "share the road signs" (46%), bike lanes (45%), reduced traffic speed (35%), more bike trails (34%), and more bike racks (27%).<sup>20</sup> Residents commented about bike riding safety that should be considered in the Quality of Life Plan.

- *"I think the only thing that would make [bike riding] more conducive is if there were more and better bike lanes on the roads especially with some of the speedsters that come around."*
- *"One of my nephews is always on bicycle and about two months ago they ran over him. A car threw him because the driver was driving on the wrong direction and the driver was drunk and in this area."*

Cliff Drive is one place where residents can walk or ride their bikes for exercise. However, respondents noted that it can be a strenuous workout because the hills can be steep. Other concerns were raised about safety and security issues along Cliff Drive. It was originally designed as a scenic by-way for horse and buggy traffic. But today, people often run vehicles on Cliff Drive. It is a matter of controversy and tension among residents and community leaders as to whether the vehicular traffic should be allowed there. Portions of it are gated and closed to vehicles on the weekends and evenings. Dumping trash along the drive is a problem and may be one reason that it is gated. Respondents indicated that closing the gates may be inconsistently administered and individuals sometimes drive around the gates to access the roadway illegally. The Cliff Drive Corridor Management Committee is responsible for governing its oversight. One participant suggested that the committee is not particularly transparent with the community about these issues.

**Nutritious Food.** The availability of high quality nutritious food emerged as a concern for some residents. Many suggested that groceries and produce at area stores (e.g., El Charrito's, Apple Market, Price Chopper, and Family Dollar) adequately met their needs. Others raised concerns that the selection and quality of food available in the neighborhood was lacking and they are inconvenienced by having to go grocery shopping in other parts of the city. One respondent commented that they drive outside of the area to shop at Walmart for better prices.



<sup>20</sup> 2011 Truman Plaza Community Survey, more than one response was permitted.



## Education and Child Development

Issues regarding education and early childhood services were persistent themes that emerged from residents and stakeholders in the Indian Mound neighborhood. There are two public elementary schools and one high school (6<sup>th</sup> through 12<sup>th</sup> grades) affiliated with the Kansas City Public Schools (KCPS) located in Indian Mound. In addition, Holy Cross Catholic School (K-8<sup>th</sup> grades) provides educational services in the neighborhood. Stakeholders noted that families have choices regarding their children's education.

**Public School Accreditation.** In January of 2012, the Kansas City Public Schools lost accreditation status due to a high-level of critical issues related to low student achievement, attendance, and graduation rates. Since that time the district has diligently worked to meet requirements through the Missouri School Improvement Program (MSIP) to regain provisional accreditation. A transformation plan was developed to revitalize teaching and learning in the district and includes eight strategies for improving KCPS.<sup>21</sup> Despite these efforts, Indian Mound residents generally have mixed perceptions about the effectiveness of KCPS in meeting the educational needs of its students. These comments reflect differences of the opinions and passion of community stakeholders:

- *"Without knowing the particulars, I think things have gotten worse. When you lose accreditation that can't be better."*
- *"I would say psychologically it plays a huge part [referring to the District's loss of accreditation]. Anybody that has any interest in moving into the intercity, if they've got kids, that's a no brainer, they're*

*not going to move here."*

- *"Now are there good schools in the Kansas City Public School system? ... Are there bad ones? Absolutely! I taught there for 7 years. It was very evident which ones were on the ball and which ones were not"*
- *"Kansas City School District is the most abysmal school district I have ever seen in my life. And I will tell you why. [Our church] sends seven inner city kids to [a private Christian school] and the church pays for it. And every kid that we have taken out of the KC School District and had them tested, they are three years behind; every one!"*

However, participants generally regarded the quality of education at the two public elementary schools in Indian Mound as good, especially for a community where poverty and other factors could compromise academic success.



In a survey of elementary students, 73% reported they liked going to their school.<sup>22</sup> One stakeholder reflected about the quality of the elementary schools:

- *"James and Gladstone are both solid. I've worked with both of them. ... Good folks run a good school, if they could just get that accreditation piece."*

**Table 4** shows that the percentage of elementary school children enrolled in the Indian Mound neighborhood exceeds the state average.

<sup>21</sup> "The Road to... Transformation "Implementation Report (June 2013). Kansas City Public Schools. From: <http://www.kcpublicschools.org/domain/418>

<sup>22</sup> Kansas City Public School Survey

**Table 4. Percentage of children enrolled and graduation rates in public schools**

	Missouri	Kansas City, MO	Indian Mound
Elementary school enrollment (of school-age population)	45%		51%
High school enrollment (of school-age population)	22%		14%
High School Graduation Rate	87%	88% <sup>23</sup>	61% <sup>24</sup>

**Truancy Issues.** Several residents and stakeholders perceived that truancy is a contributing problem for youth and families in the Indian Mound neighborhood. They suggested that there were no longer any truancy officers assigned to Northeast High School and students who should be in school during the day were instead hanging out in the neighborhood. They suggested that there may be a link between truancy to drug trafficking and theft. These comments reflect the thoughts of two residents:

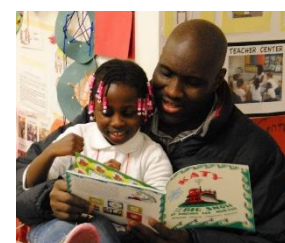
- *“[The KC public schools] lost the funding so the neighborhood doesn’t have the truancy office anymore. So if you go anywhere during the day you’ll see large groups of kids, no matter what type of weather it is, outside.”*
- *“My sister said there was an empty house next to her and she came home one day during the day and teenagers had broken up the back window, got in the house and they were just in there smoking and drinking. She called the police, and she called the landlord ... the kids ran but that’s the problem, the children that don’t go to school are breaking into the houses during the day ... My friend had her house broken into three times within a month and it was kids.”*

In 2012, the Kansas City Missouri city Council considered an ordinance to enact a daytime curfew for school-age children and youth to address the problem of chronic truancy. The ordinance met with considerable opposition from parents of children who were

homeschooled and the ordinance was amended to encourage school districts to favor in-school suspensions over out-of-school suspension as a disciplinary consequence.<sup>25</sup> Study participants suggested that the resulting law was ineffectual for addressing the problem of truancy and the effects it creates in the neighborhood. However the Kansas City Missouri Police Department still has the right to stop juveniles in public during school hours and inquire why they are not in school.

**Family Engagement.** Some participants recognize the importance of family engagement for children’s success in school. They noted that for some families in the Indian Mound neighborhood meeting the basic needs of life were so challenging that their participation in their children’s education was minimal. Other stakeholders suggested that parents should be more accountable and responsible for their children’s behavior and learning. These comments reflect the divergent opinions of community stakeholders:

- *“I think that there are more kids that live without electricity or water than we know. It isn’t easy and I know that a lot of people work multiple jobs to try to make ends meet. [M: I hadn’t heard that as a particular factor?] Because when you look at school success and you say that some parents*



<sup>23</sup> Jackson County

<sup>24</sup> Northeast High School

<sup>25</sup> Horsley, L. (2012, March 14). KC daytime curfew on hold for now. *The Kansas City Star*. Retrieved from <http://www.kansascity.com/2012/03/14/3490632/kc-daytime-curfew-on-hold-for.html>



*maybe aren't participating in their child's education, if you knew what some of the families went through just to get their kids through the front door that is definitely a major thing to pull off."*

- *"They don't check on their kids ... a ten year old outside at midnight, one o'clock in the morning ... I had kids sleeping in the grass in front of this church because they couldn't go home."*
- *"You've got to hold parents accountable ... It's not doing them any favors by letting them run the streets, they need to be in school. They need to get their education."*

**Child Development.** Stakeholders also noted the need for more early childhood programs in the Indian Mound neighborhood. For a population of over 10,000 and more than 3,000 households, only 5 center-based programs and 6 family child care homes is inadequate to meet the child care needs of residents. Little is known about the quality of these programs and none of early childhood programs in Indian Mound are accredited.

**Table 5** shows the relative lack of child care capacity to serve the needs of residents in the neighborhood.

**Table 5. Early Childhood Program Capacity**

	Missouri	Jackson County	Indian Mound
Number of Licensed Child Care Centers	4,388	751	3
Capacity of Licensed Child Care Centers	122,904	14,843	
Number of Head Start Programs <sup>26</sup>		69	2
Capacity of Head Start Programs <sup>27</sup>	22,205	2,635	125
Family Child Care Homes (Licensed Exempt)	84%	59%	6

Residents and stakeholders emphasized the importance of early childhood education for school readiness. These comments from interviews reflect the complexity and importance to providing early childhood services in the Indian Mound neighborhood:

- *"There is no preschool in this area. There are daycares but I have never used them. For my daughter, I used Plaza de Niños. I felt safer farther than here."*
- *"Child care is an issue because we have a lot of mothers who are coming and even fathers in the morning. We probably have over 110-115 parents that physically walk their kids into school ... several of them have*

*a stroller full of babies with them too. I think several of my parents would like to work, but can't work because the childcare options aren't readily available."*

- *"One thing I worry about next year is that they're going to consolidate Head Start sites and maybe just open one in the Northeast, so I worry a little bit about the transportation that parents might not have to get that extra early start into education."*



<sup>26</sup> Head Start programs in Jackson County, Mid-America Head Start Annual Report 2010-2011.

<sup>27</sup> Fuger, K. L., Owsley, S., Stemmons, C. (2012, October) Missouri Head Start-State Collaboration Office Fiscal Year

2012 Needs Assessment Report. UMKC Institute for Human Development.

## Economic Development

Most respondents cited crime and the perception of blight as a major barrier to economic development in the Indian Mound neighborhood. In the 2012 Truman Plaza Area Plan, of which Indian Mound is included, one of the Economic Development goals is to “promote safe and clean neighborhoods and decrease the crime rates.”<sup>28</sup> In describing the rationale for this goal, the plan developers refer to the relationship between improving the visual appearance of the neighborhood and reducing crime. Strategies they list for improving visual appearance include redeveloping parcels and repurposing or reusing particular properties. It is the intention

of such efforts to create a strong, safe, and stable neighborhood in order to attract new businesses.

However poverty is a significant challenge faced by residents in the Indian Mound neighborhood. Unlike other parts of Kansas City, Missouri, significant economic disparities are the reality for those living and working in the area.

**Table 6** shows the relative disparity in income and the percentage of people in Indian Mound living in poverty compared with city and state demographics.

**Table 6: Income and Percent Living in Poverty<sup>29</sup>**

	Missouri	Kansas City, MO	Indian Mound
Median household income <sup>30</sup>	\$47,202	\$45,246	\$31,048
Residents in poverty <sup>31</sup>	14.5%	18.2%	36.1%

These dramatic differences emphasize the difficulty in revitalizing economic vigor and commerce in a neighborhood with pervasive poverty that is experienced by more than one-third of its residents.

Small business owners especially noted how panhandling and disruptive behavior by drunk and homeless individuals was a deterrent to business. Participants noted:

- “[Will potential investors and entrepreneurs] be ready to invest money and time starting a business in an area where they don’t feel like they are going to get a return on their investment? ... They look at [the area] as blighted and they’d be better off putting their resources somewhere else.”
- “The perception is that things should be

*cheap around here, because it’s older. People see it as a sense of things are rundown. You can’t get Johnson County prices here in the Northeast.”*

Despite these limiting factors and negative perceptions, respondents expressed considerable optimism about the potential of the Indian Mound neighborhood. The asset most often cited as the greatest value to the area is the centrality of the Northeast area to Kansas City. A manager of a wholesale tire distributorship said he’s considered moving, but ultimately stays because of the convenience the location provides to customers and employees. He shares,

<sup>27</sup> Truman Plaza Area Plan, p. 17. From: [http://www.kcmo.org/idc/groups/cityplanningplanningdiv/documents/cityplanninganddevelopment/truplz\\_final\\_web1.pdf](http://www.kcmo.org/idc/groups/cityplanningplanningdiv/documents/cityplanninganddevelopment/truplz_final_web1.pdf)

<sup>29</sup> U.S. Census 2007-2011

<sup>30</sup> From: <http://www.city-data.com/neighborhood/Indian-Mound-Kansas-City-MO.html>

<sup>31</sup> Income less than 100% of the poverty level

- *“You know, I look at it ... as if it was a wheel, we’re in the middle of the wheel right here as far as Kansas City. We’re easy to get to, and so it’s attractive for our people here.”*

Another area asset is the number of industrial parks within close proximity to the Indian Mound Neighborhood. The Northeast Industrial Association and the Blue Valley Industrial Association are active organizations near Indian Mound. Participants suggested that there is momentum building that could lead to an “industrial revival” in the area. Participants noted the potential this type of revival would have to bring jobs and increased economic value to the area.

One interviewee referred to improvements along Independence Avenue over the last few years. He attributes the development to the increased focus on the Historic Northeast by the City of Kansas City Missouri and a collective momentum among the business community and other stakeholders:

- *“I think if they pay more attention [as Independence Avenue] improves, the area improves.”*
- *“[We are all] putting a bit of our part because here it looks very different from how it was before. Across the way the Chinese are making a little park for their photographs and all of that helps lift the area ... There can be a future here. We just need more help from the city.”*

Many of the ideas for increased economic development build on perceptions of current assets, such as revitalization of the industrial parks and capitalizing on the centrality of the area and its proximity to downtown. One respondent stated:

- *“Something like what they did at Power and Light, bring it more this way. We are fairly close to downtown. We are very close and that would help tourism.”*
- 



## Goods and Services

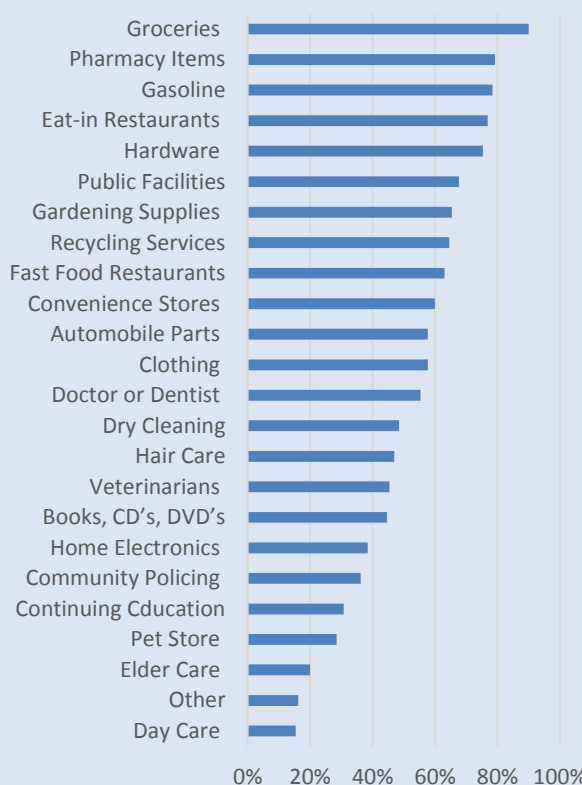
Residents reported goods and services that residents currently use or would use if they were available in the community. The types most frequently selected were groceries (90%), pharmacy items (79%), gasoline (78%), and hardware/building supplies (75%). Figure 2 shows a complete list of the goods and services that residents use or would use in rank order. When asked to prioritize which types of goods or services they would like to see added or expanded in the area, residents would most prefer:

- restaurants other than fast food (47%),
- grocery stores (42%),
- public facilities (e.g., libraries or community centers) (32%),
- clothing and clothing accessories stores (30%), and
- doctors and dentists (25%).<sup>32</sup>

In examining neighborhood assets and community resources, those that were most prevalent within the Indian Mound boundaries were auto repair shops (14), fast food restaurants (11), grocery stores (10), and beauty shops/ salons (9). The asset inventory also suggests support for faith-based organizations in the Historic Old Northeast, with 23 churches, synagogues, mosques within Indian Mound alone. The public library was found to be used by many residents, including youth, because of the availability of computers.

If they are able to do so, many Indian Mound residents drive outside the neighborhood for shopping and to access services. Participants cited examples of travel outside the area to buy clothes, school supplies, higher quality grocery items and produce, and to access recreational and sport activities. Several residents noted the abundance of grocery stores and corner stores as evidence that food was in good supply and

**Figure 2. Goods & Services Use if Available**



suggested that they did most of their shopping nearby.

Differences in residents' shopping choices may be attributed to poverty, ease of mobility, or other cultural factors rather than simply the availability of goods and services in the neighborhood. For example, there is some evidence to suggest, certain individuals from a lower socio-economic status, or people that once resided in other countries, perceived the availability of grocery stores and health services was adequate. These participant comments reflect the differences in perspectives:

- *"We definitely have a need for a good grocery store. I'm driving all the way to Ward Parkway."*

<sup>32</sup> 2011 Truman Plaza Community Survey

- *One participant commented that there were too many “little convenience stores ... Dollar General types of places and lower-scale stores. You don’t have a Footlocker or anything of that nature. I mean you don’t have any normal scale stores.”*

One participant shared about planning and coordinating the week's errands in order to access everything not available within the neighborhood on one day. Another resident lamented the lack of specialty coffee shops and other places of leisure.

However, there was consensus among people from all socio-economic and cultural

backgrounds that there were not enough places to buy clothes, not enough sit down full-service restaurants, arts, sports and recreation services. These needs are interrelated with other issues faced by residents, such as juvenile crime. One stakeholder responded:

- *“If you ask a young person, ‘What are you going to do?’ you don’t get much response. There’s not much to do for fun – not many options.”*

There was also consensus that there were too many fast-food restaurants, liquor stores, bars and adult entertainment clubs.



## Physical Elements and Properties

Residents and stakeholders commented about the overall appearance of the neighborhood and in particular businesses and residential properties. Responses were mixed about what people valued, but most respondents appreciated the diversity of people and cultures that Indian Mound offers as evidenced by these kinds of comments:

- *“Different people have different values of how houses in neighborhood should look”*
- *“I think that’s part of what makes the neighborhood unique too is that there are so many different tastes and styles and things that can be reflected from what people do at their house.”*

Perceptions about neighborhood characteristics sometimes differed by how long residents have lived in the community. Longtime residents reflected about times when the neighborhood had more vitality and were able to contextualize the dynamic nature of the Indian Mound neighborhood today with a historical perspective. Residents that were new to the community brought their perspective about how a neighborhood should look based on experiences from their communities of origin. One stakeholder offered perspective about these different groups:

- *“[There is a] new culture from Mexico. But what you also see is the property is not taken care of as well. And that’s the difference. The people who have pride in this area because of what it once was will take better care of their property than the ones that don’t. So somehow they have to figure out a way or how to blend the new culture with the old.”*

Respondents also commented about many of the issues and concerns that could be addressed in a Quality of Life improvement plan. Urban blight, poorly maintained properties and structures, graffiti, and general negligence contributes to the deterioration of certain parts of the neighborhood, confounding

efforts to revitalize the area. The stories and comments shared by Indian Mound residents and community stakeholders provided a rich fabric for understanding the complex nature of expectations and values related to the physical environment of the neighborhood.

### Aesthetic Qualities

Most participants valued architectural and structural characteristics of the Indian Mound neighborhood that make it distinctive from newer suburban settings. They expressed appreciation for diversity and indicated an openness to differences in the appearance of the houses and businesses. Resistance to imposing neighborhood rules or covenants emerged as a theme from some participants. These comments capture some of their sentiments:

- *“I lived in Prairie Village when I first moved here from Philadelphia. They had these ridiculous rules about how you couldn’t let your grass get more than six inches long and you couldn’t have children’s toys in your front yard and you couldn’t hang a clothes line. I hated that. I would not want to live in a neighborhood like that. I think you should be able to do whatever you want to do.”*
- *“There are clearly cultural differences between the way the houses look ... I don’t want to live in a place where the homeowners association is going to tell me what I can and can’t do. Because of that I have to be willing to accept the fact that I can’t tell other people what they can and can’t do. So that’s sort of a give and take and that’s what you deal with where you live somewhere else.”*
- *“I had sunflowers that started growing. I got a ticket for sunflowers. There were 30 of them, they were beautiful. Well they may have grown to like 8 or 10 feet. It got really big, but the thing was they were gorgeous ... I got a citation.”*

However, there was also a genuine interest in government intervention to deal with blighted structures and owners that did not maintain their properties:

- *“I think it starts with zoning and high expectations of a city for itself and its residents. I think that there’s some things in the mix that have some of those words, but I think when it comes to codes enforcement—very poor. Maybe you shouldn’t have things on books if no one’s ever really going to issue those tickets, or short of being able to get it to court.”*
- *“Well I just think that there’s probably fiscally not enough money available to hire the number of inspectors ... I’m sure have to triage what they think are the most critical cases.”*

Participants also indicated that they would like to have new and innovative design features added to their neighborhood. Some of the respondents were familiar with the work of the Kansas City Design Center (KCDC) to sponsor the Independence Avenue Design Charette. KCDC students worked with residents and stakeholders from the Old Historic Northeast to develop forward thinking plans that reflected their collective urban vision. One resident talked about that process:

- *“I think that’s great to sort of give people a vision; a look at what the neighborhood could look like if we all fixed our houses up.”*

Several focus group participants discussed a unique bike rack, located in Concourse Park, and how it added to the aesthetic quality of the community:

- *“It’s a beautiful sculpture but nobody knows it’s a bike rack. I don’t think I’ve ever seen a bike locked up to it ... [but] it’s the coolest bike rack in the world.”*

**Historic Preservation.** Kansas City has an established precedence of historic preservation

as a community priority. As early as 1992, civic leaders began creating the FOCUS Plan—Forging Our Comprehensive Urban Strategy; a 25-year planning initiative that included a preservation plan, *A Plan for Meaningful Communities*.<sup>33</sup> A key premise of historic preservation is to unite communities and to provide an enduring sense of history. Participants in this study affirmed these tenets and also expressed a belief in the value of preserving neighborhood elements to conserve historical meaning.

Of those surveyed, most (81%) felt it was important to preserve the historic buildings and heritage in the neighborhood.<sup>34</sup> Some stakeholders and residents felt design guidelines should be established for future development that are compatible with the character of the area. When asked to prioritize the most important area identity issues to residents, the first choice was addressing the issue of vacant buildings, followed by the maintenance or repurposing of vacant lots, with sidewalk maintenance as a third priority.

Residents and stakeholders that support historic preservation articulated their beliefs about keeping older homes intact:

- *“I look at the neighborhood and I think what it used to be, you can look at some of the architecture of the homes and things. And um, it’s a shame really.”*
- *“If they’re repairable they should be repaired I love history and these old homes ... There’s history to it and I think it’s a trend thing too. I think a lot of young people these days love the older style homes.”*
- *“If we can get people to appreciate the historic value of our neighborhood and that’s why I’m here there’s literally no other reason that I live in the northeast other than I wanted to live in a historic house and this is what I could afford.”*

<sup>33</sup> The FOCUS Preservation Plan Final Report (1997). From: <http://www.kcmo.org/idc/groups/cityplanningdevelopment/focuspreservationplan.pdf>

[ntdiv/documents/cityplanninganddevelopment/focuspreservationplan.pdf](http://www.kcmo.org/idc/groups/cityplanningdevelopment/focuspreservationplan.pdf)

<sup>34</sup> 2011 Truman Plaza Community Survey



Some residents did not necessarily want their neighborhood deemed a historic district, because they did not want to the restrictions that would be imposed on making improvements and repairs to their homes.

- *"We got these really cool modern class balusters. Someone came over and said, 'How did you get away with putting those up – something so modern on such an old house?.' I said I don't live in an historic district."*
- *"I'm pretty torn on [the issues of creating a historic district] because Pendleton Heights and Scarritt Renaissance are both basically historic neighborhoods. You can't have homes there they re-zoned everything ... I mean you want to protect your investment, you want to feel safe but at the same time I don't know if that's the way to do it to re-zone your neighborhood."*
- *"Should the neighborhood association try to set guidelines and I think we could do that, but we would be spinning the wheels because I personally spend a great deal of my volunteer time in trying to get the city to make people, to make homeowners meet some very basic minimal codes like mowing their lawns, having windows, maybe a roof so we are fighting an uphill battle."*

One resident suggested that some of the houses and buildings in the Indian Mound neighborhood are not worthy of preserving. Unless the buildings were particularly unique or had intrinsic historic meaning, she favored raising deteriorated structures and rebuilding over working to repair and restore them. This description helps to clarify the specifics of such a position:

- *"I don't think we have a lot of gems in this neighborhood. Your gems are more your old churches, maybe to some extent some of the older schools, that perhaps have any architectural significance; but I don't think a lot of businesses here were ever in prime time short of condition when they were built new. I think they were always probably*

*adequate for the time—certainly not four-star."*

**Property Maintenance.** When considering the overall satisfaction of community characteristics, Indian Mound residents were least satisfied with the maintenance of the properties in the community. Problems of poor maintenance was not found to be evenly distributed across the community, but instead participants noted that there are pockets or certain blocks where homes are abandoned or neglected. These comments describe some of the experiences and observations residents made about the condition of properties and vehicles in the area:

- *"People aren't keeping the property trimmed; or there are branches. I have a neighbor that raked all their leaves on the sidewalk and so, you're walking through after it rains, and you're walking through this slushy, muddy, leaf path."*
- *"I feel like there's a lot of cars, just sort of out of commission, and people that don't have the time or the money or the wherewithal to fix them. So they just sort of leave them there on the street."*
- *"It's block by block. I say some houses and some streets can rival some of the nicer streets of Kansas City, but then you'll turn a corner and there'll be 3 vacant houses and some houses [where residents] aren't cutting their grass, and a car with flat tires. We have people with those tiny little front yards that have paved them. They have 3 cars parked in the front yard and blocking the sidewalk."*
- *"I mean a lot of the buildings just need painted just like this one needs fixed. Everything is old. Now some people are trying to say to put in new buildings ... [but] you'll lose the character."*

Participants were passionate about the need for each and every resident to do their part in keeping their property in good order. The high incidence of poverty in the Indian Mound neighborhood contributes to individual means for maintaining homes, but civic responsibility

was an emergent theme in the discussions about property maintenance. This resident reflected a vision for community involvement in upkeep for neighborhood dwellings:

- *"I do my part to keep my little corner of the world clean and neat. I might not be able to afford to keep everything painted and just kept up to snuff, but if I am able to keep it looking as good as I can, I think it is my civic duty."*

**Trash.** Interview and focus group data suggests that trash and clutter contribute to unsightliness and devalue the neighborhood. From the number of responses, it was evident that the problem of trash dumping, residents leaving trash around their properties, and excessive clutter is pervasive on many of the residential streets. Some evidence suggested that businesses did a better job of keeping their establishments neat and free of unsightly elements. Hoarding was one issue that was mentioned as a problem for some, especially the poor. Another problem mentioned was that landlords just dump all of the belongings that a person leaves in a dwelling when they vacate the premises. Some landlords just put the things on the curb, disregarding the city's bulky item pick up rules. These comments reflect stakeholder sentiments:

- *"There just seems to be a lot of unnecessary clutter."*
- *"I think there's a difference between having trash and litter and overgrown weeds in your yard versus painting your house bright orange. If you want to paint your house bright orange I can't do anything about that, but if you want to have trash everywhere I have a problem with that."*
- *"In this area there are a lot of hoarders ... because they don't have very much. They hoard everything that they can get. And with hoarding, what ends up happening is that a lot of these people clutter everything."*

**Sidewalks.** The presence and condition of the sidewalks were also noted as issues for

residents. In some areas, sidewalks are not present or they are not contiguous. The condition in many instances are in disrepair, causing residents to walk in the narrow streets among vehicular traffic. These observations describe some of the conditions:

- *"I definitely think we have sidewalks that are long overdue for maintenance. We have a lot of sidewalks, where trees were planted 60 years ago, that are completely heaved."*
- *"I see people pushing strollers in the street, and maybe that is more of the sidewalk thing, because you can't push a stroller over a really uneven surface ... The sidewalks are in poor condition."*
- *"I've been told by kids that they don't walk to school because the sidewalks are not great and there's a lot of overgrown weeds. I didn't think much of it, but a lot of the kids say they see rodents in the weeds, and they see snakes, and they're scared of that."*
- *"[Children] walk right through my yard because there is no sidewalk. I live a block from an elementary school, so I'm not going to get upset about little kids walking through my yard. ... I don't want them to walk in the street."*
- *"It's really weird I live on Sunrise and there's a place where the sidewalk ends—literally it ends. The rest of the way on Sunrise it's just grass."*

**Graffiti.** Participants discussed issues associated with graffiti in the neighborhood. Several initiatives were implemented to remove it from buildings and structures. The Indian Mound Neighborhood Association received two grants from United Way's Neighborhood Self-help Fund for graffiti abatement. Stakeholders and residents noted that graffiti not only defaced property, but it is associated with crime and gang activity. These comments reflect the extent of the problem of graffiti and the discouragement of those that work to eliminate it over time.

- *"The graffiti, they come in the night like*

*little thieves and they just tear up the property. Spray painting everything.”*

- *“Graffiti ... it’s evidence of the gang activity.”*
- *“For 5 years they covered up the graffiti in the neighborhood—got the paint donated. I feel like they are fighting a losing battle with drugs and graffiti.”*
- [Gangs] *“I think the most interaction you can see with them usually whenever they tag, their tagging they’re own name so you know which gangs are active and which ones seem to be competing because usually there’s a tag and there’s a line through it with somebody else’s tag right next to it. That’s anyway our interaction with them is just by seeing what they post all over the place.”*

**Housing.** Of the 130 Indian Mound Residents that responded to the Truman Plaza Survey, 78% owned their homes and 92% lived in single-family housing.<sup>35</sup> While this sample may not accurately represent the neighborhood population, the preponderance of housing in Indian Mound is single-family dwellings. The survey also assessed the opinions of residents. Most residents (84%) believed that there was an adequate supply of affordable homes for sale. However, about half of the residents surveyed (51%) believed there was a lack of quality housing in the neighborhood. Even though the Indian Mound neighborhood has a substantial population of low –income families, 55% of the respondents believed that subsidized housing was too concentrated.

Rental Property emerged as an issue for many of the study participants. Some residents and stakeholders perceived that residents living in subsidized housing were detrimental to the community. They also believed that non-resident landlords may not properly maintain their properties. These statements reflect the

general concerns about rental property in the neighborhood:

- *“Section 8 housing can be a problem.”*
- *“Strangely enough when I have a problem with property and I get on the computer to see who owns it, somebody in CA, somebody in Timbuktu. We have a lot of absentee landlords, out of state landlords, and they don’t know what’s going on.”*

Consistent with these opinions, 81% of residents did not believe that there is a lack of affordable rental housing in the area. Qualitative data suggests that real estate prospectors in the area have increased the number of rental houses and absentee landlords. One resident reflected about changes in the neighborhood in the past several decades:

- *“Back in the late 70s and early 80s people learned that housing over here was very cheaply priced and so instead of bringing in people that would make our neighborhood better it just made the real estate people sell to landlords and then they would rent. They could get a house for like \$15,000 and then start renting it until it was just disintegrated or torn down or boarded up.”*
- *“Absentee landlords just don’t care or don’t know about the problems.”*

Some respondents noted that renters do not stay long enough in the area or on a particular street to form meaningful relationships with the other neighbors. Respondents also suggested that renters do not maintain their houses as well as those that own their homes and do not to contribute to collaborative neighborhood beautification efforts. They suggested that once rental properties deteriorate to a certain point, they often remain vacant. These blighted properties in turn invite crime and other detrimental activity. One resident remarked:

- *“They come in and steal anything they can to make a buck. I have to call the city 1-2-3-*

<sup>35</sup>2011 Truman Plaza Community Survey

*4 times to get something boarded up on that house, because people keep breaking in."*

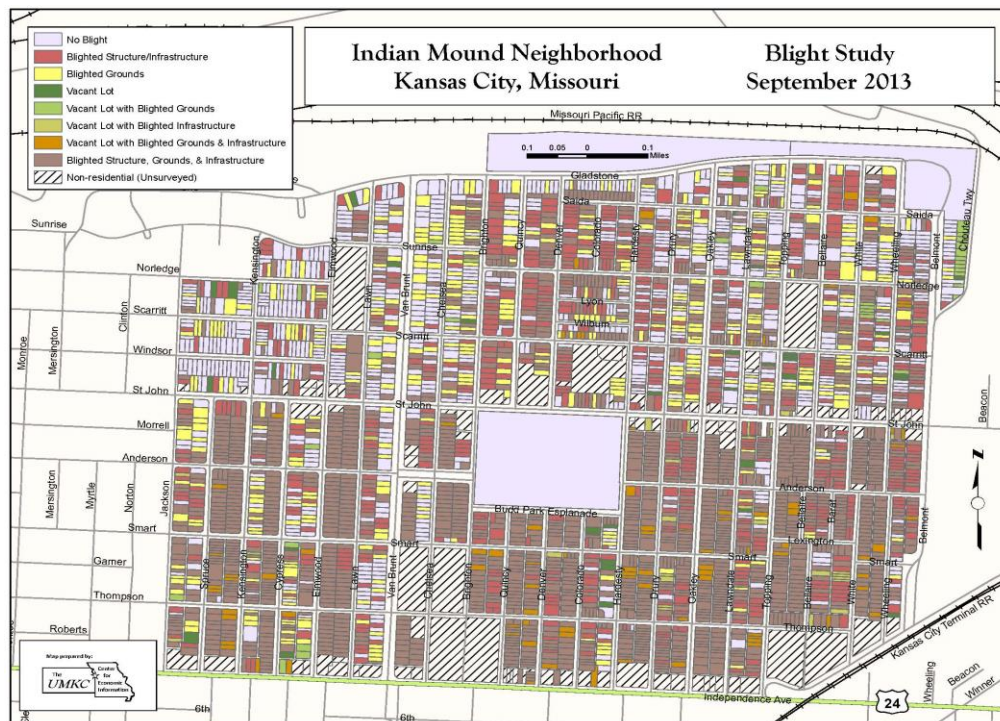
**Blight.** Abandoned homes were noted as a serious issue in the Indian Mound neighborhood. An important aspect about the presence of blighted parcels in the neighborhood is their impact on other negative factors. Blighted homes were noted as likely places where illegal activity occurs. One long-term resident suggested that the increase in blighted properties coincided with decline of schools. Participants vividly described the conditions of blight in the neighborhood in these statements:

- *"There's vacant properties like crazy down there and of course they're not being taken care of. Windows are boarded off, boarded up, gutters are falling off; weeds are overgrown. That is a welcome map for crime."*
- *"I mean we're basically it's to the point where a bulldozer needs to come in and improve things, that's about the point where it needs to be improved."*

- *"I saw a decline at the same time the schools start going downhill. That's what happened to the properties."*

Two participants mentioned that Kansas City, Missouri should be more responsible in dealing with blight and condemned homes. They suggested that the city is dilatory in its responsibility for routinely removing blighted structures, unless there is a high profile event to bring attention to the problem.

- *"Yes on my block but they are houses that the city has taken and are left and definitely no one lives there. They are abandoned ... there is already trash and tires thrown there, and because it is abandoned they leave them there."*
- *"It was interesting, wasn't it, when we had the baseball event here ... the All Star game. Oh my God, didn't everybody get their feathers ruffled to get some houses torn down quickly that had been on the housing list for about 18 years."*





## Assets and Community Resources

In addition to gathering qualitative data about needs and issues from residents, presented below is a compilation of Indian Mound's resources in the following areas: education programs, health and wellness services, human services, safety and security, economic development, arts & humanities, infrastructure, faith based organizations, community development organizations, commerce, and projected (future) assets. Considerable effort was used to capture all the businesses, organizations, programs, and agencies that lie within the Indian Mound neighborhood boundaries. Additionally, recognizing that

assets outside the neighborhood's borders also serve as benefit to residents, data was collected to the extent possible on assets within Historic Old Northeast or within a 2 mile radius of Indian Mound. This table will help residents and those engaged in the process of developing the Quality of Life plan to assess resource gaps, or areas in which there is perhaps an over representation of certain assets. The summary below shows the number of representative assets in each item. A complete list of assets can be found in **Appendix A**.

**Table 7. Summary of Indian Mound Assets<sup>36</sup>**

	Located in Indian Mound	Located Outside of Indian Mound <sup>37</sup>
<b>Education Programs</b>		
Head Start Programs	2	
Child Care Centers	2	2
Family Child Care Homes	0	
Preschool Programs	1	1
Primary Schools	3	
Secondary Schools	3	
Colleges and Universities	0	3
Vocational and Training Institutions	0	2
Adult Education Programs (including ESL)	2	4
College / Career Prep supports	2	3
Out of School Time Programs	2	3
<b>Health and Wellness Services</b>		
Health Care Services	5	6
Community Gardens	2	3
Fruit and Vegetable Markets	1	
Nutrition Education Programs	2	1
Food Pantries and Community Kitchens	1	4
Physical Fitness Programs and Supports	3	4

<sup>36</sup>Assets listed were reviewed by the Indian Mound Quality of Life Planning Project Steering Committee and a number of residents. Any omissions are completely unintentional.

<sup>37</sup>Located within Historic Old Northeast or within a 2 mile radius of the Indian Mound neighborhood.

	Located in Indian Mound	Located Outside of Indian Mound <sup>37</sup>
<b>Human Services</b>		
Family Support Programs	4	5
Basic Needs Services	0	1
Services for Special Populations: Disabled, Foster Children	3	1
Supports for Seniors	1	2
Youth Programs	3	0
<b>Safety and Security</b>		
Police	0	1
Community Organizations to Reduce Crime	3	2
Criminal Justice Entities	0	1
Neighborhood Safety Organizations	0	
Fire Department	1	
<b>Economic Development</b>		
Workforce Development	0	3
Community Reinvestment	0	
Real Estate development	0	2
Chambers	0	1
<b>Arts &amp; Humanities</b>		
Libraries	1	
Museums		1
Music	2	1
<b>Infrastructure</b>		
Transportation	3	2
Housing	0	
Internet & Computer Access	1	2
Technology	0	2
Parks and Recreation	2	1
<b>Faith-based organizations</b>		
Churches, Synagogues, and Mosques	23	1
Ministerial Alliances		
<b>Community Development Organizations</b>		
Neighborhood Groups	1	
Cultural Groups	1	2
<b>Commerce</b>		
Grocery Stores	10	2
Fast Food Restaurants	11	
Full Service Restaurants	6	
Bars and Clubs	2	1

	Located in Indian Mound	Located Outside of Indian Mound <sup>37</sup>
Liquor Stores	2	
Convenience Stores	5	
Gas Stations	3	1
Discount Marts/Dollar Stores	3	
Pharmacies	2	1
Clothing Stores	5	
Auto Parts Stores	4	
Auto Repair Shops	14	
Auto Sales	2	
Loan/cash Stores	3	
Tattoo Shops	1	
Video/Game Stores	1	
Adult Entertainment Venues	2	1
Insurance Agencies	2	
Prepaid phone stores	2	
Beauty shops/Salons/Barbershops	9	
Rentals	4	
Pawn shops	1	
Car wash	3	
Laundry Mats/Dry Cleaners	3	
Photography	3	
Tax consultants	2	1
Sporting/Recreational Stores	1	
Law offices	1	
Shirt printing shops	2	
Travel Agencies	1	
Realtors	1	
Print Media/Journalism	1	
<b>Projected Assets</b>		
CID		
Hardesty Renaissance		



## Summary of Findings and Conclusions

This study reveals the remarkable commitment, resilience, and pragmatic tenacity of the residents and stakeholders in the Indian Mound neighborhood. Their stories and candid insights provided rich information to guide the Quality of Life Planning Process. In some regards, the needs and issues in Indian Mound are common to other aging urban communities such as perceived safety concerns, blight, failing schools, poverty, and racial/ethnic tensions. Yet, the deeper meaning about how and why these challenges occur in the community emerged from the interviews and focus groups. In addition, the detailed asset inventory will support the strategic planning process by helping stakeholders consider the existing baseline supports and recognize the community strengths upon which an effective plan is built.

Some of the more notable aspects of issues and needs for consideration in the quality of life planning process include:

- the changing demographic of Indian Mound neighborhood residents and the perceived tensions between long standing residents and “new arrivals;”
- the chaos of poverty in the culture of fear that creates uncertainty among stakeholders;
- the need for improved infrastructure and amenities to support the area’s public transportation system;
- the need for additional lighting in public areas and the initiatives to foster the unification of neighbors to combat crime and security issues;
- increased public awareness about the actual incidence of crime and police response;
- police practices and communication issues regarding equity in police interactions with residents;
- the dynamic landscape of health insurance and the accessibility of health care and mental health services, particularly for low

income families and undocumented individuals;

- the availability of safe places for residents to exercise;
- the threat of stray dogs, untethered pets, rodents and snakes;
- unauthorized vehicular traffic on Cliff Drive;
- community engagement to support regaining provisional accreditation in the public schools;
- truancy issues at Northeast High School;
- inadequate availability of quality early childhood programs;
- the need to expand availability of goods and services in or nearby the neighborhood – particularly eat-in restaurants, grocery stores, public facilities, clothing stores, and doctors and dentists;
- the balance of available goods and services to meet the needs of residents across the economic continuum;
- creating neighborhood standards to address trash, property maintenance, and aesthetic elements without compromising residents’ freedom to express individual preferences and tastes;
- delays in raising blighted properties in the maintenance of abandoned lots;
- poorly maintained or incomplete sidewalks;
- graffiti;
- engagement of absentee landlords and renters to maintain property standards; and
- preservation of historic properties.

The Indian Mound neighborhood is approaching a precipice that could lead to its renewal, while retaining many characteristics that enhance the quality of life for its residents. Both the current and historical cultural diversity is an asset that planners should value in community building strategies. Seeking commonalities, fostering shared understanding and finding ways to support and encourage changing attitudes are the right steps to take to move the neighborhood forward.

## Appendix A. Indian Mound Asset Map

	#	Located in Indian Mound	#	Located Outside of Indian Mound
<b>Education Programs</b>				
Head Start Programs	2	Gladstone Elementary; James Elementary	1	Mid-America Head Start (MARC)
Child Care Centers	4	Guarderia Infantil "Alegria;" Temple Tottery Day Care; Tiny Saints Childrens College, Sunrise Montessori LLC	2	Children's Choice Day Care Center; Whatsoever Community Center Early Childhood Programs
Family Child Care Homes	1	Mrs. B's Daycare		
Preschool Programs	1	Gladstone Elementary	1	Whatsoever Community Center Pre School
Primary Schools	3	Gladstone Elementary School; James Elementary School; Holy Cross Catholic School		
Secondary Schools	3	NE Middle School; NE High School; Holy Cross Catholic School		
Colleges and Universities	0		3	Metropolitan Community Colleges; UMKC; MU Extension
Vocational and Training Institutions	0		2	KCMO School District; Jewish Vocational Services
Adult Education Programs (including ESL)	2	Mattie Rhodes Center; James Elementary Adult ESL	4	LULAC; University of Missouri Extension; Whatsoever Community Center ELL and GED classes; Don Bosco ESL Center
College / Career Prep supports	2	NE High School Early College Academy; James Elementary "On the Road to Success" College Initiative	3	KCMO School District Parent University; LULAC College Access Programming; Whatsoever Community Center College Prep
Out of School Time Programs	2	MRC Explorers; Holy Cross Extended Day	3	Whatsoever Community Center Summer Day Camp; Whatsoever After School Program; The Upper Room After School Reading Program

	#	Located in Indian Mound	#	Located Outside of Indian Mound
<b>Health and Wellness Services</b>				
Health Care Services	2	Walgreens; James Elementary Dental Programs	9	Truman Medical; Cabot Clinic; Samuel U. Rodgers Health Center; KC Care; Children's Mercy; UMKC School of Dentistry; Neighborhood Family Care; Optical care; Dental Care; Score 1 for Health (KCUMB)
Community Gardens	2	MRC Jardin Jubilo; Indian Mound Neighborhood Association	3	KCUMB Community Garden; Urban Farming Guys; St. John Community Gardens
Fruit and Vegetable Markets	1	MRC Farmers Market		City Market
Nutrition Education Programs	2	James Elementary Score 1 for Health, MRC Eating From the Garden	1	KCMO School District Parent University
Food Pantries and Community Kitchens	1	Calvary Temple's Helping Hands Food Pantry	4	Bishop Sullivan Center; Sheffield Family Life Center; St. Anthony's Parish; Victory Temple
Physical Fitness Programs and Supports	3	James Elementary BLAST-Bicycle Lesson and Safety Training; Zumba, Soccer and Siluetas at MRC; This Old Bicycle Repair Shop	5	YMCA, Gregg Klice Community Center; Bike Walk KC; Whatsoever Community Center Boxing Club; Van Brunt Soccer Complex
<b>Human Services</b>				
Family Support Programs	4	MRC Family Services and case management; MRC Latino Advocacy Taskforce; MRC Nuevo Amanecer; A.A.	5	KCMO School District Parent University; KCMO School District Office of Students in Transition; KCPS Family Store; Children's Mercy Healthy Start and TIES; Jewish Vocational Services
Basic Needs Services	0		1	Bishop Sullivan Center
Services for Special Populations: Disabled, Foster Children	3	MRC Supportive Living; Gladstone Elementary - Deaf & Hard of Hearing; Share-a-Fare	1	IHD
Supports for Seniors	1	Glennon Place Nursing Center	2	Bishop Sullivan Center's Project ElderCool and Food delivery; Don Bosco Seniors Center
Youth Programs	3	MRC Youth Development; JesuCristo Buen Pastor Youth Ministry; James Elementary Kiwanis	0	

	#	Located in Indian Mound	#	Located Outside of Indian Mound
<b>Safety and Security</b>				
Police	0		1	East Patrol Station
Community Organizations to Reduce Crime	3	MRC Latino Advocacy Taskforce; MRC Nuevo Día; James Elementary KCMO Safe Schools Program	2	KC Crime Commission; Whatsoever Community Center Youth COMBAT Drug/Alcohol Prevention Program
Criminal Justice Entities	0		1	Jackson County Prosecutor's Office
Neighborhood Safety Organizations	0			
Fire Department	1	KCFD		
<b>Economic Development</b>				
Workforce Development	0		3	HEDC; KCMO School District Parent University; Bishop Sullivan Center
Community Reinvestment	0			
Real Estate development	0		2	Westside Housing; Housing Authority of KC, MO
Chambers	0		1	NE Chamber of Commerce
<b>Arts &amp; Humanities</b>				
Libraries	1	NE Library		
Museums			1	KC Museum
Music	2	Classical and Flamenco Guitar lessons, MRC Music Camp	1	Whatsoever Community Center Apollo Project
<b>Infrastructure</b>				
Transportation	3	Share-a-fare; KCATA-3 bus lines (121, 24, 30); Dial-A-Ride	2	KCATA; Bishop Sullivan Center's Drive KC to Work
Housing	0			
Internet & Computer Access	1	NE Library	2	HEDC; KCMO School District Parent University
Technology	0		2	Google Fiber, HEDC
Parks and Recreation	2	Budd Park; Indian Mound Park	2	Kessler Park, Cliff Drive

Faith-based organizations				
Churches, Synagogues, and Mosques	23	Budd Park Christian Church; Holy Cross Parish; Bethany Baptist Church; Calvary Temple Assembly of God; Covenant Memorial Baptist Church; Jesu Cristo El Buen Pastor, Jehovah's Witnesses; St. Paul Monument of Faith; Covenant Memorial Baptist Church; Northeast Presbyterian Church; Latin American SDA Church; St. John's Anglican Church; Camino Verdad y Vida United; Norton Heights Community of Christ; Grace Church of the Nazarene; Independence Avenue Baptist; New Horizon Baptist Church; Rio de Agua Viva; St. Anthony's Parish; Living Faith Fellowship; Assumption of the Blessed Virgin Mary; Children's Memorial Lutheran Church; Independence Avenue Baptist Church	4	Baha'i Faith Center, Sheffield Family Life, Cristo La Roca
Ministerial Alliances				
Community Development Organizations				
Neighborhood Groups	1	Indian Mound Neighborhood Association		
Cultural Groups	1	MRC	2	UMKC Hispanic Advisory Board; LULAC
Commerce				
Grocery Stores	9	Constentino's Price Chopper; Guerrero Market; Aza Grocery; La Tienda Carrete; Express Stop; Supermercado Leon; El Tonto; Mexico Lindo Meat Market; Majokyiik Grocery	4	Banadir Grocery; Abarrotes Mi Familia, Apple Market, Abarrotes El Guero
Fast Food Restaurants (Limited Service Restaurants)	12	Subway; McDonald's; Taco Bell; Pizza Hut; Tom's Fried Chicken; Sonic; Taquería Monarco; Taquería Leon; Tacos El Guero; Willie's Burritos; Huarachitos Taquería, Hunt Brothers Pizza	3	McDonald's, Kentucky Fried Chicken, Hardee's



Full Service Restaurants	6	Peking Garden; Texas Toms; Steam Bowl Chinese; Carniceria El Torito; Istanbul Restaurant & Bakery;	7	Chapala Restaurant, Sabor Centro Americano, Steam Bowl Chinese, Taqueria Mexico, Taco Express, Pho, ((African Restaurant), (Jamaican Restaurant)
Bars and Clubs	2	Baccalá; Teri's Bigger Jigger	1	Ray's Over 21
Liquor Stores	2	Gem's Liquors; Superior Mini Mart		
Convenience Stores	5	Express Stop; Walgreens; Leon Carniceria; Town Café Convenience Store; Superior Mini Mart	1	Super Flea
Gas Stations	3	Express Stop, Phillips 66; BP Gas Station	3	Fast Stop Gas, Gas Express, 7 Eleven
Discount Marts/Dollar Stores	3	Family Dollar Store; 99 Cents Value Mart; Thrift Store (St. John)	1	
Pharmacies	3	Walgreens; Karl Simon, PharmD	1	CVS Pharmacy
Clothing Stores	5	Family Dollar Store; Payless Shoes Source; Sylvia's Fashion; Joyería (Jewelry Store); Thrift Store (St. John)	1	Gen X Clothing
Auto Parts Stores	4	O'Reilly Auto Parts; Mustang Plus; NAPA Auto Parts; ABS Tires	1	Napa Auto Parts
Auto Repair Shops	14	Mr. Auto; DTE Transmission Services; O'Reilly Autoparts; Nile Auto LLC; Craigs Auto Servic; H & L Auto; Garcia Auto Shop; Brocato's Auto Services; First Class Auto Shop; T & N Auto Repair; Mustang Plus; ABS Tires; St. John's Brake and Muffler; Dynamic Auto		
Auto Sales	2	El Camino Auto Sales; La Hacienda Auto Sales		
Loan/cash Stores	3	Quik Cash, Auto Title Loans; Checksmart; Payday Loans		
Tattoo Shops	1	Shrunkin head Tattoo		
Video/Game Stores	1	Crazy Games		
Adult Entertainment Venues	2	Baccalá; Teri's Bigger Jigger	1	Ray's Over 21
Insurance Agencies	2	Smart Insurance; Gonzalez Insurance		
Prepaid phone stores	2	Cricket; Boost Mobile		
Beauty shops/Salons/Barbershops	9	Express Nails; AJ's Barbershop; Latino's Beauty Salon; Joe's Barber Shop; Hairstyling/Salon (on Independence Ave.); Estética Ilusión Nail Salon; Joe's Barbershop (St. John); Pamela's Tanning Salon; Kimdo Salon	1	Gen X Beauty

Rentals	4	Rent-A-Center; Self-Storage; Romancer Studios Tuxedo Rentals; Salón de Villa (Event Space)	1	Aaron's Rent
Pawn shops	1	Cash America Pawn		
Car wash	3	Avenue Car Wash; Gary's Car Wash; Speedy Car wash		
Laundry Mats/Dry Cleaners	3	Spin cycle; Speedy Cleaners & Shirt Laundry; Express Coin Laundry	3	Holiday Laundry, Mayfair Cleaners, Speedy Cleaners & Shirt Laundry
Photography	3	Romancer Studios; Miranda's Photo & Video; Estudio Innovación		
Tax consultants	2	H&R Block; G.A.P. Tax Accountant	1	B&F Tax Services
Sporting/Recreational Stores	1	Biscari Brothers Bicycles		
Law offices			1	Law Office of Paul Samule Franco
Shirt printing shops	2	Alvanado Screen Painting; Friends Signs & Apparel		
Travel Agencies	1	World Travel Agency		
Realtors	1	Northeast Realty		
Print Media/Journalism	1	NE News		
Hardware Store			1	Westlake/ Ace Hardware
Veterinary Service			1	Northeast Animal Hospital
Plasma Bank			1	CSL Plasma
<b>Projected Assets</b>				
CID				
Hardesty Renaissance				

**Abbreviations Key:**

A.A. = Alcoholics Anonymous  
 ELL = English Language Learner's  
 ESL = English as a Second Language  
 IHD = Institute for Human Development  
 KC = Kansas City  
 KCATA = Kansas City Area Transportation Authority  
 KCMO = Kansas City, Missouri  
 KCPS = Kansas City Public Schools

KCUMB = Kansas City University of Medicine and Bio-Sciences  
 LULAC – LNEC = League of United Latin American Citizens – LULAC National Education Service Centers  
 MARC = Mid-America Regional Council  
 MRC = Mattie Rhodes Center  
 MU – University of Missouri (Extension)  
 NE = Northeast  
 UMKC = University of Missouri – Kansas City

## Appendix B. Research Methods Notes

**Indian Mound Residents participating in the Truman Plaza Community Survey.** The 2011 Truman Plaza Community Survey was mailed to a random sample of 2,400 households in the Truman Plaza area and followed up with telephone contact. Of these, 420 households responded, of which 130 resided in the Indian mound neighborhood.<sup>38</sup> Data from the Indian Mound residents was examined separately from the rest of the survey respondents in order to determine the unique perspective of those living in the neighborhood. The 130 respondents to the 2011 Truman Plaza Community Survey reported these demographic characteristics:

- **Race/Ethnicity**

	#	%
White	77	59%
Hispanic/Latino	36	28%
Black/African American	11	8%
Asian/Pacific Islander	2	1%
Other	3	3%
Did not respond	1	1%

note: 6 respondents (5%) checked Hispanic/Latino in addition to their race and 1 respondent (1%) indicated American Indian heritage in addition to race

- **Work Location**

	#	%
Not currently employed	38	29%
Downtown KC MO	27	21%
Elsewhere in Jackson County	22	17%
In the Truman Plaza Area	12	9%
Johnson County KS	7	5%
Elsewhere in KS	6	5%
At home	6	5%
Clay County MO	5	4%
Elsewhere in MO	3	2%
Platte County MO	1	1%
Did not respond	3	2%

- **# of Persons in the Home by Age**

	#	%
Under age 5	21	6%
Ages 5 - 9	37	11%
Ages 10 - 19	54	15%
Ages 20 - 34	62	18%
Ages 35 - 44	44	12%
Ages 45 - 54	48	13%
Ages 55 - 64	52	15%
Ages 65 - 74	28	8%
Ages 75+	6	2%

- Average number of years living in the Truman Plaza Area – 19 (median = 14 years)
- Most respondents (78%) owned their homes, while 12% of them rented their housing
- Most respondents (92%) lived in single-family housing, while 6% lived in multi-family dwellings, and 2% did not indicate their housing type

**Qualitative Research Methods.** Key informant interviews and focus group discussions were digitally recorded and field notes were taken during the sessions. The digital recordings were transcribed for analysis. The data documents were entered into *NVIVO*, a qualitative data analysis software program,

<sup>38</sup> 2011 Truman Plaza Community Survey

which was used to organize and code the interview and focus group data. An inductive analysis was used to identify emerging themes, patterns, and questions. Each transcript was initially coded into categories based on the semi-structured questions used in guiding the interviews and discussion groups. A constant comparative method of data analysis was used to separate and categorize the data into discrete concepts. This grounded approach included open coding and theoretical memoing. Outliers and exceptions were incorporated into the theoretical framework.<sup>39</sup> Axial coding was used to reduce the data and identify parent and grandparent codes that led to the causal links and themes. The coded data was integrated, and emergent themes were identified.

Four trained researchers from UMKC-IHD collected and examined the data to reduce bias and threats to validity and reliability. Multiple data sources and carefully designed data collection protocols helped to triangulate the findings. Feedback from the Steering Committee and participants at the Indian Mound Quality of Life Planning Retreat further addressed any validity or reliability threats.<sup>40</sup>

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<sup>39</sup> Creswell J. W. (2007). *Qualitative inquiry and research Design: Choosing among five approaches* (2<sup>nd</sup> ed.). Thousand Oaks, CA: Sage.

<sup>40</sup> Maxwell, J. (1996). *Qualitative research design: An interactive approach*. Thousand Oaks, CA: Sage.