

# **City of West Allis Meeting Minutes**

## **Common Council**

Mayor Dan Devine, Chair

Alderperson James W. Sengstock, Council President

Alderpersons: Gary T. Barczak, Michael J. Czaplewski, Kurt E. Kopplin, Thomas G. Lajsic, Richard F. Narlock, Rosalie L. Reinke, Daniel J. Roadt, Vincent Vitale, and Martin J. Weigel

Tuesday, April 7, 2009

7:00 PM

City Hall - Council Chambers

#### REGULAR MEETING

#### A. CALL TO ORDER

The meeting was called to order by Mayor Devine at 7:00 p.m.

#### B. ROLL CALL

9 - Czaplewski, Kopplin, Lajsic, Narlock, Reinke, Roadt, Sengstock, Vitale, and Weigel Present

Excused

#### C. PLEDGE OF ALLEGIANCE

The Pledge of Allegiance was led by Ald. Weigel.

#### D. PUBLIC HEARINGS

1. R-2009-0090 Resolution to confirm and adopt the report of the City Engineer containing the schedule of proposed assessments for improvement of S. 88 St. from W. Becher St. to W. Grant St.; S. Orleans Ave. from S. 88 St. to W. Stuth Ave.; and North/South Alley between S. 71 St., S. 72 St., W. Cleveland Ave. and W. Harrison Ave. (portions in West Allis, combined project with City of Milwaukee).

**Sponsors:** Public Works Committee

Explanation by Michael Lewis, City Engineer.

#### Appearances:

John Barczak, 2171 S. 88 St., addressed the condition of Grant St. He inquired about the start date for the project and its duration. He stated that closing the street for a couple of months is unacceptable, and addressed his concern regarding vehicle security.

Al O'Shea, 2872 S. Orleans Ave., addressed the project cost, and indicated that more work is needed on Beloit Rd. and other main streets. He commented on the financial burden relative to the project.

Eleanor Manikowski, 2159-61 S. 88 St., addressed her parking concerns, and commented on the amount of the assessment.

Carol Tischer, 2660 S. 72 St., inquired about the project, the approach, the schedule, parking, utilities and billing.

Jim Hluchnik, 2640 S. 72 St., addressed his parking concerns, and said the alley needs to be

repaired.

**2.** O-2009-0007

Ordinance to amend Subsection 12.13(17) of the Revised Municipal Code relative to amending certain Plan Commission review fees and to create Subsection 12.13(17) (p) relative to implementing a Certified Survey Map re-approval submittal fee within the Planning Application Review Fee Schedule.

Sponsors:

Safety & Development Committee

Explanation by John Stibal, Director of Development.

Appearances: None.

**3.** R-2009-0101

Resolution relative to determination of Special Use Permit to establish the Utopic Therapeutic Massage and Skin Care Spa, to be located within a portion of the existing commercial space at 9422 W. National Ave. (Tax Key No. 479-0674-001)

Sponsors:

Safety & Development Committee

Explanation by John Stibal, Director of Development.

Appearances: None.

**4.** <u>R-2009-0100</u>

Resolution relative to the determination of Special Use Permit to establish CK Auto Repair, an auto repair facility within an existing mixed-use building located at 723 S. 84 St. (Tax Key No. 442-0316-000)

Sponsors:

Safety & Development Committee

Explanation by John Stibal, Director of Development.

Appearances:

Ray Jordan, 8425 W. McMyron, did not object to the proposal, and stated his concern relative to abandoned vehicles.

**S.** R-2009-0106

Resolution relative to determination of Special Use Permit to extend Havana Lounge and Cigar into the abutting commercial space east of their existing location at 9505 W. Greenfield Ave. (Tax Key No. 450-0042-001)

Sponsors:

Safety & Development Committee

Explanation by John Stibal, Director of Development.

Appearances:

Kathy Doppler, 1285 N. 64 St., Manager of Havana Lounge and Cigar, addressed food service, sales, ban on smoking, overcrowding and ADA requirements.

R-2009-0104 6.

Resolution relative to determination of Special Use Permit for a proposed outdoor dining area to Paulie's Pub and Eatery located at 8031 W. Greenfield Ave. (Tax Key Nos. 452-0254-000, 452-0256-000 and 452-0257-000)

**Sponsors:** Safety & Development Committee

Explanation by John Stibal, Director of Development.

Appearances:

Paul Budiac, 8031 W. Greenfield Ave., addressed outdoor music and dining, and described the covered area.

#### E. CITIZEN PARTICIPATION

None.

## F. ANNOUNCEMENT OF RECESS MEETINGS OF STANDING COMMITTEES

Mayor Devine announced that the following Committees would meet during recess: Administration & Finance, Public Works, Safety & Development, License & Health, and

#### G. MISCELLANEOUS BUSINESS

### Mayor's Report

Mayor Devine commented on the Community Dinner Benefit.

## **Alderpersons Comments**

None.

H. AGENDA APPROVAL

that the agenda as submitted be accepted

I. APPROVAL OF MINUTES

to approve the minutes of the regular meeting of March 17, 2009

#### J. ITEMS NOT REFERRED TO COMMITTEE

7.	<u>2009-0182</u>	Gil & Tina Maronek communication regarding vehicle damage allegedly sustained
		near the intersection of S. 70 St. and W. Main St., on March 9, 2009.

8. 2009-0186 Summons and Complaint in the matter of Countrywide Home Loans Servicing LP vs. City of West Allis, et al.

9. 2009-0196 Amended Summons & Complaint in the matter of U.S. Bank National Association vs. the City of West Allis, et al., Case No. 07-CV-013644.

## **Passed The Block Vote**

## K. STANDING COMMITTEE REPORTS

## LICENSE & HEALTH COMMITTEE

10.	2009-0144	2009 Direct Sellers/Solicitors Permit application no. 37 of April Mitchell-Bobo III.
11.	2009-0142	2009 Direct Sellers/Solicitors Permit application no. 30 of Ryan G. York.
12.	2009-0143	2009 Direct Sellers/Solicitors Permit application no. 33 of Eric D. Rohloff.
13.	<u>2009-0115</u>	2008-2010 Tavern Operator License application no. 10-304 of Julaine S. Ostrowski.
		Denied based on two (2) nonappearances and the police report.
14.	2009-0128	Police Department Report involving J.P.'s Hat Trix, 5826 W. Burnham St. (2008-2009 Class B Tavern License no. 1223 and Cigarette License no. 1224 of J.P.'s Hat Trix, Pamela A. Yanny, Agent, Incident Date: January 5, 2009).
15.	2009-0129	Police Department Report involving The Network, 9541 W. Cleveland Ave. (2008-2009 Class B Tavern License no. 786, Dance Hall License no. 788 and Cigarette License no. 787 of The Network, LLC, Stephen S. Silber, Agent, Incident Date: January 28, 2009).
16.	2009-0130	Police Department Report involving Las Palmas, 1901 S. 60 St. (2008-2009 Class B Tavern License no. 1345, Dance Hall License no. 1346, Instrumental Music License no. 1347 and Cigarette License no. 1348 of Las Palmas, LLC, Carmen D. Lewis Yun, Agent, Incident Date: January 12, 2009).
17.	2009-0165	Police Department Report involving Walk-Her-Inn, 900 S. 74 St. (2008-2009 Class B Tavern License no.491, Cigarette and Tobacco License no. 492, and Dance Hall License no. 493 of Dennis M. Gerth, Incident Date: February 15, 2009).

Police Department Report involving Burnham Bowl, 6016 W. Burnham St. (2008-2009 Class B Tavern License no. 764, Dance Hall License no. 766, Instrumental Music License no. 767, and Bowling Alley License no. 964 of Blaine Enterprises, Inc, Claudia A. Martorano, Agent, Incident Date: February 21, 2009).
Police Department Report involving Painted Parrot, 8028 W. National Ave. (2008-2009 Class B Tavern License no. 454, Dance Hall License no. 504, Instrumental Music License no. 1068 and Cigarette License no. 455 of LTL PNK HSZ, LLC, Gregory S. Barczak, Agent, Incident Date: February 14, 2009)

#### Passed The Block Vote

Aye: 9 - Czaplewski, Kopplin, Lajsic, Narlock, Reinke, Roadt, Sengstock, Vitale, and Weigel

**No:** 0

#### L. COMMON COUNCIL RECESS

that the Council recess until completion of Committee meetings

Thereupon, the Council took a recess at 7:47 p.m. Upon returning from recess at 8:26 p.m., and the roll call being taken, there were:

Present 9 - Czaplewski, Kopplin, Lajsic, Narlock, Reinke, Roadt, Sengstock, Vitale, and Weigel

Excused 1 - Barczak

#### M. NEW AND PREVIOUS MATTERS

#### **ADMINISTRATION & FINANCE COMMITTEE**

21. Resolution relative to acquiring flu vaccine for 2009/10 from FFF Enterprises, Inc.

and GSK for a total net sum of \$12,950.00.

Sponsors: Administration & Finance Committee

<u>Attachments:</u> Flu Vaccine sole source letter.pdf

**22.** R-2009-0097 Resolution relative to reauthorization of Worker's Compensation Self-Insurance for

the three-year period (2009-2011).

**Sponsors:** Administration & Finance Committee

23. R-2009-0103 Resolution relative to Agreement between City of West Allis and Motorsports LLC

Paramedic Ambulance/Fire Engine Stand-By Milwaukee Mile Events for 2009.

**Sponsors:** Administration & Finance Committee

Attachments: AGMT.Motorsports for MilwMile 09.pdf

Adopt with conditions (prepayment) and keep paragraph 7B included.

24. Resolution approving an Economic Development Loan to 88 Keys LLC under the

Department of Housing and Urban Development Community Development Block

Grant Program in an amount not to exceed \$40,000.

**Sponsors:** Administration & Finance Committee

25.	2007-0442	West Allis Fire Fighters IAFF Local 1004 communication regarding opening of contract negotiations.
26.	2009-0195	United Steelworkers communication requesting support of the Buy American Resolution relative to the American Recovery and Reinvestment Act.
	Attachments:	2009-0195.pdf

## **City Attorney Claim Report**

27. 2009-0014 Progressive Universal communication on behalf of Patricia Corey regarding vehicle damage allegedly sustained at 7700 W. Becher St. on December 26, 2008.

**28.** 2009-0097 Sook Ja Kim Notice of Claim regarding vehicle damage allegedly sustained at the intersection of W. Beloit Rd. and S. Buchanan Pl. on December 23, 2008.

#### **Passed The Block Vote**

Aye: 9 - Czaplewski, Kopplin, Lajsic, Narlock, Reinke, Roadt, Sengstock, Vitale, and WeigelNo: 0

#### **PUBLIC WORKS COMMITTEE**

20. Resolution relative to accepting the proposal of Kempler Industries Inc. for furnishing

one (1) used hydraulic press brake for a total net sum of \$18,500.00.

Sponsors: Administration & Finance Committee and Public Works Committee

Attachments: Hydraulic Press Brake sole source letter.pdf

29. Resolution ordering preliminary plans and specifications together with a schedule of

proposed assessments for improvement of S. 70 St. to S. 84 St., North City Limits to

Union Pacific Railroad by miscellaneous sidewalk repair.

Sponsors: Public Works Committee

**30.** R-2009-0105 Resolution to approve bid of Capitol Pavers, Inc. for street construction, sanitary

sewer relay, sanitary sewer, storm sewer relay, storm sewer, water main relay, water main, building services and utility adjustments in West Grant Street from S. 68th Street to South 76th Street in the City of West Allis, in the amount of \$1,018,457.47.

**Sponsors:** Public Works Committee

Attachments: 2009-5 Bid Tab.pdf

**31.** Resolution accepting work of LaLonde Contractors, Inc. for the street reconstruction

and underground utility work in South 122nd Street from West Oklahoma Avenue to West Holt Avenue and South 121st Street from approximately 250' North of W. Burdick Ave. to W. Ohio Avenue in the City of West Allis and authorizing and directing settlement of said contract in accordance with contract terms of 2003

Project No. 12.

Sponsors: Public Works Committee

**32.** Resolution to approve Amendment of Sanitary Sewer Easement by and between the

City of West Allis ("the City"), Sunset Investors WA, LLC ("Sunset") and R&K of

Wisconsin, LLC ("R&K").

Sponsors: Public Works Committee

**Attachments:** Sanitary Sewer Easement.pdf

33. R-2009-0093 Resolution to approve Amendment of Utility Easement by and between the City of

West Allis ("the City"), Sunset Investors WA, LLC ("Sunset") and R&K of

Wisconsin, LLC ("R&K").

Sponsors: Public Works Committee

Attachments: Utility Easement.pdf

**34.** Resolution Granting a Privilege for Encroachment (Major) to New Owner Mark

Holbert (d/b/a Sportz Medicine LLC) for property located at 7731 West Becher

Street.

**Sponsors:** Public Works Committee

35. 2009-0208 Communication from City Engineer Regarding Painting of Bike Lanes Along 116th

Street.

Attachments: 116th Street Bike Lanes.pdf

Held in Public Works Committee during recess.

**36.** 2009-0209 Communication from City Engineer Regarding 60th Street Reconstruction

Project-Railroad Tracks.

Attachments: Comm-2009-0209 (60th Street).pdf

37. 2009-0197 Downtown West Allis, Inc. requesting permission to use the public parking lot south

of Greenfield Avenue between 73 and 72 Streets, parking restrictions, and the use of signs and supplies from the Department of Public Works for their 2nd Annual Downtown West Allis BID Merchants Appreciation Picnic on Wednesday, May 20,

2009 from 11:00 a.m. - 1:00 p.m.

Attachments: 2009-0197.pdf

**38.** 2009-0192 Communication from the Director of Public Works relative to screening recyclables

prior to collection.

Attachments: recyclable storage.ltr.pdf

**39.** 2009-0193 Communication from the Director of Public Works relative to submittal of NR 216

Discharge Permit Report to the Wisconsin Department of Natural Resources.

Attachments: NR 216 permit reporting.ltr.pdf

## **Public Hearing Items (Public Works Committee)**

**40.** Resolution to confirm and adopt the report of the City Engineer containing the

schedule of proposed assessments for improvement of S. 88 St. from W. Becher St. to W. Grant St.; S. Orleans Ave. from S. 88 St. to W. Stuth Ave.; and North/South Alley between S. 71 St., S. 72 St., W. Cleveland Ave. and W. Harrison Ave.

(portions in West Allis, combined project with City of Milwaukee).

**Sponsors:** Public Works Committee

41. R-2009-0091 Final Resolution authorizing public improvement by new concrete construction and

concrete reconstruction in S. 88 St. from W. Becher St. to W. Grant St.; S. Orleans Ave. from S. 88 St. to W. Stuth Ave.; and North/South Alley between S. 71 St., S. 72 St., W. Cleveland Ave. and W. Harrison Ave. (portions in West Allis, combined project with City of Milwaukee) and levying special assessments against benefited

properties.

**Sponsors:** Public Works Committee

**42.** 2009-0206 Petition submitted by residents of the 2100 block of S. 88 St. opposing the street

reconstruction project.

Attachments: 2009-0206.pdf

#### Passed The Block Vote

Aye: 9 - Czaplewski, Kopplin, Lajsic, Narlock, Reinke, Roadt, Sengstock, Vitale, and Weigel

**No:** 0

## **SAFETY & DEVELOPMENT COMMITTEE**

43. Resolution authorizing the Director of Development to execute a \$75,000 matching

Comprehensive Planning Grant Agreement between the City of West Allis and the

Wisconsin Department of Administration.

**Sponsors:** Safety & Development Committee

**44.** R-2009-0098 Resolution to support Governor Doyle's "25 X 25" Goals for Energy Independence.

**Sponsors:** Safety & Development Committee

## **Public Hearing Items (Safety & Development Committee)**

**45.** Ordinance to amend Subsection 12.13(17) of the Revised Municipal Code relative to

amending certain Plan Commission review fees and to create Subsection 12.13(17) (p) relative to implementing a Certified Survey Map re-approval submittal fee within

the Planning Application Review Fee Schedule.

**Sponsors:** Safety & Development Committee

**46.** R-2009-0101 Resolution relative to determination of Special Use Permit to establish the Utopic

Therapeutic Massage and Skin Care Spa, to be located within a portion of the existing commercial space at 9422 W. National Ave. (Tax Key No. 479-0674-001)

**Sponsors:** Safety & Development Committee

47. 2009-0175 Special Use Permit to establish the Utopic Therapeutic Massage and Skin Care Spa,

to be located within a portion of the existing commercial space at 9422 W. National

Ave. (Tax Key No. 479-0674-001)

**48.** R-2009-0100 Resolution relative to the determination of Special Use Permit to establish CK Auto

Repair, an auto repair facility within an existing mixed-use building located at 723 S.

84 St. (Tax Key No. 442-0316-000)

Sponsors: Safety & Development Committee

49. 2009-0138 Special Use Permit to establish CK Auto Repair, an auto repair facility within an

existing mixed-use building located at 723 S. 84th St. submitted by Chor Yang. (Tax

Key No. 442-0316-000)

**50.** Resolution relative to determination of Special Use Permit to extend Havana Lounge

and Cigar into the abutting commercial space east of their existing location at 9505

W. Greenfield Ave. (Tax Key No. 450-0042-001)

**Sponsors:** Safety & Development Committee

51. 2009-0176 Special Use Permit to extend Havana Lounge and Cigar into the abutting commercial

space east of their existing location at 9505 W. Greenfield Ave. (Tax Key No.

450-0042-001)

**52.** R-2009-0104 Resolution relative to determination of Special Use Permit for a proposed outdoor

dining area to Paulie's Pub and Eatery located at 8031 W. Greenfield Ave. (Tax Key

Nos. 452-0254-000, 452-0256-000 and 452-0257-000)

Sponsors: Safety & Development Committee

53. 2009-0156 Special Use Permit for a proposed outdoor dining area to Paulie's Pub and Eatery

located at 8031 W. Greenfield Ave. (Tax Key Nos. 452-0254-000, 452-0256-000

and 452-0257-000)

**Passed The Block Vote** 

Ave: 9 - Czaplewski, Kopplin, Lajsic, Narlock, Reinke, Roadt, Sengstock, Vitale, and Weigel

**No:** 0

LICENSE & HEALTH COMMITTEE

54. 2009-0185 Summons and Complaint in the matter of the complaint against Susan M. Domena, for

the premises located at 1100 S. 60 St., d/b/a Top Gun Saloon (2008-2009 Class B Tavern License no. 1424, Dance Hall License no. 1425 and Instrumental Music

License no. 1426).

Attachments: 2009-0185.032409.pdf

2009-0185.040709.pdf

Held in License & Health Committee during recess.

**55.** 2009-0168 Police Department Report involving Top Gun Saloon, 1100 S. 60 St. (2008-2009)

Class B Tavern License no. 1424, Dance Hall License no. 1425 and Instrumental Music License no. 1426, Susan M. Domena, Agent, Incident Date: January 16,

2009).

Held in License & Health Committee during recess.

**56.** 2009-0169 Police Department Report involving Top Gun Saloon, 1100 S. 60 St. (2008-2009)

Class B Tavern License no. 1424, Dance Hall License no. 1425 and Instrumental Music License no. 1426, Susan M. Domena, Agent, Incident Date: February 17,

2009).

Held in License & Health Committee during recess.

57. 2009-0141 2008-2009 Tavern Operator License application no. 09-641 of Brian J. Lorenson.

Held in License & Health Committee during recess.

58. O-2009-0013 An Ordinance to Amend Subsection 7.04 (3)(b) and (c) of the West Allis Revised

Municipal Code Relating to Food Establishment Permit Fees.

Sponsors: Ald. Reinke

**59.** 2009-0181 Appointment of agent by Crawdaddy's Restaurant, Inc., d/b/a Crawdaddy's

Restaurant, 6414 W. Greenfield Ave., of James J. Brinks (2008-2009 Class B

Tavern Liquor License no. 742).

60.	2009-0188	2008-2009 Special Class B Beer and Wine License application(s).
		License application nos. 24 and 25 granted.
61.	2009-0184	2007-2009, 2008-2009 and 2008-2010 Tavern Operator License applications.
		2007-2009 license application no. 240 granted, 2008-2009 license application nos. 643, 645-646, 648-651 granted and 2008-2010 license application nos. 311-312, 314-316, 318-319 granted.
62.	<u>2009-0183</u>	2009-2010 Precious Metal & Gem Dealer License renewal application(s).
		License application nos. 353, 357-358, 360, 946 and 1262 granted.
63.	2009-0187	2009-2010 Second Hand Dealer License renewal application(s).
		License application nos. 301, 303, 306, 309, 311, 319, 334, 341-342, 344 and 1322 granted.
64.	2009-0189	2009-2010 Used Vehicle Dealer License renewal application(s).
		License application nos. 205, 259, 269, 1234, 1244 and 1414 granted.
65.	2009-0190	2009-2010 Trailer & Truck Rental License renewal application(s).
		License application nos. 406 and 409 granted.
66.	2009-0191	2009-2010 Pawn Dealer License renewal application(s).
		License application no. 967 granted.
67.	2009-0194	2009-2010 Salvage & Recycling Center License renewal application(s).
		License application no. 352 granted.
68.	2009-0148	2008-2009 Class A Beer License application no. 1501 of JSO Enterprises, LLC, Kuldeep Oberoi, Agent, d/b/a Bobby Food & Liquor Mart for premises located at 2079 S. 69 St. (new-existing location).
		Held in License & Health Committee during recess.
69.	2009-0149	2008-2009 Combination Class A Liquor License application no. 1502 of Bryan SRA, LLC, Ram S. Joseph, Agent, d/b/a Kwik Pantry, for premises at 6716 W. Lincoln Ave. (new-nonexisting location).
		Held in License & Health Committee during recess.
70.	2009-0199	2008-2009 Tavern Operator License application no. 09-647 of Andrew A. Heard.
		Held in License & Health Committee during recess.
71.	2009-0200	2008-2010 Tavern Operator License application no. 10-313 of Sherry A. Rom.
		Held in License & Health Committee during recess.
72.	2009-0204	2008-2010 Tavern Operator License application no. 10-317 of Katherine L. Van Dorf.
		Held in License & Health Committee during recess.

## **Passed The Block Vote**

Aye: 9 - Czaplewski, Kopplin, Lajsic, Narlock, Reinke, Roadt, Sengstock, Vitale, and Weigel

**No:** 0

#### **ADVISORY COMMITTEE**

73. 2009-0201 Legislative Committee minutes for March 24, 2009.

Attachments: LEG CMTE MINS 032409.pdf

74. 2009-0202 Reappointment by Mayor Devine to the West Allis Capital Improvement Committee

of Donna Krahn and Jo-Anne Koshere, their three-year terms to expire January 10,

2012.

75. 2009-0203 Reappointment by Mayor Devine of Judith Schmidt as a member of the West Allis

Commission on Aging, her three-year term to expire November 1, 2011.

#### **Passed The Block Vote**

Aye: 9 - Czaplewski, Kopplin, Lajsic, Narlock, Reinke, Roadt, Sengstock, Vitale, and Weigel

**No:** 0

**76.** 2009-0205 Reappointment by Mayor Devine of Ald. Vincent Vitale as a member of the West

Allis Economic Development (Partnership) Committee, his three-year term to expire

January 1, 2012.

Aye: 8 - Czaplewski, Kopplin, Lajsic, Narlock, Reinke, Roadt, Sengstock, and Weigel

No: 0

Present: 1 - Vitale

N. OTHER MATTERS RELATING TO THE AFFAIRS AND GOVERNMENT OF THE CITY WHICH MAY PROPERLY BE BROUGHT BEFORE THE COMMON COUNCIL

None.

#### O. ADJOURNMENT

to adjourn at 8:32 p.m., with the next regularly scheduled meeting to be held on April 21, 2009, at 7:00 p.m

/s/ Paul M. Ziehler City Administrative Officer Clerk/Treasurer



All meetings of the {bdName} are public meetings. In order for the general public to make comments at the committee meetings, the individual(s) must be scheduled (as an appearance) with the chair of the committee or the appropriate staff contact; otherwise, the meeting of the committee is a working session for the committee itself, and discussion by those in attendance is limited to committee members, the mayor, other alderpersons, staff and others that may be a party to the matter being discussed.

#### NON-DISCRIMINATION STATEMENT

The City of West Allis does not discriminate against individuals on the basis of race, color, religion, age, marital or veterans' status, sex, national origin, disability or any other legally protected status in the admission or access to, or treatment or employment in, its services, programs or activities.

#### AMERICANS WITH DISABILITIES ACT NOTICE

Upon reasonable notice the City will furnish appropriate auxiliary aids and services when necessary to afford individuals with disabilities an equal opportunity to participate in and to enjoy the benefits of a service, program or activity provided by the City.

#### LIMITED ENGLISH PROFICIENCY STATEMENT

It is the policy of the City of West Allis to provide language access services to populations of persons with Limited English Proficiency (LEP) who are eligible to be served or likely to be directly affected by our programs. Such services will be focused on providing meaningful access to our programs, services and/or benefits.