

City of West Allis Meeting Minutes

Common Council

Mayor Dan Devine, Chair

Alderperson Thomas G. Lajsic, Council President

Alderpersons: Suzzette Grisham, Kevin Haass, Danna Kuehn, Thomas G. Lajsic, Rosalie L. Reinke, Daniel J. Roadt, Tracy Stefanski, Angelito Tenorio, Vincent Vitale, and Martin J. Weigel

Tuesday, September 1, 2020

7:00 PM

City Hall, Common Council Chambers 7525 W. Greenfield Avenue

REGULAR MEETING

A. CALL TO ORDER

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

B. ROLL CALL

Present 9 - Grisham, Haass, Kuehn, Lajsic, Reinke, Roadt, Stefanski, Tenorio, and Vitale

Excused 1 - Weigel

C. PLEDGE OF ALLEGIANCE

The Pledge of Allegiance was led by Ald. Reinke.

D. PUBLIC HEARINGS

1. Resolution relative to determination of an Application for a Special Use Permit for

B&E Kitchen, a proposed shared kitchen and event space, to be located at 5901 W.

Beloit Rd.

Sponsors: Safety & Development Committee

<u>Attachments:</u> R-2020-0499

Explanation by Steve Schaer, Manager, Planning & Zoning Manager.

Public Comments: Carlos Beltran, 5901 W. Beloit Rd., owner of building commented on

previous tenant's activity.

Public Hearing Held.

2. Resolution relative to determination of an Application for a Special Use Permit for

West Allis Masonic Lodge, a proposed place of assembly, to be located at 11037

W. Oklahoma Ave.

Sponsors: Safety & Development Committee

<u>Attachments:</u> R-2020-0500

Explanation by Steve Schaer, Manager, Planning & Zoning Manager.

Public Comments:

David Secor, Trustee - Masonic Lodge, explained the reason the Masonic Lodge is moving locations due to handicap needs.

Public Hearing Held.

3. R-2020-0501 Resolution

Resolution relative to determination of an Application for a Special Use Permit for Festival Foods, a proposed large retail development grocery store, to be located at

11111 W. Greenfield Ave.

Sponsors: Safety & Development Committee

Attachments: R-2020-0501

EZ Self Storage Festival Foods

Explanation by Steve Schaer, Manager, Planning & Zoning Manager.

Public Comments: None.

Public Hearing Held.

E. CITIZEN PARTICIPATION

The following spoke against conversion therapy:

David Kay, 12038 W. Rainbow Ave.

Jessica Datzmeyer, 7139 W. Greenfield Ave.

Shelly Gregory, representing FORGE in Wisconsin located in Milwaukee,

Austin Keeler, 805 Lois Ave., Brookfield

F. ANNOUNCEMENT OF RECESS MEETINGS OF STANDING COMMITTEES

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

G. MAYOR'S REPORT

Mayor Devine offered condolences for the passing of Sister Mary Paulson who was a former election worker and was President of the West Allis Library Board and an advocate for libraries.

H. ALDERPERSON'S REPORT

Ald. Grisham mentioned the Art Scape program and the murals that are going up in the city and acknowledged Dan Hero, a District 3 resident, who completed his mural at S. 75 St and Greenfield Ave.

I. APPROVAL OF MINUTES

4. 2020-0567 Minutes (Draft) of the Common Council meeting of August 4, 2020

Attachments: 08042020 CC Minutes.draft

A motion was made by Lajsic, seconded by Reinke, that this matter be Approved. The motion carried unanimously.

J. ITEMS NOT REFERRED TO COMMITTEE

5. 2020-0570 Report of the Municipal Judge for the month of July 2020, consisting of all fines, costs

and fees collected by the City of West Allis in the sum of \$60,573.19

Attachments: Municipal Judge July 2020

This matter was Placed on File on a Block Vote.

6. 2020-0556 Summons and Complaint of Kaitlyn Huber regarding damages to property and injury

to person at or near the 1700 block of S. 76 St. on or about October 13, 2017.

Case No. 2020CV004479

Attachments: 2020-0556 S&C - Kaitlyn Huber 2020CV004479

This matter was Referred for Legal Action to the City Attorney on a Block Vote.

7. 2020-0557 Department of Workforce Development Notice of Complaint Open Housing Law of

Portia Wright ERD Case No. CR202001716

Attachments: 2020-0557 Claim - DWD Portia A. Wright ERD Case No. CR202001716_0001

This matter was Referred for Legal Action to the City Attorney on a Block Vote.

8. 2020-0559 Summons and Complaint of Renee Kretlow regarding injury to person at 1444 S. 70

St. on or about May 8, 2017. Case No. 2020CV003972

Attachments: S&C Rnee Kretlow Case #2020CV003972 0001

This matter was Referred for Legal Action to the City Attorney on a Block Vote.

9. 2020-0597 Claim by Mike Watry regarding damage to property at 1533 S. 56 St. on July 3,

2020

Attachments: 2020-0597 Claim - Mike Watry

This matter was Referred for Legal Action to the City Attorney on a Block Vote.

Passed The Block Vote

A motion was made by Haass, seconded by Stefanski, to approve all the actions on item nos. 5-9 on a Block Vote. The motion carried unanimously.

K. STANDING COMMITTEE REPORTS

None.

L. COMMON COUNCIL RECESS

A motion was made by Lajsic, seconded by Stefanski, that the Council recess until completion of the Standing Committee meetings. The motion carried unanimously.

Aye: 9 - Grisham, Haass, Kuehn, Lajsic, Reinke, Roadt, Stefanski, Tenorio, and Vitale

No: 0

Thereupon, the Council took a recess at 7:40 p.m. Upon returning from recess at 8:53 p.m., and the roll call being taken, the following were present:

Present 9 - Grisham, Haass, Kuehn, Lajsic, Reinke, Roadt, Stefanski, Tenorio, and Vitale

Excused 1 - Weigel

M. NEW AND PREVIOUS MATTERS

ADMINISTRATION & FINANCE COMMITTEE

10. 2020-0563 Communication from the Director of Public Works to extend the temporary

appointment of Brett Wollenzien in the position of Fleet Services Superintendent

Attachments: wollenzien interim appointment

This matter was Placed on File on a Block Vote.

11. O-2020-0040 Ordinance to amend the City of West Allis salary schedule relating to the creation of

the position of Tradesperson-Carpenter

Sponsors: Administration & Finance Committee

Attachments: O-2020-0040

This matter was Passed on a Block Vote.

12. R-2020-0476 Resolution authorizing the continuation of the Humana Medicare Advantage Plan for

Medicare eligible retirees, from January 1, 2021 to December 31, 2021

Sponsors: Administration & Finance Committee

Attachments: Res R-2020-0476

2021 Renewal signature form - City of West Allis
2021 Rx for City of West Allis Rx 274 - PDE
2021 LPPO for City of West Allis 079-406 - PDE

2021 COWA Custom MAPD Rate Sheets

This matter was Adopted on a Block Vote.

13. Resolution to consider the purchase of three kiosks and service agreement to support

the operations of the West Allis City Hall Customer Service Center from DynaTouch

Interactive Technologies in an amount not to exceed \$96,820

Sponsors: Administration & Finance Committee

Attachments: Exhibit A - Quote

R-2020-0498

Res_R-2020-0498 signed

This matter was Adopted on a Block Vote.

14. Resolution to consider amending the Community Development Block Grant-CV

Program, Rental and Mortgage Assistance Program, income limits

Sponsors: Administration & Finance Committee

<u>Attachments:</u> <u>R-2020-0506</u>

Res R-2020-0506 signed

This matter was Adopted on a Block Vote.

15. 2020-0572 Communication from the Health Commissioner regarding request to fill the Women,

Infants and Children (WIC) Program-Breastfeeding Peer Counselor position

Attachments: MEMORANDUM.BF Peer

This matter was Approved and Placed on File on a Block Vote.

16. 2020-0573 Communication from the Health Commissioner regarding request to fill two vacant

Women, Infants and Children (WIC) Program positions for Community Health

Nutritionists

Attachments: MEMORANDUM - Comm WIC Nutritionist

This matter was Approved and Placed on File on a Block Vote.

17. 2020-0575 Communication from the Health Commissioner regarding request to fill the Deputy

Registrar position

Attachments: MEMORANDUM - Dep Registrar

request form

This matter was Approved and Placed on File on a Block Vote.

18. 2020-0590 Communication from the Director of Public Works to approve an exception to the

hiring freeze and grant permission to fill a vacant Crewmember position

Attachments: a&f approval to fill position 2020-09-01 mtg (truck driver)

This matter was Approved and Placed on File on a Block Vote.

19. 2020-0591 Communication from the Director of Public Works to create a Utility Accountant

position in the Water Division, funded by 2 vacant Maintenance Repairer positions

<u>Attachments:</u> a&f approval to fill position 2020-09-01 mtg (utility accountant)

This matter was Approved and Placed on File on a Block Vote.

20. 2020-0599 Communication from the Director of the Department of Building Inspection and

Neighborhood Services to Fill Vacant Neighborhood Services Inspector Position

Attachments: Request to Fill Neighborhood Services Inspector positon 8-27-20 (2)

This matter was Approved and Placed on File on a Block Vote.

21. 2020-0601 Communication from the Municipal Judge regarding request to fill the Municipal Court

Clerk II position

<u>Attachments:</u> <u>MEMORANDUM.BF Peer</u>

Letter to fill Clerk Two Position

This matter was Approved and Placed on File on a Block Vote.

22. 2020-0602 Communication from the Library Director regarding request to fill the Librarian

(full-time) position

Attachments: Lbrary request 2 positions

This matter was Approved and Placed on File on a Block Vote.

23. 2020-0604 Communication from the Library Director regarding request to fill the Circulation

Services Representative (part-time) position

Attachments: Lbrary request 2 positions

This matter was Approved and Placed on File on a Block Vote.

24. 2020-0558 Finance Director/Comptroller submitting report for July 2020 indicating City of West

Allis checks issued in the amount of \$2,513,338.16

Attachments: July 2020 Monthly Claims Report to CC

This matter was Placed on File on a Block Vote.

25. R-2020-0449 Resolution to consider a sole source professional service contract with Tracy Cross &

Associates, Inc. in the amount of \$26,500 for a market study on the West Allis

housing market

Sponsors: Administration & Finance Committee

Attachments: Scope of Services Tracy Cross

R-2020-0449

R-2020-0449 signed

This matter was Adopted on a Block Vote.

Passed The Block Vote

A motion was made by Haass to approve all the actions on item nos. 10-25 on a Block Vote. The motion carried by the following vote:

Aye: 9 - Grisham, Haass, Kuehn, Lajsic, Reinke, Roadt, Stefanski, Tenorio, and Vitale

No: 0

PUBLIC WORKS COMMITTEE

26. Resolution authorizing the City Engineer to amend an existing contract with Spohn

Ranch, Inc. to make improvements at the West Allis Skate Park for an amount not to

exceed \$76,000

Sponsors: Public Works Committee

Attachments: WestAllis-WI Sourcewell Proposal 8.19.20

R-2020-0435

WestAllisWI-Agreement-FullyExecuted-9.2.20 Spohn Ranch Inc. Sourcewell Price Proposal

Res R-2020-0435 signed

This matter was Adopted on a Block Vote.

27. R-2020-0497 Resolution amending the existing professional services contract with AECOM

Technical Services, Inc. (ATS) to provide consulting services relative to Wisconsin Administrative Code NR 216 Stormwater Permit compliance requirements for 2020

for an additional sum not to exceed \$14,400

Sponsors: Public Works Committee

Attachments: 2020 IDDE Proposal

R-2020-0497

Res R-2020-0497 signed

IDDE Contract AECOM (signed)

This matter was Adopted on a Block Vote..

28. Resolution accepting work of Poblocki Paving Corporation for the construction of an

asphalt parking lot, permeable interlocking concrete pavement system, concrete curb and gutter, storm sewer, pavement marking, landscaping and utility adjustments in the West Allis Public Library Parking Lot located at 7421 W. National Ave. and in a West Allis Downtown Parking Lot Located Between S. 72 St. and S. 73 St., North of Greenfield Ave. in the City of West Allis and authorizing and directing settlement of said contract in accordance with contract terms of 2019 Project No. 5 for final

payment in the amount of \$4,000 of the \$1,014,813.76 total project cost

Sponsors: Public Works Committee

<u>Attachments:</u> R-2020-0502

Res R-2020-0502 signed

This matter was Adopted on a Block Vote.

29. R-2020-0503 Resolution accepting work of Northway Fence, Inc. for the installation of fence,

gates, gravel, and a bridge at the West Allis Dog Park located south of the West Allis Police Station at 11301 W. Lincoln Ave., (former landfill site, access on W. Hayes Ave.) in the City of West Allis and authorizing and directing settlement of said contract in accordance with contract terms of 2019 Project No. 13 for final payment

in the amount of \$1,000 of the \$70,825 total project cost

Sponsors: Public Works Committee

Attachments: R-2020-0503

Res_R-2020-0503 signed

This matter was Adopted on a Block Vote.

30. R-2020-0504 Resolution accepting work of Northern Pipe, Inc. for the closed circuit TV inspection

of sanitary and storm sewer at various locations in the City of West Allis and

authorizing and directing settlement of said contract in accordance with contract terms

of 2019 Project No. 8 for final payment in the amount of \$4,361.61 of the

\$87,232.15 total project cost

Sponsors: Public Works Committee

Attachments: R-2020-0504

Res R-2020-0504

This matter was Adopted on a Block Vote.

31. Resolution accepting work of D&H Demolition, LLC for the demolition of the former

flower shop which includes, but it not limited to mobilization/demobilization, asbestos abatement and hazardous material removal, building demolition and backfilling, and topsoil/seeding at the former flower shop located at 9201 W. National Ave. in the City of West Allis and authorizing and directing settlement of said contract in accordance with contract terms of 2019 Project No. 15 for final payment in the

amount of \$6,990.56 of the \$24,315 total project cost

Sponsors: Public Works Committee

Attachments: R-2020-0505

Res R-2020-0505 (2)

This matter was Adopted on a Block Vote.

32. 2020-0580 Communication from the City Engineer regarding W. Beloit Rd. from W. Lincoln

Ave. to S. 60 St. alternative intersection configurations at W. Grant St.

Attachments: Communication to Council Beloit Revised

Beloit Survey Survey Tool
Beloit Survey All Responses

This matter was Placed on File on a Block Vote.

Passed The Block Vote

A motion was made to approve all the actions on item nos. 26-32 on a Block Vote. The motion carried by the following vote:

Aye: 9 - Grisham, Haass, Kuehn, Lajsic, Reinke, Roadt, Stefanski, Tenorio, and Vitale

No: 0

SAFETY & DEVELOPMENT COMMITTEE

33. O-2020-0037 Ordinance to establish parking restrictions on the south side of W. Greenfield Ave.,

from S. 60 St. to 120 feet east of 60 St.

Sponsors: Alderperson Vitale

<u>Attachments:</u> <u>O-202</u>0-0037

Ord O-2020-0037 signed

34. O-2020-0041 Ordinance to require dogs to be leashed while on public property

Sponsors: Alderperson Stefanski

	<u>Attachments:</u>	<u>O-2020-0041</u>
		Ord_O-2020-0041 signed
		This matter was Passed as Amended on a Block Vote.
35.	<u>2014-0557</u>	Communication from Alderperson Michael May regarding Architectural
		Review/Standards for Single-Family and Two-Family Homes
	Attachments:	Ald May Communication to CC (9-2-14).docx.pdf
		This matter was Placed on File on a Block Vote.
36.	<u>2015-0370</u>	Communication from Bridget and Patrick Halvey regarding overnight parking permits and restrictions
	Attachments:	Bridget and Patrick Halvey communication
		This matter was Placed on File on a Block Vote.
37.	2012-0642	Discussion/action relative to approving a technology Grant agreement by and between the Community Development Authority and Brookdale Senior Living Communities, Inc. in the amount of \$500,000
		This matter was Placed on File on a Block Vote.
38.	2013-0509	Discussion/action relative to the Resolution designating the boundaries for the proposed 116th & Rogers Redevelopment Plan, declaring such area to be blighted, and authorizing the creation of a Redevelopment Plan for such area located in the City of West Allis, WI
		This matter was Placed on File on a Block Vote.
39.	2013-0510	Discussion/action relative to the Resolution approving the 116th & Rogers Redevelopment Plan
		This matter was Placed on File on a Block Vote.
40.	2013-0511	Discussion/action relative to the Resolution authorizing a Memorandum of Understanding with Wangard Partners, Inc. for the former Yellow Freight Terminal properties located at 11406 and 11528 W. Rogers St.
		This matter was Placed on File on a Block Vote.
41.	2013-0513	Discussion/action relative to the Resolution approving the Cooperation Agreement by and between the City of West Allis and the Community Development Authority of the City of West Allis, for the City's administration of a \$127,000 Wisconsin Economic Development Corporation (WEDC) Site Assessment Grant (SAG) for 11406 W. Rogers St.
		This matter was Placed on File on a Block Vote.
42.	<u>2013-0514</u>	Discussion/action relative to Resolution approving the Relocation Order for the 116th & Rogers Redevelopment Plan
		This matter was Placed on File on a Block Vote.

43. R-2020-0499 Resolution relative to determination of an Application for a Special Use Permit for

B&E Kitchen, a proposed shared kitchen and event space, to be located at 5901 W.

Beloit Rd.

Sponsors: Safety & Development Committee

<u>Attachments:</u> R-2020-0499

This matter was Adopted on a Block Vote.

44. R-2020-0500 Resolution relative to determination of an Application for a Special Use Permit for

West Allis Masonic Lodge, a proposed place of assembly, to be located at 11037

W. Oklahoma Ave.

Sponsors: Safety & Development Committee

Attachments: R-2020-0500

This matter was Adopted on a Block Vote.

45. Resolution relative to determination of an Application for a Special Use Permit for

Festival Foods, a proposed large retail development grocery store, to be located at

11111 W. Greenfield Ave.

Sponsors: Safety & Development Committee

<u>Attachments:</u> R-2020-0501

EZ Self Storage Festival Foods

This matter was Adopted on a Block Vote.

Passed The Block Vote

A motion was made by Lajsic to approve all the actions on item nos. 33-45 on a Block Vote. The motion carried by the following vote:

Aye: 9 - Grisham, Haass, Kuehn, Lajsic, Reinke, Roadt, Stefanski, Tenorio, and Vitale

No: 0

LICENSE & HEALTH COMMITTEE

49. Ordinance to ban conversion therapy involving children

Sponsors: Tenorio

Attachments: Ord O-2020-0028

M. May Conversion Therapy - Please Support Both Resolution &

Ordinance

Kristen Keyser Gay Conversion Therapy Ban
Communication from the Health Commissioner

A motion was made by Tenorio, seconded by Haass to discharge the License & Health Committee from item no. 49. The motion carried by the following vote:

Aye: 6 - Ald. Grisham, Ald. Haass, Ald. Kuehn, Ald. Lajsic, Ald. Reinke, and Ald. Tenorio Noes: 4 - Ald. Roadt, Ald. Stefanski, and Ald. Vitale

A motion was made by Ald. Grisham, seconded by Ald. Haass, that this matter be Passed as Amended. The motion carried by the following vote:

Aye: 6 - Grisham, Haass, Kuehn, Lajsic, Reinke, and Tenorio

No: 3 - Roadt, Stefanski, and Vitale

46. 2020-0561

2020-2021 Class A Beer License and Class A Liquor (cider only) License applications of Welcome White Pine, LLC, Harjeet Walia, Agent, d/b/a Welcome Mart BP, for premises located at 7920 W. National Ave. (new-nonexisting location)

Attachments:

Welcome White Pines Class A Beer and A Liquor Cider only 0001 Redacted

This matter was Denied, based on there being another business on the premises, on a Block Vote

47. 2020-0586

Applications for certain alcohol licenses, adult-oriented establishment operator permits, arcade licenses, amusement/phonograph distributor licenses, manufactured and mobile home community renewal licenses, secondhand article dealer licenses, secondhand jewelry dealer licenses, salvage & recycling center licenses, truck and trailer rental licenses, used vehicle dealer licenses, and operator's licenses (bartenders)

A list of applicants to be available Monday, August 31, 2020, online at https://westalliswi.legistar.com/ or by contacting the city clerk's office.

This matter was Placed on File on a Block Vote due to no items to be considered.

48. 2020-0418

Expedited Temporary Extensions

A list of applicants is available online at https://westalliswi.legistar.com/ or by contacting the city clerk's office.

<u>Attachments:</u> Expedited Temporary Extension of Class B Licensed Premises

BRASS MONKEY.2020 Expedited Extension of Alcohol Beverage Premises

<u>form</u>

<u>LAYMAN BREWING.2020 Expedited Extension of Alcohol Beverage</u>

Premises form

LYNCHS.2020 Expedited Extension of Alcohol Beverage Premises form

NATTY OAKS.2020 Expedited Extension of Alcohol Beverage Premises

form

SLURP-N-BURP.2020 Expedited Extension of Alcohol Beverage Premises

form

STINGERS.2020 Expedited Extension of Alcohol Beverage Premises form

JUNE 16 PACKET.2020 Expedited Extension of Alcohol Beverage Premises

form

July 14, 2020 Expedited Temporary Extension Packet

July 14, 2020 Expedited Temporary Extension List

DOPP'S BAR 7/14/2020

DA BAR 7/14/2020

LIMANSKI'S PUB 7/14/2020

SHAMROX 7/14/2020

STALLYWOOD 7/1/42020

Expedited Temporary Extension List for August 4, 2020

BARCODE 8-4-2020

JUST J'S 8-4-2020

RUPENA'S 8-4-+2020

TANDOOR RESTAURANT 8-4-2020

THE CROOKED CROW 8-4-2020

Expedited Temporary Extension List for 09-01-2020

CAMINO

RED WHITE AND BREWS 09-01-2020

STATION NO. 6

THE DRUNK UNCLE 09-01-2020

THE NETWORK 09-01-2020

This matter was Approved on a Block Vote.

Passed The Block Vote

A motion was made by Vitale to approve all the actions on item nos. 46-48 on a Block Vote. The motion carried by the following vote:

Aye: 9 - Grisham, Haass, Kuehn, Lajsic, Reinke, Roadt, Stefanski, Tenorio, and Vitale

No: 0

ADVISORY COMMITTEE

50. Ordinance to create the Board of Absentee Ballot Canvassers and establish rules for

counting absentee ballots

Sponsors: Advisory Committee

Attachments: Ord O-2020-0039

Ord O-2020-0039 signed

This matter was Passed on a Block Vote.

51. 2020-0598 Reappointment by Mayor Devine to the West Allis Library Board of Kari Southern,

her three-year term to expire July 1, 2023

This matter was Approved on a Block Vote.

52. 2020-0600 Reappointment by Mayor Devine of Nicole Brinkley as a member of the West Allis

Block Grant Committee, her two-year term to expire September 1, 2022

This matter was Approved on a Block Vote.

Passed The Block Vote

A motion was made by Reinke to approve all the actions on item nos. 50-52 on a Block Vote. The motion carried by the following vote:

Aye: 9 - Grisham, Haass, Kuehn, Lajsic, Reinke, Roadt, Stefanski, Tenorio, and Vitale

No: 0

N. ADJOURNMENT

A motion was made by Lajsic, seconded by Reinke, to adjourn at 9:16 p.m., with the next regularly scheduled meeting to be held on September 15, 2020, at 7:00 p.m. The motion carried unanimously.

Aye: 9 - Grisham, Haass, Kuehn, Lajsic, Reinke, Roadt, Stefanski, Tenorio, and Vitale

No: (



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.