



City of West Allis

Meeting Minutes

Common Council

Mayor Dan Devine, Chair

Alderman Thomas G. Lajsic, Council President

Aldermen: 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 7, 2021

7:03 PM

City Hall, Common Council Chambers
7525 W. Greenfield Avenue

YouTube Link:

<https://www.youtube.com/user/westalliscitychannel/videos>

REGULAR MEETING

A. CALL TO ORDER

Mayor Devine called the meeting to order at 7:03 p.m.

B. ROLL CALL

Present 10 - Grisham, Haass, Kuehn, Lajsic, Reinke, Roadt, Stefanski, Tenorio, Vitale, and Weigel

C. PLEDGE OF ALLEGIANCE

Ald. Tenorio led the Pledge of Allegiance.

D. PUBLIC HEARINGS

Steve Schaer, Planning & Zoning Manager, gave an explanation for the public hearing items. There were no public comments.

1. [O-2021-0057](#) Ordinance to convert site plan improvement sureties from mandatory to optional.

Sponsors: Alderman Lajsic

2. [O-2021-0059](#) Ordinance to amend the definition of medical service facility and create a definition and regulations for narcotic treatment service facility.

Sponsors: Alderman Lajsic

3. [R-2021-0519](#) Resolution relative to determination of an Application for a Special Use Permit for a proposed daycare, to be located at 11112 W. National Ave.

Sponsors: Safety and Development Committee

4. [R-2021-0522](#) Resolution relative to determination of an Application for a Special Use amendment for a proposed kitchen addition to the Bake Sale, an existing café, located at 6923 W. Becher St.

Sponsors: Safety and Development Committee

5. [R-2021-0525](#) Resolution relative to determination of an Application for a Special Use Permit to establish a mixed use (commercial and residential), of the existing residential duplex property, located at 1416-18 S. 81st St.

Sponsors: Safety and Development Committee

E. CITIZEN PARTICIPATION

Johnathan Wickman, 6955 S. Riverwood Blvd., Franklin, introduced himself as the Republican candidate for Governor.

Judy Schmidt, 2521 S. 75th St., presented a petition opposing the proposed bar "G-Spot".

Melissa & Glenn Schrubbe, N89W16135 Main St. Menomonee Falls, introduced themselves as the applicants for the proposed G-Spot Bar. They currently own another bar in District 1.

Tammy Dopp, 1303 S. 73rd St. owns Dopp's Bar which is next door to the Dog House which is owned by the Schrubbe's and supports their efforts.

Darold Wegner, 7535 W. Beloit Rd., lives across the street from the proposed bar and opposes it. There is also a problem with people using the alley to access Beloit Road.

Theresa Rankin, lives 3 houses away from the proposed bar and opposes it.

John Dashek, 2536 S. 76th St., lived here for 14 years and opposes the proposed bar. He is afraid for his 3-year old daughter's safety.

Isaac Hernandez, 2518 S. 76th St., is opposed to the proposed bar.

Colleen Volland, owns a business at 7105 W. Greenfield Avenue and is in favor of adopting state standards for automatic sprinkler systems and will allow her business to expand.

Teresa Wrench, 7512 W. Beloit Rd., is opposed to the proposed bar.

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 thanked the Public Works Department for their storm clean-up. The city lost over 120 trees and Public Works received around 1,000 calls for service. There were also neighborhood groups and organizations that were out helping cleaning up. Everyone came together as a community. He thanked Forestry, Sanitization and Public Works crews and those citizens and groups who helped clean up. Also, a new Mexican restaurant with great food opened a couple of weeks ago called The Wrestling Taco, located at 1606 S. 84th Street.

H. ALDERPERSON'S REPORT

Ald. Kuehn thanked Quintell Robinson, owner of Legacy Cuts Barbershop. He reached out to her wanting to do a new book-bag drive which they filled over 60 of them. She thanked him for the event and being a part of the community.

I. APPROVAL OF MINUTES

6. [2021-0604](#) August 3, 2021 Draft Common Council Minutes.
7. [2021-0620](#) June 15, 2021 Draft Common Council Minutes.

Ald. Lajsic moved to approve items #6 & #7, seconded by Ald. Stefanski, motion carried.

J. STANDING COMMITTEE REPORTS

LICENSE & HEALTH COMMITTEE

8. [2021-0758](#) Summons and Complaint in the matter of complaint against E. Bomback and L. Bald, Partners, d/b/a The Spot, 6424 W. Greenfield Ave. Agent: Edward Bomback.

No action taken. License & Health Committee will schedule a hearing.

14. [2021-0625](#) New Class B Tavern License Application for DHV Enterprises, LLC, d/b/a The G Spot, 7534 W. Beloit Road. Agent: Glenn Schrubbe.

Ald. Roadt moved to refer this item back to the License & Health Committee and hold for engineering review until the site plan and landscaping reports are received, seconded by Ald. Vitale, motion carried by the following vote:

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

No: 1 - Grisham

9. [2021-0680](#) Class B Tavern Temporary Premise Extension request for Kip's Inn, 837 S. 108th St. for an event to be held on Saturday, September 25, 2021.

Approved.

10. [2021-0628](#) Class B Tavern Temporary Premise Extension request for Stalley Cats LLC, 6201 W. Mitchell St, with one (1) exception; from the proximity to residential premises requirement, establishment is less than 200 feet from a residential premise, for an event to be held on Saturday, September 25, 2021.

Approved.

12. [2021-0623](#) Renewal application for secondhand article & jewelry dealer.

Secondhand Article & Jewelry Dealer

*Leticia Sobczak, Bob's Coins & Collectibles

Approved.

15. [2021-0626](#) 2021-2023 New Operator's License (Bartender/Sales Clerk) application for Kimberly Winkelman.

Denied.

16. [2021-0627](#) 2021-2023 Renewal Operator's License (Bartender/Sales Clerk) application for Kevin Stanelle.

Approved.

Passed The Block Vote

Ald. Vitale moved to approve the License & Health Committee recommendations, items #9, #10, #12, #15 & #16, motion carried on a block vote.

11. [2021-0607](#) New Class A Liquor License application for Cleveland Liquor LLC, d/b/a Cleveland Liquor, located at 9131 W. Cleveland Ave. Agent: Hemant Khuttan.

Ald. Vitale moved to approve the License & Health Committee recommendation to approve this item. The motion carried by the following vote:

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

No: 1 - Roadt

13. [2021-0624](#) New Class A Beer License application for Badger State Petroleum, Inc. d/b/a Oklahoma BP, located at 10731 W. Oklahoma Ave. Agent: Didar Singh.

Ald. Vitale moved to approve the License & Health Committee recommendation to deny this item. The motion carried by the following vote:

Aye: 6 - Grisham, Haass, Reinke, Roadt, Stefanski, and Weigel

No: 4 - Kuehn, Lajsic, Tenorio, and Vitale

K. ITEMS NOT REFERRED TO COMMITTEE (CONSENT AGENDA)

17. [2021-0606](#) July 2021 Municipal Judge Report, consisting of all fines, costs and fees collected by the City of West Allis in the sum of \$145,929.92.

Placed on File.

18. [2021-0813](#) August 2021 Municipal Judge Report, consisting of all fines, costs and fees collected by the City of West Allis in the sum of \$ 59,721.11.

Placed on File.

19. [2021-0782](#) Claim by Mary Jo Parbs regarding garbage cart damage at 2953 S. 104th St.

Referred to City Attorney.

20. [2021-0786](#) Claim by Homesite Insurance on behalf of Jacob Cruz for property damage at 2780 S. 76th St.

Referred to City Attorney.

21. [2020-0244](#) Summons and Compliant by the Estate of Duke A. Swan vs the City of West Allis et al, regarding injury to person at 1962 S. 59th St. on June 16, 2018, Case No. 2020CV002259.
Placed on File.
22. [2020-0344](#) Claim by Robert Mills regarding injuries and damages at W. Rogers St. and S. 116th St. on April 27, 2020.
Denied.
23. [2020-0559](#) Summons and Complaint of Renee Kretlow regarding injury to person at 1444 S. 70th St. on or about May 8, 2017, Case No. 2020CV003972.
Placed on File.
24. [2020-0836](#) Summons & Complaint by Reynaldo J. Narvaez regarding personal injury on March 22, 2018, Case No. 2020CV006883.
Placed on File.
25. [2021-0199](#) Claim by Anita Jones regarding damage to vehicle at 2227 S. 66th St. on February 4, 2021, American Family Mutual Insurance Company, Claim No. 01-003-074531.
Placed on File.
26. [2021-0213](#) Claim by Hilda Alanis regarding damage to vehicle at 3450 S. 108th St. on February 24, 2021.
Placed on File.
27. [2021-0300](#) Claim by Milwaukee County Transit System regarding damage to bus #5624 at the intersection of S. 70th St. and W. Greenfield Ave. on October 14, 2020.
Denied.
28. [2021-0381](#) Claim by Lori King regarding damage to vehicle on April 9, 2021 at 2101 S. 58th St. on April 9, 2021.
Placed on File.
29. [2021-0398](#) Claim by Eric Stach regarding damage to vehicle on May 17, 2021 at 10510 W. Oklahoma Ave.
Placed on File.
30. [2021-0465](#) Claim by Benjamin Riche regarding damage to residential property, garage and vehicle on March 18, 2021 at 6604 W. Revere Pl.
Denied.
31. [2021-0541](#) Claim by Tristan Hoefler regarding damage to residential property on May 27, 2021 at 1232 S. 72nd St.
Denied.

32. [2021-0483](#) Claim by Katrina Johnson regarding damage to vehicle on June 25, 2021 at S. 81st between Orchard and Greenfield
Placed on File.
33. [2021-0608](#) Claim by Jason Venisnik of V. Marchese regarding damage to vehicle at 6832 W. Becher St. on August 3, 2021.
Referred to City Attorney.
34. [2021-0609](#) Summons and Complaint by Lakeview Loan Servicing LLC vs Shannon M. Lesniewski regarding foreclosure of mortgage (Case No. 2021CV004705)
Referred to City Attorney.
35. [2021-0733](#) Claim by Element 84 LLC for excessive assessment.
Referred to City Attorney.
36. [2021-0735](#) Claim by Erie Insurance Exchange vs Hayward Pharmacy Inc.
Referred to City Attorney.
37. [2021-0737](#) Claim by Wisconsin Housing & Economic Development Authority vs Armando Hernandez et al.
Referred to City Attorney.
38. [2021-0679](#) Downtown West Allis Business Improvement District (BID) requesting street closure of 71st Street, south of Greenfield Ave., from 10:00 a.m. to 4:00 p.m. and use of supplies from the Department of Public Works, for the Milwaukee Empty Bowls (MEB) Pop-Up Hosted by Cream City Clay event, on Saturday, October 2, 2021.
Approved.
39. [2021-0601](#) Finance Director/Comptroller submitting report for July 2021 indicating City of West Allis checks issued in the amount of \$3,354,378.91.
Placed on File.
40. [2021-0814](#) Finance Director/Comptroller submitting report for August 2021 indicating City of West Allis checks issued in the amount of \$4,581,028.75.
Placed on File.

Passed The Consent Vote

Ald. Lajsic moved to approve the Consent Agenda, items #17 - #40, motion carried on a consent vote.

L. COMMON COUNCIL RECESS

Ald. Lajsic moved that the Council recess until completion of the Standing Committee meetings, seconded by Ald. Reinke, motion carried.

The Council recessed at 8:21 p.m. and returned at 9:27 p.m. Roll Call was taken and the following were present:

Present 11 - Mayor Devine, Grisham, Haass, Kuehn, Lajsic, Reinke, Roadt, Stefanski, Tenorio, Vitale, and Weigel

M. NEW AND PREVIOUS MATTERS

ADMINISTRATION & FINANCE COMMITTEE

- 41. [R-2021-0498](#) Resolution authorizing the continuation of the Humana Medicare Advantage Plan for Medicare eligible retirees, from January 1, 2022 to December 31, 2022.

Committee Action: Ald. Lajsic moved to adopt, Ald. Weigel seconded, motion carried.

- 42. [R-2021-0528](#) Resolution to consider a Memorandum of Understanding between the City of West Allis and First-Ring Industrial Redevelopment Enterprise, Inc.

Sponsors: Administration and Finance Committee

Committee Action: Ald. Weigel moved to adopt, Ald. Tenorio seconded, motion carried.

- 43. [R-2021-0535](#) Resolution relative to renewal of the agreement with the Village of West Milwaukee for Information Technology Services for 2022-2024.

Committee Action: Ald. Tenorio moved to adopt, Ald. Lajsic seconded, motion carried.

Adjourned recess meeting at 8:47 p.m.

Passed The Block Vote

Ald. Haass moved to approve the actions on items #41 - #43 on a block vote. The motion carried by the following vote:

Aye: 10 - Grisham, Haass, Kuehn, Lajsic, Reinke, Roadt, Stefanski, Tenorio, Vitale, and Weigel

No: 0

- 44. [2021-0697](#) 2022 - 2026 Capital Improvement Program.

Held in Committee.

- 45. [2021-0490](#) West Allis Professional Police Association request to open contract negotiations.

Held in Committee.

46. [2021-0469](#) West Allis Professional Firefighter's Association, Local 342, IAFF request to open contract negotiations.

Held in Committee.

PUBLIC WORKS COMMITTEE

47. [R-2021-0506](#) Resolution authorizing the City Engineer to amend an existing agreement with Donohue & Associates, Inc. for Engineering Consulting Services related to the design of the emergency generator located at the West Allis Police and Municipal Court Center in an amount not to exceed \$31,000.

Sponsors: Public Works Committee

Committee Action: Ald. Stefanski moved to adopt, Ald. Reinke seconded, motion carried.

48. [R-2021-0507](#) Resolution accepting work of LaLonde Contractors, Inc. for street construction and authorizing settlement of said contract in accordance with contract terms for final payment of 2019 Project No. 3 in the amount of \$3,000.

Sponsors: Public Works Committee

Committee Action: Ald. Stefanski moved to adopt, Ald. Grisham seconded, motion carried.

49. [R-2021-0508](#) Resolution to amend an existing Professional Services Contract with AECOM Technical Services, Inc. to provide Construction Engineering Services for two Green Solutions parking lots in the Business Improvement District, for an amount not to exceed \$19,400.

Sponsors: Public Works Committee

Committee Action: Ald. Grisham moved to adopt, Ald. Vitale seconded, motion carried.

50. [R-2021-0529](#) Resolution to approve bid of MJ Construction, Inc. for water main relay and pavement restoration in S. 104th St. from W. Dakota St. to W. Manitoba St. and S. 105th St. from W. Dakota St. to W. Manitoba St. in the City of West Allis in the amount of \$298,107.

Sponsors: Public Works Committee

Committee Action: Ald. Grisham moved to adopt, Ald. Reinke seconded, motion carried.

51. [2021-0687](#) Communication from the City Engineer regarding 2022 Special Assessment rates.

Committee Action: Ald. Reinke moved to place on file, Ald. Vitale seconded, motion carried.

Adjourned recess meeting at 8:35 p.m.

Passed The Block Vote

Ald. Roadt moved to approve the actions on items #47 - #51 on a block vote. The motion carried by the following vote:

Aye: 10 - Grisham, Haass, Kuehn, Lajsic, Reinke, Roadt, Stefanski, Tenorio, Vitale, and Weigel

No: 0

SAFETY & DEVELOPMENT COMMITTEE**Public Hearing Items (Safety & Development Committee)**

52. [O-2021-0057](#) Ordinance to convert site plan improvement sureties from mandatory to optional.

Sponsors: Alderperson Lajsic

Committee Action: Ald. Kuehn moved to pass, Ald. Weigel seconded, motion carried.

53. [O-2021-0059](#) Ordinance to amend the definition of medical service facility and create a definition and regulations for narcotic treatment service facility.

Sponsors: Alderperson Lajsic

Committee Action: Ald. Kuehn moved to pass, Ald. Weigel seconded, motion carried.

54. [R-2021-0519](#) Resolution relative to determination of an Application for a Special Use Permit for a proposed daycare, to be located at 11112 W. National Ave.

Sponsors: Safety and Development Committee

Committee Action: Ald. Haass moved to adopt, Ald. Tenorio seconded, motion carried.

55. [R-2021-0522](#) Resolution relative to determination of an Application for a Special Use amendment for a proposed kitchen addition to the Bake Sale, an existing café, located at 6923 W. Becher St.

Sponsors: Safety and Development Committee

Committee Action: Ald. Kuehn moved to adopt, Ald. Tenorio seconded, motion carried.

56. [R-2021-0525](#) Resolution relative to determination of an Application for a Special Use Permit to establish a mixed use (commercial and residential), of the existing residential duplex property, located at 1416-18 S. 81st St.

Sponsors: Safety and Development Committee

Committee Action: Ald. Kuehn moved to deny, Ald. Haass seconded, motion carried.

58. [O-2021-0070](#) Ordinance to adopt state standards for automatic fire sprinkler systems.

Sponsors: Alderperson Weigel

Committee Action: Ald. Weigel moved to pass, Ald. Tenorio seconded, motion carried.

Adjourned recess meeting at 9:03 p.m.

Passed The Block Vote

Ald. Lajsic moved to approve the actions on items #52 - #56 & #58 on a block vote. The motion carried by the following vote:

Aye: 10 - Grisham, Haass, Kuehn, Lajsic, Reinke, Roadt, Stefanski, Tenorio, Vitale, and Weigel

No: 0

56. [R-2021-0525](#) Resolution relative to determination of an Application for a Special Use Permit to establish a mixed use (commercial and residential), of the existing residential duplex property, located at 1416-18 S. 81st St.

Sponsors: Safety and Development Committee

Ald. Weigel moved to postpone this item to the September 21, 2021 Common Council meeting, seconded by Ald. Kuehn, motion carried.

57. [O-2021-0066](#) Ordinance to adopt parking restrictions on the north side of W. Lapham Street from S. 92nd St. to 100 feet west of S. 92nd St.

Sponsors: Alderperson Grisham

Held in Committee and referred to Engineering for review.

LICENSE & HEALTH COMMITTEE

15. [2021-0626](#) 2021-2023 New Operator's License (Bartender/Sales Clerk) application for Kimberly Winkelman.

Ald. Vitale moved to reconsider and refer this item back to the License & Health Committee on September 21, 2021, seconded by Ald. Lajsic, motion carried.

59. [O-2021-0063](#) Ordinance to amend outdoor premises and temporary extension process.

Sponsors: Alderperson Grisham and Alderperson Kuehn

Committee Action: Ald Grisham moved to pass, Ald. Reinke seconded, motion carried.

60. [R-2021-0532](#) Amendment to fee schedule in conjunction with O-2021-0063.

Committee Action: Ald Grisham moved to adopt, Ald. Stefanski seconded, motion carried.

61. [2021-0792](#) Class B Tavern Temporary Premise Extension request for West Allis Cheese & Sausage Shoppe, 6832 W. Becher St., with three (3) exceptions; (proximity to residential premises requirement, establishment is less than 200 feet from a residential premise, exception from the sound limitations and exception for outside the normal duration), for an event to be held on Saturday, October 2, 2021.

Committee Action: Ald. Stefanski moved to approve, Ald. Reinke seconded, motion carried as amended to include a condition that the sound is less than 100 decibels at 100 feet from the source of sound.

Adjourned recess meeting at 9:17 p.m.

Passed The Block Vote

Ald. Vitale moved to approve the actions on items ##15 and #59 - #61 on a block vote. The motion carried by the following vote:

Aye: 10 - Grisham, Haass, Kuehn, Lajsic, Reinke, Roadt, Stefanski, Tenorio, Vitale, and Weigel

No: 0

62. [2021-0793](#) Class B Tavern Temporary Premise Extension request for Paulie's Pub, 8031 W. Greenfield Ave. with three (3) exceptions (proximity to residential premises requirement, establishment is less than 200 feet from a residential premise; exception from the sound limitations and exception from the normal time duration), for events to be held September 10-12; September 18-19 & September 25-26.

Committee Action: Ald. Grisham moved to deny as presented, Ald. Reinke seconded, motion failed 2-3; nays by Aids. Vitale, Stefanski & Roadt.

Committee Action: Ald. Stefanski moved to approve this item as amended for event dates September 10 & 19, Ald. Roadt seconded, motion carried 3-2; nays by Aids. Reinke & Grisham.

Committee Action: Ald. Stefanski moved to approve event dates September 10 & 19, seconded by Ald. Roadt, motion carried 3-2; nays by Aids. Reinke & Grisham.

Common Council Action: Ald. Grisham requested separation of item #62, to approve the committee recommendation. The motion was carried by the following vote:

Aye: 7 - Kuehn, Lajsic, Roadt, Stefanski, Tenorio, Vitale, and Weigel

No: 3 - Grisham, Haass, and Reinke

14. [2021-0625](#) New Class B Tavern License Application for DHV Enterprises, LLC, d/b/a The G Spot, 7534 W. Beloit Road. Agent: Glenn Schrubbe.

Committee Action: Ald. Roadt moved to postpone this item until engineering review, site plan and landscaping reports are received, seconded by Ald. Reinke.

Common Council Action: Ald. Grisham requested separation of item #14, to approve the committee recommendation. The motion was carried by the following vote:

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

No: 1 - Grisham

ADVISORY COMMITTEE

63. [2021-0808](#) Re-Appointment by Mayor Devine of Hollis Patzer, Steve Hook, Dawn Groshek, Caroline Dlouhy & Marcia Lawson to the Community Development Block Grant Committee, for a two (2) year term, to expire September 1, 2023.

Committee Action: Ald. Vitale moved to approve, Ald. Roadt seconded, motion carried.

64. [2021-0812](#) Appointment by Mayor Devine of Jennifer Krueger as the District 2 Representative to the Community Development Block Grant Committee.

Committee Action: Ald. Vitale moved to approve, Ald. Stefanski seconded, motion carried.

Adjourned recess meeting at 9:17 p.m.

Passed The Block Vote

Ald. Reinke moved to approve the actions on items #63 - #64 on a block vote. The motion carried by the following vote:

Aye: 10 - Grisham, Haass, Kuehn, Lajsic, Reinke, Roadt, Stefanski, Tenorio, Vitale, and Weigel

No: 0

N. ADJOURNMENT

Ald. Vitale moved to adjourn at 9:38 p.m., seconded by Ald. Stefanski, motion carried.

Next scheduled meeting is September 21, 2021 at 7:00 p.m.

YouTube Meeting Links for September 7, 2021

Committee of the Whole & Common Council Part 1
<https://www.youtube.com/watch?v=VPoPciBNDgQ>

Recess - Administration & Finance; Safety & Development
<https://www.youtube.com/watch?v=xSX0n0OmwiE>

Recess - License & Health; Public Works; Advisory
<https://www.youtube.com/watch?v=R9BgKEEtJDs>

Common Council Part 2
<https://www.youtube.com/watch?v=kWmgjDF0pog>



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.