



Minutes
Mayor's Commission on Disability Concerns
August 6, 2018

Minutes of the MAYOR'S COMMISSION ON DISABILITY CONCERNS meeting held on Monday, August 6, 2018, 6:30 p.m., at Tempe Public Library, 3500 S. Rural Rd., Board Room, Tempe, Arizona, 85282.

MEMBERS Present:

Chair Wendy Dietrich
Vice-Chair Katherine Schmidt
Ben Campbell
Jeff Oats
Jeffrey Sherman
Maranda M. Childress
Paul Bennewitz
Rene Williams

MEMBERS Absent:

Paul Kent

Guests:

John Federico, VMAAG Representative
Irene Mochel, Former Commissioner
Kristen Scharlau, Tempe Human Services Manager

Office of Strategic Management and Diversity Staff Present:

Michele Stokes, ADA Compliance Specialist

Chair Wendy Dietrich called the meeting to order at 6:30 p.m.

Item 1. Call to the Public.

No comments.

Item 2. Review and Approval of Minutes – June 4, 2018 Minutes

The May 7, 2018 CDC Minutes were **APPROVED:**

Motion: **Comm. Rene Williams**

Second: **Comm. Jeff Oats**

Motion approved and carried unanimously

Approved: Wendy Dietrich, Katherine Schmidt, Ben Campbell, Jeff Oats, Jeffrey Sherman, Maranda M. Childress, Paul Bennewitz, Rene Williams.

Absent: Paul Kent

Item 3. Presentation: CARE 7 – Kristen Scharlau, Human Services Manager

Human Services Manager Kristen Scharlau presented a PowerPoint presentation on CARE 7 services. CARE 7 provides Tempe's crisis support services and much more. Fire fighters are not able to facilitate human resources and longer-term care resources. That is where CARE 7 comes in.

CARE 7 prides itself on "Continuum of Care". This means that that when they encounter clients at the point of crisis in their lives they continue support, assistance, and referral through the crisis point, healing, and recovery. Kristen Scharlau summarized the philosophy of CARE 7, "You can never have enough help when something happens." Many people are just one step away from poverty and not everyone has access to affordable services.

CARE 7 is dispatched to calls through Tempe's emergency 9-1-1 system to provide 24-hour, on-scene, crisis intervention services. CARE 7 victim advocates are available daily to support victims of crime in Tempe. In addition to the basic service, they provide services when there are car accidents, anxious or agitated

persons when elder care is needed. They provide services to help with detoxification/rehabilitation and to individuals experiencing homelessness and transportation as needed in emergency situations. They provide emergency services, stabilization, resource connections, trauma awareness and emotional support.

When dispatched by Tempe Police and/or Fire, CARE 7 responds to incidents including domestic violence, auto accidents, sexual and physical assaults, suicides, homicides, and unexpected deaths. CARE 7 provides on-scene assistance and comfort as well as follow-up resources, such as assistance with filing for victim's financial compensation, orders of protection, funeral arrangements, and counseling referrals.

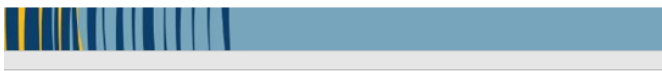
CARE 7 has licensed therapists treat individuals, couples, children adolescents, and families. They also provide services at seven Tempe schools to support at risk students. Services are provided. Counseling is also provided on a sliding scale or free to victims of crime. They have four staff who are imbedded in the Special Victims Unit and support the victim, including through court processes.

CARE 7 Basics

- Responds to Fire and Police Calls
- City staff with community volunteer
- 24 hours/day, 7 days/week
- Crisis Response Van
- Victim Advocacy
- Case Management
- Counseling
- Youth Specialists

CARE 7 has opportunities for volunteers who provide a wide range of services. Volunteer recruitment usually takes place once a year in the spring. Student intern opportunities are also available through a partnership with the Arizona State University School of Social Work.

CARE 7 has additional programs which include: Patient Advocate Services (PAS), Veteran Services, and the HEART Program. The Family Reunification and Threat Assessment Team are involved when there are disasters; they provide services in Trauma Informed Care and the Family Justice Commission. They



serve 600-700 individuals per quarter in these programs.

For more information on the CARE 7 program, please call (480)350-8004 or e-mail care7@tempe.gov. More information is available on their website at <https://www.tempe.gov/city-hall/human-services/care-7>.

Item 4. Discussion: Mental Health Policies - Comm. Maranda Childress

Commissioner Maranda Childress, who works at Amazon, provided information on how Amazon and its group of companies provide disability accommodations. Amazon has over 565,000 employees worldwide and is growing at an estimated 3% to 5% a month.

Their model of managing employee accommodations has been successful as it includes medical reviewers, 1:1 accommodations, and advocacy for the employees. The accommodation teams, which include 107 employees in the US and 30 in India, are responsible for the accommodation program model which

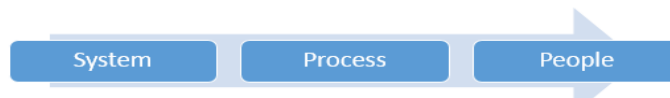
Examples of Reasonable Accommodations			
Adaptive hardware and software	Lifting devices	Sign language interpreter	Job-protected leave
Job coach	Reassignment of marginal job functions	Additional breaks	Part-time schedule
Scheduling flexibility	Modifying office configuration	Modifying schedule for team meetings or training	Job reassignment ("last resort" accommodation)

has provided over 10,000 accommodations. Amazon has been successful in accommodating individuals who have autism and developmental disabilities. They also have 15 full time ASL Interpreters and variety of job coaches on board.

Regional Accommodation Program Overview

The Accommodations team kicked-off the expansion of the regional accommodations program model

- Standard Work for Accommodations (interactive process)
- Software solution for Case Management
- In-region subject matter expertise (SME)
- Expert and trusted triage and medical review
- Improved Turnaround time
- Moving forward: Business Line focus



They provide accommodations in the recruiting process as well as throughout employment. They provide teams to address a variety of mental health accommodations and threat assessments regarding mental illness. They provide other accommodations which cover the mental impact of domestic violence and other crimes, religious accommodations, nursing mothers, and associational accommodations.

Item 5. Discussion: Adaptive Recreation/Rio Salado Master Plan

Chair Wendy Dietrich provided information on the Rio Salado Master Plan and the need for more accessible activities to be available to the public. An Adaptive Parcourse, and installation of accessible exercise equipment along the sidewalk, was discussed. Additionally, in previous meetings Commissioners agreed that CDC support would be beneficial.

Chair Wendy Dietrich said she met with Strategic Management and Diversity Office Director Rosa Inchausti and Council member Robin Arredondo-Savage

who are very supportive of the effort. She also talked with representatives of Ability360 who provide adaptive recreation. They are interested in helping with the effort and have provided information on equipment manufacturers. Tempe Landscape Architect Dave McClure has been involved.

Comm. Paul Bennewitz stated he would like to be involved with the project.

Item 6. Discussion: Mayor's Disability Awards – Status Update

The Tempe Annual Mayor's Disability Awards honor achievements of a minority population who are not generally recognized for their accomplishments. Recognition of the excellence in this population helps erode long-standing stigma and erroneous perception of disability as inability. Role models for young people with disabilities are few.

The recognition provided via Tempe Diablos' funds and the CDC's leadership is vital and affects changes in many lives. This year Tempe Diablos Charities has so graciously donated \$4,200 for student scholarships.

The Tempe Center for the Arts Studio has been reserved. At next month's meeting the categories and fund-raising letters will need to be completed as the event will be six months away. It was noted that the grounds around the TCA will be under construction and attention will be needed regarding parking. We will need to see how to address accessible parking and provide an accessible shuttle to the temporary parking lot that is more than 200 feet away.

There was discussion on recognizing city departments, and others. A factor to consider is that if the ADDPC grant is awarded the Commission may wish to have some part of the awards recognize program participants hired under, "Tempe's BEST Program".

Commissioner Rene Williams committed to reviewing and updating the categories and letters. Commissioners requested information on last year's budget.

Item 7. Discussion: Oct. 30 – Deaf/Hard of Hearing/Disability Job Fair

The Tempe Presents: Deaf/Hard of Hearing/Disability Job Fair has been a Commission project for the past few years in response to City Council and Commission priorities regarding inclusion and employment. The event partners include AZ@Work, who provides the employers: Rehabilitation Services Administration, Vocational Rehabilitation who provides the ASL Interpreters and training session; and approximately two dozen employers and social service agencies providing disability related services.

Status: The Lower Level of the Tempe Library, Lobby area, A, B and the TLC Rooms have all been reserved for the October 30th **Tempe Presents: Deaf/Hard of Hearing/Disability Job Fair** from 9:00 – 3:00. A flyer will be available at the next meeting. Commissioners indicated that they would be on hand to staff the CDC table at the event.

Item 8. Discussion: ADA Transition Plan – Status Update

Phase II ADA Transition Plan development is almost complete. Public comments are being compiled. Phase III scope refinement is in progress; this identifies which facilities and parks will be reviewed next.

Item 9. Discussion: Tempe's BEST Program Grant Submittal

Tempe has submitted a grant application to the Arizona Developmental Disabilities Planning Council to create a diverse workforce for people with Developmental Disabilities. Tempe's BEST Program – Building Employment, Supports and Training program's proposed activities include changing the culture of Tempe through Personnel policy revision, and training and hiring individuals with disabilities. This program is a joint department application through Human Services, Tempe Community Council, Human Resources, and the Strategic Management and Diversity Office. We should hear whether the grant application was successful sometime in September.

Item 10. Discussion: North/South Spur Line Multi-Use Path

The Commission was asked to provide comment on this project via a letter received on July 20, however the letter doesn't provide sufficient information to comment on. Commissioners recommended to invite the Del Sol Group to present at the next meeting to better understand the project and provide relevant comments.

Item 11. Commission and Staff Announcements

- **ADA Title II Training.** Commissioners are invited to attend the ADA Title II Training on Aug. 14th from 9:30 to Noon, at the Tempe Public Library, TLC Room. Please RSVP as seating is limited.
- **ADA Anniversary Tempe publicity.** An article in Wrangler News was included in Commissioner folders about Tempe's ADA Story Map and other activity the Commission and the City has undertaken to increase access and Inclusion.
- **The ARC Legislative Round Up Newsletter** is included in the folder.

Meeting adjourned at 8:00 p.m.

Next CDC meeting: Monday, October 1, 2018, 6:30 p.m.

Prepared by: Michele Stokes, ADA Compliance Specialist

Reviewed by:

Ginny Belousek

Ginny Belousek, Office of Strategic Management & Diversity Manager