

City of Oakland

Mayor's Commission on Persons with Disabilities (MCPD)

Monday, November 18, 2019

5:30 p.m. – 7:30 p.m.

Sergeant Mark Dunakin Room, First Floor

One Frank H. Ogawa Plaza (City Hall), Oakland, CA 94612

Agenda

1. Roll Call and Determination of Quorum (5:30 p.m.)
2. Open Forum (5:35 p.m.)
Any person may directly address the Commission on any items within the jurisdiction of this Commission not on the agenda for today. Speakers wishing to address a specific item on the agenda may do so at the time the item is being considered.
3. Agenda Modification and Approval (5:40 p.m.)
4. Approval of October 19, 2019 Minutes **(Exhibit A)**
5. Chair Report; *Karen Nakamura, Chair* (5:45 p.m.)
6. Commissioner's Announcements (5:50 p.m.)
Commissioners will provide brief updates.
7. Annual Report on City of Oakland Web Content Accessibility (6:00 p.m.)
*Karen Boyd, Citywide Communications Director from the City Administrator's Office, will present an annual report on the status of implementing the ADA Effective Communications Policy, specifically on progress made towards full Web Content Accessibility Guidelines (WCAG) 2.0 AA+ compliance in the City's web content and use or development of other information and communications technologies. **(Exhibit B)***
8. Strategic Planning Retreat Follow-up (6:30 p.m.)
*Commissioners will discuss the draft Strategic Plan for 2020. **(Exhibit C)***

9. Staff Updates and Announcements (7:00 p.m.)
Anh Nguyen, ADA Programs Division Manager
10. Adjournment

Note: The Commission May Take Action on Any Item on the Agenda

Agenda item start times are approximate and are provided as a courtesy guide only. Timing and order of items may change as part of Agenda Modification and Approval.



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Esta reunión es accesible para sillas de ruedas. Si desea solicitar adaptaciones relacionadas con discapacidades, o para pedir un intérprete de en español, Cantonés, mandarín o de lenguaje de señas (ASL) por favor envíe un correo electrónico a adaprograms@oaklandca.gov o llame al (510) 238-5219 (V) o al 711 para servicio de retransmisión (Relay service) por lo menos cinco días hábiles antes de la reunión. Se le pide de favor que no use perfumes a esta reunión como cortesía para los que tienen sensibilidad a los productos químicos. Gracias.

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City of Oakland
Mayor's Commission on Persons with Disabilities (MCPD)
Special Annual Retreat
Monday, October 19, 2019

Draft Minutes

1. Roll Call and Determination of Quorum at 10:12 a.m.
 - 8 Commissioners present: Davenport, Gregory, Lynne, Nakamura, Ryan, Smith, Sperling, Tevelson
2. Open Forum
 - None
3. Agenda Modification and Approval
 - Chair Report will become agenda item 5, and Opening Remarks and Retreat Review by ADA Division Manager (train delayed) will become agenda item 6.
 - Motion to approve agenda with modification: Sperling
Seconded by Gregory
4. Approval of September 16, 2019 Minutes
 - Motion to approve agenda without modification: Tevelson
Seconded by Gregory
5. Chair Report; *Karen Nakamura, Chair*
 - Chair Nakamura presented an orientation for Commissioners:
 - Background and Predecessors of the ADA
 - Duties and Function of the MCPD
 - MCPD Limitations
 - Staff Limitations
 - Current and Future Challenges
6. Opening Remarks and Retreat Overview; *Anh Nguyen, Manager, ADA Programs Division*
 - Mr. Nguyen opened with an icebreaker asking Commissioners and staff to share something unique about themselves.

- He reaffirmed the purpose of the retreat for team building and strategic planning update as well as shared ground rules.
7. MCPD Strategic Planning for 2020; *Facilitator, Yvonna Cazares, Director of Community Engagement, Office of the Mayor*
 - Remove Objective 1.3 (Accessibility of Oakland's Fixed Route Transit Systems) because initial concerns have been relieved and Objective 1.6 (Complete Streets) because it is on-going.
 - Add language to Goal Area 1 – Transportation: Keep access to Oakland's new and existing transportation amenities ensuring access in Oakland's growing infrastructure.
 8. Public Comments on Strategic Planning
 - Ms. Fisher asked about the differences in the Commissions and ADA office organization and staffing in Oakland and San Francisco.
 9. Lunch Break at 11:50 a.m.
 10. MCPD Strategic Planning for 2020 resumed at 1:17 p.m.
 - Shorten Objective 2.1 language as follows: MCPD will review the content and consider the adequacy of Oakland Police Department (OPD) current policies concerning person with disabilities, including Crisis Intervention Training (CIT).
 - Resources/Stakeholders: Sergeant Doria Neff, who presented to MCPD in the past while serving as OPD CIT Coordinator, is now the supervisor for the OPD Mental Health Unit. She will present to MCPD again in 2020.
 - Barriers/Issues: Staff changes and uncertainty over what policies OPD is currently implementing in regards to engaging with persons with disabilities.
 - Commissioner Tevelson will check with the Police Commission liaison about possibility of CAHOOTS model of intervention for mental health crisis and any complaints regarding OPD and persons with disabilities.

- Objective 2.2: Improve public safety services for persons with disabilities during emergencies and natural disasters
 - There was much discussion about Public Safety Power Shutoff (PSPS):
 - Concerns about in-home source of back-up energy for electric-powered durable medical equipment (one fatality in California during PSPS)
 - Refrigeration for medication
 - PG&E grants: advocacy to City Council and California Public Utilities Commission
 - PG&E and ADA compliance
- Remove Goal Area 3 – Community Engagement
 - Add column for community engagement for all objectives
 - The Commissioners monitoring each objective will be responsible for community engagement for that objective.
- Objective 4.1: ADA Transition Plan
 - Centralize role of ADA Division
 - Appropriately locate, fund, and staff ADA Division
 - Increase funding for programs and services
 - Ask City Council to study the above
- Remove Objective 4.2: advocate for equitable prioritization of Measure KK funds for infrastructure improvements that serve the disabled community
- Add language for Goal Area 5: Ensure ADA-compliant housing stock
 - Add incentives/credits for accessory dwelling units (a.k.a. granny flats, secondary units) that provide housing to people with disabilities
 - Waive permit fees; move applicants to front of line for ADA sidewalk repair requests
 - ADA-compliant garage door openers and ramps
 - See City of San Jose and Alameda ordinances

- Housing Fair as community engagement: MCPD and ADA staff do not have the capacity to do that, but nonprofits do.
- Another idea is to co-sponsor a Disability Voter Forum like San Francisco does every year.
- Change language in Objective 5.1: Ensure accessibility and affordability of housing in Oakland
 - Renter's rights
 - Mold mitigation
 - Advocating to extend home modification program eligibility to renters might be too difficult to achieve
 - New proposed housing
 - Increase housing stock right now
 - Rent control lawsuit regarding affordable housing
- Objective 5.2: Homeless/unhoused
 - Prevention: workforce/employment
 - Accessibility of shelters
 - First floor units
 - Getting data, e.g. invite EveryoneHome.org regarding point-in-time homeless census/data collection

11. Public Comments on Strategic Planning

- None

12. Retreat Evaluation / Closing Remarks; *Anh Nguyen, Manager, ADA Programs Division*

13. Adjourned at 2:29 p.m.

EXHIBIT A.1 for Attachment to Minutes of Event Date
City of Oakland Mayor's Commission on Persons with Disabilities
Meeting for October 19, 2019

COMMISSIONERS ROLL CALL

Quorum Established: Y	Present	Excused Late	Arrive Late	Leave Early	Absent	Excused	Non-voting status
Number Voting Members Present: 8							
Chairperson Karen Nakamura	X						
Vice Chair Frank Sperling	X						
COMMISSIONERS							
Reid Davenport	X						
Sarah Garner			1:17 p.m.				
Thomas Gregory	X						
Marjorie Lynne	X						
Lester Meu					X	X	
Karina Ryan	X						
Noah Smith	X						
Howard Tevelson	X						
Vacant							
Staff: Anh Nguyen, ADA Programs Manager Hoang Banh, ADA Program Analyst							
Interpreters: none							

EXHIBIT A.2 for Attachment to Minutes of Event Date

SIGN IN SHEET

**Mayor's Commission on Persons with Disabilities
Meeting for October 19, 2019**

**Subscribe to
MCPD Notices
(Y/N)**

Name	Agency	Email	Phone	Address
Audrey Fisher,		msinberkeley@gmail.com ,		Y

Introduction to the MCPD

Oakland Mayor's Commission on Persons with Disabilities

Prepared by MCPD Chair Karen Nakamura for the 2019.10 MCPD Retreat

Background and Predecessors 1/3

- ▶ 1973: Rehabilitation Act signed by Congress
 - ▶ Section 504: “no otherwise qualified handicapped individual in the United States shall solely on the basis of his handicap, be excluded from the participation, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”
 - ▶ But no regulations for 504 issued were issued btw 1973 - 1977
- ▶ 1977.4.5 – 5.4: The 504 Movement sit-ins – longest was SF
- ▶ 1977.4.28: **Rehabilitation Act Section 504** regulations signed

- ▶ 1980.8.5: **Commission on Disabled Persons** was established by the Oakland City Council by Ordinance No. 9968 C.M.S. for the purpose of advising, reviewing and commenting on programs, services, City of Oakland activities, funding opportunities, and all matters affecting persons with disabilities in the community. **We predate the ADA by a decade!**

Background and Predecessors 2/3

- ▶ **Americans with Disabilities Act** went into effect in 1990 and re-upped in 2008
- ▶ “The Americans with Disabilities Act of 1990 (ADA), and as amended in 2008, extended Section 504's anti-discrimination mandate ... and [similarly] contained the requirement of a self-evaluation and the participation of interested persons in conducting the evaluation, including individuals with disabilities and other disability stakeholders.
- ▶ The ADA further required the adoption of a Transition Plan ("Plan") for prioritizing barrier removal activities based on the self-evaluation findings . In addition to contributing to the plan development, one of the MCPD's primary activities has been monitoring the City's compliance with the Plan.

Background and Predecessors 3/3

- ▶ **Americans with Disabilities Act** went into effect in 1990 and re-upped in 2008
- ▶ “The Americans with Disabilities Act of 1990 (ADA), and as amended in 2008, extended Section 504's anti-discrimination mandate ... and [similarly] contained the requirement of a self-evaluation and the participation of interested persons in conducting the evaluation, including individuals with disabilities and other disability stakeholders.
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Duties and Function 1/2

The duties and functions of the Commission on Persons with Disabilities shall be as follows:

- ▶ A. The Commission shall advise the City Council on service, funding opportunities and all matters affecting the disability community.
- ▶ B. The Commission shall review and comment on all community policies, programs and actions which affect persons with disabilities.
- ▶ C. The Commission shall render advice and assistance to other City boards and Commissions, to City departments and to private agencies on matters affecting the disability community .
- ▶ The Commission shall identify the needs of the disability community and create a citizen awareness of these needs via outreach and education in Oakland and for City staff. Activities shall be aimed at increasing awareness and access for people with disabilities to local, state and federal programs, and at increasing opportunities to fully engage in civic and cultural life.

Duties and Function 2/2

- ▶ E. The Commission shall promote the total integration of disabled persons with disabilities into all aspects of the community.
- ▶ F. The Commission shall submit regular status reports to the City Council committee ...
- ▶ G. Status reports submitted in fulfillment of subsection F above must include a detailed description of operating and staffing needs, to be developed and maintained by the department responsible for staffing and administration of the Commission .
- ▶ **H. Each year, the Commission shall review the annual goals and objectives of the City Council. Review of City Council goals and objectives shall be undertaken to provide the Commission the opportunity to better integrate the activities of the Commission with the City's overall goals and objectives.**
- ▶ I. City Council approval must be obtained prior to the creation of any additional standing committee of the Commission....
- ▶ J. The Commission shall perform such other functions and duties as may be directed by the City Council.

7

MCPD Limitations

- No budget
- No formal power

ADA Staff Limitations

- ▶ Little budget
- ▶ Severely understaffed
- ▶ Located in OakDOT, limited reach

What do we do? What can we do?

- ASK
- DOCUMENT
- EDUCATE & INFORM

Current and Future Challenges

- Regional disaster and crisis planning
- Housing and homelessness crisis – lack of accessible, affordable housing
- DT Oakland revisioning
- Transportation – both traditional (BART, AC Transit, Paratransit) to new Uber/Lyft/micromobility
- And more.....

Oakland Digital Services

Steps toward Digital Access & Equity

Vision

Oakland Digital Services is a team within the City of Oakland that delivers simple, scalable digital products *designed with and for the public*.

We cultivate an inspired, interdisciplinary work culture that leverages modern work practices and tools to improve the *public* experience of government.

As a result, we make government services **more equitable, trustworthy, and easier to access and use.**



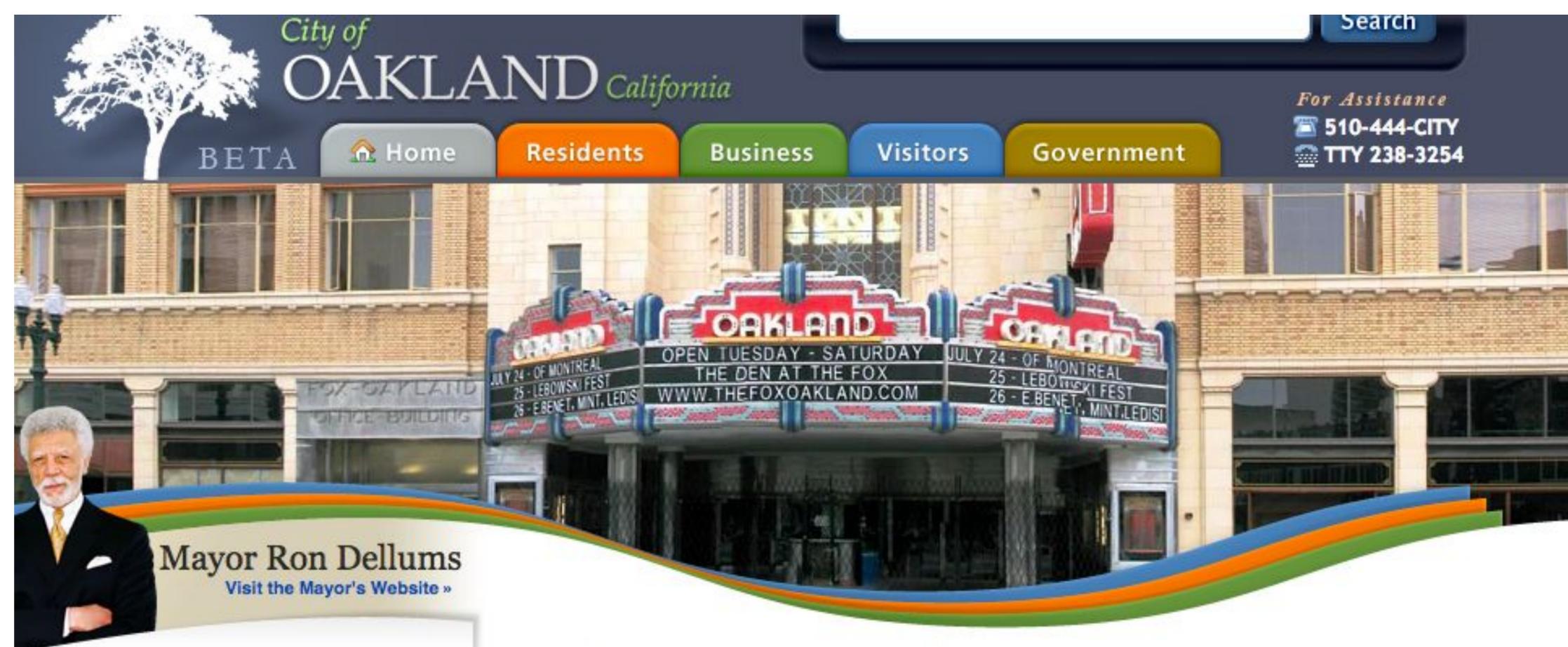
For a **NO FRAMES, TEXT-ONLY-COMPATIBLE VERSION** of this site, **USE THESE LINKS:**
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2003: Purple passion made a splash. Drop-down menus and hyperlinks enhanced our digital City Hall.

(Source: [Wayback Machine](#))



Welcome to Oakland - The Model City



Vibrant. Diverse. Moving forward.
 Discover Oakland. A great place to live, work, and play!

I invite you to explore this site to discover all Oakland is today—and learn how you can help shape its future.

You'll find that this site reflects my vision of a [Model City](#) with timely, easy-to-find information and opportunities to engage in our city's renaissance.

To learn more about my Model City vision and initiatives, [visit my home page](#).

- Mayor Ronald V. Dellums

City News

[Newsroom](#)

Welcome to the new and improved Oaklandnet.com! We've added many new features and reorganized information so you find what you're looking for fast. This is a beta site--we're still working out the kinks. Usability and accessibility testing is now underway. In the coming months, we'll redesign the rest of the site to have one, consistent look for all City departments. We'd like your feedback! Email us at feedback@oaklandnet.com. To go back to "classic view," [click here](#).

Oakland in the News

OAKLAND In Doug Boxer's eyes, it's two out in the bottom of the ninth. The home team the city of Oakland is up to bat, and the crowd is hoping for a

Back to the Future: Scrolling pages and headshots galore. Welcome to the City of Oakland in 2010. (Source: [Wayback Machine](#))



Welcome to Oakland

The official website for the City of Oakland.
#OaklandLoveLife

Photo: Grammy winner Fantastic Negrito courtesy of Oakland First Fridays

Our New Digital Front Door: Oaklandca.gov at launch in April 2018.



Goals

We've parsed our vision into three broad goals. Our outputs are often digital, but our outcomes are systemic. We measure our goals by looking at quantitative analytics and qualitative user research.

Bridge the gap between online services and offline human experience *to benefit the public.*

We identify places where human or digital interventions can improve an overall experience of City government for the public.

Use technology as an agent for organizational change.

The website often reflects our underlying organizational processes.

When processes are complicated are disjointed, this is reflected online.

Increase public trust and access to local government services.

We conduct user experience research and design to make government more accessible, more equitable, and more trustworthy.

Who We Are

*We hire some of the best and brightest talent dedicated to Oakland. We deploy our small group of (mostly part-time) experts to work with and empower government employees and members of the community. *Fun Facts: five out of six are Oakland residents. Two are Oakland natives, born in the Town.*



CHRIS KENNEDY
Front-End Designer
& Developer



BRENDA RUELAS
User Researcher &
Service Designer



MERCEDES GIBSON
User Research &
Design Strategy



MAI-LING GARCIA
Digital Engagement
Officer



KIRAN UMAPATHY
Content Strategist
& Designer



EVA SILVERMAN
Content Strategist
& Designer

What We Do

CONTENT STRATEGY

We design content and forms that are easy to understand and use by the public.

SERVICE DESIGN, USER RESEARCH & TESTING

We map out business processes, talk to the public, and test our proposed solutions -- constantly.

FRONT-END DESIGN & DEVELOPMENT

We translate our fancy ideas into digital solutions.

TRAINING

We ensure that City staff are trained to employ modern skills and leverage tools to make the public experience better.

SUNSETTING

We get rid of information and services online that are difficult to understand or use (and typically replace it with something better).

Wins

We've made headway in a few key areas:

Reduced the average reading level of our digital content from post-collegiate to grade 8/9.

Measuring search from Oaklandnet.com and compared to Oaklandca.gov shows that our overall reading level has gone down. This makes information easier to search, understand, and translate.**

We've increased mobile usage on Oaklandca.gov by 59%.*

By redesigning Oaklandca.gov, we've increased our reach to people seeking information and services via their cell phone. This is how we reach people that don't computers at home.

*Sourced from data from August 2018-January 2019.

***especially for persons with disabilities and where English is a second language.*

We reviewed, revised and redesigned over 10,000 web pages and PDF documents.

We've tackled an enormous amount of content and there's more work ahead.

Our small, scrappy, mostly part-time team has tackled a lot of content and design issues.

[OBJ]

Recent Improvements

Here's what we've worked on to date to enhance ADA accessibility...

Ensured the site is "labeled" for assistive technology devices

We've fixed the not-so-easily visible 'aria labels' and 'form elements' that help users navigate through a page.

Required alt text for new images.

We're requiring descriptions of all images and adding auto-populated descriptions to existing images.

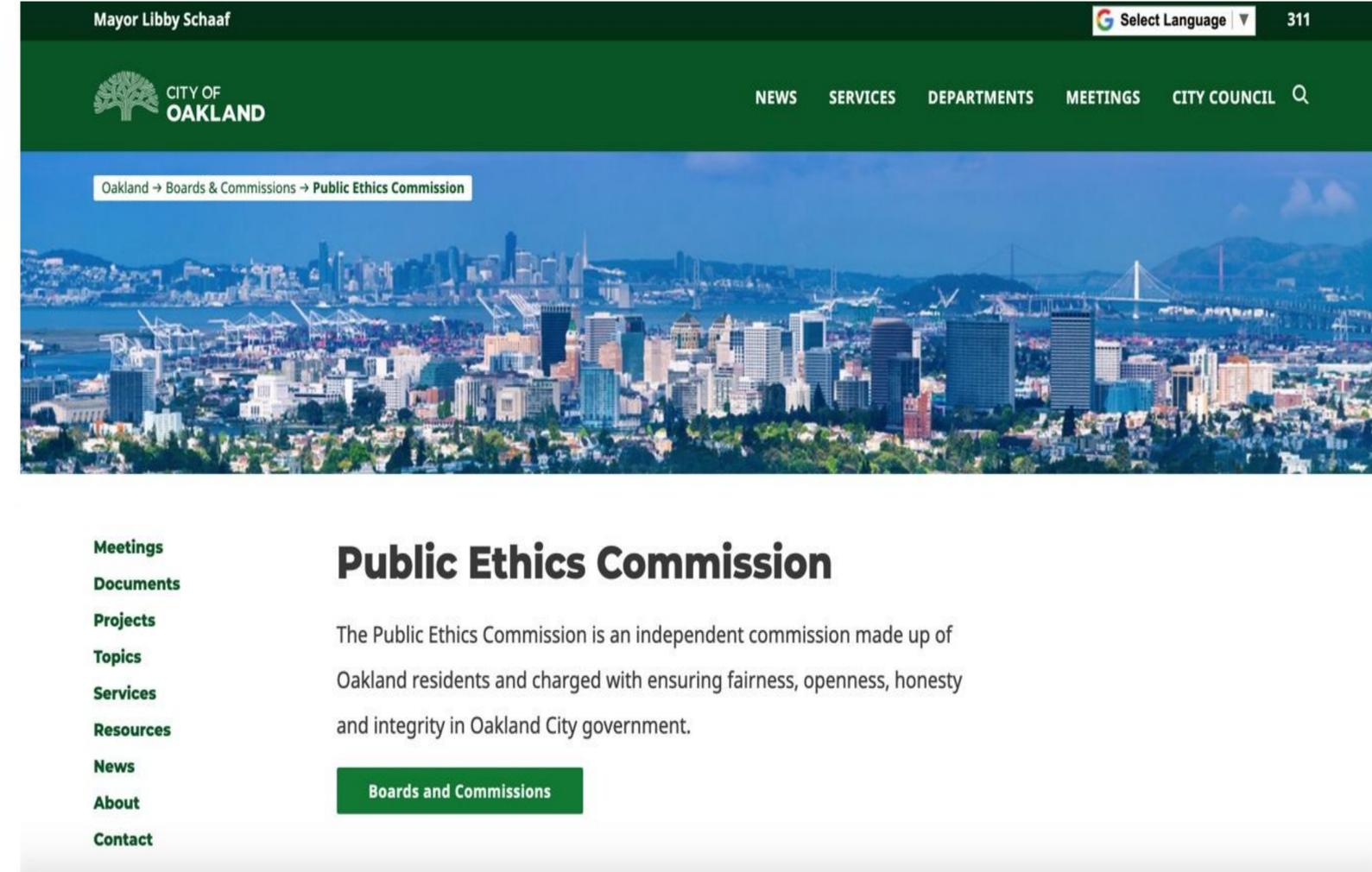
Standardized tables and image creation across the site.

We've added templates to the website to help staff create accessible tables and images across the website.

Old Design



New Design



Desktop

Mayor Libby Schaaf

Select Language 311

CITY OF OAKLAND

NEWS SERVICES DEPARTMENTS MEETINGS CITY COUNCIL

Oakland -> Departments -> Human Services

Events
Meetings
News
Services
Resources
Topics
Documents
Boards & Commissions
Leadership

Human Services

The Human Services Department builds strong communities by enriching the quality of life for individuals and families in Oakland. We collaborate with a diverse group of local organizations to provide services that address the changing and emerging needs of the community.

Winter Shelter is Open

Mobile

CITY OF OAKLAND

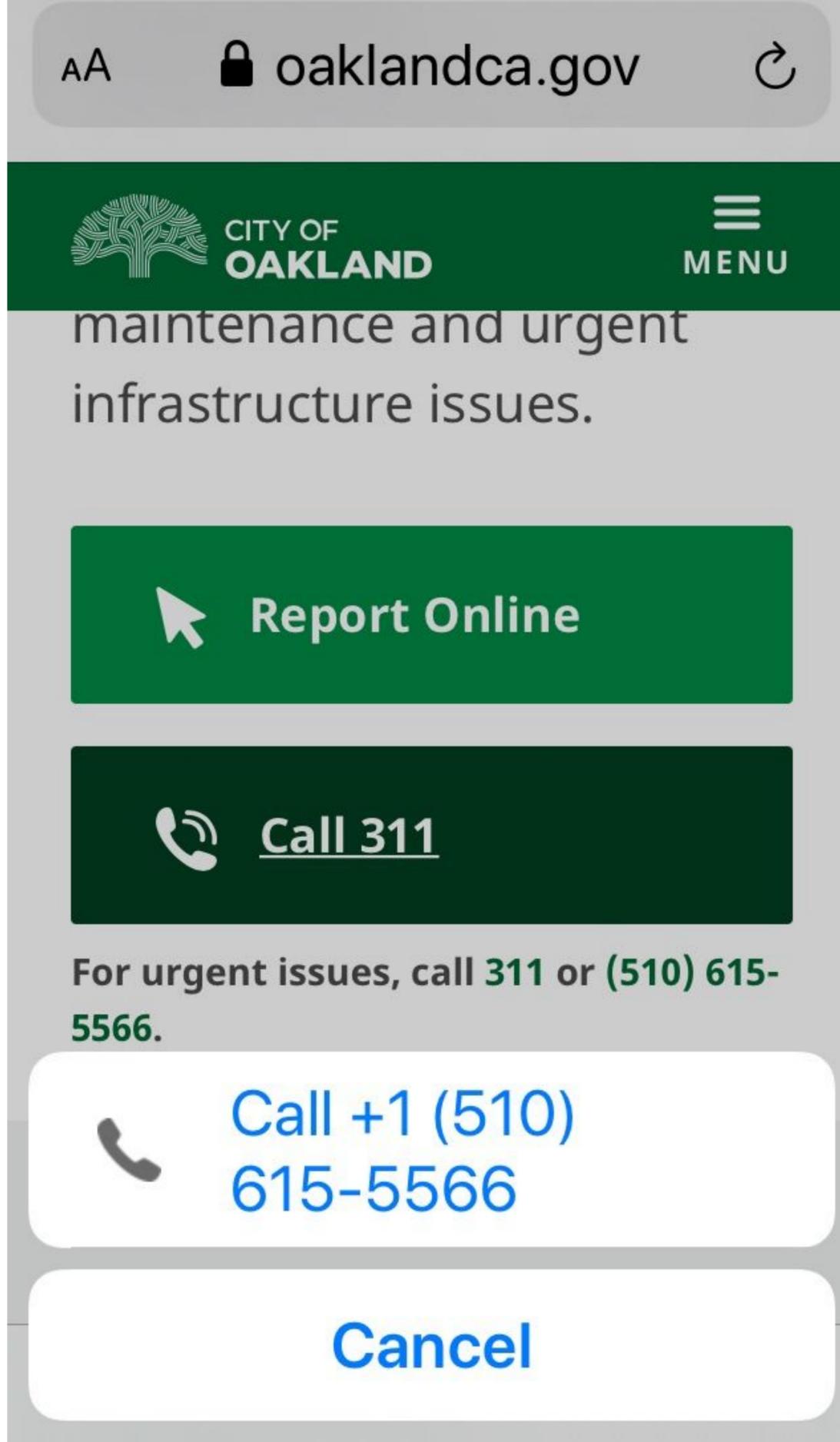
MENU

Oakland -> Departments -> Human Services

Human Services

The Human Services Department builds strong communities by enriching the quality of life for individuals and families in Oakland. We collaborate with a diverse group of local organizations to provide services that address the changing and emerging needs of the community.

Winter Shelter is Open



[OBJ]

Next Steps

Here's what we're up to in the next few months...

Drafted a guide to accompany staff training on accessible content.

This guide is for staff to aide in increasing readability and writing conventions to enhance accessibility on the web.

Topics include: appropriate reading level, the proper use of tables, and alt text to name a few functions.

One-on-one coaching for staff as they develop content.

We understand that City staff need guidance and support to create accessible web pages and clear content, so we provide one-on-one coaching.

We're rolling this out via email, in-person trainings, and through the "digital lead" in each department.

Identify funds to hire a consultant to help guide and implement accessibility improvements to the site.

We're looking at regional partnerships and internal resources to further our work.

Challenges

We have a lot more to do. A lot. And a lot of challenges. Here are a few...

Our team is mostly part-time and changes out every 3-6 months.

Without full-time staff, we rely on a team of contract employees who typically work for 3 - 6 months.

A lack of continuity often requires us to parse our work into small sprints that slow the completion of projects.

Our digital services need to be designed mobile-first, ADA and language accessible.

In addition to the numerous improvements that are needed in English, enhancing the site to improve mobile usage.

An accessibility partner to audit and provide recommendations.

We need a consultant and community partner to help continue to guide and help implement our work.

(Hint: Please let us know if you have recommendations or know a Section 50 compliance expert)

Thank you.
You're awesome.

[OBJ]

MCPD STRATEGIC PLAN OBJECTIVES

TRANSPORTATION (Goal Area 1): Keep access to Oakland's new and existing transportation amenities ensuring access in Oakland's growing infrastructure	SP YEAR CREATED; COMMISSIONERS	RESOURCES / STAKEHOLDERS	COMMUNITY ENGAGEMENT	BARRIERS / ISSUES	PROGRESS / LATEST UPDATE
1.1: Oakland will work toward enhancing Bike Share, eBike Share, Scooter, and similar technology accessibility	2017 Gregory, Sperling	Kerby Olsen, Oakland Department of Transportation (OakDOT); Technical Advisory Committees (TACs)			8/2019: Adaptive bike share pilot, originally launched May 2019 on Lakeshore Ave., moved to Snow Park; presentations from shared mobility companies
1.2: MCPD will work toward maintaining/advancing the availability/accessibility of Oakland's stock of disabled parking spaces and will examine/address the abuse of disabled parking placards (DPP) in Oakland	2018 Sperling, Tevelson	Michael Ford, OakDOT			1/2019: Presentation by Parking Control Technicians from OakDOT DPP Detail
Remove 1.3: MCPD will monitor accessibility of Oakland's fixed route transit systems (e.g., BART, AC Transit) and provide information on how residents can channel feedback and concerns about accessibility through the appropriate channels	2018	Laura Timothy, BART; Mallory Nestor-Brush, AC Transit			9/2019: Completed (initial concerns have been relieved)
1.4 MCPD will work toward improving reliability and customer service within East Bay Paratransit and other paratransit systems serving the City of Oakland	2018 To be determined	Laura Timothy, BART; Mallory Nestor-Brush, AC Transit			3/2019: Chair Nakamura will draft letter of concerns based on October 2018 MCPD meeting to send to East Bay Paratransit
1.5: MCPD will work toward enhancing Transportation Network Companies' (TNCs') ability and motivation to serve PWDs	2018 Gregory, Nakamura	California Public Utilities Commission; Kerby Olsen, OakDOT; TACs			2019: ADA Programs Division Manager, continues to attend CA PUC working group meetings on implementation of SB 1376; WAV TAC meetings
Remove 1.6: MCPD will continue to monitor and provide input into Oakland's "Complete Streets" Program	2018 Sperling	Sarah Fine, Jason Patton, and Lily Brown, OakDOT; Bike East Bay			2/2019: Sarah Fine presented OakDOT's three-year paving proposal to gather feedback from MCPD before community workshops and City Council.

EXHIBIT C

POLICING / SAFETY (Goal Area 2): Ensure all Oaklanders feel safe and secure in their communities.	SP YEAR CREATED; COMMISSIONERS	RESOURCES / STAKEHOLDERS	COMMUNITY ENGAGEMENT	BARRIERS / ISSUES	PROGRESS / LATEST UPDATE
2.1: MCPD will review the content and consider the adequacy of Oakland Police Department (OPD) current policies concerning person with disabilities, including Crisis Intervention Training (CIT).	2017 Tevelson, Garner	Oakland Police Sgt. Doria Neff and Officer James Garcia		Staff changes	3/2019: Commissioner Tevelson updated that OPD CIT only includes mental illness. MCPD will work with them on policies for disabilities.
2.2: MCPD will advocate for improved public safety services for the disability community in the event of emergencies and natural disasters.	2018 Ryan, Lynne, and Nakamura	Toshia Shavies Marshall, Oakland Emergency Services			3/2019: Toshia Shavies Marshall, Emergency Services Manager updated MCPD
Remove COMMUNITY ENGAGEMENT (Goal Area 3) <i>Include community engagement in all objectives</i>	SP YEAR CREATED; COMMISSIONERS				
Remove 3.1: MCPD will reach out to the community to raise awareness regarding the existence and nature of MCPD	2017 Garner, Lynne, and Smith				
Remove 3.2: MCPD will solicit the community's input regarding issues impacting PWD in Oakland	2017 All				
ACCESSIBILITY OF CITY PROGRAMS / SERVICES / ACTIVITIES (Goal Area 4)	SP YEAR CREATED	RESOURCES / STAKEHOLDERS	COMMUNITY ENGAGEMENT	BARRIERS / ISSUES	PROGRESS / LATEST UPDATE
4.1: MCPD will provide ongoing input to City staff regarding Oakland's ongoing development and implementation of its ADA Transition Plan	2017 Meu	ADA Division			
Remove 4.2: MCPD will advocate for equitable prioritization of Measure KK funds for infrastructure improvements that serve the disabled community	2018	ADA Division			9/2019: Completed
HOUSING (Goal Area 5): Ensure ADA-compliant housing stock	SP YEAR CREATED	RESOURCES / STAKEHOLDERS	COMMUNITY ENGAGEMENT	BARRIERS / ISSUES	PROGRESS / LATEST UPDATE
5.1: Ensure accessibility and affordability of housing in Oakland	2018 Gregory	Loyd Ware, Housing and Community Development			6/2019: Measure W funds of \$500,000 allocated per 2019-21 budget passed by City Council
5.2: Whereas the MCPD recognizes a high prevalence of homeless individuals living in Oakland are also PWDs, often disconnected from services, and whereas the MCPD recognizes a responsibility to represent the voices of all PWDs living in the city, the MCPD will collaborate with official activities and initiatives addressing homelessness in the city, with the objective to improve conditions for and/or reduce the number of PWDs who are homeless in Oakland	2018 Smith	Joe DeVries, City Administrator's Office; Talia Rubin, Human Services			9/2019: City Administrator's Office and Human Services Department staff presented to MCPD