



# Agenda

## **MAYOR'S COMMITTEE ON DISABILITY**

**THURSDAY, June 20, 2019**

**10:00 A.M.**

**CITY COUNCIL CHAMBERS**

**200 LINCOLN AVENUE, SANTA FE, N.M.**

1. CALL TO ORDER
2. ROLL CALL
3. APPROVAL OF THE AGENDA
4. APPROVAL OF MINUTES: FROM THE MAY 16, 2019 MEETING
5. PUBLIC COMMENTS (15 MIN. TOTAL)
6. PRESENTATIONS
  - a) CITY OF SANTA FE COMMUNITY SERVICES DEPARTMENT MOVING FORWARD PRESENTATION – KYRA R. OCHOA, COMMUNITY SERVICES DEPT. DIRECTOR
7. NEW BUSINESS – DISCUSSION AND POSSIBLE ACTION
  - a) SAM CLUB ACCESSIBILITY CONCERNS – AURORE BLECK
  - b) LOOP SYSTEM ACCESS AT CITY FACILITIES / DISCUSSION – AURORE BLECK
  - c) SPECIAL NEEDS PLANNING TRAINING JUNE 26<sup>TH</sup> 3:00 P.M. – 5:00 P.M. INVITATION RSVP – DAVID CHAPMAN
8. OLD BUSINESS
  - a) MCD SUB-COMMITTEE REPORTS
  - b) ADA COORDINATOR HIRING STATUS

ITEMS FROM MEMBERS AND STAFF (3 MINUTES)

9. ADJOURN

NEXT MEETING JULY 18, 2019

**PERSONS WITH DISABILITIES IN NEED OF ACCOMMODATIONS, CONTACT THE CITY CLERK'S OFFICE AT 955-6520, FIVE (5) WORKING DAYS PRIOR TO MEETING DATE.**

**THIS IS A FRAGRANCE FREE MEETING**

**\*\*Please notify Aurore Bleck, Chair at (505)473-2060 and/or David A. Chapman, Interim ADA Coordinator/Liaison, at (505)955-6824 if you are unable to attend.**

RECEIVED AT THE CITY CLERK'S OFFICE  
DATE: June 11, 2019  
TIME: 10:18 AM

**SUMMARY OF ACTION  
MAYOR'S COMMITTEE ON DISABILITY  
CITY COUNCIL CHAMBERS  
200 LINCOLN AVENUE  
THURSDAY, JUNE 20, 2009, 10:00 AM**

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<b><u>PRESENTATIONS</u></b>		
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<b>SNAP UPDATE</b>	<b>INFORMATION/DISCUSSION</b>	<b>8-9</b>
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<b>ADJOURN</b>	<b>ADJOURNED</b>	<b>10</b>

**MAYOR'S COMMITTEE ON DISABILITY  
CITY COUNCIL CHAMBERS  
200 LINCOLN AVENUE  
THURSDAY, JUNE 20, 2019, 10:00 AM**

**1. CALL TO ORDER**

The meeting of the Mayors Committee on Disability was called to order by Aurore Bleck, Chair at 10:00 am, on Thursday, June 20, 2019, at the City Council Chambers, 200 Lincoln Avenue, Santa Fe, New Mexico.

**2. ROLL CALL**

**MEMBERS PRESENT**

Aurore Bleck, Chair  
Victor Hughes  
Miriam Jawhar  
Kathlyne Gish  
Hope Reed  
Michael D. Wirtz  
Kendra Garcia  
Angelique Montoya-Chavez

**MEMBERS ABSENT**

Pam Parfitt, Excused

**OTHERS PRESENT**

David Chapman, Staff Liaison  
Kyra Ochoa, Community Services Director  
Elizabeth Martin, Stenographer

**3. APPROVAL OF AGENDA**

Ms. Gish added an item 8C for a SNAP update.

**MOTION** A motion was made by Mr. Wirtz, seconded by Ms. Gish, to approve the agenda as amended.

**VOTE**        The motion passed unanimously by voice vote.

**4.      APPROVAL OF MINUTES  
         MAY 16, 2019**

Ms. Reed said on page 8, the bottom, 3<sup>rd</sup> line it should say she has found out.

Mr. Wirtz said on page 5,7 and 9 his name is misspelled.

Ms. Gish said on page 1 her name is misspelled.

Chair Bleck said on page 5, the first paragraph, it should say hearing devices since; it should say 70%, on page 9, under Transit, the first paragraph, it should say redoing the Sheridan Downtown Bus Stop, in the next paragraph it should say 4 new buses, in the next line it should be Route Match Program, which should increase efficiency; in the next paragraph, second line, it should say Santa Fe Pick Up and entity; on page 10 it looks like a line was dropped and under Items From Members and Staff it should say Ms. Parfitt.

**MOTION**      A motion was made by Mr. Wirtz, seconded by Ms. Reed, to approve the minutes as amended.

**VOTE**        The motion passed unanimously by voice vote.

**5.      PUBLIC COMMENTS**

Mr. Garcia, a member of the public, said he has Comcast and is able to watch the Council meetings from home, but others have Dish or Direct TV and cannot see the meeting.

The IT Department verified that the City's franchise agreement is with Comcast only and that is the only service that provides access to the City Council meetings.

**6.      PRESENTATIONS**

**A.      COMMUNITY SERVICES DIRECTOR KYRA OCHOA  
         MOVING FORWARD PRESENTATION**

Ms. Ochoa said thank you for having her today so that she can tell you more about the Community Services Department and take questions on how they may overlap

with your concerns.

Ms. Ochoa reviewed a power point presentation which is herewith attached to these minutes as *Exhibit "1"*.

Ms. Ochoa spoke additionally about her ideas for the consolidation of committees. Each group has distinct and unique agendas, however; when you look at overall issues there are ways we can come together to advocate for what we need to address the issues. She is working on forming a Community Health Council. It will have a delegate from every Board and Commission, such as a member from the Veteran Board, Youth Commission Senior Board etc. We would love to have a member of your Committee sit on it as well.

Chair Bleck said we would love to.

Ms. Ochoa said our goal is to make sure we are addressing health planning and that we represent all of these groups needs. How do we allow the committees to have more public engagement is something we have been thinking about. Is some of the work being done something that could be done at a strategic level. Then you might be freed up to work out there and give ideas to the Health Policy Council and the Health Policy Council will become the Advisory Group to the City Council. Maybe they could vet and recommend the policies and forward them to the Council.

Ms. Jawhar asked have you connected with the Santa Fe Prevention Alliance.

Ms. Ochoa said yes, we are all connected to them. We do not fund it. They are City and County funded. There are many more organizations we work with. It would be nice not to have to fund people to be partners with them. If referrals come up with this organization we will invite them to participate.

Ms. Jawhar asked what do you think about collaborating with the MCOs. They are all involved with re-entry from jail. She is with Blue Cross Blue Shield.

Ms. Ochoa said MCOs are key to this. We are in conversations with the Human Services Department to forge communication and collaboration. The other element is the funding. Some of the work funded at the MCO level might be properly funded at a local level. Some of them do great work, but they need accountability and to formalize connections. It has to happen at the level of HSD who funds MCOs. A lot of entities want to own the data.

Ms. Jawhar said exactly, we need one place and portal.

Mr. Wirtz said one of your Boards deals with immigrants. Trump is saying we are going to round them up and send them home. Is this Department working to help alleviate the concerns Santa Feans have for these folks.

Ms. Ochoa said yes. The Immigration Committee is very concerned about the issue. We are working with advocates and nonprofits for these folks. The recent influx of asylum seekers into New Mexico is underscoring the need. We are seeing increased pressure on businesses who employ residents who are not legal. The Immigration Committee is doing education with the businesses. You have to comply with the law, but can do it a certain way for families. We are not advocating at a Federal level. The Immigration Committee does advocate for policy and look at that issue.

Ms. Reed asked as to housing, do you work with the Santa Fe Civic Housing Authority and the new housing developments to have low income units and do you work with getting those units filled.

Ms. Ochoa said the City has an Affordable Housing Department. We do work in collaboration with that Department and Alexandra Ladd. We have as a City and Department joined a national initiative called Built for Zero which attempts to end chronic and Veteran homelessness across the country. We need to look at who is precariously housed, case management, prioritize and put people where they need to be. We need to work on those things. Can we target and get a funding source to work with that. The navigation Network does work individually with folks.

Ms. Reed asked can that be incorporated into other communities.

Ms. Ochoa said yes. We can find housing more easily in Espanola for instance. We work closely with the Coalition to End Homelessness. We are getting technical assistance on how to do this better and increase the amount of street outreach we have. Many people do not want to go to services. It is more effective to go to them.

Ms. Reed said that is great to know. When she worked with the Governor's Commission disabled people would call with issues about their housing situation. Your agency has a more broader initiative.

Ms. Ochoa said yes. We work with both shelters and other housing services. Getting a rapid response is important.

Ms. Jawhar said all of the agencies you mentioned with regard to housing are all stretched. She finds people with extreme behavioral health issues are still homeless or couch surfing. All of these tools are in place, but the end result is really slow and few and far between.

Mr. Ochoa said yes. That is undeniable. When you get a system to get a scope of the need and you couple that with technical expertise around creating housing stock in the community, like landlord education that is an initiative we could do together such as education for Section 8 landlords. In terms of building units and supportive housing units and mixed income units there are some very interesting funding mechanisms we are learning about such as if we could find a hotel we could convert into single room occupancy in Santa Fe and populate it with mixed income and a large amount of Veterans and low income folks and not ghettoize it, it would be a wonderful place to live for all of them. We are looking at ways to do this. Other communities have done this. There are some funding opportunities out there.

Mr. Jawhar said she would like to be kept in the loop on that. Thank you so much.

Ms. Gish said regarding Section 8 housing there is a problem in Santa Fe of landlords discriminating. My mom was on the waiting list for 2 years and went from 32 to 28. It is a three and a half year wait list. The City Council in LA passed an anti-discrimination law that no landlords can discriminate against Section 8 applicants. The same thing happened in Seattle. She does not know if that is even possible in the City of Santa Fe, but there needs to be awareness.

Ms. Ochoa said that needs advocacy across the board. That is precisely the type of policy recommendation she sees feeding to the Policy Council and on to the Governing Body. That is the mechanics. You are the mechanism.

Chair Bleck said we do need to be a part of the Council. We are so glad you came today. Thank you.

Mr. Chapman said he can extend an invitation to the Affordable Housing Director and see if she could attend our next meeting.

Chair Bleck said that would be good.

Mr. Chapman said thank you very much Kyra.

## **7. NEW BUSINESS - DISCUSSION AND POSSIBLE ACTION**

### **A. SAMS CLUB ACCESSIBILITY CONCERNS**

Chair Bleck said we had a complaint from someone who did not have much energy and tried to go to Sams Club and needed help and was not getting it. They eventually got help from the Manager. The front line employees were clueless. Another complaint we got about Sams Club was that the handicapped spaces are not big



enough.

Mr. Chapman said the fact that Sams Club was permitted leads him to believe that the parking is within the guidelines of ADA. One point that came to mind is that they did the bare minimum to be in compliance.

Chair Bleck said we are trying to raise their consciousness.

Mr. Chapman said yes. Improvements that ADA requires help not just people with disabilities, they help everybody.

Chair Bleck said in this particular instance the person would have been helped if the front line employee had been more flexible and had training about awareness and sensitivity. We talked about revising our brochures and maybe have a brochure for businesses offering them some guidelines. The City ADA Coordinator could work in conjunction with us and the Health Council on housing issues, training and offer some half hour training to businesses.

Mr. Chapman said on the existing brochure he would like to give that to Kyra and ask her to add the organizations she may know of that should be on the list.

Chair Bleck said she agrees. We need major revisions of our brochures..

Ms. Gish said they also need to be updated on line.

Chair Bleck said we need to do that. We can all start thinking about things we could do to update that and have in training sessions. If anyone has ideas shoot them out to her.

Mr. Chapman said the City has a dedicated channel. Maybe the Committee could think of a one minute presentation on awareness to put on there. A public service announcement. Dr. Maynard used to do those kind of things.

Chair Bleck said there was an article on the Housing Trust in the *Santa Fe Reporter*. One of the problems noted was the landlord/tenant relationship.

Ms. Jawhar asked how would we propose to have training sessions and advertise that out to the general public.

Ms. Reed said NMFA has training every other year.

Chair Bleck said we need to think about what would need to be in a training.

Mr. Hughes said as an alternative to training for Section 8 housing it might be more effective to treat that as a marketing issue. Kyra brought up her perception of the value of having Section 8 renters. The disconnect is between landlords and the quality of tenant they get. Instead try to change their perception of Section 8 tenants.

Ms. Jawhar said do a training on that as well. We need them to rent to our people.

Ms. Gish said there are many websites that have those details, but the City of Santa Fe does not. We could get them to update that and make it friendly for landlords to use.

Mr. Hughes said one thing that would be helpful to highlight would be success stories like Kyra's.

## **B. LOOP SYSTEM ACCESS AT CITY FACILITIES**

Chair Bleck said Pam is not here because she is attending a hearing loss convention. She prepared a draft letter for us to discuss. It is included in your packet. What are your thoughts of the letter.

Everyone wanted to send it.

**MOTION** A motion was made by Ms. Reed, seconded by Ms. Gish, to approve and send the letter about loop system access at City facilities.

**VOTE** The motion passed unanimously by voice vote.

It was suggested that all of the Committee members sign the letter. All of them present did so.

## **C. SPECIAL NEEDS PLANNING TRAINING JUNE 26<sup>TH</sup>, 3:00 PM TO 5:00 PM**

Mr. Chapman said the Director of Development for the Solis Crisis Center sent invitations to each of us to attend a roundtable session. The information is in your packet. He is planning to attend. They would like us to RSVP by email if we want to attend.

## **8. OLD BUSINESS**

## **A. MCD SUBCOMMITTEE REPORTS**

### **PLAN REVIEW**

Ms. Reed reported that they have had no plans to review. We did not get anything on the Sheridan Bus Station.

Mr. Chapman said he will follow up on that. He does have some plans coming for the subcommittee.

### **PTS**

Mr. Hughes said he thinks Kyra and her Department are doing a lot of work that our Committee was looking at such as taking a more holistic approach around trauma and healthcare and helping to provide individual services and assessing the return on investment. He thinks the way we can be more effective is simply by coordinating with them and continue to offer our expertise.

### **IPM**

Mr. Wirth said he is glad to have Victor Lucero rehired for IPM.

### **TRANSIT**

Chair Bleck reported that they are about to get four new para transit vans and are hoping to get the Transportation Center underway this fall and finished by November. They continue to have issues with the Sheridan Bus Station. They are fully staffed in para transit.

Ms. Jawhar left the meeting.

Chair Bleck said our transit ridership numbers are dropping. Only four cities in the nation have added riders. Para transit ridership is up. Transit has improved their time performance percentage.

## **B. ADA COORDINATOR HIRING STATUS**

Mr. Chapman said the City has selected Tom Graham as the new ADA Coordinator. He currently works for the Governor's Committee. He has accepted the position. The paperwork is still moving through HR. We are expecting him to be on Board in the latter part of July.

## **C. SNAP UPDATE**

Ms. Gish said we found the State law that coincides with the Federal law stating that SNAP cannot be counted as income.

Mr. Chapman said he will draft a letter to the City Attorney's Office. Ms. Wheeler is on board with this. She said to go ahead and get it done.

## **9. ITEMS FROM MEMBERS AND STAFF**

Ms. Montoya-Chavez said she would like to see first responders get an awareness program going saying attention needs to be given to special needs people in vehicles and houses in the event of emergency. We need some sort of identification sticker on the car and home windows. She got in an accident over a year ago and her son, who is non-verbal, was in the car with her. The officer kept asking him what his name was over and over. It is critical for children.

It was suggested that she speak to Councilor Rivera who is the Chair of the Public Safety Committee.

Chair Bleck said she has something like a packet on her front door for identification.

Mr. Wirtz said he has a sticker on his sliding glass door and there are bracelets.

Mr. Hughes said there is a mobile application that allows first responders to be aware of the needs of the public they interact with.

Ms. Gish said ongoing training is greatly needed.

Ms. Montoya-Chavez will also check with Councilor Rivera.

Chair Bleck asked Ms. Montoya-Chavez to keep the Committee posted.

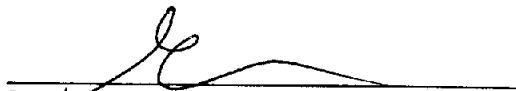
## **10. NEXT MEETING JULY 18, 2019**

**11. ADJOURN**

There being no further business before the Committee the meeting adjourned at 11:55 am.

A handwritten signature in black ink, appearing to read "Aurore Bleck", written over a horizontal line.

Aurore Bleck, Chair

A handwritten signature in black ink, appearing to read "Elizabeth Martin", written over a horizontal line.

Elizabeth Martin, Stenographer



## SANTA FE COMMUNITY SERVICES DEPARTMENT

**Kyra Ochoa, MPH**  
Director  
Community Services Department

*Compassion Effectiveness Trust Fairness Service Innovation*

### **MISSION**

To ensure that the most vulnerable and historically underserved people in our community are engaged in creating a healthy community and are getting the support they need to live their best lives.

We are Libraries, Senior Services, Youth and Family Services and the Office of the Public Defender.

### **STRATEGY**

Address the social determinants of health—access to healthcare, housing, food, transportation, personal safety, education, childcare, social supports and employment—that make up the foundation of health and wellbeing.

We p[rovide] direct services, impact funding of non-profit partners the community, and recommendations for policy change put forth by the many committees and task forces we staff.

Exhibit "1"

## **SERVICES**

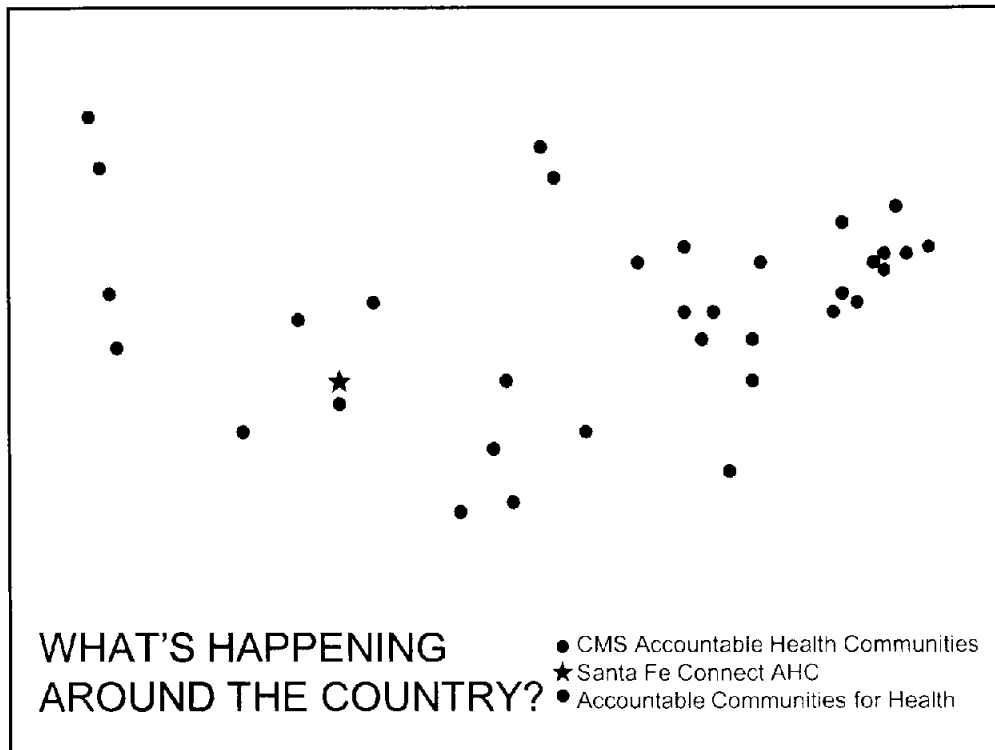
- 143 year-round employees and 93 summer employees provide services to approximately 12,500 residents of Santa Fe and surrounding areas, not including non-cardholding visitors to our libraries, who number in the tens of thousands.
- Through our partnerships with community-based organizations, we indirectly serve over 50,000 pregnant women, young children and families, and adults of all ages with behavioral health, educational, and safety net services.
- We staff 5 committees, 4 boards, and 2 task forces, engaging over 50 volunteer appointed members in impacting services and policies in the wider community, including youth, immigrants, veterans, and seniors.

### **Special Project:**

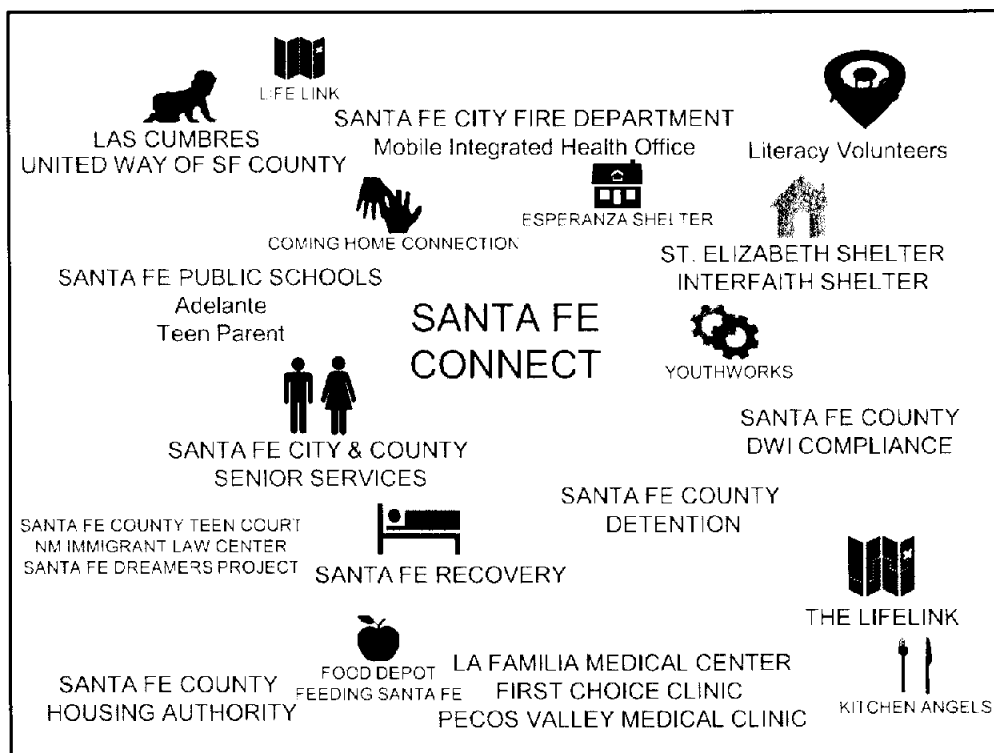
## **SANTA FE CONNECT**

### **A NETWORK FOR HEALTH AND WELLBEING**

**Our vision: By 2022 all Santa Fe City and County residents regardless of income have access to high quality health care and are linked to the resources they need for health and well-being.**







## SANTA FE CONNECT GOALS

- Residents and providers collectively identify problems and co-create solutions.
- Navigators link residents to resources within a cohesive provider network.
- Social, economic, and physical environmental resources are available to all residents.
- Information systems are coordinated. Data are collected, monitored and evaluated to improve services and population health while reducing health care costs.



639 people received navigation services in FY 2018

## Screening Tool

### HOUSING INSTABILITY

1. What is your housing situation today?
  - ☐ I do not have housing (I am staying with others, in a hotel, in a shelter, living outside on the street, on a beach, in a car, abandoned building, bus or train station, or in a park)
  - ☐ I have housing today, but I am worried about losing housing in the future.
  - ☐ I have housing
2. Think about the place you live. Do you have problems with any of the following? (check all that apply)
  - ☐ Bug infestation
  - ☐ Mold
  - ☐ Lead paint or pipes
  - ☐ Inadequate heat
  - ☐ Oven or stove not working
  - ☐ No or not working smoke detectors
  - ☐ Water leaks
  - ☐ None of the above

### FOOD INSECURITY

3. Within the past 12 months, you worried that your food would run out before you got money to buy more.
  - ☐ Often true
  - ☐ Sometimes true
  - ☐ Never true
4. Within the past 12 months, the food you bought just didn't last and you didn't have money to get more.
  - ☐ Often true
  - ☐ Sometimes true
  - ☐ Never true

### TRANSPORTATION NEEDS

5. In the past 12 months, has lack of transportation kept you from medical appointments, meetings, work or from getting things needed for daily living? (Check all that apply)
  - ☐ Yes, it has kept me from medical appointments or getting medications
  - ☐ Yes, it has kept me from non-medical meetings, appointments, work, or getting things that I need
  - ☐ No

**UTILITY NEEDS**

6. In the past 12 months has the electric, gas, oil, or water company threatened to shut off services in your home?

- ☐ Yes
- ☐ No
- ☐ Already shut off

**INTERPERSONAL SAFETY**

7. How often does anyone, including family, physically hurt you?

- ☐ Never (1)
- ☐ Rarely (2)
- ☐ Sometimes (3)
- ☐ Fairly often (4)
- ☐ Frequently (5)

8. How often does anyone, including family, insult or talk down to you?

- ☐ Never (1)
- ☐ Rarely (2)
- ☐ Sometimes (3)
- ☐ Fairly often (4)
- ☐ Frequently (5)

9. How often does anyone, including family, threaten you with harm?

- ☐ Never (1)
- ☐ Rarely (2)
- ☐ Sometimes (3)
- ☐ Fairly often (4)
- ☐ Frequently (5)

10. How often does anyone, including family, scream or curse at you?

- ☐ Never (1)
- ☐ Rarely (2)
- ☐ Sometimes (3)
- ☐ Fairly often (4)
- ☐ Frequently (5)

**Financial Strain**

11. How hard is it for you to pay for the very basics like food, housing, medical care, and heating? Would you say it is:9,

- Very hard
- Somewhat hard
- Not hard at all

**Employment**

12. Do you want help finding or keeping work or a job?10

- Yes, help finding work
- Yes, help keeping work
- I do not need or want help

**Family and Community Support**

13. If for any reason you need help with day-to-day activities such as bathing, preparing meals, shopping, managing finances, etc., do you get the help you need?11

- I don't need any help
- I get all the help I need
- I could use a little more help
- I need a lot more help

14. How often do you feel lonely or isolated from those around you?12

- Never
- Rarely
- Sometimes
- Often
- Always

**Education**

15. Do you speak a language other than English at home?

- Yes
- No

16. Do you want help with school or training? For example, starting or completing job training or getting a high school diploma, GED or equivalent.14

- Yes
- No

**Physical Activity**

**17. In the last 30 days, other than the activities you did for work, on average, how many days per week did you engage in moderate exercise (like walking fast, running, jogging, dancing, swimming, biking, or other similar activities)?<sup>15</sup>**

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7

**18. On average, how many minutes did you usually spend exercising at this level on one of those days?<sup>16</sup>**

- 0
- 10
- 20
- 30
- 40
- 50
- 60
- 90
- 120
- 150 or greater

**19. How many times in the last 12 months have you had 5 or more drinks in a day (males) or 4 or more drinks in a day (females)?**

- ☐ Never
- ☐ Once or Twice
- ☐ Monthly
- ☐ Weekly
- ☐ Daily or Almost Daily

**. How many times in the past 12 months have you used tobacco products (like cigarettes, cigars, snuff, chew, electronic cigarettes)?**

- ☐ Never
- ☐ Once or Twice
- ☐ Monthly
- ☐ Weekly
- ☐ Daily or Almost Daily

**21. How many times in the past year have you used prescription drugs for non-medical reasons?**

- ☐ Never
- ☐ Once or Twice
- ☐ Monthly
- ☐ Weekly
- ☐ Daily or Almost Daily

**22. How many times in the past year have you used illegal drugs?**

- ☐ Never
- ☐ Once or Twice
- ☐ Monthly
- ☐ Weekly
- ☐ Daily or Almost Daily

**Mental Health**

**23. Over the past 2 weeks, how often have you been bothered by any of the following problems?<sup>18</sup>**

**a. Little interest or pleasure in doing things?**

- Not at all (0)
- Several days (1)
- More than half the days (2)
- Nearly every day (3)
- No

**b. Feeling down, depressed, or hopeless?**

- Not at all (0)
- Several days (1)
- More than half the days (2)
- Nearly every day (3)

If you get 3 or more when you add the answers to questions 23a and 23b the person may have a mental health need.

**24. Stress means a situation in which a person feels tense, restless, nervous, or anxious, or is unable to sleep at night because his or her mind is troubled all the time. Do you feel this kind of stress these days?**

- Not at all
- A little bit
- Somewhat
- Quite a bit
- Very much

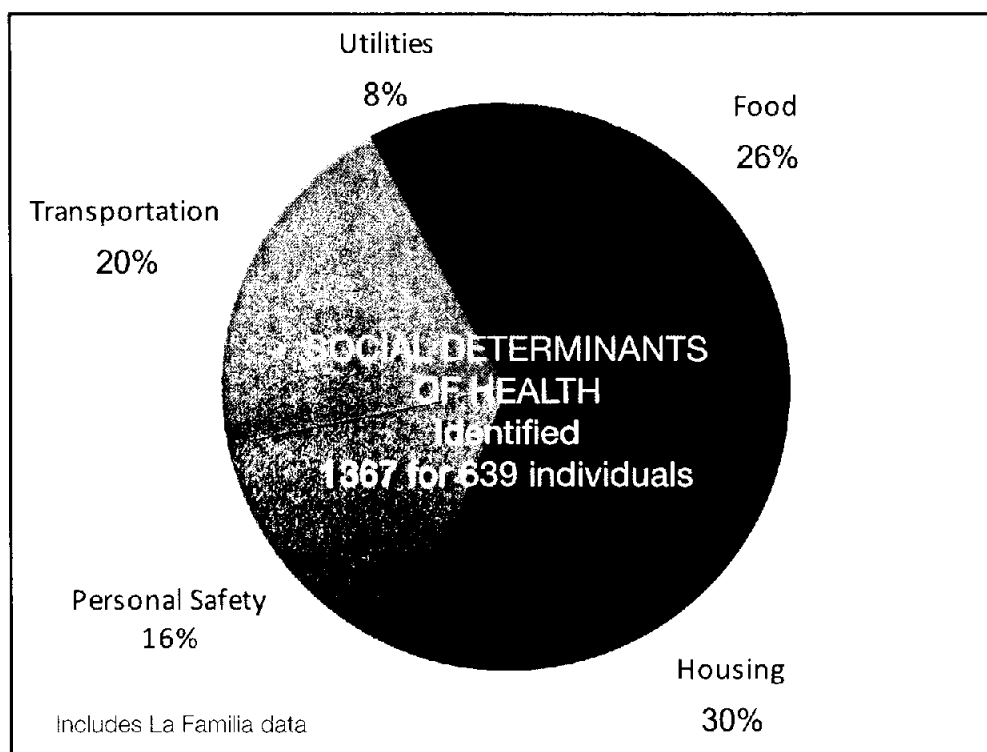
**Disabilities**

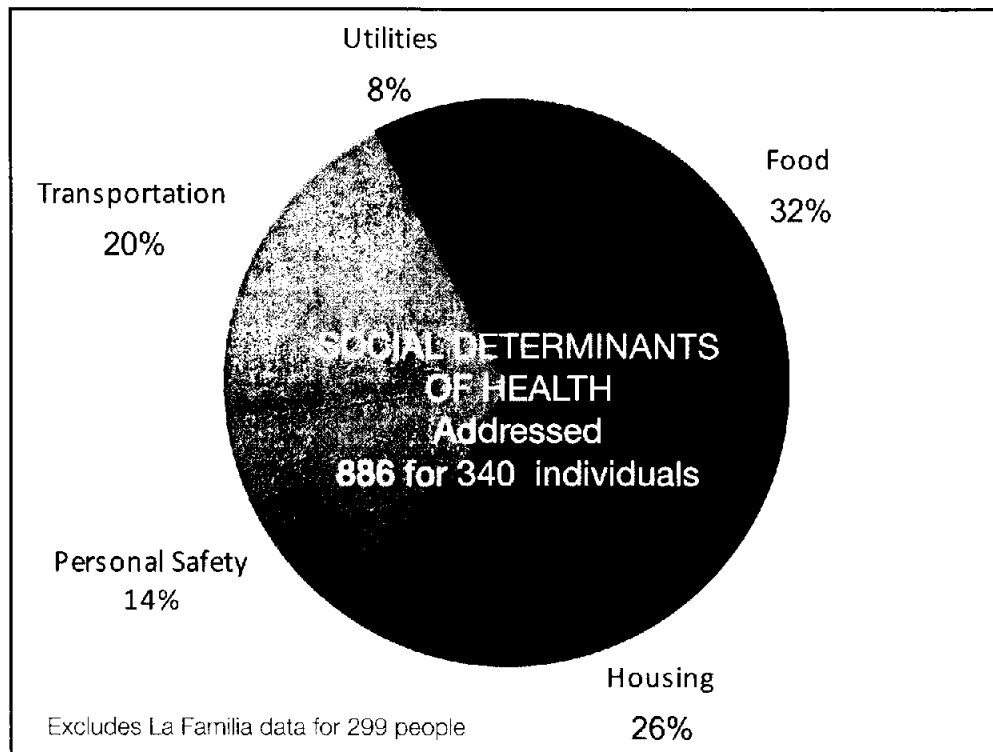
**25. Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?**

- Yes
- No

**26. Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?**

- Yes





"Navigation crosses all of our programs so it feels like a connecting thread."

"ED and jail use were positively impacted."

"Housing continues to be an imminent need."

"The AHC promotes better communication and coordination between agencies."

"The AHC has allowed the program to expand and deepen services."