



COUNCIL MINUTES

April 7, 2020

The City Council of the City of Mesa met in a Study Session Meeting via a virtual format streamed into the lower level meeting room of the Council Chambers, on April 7, 2020 at 2:01 p.m.

COUNCIL PRESENT

John Giles*
Mark Freeman*
Jennifer Duff*
Francisco Heredia*
David Luna*
Kevin Thompson*
Jeremy Whittaker*

COUNCIL ABSENT

None

OFFICERS PRESENT

Christopher Brady
Agnes Goodwine
Jim Smith

(*Council participated in the meeting through the use of video conference equipment.)

Mayor Giles conducted a roll call.

Mayor Giles excused Councilmember Thompson from the beginning of the meeting; he arrived at 2:20 p.m.

1. Hear a presentation, discuss, and provide direction on the current COVID-19 impacts, responses, and the City's future actions, focusing on Public Safety and community resources.

Chief Cameli provided an update and stated three staff members have been tested for COVID-19, two were negative and one is pending. She stated dispatchers will advise of possible exposure on a call and if a patient tests positive after transport to the hospital, staff are advised. She added the Emergency Operations Center (EOC) is still operational and maintaining supplies, and the biggest issue continues to be maintaining Personal Protective Equipment (PPE). She thanked the Purchasing Department for keeping up with purchasing and commented the department has just over a one-month supply of PPE.

Chief Cameli commented on the anticipated peak, which is April 23rd and is sooner than previously expected. She explained there are different weights placed on social distancing and school closures, which has a bigger impact and causes projections to go down. She added she has contacted the Institute of Health Metrics and Evaluation (IHME) at the University of Washington, asking if the number of patients reported to be in hospitals for other health related issues outside of COVID-19 are included in the out of state numbers.

In response to a question from Councilmember Whittaker regarding the data we are receiving and the review from the City's data analytics team, Chief Cameli replied that she is unsure if the team

has reviewed the IHME data; however, they are managing call data and providing information to the department three times a day to compare data and call volume.

Mayor Giles confirmed that, consistent with the Centers for Disease Control and Prevention (CDC) recommendations, employees and staff that are not delivering medical services to the public are transitioning to cloth masks. He requested clarification regarding an EOC report that the department is looking at acquiring cloth masks for staff that is working, but not providing medical assistance.

Chief Cameli confirmed that employees not working on emergency calls will have cloth masks; staff is working on quotes to have a seamstress produce a supply; and that it will be a City decision on what to purchase and when we can get a supply.

In response to questions from Vice Mayor Freeman regarding call types, call volume and areas with higher flu related calls, Chief Cameli indicated that all call types are lower except structure calls; however, a flu query has not been done and she will ask the data analytics team to report on that data type.

In response to a question from Councilmember Heredia related to requiring the public to wear masks, Chief Cameli responded there is a value to cloth masks and first responders will wear them when they are out in the public but not on emergency calls.

City Manager Christopher Brady explained the CDC recommends that if you live in an area with a significant outbreak, that masks be worn outside of the home where it is difficult to practice social distancing. He added there is not a broad CDC recommendation to wear masks at all times, except in areas where there is a significant outbreak.

In response to a question from Councilmember Luna, Mr. Brady stated that the conversation regarding the cloth masks is a recent development as a result of employees in the field requesting masks. He commented this request cannot be fulfilled currently as masks are going to hospitals and first responders. He expressed support for employees that want to wear masks.

Mayor Giles expressed the opinion that people will continue wearing masks until this virus subsides, that he encourages residents to make masks for family and friends, and he continues to be concerned about City employees.

Chief Cost expressed appreciation to Chief Cameli and the Mesa Fire and Medical Department (MFMD) for their continued assistance and said without MFMD the Police Department (PD) would not have the PPE needed to do the job safely.

Chief Cost remarked that PD records and dispatch staff are wearing cloth masks to prevent the spread.

Chief Cost explained there continues to be a slight reduction in dispatch calls, that burglaries and accidents are down but those numbers are evened out with disturbance, domestic violence, and neighborhood calls. He stated there have been a handful of calls since the Governors Executive Order was issued closing businesses. He provided an example of a bar in southeast Mesa that was operating as if no order had been issued and said the owner was educated and the bar was shut down.

In response to a question from Vice Mayor Freeman regarding well checks of Police personnel, Chief Cost stated that all personnel in the field and in the buildings have temperatures taken

before and after shifts, and staff is tracking contacts with COVID-19 tested or positive results patients, similar to what MFMD is doing.

Mayor Giles thanked Chief Cameli and Chief Cost for the update.

1-b. Hear an update and discuss the Mesa CARES program; a Citywide initiative to assess community needs and connect residents and businesses to available resources as a result of the COVID-19 pandemic.

Assistant City Manager Kari Kent provided an update on the Mesa CARES program and indicated the program launched on April 6 and included outreach through press releases, social media, and a video campaign. She explained that additional outreach will utilize Nextdoor posts, flyers at schools with meal pickup boxes, and grocery stores. **(See Attachment 1)**

Ms. Kent announced the Mesa CARES Community Resource Call Center is open every day from 8 a.m. to 5 p.m. and is staffed with Library personnel that spent many hours training. She commented that the resources are also listed on the website in multiple languages and include State and Federal resources and nonprofits. (See Page 3 through 5 of Attachment 1)

Ms. Kent provided information on the community assessment focus this week to determine the greatest community needs and connect with the community in a more personal way. She highlighted the number for the resource call center. (See Page 11 of Attachment 1)

Ms. Kent provided information on the outreach calls to the community with the goal of getting as much feedback as possible to bring categories of need back to Council. She added by 1 p.m. today, over 2000 calls had been made and 900 surveys completed, including 100 organizations that provided feedback and 190 surveys completed by Economic Development, Downtown Transformation, and Falcon Field staff. (See Page 12 of Attachment 1)

Ms. Kent highlighted call center stats and explained Library and Communications staff are working on a frequently asked questions list in order to get consistent information, issues, and questions on the website. (See Page 13 of Attachment 1)

Ms. Kent stated the City is waiting for guidance on the CARES act so staff will know how the dollars can be distributed, as well as understanding the criteria and eligibility requirements. (See Page 14 of Attachment 1)

Ms. Kent explained that the results of the community assessment will be provided on April 14.

In response to a question from Mayor Giles regarding the needs assessment and recommendations, Ms. Kent commented the survey will help staff compile the immediate needs in the community and be proactive in developing those needs, so when the City receives CARES dollars, the money can serve residents and businesses in particular areas.

Mr. Brady explained this is a very aggressive effort and once staff identifies the needs and categories, Council will receive an update. He stated at that point, the criteria and program will be developed to determine who will be eligible. He added programs usually take months to figure out and staff is completing the process in a couple of weeks.

In response to a question from Councilmember Heredia related to regional coordination, Mr. Brady indicated staff is having talks in relation to homeless shelters and emergency assistance.

He added that each city will receive a certain amount of dollars based on population, but if there are opportunities to work with local communities the dollars can be leveraged to a greater degree. In response to a question from Councilmember Duff related to special education needs and if that is in the purview of this program, Mr. Brady stated there are dollars allocated to education but not to cities as that is not something cities are usually involved with.

In response to further questions from Councilmember Duff regarding options for lower income residents' who do not have access to computers, Mr. Brady commented staff is aware of these challenges and is working on how to communicate with this population and surprisingly enough phone apps seem to be a good solution. He added hardcopies may also be an option with the challenge being a safe way to deliver forms and information.

In response to a question from Vice Mayor Freeman related to population, Deputy City Manager Scott Butler confirmed the Treasury Department indicated 2018 census numbers will be utilized unless they are able to get the 2019 numbers.

Mayor Giles reminded viewers the number 644-CARE is for those who want to direct COVID questions to the City.

Mayor Giles thanked staff for the presentation.

2. Scheduling of meetings.

Thursday, April 9, 2020, 7:30 a.m. – Study Session

3. Adjournment.

Without objection, the Study Session adjourned at 2:55 p.m.

JOHN GILES, MAYOR

ATTEST:

DEE ANN MICKELSEN, CITY CLERK

I hereby certify that the foregoing minutes are a true and correct copy of the minutes of the Study Session of the City Council of Mesa, Arizona, held on the 7th day of April 2020. I further certify that the meeting was duly called and held and that a quorum was present.

DEE ANN MICKELSEN, CITY CLERK



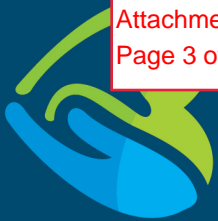
Mesa

CARRIES



Launched on Monday, April 6!

- Press Release
- Social media campaign on various City channels
- Council social media, website pages
- Mesa en Español
- Channel 11 and Social Media Videos
- Additional outreach coming:
 - NextDoor post, Constant Contact (10k neighborhood leaders, affinity groups); schools, possibly grocery stores.
- Mesaaz.gov/MesaCARES



Mesa CARES

City of Mesa facility closures and changes to programs/services, general information, and resources during the COVID-19 emergency

Translate | e-Notifications | Job Openings | Notice of Proposed Taxes or Fees | Contact Us



Home

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Residents

City Hall

Things To Do

Business

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Mesa CARES Community Resource Call Center

Everyday 8:00 a.m. to 5:00 p.m.

480-644-CARE (2273)

We are using information from Community Assessments to get a better understanding of current needs in the community to help grow services and programs as federal funds become available. We are interested in hearing from you! Thank you in advance for taking time to complete an assessment below.

Individual Needs Assessment

Evaluación de necesidades de los residentes

Organization Needs Assessment

(form for Organization/Business/Community Group)

Evaluación de necesidades de las organizaciones

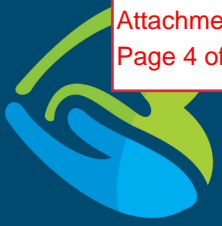
On March 27, 2020, the United States Congress passed the Coronavirus Aid, Relief, and Economic Security or CARES Act.

That Act, which attempts to address issues brought on by the COVID-19 pandemic, includes funding available at the local level for qualifying residents and small businesses among other provisions.

In order to prepare for relief funds, the City of Mesa has launched a program called Mesa CARES to assess our community's needs.

Part of this program includes the Mesa Community Resource Call Center and web site for businesses and residents to get information and referrals to services.





Mesa CARES

Resources

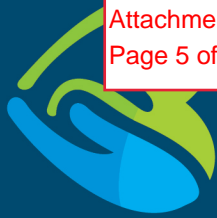
Food	Senior Citizens
Housing - Emergency/Transitional Shelter	Veterans
Housing - Other Assistance	Business
Healthcare	Employment/Workforce
Mental Health and Crisis Hotlines	Give Help

- [Home](#)
- [About Us](#)
- [Residents](#)
- [City Hall](#)
- [Things To Do](#)
- [Business](#)
- [Contact Us](#)
- [Policy & Disclaimer](#)
- [Site Map](#)
- [Civil Rights Protections](#)
- [Employee Login](#)



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Website Design by Granicus - Connecting
People and Government





Mesa CARES

Resources

Comida	>	Personas mayores	>
Vivienda - Refugio de emergencia / transitorio	>	Veteranos	>
Vivienda - Otra asistencia	>	Negocio	>
Cuidado de la salud	>	Empleo / mano de obra	>
Líneas directas de salud mental y crisis	>	Dar ayuda	>

Various language translations

Resources

음식	>	노인	>
주택-비상 / 과도 보호소	>	재향 군인	>
주택-기타 지원	>	사업	>
보건 의료	>	고용 / 인력	>
정신 건강과 위기 핫라인	>	도와주세요	>

Món ăn	>	Công dân cao cấp	>
Nhà ở - Nori trú ẩn khẩn cấp / chuyển tiếp	>	Cứu chiến binh	>
Nhà ở - Hỗ trợ khác	>	Kinh doanh	>
Chăm sóc sức khỏe	>	Việc làm / lực lượng lao động	>
Đường dây nóng về khủng hoảng và sức khỏe tâm thần	>	Giúp đỡ	>



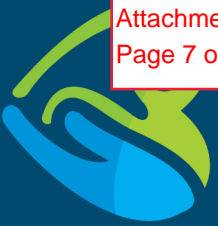
Mesa CARES

Food

- The United Food Bank has successfully restructured their Help Yourself program to streamline the process and maintain social distancing. They are currently distributing food on Fridays from 8 a.m. to noon at the Mesa Convention Center, 263 N. Center St.
- If you find your family in need of food go to www.azfoodbanks.org to find a local food bank near you. We've also created a map of many East Valley food banks and distribution sites. Be sure to call ahead for days and times that they are open.
- **Native Health Food Programs**
- If you have a child in the Mesa Public Schools system, meals are available to all children 18 and younger at all elementary schools from 11 a.m. – 1 p.m., Monday through Friday. On Fridays, AzBrainfood will supply bags with supplemental food for the weekend. Find the closest elementary school to your home.
- Information about meal distribution for Mesa residents who attend or live near a Gilbert Public School is available on the Gilbert Public Schools website.
- Meals on Wheels will continue to operate as usual and has some capacity for new members. Participation is limited to eligible older and disabled adults who have challenges with activities of daily living. Subsidized and fee for service options are available. For more information, call 480-964-9014.
- Aster Senior Centers are transitioning from weekday lunches to packaged "Pick-Up & Go Meals". Participation is limited to community members age 60+ and registration is needed. A suggested contribution is requested of \$3.50 per meal. Reservations are required by 2:00 p.m. the

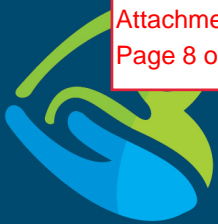
Senior Citizens

- City of Mesa Adopt-A-Grandparent Program**
The Adopt-A-Grandparent program is a program that provides weekly food and supplies boxes, prescription pick-up, and companion check-ins by phone to help combat loneliness. Applicants must be 60+ years of age and a Mesa resident. For more information, call 480-644-5756 or sign-up at www.mesaaz.gov/aagp.
- Agency on Aging - Senior Helpline**
602-264-HELP (4357)
24-hour helpline for senior citizen help, including those unable to access groceries.
- Arizona DES Aging/Adult Program**
602-542-4446
- Arizona Senior Citizen Law Project**
602-252-6710
- Arizona Long Term Care System (ALTCs)**
888-621-6880 or 602-253-6385
State health insurance coverage for qualified individuals (65+ or those with disabilities) that require nursing home level care.
- COPA Health/Marc Community Resources**
480-969-3800, ext. 117 or 119
In-home services to ensure continuity of care in the comforting surroundings of home including companionship, assistance with daily tasks, personal care, and respite services.
- Foundation for Senior Living**
602-285-1800
- More resources:**
- Arizona 2-1-1
 - Arizona Together



Mesa CARES

<p>Housing - Emergency/Transitional Shelter ></p>	<p>Veterans ></p>
<p>Housing - Other Assistance ></p>	<p>National Veterans Crisis Line 1-800-273-8255, option 1 Text 838255 Available 24/7 to any service member, veteran, family member experiencing a crisis or are concerned about someone.</p>
<p>Healthcare ></p> <p>If you are experiencing a life-threatening emergency, please dial 9-1-1.</p> <p>AHCCCS (Health Care) 1-855-432-7587 Calls Answered Monday through Friday 8am-5pm Arizona's Medicaid agency that offers health care programs to serve Arizona residents. Individuals must meet certain income and other requirements to obtain services.</p> <p>Banner COVID-19 Information and Symptom Checker</p> <p>Banner COVID-19 Testing Sites 1-844-549-1851 Phones will be operated 7am - 6pm Monday through Thursday, 7am - 5 pm on Friday, and 7am- 1pm on Saturday.</p> <p>La Mesita Family Care Clinic (A New Leaf) 623-934-1991 Monday-Thursday 8am-7pm and Friday 8am-5pm Provides services to qualified enrolled individuals: primary medical care, counseling, case management, medication management, and support services.</p> <p>Jewish Family & Children's Services 602-279-7655 Behavioral health social services, and primary medical care to children, families and adults of all faiths</p> <p>More resources:</p> <ul style="list-style-type: none"> • Arizona 2-1-1 • Arizona Together 	<p>Mesa Vet Center 480-610-6727 Individual and group counseling for Veterans, service members, and their families. Counseling and/or referral for bereavement, PTSD, military sexual trauma, substance abuse, employment, and other VA services.</p> <p>AZ DES Veterans Employment Services 602-771-6938</p> <p>Be Connected - Arizona Coalition for Military Families 1-866-4AZ-VETS (429-8387) Connection point of information and resources for military, government, and community organizations. Trained Navigators to connect Vets with available services.</p> <p>National Call Center for Homeless Veterans 1-877-424-3838 Available 24/7 to connect service members, veterans, and family members who are homeless or at-risk of becoming homeless to local resources.</p> <p>COPA Health/Marc Community Resources 480-969-3800 Provides support to service members, veterans and their families. If you need to talk to someone about all possible resources available to you, please call and ask for one of the trained Military/Veteran Resource Navigators</p> <p>Disabled American Veterans - DAV East Valley Chapter 8 480-890-2424 Providing free, professional assistance to veterans and their families in obtaining benefits and services earned through military</p>



Mesa CARES

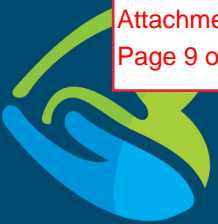
Housing - Emergency/Transitional Shelter

- **Family Housing Hub 602-595-8700**
 - The Family Housing Hub normally sees families seeking assistance in person. However, currently the Hub is conducting intake by phone in order to protect the health and safety of families and Hub staff.
- **East Valley Men's Center 480-610-6722**
 - Hours M-F screening from 9:30am-12pm and 1pm-3:30pm
- **Domestic Violence Crisis Hotline 480-890-3039 or 1-844-SAFEDVVS**
 - Staff refer callers to the appropriate intervention with safety as the number one priority.
- **12 Acre Retreat Shelter 602-272-3662**
- **Homeless ID Project 602-223-3427**
 Provides replacement documents (birth certificates and other supporting documents), financial assistance, file storage and other assistance. Located at 206 S. 12th Ave Phoenix, AZ.
- **House of Refuge 480-988-9242**
 Transitional housing program. House of Refuge does not offer emergency (immediate) shelter.
- **Maggie's Place 602-262-5555**
 Programs and services for pregnant and parenting women and their children – shelter, job readiness, parenting, child development.
- **A New Leaf**

Veterans

Business

- **Mesa Community and Business Assistance Portal**
- **Mesa Arts Center** compilation of local, state and national resources that may be of use as the arts & culture community navigates the impact of COVID-19.
- Arizona Department of Health Services - Information for Workplace & Community Locations
- **AZ Dept of Economic Security (AZDES) Shared Work Program**
 Employers experiencing a slowdown in their businesses or services as a result of the coronavirus impact on the economy may apply for the **Unemployment Insurance Shared Work Program**. This program gives employers an alternative to layoffs and allows the retention of trained employees by reducing their hours and wages that can be partially offset with UI benefits.
- **AAHOA Resources for America's Hotel Owners**
- **SBA's Disaster Loan Assistance, Federal Disaster Loans for Businesses**
- **The Bartender Emergency Assistance Program**, for individuals employed in serving beverages or otherwise engaged in the production, promotion or distribution of alcoholic beverages
- **Emergency Relief Fund for Arizona Artists and Arts Professionals**, emergency relief grants of \$500-\$1,500 to artists and arts professionals experiencing cancelled events and residencies or terminated contracts due to the coronavirus (COVID-19) pandemic.



Mesa CARES

Housing - Other Assistance



City of Mesa Utilities

480-644-2221

Due to the COVID-19 pandemic, the City of Mesa has suspended all non-payment disconnects for the time being. Because of this, we will not be granting payment arrangements at this time. We encourage you to continue paying on your account to avoid additional late fees and potential future disconnect. Your account # can be found on your bill. If you get email bills, your account number can be found in the email. You will be notified once the City resumes non-payment disconnects. You can request your utilities to be turned on/off or request more time to pay your utility bill by calling 480-644-2221.

City of Mesa Summer Electric Assistance (SEA) Program

Residential utility assistance program for income-qualified customers residing in Mesa's Electric Service Area and receiving their electric service directly from the City (not SRP). SEA provides Mesa electric utility customers with limited short-term assistance for their electric bills during the summer months of July, August, and September.

City of Mesa Housing Rehab Program

480-644-3208

Helps qualified residents repair and rehabilitate their homes using Community Development Block Grant (CDBG) funds.

Foundation for Senior Living

602-285-1800

Helps connect people with affordable group home and senior living.

Mesa Community Action Network (Mesa CAN)/A New Leaf

480-969-4024

Helps low-income households across the city with a host of services that include: immediate financial assistance, employment support, financial planning, education, and health services.

MesaCAN services include: Utility assistance for past

Business



Employment/Workforce



Apply for Unemployment Benefits (AZ DES)

For assistance with online application, call 1-877-600-2722 Monday through Friday, 7am- 6pm

Apply for FEMA Disaster Unemployment Assistance
1-866-487-2365

Find Jobs:

Arizona@Work

Arizona Office of Tourism - Immediate Employment Opportunities

PipelineAZ

Companies Hiring - ABC15

Find Employees:

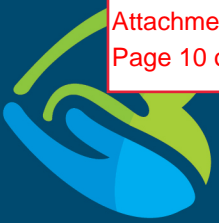
Arizona@Work

PipelineAZ

Child Care Assistance

Arizona Enrichment Centers

Arizona Enrichment Centers were established to offer child care for the children of first responders, critical healthcare workers, and essential public sector workers, including child safety workers so they can continue to go to work and serve the community during the state of emergency.



Mesa CARES

Mental Health and Crisis Hotlines



If you are experiencing a life-threatening emergency, please dial 9-1-1.

Local Resources

2-1-1 Arizona - Mental Health & Support Groups
1-877-211-8661

Adult Protective Services (Arizona DES)
1-877-767-2385
Monday - Friday: 7am-7pm; Saturday, Sunday & state holidays: 10am - 6pm; or file report online 24/7.

Alzheimer's Association Hotline (24/7)
1-800-272-3900
Specialists offer confidential support and information to people living with the disease, caregivers, and families.

Community Bridges Arizona
877-931-9142

COPA Health/Marc Community Resources
480-969-3800

A private nonprofit corporation providing educational, therapeutic, rehabilitation and social services to children and adults with developmental and, physical disabilities and behavioral health challenges.

Crisis Hotline via Maricopa County

Give Help

2-1-1 Arizona - Statewide volunteer and donation and information

Volunteer

Many of our organizations reported a need for volunteers. If you are well and have additional time to help, please consider volunteering through [Just Serve](#) or reach out to your local [Volunteer Organizations Active in Disaster](#).

Donate

- Mesa United Way
- United Food Bank
- **Donate hygiene supplies for the homeless & shelters** - Supplies such as water bottles, hand sanitizer, wipes, soap, toothpaste, toothbrushes and diapers. Drop off box is located behind the Ikeda Theater at the Mesa Arts Center, One East Main Street. [View Map](#)

More resources:

- [Arizona 2-1-1](#)
- [Arizona Together](#)



• Program focus this week is to complete a **community assessment**

- Identify most common “Need Priorities” from Mesa residents, businesses and organizations
 - Use information to inform community’s greatest needs to address
- Connect with our community in a direct, more personal way
 - Great feedback from community thanking us
- Market Mesa CARES Resource Call Center the **480-644-CARE**



- **City employees making outreach calls**
 - Provided training, talking points for personal calls and have online survey for direct input.
 - Collecting data to be analyzed to bring to Council next week
- **Day 1 Stats:**
 - 1236 calls made. Invitations to call back in voice messages.
 - 526 Individual surveys completed with the community on Monday
 - 71 organization surveys completed on Monday
 - 167 business surveys completed, to date



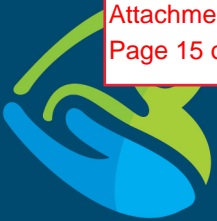
Mesa CARES Resource Call Center 480-644-CARE

- **Day 1: 45 calls; expect more as people learn about the resource.**
 - Staff provided training, technology support/resources, talking points/survey.
 - Focus this week and beyond: supplementing community assessment
 - FAQ prepared and posted immediately for staff; new QA's will be added as more is learned
 - @CityofMesa Facebook post reached 10k people
 - Mesaaz.gov/MesaCARES Day 1: 4,306 pageviews (1,071 of those were unique).



Tracking and Documentation

- City's most immediate priority is tracking the purchases and time spent on the COVID response, including capturing the "why" activity.
 - Training being scheduled, underway
 - Capture COVID-related work for this pay period on forward
- Awaiting guidance on CARES Act funding; expect to know more in two weeks.



Mesa CARES

Next: Update on Community Assessment results

Tuesday, April 14 City Council Special Meeting

480-644-CARE

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