

CITY OF SURPRISE
Veterans, Disability and Human Service Commission Meeting
16000 N. Civic Center Plaza
Surprise, AZ 85374
Wednesday, December 9, 2020 @ 6:00 PM
COUNCIL CHAMBERS



NOTICE: In an effort to protect health and safety of city employees, residents, and visitors, the Council Chambers will be closed to the public during this meeting. The public may access the meeting by viewing a live stream or broadcast of the meeting. To watch live, please visit www.surpriseaz.gov/surprisetv, the Surprise City Gov Facebook page at www.facebook.com/cityofsurprise. Cox channel 11 and Century Link channel 8513 will also carry the meeting live.

For instructions on how to comment on agenda items and public hearings, please go to <https://bit.ly/3f9MQMY>

- A. Call To Order
- B. Roll Call
- C. Pledge of Allegiance
- D. Current Events and Reports
- E. Staff Reports
- F. Veterans, Disability and Human Services Commission

CALL TO THE PUBLIC:

Public comment will be taken through email or via phone. To submit email comments, including Call to the Public for non-agenda items, please email publiccomments@surpriseaz.gov. Comments for Call to the Public must be submitted prior to the start of the meeting. To comment on agenda items, emails must be submitted prior to the time(s) designated for public comment by the Commission Chair during the meeting or before the agenda item has otherwise concluded.

To comment live by phone for Call to the Public for non-agenda items or for agenda items, please call 623.222.1623 prior to, or during, the meeting to have your name placed on a callback list. If you reach voicemail, please leave your name and phone number. The Commission Liaison will call those wishing to comment from the dais during the meeting, and the call will be streamed through the Council Chamber audio system. Only calls received before Call to the Public for non-agenda items or before or during the time(s) designated for public comment by the Commission Chair during the meeting on the subject agenda item will be accepted and streamed. No calls will be accepted after the time(s) designated by the Commission Chair for public comment or after an agenda item has otherwise concluded.

CONSENT AGENDA:

REGULAR AGENDA ITEM - PUBLIC HEARING:

REGULAR AGENDA ITEM - NON-PUBLIC HEARING:

- | | | | |
|----|----------|---|---------------------------------|
| 1. | Internal | Consideration and action pertaining to the approval of the October 14, 2020 Veterans, Disability and Human Services Commission meeting minutes. | Human Svcs and
Comm Vitality |
| 2. | Internal | Consideration and action pertaining to the approval of the October 21, 2020 Veterans, Disability and Human Services Commission minutes. | Human Svcs and
Comm Vitality |

- | | | | |
|----|----------|---|---|
| 3. | Internal | Consideration and action pertaining to the approval of the October 22, 2020 Veterans, Disability and Human Services Commission minutes. | Human Svcs and
Comm Vitality |
| 4. | Internal | Presentation and discussion by Southwest Autism Research & Resource Center (SARRC). | Danielle Osborne
Human Svcs and
Comm Vitality |
| 5. | Internal | Consideration and possible action on the VDHS Strategic Plan. | Danielle Osborne
Human Svcs and
Comm Vitality |

G. Other Business and Future Agenda Items

H. Executive Session

For information purposes: Upon a public majority vote of a quorum ("Commission"), the Commission may hold an executive session, which will not be open to the public, but for only the following purposes: discussion or consideration of records exempt by law from public inspection (A.R.S. §38-431.03(A)(2));

or discussion or consultation for legal advice with the attorney or attorneys of the public body (A.R.S. §38-431.03(A)(3)).

Confidentiality Requirements: Pursuant to A.R.S. §38-431.03(C)(D), any person receiving executive session information pursuant to A.R.S. §38-431.02 shall not disclose that information except to the Attorney General or County Attorney or by agreement of the Commission, or as otherwise ordered by a court of competent jurisdiction.

The Commission may vote to hold an executive session for the purpose of obtaining legal advice from the Commission's attorney on any matter listed on the agenda pursuant to A.R.S. § 38-431.03(A)(3).

I. Adjournment

SHERRY ANN AGUILAR, CITY CLERK, MMC

POSTED: December 4, 2020 at 1:10 PM

SPECIAL NOTE: PERSONS WITH SPECIAL ACCESSIBILITY NEEDS, INCLUDING LARGE PRINT MATERIALS OR INTERPRETER, SHOULD CONTACT THE CITY CLERK'S OFFICE @ 623.222.1200 OR TTY 623.222.1002, BY NO LATER THAN 24 HOURS IN ADVANCE OF THE REGULAR SCHEDULED MEETING TIME.



CITY OF SURPRISE
Veterans, Disability and Human Service
Commission Meeting

Council Meeting Date: December 9, 2020 Contact Person:
Submitting Department: Human Svcs and Comm District: Internal
Vitality
Staff Recommendations:

Consent: No Regular: Yes Public Hearing: No Report/Discussion: No

Agenda Wording:

Consideration and action pertaining to the approval of the October 14, 2020 Veterans, Disability and Human Services Commission meeting minutes.

Motion:

I move to approve the October 14, 2020 Veterans, Disability and Human Services Commission meeting minutes.

Background:

Objective Analysis:

Policy Compliant:

Financial Impact:

Budget Impact:

FTE Impact:

ATTACHMENTS:

1. 10.14.20 VDHS Commission Minutes
-

**CITY OF SURPRISE
VETERANS, DISABILITY, AND HUMAN SERVICES COMMISSION**

MEETING MINUTES

October 14, 2020 / 6:00 PM

**COUNCIL CHAMBERS
16000 North Civic Center Plaza
Surprise, AZ 85374**

CALL TO ORDER.

Chair Karissa Perry called the Veterans, Disability, and Human Services Commission Meeting to order at 6:00 p.m. at Surprise City Hall, 16000 North Civic Center Plaza, Surprise, Arizona 85374, on October 14, 2020.

A. ROLL CALL

In attendance were Chair Karissa Perry, Vice-Chair Andrew Witzel and Commissioners, Larry Brown, Bruce Hertzog, Shawna Daigle, Dan Moore, Steffen Hanzel, Julie Kent-Partridge, Jason Cooper, and George Van de Langryt.

STAFF PRESENT:

Human Service & Community Vitality Director Seth Dyson, City Clerk Sherry Aguilar, Assistant City Attorney Hobie Wingard, and Financial Analyst, Sr. Deb Perry were present.

COUNCIL MEMBERS PRESENT:

None

B. PLEDGE OF ALLEGIANCE

C. CURRENT EVENTS REPORT

Chair Perry announced the following:

- In lieu of the Veterans Day Parade, Parks and Recreation Department will be celebrating virtually through video submissions and signs. For more information, call 623.222.2267.
- Rental, mortgage, job and utility assistance is available to those in need. Please contact the Resource Center at 623.222.1600. Income qualifications apply.
- Volunteer Income Tax Assistance VITA volunteers are needed. For more information please contact 623.847.4188 x4516.
- Volunteers are needed for the next Day of Service to be held on 11/4/2020. We will be sorting food at St. Mary's Food Bank. There are two shifts available; 7:30a.m. – 10:30a.m. and 10:30a.m. – 1:30p.m. Please call Larry Garcia at 623.222.1522 for more information.

Each Commissioner spoke briefly to honor Veterans since the Commission will not be meeting in November due to the Veterans Day holiday.

An announcement was made that Commissioner Kathryn Chandler resigned from the Commission.

D. STAFF REPORT

None

CALL TO THE PUBLIC:

Chair Perry opened the call to the public to discuss any items, not on the agenda.

Hearing none, Chair Perry closed the call to the public.

CONSENT AGENDA:

None

REGULAR AGENDA ITEMS – PUBLIC HEARING

None

REGULAR AGENDA ITEMS NON-PUBLIC HEARING:

Item 1 – Consideration and action pertaining to the approval of the September 9, 2020 Veterans, Disability and Human Services Commission meeting minutes.

Commissioner Hanzel made a motion to approve the September 9, 2020 Veterans, Disability, and Human Services Commission Meeting minutes. Commissioner Daigle seconded the motion. The motion carried with 10 yes votes.

Item 2 – Presentation and discussion pertaining to Accessible Voting.

City Clerk Sherry Aguilar made the presentation to the Commission.

Item 3 – Discussion and update on the Care and Share Expo Virtual Campaign.

Chair Perry updated the Commission on the virtual campaign, advising that the newspaper ad will run on November 4, 2020 with weekly social media posts following.

Item 4 – Consideration and action pertaining to the approval of a revision to the Veterans, Disability, and Human Services Commission meeting schedule for Fiscal Year 2021.

Commissioner Hanzel made a motion to approve the revised Veterans, Disability and Human Services Commission meeting schedule for Fiscal Year 2021. Commissioner Brown seconded the motion. The motion carried with 10 yes votes.

Item 5 – Discussion and introduction to the Vertrans, Disability and Human Services Strategic Plan.

Anna Maria Maldonado, Phoenix International Consultants, Inc., presented the item to the Commission.

There will be two four-hour sessions next week to begin planning the VDHS Strategic Plan.

OTHER BUSINESS AND FUTURE AGENDA ITEMS:

None

ADJOURNMENT:

Commissioner Daigle made a motion to adjourn the meeting of the Veterans, Disability & Human Services Commission of October 14, 2020 at 6:52p.m. Commissioner Hanzel seconded the motion. The motion carried with 10 yes votes.

Seth Dyson
Director, HSCV

Karissa Perry
Veterans, Disability and Human Services Commission Chair

The foregoing instrument is a full, true, and correct copy of the original document on file in the office of the City Clerk, City of Surprise, Arizona.

ATTEST BY: _____
Deb Perry, Commission Liaison

DATE: _____



CITY OF SURPRISE
Veterans, Disability and Human Service
Commission Meeting

Council Meeting Date: December 9, 2020 Contact Person:
Submitting Department: Human Svcs and Comm District: Internal
Vitality
Staff Recommendations:

Consent: No Regular: Yes Public Hearing: No Report/Discussion: No

Agenda Wording:

Consideration and action pertaining to the approval of the October 21, 2020 Veterans, Disability and Human Services Commission minutes.

Motion:

I move to approve the October 21, 2020 Veterans, Disability and Human Services Commission minutes.

Background:

Objective Analysis:

Policy Compliant:

Financial Impact:

Budget Impact:

FTE Impact:

ATTACHMENTS:

1. 10.21.20 VDHS Commission Minutes
-

**CITY OF SURPRISE
VETERANS, DISABILITY, AND HUMAN SERVICES COMMISSION**

MEETING MINUTES

October 21, 2020 / 5:00 PM

**COUNCIL OVERFLOW ROOM
16000 North Civic Center Plaza
Surprise, AZ 85374**

CALL TO ORDER.

Chair Karissa Perry called the Veterans, Disability, and Human Services Commission Meeting to order at 5:03 p.m. at Surprise City Hall, 16000 North Civic Center Plaza, Surprise, Arizona 85374, on October 21, 2020.

A. ROLL CALL

In attendance were Chair Karissa Perry, Vice-Chair Andrew Witzel and Commissioners, , Bruce Hertzog, Shawna Daigle, Steffen Hanzel, Julie Kent-Partridge, Jason Cooper, and George Van de Langryt. Commissioners Larry Brown and Dan Moore were absent. (excused).

STAFF PRESENT:

Human Service & Community Vitality Director Seth Dyson and Financial Analyst, Sr. Deb Perry were present.

COUNCIL MEMBERS PRESENT:

Council Elect Aly Cline

B. PLEDGE OF ALLEGIANCE

C. CURRENT EVENTS REPORT

A reminder that the next Day of Service is scheduled for November 4th at St, Mary's Food Bank and volunteers are needed.

D. STAFF REPORT

None

CALL TO THE PUBLIC:

Chair Perry opened the call to the public to discuss any items, not on the agenda.

Hearing none, Chair Perry closed the call to the public.

CONSENT AGENDA:

None

REGULAR AGENDA ITEMS – PUBLIC HEARING

None

REGULAR AGENDA ITEMS NON-PUBLIC HEARING:

Item 1 – Presentation and discussion pertaining to creating a Strategic Plan.

Anna Maria Maldonado, Phoenix International Consultants, Inc., led the Commission in the discussion of creating a strategic plan.

Five initial draft priorities were identified for the focus of the plan:

- Transportation
- Employment Training
- Community volunteer MSW Liaison
- Communication and navigation of resources
- Hubs for resources

OTHER BUSINESS AND FUTURE AGENDA ITEMS:

None

ADJOURNMENT:

Commissioner Hanzel made a motion to adjourn the meeting of the Veterans, Disability & Human Services Commission of October 21, 2020 at 8:48p.m. Vice Chair Witzel seconded the motion. The motion carried with 8 yes votes.

Seth Dyson
Director, HSCV

Karissa Perry
Veterans, Disability and Human Services Commission Chair

The foregoing instrument is a full, true, and correct copy of the original document on file in the office of the City Clerk, City of Surprise, Arizona.

ATTEST BY:

Deb Perry, Commission Liaison

DATE:



CITY OF SURPRISE
Veterans, Disability and Human Service
Commission Meeting

Council Meeting Date: December 9, 2020 Contact Person:
Submitting Department: Human Svcs and Comm District: Internal
Vitality
Staff Recommendations:

Consent: No	Regular: Yes	Public Hearing: No	Report/Discussion: No
-------------	--------------	--------------------	-----------------------

Agenda Wording:

Consideration and action pertaining to the approval of the October 22, 2020 Veterans, Disability and Human Services Commission minutes.

Motion:

I move to approve the October 22, 2020 Veterans, Disability and Human Services Commission minutes.

Background:

Objective Analysis:

Policy Compliant:

Financial Impact:

Budget Impact:

FTE Impact:

ATTACHMENTS:

1. 10.22.20 VDHS Commission Minutes
-

**CITY OF SURPRISE
VETERANS, DISABILITY, AND HUMAN SERVICES COMMISSION**

MEETING MINUTES

October 22, 2020 / 5:00 PM

**COUNCIL OVERFLOW ROOM
16000 North Civic Center Plaza
Surprise, AZ 85374**

CALL TO ORDER.

Chair Karissa Perry called the Veterans, Disability, and Human Services Commission Meeting to order at 5:00 p.m. at Surprise City Hall, 16000 North Civic Center Plaza, Surprise, Arizona 85374, on October 22, 2020.

A. ROLL CALL

In attendance were Chair Karissa Perry and Commissioners Bruce Hertzog, Shawna Daigle, Steffen Hanzel, Julie Kent-Partridge, Jason Cooper, and George Van de Langryt. Vice-Chair Andrew Witzel, Commissioners Larry Brown and Dan Moore were absent. (all excused)

STAFF PRESENT:

Human Service & Community Vitality Director Seth Dyson, HSCV Supervisor Jennifer Griifin, and Financial Analyst, Sr. Deb Perry were present.

COUNCIL MEMBERS PRESENT:

Council Elect Aly Cline

B. PLEDGE OF ALLEGIANCE

C. CURRENT EVENTS REPORT

None.

D. STAFF REPORT

None

CALL TO THE PUBLIC:

Chair Perry opened the call to the public to discuss any items, not on the agenda.

Hearing none, Chair Perry closed the call to the public.

CONSENT AGENDA:

None

REGULAR AGENDA ITEMS – PUBLIC HEARING

None

REGULAR AGENDA ITEMS NON-PUBLIC HEARING:

Item 1 – Presentation and discussion pertaining to creating a Strategic Plan.

Anna Maria Maldonado, Phoenix International Consultants, Inc., continued the discussion with the Commission in planning the VDHS Strategic Plan.

OTHER BUSINESS AND FUTURE AGENDA ITEMS:

None

ADJOURNMENT:

Commissioner Daigle made a motion to adjourn the meeting of the Veterans, Disability & Human Services Commission of October 22, 2020 at 7:30p.m. Commissioner Hanzel seconded the motion. The motion carried with 7 yes votes.

Seth Dyson
Director, HSCV

Karissa Perry
Veterans, Disability and Human Services Commission Chair

The foregoing instrument is a full, true, and correct copy of the original document on file in the office of the City Clerk, City of Surprise, Arizona.

ATTEST BY: _____
Deb Perry, Commission Liaison

DATE: _____



CITY OF SURPRISE
Veterans, Disability and Human Service
Commission Meeting

Council Meeting Date: December 9, 2020

Contact Person: Danielle Osborne, HSCV
Administrator

Submitting Department: Human Svcs and Comm
Vitality

District: Internal

Staff Recommendations:

Consent: No

Regular: Yes

Public Hearing: No

Report/Discussion: No

Agenda Wording:

Presentation and discussion by Southwest Autism Research & Resource Center (SARRC).

Motion:

Discussion only

Background:

SARRC's Vice president of Clinical Services will be presenting services that are available to Surprise residents.

Objective Analysis:

Policy Compliant:

This presentation is compliant with city and council policy

Financial Impact:

N/A

Budget Impact:

N/A

FTE Impact:

N/A

ATTACHMENTS:

1. Presentation

An Introduction

Amy Kenzer, Ph. D., BCBA-D
Vice President of Clinical Services



SARRRC

Southwest
Autism
Research &
Resource
Center



People with autism meaningfully integrated into inclusive communities



Diagnostic, Treatment, and Support Services

Family Resource Team

Call
(602) 606-9806

Visit us Online
www.autismcenter.org





Family Orientation
Milestones
JumpStart
Parent Training

Family Services

Children's Services

Comprehensive Behavioral Program

Community School





Teen and Adult Services

CommunityWorks

Individualized Services

Employment Services

Transition Academy



Southwest
Autism
Research &
Resource
Center

Community Services



- Employment Partners
- Schools and Organizations
- Campus Expansion



Questions?



Southwest
Autism
Research &
Resource
Center





CITY OF SURPRISE
Veterans, Disability and Human Service
Commission Meeting

Council Meeting Date: December 9, 2020

Contact Person: Danielle Osborne, HSCV
Administrator

Submitting Department: Human Svcs and Comm
Vitality

District: Internal

Staff Recommendations:

Consent: No

Regular: Yes

Public Hearing: No

Report/Discussion: No

Agenda Wording:

Consideration and possible action on the VDHS Strategic Plan.

Motion:

I move to recommend to the Mayor and City Council approval of the VDHS Strategic Plan.

Background:

Between late May and December, 2019, I&E Consulting, LLC actively engaged with the Surprise human services community (both recipients and providers of services); residents and community advocates; faith communities; leaders/staff members of City of Surprise Human Services and public safety departments; volunteers; and members of nonprofit boards, commissions and coalitions to conduct a human services needs assessment for the community.

This human services community needs assessment was the first of its kind for the City to be commissioned in conjunction with the City's Veterans, Disability and Human Services Commission (VDHS) and the City Council for use in the City's planning process. The assessment includes a prioritized list of recurrent needs common to all population groups, a prioritized list of services needed by each population group, prioritized recommendations and best practice strategies to address the gaps, and prioritized suggestions for local and/or regional partnership strategies.

Using the information from the community needs assessment the consultant will assist the VDHS Commission in aligning a strategic plan with the identification of data-driven needs and opportunities.

Objective Analysis:

The Consultant will review the draft Strategic Plan with the Commission to receive guidance for further input or recommendation of approval to the City Council.

Policy Compliant:

This item is compliant with City and Council Policy.

Financial Impact:

The cost associated with the Strategic plan is \$10,000. Funds have already been allocated out of the

Human Service & Community Vitality budget

Budget Impact:

This item has been included in the FY21 Human Service and Community Vitality Department budget. \$5,000 is coming from the funding allotted to the VDHS Commission and \$5,000 is coming from the HSCV administrative budget.

FTE Impact:

None

ATTACHMENTS:

1. Strategic Plan Presentation
 2. Veterans Disability Human Services Strategic Plan
-



Human Services & Community Vitality in Surprise— A Community That Cares...

Veteran, Disability and Human Service Commission Strategic Plan Review Discussion

Agenda

- Welcome
- Meeting Goal – Review draft strategic plan
- Q&A
- Comments, Edits, Recommendations
- What Next-Build Out
- Formats
- Documentation, Tracking and Reporting
- Next Steps-Edits-Timeline-Approval Process



Veteran, Disability and Human Service Commission

DRAFT Strategic Plan

December 2020

Introduction

This strategic plan is the result of the organizational restructuring, progression of process and inclusionary representation of perspective to the Veterans, Disability and Human Service Commission (VDHS) strategically aligned with the City of Surprise's Human Service and Community Vitality Department. The revisions commenced assessment and engagement exercises taking inventory of overall community needs and human service delivery to vulnerable residents in the City of Surprise. The results generated the commissioning and publishing of *the Human Services & Community Vitality in Surprise-A Community That Cares.....A Community Needs Assessment* and the development of an aligned strategic plan. The Veterans, Disability and Human Service Commission Strategic Plan will serve as initial recommendations for the City of Surprise City Council for prioritization of enhanced service delivery infrastructure within the City based on the data and highlighted needs outlined in the assessment and of the expertise of the Commission.

Background

In December 2018, the City of Surprise's City Council voted to disband the Disability and Advisory Commission and expand it into a new holistic and multi-dimensional commission. The newly formed authority; the Veterans, Disability and Human Services Commission. The expanded commission is charged with assisting in the development and expansion of City human service programming related to veterans; people with special needs; and those experiencing socioeconomic vulnerability and in need of general guidance and supportive services, workforce development and overall care.

The Commission is comprised of volunteer members representing veterans, their family members or someone representing a veteran service organization, members representing those with disabilities and/or programs that support our special needs communities and those representing the social and human services sectors. The new commission assembled for the first time in February 2019. A total of 18 regular Commission meetings have been held to date and various trainings specific to social service delivery and entitled benefits.

In preparation for their work ahead and finalizing the needs assessment and subsequent strategic plan, the commission hosted and participated in countless meetings, surveys, interviews, focus groups, and community forums. Two community forums with information seeking and then information and data sharing were held with 230 participants in attendance. This coincided with the new five-year HUD Consolidated Plan reviewed by the Commission and adopted by Council. The Commission also established a new annual event, the Care & Share Expo, which serves as a resource fair for all residents and continues with an ongoing workgroup meeting of the Care & Share planning committee. The Care & Share event is made possible through the VDHS budget authorized by the Surprise City Council and supported through in-kind sponsors. The in-person Care & Share Expo for 2020 was canceled due to the pandemic with some discussion around hosting virtually. The Commission's preparation, training, activities to date and accomplishments are broken out below.

VDHS Commission Summary (Feb 2019 – Oct 2020)

Special Needs/Disability/Accessibility Topics/Trainings/Discussions:

1. Voting Accessibility (10/14/20)
2. Sounds of Autism Presentation & Discussion (9/9/20)
3. Blue Mountain Developmental Programs Presentation & Discussion (3/11/20)
4. Arizona Industries for the Blind Presentation & Discussion (2/12/20)
5. Raising Special Kids Presentation & Discussion (10/9/19)
6. City of Surprise Adaptive Recreation Programs Presentation & Discussion (9/11/19)
7. The Arc of Arizona Presentation & Discussion (8/14/19)
8. Translational Genomics Research Institute (TGEN) Presentation & Discussion (8/14/19)
9. One-Step Beyond Presentation & Discussion (6/12/19)
10. Social Security Income and Social Security Disability Income Benefits Presentation & Discussion, Slepian & Smith Law Firm (4/10/19)

Veteran Topics/Discussions/Trainings/Presentations:

1. VDHS Commissioner Veteran Appreciation (10/14/20)
2. Vetlink Foundation Presentation & Discussion (11/13/19)
3. West Valley Vet Center Presentation & Discussion (10/9/19)
4. Be Connected, Arizona Coalition for Military Families Presentation & Discussion (9/11/19)
5. American Patriot Service Corporation Presentation & Discussion (6/12/19)
6. West Valley Veteran Success Center Presentation & Discussion (5/8/19)
7. Disabled American Veterans (DAV) Presentation & Discussion (5/8/19)

Human Service Topics/Discussions/Presentations:

1. Community Legal Services Presentation & Discussion (3/11/20)
2. Cancer Support Community of Arizona Presentation & Discussion (2/12/20)
3. NW Interfaith Homeless Emergency Lodging Program (I-HELP) Presentation & Discussion (1/8/20)
4. Arizona@Work Maricopa County Employment & Training Services Presentation & Discussion (1/8/20)
5. Surprise Public Safety Response to Behavioral & Mental Health Calls – Surprise Police Crisis Intervention Team (12/11/19)

6. Surprise Public Safety Response to Behavioral & Mental Health Calls – Surprise Fire-Medical Department (11/13/19)
7. WHAM Overview, Presentation & Discussion about programs (10/9/19)
8. City of Surprise Transit Options Presentation & Discussion (10/9/19) 9. Surprise Resource Center Offerings Presentation & Discussion (3/13/19)

HUD CDBG & HOME Trainings/Plans/Items/Discussions:

1. Annual HUD Consolidated Annual Performance Evaluation Report (CAPER) (9/9/20)(9/11/19)
2. 2020-2024 HUD Consolidated Plan & Annual Action Plan (postponed, but Commission provided input to Council) (3/11/20), (2/12/20)
3. HUD HOME Consortium Action Plan Amendment (12/11/19)
4. HUD CDBG & HOME Funding Training (8/7/19)

Other:

1. Care & Share Working Group (Virtual Resource Campaign) (10/14/20), (9/23/20), (9/8/20)
2. Care & Share Commission Discussion (9/9/20), (8/12/20), (10/9/19), (9/11/19), (8/14/19), (6/12/19), (3/13/19)
3. Strategic Plan Items (10/14/20), (8/12/20)
4. Commissioner Trainings (8/12/20), (2/13/19)
5. Community Needs Assessment (3/11/20), (11/13/19), (8/14/19), (6/12/19), (4/10/19), (3/13/19)

VDHS Community Event:

- Care & Share Expo (Oct 2019), (Resource Media Campaign 2020)
- Community Needs Forums (9/27/2019), (2/28/2020)

Annual Budget: \$10,000 Past uses:

- Care & Share Expo - \$5,000
- Care & Share Virtual Resource Campaign - \$1,250*
- Strategic Planning Support - \$5,000
- VDHS Table Cover for Future Events - \$150.00

* - projected cost of full-page newspaper ad and social media advertisements

Organizational Structure:

The 11-member commission is comprised of volunteer members representing veterans, their family members or someone representing a veteran service organization, members representing those with disabilities and or programs that support our special needs communities and those representing the social and human services sectors.

Membership includes the initial existing members of the original Disability Advisory Commission for the remainder of their respective terms and four additional members. The latest members appointed thereafter shall be limited to (i) service members, veterans, and relatives of either; (ii) individuals with disabilities and disability service organizations; and (iii) human service representatives and organizations.

The following definitions apply:

Service member means an active member of the United States Armed Forces; Army or Air National Guard; and any other category of persons designated by the President in time of war or national emergency

Veteran means a person who served as a service member and who was discharged or released under conditions other than dishonorable

Relative means spouse, child, parent, or sibling

Disability means a physical or mental impairment that substantially limits one or more major life activities

Human services means services provided to individuals to stabilize their life and find self-sufficiency through guidance, counseling, treatment and the provision of basic needs, including but not limited to times of crisis.

The Commission is governed by City of Surprise City Code Article VIII Sec. 2-298 - Veterans, Disability and Human Services Commission.

Vision:

The Veterans, Disability and Human Services Commission's vision and purpose is to provide guidance and recommendation to the City Council for allocation of resources aligned on data driven needs and opportunities for community services enhancements to measurably improving the lives of vulnerable Surprise residents.

The Veterans, Disability and Human Service Commission's, as part of the City of Surprise's Human Service and Community Vitality Department, mission and guiding principle is to strengthen community, non-profits and government partnerships to better serve Surprise residents and strive as "a community that cares," committed to linking residents to programs that offer the support needed for a fuller, safer, more community-oriented Surprise life and promotes quality of life, accessibility and equity for all residents of Surprise.

Values:

The Veteran, Disability and Human Service Commission promotes quality of life, accessibility and equity for all residents of Surprise, including those who are veterans, who experience disabilities and or vulnerability through cooperation with Surprise residents and any veterans, disability and human service organizations that serve the all vulnerable residents of the City of Surprise.

Mission:

The Veteran, Disability and Human Service Commission advises the Surprise City Council and Staff on veteran, disability and human services issues by providing a common forum for service providers and residents to discuss, coordinate activities, and develop solutions for challenges faced by Surprise residents, including, but not limited to, accessibility to veterans services, disability and human services.

The Commission reviews and makes recommendations on connecting residents who are seeking assistance including but not limited to; human service, education, mentoring, workforce support, housing, transportation, health and wellness, to existing City and third party and private strategic partners and resources. In addition, the Commission discusses, reviews and makes recommendations to increase community awareness, education, and outreach on like issues advocating for compliance with local, state and federal laws pertaining to service members, veterans, individuals with disabilities and anyone experiencing vulnerability.

The Commission also publicly recognizes the efforts of Community, including but not limited to employers; businesses; schools; organizations; individuals and others, who have developed or support outstanding assistance programs or proactively achieved success in accessibility, employment, communications and services for veterans, residents with disabilities and community in need at large.

Strategic Plan Framework:

The newly reorganized Veteran, Disability and Human Service Commission's first call to action, in cooperation with Staff of the Human Service and Vitality Department, was to commission the first ever City of Surprise community needs assessment in preparation for the development of this aligned inaugural strategic plan.

The community needs assessment collected data and information from residents, service providers, community leaders, the U.S. Census Bureau and other data sources. The exercise was awarded, lead and published by I & E Consulting. The areas assessed included: veteran services, youth, seniors/aging, disability/special needs, low-to-moderate income families, poverty, homelessness, all types of violence against individuals and any other discovered areas of need that appeared through the appraisal investigation.

As part of the assessment, a request for community feedback through community forums, based on the preliminary results of the needs assessment was incorporated and a crucial piece of the assessments findings. The forums identified gaps, trends and new ideas as part of the Community Needs Assessment. Discussions were framed and centered on solutions to meet the discovered needs. Forum

participants were community leaders both public and elected officials, business leaders, faith community leaders, faith community members, social service agency representatives, organizational representatives who provide human services in the geographical area and anyone providing services for Surprise residents in need or experiencing vulnerability at any point in time. This exercise served to inform the City of Surprise Veteran, Disability & Human Service Commission and stakeholders at large with community input, data and feedback to assist in creation of a strategic plan to support prioritization, initiatives and programs to meet the growing and or unmet human service needs throughout the City. The final published needs assessment [The Human Services & Community Vitality in Surprise-A Community That Cares.....A Community Needs Assessment was finalized and published November 2019](#) can be found in PDF form on the City of Surprises Human Service and Community Vitality web page.

The Commission re-examined and studied the needs assessment in late October in preparation for the strategic planning sessions in November. The Commission convened to begin their deliberation and tactical discussion around the initial framework of the inaugural strategic plan framework. The strategy sessions took place over two four-hour evening discussions based on the opportunities published in the needs assessment.

The Commission established five initial areas of priority. These areas of importance are:

1. Transportation
2. Resource Satellite Hubs
3. Master of Social Work Volunteer Coordinator Project
4. Job Readiness Employment & Training
5. Communications – promotion (Education & Awareness of Resources)

Transportation:

The Commission quickly highlighted and initiated robust discussion centered on the need for stronger and more supportive practical transportation infrastructure for connectivity and mobility, specifically for self-sufficient accessibility to activities of daily living and work and education in and outside of the city boundaries. A transportation workgroup was created to explore the present state, funding streams, data and innovate solutions specific to the City's transportation needs. The working group initially slated engaging with Staff and subject area experts for education and orientation. The working group will build out the transportation goals, subgoals, timeline specific to recommendations and measures specific to building an innovative needs-based transportation infrastructure for all Surprise visitors, students, employees and residents.

Resource Satellite Hubs:

The priority of establishing Resource Satellite Hubs throughout the City, duplicating the resource center model, promptly surfaced early on during the Commissions strategy discussion. The Commission recognized through the evaluation of transportation-mobility needs and due to the pandemic, the Surprise Resource Center needed to establish electronic-telephonic-virtual hubs throughout the City for accessibility to more residents. The Hubs will be easily accessible points of entry to human service navigational support. The Commission discussed developing a community based social services

navigation training or train the trainer program through supportive strategic partners, such as social work interns or faith based strategic partners, to pilot the virtual Hubs. Phones and computers will be strategically placed in high need accessible areas such as public libraries, grocery stores and faith-based communities. A Hub working group was established. The workgroup will build out the Hub goals, subgoals, timeline specific to Council recommendations and potential costs specific to building hosting and intern partnerships and outlining key measures for pilot's success.

MSW and LCSW Volunteer Coordinator:

The Commission recommends building an Internship program or teaching model with and inhouse Master of Social Work (MSW) and Licensed Clinical Social Work (LSW) supervising and supporting post graduate MSW and LCSW interns to build a community-based wrap around human service program for residents needing more intensive navigational support and offering practical experience to newly graduated professionals needing professional support for licensure. This teaching model will not only enhance the self-sufficiency of our most vulnerable neighbors, but will directly, proactively support innovative public safety needs centered around behavioral health needs. A workgroup was established to move the recommended initiative forward. The workgroup will build out the MMSW and MCSW Volunteer Coordinator initiative goals, subgoals, timelines specific to Council recommendations and costs specific to building the program and key measures associated with the initiative.

Job Readiness:

In addition to transportation, healthier wrap around services and easy access to those services, the Commission prioritized enhancing and supporting training programs strategically aligned with regional future job growth needs. A workgroup was established. The workgroup will engage in a cross disciplinary approach to explore regional current job readiness needs, future needs and inventory existing training assets and future asset opportunities with City of Surprises Economic Development Department and like regional economic development strategic partners. The work group will leverage existing programs and funding streams and make recommendations around potential investment opportunities. The workgroup will build out the initiative goals, subgoals, timelines, key measures and potential costs.

Communications:

To bring the strategy discussion priorities full circle, the Commission concluded with the establishment of a communications workgroup to communicate, direct and promote the great work the Human Service and Community Vitality Department, in partnership with the Veteran, Disability and Human Service Commission and City's strategic partners is doing to support the vulnerable residents of the Surprise Community. The Communications working group will review the existing communications strategy (both internal communications and external communications) recommend, help build and support an effective and measured communications plan specific to the Department's, Commission's and affiliated community based Strategic Partner's services and successes. The workgroup will explore with Staff resource needs for enhancements and added tools to support successful communications, such as a smart phone application for virtual connections to human services-a Hub, social service events, and volunteer opportunities. The workgroup, in partnership with communications Staff will build out the initiative goals, subgoals, timelines, key measures and potential costs.

Goals:

Each workgroup will explore and document, as a vital part of the strategic plan, long-term and short-term measurable objectives. These goals will be documented and added to this strategic plan and updated as each initiative or category is built out. The goals will include subgoals, timelines, key measures and potential costs.

Evaluation:

Each workgroup will create, finetune and timeline key measures, as well as update and add reporting outcomes and key notes to the key measures or evaluation portion of the strategic plan.

Strategic Plan Summary:

This strategic plan will guide and organize the Veterans, Disability and Human Service Commission (VDHS) to succinctly initiate, agree on and maintain momentum specific to recommendations for the City of Surprise City Council and prioritize improved service delivery infrastructure within the City.

This strategic plan will focus the Commission's work on their mission to provide a common forum for Staff, service providers and residents to discuss, prioritize, coordinate activities, and develop solutions for challenges faced by Surprise residents, including, accessibility to veterans services, disability and human services and frame Commission discussions, reviews and support to increase community awareness, education, and outreach and support efforts to publicly recognizes the accomplishments of community and strategic partnerships supporting their mission.