



CITY OF SURPRISE
Veterans, Disability and Human Services Commission
16000 N. Civic Center Plaza
Surprise, AZ 85374

Wednesday, January 13, 2021 @ 6:00 PM
COUNCIL CHAMBERS

Veterans, Disability and Human Services Commission Virtual Public
Comment Instructions - <https://bit.ly/3f9MQMY>

- A. Call To Order
- B. Roll Call
- C. Pledge of Allegiance
- D. Current Events and Reports
 - Swearing in of Commissioner Harrylouis Rodriguez to the Veterans, Disability & Human Services Commission.
- E. Staff Reports
- F. Veterans, Disability and Human Services Commission

CALL TO THE PUBLIC:

INSTRUCTIONS: In order to address the Board\Commission, you will need to fill out a Call to the Public Form available at the front counter, and then turn it in to the Secretary before the meeting begins.

Note: A.R.S. 38-431.01(H) - During this time members of the public may address the Board\Commission only on issues within the jurisdiction of the Board\Commission which are not an item on the agenda. At the conclusion of the open call, the Board\Commission may respond to criticism, may ask staff to review the matter or may ask that the matter be put on a future agenda. No discussion or action shall take place on any item raised.

CONSENT AGENDA:

REGULAR AGENDA ITEM - PUBLIC HEARING:

- | | | | |
|----|----------|--|---------------------------------|
| 1. | Citywide | Consideration and action pertaining to the Program Year 2019 Annual Action Plan Amendment. | Human Svcs and
Comm Vitality |
|----|----------|--|---------------------------------|

REGULAR AGENDA ITEM - NON-PUBLIC HEARING:

- | | | | |
|----|----------|--|---------------------------------|
| 2. | Citywide | Consideration and action pertaining to the approval of the December 09, 2020 Veterans, Disability and Human Services Commission meeting minutes. | Human Svcs and
Comm Vitality |
| 3. | Internal | Presentation and discussion by the Northwest Regional Library pertaining to services for veterans. | Human Svcs and
Comm Vitality |
| 4. | Citywide | Update and discussion pertaining to the establishment of Resource Satellite Hubs. | None |
| | | | Human Svcs and
Comm Vitality |

5. Internal Update and discussion pertaining to the MSW/LCSW Volunteer Coordinator working group. None

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: January 7, 2021 @ 8:00 a.m.

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 Services
Commission

Council Meeting Date: January 13, 2021 Contact Person:
Submitting Department: Human Svcs and Comm District: Citywide
Vitality
Staff Recommendations: None

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

Agenda Wording:

Swearing in of Commissioner Harrylouis Rodriguez to the Veterans, Disability & Human Services Commission.

Motion:

None.

Background:

On December 15, 2020, the Surprise City Council unanimously approved the appointment of Harrylouis Rodriguez to the Veterans, Disability Human & Services Commission.

Objective Analysis:

The City Clerk will administer the Oath of Office to the newly appointed commissioner.

Policy Compliant:

This item is compliant with City and Council policy.

Financial Impact:

None.

Budget Impact:

None.

FTE Impact:

None.

ATTACHMENTS:



CITY OF SURPRISE
Veterans, Disability and Human Services
Commission

Council Meeting Date: January 13, 2021 Contact Person:
Submitting Department: Human Svcs and Comm District: Citywide
Vitality
Staff Recommendations:

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

Consideration and action pertaining to the Program Year 2019 Annual Action Plan Amendment.

Motion:

I move to approve the Program Year 2019 Annual Action Plan Amendment.

Background:

The additional CDBG-CV funding made available to the City by HUD through the CARES Act must be used to prevent, prepare for, and respond to coronavirus (COVID-19), and facilitate assistance to eligible communities, households, and persons economically impacted by COVID-19. Additionally, the CARES Act provides CDBG grantees with flexibilities that make it easier to utilize CDBG-CV for coronavirus response, and authorizes HUD to grant waivers and alternative requirements.

To utilize the CDBG-CV funding, the City of Surprise is required to amend its Annual Action Plan in accordance with the Citizen Participation Plan (CPP). The CPP requires a substantial amendment to allocate any new CDBG funding received from the Department of Housing & Urban Development.

Objective Analysis:

The objective is to allow citizens and interested parties the opportunity to comment on the draft amendment at this public hearing and to determine the funding allocated to planned activities.

Policy Compliant:

This action is compliant with federal requirements and City and Council policy.

Financial Impact:

This item will allow for the expenditure of up to \$587,338 in additional CDBG-CV grant funding. These expenditures will be eligible for reimbursement through a federal grant.

Budget Impact:

This item was not included as part of the FY20-21 budget. A recommendation of approval to the City Council will require a budget amendment to allocate \$587,338 from Grant Contingency funds to the Neighborhood Revitalization fund. The allocation will not represent an actual transfer of funds, but

inly a transfer of spending authority

FTE Impact:

None

ATTACHMENTS:

1. 1. Staff Report
 2. 2. Annual Action Plan Amend 2 - CARES Act Funding
 3. 3. Presentation
-



HUMAN SERVICE AND COMMUNITY VITALITY

Date: January 13, 2021
To: Veteran, Disability & Human Service Commission Members
From: Adam Lane, Neighborhood Services Supervisor
Re: Program Year 2019 Annual Action Plan Amendment #2 for CDBG-CV Funding

Introduction

As an entitlement recipient of Community Development Block Grant (CDBG) funds, the City has received and additional allocation of \$587,338 in Community Development Block Grant (CDBG) funding from the U.S. Department of Housing and Urban Development (HUD), made available through the Coronavirus Aid, Relief, and Economic Security Act (CARES Act).

Background

The additional CDBG-CV funding made available to the City by HUD through the CARES Act must be used to prevent, prepare for, and respond to coronavirus (COVID-19), and facilitate assistance to eligible communities, households, and persons economically impacted by COVID-19. Additionally, the CARES Act provides CDBG grantees with flexibilities that make it easier to utilize CDBG-CV for coronavirus response, and authorizes HUD to grant waivers and alternative requirements.

To utilize the CDBG-CV funding, the City of Surprise is required to amend its Annual Action Plan in accordance with the Citizen Participation Plan (CPP). The CPP requires a substantial amendment to allocate any new CDBG funding received from the Department of Housing & Urban Development. The CPP requires draft Annual Action Plans and Amendments be made available for public review and comment for no fewer than 30 days. However, HUD has issued waivers allowing for a minimum 5-day review and comment period for CDBG-CV funded activities. HUD has also issued waivers allowing for Virtual Public Hearings to amend Action Plans related to COVID-19.

This public hearing allows citizens and interested parties to comment on the draft amendment, as well as allows the Commission to review and make recommendations to the City Council. The draft amendment was made available for public review and comment from January 5, 2021 through January 13, 2021, in accordance with the Citizen Participation Plan and COVID-19

HUD waivers. No comments have been received to date. The amendment will be forwarded to HUD following approval by the Council

PY 2019 Amendment #2

The CDBG-CV funding made available to the City by HUD through the CARES Act will be used for the purpose of responding to and preventing the spread of coronavirus 19 (COVID-19), and facilitate assistance to eligible communities, households, and persons economically impacted by COVID-19. Such activities include public facility improvements, and public service activities in support of COVID-19 response. See the attached budget for planned activities.

Program Year	Current Allocation CDBG-CV	Amendment	Amended Amount	Description/Planned Activities
2019	\$275,854	+\$20,000	\$294,854	In support of COVID-19 response - Public Services Citations: 570.201(e), 570.207(b)(4) Associated Goal: Public Services Outcome: 20 LMC Matrix Codes: 03T, 05B, 05Q
2019	\$0	+\$450,000	\$450,000	In support of COVID-19 response – Public Facility Improvements Citations: 570.201(c) Associated Goal: Public Facility Improvements Outcome: 600 LMC Matrix Codes: 03A, 03C, 03E, 03M
2019	\$76,463	+\$117,338	\$193,801	In support of COVID-19 response – Program Administration & Planning Citation: 570.206 Associated Goal: Admin & Planning Outcome: 1 Other Matrix Codes: 20, 21A

Recommendations

Staff recommends forwarding the Amendment to the City Council for approval.

Previous Actions

- 8-Day Public Comment Period – January 5, 2021 – January 13, 2021

Future Actions

- City Council approval of Amendment.
- Submission of Amendment to HUD.

**Program Year 2019
CITY OF SURPRISE, ARIZONA
Substantial Amendment #2
ANNUAL ACTION PLAN
CARES Act Funding**



Fifth Program Year Action Plan

ON REQUEST THIS DOCUMENT CAN BE MADE AVAILABLE IN ALTERNATE FORMATS

SUBSTANTIAL AMENDMENT TO CITY OF SURPRISE PROGRAM YEAR 2019 ANNUAL
ACTION PLAN

Amendment #2

Annual Action Plan PY 2019 Amendment

The City of Surprise is amending the Program Year 2019 Annual Action Plan to add an increase of CDBG-CV funding made available through the CARES Act. The amendment will allow the City to receive and administer **\$587,338** in Community Development Block Grant (CDBG) funding from the U.S. Department of Housing and Urban Development (HUD) made available through the Coronavirus Aid, Relief, and Economic Security Act (CARES Act).

The CDBG-CV funding made available to the City by HUD through the CARES Act will be used for the purpose of responding to and preventing the spread of coronavirus 19 (COVID-19), and facilitate assistance to eligible communities, households, and persons economically impacted by COVID-19. Such activities include public facility improvements, and public service activities in support of COVID-19 response. See the attached budget for planned activities.

Program Year	Current Allocation CDBG-CV	Amendment	Amended Amount	Description/Planned Activities
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2019	\$76,463	+\$117,338	\$193,801	In support of COVID-19 response – Program Administration & Planning Citation: 570.206 Associated Goal: Admin & Planning Outcome: 1 Other Matrix Codes: 20, 21A

CITY OF SURPRISE PY2019 - Amendment #1 CDBG Annual Action Plan Spending Summary Allocatin of CARES Act Funding			Original Funding Allocation	PY2019 Amended Amount	CARES ACT Funding
AFFORDABLE HOUSING					
City of Surprise Housing Rehab/HQS			\$91,896	\$91,896	\$0
Matrix <u>14A</u>	Original Funding Request	Match	Citations: 570.202(a)(1), 570.202(b)(9) Associated Goal: Housing Rehabilitation Outcome: 20 LMH		
Activity Delivery	\$40,000	\$40,000			
Capital	\$51,896	\$0			
Support for HOME			\$10,000	\$10,000	\$30,000
Matrix <u>14J</u>	Original Funding Request	Leverage	Citation: 570.201(k) Associated Goal: Housing Services Outcome: 26 LMH		
Capital	\$0	\$150,000			
Activity Delivery	\$40,000	\$25,000			
Homeowner Assistance/Housing Creation			\$100,000	\$100,000	\$0
Matrix <u>14J</u>	Original Funding Request	Leverage	Citation: 570.201(k) Associated Goal: Housing Services Outcome: 26 LMH		
Capital	\$100,000	\$150,000			
Activity Delivery	\$0	\$0			
SUBTOTAL - Housing Activities			\$201,896	\$201,896	\$30,000
PUBLIC FACILITY IMPROVEMENTS					
Public Facility Improvements			\$250,000	\$250,000	\$450,000
Matrix <u>03E, 03F, 03L</u>	Original Funding Request	Match	Citation: 570.201(c) Associated Goal: Public Facility Improvements Outcome: 4,000 LMA Outcome: 600 LMC		
Capital	\$240,000	\$0			
Activity Delivery	\$10,000				
SUBTOTAL - PUBLIC FACILITIES			\$250,000	\$250,000	\$450,000
PUBLIC SERVICES					
Subrecipient - Homeless Services			\$20,000	\$20,000	\$20,000
Matrix <u>03T</u>	Original Funding Request	Applicant Leverage	Citations: 570.201(e), 570.207(b)(4) Associated Goal: Public Services Outcome: 40 LMC		
Capital	\$20,000	\$100,000			
Subrecipient - Services for persons with disabilities			\$15,000	\$15,000	\$20,000
Matrix <u>05B</u>	Original Funding Request	Match	Citations: 570.201(e), 570.207(b)(4) Associated Goal: Public Services Outcome: 50 LMC		
Capital	\$15,000	\$5,000			
City Program - Short term housing assistance			\$20,000	\$20,000	\$195,000
Matrix <u>05Q</u>	Original Funding Request	Match	Citations: 570.201(e), 570.207(b)(4) Associated Goal: Public Services Outcome: 35 LMC		
Capital	\$35,000	\$15,000			
Pandemic Response			\$0	\$35,000	\$50,854
Matrix <u>05</u>	Original Funding Request	Match	Citations: 570.201(e), 570.207(b)(4) Associated Goal: Public Services Outcome: 120 LMC		
Capital	\$15,000	\$0			
Other Public Services			\$50,000	\$15,000	\$10,000
Matrix <u>05</u>	Original Funding Request	Match	Citations: 570.201(e), 570.207(b)(4) Associated Goal: Public Services Outcome: 15 LMC		
Capital	\$15,000	\$0			
SUBTOTAL - PUBLIC SERVICES (HUD maximum 15% Waived for PY2019 and PY2020)			\$105,000	\$105,000	\$295,854
City of Surprise General Program Administration (all new funds)			\$134,223	\$134,223	\$193,801
SUBTOTAL - PLANNING & ADMINISTRATION (HUD Max. 20%)			\$134,223	\$134,223	\$193,801
GRAND TOTAL W/ ADMINISTRATION & PLANNING			\$691,119	\$691,119	\$969,655
FUNDS AVAILABLE	New CDBG Funds		\$671,119	\$671,119	\$969,655
	Program Income - City		\$20,000	\$20,000	\$0
TOTAL FUNDS AVAILABLE			\$691,119	\$691,119	\$969,655
TOTAL REQUESTS IN EXCESS OF FUNDING			\$0	\$0	\$0



CDBG Annual Action Plan Substantial Amendment #2 Program Year 2019

Public Hearing & Review

Human Service & Community Vitality | January 13, 2021



Introduction

The City of Surprise has received additional CDBG funding from the Department of Housing & Urban Development (HUD), through the CARES Act.

Coronavirus Aid, Relief, and Economic Security Act (CARES Act)

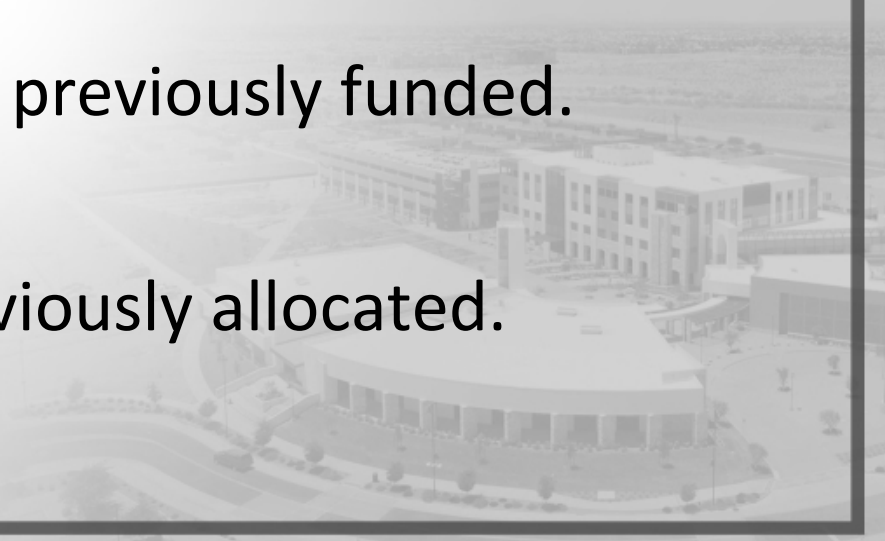
Funding: \$587,338

Total CDBG-CV Allocation: \$969,655



Introduction

The City of Surprise must complete a Substantial Amendment to the Annual Action Plan when:

- 1) Adding a new activity not previously funded.
 - or
 - 2) Allocating funding not previously allocated.
- 



CDBG-CV

CDBG-CV must be utilized for:

“The purpose of preventing the spread of coronavirus (COVID-19) and facilitate assistance to eligible communities, households, and persons economically impacted by COVID-19.”

Activities must still meet the CDBG National Objectives, and costs must be allowable under the program.



CDBG-CV

Project Funding

CDBG-CV Round 1 Review

Public Service

- Short Term Rental Assistance
- Short Term Mortgage Assistance
- Other services to support COVID-19 response.
 - Food Security Services, Senior Services, disabled services, prevention of homelessness



CDBG-CV

New Funding Allocation

Public Services (15% cap waived)- \$20,000

- Services to support COVID-19 response.
 - Senior Services, disabled services, prevention of homelessness

Public Facility Improvements - \$450,000

- Improvements or Rehabilitation of public facilities utilized to serve LMI persons affected by COVID-19.

Planning & Administration (20% cap) – \$117,338

- Expenses related to planning projects and administering the CDBG-CV funding.



Citizen Participation

Summary of Citizen Participation:

- 8-Day Public review and comment period (minimum 5-days)
- Press Release
- Social Media
- Virtual Public Hearing



What's Next?

**January 5 – January
13, 2021**

8-Day Review &
Comment Period

January 13, 2021
Public Hearing

VDHS Commission
Review

January 19, 2021

Council Approval

January 28, 2021

Amendment
submitted to HUD



QUESTIONS OR COMMENTS?

Adam Lane
Human Service & Community Vitality
Neighborhood Services Supervisor

Seth Dyson
Human Service & Community Vitality
Director



CITY OF SURPRISE
Veterans, Disability and Human Services
Commission

Council Meeting Date: January 13, 2021 Contact Person:
Submitting Department: Human Svcs and Comm District: Citywide
Vitality
Staff Recommendations:

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

Consideration and action pertaining to the approval of the December 09, 2020 Veterans, Disability and Human Services Commission meeting minutes.

Motion:

I move to approve the December 09, 2020 Veterans, Disability and Human Services Commission meeting minutes.

Background:

Objective Analysis:

Policy Compliant:

Financial Impact:

Budget Impact:

FTE Impact:

ATTACHMENTS:

1. 12.09.20 VDHS Commission Minutes
-

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

MEETING MINUTES

December 09, 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 December 09, 2020.

A. ROLL CALL

In attendance were Chair Karissa Perry, Vice-Chair Andrew Witzel and Commissioners, Shawna Daigle, Dan Moore, Steffen Hanzel, Julie Kent-Partridge, and Jason Cooper.

Absent: Commissioners Larry Brown (unexcused), Bruce Hertzog and George Van de Langeryt (excused).

STAFF PRESENT:

Human Service & Community Vitality Director Seth Dyson, Human Service & Community Vitality Administrator Danielle Osborne, Assistant City Attorney Hobie Wingard, Administrative Specialist Karina Caraveo 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 upcoming events:

- Surprise Party – virtual event
- Arts & Crafts with WHAM
- Santa drive thru- Surprise Stadium
- Light Up the Night House Decorating Contest
- Deck the Hock drive thru drop off
- Surprise PD toy drive
- Fifth Annual Dr. Martin Luther King, Jr. Day of Celebration & Service - virtual event

D. STAFF REPORT

Director Dyson discussed the following items in his report:

- Introduced two new staff members that will provide support to the commission, Danielle Osborne, HSCV Administrator and Karina Caraveo, Administrative Specialist.
- Gave information on the new requirements due to the Governor's new Executive Order for any event that will include more than 50 people.
- Provided an update on the HSCV Department's COVID-19 Response including information from Neighborhood Services, Senior Services and our Surprise Resource Center.
- Shared Social Media results from Every One Needs Virtual Campaign.

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 October 14, 2020 Veterans, Disability and Human Services Commission meeting minutes.

Commissioner Daigle made a motion to approve the October 14, 2020 Veterans, Disability, and Human Services Commission Meeting minutes. Vice Chair Witzel seconded the motion. The motion carried with 7 yes votes.

Item 2 – Consideration and action pertaining to the approval of the October 21, 2020 Veterans, Disability and Human Services Commission meeting minutes.

Commissioner Hanzel made a motion to approve the October 21, 2020 Veterans, Disability, and Human Services Commission Meeting minutes. Commissioner Kent-Partridge seconded the motion. The motion carried with 7 yes votes.

Item 3 – Consideration and action pertaining to the approval of the October 22, 2020 Veterans, Disability and Human Services Commission meeting minutes.

Commissioner Daigle made a motion to approve the October 22, 2020 Veterans, Disability, and Human Services Commission Meeting minutes. Vice Chair Witzel seconded the motion. The motion carried with 7 yes votes.

Item 4 – Presentation and discussion by Southwest Autism Research & Resource Center (SARRC).

Dr. Amy Kenzer made the presentation to the Commission.

Item 5 – Consideration and possible action on the VDHS Strategic Plan.

Chair Perry requested the word transportation be changed to transit.

Commissioner Kent-Partridge requested grammatical corrections.

Commissioner Cooper made a motion to approve the Veterans, Disability and Human Services Commission Strategic Plan as amended. Commissioner Hanzel seconded the motion. The motion carried with 7 yes votes.

OTHER BUSINESS AND FUTURE AGENDA ITEMS:

- Commissioner Cooper – HUB piece
- Commissioner Hanzel – Continue discussion on virtual campaign.
- Commissioner Cooper – MSW/LCSW working group update.

ADJOURNMENT:

Commissioner Hanzel made a motion to adjourn the meeting of the Veterans, Disability & Human Services Commission of December 09, 2020 at 7:07p.m. Commissioner Daigle seconded the motion. The motion carried with 7 yes votes.

Danielle Osborne
HSCV Administrator

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: _____
Karina Caraveo, Commission Liaison

DATE: _____



CITY OF SURPRISE
Veterans, Disability and Human Services
Commission

Council Meeting Date: January 13, 2021 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:

Presentation and discussion by the Northwest Regional Library pertaining to services for veterans.

Motion:

Discussion only

Background:

Adult Services Supervisor Laura Francabandera from Northwest Regional Library will be presenting library services that are available to Surprise residents.

Objective Analysis:

The presenter will create awareness for services offered to Veterans at the Northwest Regional Library in Surprise.

Policy Compliant:

This presentation is compliant with city and council policy

Financial Impact:

N/A

Budget Impact:

N/A

FTE Impact:

N/A

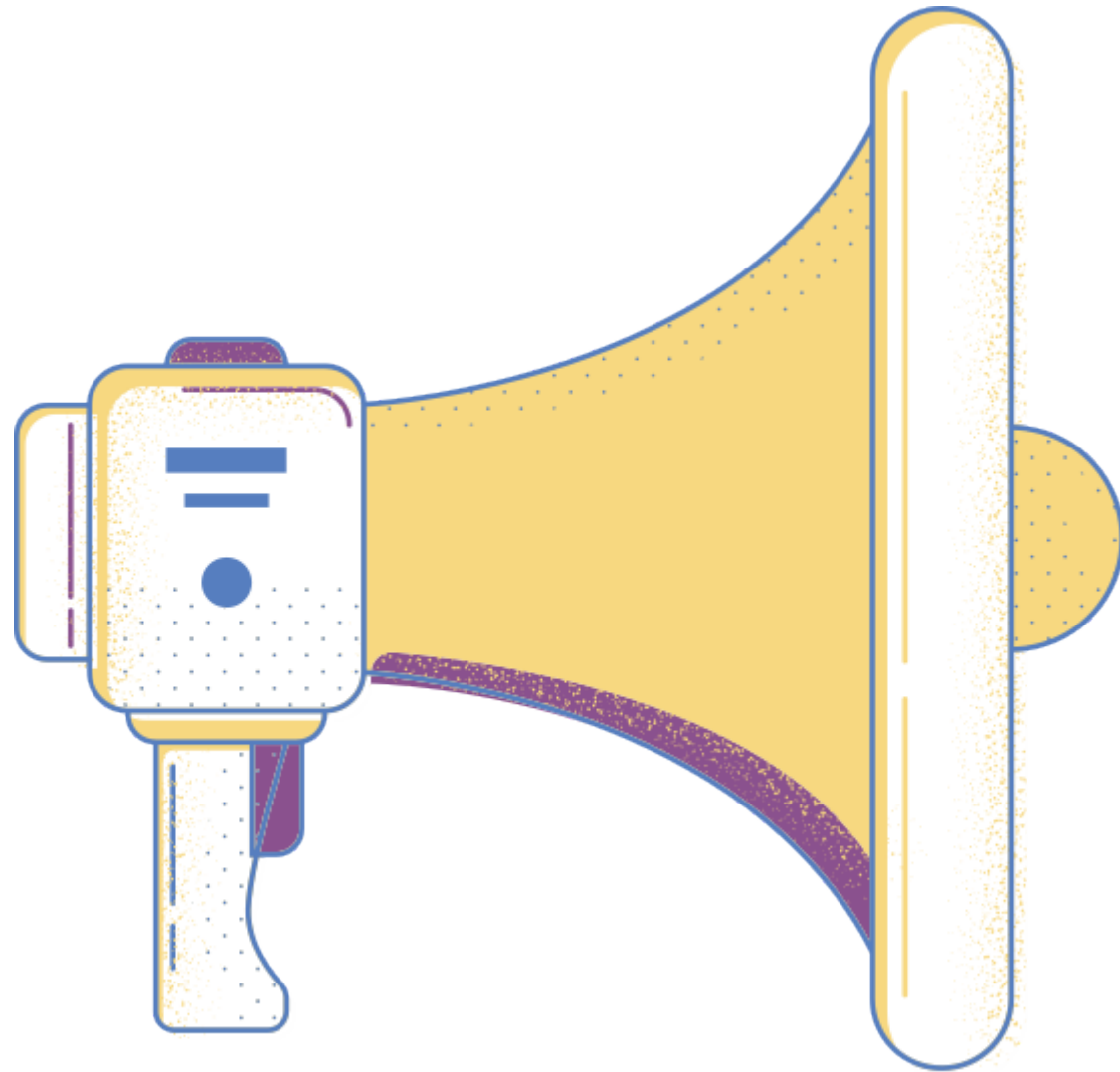
ATTACHMENTS:

1. Library Services for Veterans
-

Library Services

—
For
Veterans



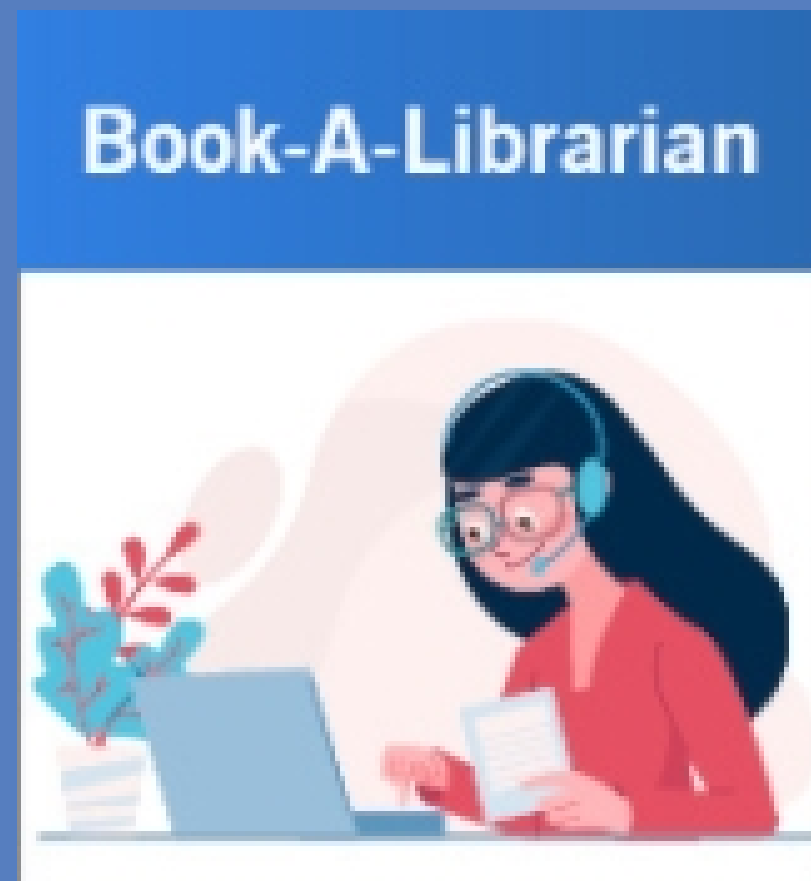




"Google can give you 100,000 answers
but a librarian can give you the right
one."

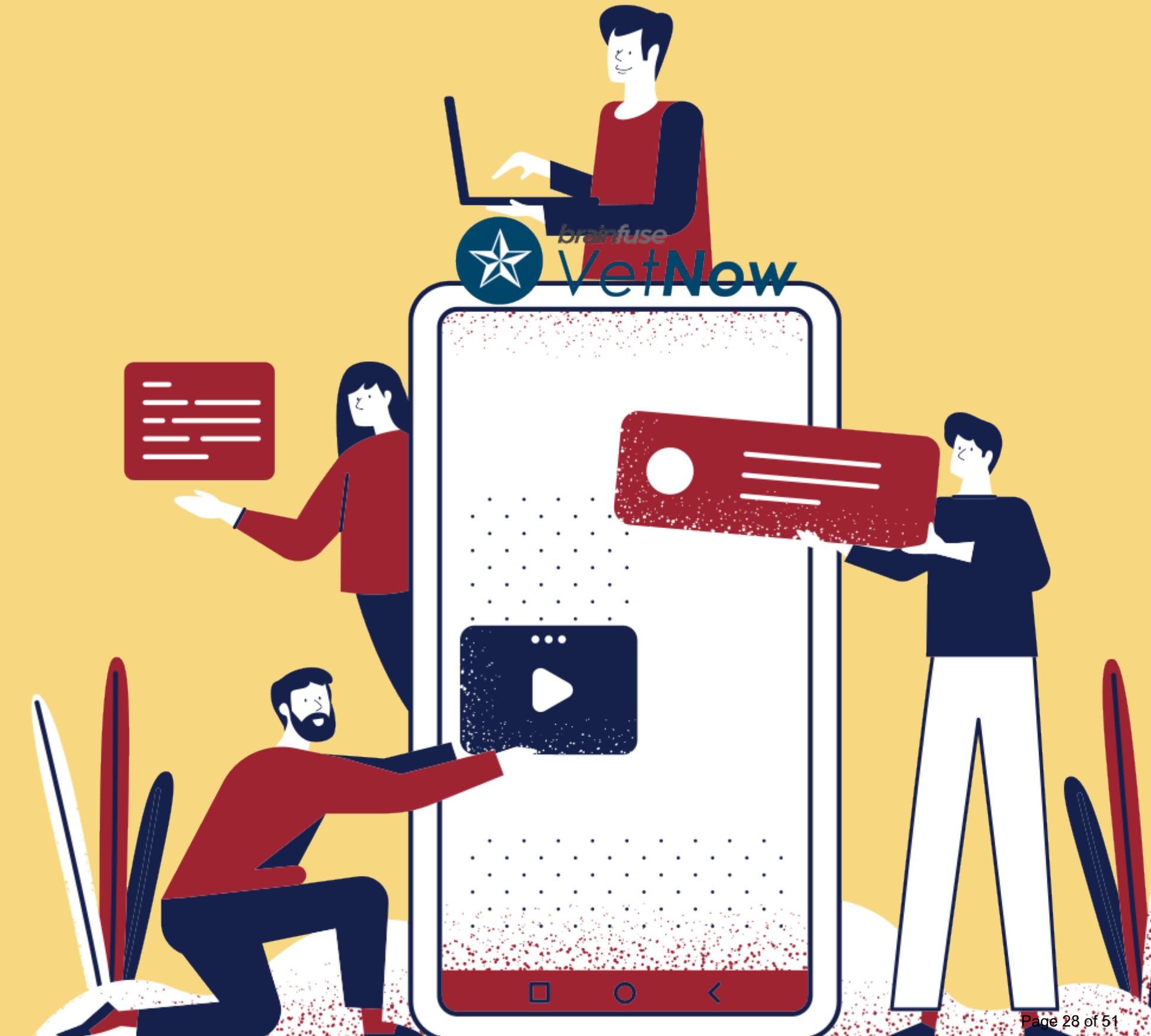
- Neil Gaiman

Book a Librarian!



Brainfuse VetNow

- Live online veteran navigator
- Live resume & interview coaching
- Asynchronous veteran questions
- Resume, e-Portfolio, & Website builder
- Job Skills & Training

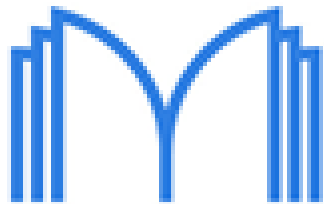


Brainfuse VetNow

Dashboard



brainfuse
VetNow



Maricopa County
Library District

English

Inbox ✓ Tasks

Logout

 Home

 Expert Help

 VA Support Tools

 Tools for Learners

 Job Tools

NWRL Staff

Get live help with VA benefits and resources



Live Veteran Navigator

Connect with an expert to learn more about eligible VA benefits and community resources.

Connect



Live Job Coaching

Click here to get help to transition your resume from military to civilian careers including translating military skills, key words, and more.

Connect



Resume Lab

Click here to get help to transition your resume from military to civilian careers including formatting, key words, transferable skills, and more from Brainfuse experts.

Submit Resume

Tools for Veterans



Send Question

Need help navigating the VA system outside of the live hours? Send your question here



Veteran Resources

Carefully selected resources to help you understand your benefits and community resources

Tools for Learners



Live Tutoring

Live online help from expert tutors



SkillSurfer

Live skills building and a library of lessons, videos, tests and more



Writing Lab

Expert online writing assistance



Send Question

Send a question and get expert help

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BRAINFUSE VETNOW JOB TOOLS



eParachute

- Determine marketable skills
- Explore hundreds of career paths
- Get personalized career recommendations

SkillSurfer

- A learning library full of lessons, certifications, and test prep
- From college and grad school to technical certifications like C++

Optimal Resume

- Create resumes, cover letters, and e-Portfolios based on career-specific templates
- Turn them into a professional skills website

Laura Francabandera

Letter

Resume

Portfolio



SHARE

te!! a Friend

November 20, 2020

[Title] [First Name] [Last Name]
[Job Title]
[Organization or Company Name]
[Address Line 1]
[Address Line 2]
[City][State] [Postal Code]
[Country]

[Greeting]

When I reflect back on my career at Corning, it's hard to believe that I left more than eight years ago. Seems like only yesterday! Despite all the transition, what a great company it was and what a tremendous learning ground for so many of us.

As you're aware, I resigned my position with Corning to assume a financial management position with a high-growth communications company. Our growth was phenomenal, building Clarkson from \$18 million in annual revenues to more than \$500 million with 28 distinct operating companies/divisions. In fact, after just five years, I was promoted to the #1 finance position in the company's largest and most profitable operating division.

Then, in 2007, I was enticed to join an early-stage merchant banking group in need of strong financial leadership. I thought this would be a tremendous opportunity and, in many ways, it has been. Over the past two years, I orchestrated a major acquisition and its complete reorganization and have recently launched the start-up of a new high-tech venture. Our long-term goal is an IPO; however, there have been so many changes within the investor group that I have begun to question their long-term commitment.

As such, I'm contacting a select group of my colleagues to inquire if you are aware of any financial management opportunities for a candidate with my qualifications. I'm interested in a position that will combine my financial and technology expertise and would consider a start-up venture, a rapid turnaround situation or a high-growth company. I need a new challenge!

I would appreciate any ideas, recommendations or referrals that you could offer and will, in the future, be delighted to do the same for you if the situation ever arises.

Microsoft(R) Word Compatible PDF

LAURA FRANCOBANDERA

16089 N Bullard Ave
Surprise, AZ 85374

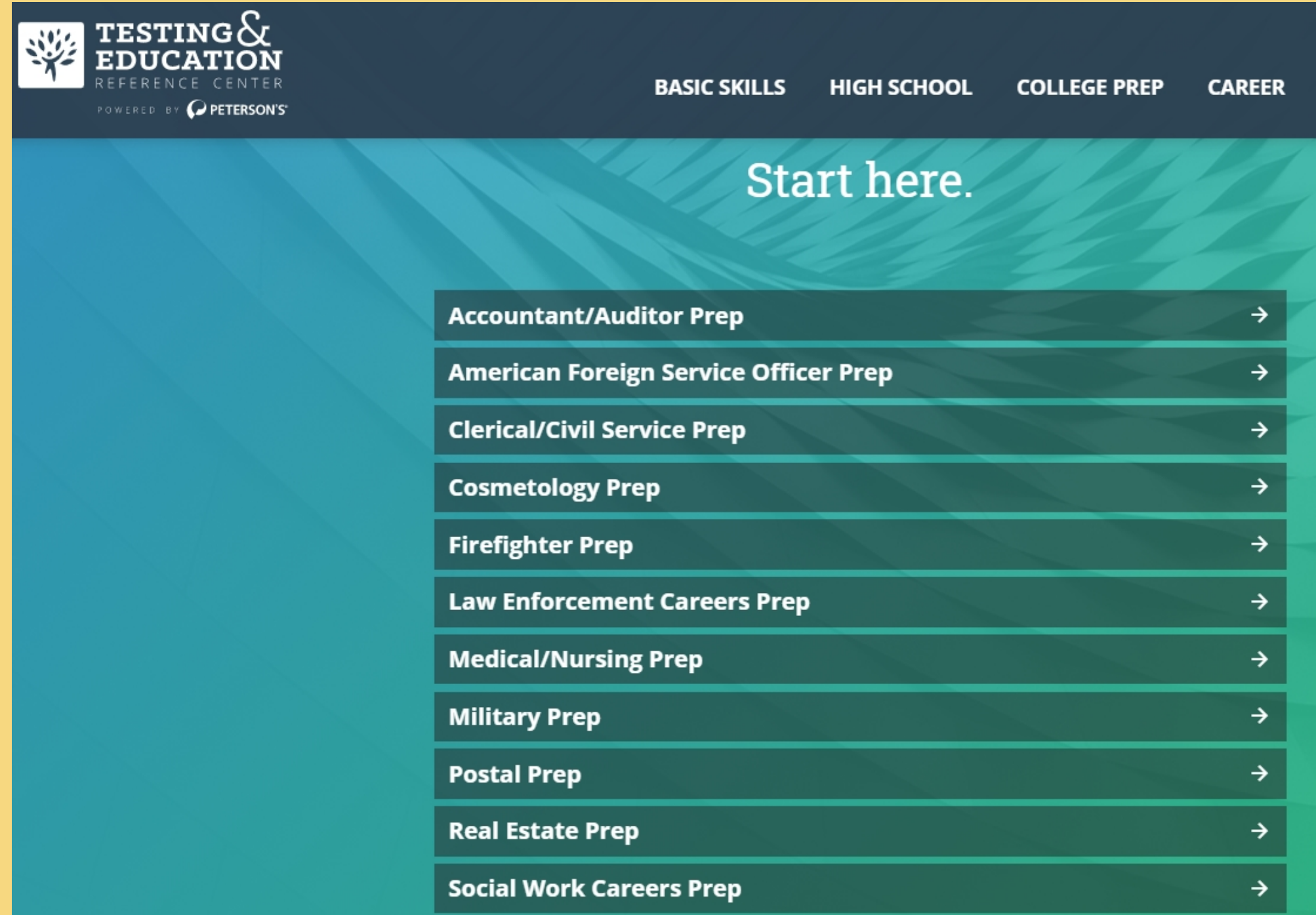
602-652-3407 LauraFrancabandera@mclidaz.org

PROFESSIONAL WEBSITE EXAMPLE

Turn your resume, portfolio, and letters into a professional branding website, with a unique URL.

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1 Entrepreneur Profile



2 Business Ideation



3 Break-Even Analysis



4 Business Plans



5 Financial Projections



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Break-Even Analysis: Determine when your business will cover expenses and identify potential profits.

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QUESTIONS?

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CITY OF SURPRISE
Veterans, Disability and Human Services
Commission

Council Meeting Date: January 13, 2021 Contact Person:
Submitting Department: Human Svcs and Comm District: Citywide
Vitality
Staff Recommendations: None

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

Agenda Wording:

Update and discussion pertaining to the establishment of Resource Satellite Hubs.

Motion:

None, this item is for discussion only.

Background:

As outlined in the VDHS Strategic Plan, the commission recommends the establishment of Resource Satellite Hubs throughout the City, duplicating the resource center model. The Hubs will be easily accessible points of entry to human service navigational support. A Hub working group would be established to build out goals, sub-goals, and a timeline specific to Council recommendations. This item has been placed on the agenda to allow an opportunity for discussion among the full commission. The establishment of a training program for volunteers possibly titled Servants of Surprise will be considered.

Objective Analysis:

The commission will begin discussing goals related to the establishment of Resource Satellite Hubs throughout the City.

Policy Compliant:

This item is City and Council policy compliant.

Financial Impact:

None.

Budget Impact:

None.

FTE Impact:

None.

ATTACHMENTS:



CITY OF SURPRISE
Veterans, Disability and Human Services
Commission

Council Meeting Date: January 13, 2021 Contact Person:
Submitting Department: Human Svcs and Comm District: Internal
Vitality
Staff Recommendations: None

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

Agenda Wording:

Update and discussion pertaining to the MSW/LCSW Volunteer Coordinator working group.

Motion:

None, this item is for discussion only.

Background:

As outlined in the VDHS Strategic Plan, the commission recommends building an Internship program or teaching model with an in-house Master of Social Work (MSW) and Licensed Clinical Social Work (LCSW) 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. A workgroup was established to move the recommended initiative forward. This item has been placed on the agenda to allow an opportunity for the workgroup to debrief their findings.

Objective Analysis:

The workgroup will report out their findings as they relate to the MSW/LCSW internship program, and provide an opportunity for the full commission to give input.

Policy Compliant:

This item is City and Council policy compliant.

Financial Impact:

None.

Budget Impact:

None.

FTE Impact:

None.

ATTACHMENTS:

1. Surprise Needs Assessment Recommendations

2. VDHS MSW - LCSW Linkages to Surprise Community Needs Assessment

PRIORITIZED RECOMMENDATIONS AND STRATEGIES TO ADDRESS GAPS

Recommendation # 1. Revisit the criteria for FY2019/2020 Surprise city grant funding for human services to reflect the assessment-identified prioritization of needs for all human services population groups.

- a. Make the Surprise Human Services Needs Assessment visible and accessible as a link on the Surprise.gov web site to acknowledge the needs/gaps identified through community input; respond to requests for access to the report by citing the link.
- b. Make relevant portions of the assessment available at requested community sites where internet is not prevalent (e.g., Senior Center).
- c. Develop a new plan for FY 2019/2020 in which Surprise providers are asked to offer specific responses to the identified needs/gaps outlined in the report, to include:
 - i. A plan for addressing one or more of the most critical needs/gaps identified in this report, specifically relating to the six population groups named below. Additionally, each agency must detail the services they provide, if any, for the newly added seventh population group, "Individuals with mental health, behavioral health, substance abuse, and health care treatment needs," which overlaps all of the other six groups (see 1b.ii. below). Alternatively, agencies where mental health, behavioral health, substance abuse, or health care treatment/services are identified as their *primary* services, agencies may submit a proposal responding to the needs of the seventh population group but then must detail how their services respond to the needs of one or more of the other six population groups within Surprise:
 - a) Low to moderate income individuals and families/youth
 - b) Homeless individuals and families/youth
 - c) Individuals with disabilities/special needs
 - d) Seniors (over 62 years of age)
 - e) Veterans
 - f) Survivors of violence (domestic, sexual, and hate crimes)
 - ii. Require a description of how their services provide for/coordinate their clients' *access to* the overarching gap identified in all population groups for "mental health, behavioral health, substance abuse, and/or health care treatment needs," if their agency is not equipped to meet those needs.
 - iii. Provide a clear description of the population group(s) served with the opportunity to identify if/how their services realistically serve two or more of the human services population groups funded, e.g., the closely related low to moderate income and homeless groups
 - iv. Develop a realistic measurement for the achievement of performance goals related to specific population group needs/gaps
 - v. Provide a description of detailed follow-up and stabilization plans that include multiple parties after services are rendered (i.e., faith communities, schools, family/friends, support groups/health partners, and public safety, as appropriate)
- d. Evaluate providers on the basis of their plans for increasing and mobilizing volunteer efforts within the community.
- e. Consider the possibility of providing funding for capacity building and partnership development with an eye toward increasing/leveraging alternative funding sources to meet the human services needs of the community.

Recommendation # 2. Develop a strategic plan to build a "community-based human services delivery model"-a system of community partners with defined roles, working strategically together, to address immediate and urgent basic human needs for individuals and families residing in Surprise and for homeless individuals in Surprise (housing, food, safety, clothing, and health care for individuals of all ages and families in crisis, including youth), always with an eye toward planning for long-term critical needs.

- a. Develop an emergency hotline/referral system for individuals identified with the most basic, urgent, and immediate needs, including the creation of a "prioritization of need" continuum and an effective communication plan for community partners to make the resources known to first responders, providers, education administrators, city staff, faith communities, and community members. Threats to life, safety, and serious health concerns are primary. Basic human needs associated with housing/emergency shelter (beginning with the most vulnerable), food, clothing, and other major health concerns follow.
- b. Create a simple, organizational structure chart that lists services for each of the seven population groups, including appropriate points of contact for each service.
- c. Continue to develop the regular presence of human services providers in the Resource Center with a focus on the priorities identified by this needs assessment, top priority being services to meet basic human needs and immediate, urgent needs (e.g., food, shelter, clothing, health care, and safety, as well as mental health, behavioral health, substance abuse, and critical health care needs), including set hours of operation in lieu of office hours by appointment.
- d. Provide access to critical services in satellites throughout the city that are accessible to those in need, e.g., at libraries, schools, low-income apartment complexes, the Senior Center, and the Community Center in the original town site. Where appropriate "brick and mortar" locations are not available, offer access to critical services through mobile units.
- e. Expand the critical work being offered by the existing Surprise crisis response team to develop a resource similar to the CARE 7 model in Tempe and the two-team crisis model in Glendale. The CARE 7 in Tempe, as one example, is a "continuum of care" model that encounters clients at the point of crisis in their lives and continues support, assistance, and referral through the crisis point, healing, and recovery. Dispatched by Police and/or Fire departments, this 24/7 crisis team responds to incidents including domestic violence, auto accidents, sexual and physical assaults, suicides, homicides, and other unexpected deaths. They not only provide on-scene assistance and comfort, they also provide follow-up with certified MSW counselors and resources, such as assistance with filing for victim's financial compensation, orders of protection, court appearances, and funeral arrangements.
- f. Provide resources for effective implementation of the newly-formed West Valley Interfaith Homeless Emergency Lodging Program (I-HELP) model that has been proven to be successful in the East Valley.
 - i. Identify, inform, and train additional faith communities with sufficient care to integrate partners with adequate support for successful experiences (See also Recommendation #10 for training suggestions.)
 - ii. Seek additional community resources to support the program and incorporate effective best practices:
 1. Expand the program as able to offer additional services (e.g., bank savings at various sites that allow participants to budget and save money for an apartment)
 2. Start small (serving 25 people) and establish essentials gradually (e.g., implement the meal routine effectively first)

3. Limit access clientele have to necessary spaces only
4. Identify an effective mechanism for delivering mats from church to church
5. Implement effective communication
 - a. Non-judgmental, encouraging, building rapport slowly to allow individuals to see other options
 - b. Quarterly meeting with primary coordinators to discuss challenges and celebrate accomplishments
 - c. Celebrate accomplishments with clients
 - d. Communicate successes with the community
- iii. Arrange for appropriate HMIS training to ensure the system is used to its fullest capacity in meeting the diverse needs of clients and monitoring for redundant services
- iv. Develop policies and procedures for the protection of both participants and hosts
 1. For example, allow faith communities to identify non-couple sleeping arrangements/spaces to honor principles of faith while hosting unmarried couples
- g. Create a new Community Human Services Volunteer Coordinator position in the Resource Center (preferably a certified MSW counseling professional) to develop and enlist community partners in creating the new community-based human services delivery model. The volunteer model could include:
 - i. Volunteer corps of senior and skilled individuals to donate time and resources (e.g., mentor for young adults, readers for children, pet sitter for seniors)
 - ii. Recruitment of pro-bono health professionals for various health services
 - iii. Central location for donating goods and services, including an app where community members can match needs and provide donations
 - iv. Consider the developing Gilbert model utilizing justserve.org to match community volunteers to organizations/needs
- h. Develop strategies to prevent at-risk individuals and families from sliding into homelessness through measures to stabilize the lives of those threatened with eviction.
- i. Identify community partners with the potential for meeting critical needs of homeless individuals and families in the community:
 - i. Safety
 - ii. Water stations
 - iii. Laundry facilities
 - iv. Restrooms
 - v. Storage lockers
 - vi. Heat relief
 - vii. Diapers for homeless families
- j. Establish emergency options to address elder abuse concerns.
- k. Develop a resource for family violence assistance.

Recommendation # 3. Develop an awareness/communication plan immediately to publicize existing services in Surprise and those accessible in nearby communities.

- a. Provide guided training for referral of resources for city employees in all departments, faith communities, nonprofit providers, volunteers, and pertinent community members to close the awareness gap.
- b. Develop an extensive community-wide campaign to raise awareness of available services and resources in Surprise.

- c. Engage the various sectors in Surprise to identify the most effective opportunities for disseminating information: direct mailing to targeted neighborhoods, school partnerships to offer community resource navigation workshops within the schools, principal announcements, Dysart District page, newsletters/postings at key public locations, Parks and Recreation publications, information racks located in local faith communities, distributions at local businesses and community events, distribution through key gatekeepers within each neighborhood, and HOA newsletters.
- d. Create a mechanism for ongoing communication among human service providers (nonprofit providers, city providers, schools, and faith communities), city staff, and the community-at-large to raise awareness of the existence of and quality of services offered within Surprise and nearby communities.
- e. Expand the Resource Center as a one-stop center to provide enhanced awareness and referrals.
- f. Explore options for targeted gatherings that encompass resource information sharing, celebration of community diversity (including special needs, cultures, generations, veterans), and health education (mental, emotional, behavioral, and physical) through partnerships with the Dysart School District and local health partners.

Recommendation # 4. Continue to pursue the development of additional safe, affordable housing and emergency/transitional housing, including a plan to establish a housing advocate to inspect unsafe housing conditions and excessive rent increases that put individuals and families at risk of homelessness.

- a. Identify a plan to assist those who are "cost burdened" and are currently living in an at-risk status for homelessness and other crisis circumstances, such as job and vehicle loss, children's education disruption, and exacerbation of health conditions. Strategic planning is critical to alleviate the daily burdens for these individuals and families.
- b. Provide emergency short-term temporary shelter assistance funding for homeless, low to moderate income individuals and families, and victims of violence.
 - i. Identify extended stay placements for individuals and families getting evicted with priority for families with children.
 - i. Permanent supportive housing subsidies for those with high level, complex needs who are not able to maintain housing
 - ii. Housing and resource options that specifically consider families, women, seriously mentally ill individuals, the "chronic" homeless, and survivors of domestic violence, sexual assault, and sex trafficking
- c. Call for a careful analysis of the possibility for developing low-cost options (such as additional specialized I-HELP programs) for the most vulnerable.

Recommendation # 5. Develop a community-wide coordinated program for treatment/counseling for individuals in need of mental health, behavioral health, substance abuse, and health care treatment services (includes a referral option for public safety, providers, schools, faith communities, and families in crisis).

- a. Implement a consortium of services (including referrals, coordinated discharge meetings, and post-treatment follow-up) to develop critical services.
- b. Increase visible treatment options for individuals in need of treatment counseling and services (immediate priority to life/death/health endangerment situations). Take an active role in working with health care professionals in the larger metropolitan area to explore solutions to meet the critical need for high-quality mental health, behavioral

- health, substance abuse, and health care treatment options accessible to the human services community in Surprise.
- c. Expand the services offered by Police and Fire to provide complete nursing assessments, medication reconciliation, referrals to medical partners, communication with primary care physicians, dietary counseling, pain management, caregiver support, and home safety evaluations. Provide follow-up visits and phone calls within one week of intake to assess the need for continued support.
 - d. Create a proactive priority to engage Ottawa University in collaboration and community partnership to increase opportunities for student internships with human services providers and first responders. Ottawa University offers a BA degree in human services, an MA in counseling, and MS in Addiction Counseling.
 - e. Establish a mobile traveling health care unit. The sites needing services are geographically dispersed. This mobile unit would not need to provide extensive care but would be a source of assessment and evaluation. A nurse practitioner would be the ideal individual in charge.
 - f. Rotate trained professional personnel to provide support group presence at high need areas such as the library and Senior Center following Peoria's model including a NAMI mental health support group that functions inside the library.
 - g. Create partnerships with local substance abuse facilities and organizations, including referrals to free 12-step programs, to develop additional sources of accessible treatment and strategies for addressing all forms of substance abuse and drug use within Surprise.
 - h. Develop a program for individuals to speak with caring, trained persons as mental health challenges arise. These may include:
 - i. Peer Solutions model (approved/vetted/trained peers who are in recovery to assist)
 - ii. 12-Step Emotions Anonymous model (with a trained counselor instead of a 1:1 sponsor when leading youth). This model encompasses literature about everything from anxiety to self-esteem and works 1:1 with sponsors. Care must be taken for counselors to be approved, vetted, and trained.
 - iii. Warm lines and other NAMI resources
 - i. Implement prevention measures, whenever possible
 - i. Promote broad-based awareness for the youth PSAs for family education about opioids (e.g., among student athletes) and other addictions
 - ii. Bolster extra support mechanism around the holidays and other stressful situations (e.g. trained volunteers to support seniors in crisis from loss of a spouse or health concerns)
 - j. Develop after school or weekend clinics at the schools to partner with local health care facilities.

Recommendation # 6. Develop short-term and long-term solutions to transportation to include a free (or almost free) public transportation system modeled after other communities in the metropolitan area (Gus the Bus in Glendale or Orbit in Tempe).

- a. Create interim local transportation options to alleviate burdens on residents pending long-term solutions.
 - i. Explore options for volunteer drivers to assist with transportation needs, e.g., the grant funding for tutoring at the Dysart Community Center where volunteer drivers assist with transportation needs to fill in the gaps, Benevilla's model for volunteer

transportation, best practices from other communities such as Tempe Neighbors Helping Neighbors and Chandler/Sun Lakes Neighbors Who Care programs.

- ii. Provide transportation vouchers for emergency shuttling to a safe location for those in crisis.
- b. Identify the most cost-effective strategies for community funding of long-term local public transportation needs.

Recommendation # 7. Create a plan for community building, collaboration, and enhanced partnership communication strategies to raise awareness of the needs and corresponding opportunities to provide assistance (including cross-communication with all sectors of the community, i.e., public, private, business education, and faith communities), with a first priority focus on the untapped area of the private sector.

- a. Create a version of Peoria's Diamond Club where proceeds from a night of baseball funds youth programming.
- b. Identify the focus and service preferences of donors and community organizations to match with corresponding needs.
- c. Offer naming opportunities to individual donors, businesses, foundations, and community organizations for development of facilities to meet the needs of the community.
- d. Strengthen partnerships with public schools, college, and universities in Surprise and the nearby communities.
 - i. Identify and fund training programs to enhance employment skills.
 - ii. Identify veteran educational opportunities, e.g., Glendale Community College designated #8 among veteran-friendly two-year colleges in the U.S.
- III. Tap into Ottawa University degree programs in human services.
- e. Consider unique donor strategies:
 - i. Develop a Surprise "donor app" that matches a vetted need with a community sponsor.
 - ii. Adopt the Phoenix practice of "Giving Meters": Re-purposed parking meters decorated by local artists where donations can be made with cash, coins, or credit cards to assist individuals in crisis.
- f. Offer multiple avenues for the entire Surprise community to take part in human services by offering an array of sponsorship options that match preferences to community needs, including:
 - i. Private donation of land to build a Center for Veterans or Community Centers for expanded community building, well-being and general human service delivery.
 - ii. Donor for a Youth Center dedicated to skills building
 - iii. Brighten up the Senior Center (partnering between the seniors and the donors)
 - iv. Educational scholarships to West-MEC for adults desiring to learn trade skills
 - v. Library teleprompt computer for hearing impaired and special needs computer centers
 - vi. A special needs respite care day for occupational and physical therapy sessions
 - vii. Extended stay hotel vouchers for homeless families on 30- and 60-day wait lists for shelter
 - viii. Food voucher and grocery delivery for seniors in need of assistance
 - ix. Donation of homeless mats or a trailer for transporting mats for I-HELP
 - x. Donation of consistent space for veterans to meet or for a veteran health care treatment fund

- xi. Sponsor respite time for violence survivors and develop a self-care fund for services such as haircuts and exercise
- xii. Sponsor local counseling sessions for PTSD and MST
- xiii. Donors for meal and child care for financial literacy night for parents and another for teens
- xiv. Discounted family night or weekend retreats
- xv. Donor for Employment Hub computers and printers at the library for job seekers
- xvi. Donor for health care day for high need items, such as immunizations for sports and health

Recommendation # 8. Continue pursuit of strategic priorities to bring more jobs, trade programs, tech jobs, and higher wages to Surprise while creating more expanded opportunities for skills training and jobs at a livable wage for unskilled and underemployed workers.

- a. Offer incentives through the AZ TechCelerator to businesses offering training opportunities and jobs for Surprise residents as their businesses grow.
- b. Set an example by placing a preference on hiring Surprise residents for jobs with the city and/or offer city employees an incentive to live in Surprise.
- c. Develop an initiative to reward businesses for a hiring preference for Surprise residents.
- d. Create accessible employment hubs across various parts of the community, such as apartment complexes, the public library, and faith institutions for connecting individuals with employment opportunities, e.g., a job bank coordinator that matches skill levels with available jobs and workforce readiness needs.
- e. Partner with the Western Maricopa Education Center (West-MEC) to offer scholarship opportunities for adult programs specializing in trades.
- f. Engage with Habitat for Humanity to facilitate Surprise residents to enroll in their new construction training program which incorporates construction training, OSHA 10, NCCER certification, a high school diploma if needed, and placement in a job, apprenticeship, or community college upon program completion.

Recommendation #9. Revitalize the original Surprise town site.

- a. Develop parks and revitalize the community center to bring amenities closer to those living in the neighborhood.
- b. Create a vibrant historic town center in keeping with the character of Surprise and the research literature that equates successful cities with pouring attention, resources, and creativity into small businesses, entertainment hubs, training centers, and core services at the town center through private-public partnerships.
- c. Create community opportunities to smooth the transition, options for transportation congestion, that will emerge with new residents in the affordable housing units to help anchor new residents as well as long-time Surprise residents.
- d. Provide remodeling options for homes in disrepair, including Habitat for Humanity, Rebuilding Together, Foundation for Senior Living, and city funding, when available.

Recommendation # 10. Implement staff and volunteer training for human services sectors to include a menu based on clients served:

- a. Motivational interviewing and effective communication strategies with clients (i.e., listen between the words, nonverbal communication, open-ended questions, opportunities for venting)

- b. Trauma-informed care training (Arizona Trauma Institute)
- c. Resource training on where to direct people, what resources are most helpful, and how to use the referrals in the resource manual
- d. Mental Health First Aid Training
- e. Domestic violence awareness and screening to support victims and potential victims of human trafficking (Sojourner)
- f. Dementia - Master training/certification to understand dementia and Alzheimer's disease (Banner, Sun Health, Benevilla)

Recommendation # 11. Prepare now for the aging of Surprise residents to be ready to meet the human services needs of increasing numbers of seniors, projecting future needs and resources over the next five years.

- a. Assess current needs and projected needs based on an aging population.
- b. Revisit the bus services offered by the Senior Center in dialogue with seniors who use those services to work together to identify the most useful and cost-effective schedules, accommodating those who with disabilities and special needs.
- c. Continue to expedite the plans associated with the planned services associated with the proclamation of Surprise as a Dementia Friendly City.
- d. Create an elder abuse hotline and advocacy/trusted navigators for evaluating living conditions and safe, vetted in-home care resources.
- e. Implement additional opportunities for socialization and learning activities for seniors, particularly those who live alone (drawing upon best practices from Peoria's Senior Center model).
- f. Provide regular community building opportunities that include:
 - i. Senior Center support liaison to provide support (e.g., card, call, flower) for anyone in need (e.g., grieving the loss of a loved one, fighting a health challenge)
 - ii. Facilitated ice breakers to gain camaraderie and form friendships
 - iii. Options for weekend gatherings (perhaps led by volunteers) for trips and learning experiences

Recommendation # 12. Create a plan for community integration for individuals with disabilities/special needs.

- a. Identify accessible resources, housing options, employment possibilities, transportation options, and wheelchair-friendly activities.
- b. Identify options for affordable disability/personal care assistance for the more affordable option of aging in place.
- c. Provide respite opportunities for care givers through the Senior Center.
- d. Create avenues for evaluating/identifying health concerns due to anxiety, fear, stress, and prescription drugs.
- e. Market and create incentives to encourage in-town special needs services, specifically resources and support groups for people with disabilities

Recommendation #13. Engage in bold strategies to make Surprise a premier model for veteran services and partnership building to assist with advocacy and identification of accessible, affordable resources.

- a. Explore options for building a Center for Veterans
- b. Promote and create accessibility to free and low-cost mental health services to address challenges associated with PTSD, MST, prescription/substance abuse, and moral injury.

- c. Assist with support for families living with the effects of military health challenges.
- d. Offer budgeting, credit repair, and financial literacy programs/counseling for career military who are transitioning into the civilian world.
- e. Craft an MOU with veteran organizations to bring veteran partnerships with downtown resources to Surprise and other outlying cities on a regular basis (i.e., US Vets, UMOM who has a SSVF grant, Justice Center, Manna House, and OSHA).

Recommendation # 14. Focus on utilizing Surprise libraries as additional hubs for cost-effective service delivery by drawing on services and coordination already funded and budgeted and adding prioritized resources for services.

- a. Promote and regularly coordinate activities to include STEM and book clubs for seniors, mobile library services at low income apartments and senior centers, Read On literacy program (free community books at events), disabilities resources (large print, audio books, and developmental disability/Adaptive Game nights and days, protection of personal information and avoiding online scams, library cards for all members of your family (children included, no verification or birth certificates needed, school literacy nights/parent-teacher activities, bilingual services to the Hispanic community, HIV/AIDS testing, therapy dog to read to, senior activities
- b. Partner with the schools to follow a Glendale best practice in which a school contact sets up a resource in Title 1 schools that allows librarians to speak with guardians at drop off to connect with services and issue library cards on the spot
- c. Seek funding for acquisition of computers and printers to utilize the existing conference space for job skills, career transitions, economic development courses, and computer classes. Create disability accessible centers (See Recommendation # 12).

Recommendation # 15. Set weekly office hours in the community to facilitate mobile services and community integration (e.g., Resource Center representative or "Council Hour Discussions" at the library, apartment complexes, and community centers).

Recommendation # 16. Follow up on the momentum established through the community forum, honoring the thoughtful input of community members through a careful review and consideration of suggestions and offers of assistance shared. A complete summary of thoughts and ideas captured in the forum can be found in Part III of this report in the section entitled "Input from the Community Forum."

ASKING THE TOUGH QUESTIONS

The I&E consultants have worked closely together for over a decade to address human services needs in the Phoenix metropolitan area. Prior to this needs assessment project, Dr. Williams and Dr. Zorita have conducted human services needs assessments for the City of Chandler, the Town of Gilbert, and the City of Tempe, and they offer clients "consulting to inspire and enhance your mission." Part of their mandate is "asking the tough questions" that clients need to address. For this project, these questions are posed in order to serve the human services needs of Surprise-with the understanding that the I&E Consulting team has the best interests of the Surprise community in mind. Some of the overarching questions that must be addressed as a part of any similar strategic planning process include-

1. Is Surprise ready to work together as a community to address the human services needs prioritized through this needs assessment process in order to serve the best interests of Surprise residents? The overwhelming engagement in the community to support the needs assessment project that grew the project into nearly double its original proposed effort and the energetic and engaged participation in the breakout sessions as a part of

LCSW -- Community Human Services Volunteer Coordinator Position

Focused primarily on the clinical/medical assistance issues

Primary / Short Term (1-2 years)

- Rec 2-g – Develop and enlist community partners in creating the new community based human services delivery model
- Rec 3 – Develop an awareness/communication plan to publicize service in Surprise (Overlap)
- Rec 3-a – Provide guided training for referral of resources for city employees, et al... (Overlap)
- Rec 3-b – Develop extensive community wide campaign to raise awareness of available services (Overlap)
- Rec 3-c/d – Engage and create a mechanism for ongoing comm with human service providers et al (Overlap)
- Rec 5 – Develop a community wide coordinated program for treatment/counseling for individuals in need of mental health, behavioral health, substance abuse, and health care treatment services
- Rec 5 – a/b – Implement consortium of services to develop critical services / increase visible treatment options...work with health care professionals to explore solutions...
- Rec 5 – g – Create partnerships with local substance abuse facilities and organizations...
- Rec 5 – h – Develop a program for individuals to speak with caring, trained mental health providers (could extend to intern program and opportunity for interns to lead free groups focused on mental health)
- Rec 7 – Create a plan for community building, collaboration, partnership focused on untapped areas of the private sector (Overlap)
- Rec 7 – b – Identify the focus and service preferences of donors and community organizations to match the corresponding needs (Overlap)
- Rec 7 – c – Offer naming opportunities for development of facilities to meet the needs of the community (Overlap)
- Rec 7 – d – Strengthen partnerships with public schools, college and universities in Surprise (Overlap)
- Rec 7 – f – Offer sponsorship opportunities that match preferences to community needs (Overlap)

Secondary / Long Term (2-5 years)

- Rec 5 – c – Expand services offered to police and fire... (Intern program)
- Rec 5 – d – Create collaboration with Ottawa University and others for intern program
- Rec 5 – e – Establish a mobile traveling health care unit
- Rec 5 – f – Provide support group presence at high need areas such as the library / Senior Center
- Rec 5 – i – Implement prevention measures (this is the move from reactionary to prevention after intern program up and running)
- Rec 10 - a/f – Implement staff and volunteer training for human services sectors to include a menu based on client services (Overlap)
- Rec 15 – Mobile services and community integration (Overlap)

LMSW – Community Services Coordinator for Veteran, Disabled and Homeless communities

Focused on Veteran, Disability and Homelessness issues

Primary / Short Term (1-2 years)

- Rec 12 – a-e – Create a plan for community integration for individuals with disabilities/special needs
- Rec 13 – a-e – Engage in bold strategies to make Surprise a premier model for veteran services and partnership building to assist with advocacy and identification of accessible, affordable resources.
- Rec 2-f – Homeless Emergency Lodging Program (also ties into SOS)
- Rec 3 – Develop an awareness/communication plan to publicize service is Surprise (Overlap)
- Rec 3-a – Provided guided training for referral of resources for city employees, et al... (Overlap)
- Rec 3-b – Develop extensive community wide campaign to raise awareness of available services (Overlap)
- Rec 3-c/d – Engage and create a mechanism for ongoing comm with human service providers et al (Overlap)
- Rec 7 – Create a plan for community building, collaboration, partnership focused on untapped areas of the private sector (Overlap)
- Rec 7 – b – Identify the focus and service preferences of donors and community organizations to match the corresponding needs (Overlap)
- Rec 7 – c – Offer naming opportunities for development of facilities to meet the needs of the community (Overlap)
- Rec 7 – d – Strengthen partnerships with public schools, college and universities in Surprise (Overlap)
- Rec 7 – f – Offer sponsorship opportunities that match preferences to community needs (Overlap)

Secondary / Long Term (2-5 years)

- Rec 2-h – Develop strategies to prevent at risk individuals and families from sliding into homelessness (Overlap)
- Rec 2- I -- Identify community partners with the potential for meeting critical needs of homeless
- Rec 2-j – Establish emergency options to address elder abuse concerns
- Rec 2-k – Develop a resource for family violence assistance
- Rec 10 - a/f– Implement staff and volunteer training for human services sectors to include a menu based on client services (Overlap)
- Rec 15 – Mobile services and community integration (Overlap)