

CITY OF SURPRISE
Veterans, Disability and Human Services Commission Meeting
16000 N. Civic Center Plaza
Surprise, AZ 85374
Wednesday, March 10, 2021 @ 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 karina.caraveo@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 623.222.3243 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. Citywide | Consideration and action pertaining to the approval of the February 10, 2021 Veterans, Disability and Human Services Commission meeting minutes. | Human Svcs and
Comm Vitality |
|-------------|--|---------------------------------|

2.	Citywide	Presentation and discussion pertaining to the Fresh Start Women's Foundation.	None	Human Svcs and Comm Vitality
3.	Citywide	Presentation and discussion pertaining to issues identified by the VDHS Strategic Plan, including efforts by VDHS working groups to structure a Master of Social Work (MSW)/Licensed Clinical Social Work (LCSW) internship program, to structure a resource ambassador program (Servants of Surprise), to organize a Care & Share Expo, to identify and advocate additional transit programs for the City, to identify strategies related to communications of the VDHS Commission and other City resources, to identify and structure job readiness programs, and to structure satellite hubs to increase accessibility for City resources.	None	Human Svcs and Comm Vitality
4.	Citywide	Presentation and discussion pertaining to the "Servants of Surprise" (SOS) program.	None	Human Svcs and Comm Vitality
5.	Citywide	Discussion pertaining to the Workforce Development training program and VDHS Commission efforts to identify and structure job readiness programs.	None	Human Svcs and Comm Vitality
6.	Citywide	Presentation and discussion pertaining to a Veterans landing page on the City of Surprise website.	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

POSTED: March 4, 2021 at 8:16 AM

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 Meeting

Council Meeting Date: March 10, 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 February 10, 2021 Veterans, Disability and Human Services Commission meeting minutes.

Motion:

I move to approve the February 10, 2021 Veterans, Disability and Human Services Commission meeting minutes.

Background:

N/A

Objective Analysis:

N/A

Policy Compliant:

N/A

Financial Impact:

N/A

Budget Impact:

N/A

FTE Impact:

N/A

ATTACHMENTS:

1. 02.10.21 VDHS Commission Minutes DRAFT
-

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

MEETING MINUTES-DRAFT

February 10, 2021 / 6:00 PM

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

A. CALL TO ORDER.

Chair Karissa Perry called the Veterans, Disability, and Human Services Commission Meeting to order at 6:02 p.m. at Surprise City Hall, 16000 North Civic Center Plaza, Surprise, Arizona 85374, on February 10, 2021.

A. PLEDGE OF ALLEGIANCE

B. ROLL CALL

In attendance were Chair Karissa Perry, Vice-Chair Andrew Witzel and Commissioners Harrylouis Rodriguez, Jason Cooper, Shawna Daigle, Steffen Hanzel, Bruce Hertzog (virtual).

Absent: Commissioners Julie Kent-Partridge, George Van de Langeryt (both 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, Human Services Supervisor Jennifer Griffin, Neighborhood Services Supervisor Adam Lane and Financial Analyst-Sr. Deb Perry were present.

COUNCIL MEMBERS PRESENT:

None

C. CURRENT EVENTS REPORT

Chair Perry reported on the following upcoming events:

- City offices will be closed-Presidents Day Feb. 15th
- Day of Service on Feb. 20th
- Surprise City Academy starting Feb. 22nd
- Virtual Spring Training Party on March 3rd

D. STAFF REPORT

Director Dyson shared that the Dr. Martin Luther King, Jr. Day virtual event was a success. He thanked all the participants including Ambassador Young and his foundation, 5 different

choirs from the Dysart and Arizona Charter Academy Schools, and the MLK Jr. Advisory Committee. Director Dyson also thanked his team members Lord Garcillano and Larry Garcia for bringing together the MLK virtual presentation and MLK Day of Service.

Commissioner Hertzog disconnected from the meeting at 6:09 pm.

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:

Item 1 – Citywide – Presentation and discussion pertaining to the CDBG and HOME Needs Hearing for the Program Year 2021 Annual Action Plan.

Neighborhood Services Supervisor Adam Lane made the presentation to the Commission.

Chair Perry opened the call to the public and reminded the Commission to not engage in conversation with calls from the public.

Michelle Alberti, Director of Housing Shelter and Support Services with A New Leaf, shared with the Commission the Tenant Based Rental Assistant program (TBRA), which offers up to 24 months of rental assistance with the tenant paying up to 30% of their income towards their rent and the subsidy paying the difference. Ms. Alberti mentioned this program also offers assistance to families locating affordable and appropriate housing, and help them achieve identified goals to reach long term financial stability. She stated that they are currently contracted to serve 26 families and housed 13 of those families in the last 6 months.

Robert Sanders, Regional Director of the I-HELP Program with Lutheran Social Services, shared with the Commission that they work together with churches to utilize their space and volunteers. He mentioned that they offer overnight shelter, and announced that this is their second year servicing the City of Surprise community. Mr. Sanders stated that they have served 29 new guests this year, and of those guests, 8 have been placed in permanent housing and 10 have found employment. He added that they had to reduce the number of guests served in order to be in compliance with CDC regulations for the pandemic. He stated that they have partnered with Phoenix Rescue Mission to test new guests prior to entering their program.

Jennifer Griffin, Human Services Supervisor, Surprise Resource Center, shared with the Commission that the most requested services have been rental and utility assistance. The Resource Center administers the Community Action Program (CAP) for City of Surprise and El Mirage residents. Ms. Griffin shared the requirements and funding available through CAP, and pointed out the limited availability of the funds. She added that they are always searching for more funding to be able to help more individuals and avoid evictions.

REGULAR AGENDA ITEMS NON-PUBLIC HEARING:

Item 2 – Internal – Consideration and action pertaining to approval of the January 13, 2021 Veterans, Disability and Human Services Commission meeting minutes.

Commissioner Hanzel made a motion to approve the January 13, 2021 Veterans, Disability, and Human Services Commission Meeting minutes. Commissioner Cooper seconded the motion. The motion carried with 6 yes votes, 3 Absent (Kent-Partridge, Van de Langeryt & Hertzog), 2 Vacancies.

Item 3 – Internal – Discussion pertaining the Surprise Resource Center handouts.

Human Services Supervisor, Jennifer Griffin presented to the Commission the community resource guide, rack card, poster, and wallet cards. She mentioned these handouts are in English and Spanish and are handed out to the community.

Director Dyson stated the resource guide is posted on the Surprise website. He mentioned the resource guides were in partnership with the City of Peoria, he recommended to visit the Surprise website and or call the Resource Center with any questions.

Chair Perry suggested adding the resource link to the rack cards.

Commissioner Cooper suggested including this information to any HOA's newsletters.

Item 4 – Internal – Presentation and discussion of the AZ@Work program.

Maricopa County Program Supervisor, Andrew Witzel made the presentation to the Commission.

Item 5 – Internal – Presentation and discussion of the approved Strategic Plan.

Human Service & Community Vitality Administrator Danielle Osborne announced the Council approval and acceptance of the Veterans, Disability & Human Services Commission Strategic Plan.

OTHER BUSINESS AND FUTURE AGENDA ITEMS:

- Ms. Osborne – Announced Commissioner Dan Moore's resignation.
- Chair Perry – Veterans webpage.
- Ms. Osborne – SOS Program.
- Commissioner Hanzel – Working group overview.

ADJOURNMENT:

Commissioner Hanzel made a motion to adjourned the meeting of the Veterans, Disability & Human Services Commission of February 10, 2021 at 7:08 p.m. Vice-Chair Witzel seconded the motion. The motion carried with 6 yes votes, 3 Absent (Kent-Partridge, Van de Langeryt & Hertzog), 2 Vacancies.

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 Meeting**

Council Meeting Date: March 10, 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:

Presentation and discussion pertaining to the Fresh Start Women's Foundation.

Motion:

None, this item is for discussion only.

Background:

Volunteer and Outreach Manager Ashley Finch will provide an overview of services from Fresh Start that are available to Surprise residents.

Objective Analysis:

To promote quality of life, accessibility and equity for all residents of Surprise, including those who are veterans or who experience disabilities, through cooperation with Surprise residents and any veterans, disability and human service organizations that serve the residents of Surprise.

Policy Compliant:

This item is City and Council policy compliant.

Financial Impact:

None.

Budget Impact:

None.

FTE Impact:

None.

ATTACHMENTS:

1. Fresh Start Outreach Presentation - Client
-



Fresh Start
Women's Foundation



Fresh Start Women's Foundation

About Fresh Start



Mission:

Our mission is to provide education, resources, and support for women to positively transform their lives and strengthen our community.

We envision a world in which every woman reaches her full potential through achieving personal empowerment and financial self-sufficiency

All services are free or low cost to anyone who identifies as a woman over the age of 18



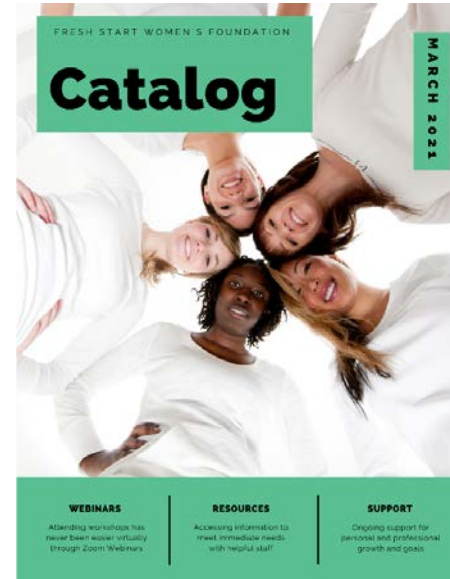
S e r v i c e s a t F r e s h S t a r t

Workshops/Webinars



Fresh Start offers a variety of educational workshops and featured events to inspire and empower all women.

- Personal Development
- Career Services
- Entrepreneur Services
- Computer Literacy
- Financial Literacy
- Family & Parenting



Social Work Services



1:1 Ongoing Meetings

- Goal setting & action planning
- Resources & support
- Coping & problem-solving tools



Resource Coaching

- 1:1 support by providing resources that tend to your immediate needs.

Support Groups

Family Law Support Services



Certified Legal Document Preparer (CLDP)

- Reduced fees for Document Preparation
 - Divorce
 - Child Support
 - Parenting Time

Biannual Law Day for Women Workshops in Catalog



Career Services

- Career Coaching
- Employment Events
- Career Bootcamps
- Workshops in Catalog
- Upward Mobility Program
 - Career Advancement
 - Bootcamps, Scholarship, Apprenticeships, Mentors, and more



Personal Development Programs



Jump Start/Kick Start

- Week long program focused on Personal Development, Self-Reflection, Professional Development, Goal Setting & Next Steps

SpeakHer Series

- Focused on building confidence tools and techniques for women to step into their public speaking power.



Mentoring Program



The Fresh Start Mentoring Program matches clients with local, female volunteers who provide support, insight, and guidance as mentees work on goals.

- Six-month Peer Mentoring Program
- 12-month One-on-One Mentoring Program



Onsite Services



Treasures Within Resale Boutique

- Gently used women's personal and professional clothing and accessories at low prices.
- Wardrobing Thursday's

Salon Days

- Free salon experience offered the first Monday of each month.





Getting Started

Getting Started

Register Online: freshstartwomen.org

Register for any webinar – No Cost

Attend First Steps orientation

Social Work

Jumpstart/Speaker

Mentoring

Family Law

Upward Mobility



Questions



To ask any follow up questions:

602.252.8494
info@fswf.org

Ashley Finch afinch@fswf.org
Volunteer and Outreach Manager



Fresh Start
Women's Foundation





CITY OF SURPRISE
Veterans, Disability and Human Services
Commission Meeting

Council Meeting Date: March 10, 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
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Agenda Wording:

Presentation and discussion pertaining to issues identified by the VDHS Strategic Plan, including efforts by VDHS working groups to structure a Master of Social Work (MSW)/Licensed Clinical Social Work (LCSW) internship program, to structure a resource ambassador program (Servants of Surprise), to organize a Care & Share Expo, to identify and advocate additional transit programs for the City, to identify strategies related to communications of the VDHS Commission and other City resources, to identify and structure job readiness programs, and to structure satellite hubs to increase accessibility for City resources.

Motion:

None, this item is for discussion only.

Background:

The Veterans, Disability and Human Services Commission has established various workgroups tied to the recently-adopted Strategic Plan. A request was made at the February 10th meeting to receive an update on the efforts made by each workgroup to-date. This item has been placed on the agenda to provide a working group update.

This item will cover the proposed MSW/LCSW Internship Program, the proposed S.O.S. Program, the Care & Share Expo, job readiness, resource satellite hubs, communication efforts, and issues regarding transit.

Objective Analysis:

To promote quality of life, accessibility and equity for all residents of Surprise, including those who are veterans or who experience disabilities, through cooperation with Surprise residents and any veterans, disability and human service organizations that serve the residents of Surprise.

Policy Compliant:

This item is City and Council policy compliant.

Financial Impact:

None.

Budget Impact:

None.

FTE Impact:

None.

ATTACHMENTS:

1. Working Groups Overview
-



VDHS Working Group Overview

Veterans, Disability & Human Services Commission | March 10, 2021



Background

- VDHS Strategic Planning Session
 - Identified 5 initial areas of priority
 1. Transit
 2. Resource Satellite Hubs
 3. Master of Social Work Volunteer Coordinator Project
 4. Job Readiness Employment & Training
 5. Communications – promotion (Education & awareness of resources)



Transit

- Priority:
 - Identify and advocate the need for stronger and more supportive practical transit infrastructure for connectivity and mobility, specifically for self-sufficient accessibility to activities of daily living, work, and education in and outside of city boundaries
- Goal:
 - Explore the present state, funding streams, data and innovative solutions specific to the City's transit needs
- Progress:
 - A four-member working group has been tasked with formulating questions they have pertaining to transit efforts in Surprise
 - Key transit staff will meet with the working group to share efforts made to-date, and to answer those questions
 - Possible presentation by transit staff to the VDHS commission based on working group discussion
 - Continued advocacy by the City, with help from VDHS

MSW/LCSW Internship Program

- Priority:
 - Build an internship program or teaching model with an in-house Master of Social Work (MSW) and/or Licensed Clinical Social Work (LCSW) supervising and supporting post-graduate MSW and LCSW interns
- Goal:
 - 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
- Progress:
 - A budget package was submitted to the City Manager for consideration in the Fiscal Year 2022 budget
 - If recommended, the package will be considered by the City Council
 - If approved by the City Council, staff will work to implement the program upon fund availability
 - If not recommended or approved, staff will consider other options for funding, such as grants



S.O.S. Program

*Aligns with the Communications priority

- Priority:
 - Communicate, direct and promote the great work the Human Service & Community Vitality Department – in partnership with the VDHS Commission and City’s strategic partners – are doing to support the vulnerable residents of the Surprise community
- Goal:
 - Explore resource needs for enhancements and added tools to support successful communications, such as volunteer opportunities
- Progress:
 - The Commission has identified the need for a resource ambassador program, called the “Servants of Surprise,” or S.O.S. Program
 - Key staff have met internally to explore measures and resources needed to implement the program
 - This item will be discussed in more detail later in this agenda



Care & Share Expo

- The Care & Share Expo is an annual resource fair for all residents
- Inaugural event took place in October 2019
- 2020 event was canceled due to COVID-19
- Tentative November event pending guidelines for in-person gatherings



Future Goals

- Resource Satellite Hubs
 - Establish electronic-telephonic-virtual hubs throughout the City for accessibility to more residents
- Job Readiness
 - Enhance and support training programs strategically aligned with regional future job growth needs
- Communications (Ongoing)
 - Review the existing communications strategy (both internal communications and external communications) and recommend, help build, and support an effective and measured communications plan specific to the Department's, Commission's and affiliated community based Strategic Partners' services and successes



QUESTIONS OR COMMENTS?

Thank You



CITY OF SURPRISE
Veterans, Disability and Human Services
Commission Meeting

Council Meeting Date: March 10, 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:

Presentation and discussion pertaining to the "Servants of Surprise" (SOS) program.

Motion:

None, this item is for discussion only.

Background:

Through the course of a two-day strategic planning session, the commission identified the need for a volunteer resource ambassador program, tentatively titled the "Servants of Surprise" or S.O.S. program, which would help to communicate the resources available to residents in need. HSCV staff were tasked with creating a framework for this program, and plan for eventual deployment to the public. This item has been placed on the agenda to allow an opportunity for staff to share their findings.

Objective Analysis:

To promote quality of life, accessibility and equity for all residents of Surprise, including those who are veterans or who experience disabilities, through cooperation with Surprise residents and any veterans, disability and human service organizations that serve the residents of Surprise. This item has been placed on the agenda to review the five areas of priority.

Policy Compliant:

This item is City and Council policy compliant.

Financial Impact:

None.

Budget Impact:

None.

FTE Impact:

None.

ATTACHMENTS:

1. SOS Program Overview



Surprise Resource Ambassador Program

Veterans, Disability & Human Services Commission | March 10, 2021



Background

- VDHS Strategic Planning Session
 - Yielded 5 initial areas of priority
 - Communications/promotion
 - Resource Satellite Hubs
- Commission identified the need for a Resource Ambassador program
 - Pending title: “Servants of Surprise,” or S.O.S. program
 - This ambassador program will utilize volunteer members of the community to share available resources for those in need

Pre-Training

Info session

- Overview of program purpose
 - Requirements for participation
 - Commitments

Background check

- Level 1 fingerprint clearance
 - Ensures accuracy of records
 - Renewals required for new volunteers with existing clearance





Curriculum

In-person training*

- Partner overview of services
- Professionalism & boundaries
 - How to help without crossing the line
- Interview techniques
- Policies & Procedures overview
- Shadow Resource Center front desk
 - A few hours a day, broken up over a number of days

**State/Local/CDC guidelines permitting*

Resource binder

- Different from resource guide
- Categorized menu of resources available from our partners
- Uniform information from each partner
 - Eligibility requirements
 - Guidelines/criteria
 - Contact info
- Eventual publication to City website



Recruitment & Deployment

- Recruit **5** targeted volunteers
 - Partner organizations
 - Faith-based partners
 - Success stories/people wanting to pay it forward
- Deploy for test run
 - 6 month trial period
 - Seek feedback throughout trial period
 - Further refine curriculum and program



Commission Review

- VDHS Commission invited to undergo refined training
- Discuss measureable objectives for the program
- Staff will take feedback to continue enhancing the program



Go Live

- Extend training to another trusted partner if needed
 - Expand throughout the city based on the data provided throughout the trial period
 - Ensure ambassador coverage in all areas of the city
- Full deployment to the public
 - Build the brand through Marketing & Communications
 - Make an application available via press release
 - Advertise the opportunity via web, social media, and through partners



Loose Ends

- Certification criteria
 - Completion of training
 - Require volunteer hours at Resource Center
 - Re-certify every year by attending in-person training
- Recognition
 - Certification as an S.O.S. Ambassador
 - Recognition at VDHS meeting
- Reporting structure
 - What measurable objectives do Ambassadors report back?



QUESTIONS OR COMMENTS?

Thank You



CITY OF SURPRISE
Veterans, Disability and Human Services
Commission Meeting

Council Meeting Date: March 10, 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:

Discussion pertaining to the Workforce Development training program and VDHS Commission efforts to identify and structure job readiness programs.

Motion:

Discussion only.

Background:

As outlined in the VDHS Strategic Plan, the commission recommends enhancing and supporting training programs strategically aligned with regional future job growth needs. This item has been placed on the agenda for discussion only.

Objective Analysis:

To promote quality of life, accessibility and equity for all residents of Surprise, including those who are veterans or who experience disabilities, through cooperation with Surprise residents and any veterans, disability and human service organizations that serve the residents of Surprise.

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
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Council Meeting Date: March 10, 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:

Presentation and discussion pertaining to a Veterans landing page on the City of Surprise website.

Motion:

None, this item is for discussion only.

Background:

At the February 10, 2021 meeting, Chair Perry asked to explore the possibility of a new Veterans landing page on the City of Surprise website. This item has been placed on the agenda to allow for staff to provide an update.

Objective Analysis:

To promote quality of life, accessibility and equity for all residents of Surprise, including those who are veterans or who experience disabilities, through cooperation with Surprise residents and any veterans, disability and human service organizations that serve the residents of Surprise.

Policy Compliant:

This item is City and Council policy compliant.

Financial Impact:

None.

Budget Impact:

None.

FTE Impact:

None.

ATTACHMENTS:

1. Draft Veterans Resource Page Outline 02.24.21
-

Veteran Resources

The city of Surprise is an “Arizona Veteran Supportive Employer & City”, as designated by the Arizona Coalition for Military Families, and aims to honor and support veterans in appreciation of their service to our country. This page is dedicated to connecting veteran and military families to supportive resources, programs and initiatives.

Veteran Benefits

The City of Surprise Resource Center is a hub for connecting military and veterans to services and benefits, thanks in large part to a partnership with the [AZ Coalition for Military Families](#). The Center also houses a [Be Connected – Community Bridges](#) representative to help navigate program and benefit eligibility and enrollment. For more information, please call 623.222.1600.

Rent & Utility Assistance

Community Action Program for Surprise & El Mirage (CAP)

In partnership with Maricopa County, CAP offers qualifying residents rent and utility assistance. For more information, please contact the HOPE LINE at 623.222.4673 or get an online application via the link below.

[Learn more...](#)

Housing Repair

City of Surprise Housing Repair Programs

The city’s Neighborhood Services Division administers programs to assist eligible residents with maintaining homes that experience minor-to-major component failure. Assistance may also be available to assist with accessibility modifications where appropriate.

[Learn more...](#)

Workforce & Career Development

Veteran Preference Points for Surprise Police & Fire Positions

The Surprise Fire-Medical and Police Departments support the efforts of military veterans and wishes to attract individuals who have served in the military to public service. Veteran preference points will be awarded to those individuals who have honorably served in the United States Armed Forces. The preference points program represents a small token of the City of Surprise's appreciation for a veteran's service in defense of the Nation and of the State, and also serves as a compensatory measure for the sacrifice these veterans have made in the postponement or interruption of civilian careers.

[Learn more...](#)

Arizona@Work Maricopa County

The Surprise Resource Center hosts an onsite, full-time Workforce Development Coordinator to assist with business outreach and employment, and to provide training services to job seekers. Arizona@Work also hosts an Access Point through the Resource Center which provides employment and career assistance, including access to resume assistance, workshops, connections with local companies hiring, a computer lab and printer.

[Visit Arizona@Work](#)

Wellness

Eve's Place Mobile Advocacy Services

Services are available for victims of domestic/sexual abuse two days per week at the Surprise Resource Center, 12425 W Bell Rd. Suite 124 Surprise, AZ 85378. Individual appointments and support groups are available for adults and teens. Please call 623.222.1600 for more information.

[Visit Eve's Place](#)

St. Mary's Food Bank – The Emergency Food Assistance Program (TEFAP)

In partnership with St. Mary's Food Bank, emergency food box distributions are available to help eligible low-income individuals and households supplement their nutritional needs.

Food boxes are available weekly, Mondays and Thursdays, between 9 a.m. – 12 p.m. at the Surprise Resource Center, 12425 W Bell Rd. Suite 124 Surprise, AZ 85378. Please call 623.222.1600 for more information.

Valid identification and self-declared income status eligibility is required. Eligible recipients are permitted one food box per individual, or household, per month.

St. Vincent De Paul Crisis/Bill Assistance

Our local Society provides support to individuals and families in need of crisis assistance, bill assistance, food boxes, and more. St. Vincent De Paul in Surprise is the St. Clare of Assisi conference. For more information, please call 623-975-5617.

[Learn more...](#)

WIC Services | Adelante Healthcare

The Women, Infants & Children (WIC) Program is designed to help keep pregnant and breastfeeding women and their children under age 5 healthy. WIC is a nutrition program that provides nutrition and health education, healthy food and other services free to Arizona families who qualify.

[Learn more...](#)

Partners

Luke Air Force Base

[Learn more...](#)

AZ Department of Veteran Services

[Learn more...](#)

U.S. Veterans Administration

[Learn more...](#)

There are variety of additional partners listed under “Veteran Services” in our [Community Resource Guide](#).

City Commission

Veterans, Disability, and Human Services Commission

The City of Surprise Veterans, Disability and Human Services Commission is charged with assisting in the development and/or expansion of city programming related to veterans; people with special needs; and those in need of general human services and workforce development.

[Learn more...](#)

Honoring our Veterans

Veterans Reflection Circle

The Veterans Reflection Circle is an outdoor memorial in honor of late Surprise resident and combat wounded veteran Brian Mancini, who spent his life serving his country and helping other wounded veterans find healing.

[Learn more...](#)

Veterans Bridge

In January, 2019 the Arizona State Board on Geographic and Historic Names voted to approve the naming of the bridge at US 60 (Grand Ave) and Bell Road to Veterans Bridge. The city's busiest roadway will now serve as a constant reminder of the service and sacrifice of our veterans.

[Learn more...](#)

Army Air Corps Memorial "Vaya Con Dios"

A memorial piece resides in an area of the Surprise Community Park, 15953 N. Bullard Avenue, that was once Luke Air Force Auxiliary Field #3, better known as fighter field. Thousands of Air Force Pilots were trained here before leaving to serve their nation.

[Learn more...](#)

Veterans Day Parade

The city hosts a Veterans Day Parade annually in November to honor all veterans. Check the city's website calendar at surpriseaz.gov/calendar for information as the event approaches each year.

Nick D. Bacon Memorial Monument

A memorial monument in honor of Medal of Honor Recipient Staff Sergeant Nick D. Bacon, who served as Surprise Town Manager from 1986 - 1990, is located in the Surprise City Hall south outdoor courtyard. Bacon received his Medal of Honor from President Richard Nixon in 1969 for his heroic efforts in Vietnam and served for several years as president of the Congressional Medal of Honor Society. He passed away in July 2010.