

CITY OF SURPRISE
Veterans, Disability and Human Services Commission Meeting
16000 N. Civic Center Plaza
Surprise, AZ 85374
Wednesday, April 14, 2021 @ 6:00 PM
COUNCIL CHAMBERS



The public may access the meeting in person at City Hall or 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 will also carry the meeting live.

- A. Call To Order
- B. Roll Call
- C. Pledge of Allegiance
- D. Current Events and Reports
- E. Staff Reports

The City Clerk will administer the Oath of Office to newly-appointed commissioners Gwen Mendez and John Billcheck.

- 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.

FOR THE PUBLIC HEARING ITEM, PHONE AND EMAIL COMMENTS WILL ALSO BE ACCEPTED. The following are instructions for each method of public comment:

- Email: To submit email comments, please email publiccomments@surpriseaz.gov prior to the start of the meeting. Only comments received prior to the start of the meeting will be considered and included in the record.
- Phone: To comment live by phone for Call to the Public 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 Secretary 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 call received 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:

- | | | | |
|----|----------|--|------------------------------|
| 1. | Citywide | Consideration and action pertaining to the Program Year 2021 Community Development Block Grant Annual Action Plan. | Human Svcs and Comm Vitality |
|----|----------|--|------------------------------|

REGULAR AGENDA ITEM - NON-PUBLIC HEARING:

- | | | | |
|----|----------|---|------------------------------|
| 2. | Citywide | Consideration and action pertaining to the approval of the March 10, 2021 Veterans, Disability and Human Services Commission meeting minutes. | Human Svcs and Comm Vitality |
| 3. | Citywide | Presentation and discussion pertaining to the NorthStar Certification program by Goodwill of Central and Northern Arizona. | Human Svcs and Comm Vitality |
| 4. | Citywide | Presentation and discussion pertaining to homeless community outreach efforts by the Surprise Police Department. | None |
| | | | Human Svcs and Comm Vitality |
| 5. | Citywide | Discussion pertaining to the federal Workforce Innovation and Opportunity Act (WIOA) Workforce Development training program and VDHS Commission efforts to identify and structure job readiness programs. | 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: April 8, 2021 at 12:30 PM
Amended agenda April 9, 2020 at 9 AM to update the public access wording.

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: April 14, 2021
Submitting Department: City Clerk
Staff Recommendations: None

Contact Person: Sherry Aguilar, City Clerk
District: Internal

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

Agenda Wording:

The City Clerk will administer the Oath of Office to newly-appointed commissioners Gwen Mendez and John Billcheck.

Motion:

None.

Background:

On March 16, 2021, the Surprise City Council unanimously approved the appointment of Gwen Mendez and John Billcheck to the Veterans, Disability & Human Services Commission.

Objective Analysis:

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

Policy Compliant:

This item is compliant with City and Council policy.

Financial Impact:

There is no financial impact associated with this item.

Budget Impact:

There is no budget impact associated with this item.

FTE Impact:

There is no FTE impact associated with this item.

ATTACHMENTS:



CITY OF SURPRISE
Veterans, Disability and Human Services
Commission Meeting

Council Meeting Date: April 14, 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 2021 Community Development Block Grant Annual Action Plan.

Motion:

I move to recommend to Mayor and City Council approval of the program year 2021 Community Development Block Grant Annual Action Plan.

Background:

As a recipient of Community Development Block Grant (CDBG) and HOME Investment Partnership funds, the City of Surprise is required to complete an Annual Action Plan to allocate anticipated funding from the Department of Housing and Urban Development (HUD), and to prioritize goals and projects that will be addressed with the annual allocation.

The Program Year 2021 Annual Action Plan, is the second year of the 2020-2024 Consolidated Plan. The Action Plan will set funding priorities for the Program Year 2021 (July 1, 2021 – June 30, 2022) based on the Goals and Objectives set in the Consolidated Plan.

Objective Analysis:

Approval of this item will result in a submission to council.

Policy Compliant:

This action is compliant with City and Council policies as well as federal guidelines.

Financial Impact:

This item will allow for expenditure of up to \$656,411 in CDBG grant funding. There is no match requirement. All CDBG related expenditures will be reimbursed within the same fiscal year expenses are incurred.

Budget Impact:

Budget authority for FY2022 CDBG projects will be included in the FY2022 Budget adoption process.

FTE Impact:

None

ATTACHMENTS:

1. 2021 VDHS Staff Report
 2. PY2021 Action Plan
 3. 2021 VDHS Presentation
-



HUMAN SERVICE AND COMMUNITY VITALITY

Date: April 14, 2021

To: Veterans, Disability & Human Services Commission

From: Adam Lane, Neighborhood Services Supervisor

Re: Program Year 2021 CDBG Annual Action Plan – Public Hearing and Recommendation for Approval

Introduction

As a recipient of Community Development Block Grant (CDBG) and HOME Investment Partnership funds, the City of Surprise is required to complete an Annual Action Plan to allocate anticipated funding from the Department of Housing and Urban Development (HUD), and to prioritize goals and projects that will be addressed with the annual allocation.

The Program Year 2021 Annual Action Plan, is the second year of the 2020-2024 Consolidated Plan. The Action Plan will set funding priorities for the Program Year 2021 (July 1, 2021 – June 30, 2022) based on the Goals and Objectives set in the Consolidated Plan.

Background

A key feature to these grants from the Department of Housing and Urban Development (HUD), is the City's ability to choose how the funds will be used. HUD provides a wide range of eligible activities that can be utilized with funding. The Consolidated Plan helped to determine the most pressing needs of the community, and develop effective, market-driven strategies to meet those needs. As a review, the high priority needs and goals identified in the Consolidated Plan are as follows:

1. Maintain and increase the availability of **Affordable Housing**.
2. Invest in **Public Facility Improvements**.
3. Support **Public Services**.
4. Continue **Planning & Administration** of HUD funded programs.

Over the course of the Plan, the following **Goals** and Outcomes were established:

1. Housing Rehabilitation for homeowners.
2. Tenant Based Rental Assistance (HOME)

3. Develop Affordable Rental Housing (CDBG & HOME)
4. Housing Services in support of the HOME program.
5. Public Facility Improvements
6. Public Services
7. Administration & Planning

Analysis of Impediments to Fair Housing Choice (AI)

In accordance with the applicable statutes and regulations governing the Consolidated Plan, the City of Surprise certifies that they will affirmatively further fair housing, by taking appropriate actions to overcome the effects of any impediments identified in the Analysis of Impediments to Fair Housing Choice and maintaining records that reflect the analysis and actions in this regard.

Affirmatively furthering fair housing is defined in the Fair Housing Act as taking “meaningful actions, in addition to combating discrimination, that overcome patterns of segregation and foster inclusive communities free from barriers that restrict access to opportunity based on protected characteristics”.

Fair Housing Goals:

1. Review zoning and municipal codes for barriers to housing choice.
2. Increase availability of accessible housing.
3. Promote homeownership and rental opportunities in areas outside of racially or ethnically concentrated areas of poverty (R/ECAPs).
4. Enhance community services in R/ECAPs.
5. Promote community and service provider knowledge of fair housing and ADA laws.

Program Year 2021 Annual Action Plan

The CDBG allocation for Program Year 2021 is **\$656,411**. There are no match or leverage requirements for CDBG, however the City has allocated approximately \$75,000 for program administration and program service delivery. Funding requirements cap Administration and Planning at 20% of the allocation, as well as 15% for Public Service activities.

To meet the Goals and Objectives identified in the 2020-2024 Consolidated Plan and AI, the following projects are recommended:

1. **Housing Rehabilitation – \$220,206**
Deferred loans and grants to help Surprise homeowners make necessary health and safety repairs to their homes.
2. **Tenant Based Rental Assistance (*HOME funding) – \$220,127.80**
Rent and utility subsidy for LMI households.

3. **Housing Services – \$35,000**
Services in support of the HOME program.
4. **Public Facility Improvements – \$175,000**
Improvements to public facilities that serve LMI persons or located in LMI areas.
5. **Public Services (14.5%) – \$94,923**
Services for LMI persons who are seniors, disabled, homeless, or at risk of becoming homeless, and eligible activities in response to the COVID-19 pandemic.
6. **Planning & Administration (20%) – \$131,282**
Expenses related to administering the program, preparing planning documents, and Fair Housing activities.

*HOME funds will be approved through the Maricopa HOME Consortium Annual Action Plan process.

2021 Subrecipients

HUD allows the City to evaluate its own institutional capacity, and make decisions on how to best administer the program. The City can select nonprofit organization's or entities, as defined in 24 CFR 570.204(c), to act as a subrecipient to carry out eligible activities that address the 2020-2024 Consolidated Plan Highest Priority Needs.

For Program Year 2021, City staff evaluated existing subrecipients as well as past subrecipients whose projects aligned with high priority needs and organizational capacity. Reviewers utilized defined criteria that evaluated each subrecipient based on a PASS or FAIL threshold, as well as a scaled scoring evaluation that determined projects that are low risk, more closely aligned with identified needs, and most beneficial to the city in carrying out objectives.

Subrecipient Evaluation

Threshold Criteria

Subrecipients that do not meet the PASS threshold criteria will not be considered further.

- ✓ Meet CDBG National Objective
- ✓ Anticipated to be completed within Action Year
- ✓ Meets eligibility requirements applicable to proposed project
- ✓ Meets definition of a Subrecipient
- ✓ *Returning Subrecipient- In Compliance with current agreement and on track to spend 50% of allocation

Scoring Evaluation

Subrecipients were scored based on the following factors;

- ✓ "Organizational Capacity (20 points)"

- ✓ "Cost (10 points)"
- ✓ "Experience working with HUD Funded Programs (20 points)"
- ✓ "Method of Approach (15 points)"
- ✓ "Partnering/Complementing/Duplicating Services (5 points)"
- ✓ "Consistency with Identified Priority Needs (25 points)"
- ✓ "Pledge of Leveraging Resources (5 points)"

To meet the **Goals and Objectives** identified in the 2020-2024 Consolidated Plan and AI, the following Subrecipient activities are recommended:

1. **A New Leaf**

Tenant Based Rental Assistance – \$35,000

Housing services in support of the TBRA program - (14) LMI households.

Housing Support Center Operations - \$50,000

Management and operations of Housing Support Center - (150) LMI persons.

2. **Lutheran Social Services**

IHELP- \$24,000

Services for (65) LMI persons who are homeless including case management and emergency overnight shelter.

Recommendations

Staff recommends approval of the Program Year 2021 Annual Action Plan for submittal to HUD.

Staff recommends approval of the Subrecipient projects proposed for the Program Year 2021 Annual Action Plan.

Previous Actions

- 30-Day Public Comment Period – March 11, 2021 – April 14, 2021

Future Actions

- City Council Review and Approval – April 20, 2021
- Submission of Plans to HUD – May 15, 2021

CITY OF SURPRISE, ARIZONA

ANNUAL ACTION PLAN

Program Year 2021

July 1, 2021 – June 30, 2022



Year 2 of the 2020-2024 Consolidated Plan

ON REQUEST THIS DOCUMENT CAN BE MADE AVAILABLE IN ALTERNATE FORMATS



City of Surprise
16000 N. Civic Center Plaza
Surprise, AZ 85374

Annual Action Plan – Year Two of the 2020-2024 Consolidated Plan

Prepared for:

City of Surprise

16000 N. Civic Center Plaza

Surprise, AZ 85374

www.surpriseaz.gov

Skip Hall, Mayor

Roland F. Winters, Jr., Councilmember

Aly Cline, Councilmember

Patrick Duffy, Vice Mayor

Ken Remley, Councilmember

Jack Hastings, Councilmember

Chris Judd, Councilmember

Michael Frazier, City Manager

Prepared by:

City of Surprise

Human Service & Community Vitality

Neighborhood Services Division

16000 N. Civic Center Plaza

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Introduction

The City of Surprise, Arizona, receives an annual entitlement allocation from the U.S. Department of Housing and Urban Development (HUD) the Community Development Block Grant (CDBG) program and HOME Investment Partnership Program (HOME).

A key feature of these grants is the City's ability to choose how the funds will be used. HUD provides a broad range of eligible activities that can be utilized with CDBG funding. The City must determine which of the eligible activities will best serve the needs of the community. In order to determine the most pressing needs and develop effective, place-based market-driven strategies to meet those needs, HUD requires grantees to develop a Five-Year Consolidated Plan.

The City of Surprise 2020-2024 Consolidated Plan identifies priority needs and goals to which CDBG funds should be allocated. The 2021 Program Year (PY) will be the second year of the current five-year Consolidated Plan. The Program Year will start on July 1, 2021 and end on June 30, 2022. This Annual Action Plan will identify available resources, and outline the use of the available resources during the Program year to meet the needs of the community. The available resource for Program Year 2021 includes CDBG Entitlement funding. As a member of the Maricopa HOME Consortium, the City will receive HOME funding through an agreement with the Consortium. Although the funding is allocated in the Consortium 2021 Annual Action Plan, the City will consider that funding when making decisions for its Annual Action Plan. For Program Year 2021, the City does not anticipate any Program Income to be received.

Summary of the objectives and outcomes identified in the Plan

The Surprise's 2020-2024 Consolidated Plan is a five-year strategic plan that provides an outline of actions for the community as it works toward meeting the housing and community development needs of its low and moderate-income and special needs households. The plan identified the following high priority needs:

1. Increase access to and support the development of affordable housing.
2. Support public facility improvements in the Original Town Site.
3. Support public services for low- and moderate-income persons who are disabled, homeless, at risk of becoming homeless, as well as life skill training for youth.
4. Continue providing planning, and administrative support to deliver HUD-funded programs, and fair housing activities.

The City of Surprise will allocate funding to meet the goals and objectives outlined in the Consolidated Plan. In Program Year 2021, projects will invest entitlement funds to continue to supporting the following:

1. Housing Rehabilitation
2. Housing Services
3. Public Facility Improvements
4. Public Services
5. Planning & Administration

The City of Surprise has an experienced and dedicated staff to oversee and administer the requirements of the Community Development Block Grant and HOME funding. The City will continue to make affordable housing one of its highest priorities in PY2021 by continuing to administer its Homeowner Occupied Housing Rehabilitation program. Through small grants and deferred loans, the City will help to preserve existing affordable housing stock by helping homeowners make necessary health and safety repairs to their homes. With some of the fastest rising rents in the nation, the City will help to alleviate the burden of high rental rates by supporting the City's Tenant Based Rental Assistance program. This program will help homeless or at risk of becoming homeless families achieve stable housing.

Program Year 2021 will be the second year of the program during the unprecedented COVID-19 Pandemic. The national crisis has driven an already vulnerable and unaffordable housing market into uncharted territory. Low-and Moderate Income families have continued to be placed at risk of becoming homeless, and becoming homeless. The City of Surprise will leverage additional federal resources received in Program Year 2020 to make Public Facility Improvements to privately or publically owned facilities to help persons who are homeless or at risk of becoming homeless. These facilities will provide emergency housing, access to housing resources and other public services to help households achieve housing stability. The City will also continue to support its most vulnerable populations by funding Public Services. Through non-profit partnerships and program sub-grantees, the City will help to provide essential services to seniors, disabled, homeless and persons at risk of becoming homeless.

Finally, the City is committed to administering the program efficiently, and in compliance with the requirements of the funding source. To that end, the City will allocate funding for Planning & Administration of the program and its projects. The effective planning of projects is essential to maintaining program compliance, leveraging funding, and project underwriting that ensures the City's investments are protected and create valuable outcomes for the community.

Evaluation of past performance

The City is building upon the previous experience and success that the City had with utilizing HUD funding for housing rehabilitation, public services, and public facility improvements. In addition to the five-year Consolidated Plan and Annual Action Plan, the City must complete a Consolidated Annual Performance and Evaluation Report (CAPER) to maintain compliance with the grant program. To date, the City of Surprise has successfully completed all the regulatory

reporting requirements, and successfully reported the accomplishments of previous Annual Action Plans for the planned expenditures. During the first year of the Consolidated Plan, the City enacted its goal to support affordable housing by supporting the Housing Rehab program, and housing services for the Tenant-Based Rental Assistance Program. Additionally the City funded Public Facility Improvements that helped to complete a youth baseball field in the Original Town Site of Surprise. Public services were supported through non-profit partners and other City Departments to provide essential services to the most vulnerable residents.

And finally, the City received CDBG-CV funding through the CARES Act, and was able to quickly plan and administer the funding to help low and moderate income residents who had been impacted by the COVID-19 Pandemic. The City created and administered a mortgage assistance program that helped Surprise homeowners who had lost their jobs make their mortgage payments. The City worked with non-profit partners to prepare and deliver meals to seniors and disabled persons who were homebound due to the pandemic. The City will continue to administer the CDBG-CV funding in Program Year 2021 to help those impacted by the pandemic.

Summary of citizen participation process and consultation process

Citizen participation plays an integral role throughout the planning and development of the Annual Action Plan. Participation of its Citizens in the process is desired to ensure the City is utilizing the resources towards projects that its residents have identified as a high priority. Additionally, effective citizen participation helps to better inform the public, identify hidden community needs, bring forward citizen ideas, and generate involvement and commitment to proposed solutions.

Citizen participation began with the creation of the five-year Consolidated Plan. During the formation of the Consolidated Plan, the City conducted extensive community outreach and participation. The outreach included community forums conducted in the City's Original Town Site, a targeted area. Additionally, a Consolidated Plan questionnaire was provided to gain input from the community. A total of two hundred twenty-three (223) residents responded to the questionnaire.

The Community Needs Assessment included nine (9) focus groups with over one hundred twenty (120) participants. Group interviews were conducted with thirty-nine (39) individuals, each of whom was a recent receiver of public services. The results of the Needs Assessment was a guiding document which assists in prioritizing plans, initiatives and programs to meet growing or unmet human service needs in our city.

For the PY2021 Annual Action Plan, the City continued to build on the successful Citizen participation that helped to formulate the Consolidated Plan. On February 10, 2021, the City conducted the first of two (2) public hearings held during the formation of the Annual Action Plan. This "Needs" hearing, gave citizens and local stakeholders an opportunity to comment on the needs of the community, and bring forward ideas to meet those needs. A second public hearing was held on April 14, 2021. The final public hearing allowed citizens and stakeholders to

comment on the draft Annual Action Plan. All public hearings were publically noticed with a legal advertisement placed in the local newspaper, a Public Notice posted to the City website, and social media posts were made prior to the public meetings. As allowed by HUD waivers, and the City's amended Citizen Participation Plan, the public hearings were held virtually. The virtual hearings allowed for open public access to the meetings, facilitated public access to all questions and responses, and provided timely responses from local officials. The platform for the public hearing ensured equal access and opportunity for all residents to participate in the process.

Prior to the second public hearing, a thirty (30) day review and comment period was conducted from March 11, 2021 through April 14, 2021. This comment period allowed citizens and stakeholders to review the draft plan, and submit written comment on the draft. The draft plan was made available for review on the City's website, at City Hall, the Senior Center, and the Surprise Resource Center. Typically the plan would be made available in additional locations, however due to COVID-19 concerns, the City did not make available the plan in locations that could not guarantee social distancing guidelines could be followed.

Summary of Public Comments

During the Public Hearing held on February 10, 2021, three comments were received. A representative from A New Leaf commented on the need for additional housing services to support the TBRA program. A representative from Lutheran Social Services of the Southwest commented on the growing need for homeless shelter services. A representative from the City Resource Center commented on the need for additional rental assistance.

*Additional comments will be added if received during the process.

Summary of comments or views not accepted and the reasons for not accepting them

All comments were recorded and accepted.

Summary

The City is committed to providing a meaningful way for residents to communicate their needs. The Veterans, Disability and Human Services Commission was created to assist 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. The Commission also serves as an advisory board for the CDBG and HOME funding.

The Commission holds monthly public meetings and provides an avenue for the community and stakeholders to communicate with the Commission and city staff. City staff will continue to update the commission on progress of the program, and solicit feedback and guidance from the Commission to help meet current program needs, and to anticipate future needs of the community.

Describe agency/entity responsible for preparing the Consolidated Plan and those responsible for administration of each grant program and funding Source

The following are the agencies/entities responsible for preparing the Consolidated Plan and those responsible for administration of each grant program and funding source.

Agency Role	Name	Department
CDBG Administrator	City of Surprise	Human Service & Community Vitality (HSCV)

Table 1 – Responsible Agencies

Narrative

The City of Surprise Human Services and Community Vitality Department serves as the lead agency for the CDBG and HOME grants. The Surprise Human Service & Community Vitality Department houses the Neighborhood Services Division. The department is designed to strengthen community, non-profits, and government partnerships to better serve Surprise residents.

During the preparation of the plan, the City solicited input from other governmental agencies as well as various public and private agencies providing housing, social services, and other community development activities within the community. The City will continue to form new partnerships with non-profit organizations, the private sector, and other local resources.

Consolidated Plan Public Contact Information

Adam Lane
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Human Service & Community Vitality
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Introduction

The City of Surprise believes that input from residents and stakeholders is vital to identifying the City's housing, community development, and human service needs. The Consolidated Plan, Analysis of Impediments to Fair Housing Choice, and the Annual Action Plan are developed with an emphasis on community and stakeholder input. In 2019, the Veterans, Disability and Human Services Commission (VDHS) completed a Community Needs Assessment, *Surprise a Community That Cares*.

This needs assessment is the first of its kind for the City to be commissioned in conjunction with the City's Veterans, Disability and Human Services Commission and the City Council for use in the City's planning process. The assessment includes long-term and short-term goals, program and fiscal considerations, prioritization of needed services, and program/resource decision making. The community needs assessment will assist the VDHS Commission in aligning a strategic plan with the identification of data-driven needs and opportunities. The initial population groups the City chose to explore as a part of this study to determine the human services needs in Surprise are as follows (in alphabetical order): homeless individuals and families/youth, individuals with disabilities and special needs, low- to moderate-income individuals and families/youth, seniors, survivors of violence (domestic, sexual, and hate crimes), and veterans.

During the formation of the City's Consolidated Plan and the Needs Assessment, the City brought together community stakeholders, residents, community leaders, and faith-based leaders to help identify the highest priority community needs, and set goals to meet those needs. The City held nine (9) focus groups with over one hundred twenty (120) participants. A community stakeholder meeting brought together one hundred forty (140) community members. The City also held target outreach meetings in the Original Town Site with residents of the target area.

Many of the stakeholders who participated in the Consolidated Plan process were consulted for this Annual Action Plan. The City also held a homeless coalition forum, bring together local homeless and housing service providers, and City departments and staff to discuss homelessness and affordable housing in Surprise. During the COVID-19 crisis, this forum focused on the rental eviction crisis, and residents being forced from stable housing due to the Pandemic.

The City also hosted two public meetings during the formation of the Annual Action Plan. These public hearings held at the regular meetings of the VDHS Commission, gave community stakeholders and residents opportunity to review the draft plan and budget, and give input into the draft plan.

Provide a concise summary of the jurisdiction's activities to enhance coordination between public and assisted housing providers and private and governmental health, mental health and service agencies (91.215(I))

The City of Surprise consulted with the Housing Authority of Maricopa County regarding the creation of additional affordable rental units, the need of rental assistance, and new rental housing construction in the city of Surprise. Additionally, Surprise has consulted with other housing, health, and service providers to provide services at the Heritage at Surprise developed by the Housing Authority.

The City of Surprise collaborates with other West Valley cities through the West Valley Municipal Human Services Collaborative meeting on a monthly basis to discuss needs and funding priorities.

In January of 2021 the Veterans, Disability & Human Services Commission finalized their Strategic Plan. The Strategic Plan aligns with the Community Needs Assessment, and will provide recommendations to the Surprise City Council for prioritization of enhanced serviced delivery infrastructure with the City of Surprise. These recommendations will be based on the expertise of the Commission, as well as the data and highlighted needs outlined in the assessment.

Describe coordination with the Continuum of Care and efforts to address the needs of homeless persons (particularly chronically homeless individuals and families, families with children, veterans, and unaccompanied youth) and persons at risk of homelessness

Surprise Staff members continuously consult with the regions CoC and support regional efforts to address the needs of homeless persons and persons at risk of homelessness. City staff has participated with MAG and its regional homelessness initiatives. The City is committed to working with the Maricopa Association of Governments and the CoC to end functional homelessness, and finding a regional strategy to move people from homelessness into housing. The City will work with MAG members and a diverse mix of regional stakeholders to develop a robust regional response to homelessness.

For Surprise low-income renters in 2020, 83% were severely housing cost burdened spending more than 50% of their incomes on rent alone. Severely Cost Burdened Households are being pushed to the brink of homelessness every day and cannot withstand national disaster or crisis situations. The COVID-19 Pandemic has driven residents from stable housing into homelessness. The rental eviction crisis will see thousands of residents at risk of becoming homeless.

In Program Year 2021, in response to the COVID-19 Pandemic and the resulting affordable housing and eviction crisis, the City will partner with a regional non-profit, regional partners and Maricopa County to establish a Housing Support Center. This regional housing center is to

prevent and respond to increased homelessness among individuals and families impacted by the COVID-19 pandemic, and to mitigate the spread of the Coronavirus among unsheltered persons, and the community at large. The center will provide socially distanced short term emergency housing, access to Coordinated Entry, rapid re-housing and tenant-based rental assistance. Access to other services will be provided to help move persons into stable housing in under thirty days. This strategy aligns with the CoC's priority goals for regional strategies to address homelessness.

Typically, Surprise participates in the annual Point in Time Count to reach out to sheltered and unsheltered homeless persons in our region to assess needs. Surprise coordinates volunteers through various partnerships with city departments and community organizations. Due to the COVID-19 Pandemic, there was no annual Point in Time count for the City of Surprise or Maricopa County in 2021. However, the 2020 Surprise Point in Time Count was 29 persons unsheltered. The West Valley Unsheltered Homeless count has risen from 135 in 2016 to 435 in 2020. According to MAG, from 2016 to 2019, unsheltered homelessness in the Maricopa County region increased by 94% with the unsheltered homeless rate in the West Valley by 213%.

Describe consultation with the Continuum(s) of Care that serves the jurisdiction's area in determining how to allocate ESG funds, develop performance standards and evaluate outcomes, and develop policies and procedures for the administration of HMIS

Discussions on the allocation of ESG funds are discussed at Maricopa Regional Continuum of Care meetings. Surprise currently does not receive ESG funds however, frequents the continuum of care ESG subcommittee to participate in discussions about determining resource allocation, performance standards and policies and procedures.

Describe Agencies, groups, organizations and others who participated in the process and describe the jurisdictions consultations with housing, social service agencies and other entities

1	Agency/Group/Organization	A New Leaf
Agency/Group/Organization Type		
☐ Services ☒ Housing ☒ Victims of DV ☒ Homeless ☒ Educations ☒ Victims ☐ Child Welfare Agency		
What Section of the Plan was addressed by Consultation?		
☒ Housing Needs Assessment ☒ Homeless Strategy ☒ Homeless Needs ☒ Chronically Homeless ☒ Families with children		
How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?		

A New Leaf serves over 25,000 individuals with resources, including homeless and domestic violence shelters with services, affordable housing solutions, youth services, foster care, counseling, financial literacy, neighborhood economic development, workforce support, and community services. Discussed needs include: Domestic violence shelters, transitional homes, programming, temporary shelter and basic needs, helping the homeless, youth, individuals and families Affordable housing support Community assistance programs Neighborhood economic development Workforce support, Early Childhood Education. For PY2021, the City will continue to partner with ANL for the TBRA program, and discuss partnership for the housing support center.

2	Agency/Group/Organization	The Society of St. Vincent de Paul
Agency/Group/Organization Type		
☐ Housing ☐ Services ☒ Housing		
What Section of the Plan was addressed by Consultation?		
☒ Homeless Strategy ☒ Homeless Needs – Chronically homeless ☒ Homeless Needs – Families with children ☒ Homelessness – Veterans ☒ Homelessness – Unaccompanied youth		
How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?		
The Society of St. Vincent de Paul is an international non-profit organization dedicated to serving the poor and providing others with the opportunity to serve. St. Vincent de Paul provides one-time assistance for rent, mortgage and utility bills. SVP participated in the homeless collaborative meeting held on January 27, 2021. SVP reported the need for eviction prevention and the prevention of homelessness.		
3	Agency/Group/Organization	Benevilla
Agency/Group/Organization Type		
☐ Services ☒ Elderly Persons ☒ Persons with disabilities		
What Section of the Plan was addressed by Consultation?		
☒ Non-homeless special needs		
How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?		
Benevilla enriches lives of West Valley residents by serving older adults, adults with disabilities, children and the families who care for them. Each Benevilla Life Enrichment Day Program features specialized programming to meet specific needs from memory care, to physical therapy, to intellectual challenges. Members benefit from a person-centered care philosophy and the support they need, while caregivers receive the resources they need to energize themselves. During COVID-19, Benevilla's services have been greatly reduced. Focus has been on essential needs like childcare and meal delivery for vulnerable seniors.		
4	Agency/Group/Organization	Arizona Department of Economic Security
Agency/Group/Organization Type		
☐ Services ☒ Children ☒ Elderly Persons ☒ Persons with disabilities ☒ Employment ☐ Other Government - State		
What Section of the Plan was addressed by Consultation?		
☒ Housing Needs Assessment ☒ Economic Development ☒ Market Analysis		
How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?		
Arizona Department of Economic Security (DES) works with families, community organizations, advocates and state and federal partners to realize our collective vision that every child, adult, and family in Arizona will be safe and economically secure. DES works to promote enhanced safety and well-being for Arizonans by focusing on three primary goals: strengthening individuals and families; increasing self-sufficiency; and, developing the capacity of communities. Discussions with DES staff are for critical needs for emergency shelter and shelter services. With the increase in federal COVID relief for homeless needs, staff has ongoing discussions with DES to fund critical needs.		

5	Agency/Group/Organization	City of Peoria
Agency/Group/Organization Type		
☐ Other government - Local		
What Section of the Plan was addressed by Consultation?		
☒ Housing Needs Assessment ☒ Economic Development ☒ Market Analysis		
How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?		
Peoria is a city in Maricopa and Yavapai counties in the state of Arizona. Most of the city is located in Maricopa County, while a tiny portion in the north is in Yavapai County. It is a major suburb of Phoenix. According to 2017 Census Bureau estimates, the population of the city is 168,181. Staff is in regular communication with Peoria for ongoing coordination of needs and services.		
6	Agency/Group/Organization	City of Avondale
Agency/Group/Organization Type		
☐ Other government - Local		
What Section of the Plan was addressed by Consultation?		
☒ Housing Needs Assessment ☒ Economic Development ☒ Market Analysis		
How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?		
Avondale is a city in Maricopa County, Arizona, United States, adjacent to Phoenix. According to the 2017 U.S. Census estimates, the population of the city is 84,025. Avondale, incorporated in 1946, experienced rapid residential and commercial growth in the years since 1980. Staff is in regular communication with Avondale for ongoing consultation of needs and services.		
7	Agency/Group/Organization	Salvation Army – Sun Cities/WV Corps
Agency/Group/Organization Type		
☐ Services ☒ Housing ☒ Victims of DV ☒ Homeless ☒ Education ☒ Health ☒ Persons with disabilities ☒ Persons with HIV/AIDs ☒ Employment		
What Section of the Plan was addressed by Consultation?		
☒ Housing Needs Assessment ☒ Non-homeless Special Needs ☒ Market Analysis		
How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?		
The Salvation Army, an international movement, is an evangelical part of the universal Christian Church. Salvation Army provides services and programs centered around youth programs, family programs, adult rehabilitation, senior programs, homeless services, educational programs, disaster services, missing persons, and human trafficking. The City has ongoing consultation with Salvation Army for the development of new services in Surprise.		
8	Agency/Group/Organization	Phoenix Rescue Mission
Agency/Group/Organization Type		
☐ Services ☒ Housing ☒ Health ☒ Homeless ☒ Employment		
What Section of the Plan was addressed by Consultation?		
☒ Housing Needs Assessment ☒ Homeless Strategy ☒ Market Analysis		
How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?		
The Phoenix Rescue Mission is a place of hope, healing, and new beginnings for men, women and children in our community struggling with homelessness, addiction, and trauma. Changing Lives Center, houses up to 200 women and children, whether battling addiction, escaping domestic violence or suffering other trauma. B.R.I.D.G.E stands for Building Relationships with Incarcerated men and women to Direct them toward the God who transforms lives, and to Empower them for healthy, independent living. This program is designed to reach		

out to inmates. R.A.P. is the first step of admission into our residential recovery program. Through a structured 7-day temporary shelter program, we assess men and women who are motivated for change and place them in the best solution pathway for their situation. Phoenix Rescue Mission serves over 2 million meals a year in our dining room and through our Mission Sharing program. We believe that hope begins with a meal, and that we are called to meet the basic needs of the hungry and homeless. Hope Coach is Phoenix Rescue Mission's mobile street outreach program. The goal is to bring the unsheltered homeless into the R.A.P. Program. Nearly every day of the year, our marked Hope Coach vans drive the streets of Phoenix to hand out life-saving items, including hygiene kits, water, and socks. Our Vocational Development program provides solutions to help homeless men and women obtain and retain jobs. Our classes and one-on-one counseling allow us to tailor solutions to equip clients with confidence and practical skills needed to land gainful employment. Phoenix Rescue Mission participated in the homeless coalition meeting on January 27, 2021. The reported increased persons living in cars and the need for additional shelter services. Increase in persons losing their stable housing. Need for better access to emergency shelter, rapid-rehousing and permanent supportive housing.

9	Agency/Group/Organization	Lutheran Social Services of the Southwest
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Agency/Group/Organization Type

☐ Services ☒ Housing ☒ Children ☒ Homeless ☒ Persons with disabilities ☒ Elderly persons
☐ Housing

What Section of the Plan was addressed by Consultation?

☒ Homeless Strategy
☐ Homeless Needs ☒ Chronically homeless ☒ Families with children ☒ Veterans ☒ Unaccompanied Youth

How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?

Lutheran Social Services of the Southwest is a 501(c)(3) nonprofit organization, an Arizona Qualifying Charity, and is affiliated with the Evangelical Lutheran Church in America, and recognized by the Lutheran Church-Missouri Synod. I-HELP is a unique, cost effective program that uses what churches have in abundance (space, volunteers, the desire to help the stranger) to provide overnight emergency shelter to those experiencing homelessness and case management to help them move from crisis to stability. I-HELP currently operates in Mesa and the Southwest Valley, including Avondale and Goodyear. LSS participated in the homeless collaborative meeting on January 27, 2021. LSS reported they had to reduce the number served due to COVID-19 concerns, but see an increase in need for shelter services. They have a need for additional space and better access to other services.

10	Agency/Group/Organization	Habitat for Humanity
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Agency/Group/Organization Type

☐ Housing ☐ Services - Housing

What Section of the Plan was addressed by Consultation?

☒ Housing Needs Assessment ☒ Homeless Strategy ☒ Market Analysis

How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?

Habitat for Humanity Central Arizona (Habitat), an affiliate of Habitat for Humanity International, is an independent, locally run, nonprofit 501(c)(3) organization. They work in partnership with low-income families, volunteers and sponsors to build, renovate and repair homes.

11	Agency/Group/Organization	Veterans, Disability & Human Service Commission
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Agency/Group/Organization Type

☐ Services ☒ Housing ☒ Victims of DV ☒ Homeless ☒ Employment ☒ Persons with disabilities
☐ Grantee Department

What Section of the Plan was addressed by Consultation?

☒ Housing Needs Assessment ☒ Economic Development ☒ Market Analysis

How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	
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. Staff consults with the Commission on the progress of the CDBG program and the formation of the AAP.	
12	Agency/Group/Organization Dysart Unified School District
Agency/Group/Organization Type	
☐ Services ☒ Housing ☐ Homeless ☐ Employment	
What Section of the Plan was addressed by Consultation?	
☒ Housing Needs Assessment	
How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	
The Dysart Unified School District participated in the City's Homeless Collaborative meeting on January 27, 2021. This discussion helped to identify needs of the homeless community. DUSD reported increased evictions, students leaving families, and the need to focus on connecting homeless with employment services.	
13	Agency/Group/Organization New Beginning Worship Center
Agency/Group/Organization Type	
☐ Services ☒ Housing ☐ Homeless ☐ Employment	
What Section of the Plan was addressed by Consultation?	
☒ Housing Needs Assessment	
How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	
New Beginning Worship Center, a faith-based organization participated in the City's Homeless Collaborative meeting on January 27, 2021. This discussion helped to identify needs of the homeless community. Staff reported increased need for tracking homeless persons, connecting them to resources, and regional concerns. They are tracking individuals across the west valley of Maricopa County.	
14	Agency/Group/Organization Surprise Police Department
Agency/Group/Organization Type	
☐ Services ☒ Homeless	
What Section of the Plan was addressed by Consultation?	
☒ Housing Needs Assessment	
How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	
The Surprise Police Department participated in the City's Homeless Collaborative meeting on January 27, 2021. This discussion helped to identify needs of the homeless community. PD reported on status of street homeless, need for supplies, mental health issues increasing, and need for emergency shelter.	
15	Agency/Group/Organization Newtown CDC
Agency/Group/Organization Type	
☐ Housing ☐ Services - Housing	
What Section of the Plan was addressed by Consultation?	
☒ Housing Needs Assessment ☒ Homeless Strategy	
How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	
Newtown CDC is a local non-profit that works to develop new homeownership opportunities for low-income families. The City consulted with Newtown staff to explore possible projects in Surprise.	
16	Agency/Group/Organization Chicanos Por La Causa

Agency/Group/Organization Type	
☐ Housing	☐ Services - Housing
What Section of the Plan was addressed by Consultation?	
☒ Housing Needs Assessment ☒ Homeless Strategy	
How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	
CPLC is a local non-profit that works to develop new homeownership opportunities for low-income families. The City consulted with CPLC staff to explore possible projects in Surprise, and the need for affordable housing units.	
17	Agency/Group/Organization Housing Authority of Maricopa County
Agency/Group/Organization Type	
☐ Housing	☐ PHA
What Section of the Plan was addressed by Consultation?	
☒ Housing Needs Assessment ☒ Public Housing Needs	
How was the Agency/Group/Organization consulted and what are the anticipated outcomes of the consultation or areas for improved coordination?	
The Housing Authority is a HUD-designated agency responsible for housing programs in Maricopa County, Arizona. The Housing Authority's primary jurisdiction includes 22 communities and all unincorporated portions of the Metropolitan Phoenix area and surrounding cities as a service area larger than 5 states with a population in excess of 4 million people. HAMC was consulted for the need for additional affordable units in Surprise. A possible senior facility is being explored.	

Identify any Agency types not consulted and provide rationale for not consulting

The City of Surprise invited all area Agencies, groups and organizations to participate in the community needs assessment. During the PY2021 Annual Action Plan, the City consulted with a cross section of area stakeholders to help identify solutions. No Agency types were intentionally omitted from consultation.

Describe other local/regional/state/federal planning efforts considered when preparing the plan

Name of Plan	Lead Organization	How do the goals of your Strategic Plan overlap with the goals of each plan?
Continuum of Care	Maricopa Regional Continuum of Care	The City's goals to help residents at risk of becoming homeless also align with the Maricopa Regional Continuum of Care's goals.
Municipal Responses to Homelessness 2020	Maricopa Association of Governments	Homelessness is an issue that reaches across municipal boundaries. A cohesive regional response is necessary to address the strategic plan goals of addressing affordable housing, and helping person who are homeless or at risk of becoming homeless.
Growth Plan 2035	City of Surprise	The Consolidated Plans goals align with the economic development, housing, and infrastructure goals outlined in the Surprise Growth Plan 2035.
Maricopa HOME Consortium Analysis of Impediments to Fair Housing Choice	Maricopa County HOME Consortium	The Consolidated Plan works to directly address the high priority impediments outlined in the 2020 Analysis of Impediments to Fair Housing Choice (AI).

Narrative (optional)

DRAFT

Summary of citizen participation process/Efforts made to broaden citizen participation. Summarize citizen participation process and how it impacted goal setting

Citizen participation plays an integral role throughout the planning and development of the City's Consolidated Plan and Annual Action Plan. The City conducted a Community Needs Assessment in 2019, held multiple public meetings, provided outreach in the Original Town Site (geographic priority area), conducted a survey, and met with stakeholders.

The results of the community outreach during the formation of the Consolidated Plan provided a foundation to be applied during the Annual Action Plan Citizen Participation process. Staff continues to find ways to inform and engage the community. During COVID-19, methods for outreach have been limited to traditional and online media, as well as virtual events.

For Program Year 2021, Citizen Participation began with technical assistance and application process for eligible Subrecipients. The TA workshop and discussion was held on February 2, 2021 with potential applicants. The application was open from February 22, 2021 through March 19, 2021. On February 10, 2021, a public "needs" hearing was held at the regular meeting of the Veterans, Disability and Human Services Commission. This hearing allowed opportunity for citizens and stakeholders to comment on the formation of the plan. On March 11, 2021, a 30-day comment period was opened. The comment period gave the public opportunity to review the draft plan, and make written comments. A final public hearing was held on April 14, 2021 at the regular meeting of the VDHS Commission meeting. This final public hearing allowed citizens to make comment on the draft Annual Action Plan before it was presented to City Council for approval. Any comments received are accepted and summarized in this plan.

Citizen Participation Outreach

Sort Order	Mode of Outreach	Target of Outreach	Summary of Comments Not Accepted	URL
1	Newspaper Ad/Public Notice/Social media	Non-targeted/broad community	All comments were accepted and recorded.	
Summary of response/attendance				
A 30-day comment period began on March 11, 2021 and ended April 14, 2021. No comments were received.				
Summary of comments received				

One written comment was received in support of more accessible housing units, and services for persons with disabilities. One oral comment was received in support of affordable rental housing.				
Sort Order	Mode of Outreach	Target of Outreach	Summary of Comments Not Accepted	URL
2	TA/Application process.	Eligible Subrecipients	2 Applications received.	
Summary of response/attendance				
The technical assistance and application process began on February 2, 2021, and closed on March 19, 2021.				
Summary of comments received				
N/A				
Sort Order	Mode of Outreach	Target of Outreach	Summary of Comments Not Accepted	URL
3	Newspaper Ad/public notice	Non-targeted/broad community	All comments were accepted and recorded.	
Summary of response/attendance				
The public "needs" hearing was held at the Veterans, Disability & Human Services Commission meeting held on February 10, 2021. Due to COVID-19 and the City Hall being closed to the public, the public hearing was held virtually. A notice of the use of waiver was sent to HUD on May 11, 2020.				
Summary of comments received				
Three oral comments were received in support of rental assistance and homeless services.				
Sort Order	Mode of Outreach	Target of Outreach	Summary of Comments Not Accepted	URL
4	Newspaper Ad/public notice	Non-targeted/broad community	All comments were accepted and recorded.	
Summary of response/attendance				
This public hearing was held at the regular VDHS meeting held on April 19, 2021. Due to COVID-19 and the City Hall being closed to the public, the public hearing was held virtually. A notice of the use of waiver was sent to HUD on May 11, 2020.				
Summary of comments received				
No comments were received during the public hearing.				

Introduction

The City of Surprise prioritized goals and objectives for using CDBG funding to strategically and effectively benefit low- and moderate-income residents by supporting the creation of affordable housing, investing in public facility improvements, and supporting public services. The City will receive a CDBG allocation in the amount of \$656,411 for PY2021. The City will receive HOME funding through the Maricopa HOME Consortium. Those funds are allocated in the Consortium's AAP, however the funds are considered here when making funding allocations.

The City does have CDBG and HOME funding from previous program years that is unspent as of the date of this Annual Action Plan submittal. These funds are fully allocated to projects in previous Action Plans, and are not being reallocated to different activities. Therefore, previous years funds are not accounted for in this Annual Action Plan.

Anticipated Resources

Program	CDBG	Source of Funds	Public - Federal
Use of Funds: Affordable Housing, Public Facility Improvements, Public Services, Administration & Planning			
Expected Amount Available Year 1		Narrative Description	
Annual Allocation: \$	\$656,411	The City's CDBG allocation for Program Year 2021 is \$656,411. The City does not anticipate any program income in PY2021.	
Program Income: \$	\$0		
Prior Year Resources: \$	\$0		
Total: \$	\$656,411		
Expected Amount Available Remainder of ConPlan: \$	\$1,969,233		

Program	General Fund	Source of Funds	Public - Local
Use of Funds: Administration & Planning, Affordable Housing, Public Services, Public Facility Improvements			
Expected Amount Available Year 1		Narrative Description	
Annual Allocation: \$	\$75,000	The City of Surprise allocates approximately \$75,000 annually of City General Funds for CDBG staff salary in support of program administration and project delivery.	
Program Income: \$	\$0		
Prior Year Resources: \$	\$0		
Total: \$	\$75,000		
Expected Amount Available Remainder of ConPlan: \$	\$225,000		

TABLE 1 - EXPECTED RESOURCES – PRIORITY TABLE

Explain how federal funds will leverage those additional resources (private, state and local funds), including a description of how matching requirements will be satisfied

The City of Surprise allocates approximately \$75,000 annually from the City General Funds for CDBG staff salary in support of program administration and project delivery.

The projects outlined in the Strategic Plan which are implemented by outside agencies are anticipated to use CDBG funding to leverage their initial financial resources. Match is not a requirement for funding to be awarded, however match and leverage is considered in funding awards.

Many of the development activities outlined in the Strategic Plan and Annual Action Plan receive substantial leverage from the City's general fund, development incentive programs, and other programs designed to encourage economic growth. Leveraged resources are reported in the Consolidated Annual Performance and Evaluation Report (CAPER).

The City of Surprise offers incentives for new affordable housing developments in the Original Town Site. Surprise provided over \$275,000 in development fee reduction in the Heritage at Surprise project. Surprise continues to find ways to leverage funding for matching requirements.

If appropriate, describe publicly owned land or property located within the jurisdiction that may be used to address the needs identified in the plan

The City is looking to improve public facilities in low- and moderate-income in the Original Town Site. The City will continue to evaluate locations on public owned property over the course of the Consolidated Plan. In general, the areas of needs described in the *General Plan 2035*, *Parks and Recreation Master Plan*, and *Human Services and Community Vitality in Surprise - A Community that Cares* will help to guide the locations of investment. As the City continues to grow, additional property may be identified that would be suitable for utilizing HUD funding.

The City of Surprise owns the land for the Heritage at Surprise project. Additionally, Surprise owns 17 acres in the Heritage District of the Original Town Site, and is actively seeking partners to develop the property that could include new affordable rental units and community services centers.

In PY2020, the City budgeted more than \$2,000,000 in General Funds to acquire property that could be developed for public benefit and use.

Discussion

The City does not anticipate any program income in excess of \$25,000 during the program year.

Annual Goals & Objectives

AP-20

Annual Goals & Objectives AP-20 91.420, 91.220(c)(3)&(e)

Goals Summary Information

Sort Order	1	Goal Name	Housing Rehabilitation	Start Year	2021	End Year	2022
Category		Geographic Area		Needs Addressed		Funding	
Affordable Housing		Surprise Citywide		Affordable Housing		CDBG \$220,206	
Goal Outcome Indicator		Homeowner housing rehabilitated: 25 household housing unit					
Goal Description		The City of Surprise has a robust housing rehabilitation program that provides deferred loan for low- and moderate-income residents for residential improvements to (1) health, safety, and livability improvements and (2) home weatherization and energy efficiency. Projects include rehabilitation of privately owned, single-unit homes and all delivery costs (including staff, other direct costs, and service costs) directly related to carrying out housing rehabilitation activities.					
Activity Matrix: 14A, 14H							
Sort Order	2	Goal Name	Housing Services	Start Year	2021	End Year	2022
Category		Geographic Area		Needs Addressed		Funding	
Affordable Housing		Surprise Citywide		Affordable Housing		CDBG \$35,000	
Goal Outcome Indicator		Tenant based rental assistance/Rapid Rehousing: 26 Households assisted					
Goal Description		Funds will be used to provide direct assistance to low-income households who need help paying their rent. Tenant-Based Rental Assistance (TBRA) is a rental subsidy that helps make up the difference between what a renter can afford to pay and the actual rent for a home. These services are in support of the HOME program.					
Activity Matrix: 14J							
Sort Order	3	Goal Name	Public Facility Improvements	Start Year	2021	End Year	2022
Category		Geographic Area		Needs Addressed		Funding	
Non-Housing Community Development		Surprise Citywide		Public Facility Improvements		CDBG \$175,000	
Goal Outcome Indicator		Public Facility or Infrastructure activities other than Low/Moderate Income LMC Benefit: 200 Persons assisted					
Goal Description		Public facility improvements may include: 1. Acquisition, construction, or rehabilitation of facilities (except permanent housing) for seniors					
Activity Matrix: 3A, 3E, 3L, 3C							

22

	- Acquisition, construction, or rehabilitation of facilities that are principally designed to serve a neighborhood and that will be used for social services or for multiple purposes (including recreation) - Development of open space areas or facilities intended primarily for recreational use - Installation or replacement of water lines, sanitary sewers, storm sewers, and fire hydrants. - Improvements to sidewalks including the installation of trash receptacles, lighting, benches, and trees. - Acquisition, construction, conversion of buildings, or rehabilitation of temporary shelters and transitional housing for the homeless, including victims of domestic violence, dating violence, sexual assault or stalking, disaster victims, runaway children, drug offenders, and parolees.
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Sort Order	4	Goal Name	PublicServices	Start Year	2021	End Year	2022
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Category	Geographic Area	Needs Addressed	Funding
Homeless Non-homeless Special Needs Non-Housing Community Development	Surprise Citywide	PublicServices	CDBG \$94,923

Goal Outcome Indicator	Publicservice activities other than Low/Moderate Income Housing Benefit: 50 Persons Assisted
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Goal Description	Projects may include:
Activity Matrix: 5A, 5B, 5Q, 3T	Subsistence Payments. One-time or short-term (no more than three months) emergency payments on behalf of individuals or families, generally for the purpose of preventing homelessness. Examples include utility payments to prevent cutoff of service, and rent/mortgage payments to prevent eviction. Homeless/AIDS Patients Programs - Costs associated with the operation of programs for the homeless or for AIDS patients, such as staff costs, utilities, maintenance, and insurance. Services for Persons with Disabilities - Services for the persons with disabilities, regardless of age. Pandemic Responses - Eligible activities to support local pandemic response such as the COVID-19 infectious disease.

Sort Order	5	Goal Name	Planning & Administration	Start Year	2021	End Year	2022
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Category	Geographic Area	Needs Addressed	Funding
Affordable Housing Homeless Non-homeless Special Needs Non-Housing Community Development	Surprise Citywide	Affordable Housing	CDBG \$131,282 General Fund \$75,000

Goal Outcome Indicator	Other: 1
Goal Description	Expenses related to administering the program, preparing planning documents and reports, fair housing activities, and other eligible expenses under this category.
Activity Matrix: 20, 21A, 21D, 21H	

Table 25 – Goals Summary

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Introduction

The strategies listed in this plan address the first-year allocation for the City of Surprise in Program Year 2021. The City will be managing the majority of the CDBG funding directly. Projects align with the priority needs of the community: create and support existing affordable housing, invest in public facility improvements in the Original Town Site, support public services, and maintain the administration/planning of HUD funded programs.

#	Project Name
1	Housing Rehabilitation
2	Housing Services
3	Public Facility Improvements
4	Public Services
5	Planning & Administration

Table 26 – Project Information

Describe the reasons for allocation priorities and any obstacles to addressing underserved needs

The City of Surprise chose first-year action plan projects based upon the needs of the community identified in *Human Services & Community Vitality - A Community That Cares* (2019), input from stakeholders and residents, and the recommendation identified in the *Maricopa HOME Consortium - Assessment of Impediments to Fair and Affordable Housing*. The City continues to evaluate past and present projects to ensure that money is being utilized in an efficient manner that best helps solve the challenges faced by Surprise's low- and moderate-income residents.

Project Summary Information

1

Project Name	Housing Rehabilitation
Target Area	Surprise Citywide
Goals Supported	Housing Rehabilitation
Needs Addressed	Affordable Housing
Funding	CDBG: \$220,206
Description	City of Surprise housing rehabilitation program. Deferred loans and small grants made to eligible Surprise homeowners to make health and safety repairs, as well as weatherization and accessibility modifications to their homes.
Target Date	June 30, 2022
Estimate the number and type of families that will benefit from the proposed activities	A total of 25 LMI households will receive assistance for housing rehabilitation projects.
Location Description	Surprise Citywide
Planned Activities	The City provides a Housing Rehabilitation Program for privately owned, single-unit homes for LMI households. This also includes all delivery costs (including staff, other direct costs, and service costs) directly related to carrying out housing rehabilitation activities. This may include appraisal, architectural, engineering, and other professional services; preparation of work specifications and work write-ups; loan processing and underwriting; survey, site and utility plans; application processing and other eligible activities.
Activity Matrix: 14A, 14H <i>24 CFR</i> <i>570.202(a)(1), 24 CFR 570.202(b)(9) or 42 USC 5305(a)(4)</i>	

2

Project Name	Housing Services
Target Area	Surprise Citywide
Goals Supported	Housing Services
Needs Addressed	Affordable Housing
Funding	CDBG: \$35,000
Description	Activities will be in support of the HOME program.

Target Date	June 30, 2022
Estimate the number and type of families that will benefit from the proposed activities	Tenant-based rental assistance will be utilized by 11 households.
Location Description	Surprise Citywide
Planned Activities Activity Matrix: 14J <i>24 CFR 570.201(k) or</i> <i>42 USC 5305(a)(20)</i>	Funds will be used to provide direct assistance to low-income households who need help paying their rent. Tenant-Based Rental Assistance (TBRA) is a rental subsidy that helps make up the difference between what a renter can afford to pay and the actual rent for a home.

3

Project Name	Public Facility Improvements
Target Area	Original Town Site
Goals Supported	Public Facility Improvements
Needs Addressed	Public Facility Improvements
Funding	CDBG: \$175,000
Description	Improvements to public facilities that serve low- and moderate income persons, or facilities located in LMA areas.
Target Date	June 30, 2022
Estimate the number and type of families that will benefit from the proposed activities	Approximately 200 LMC persons will benefit from the project.
Location Description	Original Town Site
Planned Activities Activity Matrix: 03A, 03C, 03E, 03L <i>24 CFR 570.201(c) or</i> <i>42 USC 5305(a)(2)</i>	The City will provide improvements to public facilities that serve homeless or persons at risk of becoming homeless. As well as other eligible expenses under this category.

4

Project Name	Public Services
Target Area	Surprise Citywide

Goals Supported	Public Services
Needs Addressed	Public Services
Funding	CDBG: \$94,923
Description	Services to low- and moderate-income persons who are Seniors, disabled, homeless, or at risk of becoming homeless.
Target Date	June 30, 2022
Estimate the number and type of families that will benefit from the proposed activities	Approximately 100 LMC persons will benefit from the public services.
Location Description	Surprise Citywide
Planned Activities Activity Matrix: 05Q, 05A, 03T, 05B <i>24 CFR 570.201(e) or</i> <i>42 USC 5305(a)(8) +</i> <i>24 CFR 570.482(c)(2)</i> <i>+ 24 CFR</i> <i>570.207(b)(4)</i>	Activities may include funding for Lutheran Social Services - IHELP, crisis assistance, homelessness services. The City will also fund eligible activities to support local pandemic response such as the COVID-19 infectious disease.

5

Project Name	Planning & Administration
Target Area	Surprise Citywide
Goals Supported	Planning & Administration
Needs Addressed	Planning & Administration
Funding	CDBG: \$131,282 General Fund: \$75,000
Description	Expenses related to administering the program, preparing planning documents and reports, fair housing activities, and other eligible expenses under this category.
Target Date	June 30, 2022
Estimate the number and type of families that will benefit from the proposed activities	Planning and administration of HUD programs provides a benefit to all persons in Surprise.
Location Description	Surprise Citywide

Planned Activities**Activity Matrix:****20, 21A, 21D, 21H***24 CFR 570.206 or
24 CFR**570.489(a)(3) + 24**CFR 570.206 or 24**CFR 570.205 + 24**CFR 570.206(i)(2) or**42 USC 5305(a)(13)*

Expenses related to administering the program, preparing planning documents and reports, fair housing activities, and other eligible expenses under this category.

DRAFT

Description of the geographic areas of the entitlement (including areas of low-income and minority concentration) where assistance will be directed

The City will limit low mod area benefit (LMA) to public facility improvements in the Original Town Site (OTS). All of other projects in the 2021 Action Plan will occur citywide.

The **Original Town Site (OTS)** is the historic center of Surprise. It is just over one square mile, 664 acres in area -- bounded by Bell Road on the north, Dysart Road on the west, Greenway on the south and El Mirage on the east. Grand Avenue (U.S. 60) and the Santa Fe railroad tracks angle through the area, separating the north and south portions of the neighborhood.

The OTS is remarkable in its variety. Existing conditions range from the oldest, original residences and businesses in the City to the Bell Road Corridor shops, restaurants, hotels and offices as well as public facilities, commercial development and new housing within the neighborhood. There are also vacant parcels, properties in need of rehabilitation and marginal land uses that are prime candidates for redevelopment.

Geographic Distribution

Target Area	Percentage of Funds
Original Town Site (OTS)	75

Table 27 – Geographic Distribution

Rationale for the priorities for allocating investments geographically

The City is actively working to improve the Original Town Site (OTS) and has identified the high priority need for public facility improvements.

The Original Town Site (OTS) of Surprise currently includes over 16% of undeveloped lands within its boundaries, in addition to many vacant properties. The ultimate pattern of revitalization supports design strategies and public improvements that capitalize on the cultural aspects of walkability and “front yard-living” that provide the basis for a vibrant, culturally diverse community, while providing regional connectivity and expanded services. Current planning efforts for this area include the Village 1 Plan and the Specific Plan for the revitalization of the OTS. The OTS is also a designated Opportunity Zone.

Discussion

The City will limit low mod area benefit (LMA) to public facility improvements in the Original Town Site (OTS). All of other projects in the 2021 Action Plan will occur citywide.

Introduction

The City has made affordable housing one of its highest priority needs for the Consolidated Plan year. Actions over the five-year period include the preservation of affordable units through owner-occupied housing rehabilitation, providing rental assistance through tenant-based rental assistance, and the development of new affordable rental units. The lack of multi-family housing in Surprise is one of the biggest contributing factors to the high rental rates in Surprise.

Actions it planned to remove or ameliorate the negative effects of public policies that serve as barriers to affordable housing such as land use controls, tax policies affecting land, zoning ordinances, building codes, fees and charges, growth limitations, and policies affecting the return on residential investment

The City of Surprise strategy to remove or ameliorate barriers to affordable housing is to leverage resources and develop partnerships to create new affordable housing units. For instance, in the Surprise Heritage District, the City's provides financial incentives to promote both residential and commercial development that will aid in the revitalization of the Original Town Site. Incentives include:

- New residential development on parcels zoned either SHD-RO or SHD-CO shall receive a 100% waiver of the City of Surprise Development Impact Fees
- New, expanding qualifying commercial development may request a 100% waiver of Building Plan Review, Building Permit, and City of Surprise Development Impact Fees at the approval of City Council.

In accordance with the Analysis of Impediment Fair Housing Goals, the City of Surprise will review zoning ordinances for areas that restrict housing development. For instance, the City has a lack of multi-family housing with less than 1% of existing residential units being multi-family. Currently, less than .1% of land in Surprise is zoned for multi-family housing. This may be a barrier to the development of new multi-family housing units in Surprise. The City will work with city officials, developers and housing stakeholders to review and develop the zoning ordinances to support more multi-family housing.

Discussion

Introduction

The City of Surprise continue to focus on the needs of low- and moderate-income residents and to provide needed services that will help improve their lives.

Veterans, Disability and Human Services Commission

In 2018, the City Council voted to disband the Disability and Advisory Commission and expand it into a new commission, the Veterans, Disability and Human Services Commission. The expanded 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.

In January of 2021 the Veterans, Disability & Human Services Commission finalized their Strategic Plan. The Strategic Plan aligns with the Community Needs Assessment, and will provide recommendations to the Surprise City Council for prioritization of enhanced service delivery infrastructure with the City of Surprise. These recommendations will be based on the expertise of the Commission, as well as the data and highlighted needs outlined in the assessment.

Surprise Community Outreach Program

In an effort to support and grow the quality of life in Surprise, the Mayor and City Council offer the Surprise Community Outreach Program (SCOP). The program provides financial assistance to qualified nonprofits that provide direct services to City of Surprise residents. The Surprise City Council set aside up to \$100,000 for FY21. Applicants must provide direct services which improve the health and welfare of Surprise residents.

Actions planned to address obstacles to meeting underserved needs

The City has partnered with Lutheran Social Services for their I-Help program to provide emergency overnight shelter, and homeless services in Surprise. The City of Surprise Police Department has also entered into an agreement with Phoenix Rescue Mission to provide street outreach and case management for Surprise homeless.

The City of Surprise Resource Center provides a central location for local service providers to reach out to persons experiencing homelessness. The Surprise Resource Center is a one-stop-shop for social services. Through strategic partnerships with a growing number of community-based organizations and government agencies, the Center offers Surprise residents connections to services that include everything from rent and utility assistance to employment support to food and nutrition resources. During COVID-19, the Resource Center has administered the federal rental and utility assistance received from Maricopa County, for Surprise and El Mirage

residents.

Program offered at the Resource Center include:

- Community Action Program (CAP) for Surprise and El Mirage
- Arizona@Work Maricopa County, All Employment Assistance
- Eve's Place - mobile domestic violence advocacy services, A New Life Center – DV support groups
- Adelante Healthcare – WIC Services
- Helping Families in Need (SNAP, TANF, AHCCCS)
- St. Mary's Food Bank (TEFAP), and Kidsafe
- Medicare and Medicaid support counseling
- Benevilla- parent support and education
- LSS I-HELP – homeless services
- Veteran Support

In January of 2021, the VDHS Commission completed a Strategic Plan for addressing the needs identified in the Needs Assessment. The City will work with the Commission to enact the Strategic Plan in Program Year 2021.

Actions planned to foster and maintain affordable housing

The City plans to continue providing owner occupied housing rehabilitation for low- and moderate-income residents in need of health and safety rehabilitation to their homes. The preservation of existing affordable housing is one of the most impactful investments the City can make in fostering affordable housing. In 2020, the City partnered with A New Leaf to administer the City's tenant-based rental assistance (TBRA) program to help eligible residents gain stable and affordable housing.

The development of new affordable rental units remains a high priority for the City. The City will continue to seek out partnerships with housing developers to create new rental unit opportunities.

Actions planned to reduce lead-based paint hazards

The health risks to young children posed by lead-based paint in residential dwellings remains an important issue for both the housing industry and the public health community to address. The City is committed to addressing the challenges faced by young families living in homes with lead-based paint.

Housing Rehabilitation Lead-based Paint

The City of Surprise lead-based paint evaluation and reduction of lead-based paints involves the following areas: notification, lead hazard evaluation; lead hazard reduction, and clearance. All projects are evaluated for applicability to the Lead-Safe Housing Rule, and managed per the standards of the rule. A Neighborhood Services staff member is required to be an EPA certified

Risk Assessor in order to be qualified to evaluate homes for lead hazards, and review third-party testing when developing projects when lead hazards are present. The City is committed to addressing the challenges faced by young families living in homes with lead-based paint.

TBRA Lead-based Paint

TBRA lead-based paint requirements apply to dwelling units occupied or to be occupied by families or households that have one or more children under age six, the common areas servicing the units, exterior painted surfaces associated with such units, and other areas used by unit residents and frequented by children under age six.

Units with tenant-based rental assistance and households with no children under the age of six are exempt from the requirements, except families and households in all tenant-based rental assistance pre-1978 units must receive the lead hazard information pamphlet and disclosure information.

The City of Surprise TBRA activities for units with families or households that have one or more children under age six must include: notification, lead hazard evaluation, lead hazard reduction, ongoing maintenance, and responding to children with environmental intervention blood lead levels.

Actions planned to reduce the number of poverty-level families

The Surprise Resource Center will continue to be a cornerstone of the support structure for poverty level families in Surprise. The Resource Center is a one-stop-shop for social services. Through strategic partnerships with a growing number of community-based organizations and government agencies, the Center offers Surprise residents connections to services that include everything from rent and utility assistance to employment support to food and nutrition resources.

The City of Surprise will provide short and long term rental and utility assistance utilizing HOME and CDBG funding to assist families who are homeless or at risk of becoming homeless to access stable affordable housing. The City's partnership with Lutheran Social Services and HAMC will help families make the transition, and provide stable housing opportunities.

The City is committed to the best practice that safe and stable housing is the first step to achieving self-sufficiency and elevating out of poverty. In response to the COVID-19 Pandemic and the resulting affordable housing and eviction crisis, the City will partner with a regional non-profit, regional partners, and Maricopa County to establish a Housing Support Center. This regional housing center is to prevent and respond to increased homelessness among individuals and families impacted by the COVID-19 pandemic, and to mitigate the spread of the Coronavirus among unsheltered persons, and the community at large. The center will provide socially distanced short term emergency housing, access to Coordinated Entry, rapid re-housing and tenant-based rental assistance. Access to other services will be provided to help move persons into stable housing in under thirty days.

Actions planned to develop institutional structure

The City of Surprise is deeply committed to understanding and providing services to the City's residents. In 2019, the city conducted a Community Needs Assessment with the goal of creating a guiding document which can assist in prioritizing plans, initiatives and programs to meet growing or unmet human service needs in our city. The Community Needs Assessment was used to help determine needs, goals, and projects for the 2020-2024 Consolidated Plan. The VDHS Commission utilized the Assessment to formulate a strategic plan, which was adopted in January 2021.

The City of Surprise Human Service & Community Vitality (HSCV) Department, Neighborhood Services Division, is responsible for the development of the Consolidated Plan, the Annual Action Plan, and the annual CAPER. Neighborhood Services is adequately staffed to manage the complexities of the program, and has a plan of succession when staffing changes. Neighborhood services will work with HSCV staff, other city departments, and Sub-grantees to carry out the Annual Action Plan goals and projects. Neighborhood Services is responsible for monitoring sub-grantee performance and program compliance.

HSCV and Neighborhood Services will work closely with the VDHS Commission to monitor the progress of the Consolidated Plan through annual reviews of the CAPER reporting, and comprehensive review of Annual Action Plans, making adjustments when needed to meet evolving needs.

When funding allows, staff will attend Community Planning & Development program trainings, seminars, and conferences, to grow institutional knowledge and capacity. Training will also be offered to sub-grantees and partners to further strengthen the community's service provider capacity, helping to ensure success.

Actions planned to enhance coordination between public and private housing and social service agencies

City staff participate and are members of the West Valley Municipal Human Services Collaborative, Maricopa Regional Continuum of Care, and West Valley Human Services Collective. Staff also regularly meet with the Housing Authority of Maricopa County. The regional stakeholders have a strong history of working together to achieve shared community goals. The City of Surprise Resource Center holds quarterly partner meetings to share available resources and coordinate efforts.

The City is a member of Arizona Housing Coalition, and is committed to the goal of ensuring safe, affordable homes for all Arizonans. These goals include a functional end to homelessness, and providing adequate housing supply. The development of new affordable rental units remains a high priority for the City. The City will continue to seek out partnerships with housing developers and stakeholders to create new affordable housing opportunities.

Discussion

DRAFT

Introduction

Projects planned with CDBG and HOME funds for PY2020 are identified in the Projects Table located earlier in the Consolidated/Annual Plan Process. The City does not anticipate receiving program income in excess of \$25,000.

Community Development Block Grant Program (CDBG)

Reference 24 CFR 91.220(l)(1)

Projects planned with all CDBG funds expected to be available during the year are identified in the Projects Table. The following identifies program income that is available for use that is included in projects to be carried out.

1. The total amount of program income that will have been received before the start of the next program year and that has not yet been reprogrammed	0
2. The amount of proceeds from section 108 loan guarantees that will be used during the year to address the priority needs and specific objectives identified in the grantee's strategic plan.	0
3. The amount of surplus funds from urban renewal settlements	0
4. The amount of any grant funds returned to the line of credit for which the planned use has not been included in a prior statement or plan	0
5. The amount of income from float-funded activities	0
Total Program Income:	0

Other CDBG Requirements

1. The amount of urgent need activities	0
2. The estimated percentage of CDBG funds that will be used for activities that benefit persons of low and moderate income. Overall Benefit - A consecutive period of one, two or three years may be used to determine that a minimum overall benefit of 70% of CDBG funds is used to benefit persons of low and moderate income. Specify the years covered that include this Annual Action Plan.	100.00%

Discussion

APPENDIX

Appendix

List of Attachments

- A- Letter of Submission to HUD
- B- City of Surprise Program Year 2021 Alternative Version
- C- Program Year 2021 Spending Synopsis
- D- Citizen Participation Documents
- E- SF424 and Certifications

DRAFT

CITY OF SURPRISE PY2021 CDBG Annual Action Plan Spending Summary			Original Funding Request	VDHS Commission Changes	PY2021 Final Allocation
AFFORDABLE HOUSING					
City of Surprise Housing Rehab/HQS			\$195,206		\$195,206
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	\$50,000	\$40,000			
Capital	\$145,206	\$0			
Homeowner Accessibilty Modifications			\$25,000		\$25,000
Matrix <u>14A</u>	Original Funding Request	Match	Citations: 570.202(a)(1), 570.202(b)(9) Associated Goal: Housing Rehabilitation Outcome: 5 LMH		
Activity Delivery	\$5,000	\$0			
Capital	\$20,000	\$0			
Support for HOME Tenant Based Rental Assistance			\$35,000		\$35,000
Matrix <u>14J</u>	Original Funding Request	Leverage	Citation: 570.201(k) Associated Goal: Housing Services Outcome: 11 LMH		
Capital	\$0	\$185,000			
Activity Delivery	\$35,000				
SUBTOTAL - Housing Activities			\$255,206	\$0	\$255,206
PUBLIC FACILITY IMPROVEMENTS					
Public Facility Improvements			\$175,000		\$175,000
Matrix <u>03E, 03F, 03L</u>	Original Funding Request	Leverage	Citation:570.201(c) Associated Goal: Public Facility Improvements Outcome: 200 LMC		
Capital	\$165,000	\$500,000			
Activity Delivery	\$10,000				
SUBTOTAL - PUBLIC FACILITIES			\$175,000	\$0	\$175,000
PUBLIC SERVICES - 15%					
Subrecipient - Homeless Services			\$94,923		\$94,923
Matrix <u>03T</u>	Original Funding Request	Applicant Leverage	Citations: 570.201(e), 570.207(b)(4) Associated Goal: Public Services Outcome: 100 LMC		
Capital	\$59,923	\$200,000			
City Program - Short term rental assistance			\$0		\$0
Matrix <u>05Q</u>	Original Funding Request	Match	Citations: 570.201(e), 570.207(b)(4) Associated Goal: Public Services Outcome: 0 LMC		
Capital	\$0	\$0			
Pandemic Response			\$0		\$0
Matrix <u>05</u>	Original Funding Request	Match	Citations: 570.201(e), 570.207(b)(4) Associated Goal: Public Services Outcome: 0 LMC		
Capital	\$0	\$0			
SUBTOTAL - PUBLIC SERVICES (HUD maximum 15%)			\$94,923	\$0	\$94,923
City of Surprise General Program Administration (all new funds)			\$131,282		\$131,282
SUBTOTAL - PLANNING & ADMINISTRATION (HUD Max. 20%)			\$131,282	\$0	\$131,282
GRAND TOTAL W/ ADMINISTRATION & PLANNING			\$656,411		\$656,411
FUNDS AVAILABLE	2021 New CDBG Funds		\$656,411		\$656,411
	Program Income - City		\$0		\$0
TOTAL FUNDS AVAILABLE			\$656,411		\$656,411
TOTAL REQUESTS IN EXCESS OF FUNDING			\$0	\$0	\$0



Program Year 2021 Annual Action Plan

Year two of the 2020-2024 Consolidated Plan

Public Review

Human Service & Community Vitality | April 14, 2021



Introduction

The City of Surprise is a recipient of Community Development Block Grant (CDBG) and HOME Investment Partnership (HOME) funding.

The City receives an annual allocation of CDBG as a direct entitlement.

The City receives an annual allocation of HOME funding as a member of the Maricopa HOME Consortium.



Introduction

Each Entitlement City must complete an Annual Action Plan to:

1. Review priority needs and goals
 2. Review progress made in past years
 3. Select projects to address goals
 4. Allocate anticipated funding
- 



Today's Objectives

- ❖ Review the Needs and Goals identified in the Consolidated Plan
 - ❖ Review PY2021 Annual Action Plan (AAP) and Spending Priorities
 - ❖ Review the selection of Subrecipients
 - ❖ Provide opportunity for public comment and input
 - ❖ Approve the PY2021 Annual Action Plan for submission to HUD
- 



HUD Funding

Funding involved:

Community Development Block Grant (CDBG)

Program Year 2021 = \$656,411

HOME funding is approved through the Maricopa County HOME Annual Action Plan. However, we consider HOME funding when creating our plan.

Program Year 2021 = \$220,127.80 (Includes Program Income)



Con Plan Identified Needs

High Priority Needs:

1. Maintain and increase the availability of **Affordable Housing**
2. Invest in **Public Facility Improvements**
3. Support **Public Services**
4. Continue the **Planning & Administration** of HUD funded programs

Affordable Housing

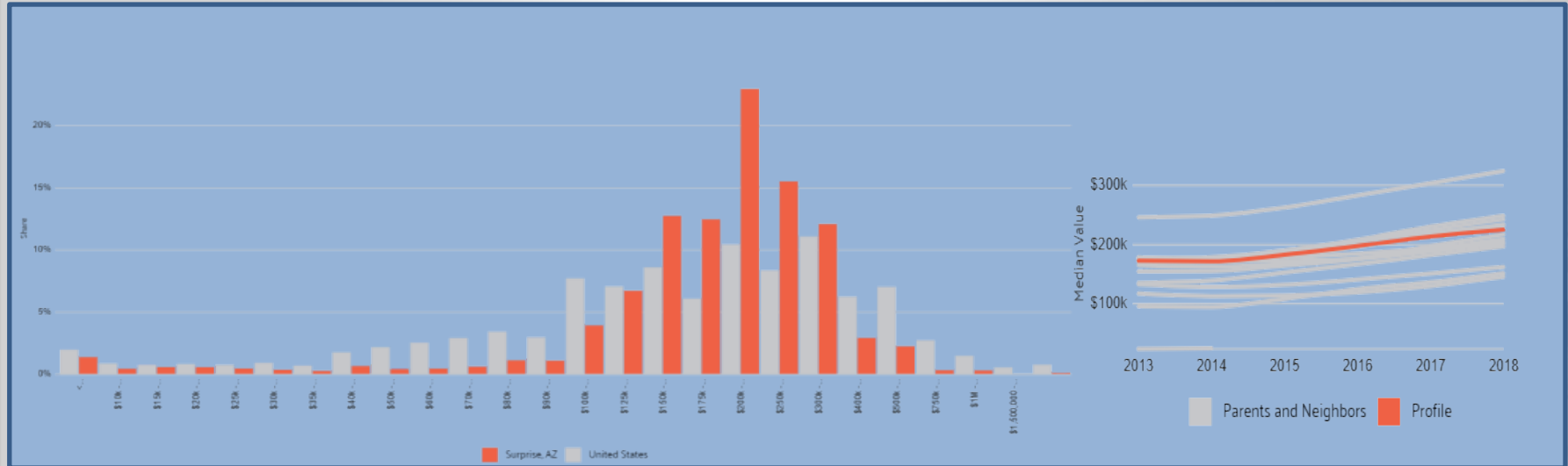
Property Values

2019 Median

\$300,625

2018 Median

\$225,200



Source: American Community Survey (ACS) and ACS Public Use Microdata Sample (PUMS)

Affordable Housing

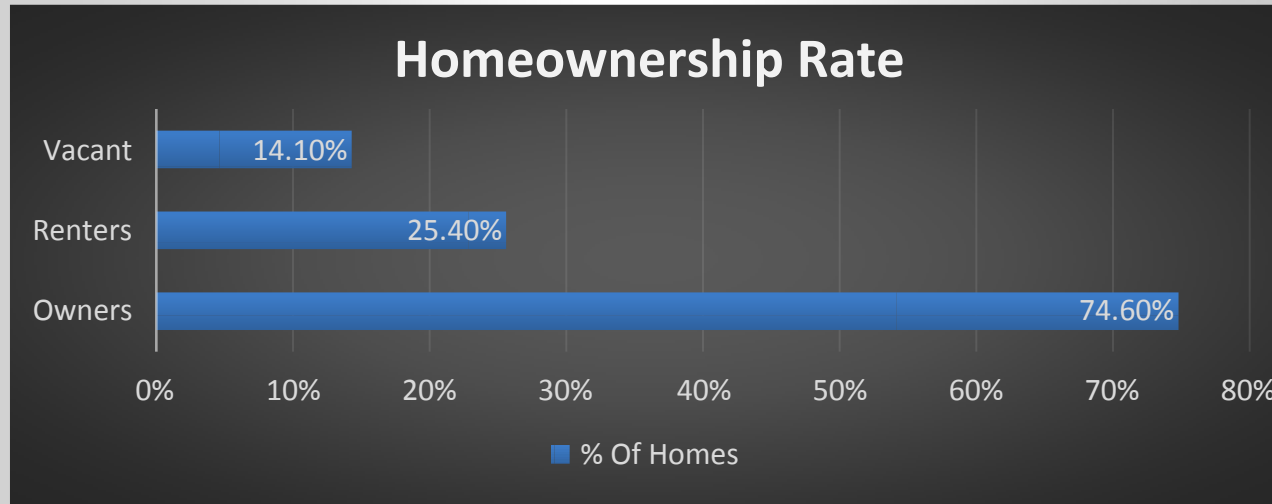
Rent vs Own

Surprise

74.6% Homeownership

Phoenix-Mesa-Scottsdale

62.4% Homeownership



Source: American Community Survey (ACS) and ACS Public Use Microdata Sample (PUMS)

Affordable Housing

KEY FACTS

183,343
OR
20%

Renter Households that are extremely low income

\$25,100

Maximum income of 4-person extremely low income households (state level)

-134,758

Shortage of rental homes affordable and available for extremely low income renters

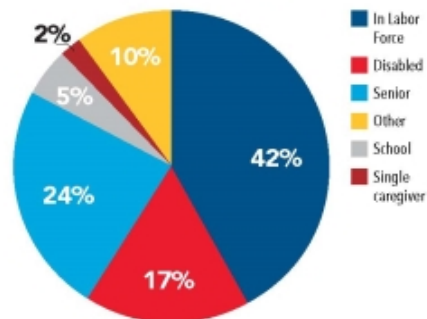
\$43,892

Annual household income needed to afford a two-bedroom rental home at HUD's Fair Market Rent.

73%

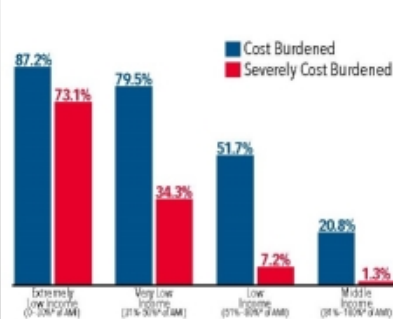
Percent of extremely low income renter households with severe cost burden

EXTREMELY LOW INCOME RENTER HOUSEHOLDS



Note: Mutually exclusive categories applied in the following order: senior, disabled, in labor force, enrolled in school, single adult caregiver of a child under 7 or a person with a disability, and other. Fifteen percent of extremely low income renter households include a single adult caregiver, more than half of whom usually work more than 20 hours per week. Eleven percent of extremely low income renter households are enrolled in school, 48% of whom usually work more than 20 hours per week. Source: 2018 ACS PUMS

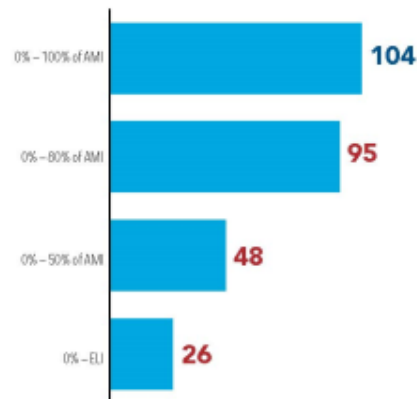
HOUSING COST BURDEN BY INCOME GROUP



Note: Renter households spending more than 30% of their income on housing costs and utilities are cost burdened; those spending more than half of their income are severely cost burdened. Source: HUDHC tabulations of 2018 ACS PUMS.

Extremely Low Income = 0-30% of AMI
Very Low Income = 31%-50% of AMI
Low Income = 51-80% of AMI
Middle Income = 81%-100% of AMI
Note: *Or poverty guideline, if higher.

AFFORDABLE AND AVAILABLE HOMES PER 100 RENTER HOUSEHOLDS



Source: HUDHC tabulations of 2018 ACS PUMS.



Affordable Housing

Program Year 2021 Projects to Address Affordable Housing

1. **Housing Rehabilitation** – Preserve existing affordable housing stock
2. **Tenant-Based Rental Assistance** – Rent and utility assistance for LMI households
3. **Housing Support Services** – provide housing services for persons who are homeless or at risk of becoming homeless

Public Facilities & Improvements

Improve access to housing, resources, and community programs

CDBG funds may be used to undertake a variety of public facilities and improvement projects.

- Infrastructure improvements
- Neighborhood facilities
- Facilities for persons with special needs
- Typically publically owned or;
- Owned by a non-profit and open to the general public

Eligible activities include: Acquisition, construction, rehabilitation or installation of public facilities that serve LMI persons.

Public Facilities & Improvements

Program Year 2021 Projects to Improve Public Facilities

1. Acquisition and rehabilitation of a public facility for housing support and access to resources.
2. Improvements to public infrastructure in support of housing development.
3. Neighborhood facility improvements in low – and moderate income areas.



Public Services

The Surprise Community Needs Assessment - The *Human Services and Community Vitality in Surprise - A Community that Cares*, identified critical human service needs for:

- Homeless individuals, families with children, and youth
 - Individuals with disabilities and special needs
 - LMI individuals and families/youth
 - Seniors
 - Survivors of Domestic Violence
- 

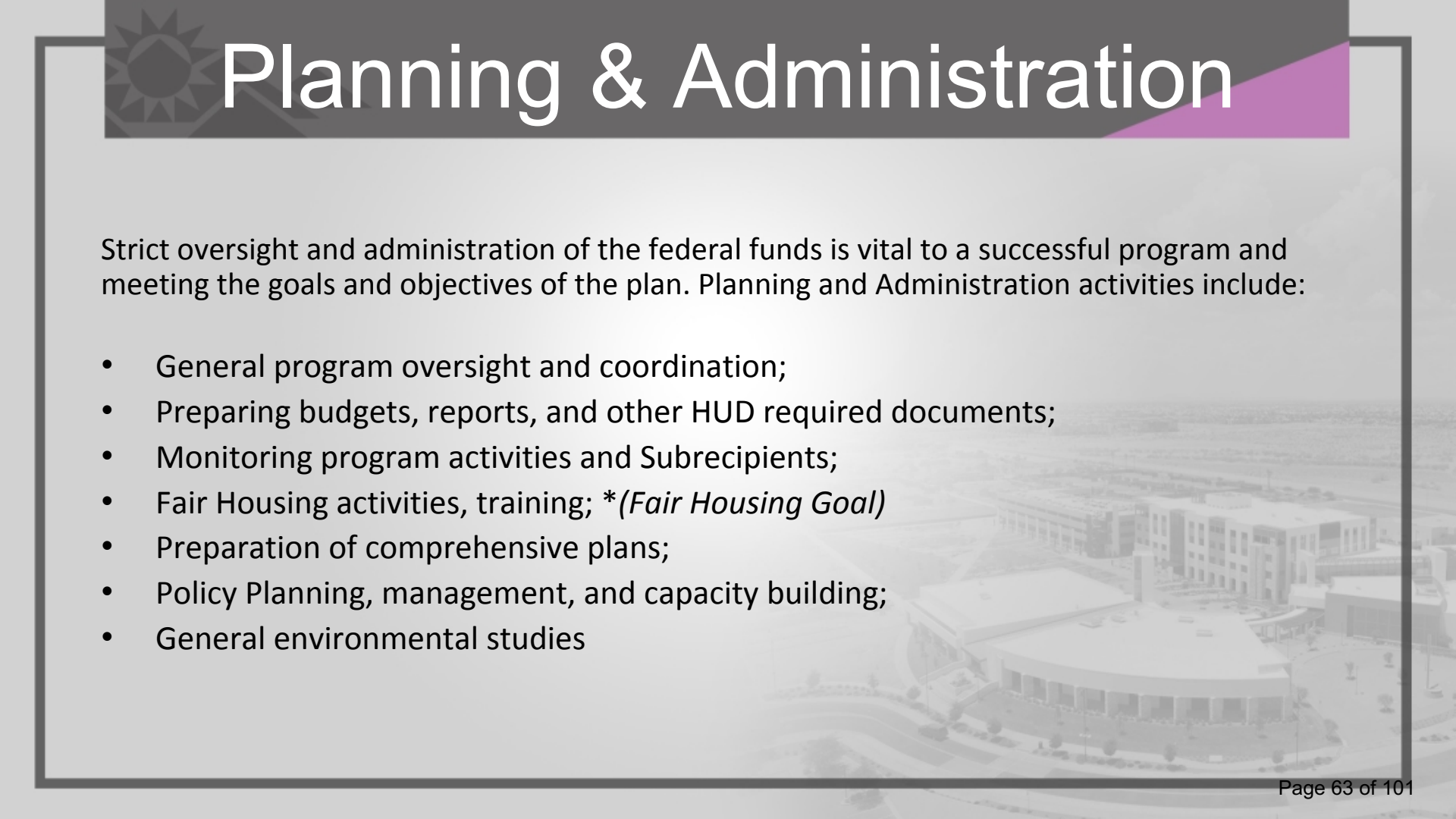


Public Services

Program Year 2021

Public Services

1. **Homeless Services** – services for persons who are homeless or at risk of becoming homeless.
2. **Housing Support Center Operations** – improve access to housing services and resources.
3. **COVID-19 Response** – public services in response to COVID-19 Pandemic



Planning & Administration

Strict oversight and administration of the federal funds is vital to a successful program and meeting the goals and objectives of the plan. Planning and Administration activities include:

- General program oversight and coordination;
- Preparing budgets, reports, and other HUD required documents;
- Monitoring program activities and Subrecipients;
- Fair Housing activities, training; **(Fair Housing Goal)*
- Preparation of comprehensive plans;
- Policy Planning, management, and capacity building;
- General environmental studies



Program Year 2021 AAP

Program Year 2021 is the second year of the 2020-2024 Consolidated Plan.
The CDBG allocation for Program Year 2021 is **\$656,411**

Conditions of Funding:

Planning and Administration is capped at 20% of allocation

Public Services is capped at 15% of allocation



Program Year 2021 AAP

To meet the Goals and Objectives identified in the 2020-2024 Consolidated Plan and AI, the following projects are recommended:

- **Housing Rehabilitation – \$220,206**
Deferred loans and grants to help Surprise homeowners make necessary health and safety repairs to their homes
- **Tenant Based Rental Assistance (*HOME funding) – \$220,127.80**
Rent and utility assistance for LMI households
- **Housing Services – \$35,000**
Services in support of the HOME program
- **Public Facility Improvements – \$175,000**
Improvements to public facilities that service LMI persons
- **Public Services (14.5%) – \$94,923**
Services for LMI persons who are homeless or at risk of becoming homeless, impacted by COVID-19
- **Planning & Administration (20%) – \$131,282**
Expenses related to administering the program, preparing planning documents, and Fair Housing activities

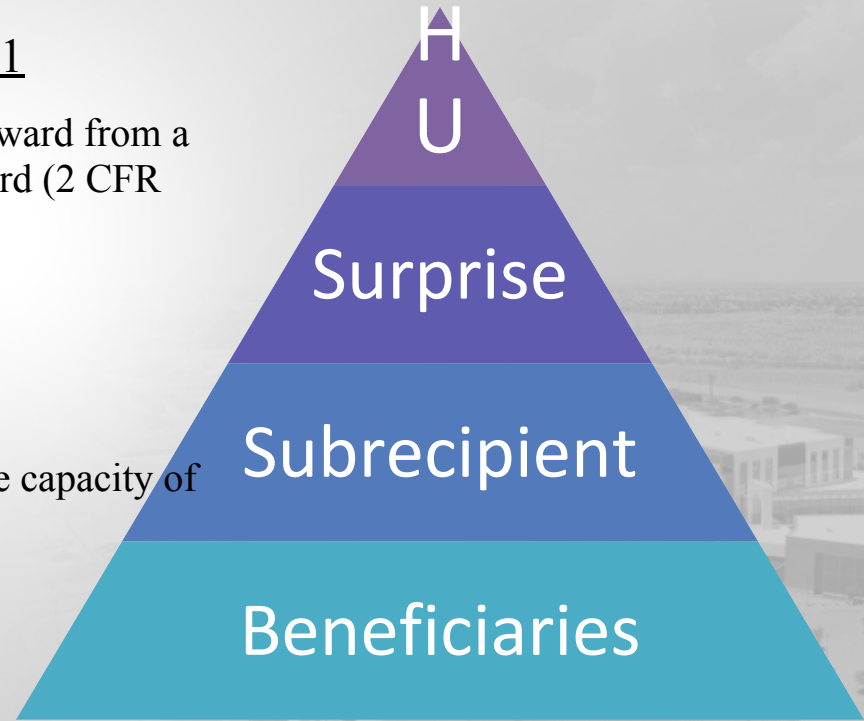
PY2021 Subrecipients

Subrecipient Determination – 2 CFR 200.301

Subrecipient – means an entity...that receives a subaward from a pass-through entity to carry out part of a Federal award (2 CFR 200.201)

Evaluating the Subrecipient

Factors are based on the quality of the project and the capacity of the subrecipient to carry it out.



PY2021 Subrecipients

Subrecipient's for CDBG and HOME funding are evaluated and scored with a set of written criteria

Threshold Criteria

Subrecipient's that do not meet the PASS threshold criteria will not be considered further.

Meet CDBG National Objective	Anticipated to be completed within Action Year	Applicant meets eligibility requirements applicable to proposed project	Applicant meets definition of a Subrecipient	*Returning Subrecipient- In Compliance with current agreement
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Scoring Factors

Subrecipients were scored based on the following factors;

Organizational Capacity (20 points)	Cost (10 points)	Experience working with HUD Funded Programs (20 points)	Method of Approach (15 points)	Partnering/Complementin g/Duplicating (5 points)	Consistency with Identified Priority Needs (25 points)	Pledge of Leveraging Resources (5 points)
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PY2021 Subrecipients

Staff recommends the following Subrecipient projects for Program Year 2021:

PY2021 Activities	Priority Need	Outcomes
Lutheran Social Services IHELP	Homeless Services	65 (LMC)
A New Leaf – TBRA	Housing Services in Support of HOME	14 (LMC)
A New Leaf – Housing Support	Housing/Homeless Services	150 (LMC)



Citizen Participation

Summary of Citizen Participation and Outreach:

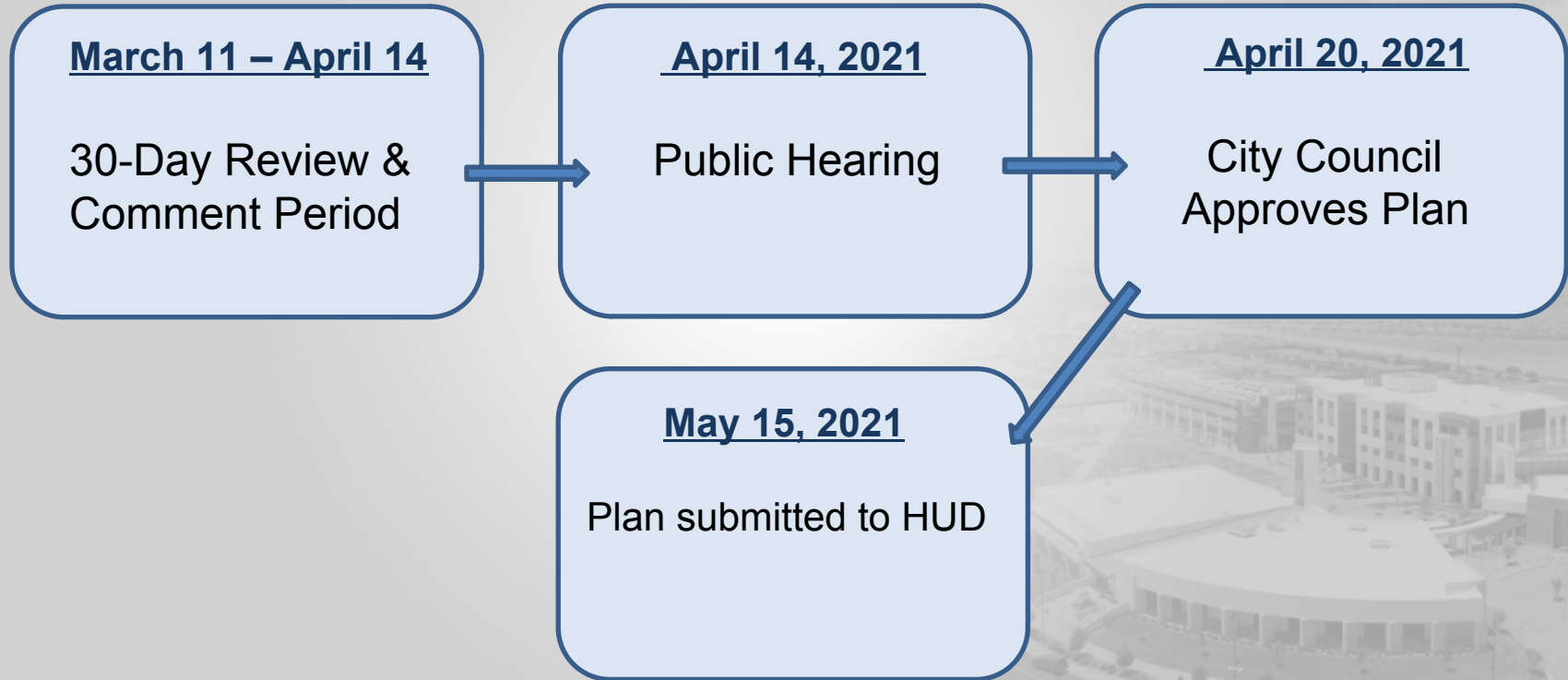
- Stakeholder Meetings
- Community Organization Consultation
- Subrecipient Technical Assistance
- Public Notices
- Press Releases
- Social Media
- Public Hearing on “Needs”



Staff Recommendations

Staff recommends approval of the Program Year 2021 Annual Action Plan for submission to HUD.

What's Next?





SURPRISE
ARIZONA

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 Meeting

Council Meeting Date: April 14, 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 March 10, 2021 Veterans, Disability and Human Services Commission meeting minutes.

Motion:

I move to approve the March 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. 03.10.21 VDHS Commission Minutes DRAFT
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**CITY OF SURPRISE
VETERANS, DISABILITY, AND HUMAN SERVICES COMMISSION**

MEETING MINUTES-DRAFT

March 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 6:00 p.m. at Surprise City Hall, 16000 North Civic Center Plaza, Surprise, Arizona 85374, on March 10, 2021.

A. PLEDGE OF ALLEGIANCE

B. ROLL CALL

In attendance were Chair Karissa Perry and Commissioners Jason Cooper, Shawna Daigle, Steffen Hanzel, Bruce Hertzog, Julie Kent-Partridge, Harrylouis Rodriguez, George Van de Langeryt (2 Vacancies).

Absent: Vice-Chair Andrew Witzel (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, Community Engagement Partner Lord Garcillano and Financial Analyst-Sr. Deb Perry were present.

COUNCIL MEMBERS PRESENT:

None

C. CURRENT EVENTS REPORT

Chair Perry reported on the following upcoming events:

- Day of Service on March 20th, March 31st & April 24th
- Volunteer Income Tax Assistance (VITA) Program
- Virtual Eggstravaganza
- Mayor State of the City Event on April 13th

D. STAFF REPORT

Administrator Danielle Osborne reported the following:

- VDHS Strategic Plan Booklet
- Resource Link to HOAs
- Resource Rack Card updated

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 – Citywide – Consideration and action pertaining to the approval of the February 10, 2021 Veterans, Disability and Human Services Commission meeting minutes.

Commissioner Van de Langeryt made a motion to approve the February 10, 2021 Veterans, Disability, and Human Services Commission Meeting minutes. Commissioner Hanzel seconded the motion. The motion carried with 8 yes votes, 1 Absent (Witzel), 2 Vacancies.

Item 2 – Citywide – Presentation and discussion pertaining to the Fresh Start Women’s Foundation.

Volunteer and Outreach Manager Ashley Finch made the presentation to the Commission.

Item 3 – Citywide – Presentation and discussion to issued 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 and structure job readiness programs, and to structure satellite hubs to increase accessibility for City resources.

Ms. Osborne made the presentation to the Commission.

Item 4 – Citywide – Presentation and discussion pertaining to the “Servants of Surprise” (SOS) programs.

Ms. Osborne made the presentation to the Commission.

Commissioner Cooper advised a bi-annual recognition. Human Services Supervisor Jennifer Griffin agreed.

Commissioner Hanzel suggested utilizing the VDHS Commission in early phases to test out the curriculum. Ms. Osborne

Commissioner Rodriguez asked for clarification on the program setting. Ms. Osborne advised there would be ambassadors to assist at various locations in the city.

Item 5 – Citywide – Discussion pertaining to the Workforce Development training program and VDHS Commission efforts to identify and structure job readiness programs.

Chair Perry asked those in favor to table item due to Vice-Chair Witzel unavailability to present.

Commissioner Hanzel made a motion to table item. Commissioner Rodriguez seconded the motion. The motion carried with 8 yes votes, 1 Absent (Witzel), 2 Vacancies.

Item 6 – Citywide – Presentation and discussion pertaining to a Veterans landing page on the City of Surprise website.

Ms. Osborne asked for the Commission's feedback on what to consider on the landing page.

Commissioner Van de Langeryt suggested to tie in the VA through this website.

Commissioner Rodriguez suggested a Veterans Standown link, Ms. Osborne added she will get clarification on what links may or may not be able to incorporate on the City of Surprise website. Commissioner Rodriguez added the AZ Coalition for Military Families, Chair Perry agreed this would be a good link to add.

OTHER BUSINESS AND FUTURE AGENDA ITEMS:

- Ms. Osborne – Workforce Development, presentation on Annual Action Plan by HUD.

ADJOURNMENT:

Commissioner Hanzel made a motion to adjourn the meeting of the Veterans, Disability & Human Services Commission of March 10, 2021 at 6:57 p.m. Commissioner Van de Langeryt seconded the motion. The motion carried with 8 yes votes, 1 Absent (Witzel), 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: April 14, 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:

Presentation and discussion pertaining to the NorthStar Certification program by Goodwill of Central and Northern Arizona.

Motion:

None, this item is for discussion only.

Background:

Sr. Community Awareness Partner Troy Maskell will provide an overview of services from Goodwill of Central and Northern Arizona 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. Maricopa County Goodwill Presentation for Surprise
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GOODWILL OF CENTRAL & NORTHERN ARIZONA

MISSION STATEMENT

Empowering **INDIVIDUALS**

Strengthening **FAMILIES**

Building **STRONGER COMMUNITIES**



ENDING POVERTY *through the* POWER OF WORK

Overview

- Goodwill Career Centers and Services
- MyCareerAdvisor.com
- Trainings



- Brings Goodwill's Mission Services Online
- Access From Anywhere
- Resume Assistance, Resources, Online Trainings
- Local Job Information



TRAINING

In-Center and Online Trainings to Help Build Skillsets and Grow Career Opportunities

- Computer and Digital Skills
- Microsoft Office, Excel
- Webinars
 - Personal Branding
 - Career Assessments
 - Resume
 - Search and Apply





**CITY OF SURPRISE
Veterans, Disability and Human Services
Commission Meeting**

Council Meeting Date: April 14, 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 homeless community outreach efforts by the Surprise Police Department.

Motion:

None, this item is for discussion only.

Background:

Sergeant Welch and Officer Otterman will provide an overview of Surprise PD and partner homeless outreach in the City of Surprise.

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. PD Homeless Outreach PowerPoint
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Homeless Outreach

Surprise Police Department

Current Trends

- Point-in-Time Count
 - Annual survey conducted nationally.
 - 2018, **39** unsheltered homeless counted.
 - 2019, **33** unsheltered homeless counted.
 - 2020, **29** unsheltered homeless counted.
 - 2021, **25** unsheltered homeless counted.
 - Population estimate as of July 2019
141,664
- The actual number of homeless documented in the City of Surprise between 2019 and 2020 was 40. This number fluctuates for several reasons such as jail, temporary shelter, well hidden campsites, travel between adjacent cities, and accepted services.



Homeless Outreach Process



Officer Washburn provides a bike to a homeless community member in need. (bike was donated by the Salvation Army)

- Step 1: Relationship Building
 - Frequent Contacts.
 - Clear Communication.
 - Treat with Respect.
 - Don't make promises you can't keep.
 - Lead with services rather than enforcement.
 - Provide water, first aid kits, body wipes, and toiletry kits. (Basic items for human comfort)
 - Be authentic and genuine.
 - Relationship building takes time and consistency.

Homeless Outreach Process



- Relationship building cont....
 - Establish a continued dialog
 - Learn about each individual
 - How long have they been homeless?
 - Do they suffer from a mental illness?
 - Do they have a drug addiction?
 - Are they interested in combating homelessness?
 - What are the barriers impeding their success?
 - Each situation is unique.
 - Maintain the relationship.
 - Very rarely does someone want immediate help ending homeless but when they do, they will turn to someone they trust and respect.



Homeless Outreach Process



Surprise Resource Center

Providing social services to Northwest Valley residents

Centro de Recursos de Surprise

Proporcionando servicios sociales a residentes en el Noroeste del Valle



The Surprise Resource Center, along with our partners, has a mission to provide supportive services to individuals and families in need that will translate to their future long-term success.

SERVICES OFFERED INCLUDE:

- Employment services
- Parent education
- AHCCCS, TANF, SNAP and Affordable Care Act Application and Enrollment
- Eviction prevention
- Utility assistance
- WIC (Women, Infant and Children) Nutritional Services
- Medicare benefits counseling
- VITA tax assistance
- Domestic Violence support groups and services
- Volunteer opportunities
- Surprise Veteran Job Club
- Veteran employment services
- Computer lab
- Homeless Referrals
- Emergency food boxes

El Centro de Recursos y Servicios de la Ciudad de Surprise, en conjunto con nuestras organizaciones de apoyo, tiene la misión de prestar ayuda a individuos y familias necesitadas que se traducen en un éxito a largo plazo.

LOS SERVICIOS QUE SE OFRECEN INCLUYEN:

- Servicios de empleo
- Educación para padres
- AHCCCS, TANF, SNAP y cuidado de salud asequible
- Prevención de desalojo
- Asistencia para el pago de servicios públicos
- Servicio de nutrición WIC (Mujeres, Infantes y Niños)
- Ayuda con los beneficios de Medicare
- VITA asistencia de impuestos
- Grupos de apoyo para víctimas de violencia doméstica
- Oportunidades de voluntariado
- Club de Empleo para veteranos
- Servicios de empleo para veteranos
- Laboratorio de capacitación
- Referencias para personas sin hogar
- Caja de comida de emergencia

Surprise Resource Center
10000 W. McDowell Rd., Suite 100, Surprise, AZ 85076
FOR INFO VISIT: www.surprisecity.gov/centralresources/surprise OR CALL 424.222.1400



- **Surprise City Resource Center**
 - **Community Action Program (CAP)**
 - In partnership with Maricopa County, CAP offers qualifying residents rent, mortgage and utility assistance.
 - **Arizona@Work**
 - Employment and career assistance includes access to resume assistance, workshops, connections with local companies hiring, a computer lab and printer.
 - **St. Mary's Food Bank**
 - Food boxes are available weekly, Mondays and Tuesdays, between 8 a.m. – 5 p.m., Wednesdays and Thursdays between 8 a.m. – 7 p.m., and Fridays 8 a.m. – 12 p.m.

Homeless Outreach Process



- Surprise City Resource Center Cont.
 - Benefit Assistance
 - Provides enrollment services for health insurance programs, access to food and nutrition resources, and referrals to partner agencies. Services include assistance with SNAP, TANF, AHCCCS and navigation of the Affordable Care Act.
 - Bi-Weekly Shower Event
 - Shower event held on the first and third Tuesdays of every month that includes several non-profit organizations that provide services for people experiencing homelessness.



Homeless Outreach Process



- Interfaith Homeless Emergency Lodging Program (I-Help)
 - Interfaith Homeless Emergency Lodging Program (I-HELP). I-HELP provides a safe place to sleep and a hot meal for adults experiencing homelessness every night of the week. I-HELP also offers case management services to connect individuals to the vital resources needed to regain stability and break the vicious cycle of homelessness.
- Case Management
 - Job Placement
 - Medical referrals
 - Bus Passes
 - Benefits Connections
 - Housing Assistance



Homeless Outreach Process



Lutheran
Social Services
of the Southwest

- Practical Application
 - A homeless community member enrolled in I-Help is sheltered at night at a west valley based church, while a case manager assists him or her with combating homelessness.
 - Often times the participant is connected to some form of income and housing.
- Location
 - 12425 W. Bell Rd, Suite 124, Surprise, AZ (Resource Center)
 - **Office Phone: 623-222-1659**

Homeless Outreach Process



- Phoenix Rescue Mission

- Mission
 - A leading provider of Christ-centered life transforming solutions to persons facing hunger, homelessness, addiction, and trauma.
- Support Programs
 - Mobile Outreach
 - Solutions Program
 - Transforming Lives Center for Men
 - Changing Lives Center for Women & Children
 - Addiction Recovery
- 25,832 people in Maricopa County are homeless
- 37% experiencing homelessness are families
- 1 in 184 Arizonans are homeless
 - *Homelessness.* (n.d.-a). Phoenix Rescue Mission. Retrieved March 24, 2021, from <https://phoenixrescuemission.org/homelessness/>



Homeless Outreach Process



- Phoenix Rescue Mission Cont.

- Practical Application

- Surprise Police Department partners with the Phoenix Rescue Mission every Tuesday in a joint outreach effort
 - Upon receiving a referral, the Phoenix Rescue Mission immediately responds to assess the situation
 - A short telephonic survey is completed and the appropriate action is taken
 - A homeless community member can qualify for:
 - Diversion, which means a bus ticket to a family member who could provide shelter for the homeless individual.
 - Placement into the men or women's program.
 - A COVID 19 screening with a 3 day hotel stay while the results are pending.
 - Referred to other non-profit based programs such as I-Help, V.A., UPC, and Recovery Innovations.
 - Rapid Housing through Arizona Department of Housing.

- The Phoenix Rescue Mission can be best described as a hub or program that connects homeless individuals to the necessary resources that give them the best chance of success.

- Location:

- 1540 W. Ban Buren St, Phoenix, Az. 85007
 - Office Phone 602-346-3372**



Homeless Veterans



- Over the past 3 years the Surprise Police Department has encountered approximately 3 unsheltered homeless veterans.
- Each Veteran advised that they were in various stages of receiving help from the V.A.
- As we continued our outreach efforts we did not have reoccurring contacts with them, leading us to believe that they were able to end their homelessness.

Homeless Outreach Process



**Phoenix
Rescue Mission™**
Transforming lives. Transforming our city.

- **Success Story**

- K-9 Officer Buntin encountered a 19 year old homeless female, Mayra who was asking for help.
- Officer Buntin contacted Officer Otterman and they developed an action plan.
- The next morning Officer Otterman was contacted by Mayra and the plan was put into action.
- Mayra traveled to the Surprise City Resource Center, where she was kept in good care.
- A Phoenix Rescue Mission Outreach Case Manager met with Mayra at the SRC.
- Together they discussed all of the available options and the homeless community member decided to get her COVID 19 screening completed with the intent to enter the Women's program.
- In summary, a young vulnerable adult female, who was asking for help getting off the streets, was successfully assisted within 24 hours.



Homeless Outreach Process

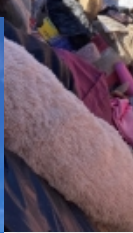


- Success Story

- December of 2018, at the age of 18 Mickael became homeless.
- Mickael dropped out of school prior to graduating and turned to drugs and crime.
- Due to Mickael's autistic diagnosis he was not eligible for any of the previously mentioned programs.
- After attempting several different options it appeared the best course was to help Mickael enroll in the Arizona Department of Developmental Disabilities.
- After a year of filling out paperwork, conducting telephonic conferences, and taking Mickael to appointments, he was approved and enrolled in the DDD.
- Mickael is currently drug free, healthy, and safe in a group home. He will be provided services for the rest of his life.



Homeless Outreach Process



In 2020 several homeless community members requested a dumpster so they could clean the trash under Friendship Bridge located at Bell Rd and El-Mirage Rd.

In July 2020, one of the hottest months of the year, a dumpster was delivered and they cleaned up three tons of garbage.

Thank You!





CITY OF SURPRISE
Veterans, Disability and Human Services
Commission Meeting

Council Meeting Date: April 14, 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 federal Workforce Innovation and Opportunity Act (WIOA) 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:
