



CITY OF SURPRISE
Regular City Council Work Session
16000 N. Civic Center Plaza
Surprise, AZ 85374
Tuesday, June 1, 2021 @ 4:00 PM
COUNCIL CHAMBERS

- A. Call To Order
- B. Roll Call
- C. Pledge of Allegiance
- D. Proclamation and Community Acknowledgements
- E. City Manager Report
- F. City Clerk Report
- G. Call To The Public

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

[Download the Call to the Public form](#) (PDF download requires Adobe Acrobat Reader)

[Fill out the Call to the Public form online](#) If submitting form electronically, please submit to City Clerk at least one hour before the meeting start time.

The Call to the Public form is also available at the front counter.

Note: A.R.S. 38-431.01(H)- During this time members of the public may address City Council only on issues within the jurisdiction of the City Council which are not an item on the agenda. At the conclusion of the open call, City Council 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.

Approval of items on the Consent Agenda – all items with an asterisk (*) are considered to be routine matters and will be enacted by one motion and one roll call vote to the City Council. There will be no separate discussion on these items unless a Councilmember requests, in which event the item will be removed from the consent agenda and considered in its normal sequence on the agenda.

Please be aware that Council Members may not discuss or respond to matters raised during call to the public that are not specifically identified on the agenda. Council Members may however, in their discretion, discuss or respond to relevant matters raised during a noticed public hearing or agenda item.

H. Regular City Council Work Session Agenda

CONSENT AGENDA:

REGULAR AGENDA ITEM - PUBLIC HEARING:

REGULAR AGENDA ITEM - NON-PUBLIC HEARING:

- | | | | |
|----|----------|---|------------------------------|
| 1. | Citywide | Presentation and discussion by the Maricopa Association of Governments (MAG) regarding their regional homeless evaluation and implementation strategies work to date. | None |
| | | | Human Svcs and Comm Vitality |
- I. Other Business and Future Agenda Items

J. City Council Reports

K. Executive Session

For information Purposes; Upon a public majority vote of a quorum of the City Council, the Council may hold an executive session, which will not be open to the public, but for only the following purposes:

- discussion or consideration of personnel matters (A.R.S. §38-431.03 (A)(1));
- discussion or consideration of records exempt by law from public inspection (A.R.S. §38-401.03 (A)(2));

L. Adjournment

SHERRY ANN AGUILAR, CITY CLERK, MMC

POSTED: May 27, 2021 at 10:10 AM

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



CITY OF SURPRISE
Regular City Council Work Session

Council Meeting Date: June 1, 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 by the Maricopa Association of Governments (MAG) regarding their regional homeless evaluation and implementation strategies work to date.

Motion:

Discussion only

Background:

Maricopa Association of Governments will be presenting the Regional Response to Homelessness Strategies work to date.

Objective Analysis:

Policy Compliant:

The presentation is compliant with City Council policies.

Financial Impact:

N/A

Budget Impact:

N/A

FTE Impact:

N/A

ATTACHMENTS:

1. MAG Surprise Council Update June 2021
 2. COS Homelessness Update to Council 6.1.21
-

Mobilizing the Regional Response to Homelessness: *Strategy Portfolio*

June 2021

Surprise Council Meeting



Focus

- **Through a coordinated, regional approach:**
 - Reduce the number of people experiencing homelessness.
 - Increase access to homeless assistance programs throughout the entire region.
 - Strengthen the safety net for all people.

Many Thanks to All Our Partners:

- Maricopa Regional Continuum of Care and nonprofit providers.
- Regional Collaborative on Homelessness.
- Solari Crisis and Human Services.
- MAG member agencies, including the municipal Human Services and intergovernmental staff.
- Forum, survey, and strategy session participants; speakers; and planning teams.
- People with lived experience.
- MAG human services, RAD, and policy teams.
- Applied Economics.
- Arizona Housing Coalition.
- HomeBase.
- Corporation for Supportive Housing.
- Arizona Town Hall.
- Focus Strategies.

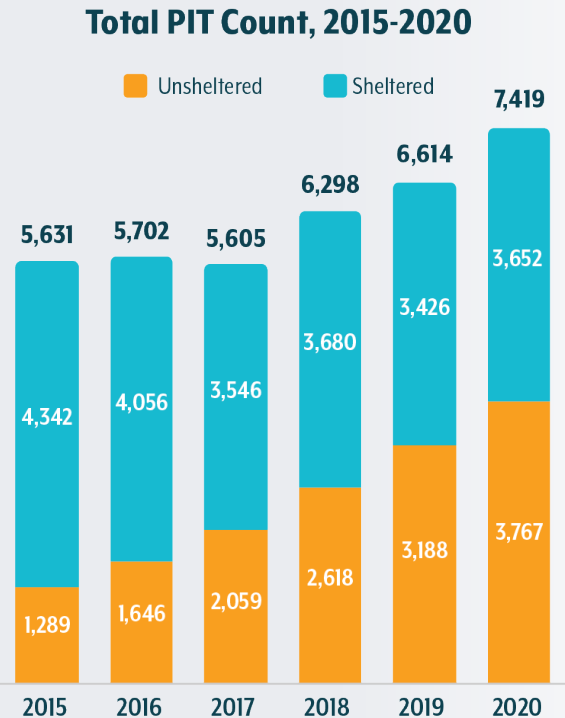
Topics

- ▶ Regional homelessness data.
- ▶ Building the infrastructure.
- ▶ Outreach.
- ▶ Data analysis.
- ▶ Regional strategies.
- ▶ Moving forward.

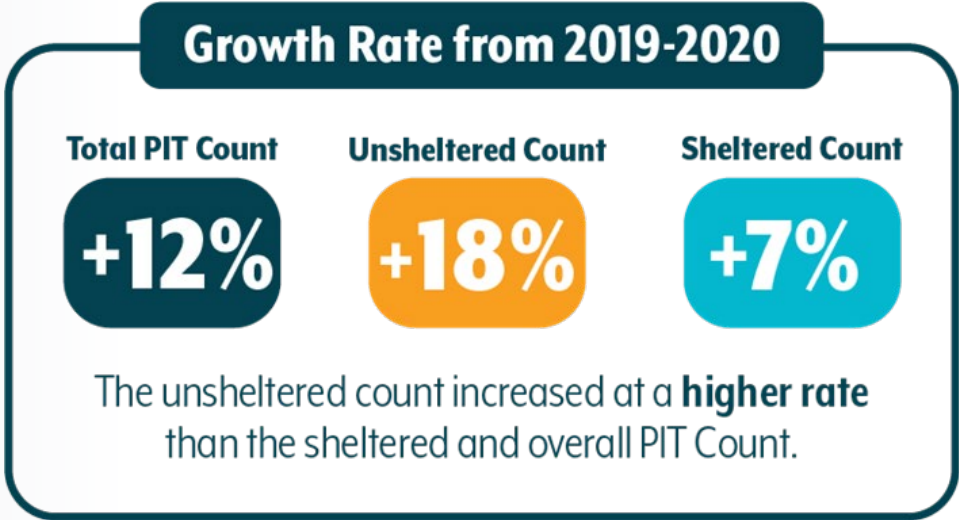
Regional Homelessness Data

- ▶ Increasing rates of homelessness.
- ▶ Factors impacting the increase.
- ▶ Homelessness assets and needs.

Overall Point in Time (PIT) Count Rising for the Past 4 Years

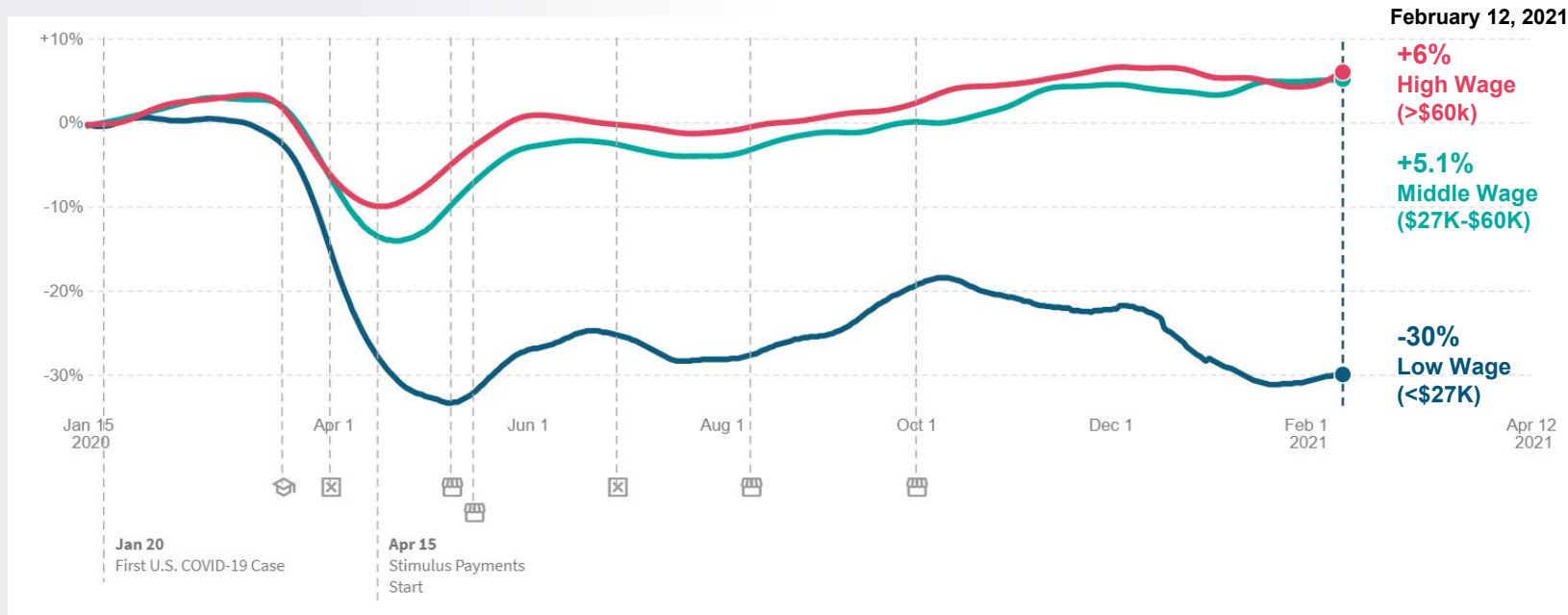


Source: Maricopa Regional Continuum of Care
PIT Count, 2015-2020



Low Wage Workers Disproportionately Impacted

Percent Change in Employment*, Phoenix Metro



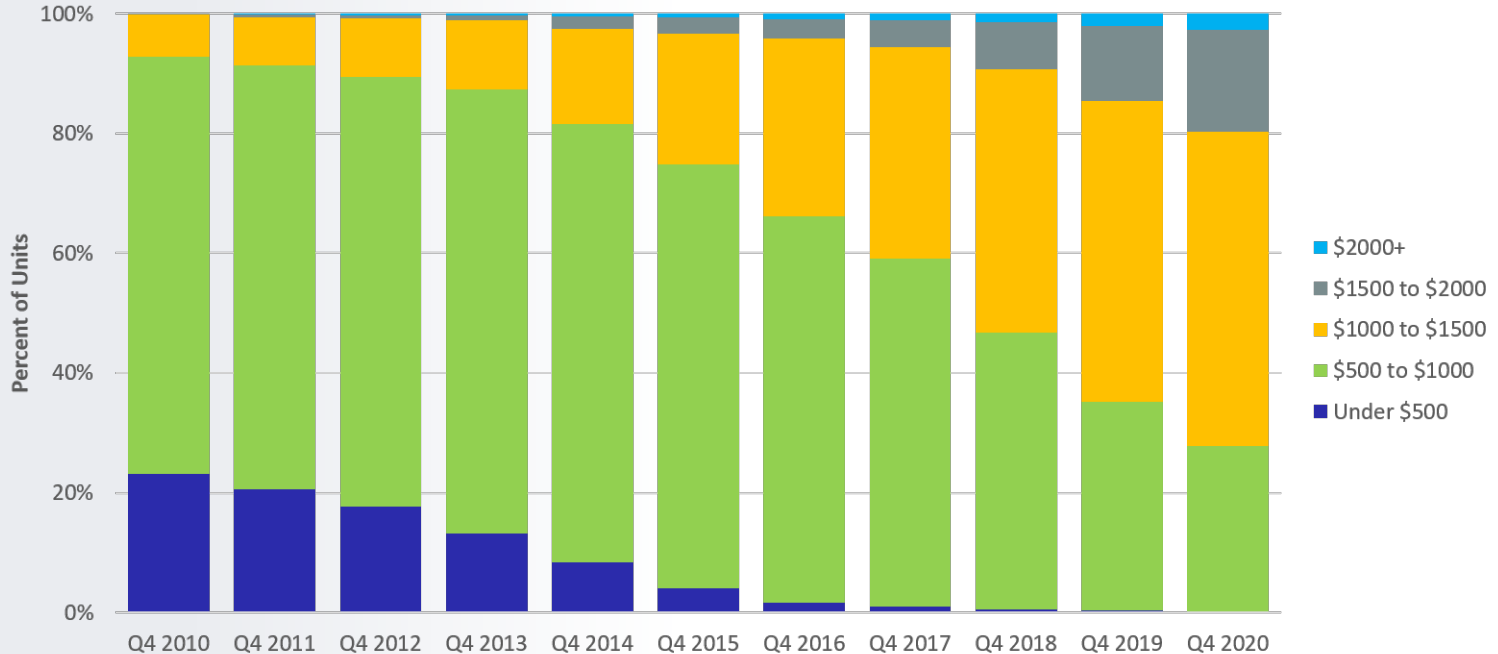
Source: Opportunity Insights Economic Tracker, tracktherecovery.org April 2021

*Change in employment rates (not seasonally adjusted), indexed to January 4-31, 2020. This series is based on payroll data from Paychex and Intuit, worker-level data on employment and earnings from Earning, and timesheet data from Kronos.



In the Phoenix MSA, availability of apartment units with rent under \$1,000 has decreased by more than 60% in the past 10 years.

Apartment Rents, 2010-2020

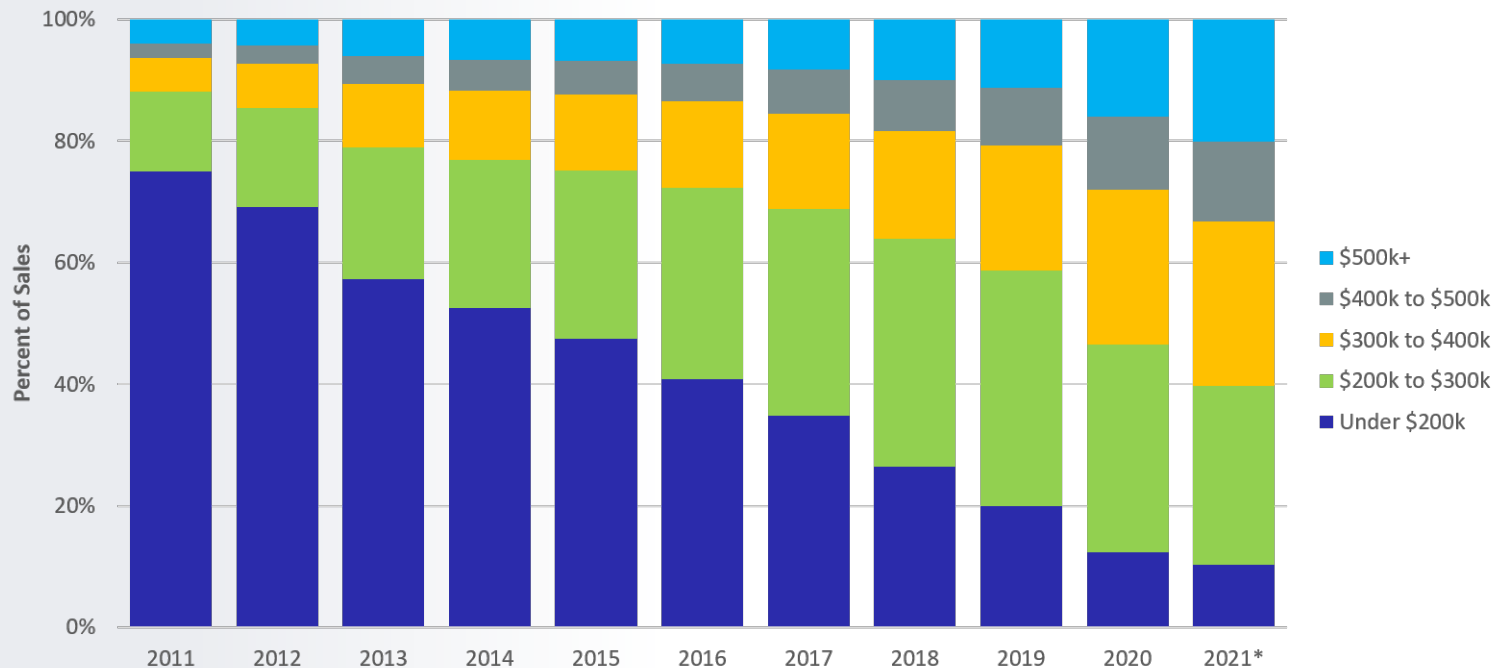


Source: RealData, Inc.



In the Phoenix MSA, sales transactions under \$200k have decreased more than 60% in the past 10 years.

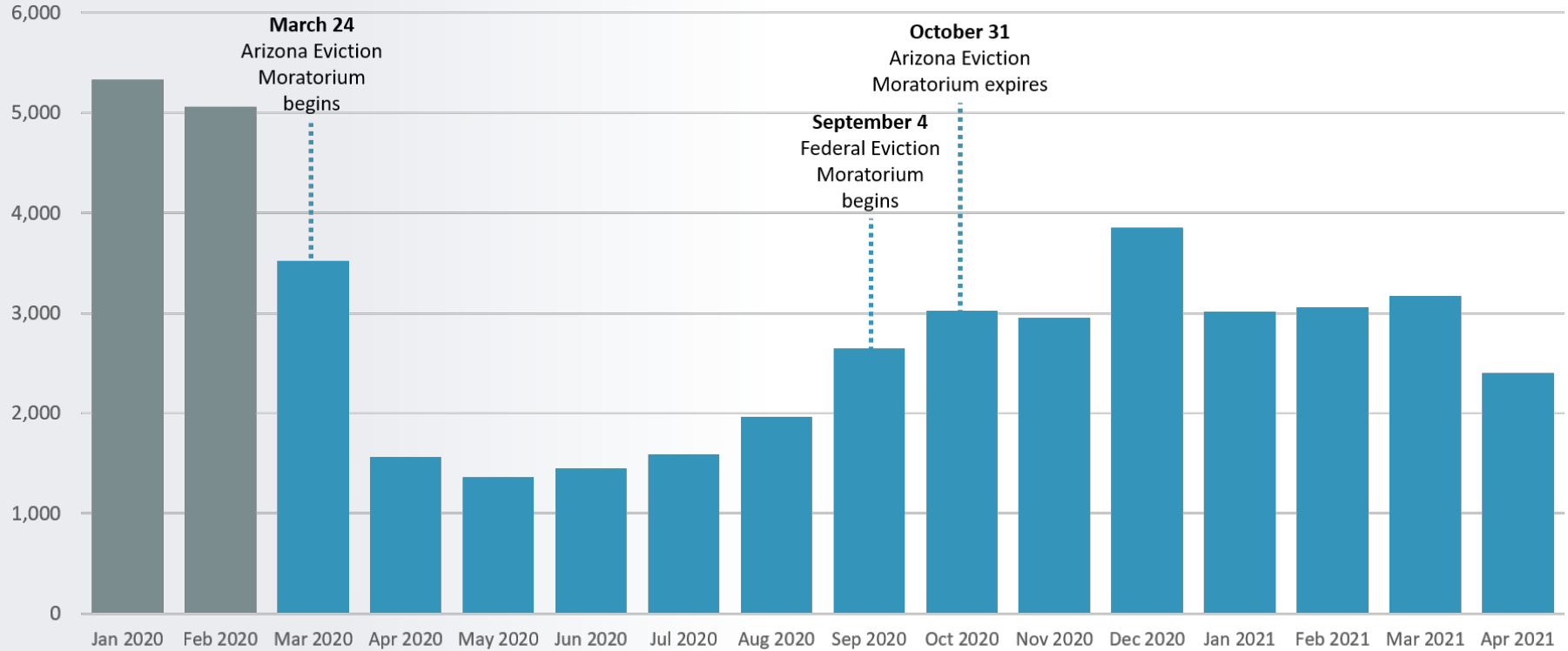
Sale Transactions, 2011-2021*



Source: The Information Market, *2021 data is only for January 2021



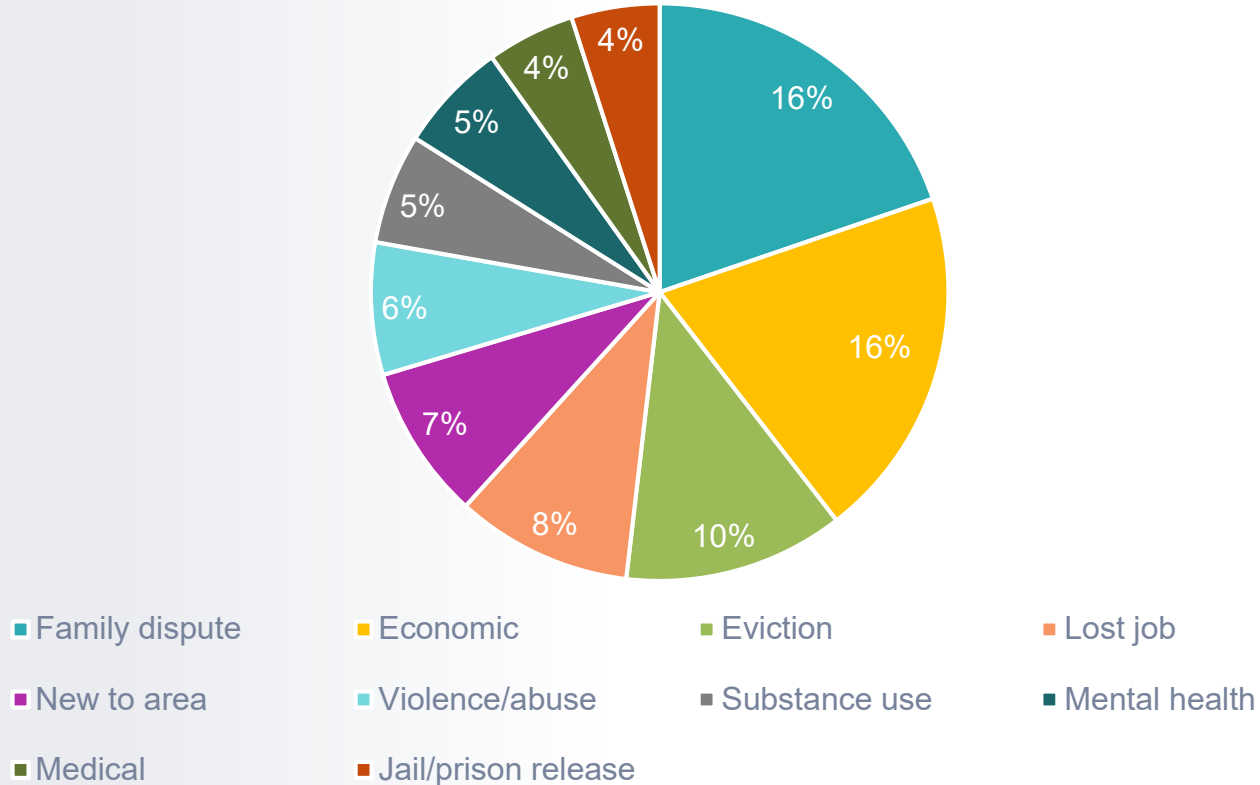
Maricopa County Evictions, 2020-2021 **-55%**

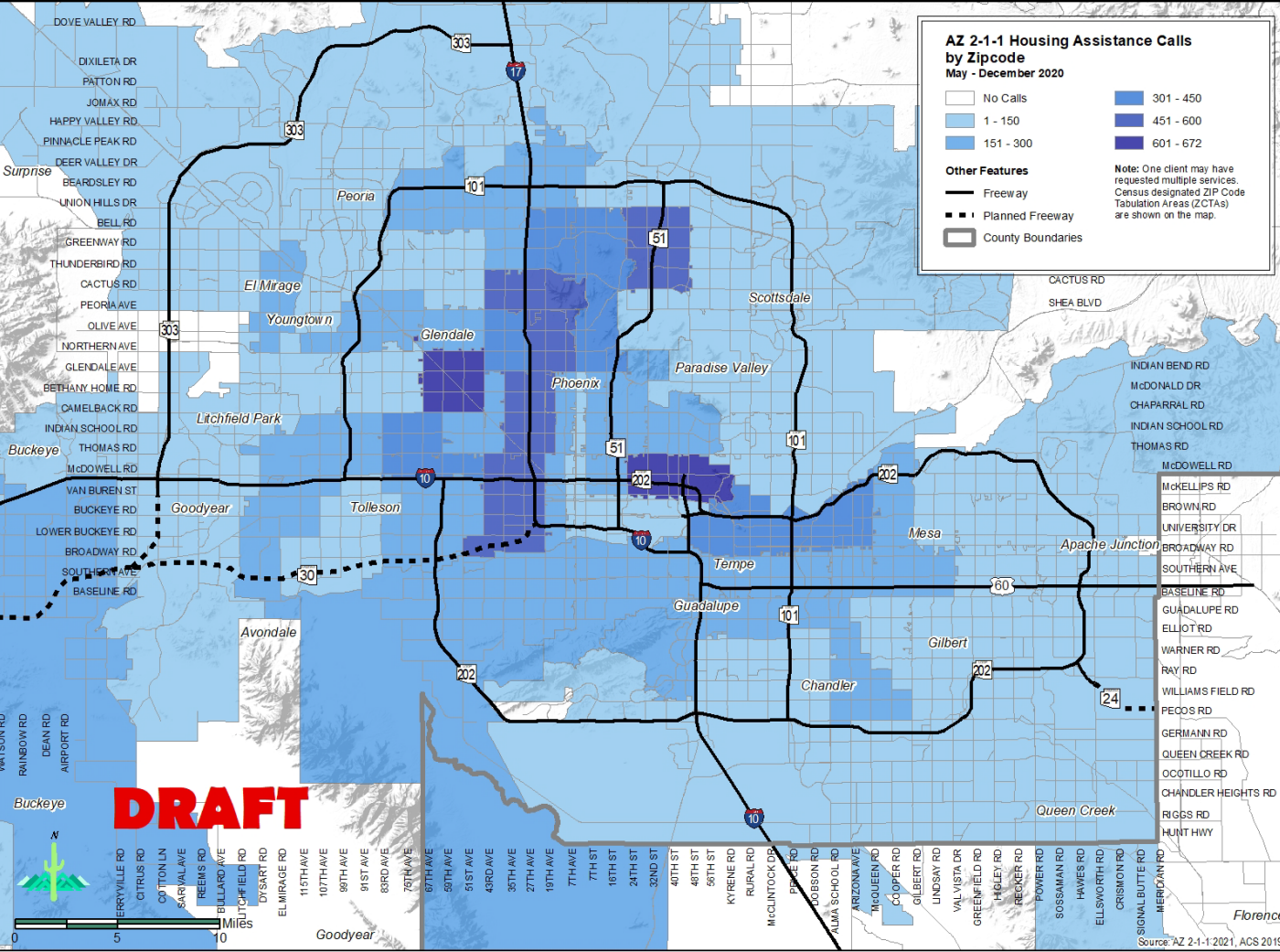


Source: Maricopa County Justice Courts

Self-reported Reasons for Homelessness

May 2020-April 2021





Arizona 2-1-1 Calls Requesting Housing Assistance

The need for assistance is present in a number of communities throughout the region.

Vulnerable Households

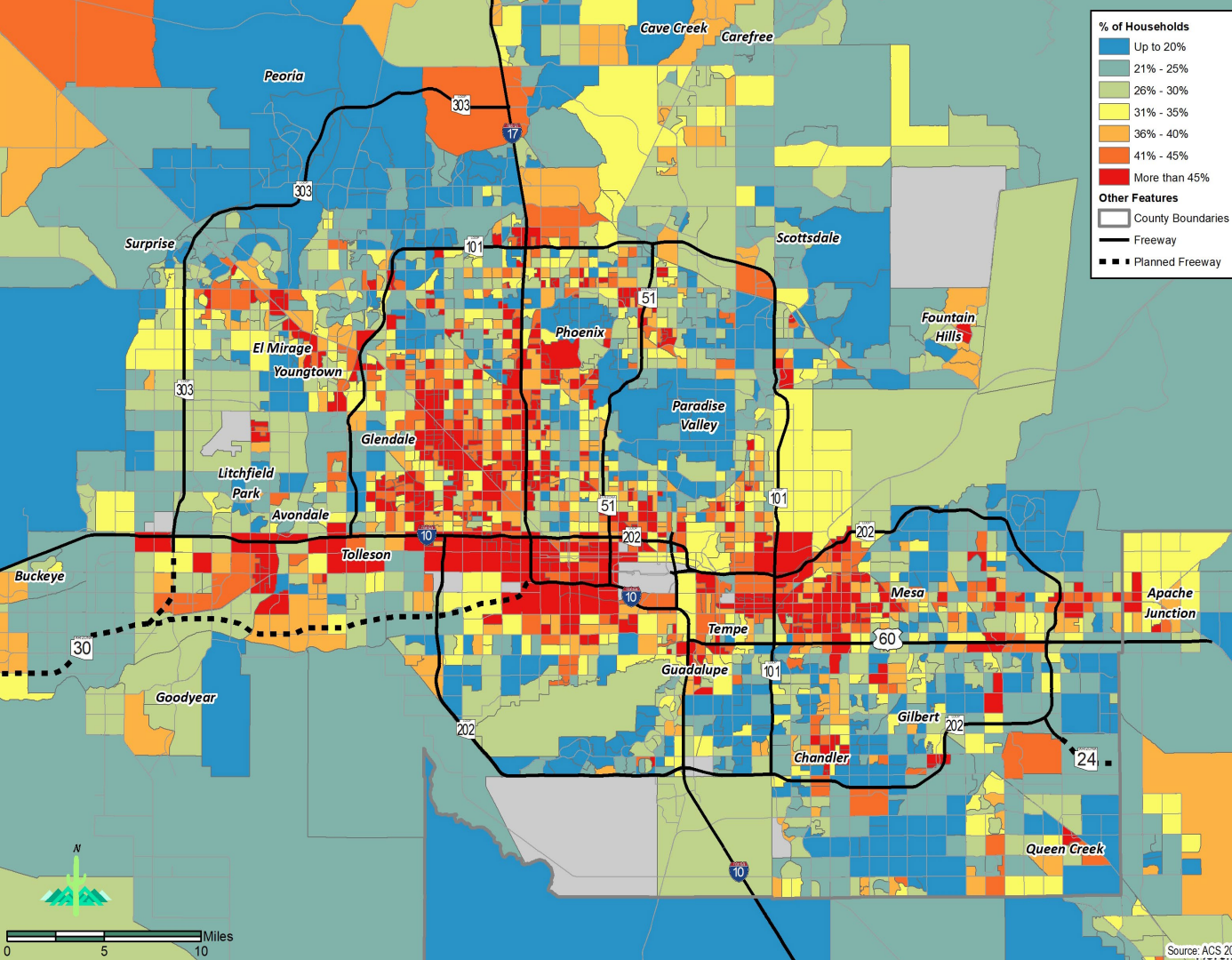
Income Spent on Housing

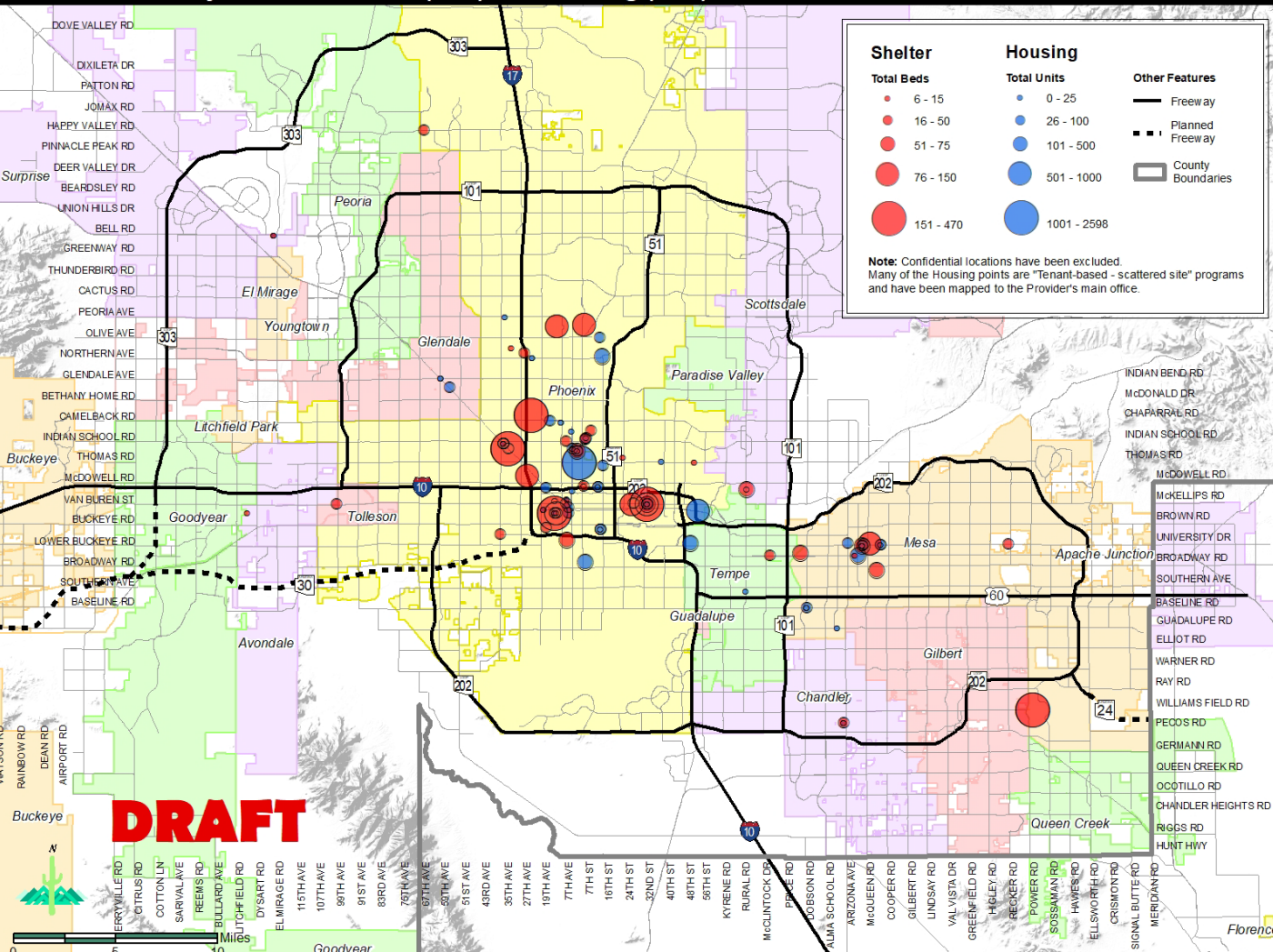
- 512,000 households spend more than 30%
- 229,000 households spend more than 50%

Households spending over 30%:

- ▶ 85% are households with income below \$60k
- ▶ 49% are single-worker households

Source: American Community Survey (2015-2019)



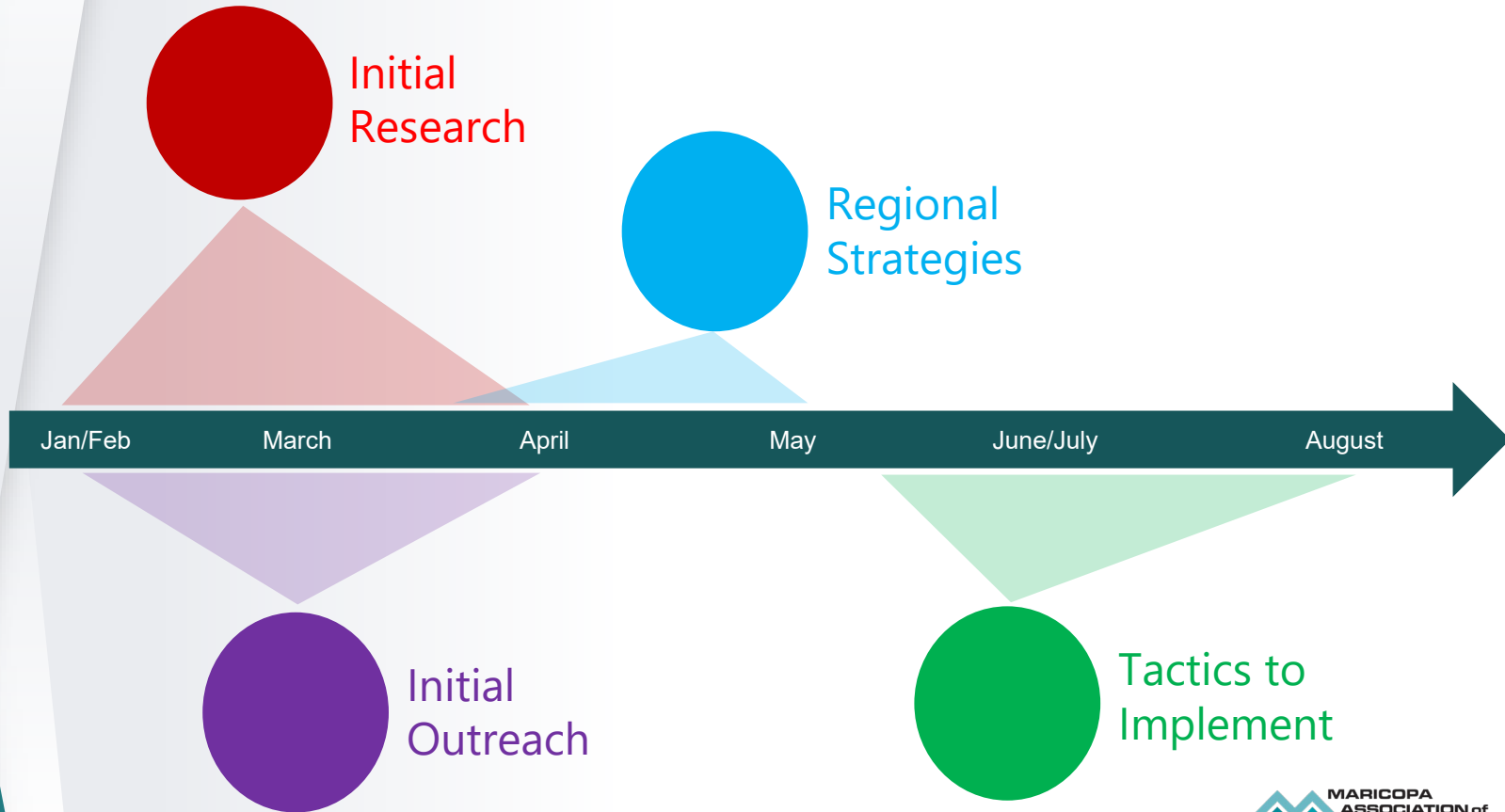


Preliminary 2021 Housing Inventory Chart for Shelter (Bed and Housing (Unit) Counts

Building the Infrastructure

- ▶ Timeline.
- ▶ Vision and mission.
- ▶ Regional process.

Regional Response Timeline



Vision and Mission

- **Vision:** All communities in the region are strong, safe and healthy communities.
- **Mission:** Reduce and prevent homelessness through collaboration across all sectors, making homelessness rare, brief, and one time.

Regional Process to Develop Strategies



Outreach

Regional Homelessness Forum on Housing

Wednesday, February 17, 2021



Faith Forum on Regional Homelessness

Thursday,
Feb. 25, 2021



Business Forum on Regional Homelessness

Thursday, March 11, 2021



MUNICIPAL STAFF FORUM ON REGIONAL HOMELESSNESS EVENT AGENDA

MARCH 30, 2021; 2-4 P.M.

#PartneringToEndHomelessness



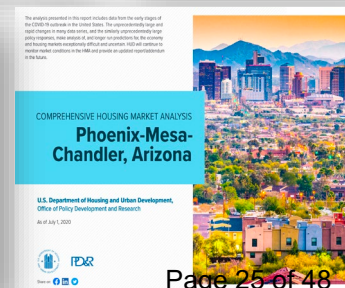
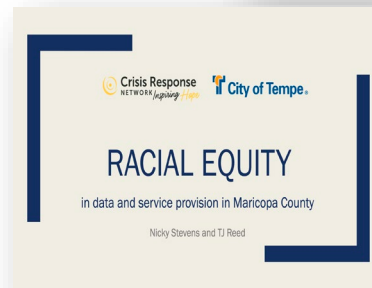
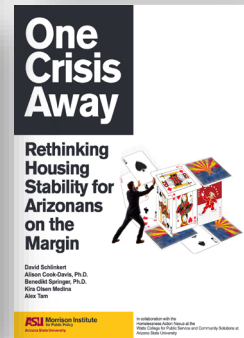
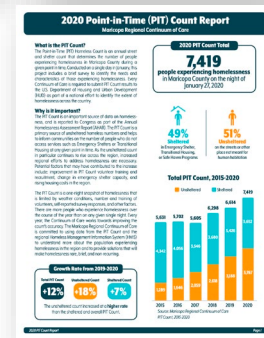
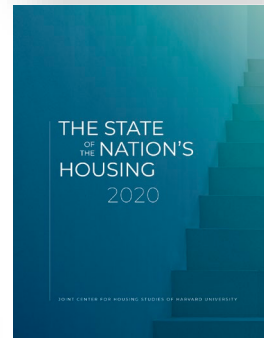
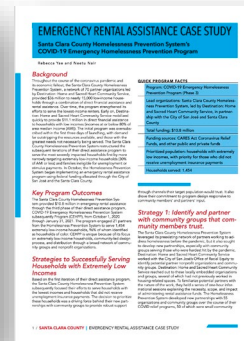
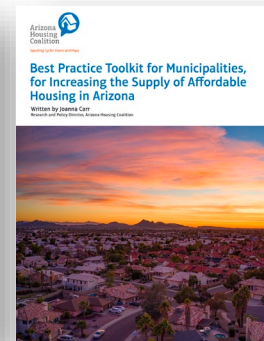
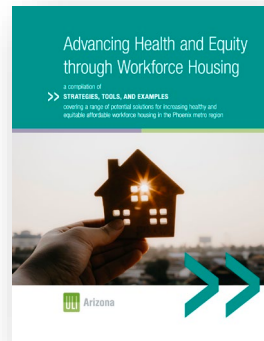
Forums: 700+ people and key sector partners

- Forum with CEOs of homeless shelter and service providers.
- Two forums with nonprofit staff to accommodate different shifts.
- Housing Forum.
- Business Forum.
- Faith Community Forum.
- Domestic Violence Shelter and Service Provider Forum.
- Philanthropy Forum.
- Municipal Staff Forum.
- Elected Official Forum.
- Capstone event (planned).

Surveys

- Field surveys with persons with lived experience: 163+ surveys collected to date.
- Online survey with law enforcement about role and training needs: 280 surveys completed.
- Online survey with first responders about role and training needs: 268 surveys completed.
- Post-event surveys with all forum participants about satisfaction with the forum and to gather additional input about questions in forum.
- Survey to all forum participants to select top three priority strategies.

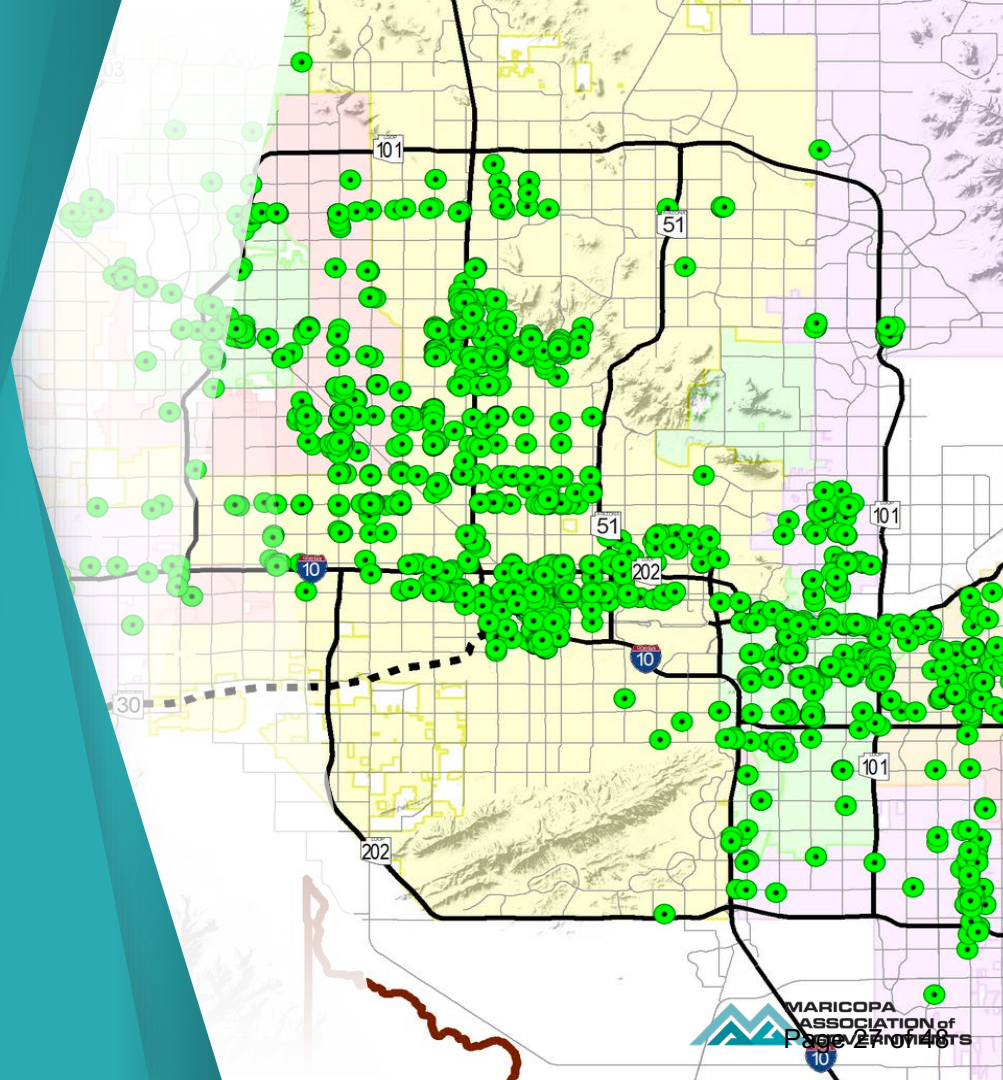
Data Analysis



Research Conducted

- Extensive literature review.
- Inventory of 300 local plans, strategies and priorities.
- National research into 37 of the most effective regional strategies.
- Ongoing analysis of funding sources, eligible activities, and possible partnerships.
- Study of considerations to take into account when siting new homeless shelter, services and housing.
- Expenditure analysis of 20 municipal budgets for revenue sources and allocations.

Regional Strategies



Emerging Strategies in Regional Portfolio

Diversion/
Prevention

- **Diversion/Prevention.**

Housing

- **Housing.**

Coordination

- **Coordination.**

Services

- **Services.**

Shelter

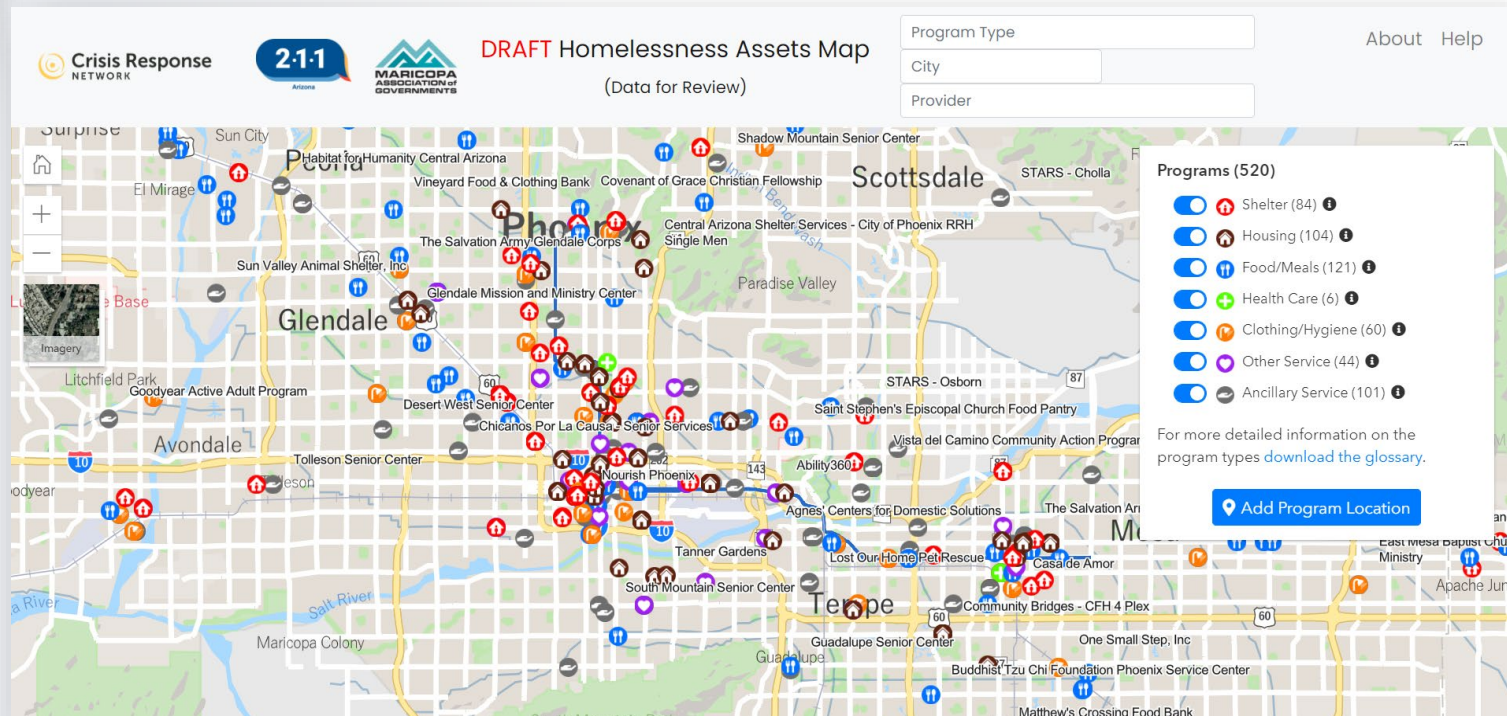
- **Temporary Housing.**

<i>Diversion/ Prevention</i>	- Coordinate and expand regional homelessness prevention efforts. - Coordinate and expand regional homelessness diversion efforts.
<i>Housing</i>	- Increase affordable housing, particularly for extremely low income households. - Coordinate COVID-19 relief funds to support implementation of the regional homelessness strategies. - Create a regional system for landlord engagement. - Expand and coordinate housing flexible funding pool initiatives to support providers in meeting the unique needs of their clients.
<i>Coordination</i>	Include people with lived experience of homelessness, especially people of color, in decision-making roles throughout the homeless system of care. - Continue to examine data from homelessness and other systems to understand and address racial disparities. - Develop and sustain a diverse and inclusive workforce and organizations that are committed to antiracism. - Build and coordinate cross-sector relationships with other systems.
<i>Services</i>	- Evaluate and enhance the coordinated entry system. - Expand and coordinate employment assistance and services available to people experiencing homelessness.
<i>Temporary Housing</i>	- Increase bridge housing. - Strengthen the regional response to unsheltered homelessness and the system of local shelters.

Moving Forward

- ▶ HANDUP planning tool.
- ▶ Next steps.

HANDUP- Homelessness Assets and Needs Data for Unified Planning



HANDUP- Homelessness Assets and Needs Data for Unified Planning

Crisis Response NETWORK **2-1-1** **MARICOPA ASSOCIATION of GOVERNMENTS** **DRAFT Homelessness Assets Map** (Data for Review) [About](#) [Help](#)

Transitional Housing/Shelter

Service Provider/Program: Andre House of Arizona, Inc
Address: 1203 W Polk St 85007-2517 AZ
Hours: Mon-Thu 4:30pm-10pm, Sat-Sun 8am-10pm
Description: Provides transitional housing for men and women who are homeless.
Eligibility: Adults who are homeless and sober
Intake / Application Process: Call Mon-Thu 10am-noon or Sat before 9am to set up an interview
Languages: English; Spanish available upon request
Program Fees: None
Website: [Website Link](#)

[Feedback](#) [Zoom to](#)

Programs (520)

- ☒ Shelter (84)
- ☒ Housing (104)
- ☒ Food/Meals (121)
- ☒ Health Care (6)
- ☒ Clothing/Hygiene (60)
- ☒ Other Service (44)
- ☒ Ancillary Service (101)

For more detailed information on the program types [download the glossary](#).

[Add Program Location](#)

Next Steps

- Develop **regional funding targets and scenarios** by:
 - Projecting the number of housing units, shelter beds and diversion services needed regionally.
 - Conducting a cost analysis for the tactics and strategies.
 - Creating scenarios based on analysis and policy positions. Vet targets, scenarios and costs with Maricopa Regional Continuum of Care and member agencies.
- Finetune the **HANDUP** homelessness assets and needs planning tool.
- Host **capstone event** on June 10, from 2-4 p.m.
- Develop an **implementation plan** for approval.

For More Information

Amy St. Peter

Maricopa Association of Governments

astpeter@azmag.gov; 602-452-5049

<https://azmag.gov/Programs/Homelessness>



City of Surprise Homelessness Update

Human Service & Community Vitality | June 1, 2021



Today's Presentation

- By the Numbers
- Current Efforts Related to Emerging Regional Strategies
 - Diversion/Prevention
 - Housing
 - Coordination
 - Services
 - Temporary Housing



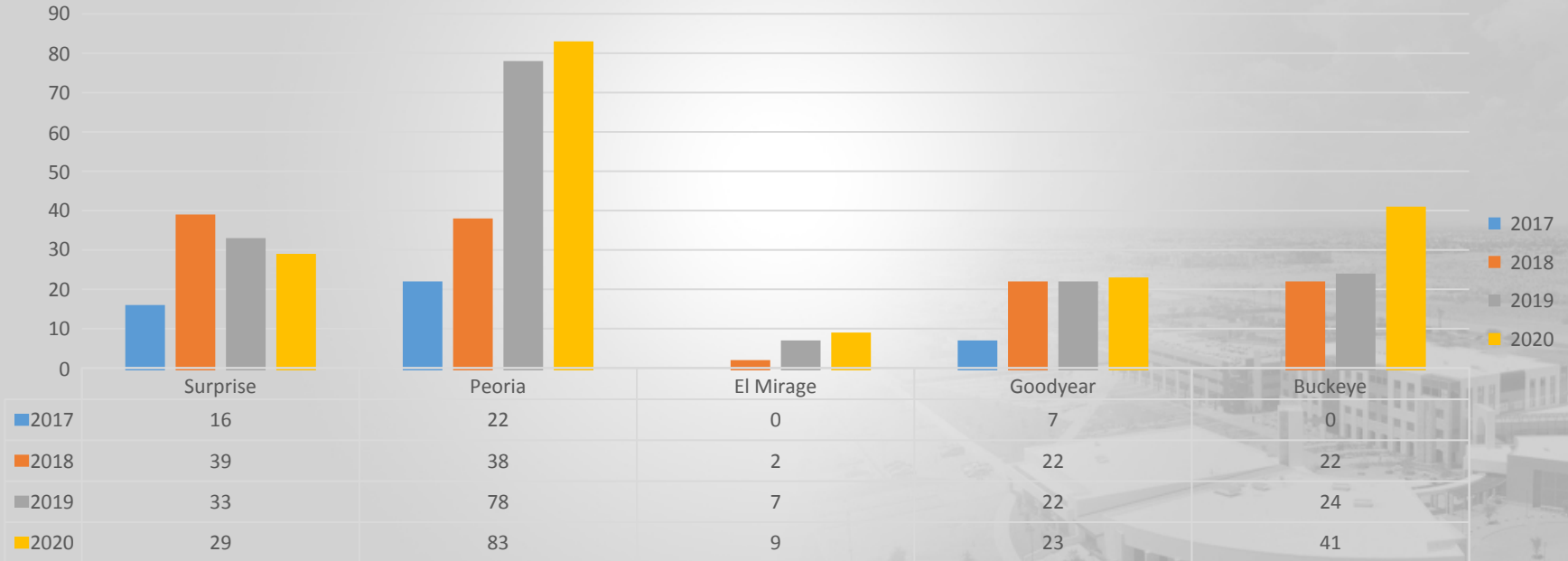
Homelessness in Surprise

- In general, Surprise has a relatively low number of people experiencing homelessness in our community
- We understand homelessness is a regional issue, not a single city issue
- Current approach is to get ahead of the issue



By the Numbers

HUD Annual 'Point in Time' Count By WV City 2017-2020



FY21 PIT Count in Surprise = 25* (*Not required by HUD for safety reasons. Observational count only)



By the Numbers

Homeless Information Management System (HMIS) Data From the Community of Surprise (Jan 2021-Mar 2021):

Program Type	Count
PH - Rapid Re-Housing (HUD)	84
PH - Permanent Supportive Housing (disability required for entry) (HUD)	27
Other (HUD)	22
Coordinated Entry (HUD)	21
Emergency Shelter (HUD)	21
Street Outreach (HUD)	21
Services Only (HUD)	15
Homelessness Prevention (HUD)	2
Transitional housing (HUD)	2
Count of All Clients	179



By the Numbers

Homeless Information Management System (HMIS) Data
From the Community of Surprise (Jan 2021-Mar 2021):

Age

Age at Effective Date	Count
<18	47
18-24	14
25-34	27
35-44	30
45-54	24
55-69	33
70+	4
Count of All Clients	179

Gender

Gender (Adults)	Count
Data not collected	1
Female	68
Male	63
	132
Gender (Minors)	Count
Data not collected	0
Female	21
Male	26
	47



By the Numbers

Partner & Program Data FY21	Total Served	
NW Interfaith Homeless Emergency Lodging Program (I-HELP)	46/90	Unduplicated guests YTD/Since Program Launch
	1,390/3,156	Bed-nights YTD/Since Program Launch
Surprise Resource Center	112	Walk-in & Calls
Surprise Police	65	Outreach, engagements
Surprise Fire-Medical	24	Transports
Dysart School District	125	McKinney-Vento Act eligible
St. Mary's Food Bank	60/320	To-go bags weekly/monthly for people experiencing homelessness
Various Faith-Based Communities Outreach	65-70	Outreach in various locations
Shower Truck & Resources Program	55	Twice per month hosted by the NW Salvation Army Surprise
Phoenix Rescue Mission	173	Contacts (duplicated)
	81	Engagements
	15	Placements
Surprise Parks & Recreation	12	Engagements at a park or facility
Tenant Based Rental Assistance	106	Demand
	21	Units Occupied



Diversion/Prevention

Prevention

- Established Surprise Resource Center and CAP office in FY16
 - Eviction prevention, rental assistance, utility assistance, employment services, benefit assistance, etc.

	# Served YTD
Surprise Resource Center (total services)	10,249
Eviction Prevention/Rental/Utility Assistance (CAP) (Surprise & El Mirage Households)	1,713
Housing CARES Program (HUD Covid funded mortgage & rental)	23
Tenant Based Rental Assistance (New)	21



Housing

- Housing Rehabilitation Program (CDBG) – 12 Projects YTD
- Housing Authority of Maricopa County Partnership
 - Heritage at Surprise Permanent Supportive Housing Development (100 units)
- Tenant Based Rental Assistance (TBRA)
 - 21 families housed
 - 100+ on waitlist





Coordination

Regional

- Maricopa Association of Governments (Council & Staff)
 - MAG Continuum of Care Board & Committee
 - MAG Human Services and Community Initiatives Committee
- West Valley Municipal Human Services Collaborative
 - Monthly meetings w/WV municipal staff
- HOME Consortium (HUD)
- NW I-HELP Resolution & Program
- West Valley Regional Solution Resolution (Peoria, El Mirage, Maricopa County, Surprise)

City

- Surprise Area Homeless Collaborative
 - Public safety, non-profit, education and faith-based communities
- Surprise Resource Center Partner Meeting



Services

- Outreach
 - Phoenix Rescue Mission, Surprise Police Department
- Surprise Resource Center
- Shower Truck & Services Program (new)
 - Church of the Palms, Salvation Army, Circle the City, City of Surprise HSCV & PD
- Community Resource Guide





Success Story - SPD

- 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.





Temporary Housing

NW Interfaith Homeless Emergency Lodging Program (I-HELP)

- Launched October 2019
- Local faith-based communities
- Serves Surprise, El Mirage, Sun Cities, Youngtown, Peoria and other unincorporated areas of NW Maricopa County
- Supported with funding by Maricopa County

Surprise Resource Center

Providing social services to Northwest Valley residents

Centro de Recursos de Surprise

Proporcionando servicios sociales a residentes en el Nordeste 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 empleos
- » 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 computación
- » Referencias para personas sin hogar
- » Cajas de comida de emergencia

Surprise Resource Center
13425 W. Bell Rd, Bldg. A, Ste. #124 - Surprise, AZ 85378
FOR INFO VISIT: www.surprisecenter.gov/compassionalsurprise OR CALL 623.222.1600





QUESTIONS OR COMMENTS?

Thank You