



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

Wednesday, August 11, 2021 @ 6:00 PM

COUNCIL CHAMBERS

Amended agenda - August 9, 2021 at 9:30 AM - corrected meeting start  
time to 6:00 PM

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

**CALL TO THE PUBLIC:**

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

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

**CONSENT AGENDA:**

**REGULAR AGENDA ITEM - PUBLIC HEARING:**

**REGULAR AGENDA ITEM - NON-PUBLIC HEARING:**

- |    |          |                                                                                                                                           |                                 |
|----|----------|-------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| 1. | Citywide | Consideration and action pertaining to the approval of the June 9, 2021 Veterans, Disability & Human Services Commission meeting minutes. | Human Svcs and<br>Comm Vitality |
| 2. | Citywide | Consideration and action pertaining to the nomination and election of the Veterans, Disability and Human Services Commission Chair.       | Human Svcs and<br>Comm Vitality |
| 3. | Citywide | Consideration and action pertaining to the nomination and election of the Veterans, Disability and Human Services Commission Vice Chair.  | Human Svcs and<br>Comm Vitality |
| 4. | Citywide | Presentation and discussion pertaining to Work For Warriors Arizona.                                                                      | Human Svcs and<br>Comm Vitality |
| 5. | Citywide | Discussion and action pertaining the establishment of a West Valley Housing Support Center.                                               | None                            |
|    |          |                                                                                                                                           | Human Svcs and<br>Comm Vitality |

6. Citywide Presentation and discussion pertaining to the “Servants of Surprise” (SOS) program.

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

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SHERRY ANN AGUILAR, CITY CLERK, MMC

POSTED: August 5, 2021 at 3:45 PM

Amended August 9, 2021 at 9:30 AM (corrected time change to reflect 6 PM)

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



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

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Council Meeting Date: August 11, 2021      Contact Person:  
Submitting Department: Human Svcs and Comm      District: Citywide  
Vitality  
Staff Recommendations:

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|             |              |                    |                       |
|-------------|--------------|--------------------|-----------------------|
| 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 June 9, 2021 Veterans, Disability & Human Services Commission meeting minutes.

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**Motion:**

I move to approve the June 9, 2021 Veterans, Disability and Human Services Commission meeting minutes.

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**Background:**

N/A

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**Objective Analysis:**

N/A

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**Policy Compliant:**

N/A

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**Financial Impact:**

N/A

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**Budget Impact:**

N/A

**FTE Impact:**

N/A

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**ATTACHMENTS:**

1. 06.09.21 VDHS Commission Minutes DRAFT
-

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

**MEETING MINUTES-DRAFT**

**June 9, 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 June 9, 2021.

**A. PLEDGE OF ALLEGIANCE**

**B. ROLL CALL**

In attendance were Chair Karissa Perry, Vice-Chair Witzel and Commissioners John Billcheck, Shawna Daigle, Steffen Hanzel, Julie Kent-Partridge, Harrylouis Rodriguez.

Absent: Gwen Mendez (excused), Jason Cooper (excused), 2 vacancies.

**STAFF PRESENT:**

Human Service & Community Vitality Administrator Danielle Osborne, Assistant City Attorney Hobie Wingard, and Administrative Specialist Karina Caraveo were present.

**COUNCIL MEMBERS PRESENT:**

**C. CURRENT EVENTS REPORT**

Chair Perry reported on the following upcoming events:

- Day of Service
  - June 23<sup>rd</sup> & July 21<sup>st</sup> at St. Mary's Food Bank
- Heat Relief Network in Maricopa County
- 4<sup>th</sup> of July Pool Party
  - 7/04/2021 at 6-8:30pm
- City offices will be closed on Monday, July 5<sup>th</sup> in observance of 4<sup>th</sup> of July

Commissioner Rodriguez reported on the following events:

- Coffee for Vets
  - 5/29/2021-Resources provided, June event coming
- Veteran & Disability Bike Ride

- 3<sup>rd</sup> week of July

Commissioner Kent-Partridge reported on the following event:

- National Guard award banquet

Vice-Chair Witzel reported on the following event:

- Decision not to renew commission term
- Thanked the Commission for all support and services
- Vet Links Coffee for Vets event

#### D. STAFF REPORT

Administrator Danielle Osborne reported the following:

- Thanked Vice-Chair Witzel, Commissioner Hertzog, and Commissioner Van deLangeryt for their service and support to the Commission
- Three new Commissioners nominated
- Chair & Vice Chair voting in August
- Maricopa Association of Governments presentation on homeless outreach efforts – Council Work Session, June 1<sup>st</sup>
- Regional Homelessness Capstone Meeting- 6/10/21 RSVP Required
- Care & Share Expo- November 11<sup>th</sup>

#### CALL TO THE PUBLIC:

None.

#### 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 May 12, 2021 Veterans, Disability and Human Services Commission meeting minutes.**

Commissioner Hanzel made a motion to approve the May 12, 2021 Veterans, Disability, and Human Services Commission Meeting minutes. Commissioner Billcheck seconded the motion. The motion carried with 7 yes votes, 2 Absent (Cooper & Mendez), and 2 vacancies.

**Item 2 – Citywide – Discussion and update pertaining to the 2021 Care & Share Expo.**

Ms. Osborne shared that planning for the event has started, and the date has been set to November 11<sup>th</sup> 2021. Promotional items have been ordered and received.

Chair Perry shared with the Commission the possibility of presenting an award during this event.

**Item 3 – Citywide – Discussion pertaining to the establishment of a recognition program sponsored by the VDHS Commission.**

Chair Perry advised the Commission of offering a annual ceremony, recognizing those joining the military services.

Danielle Osborne recommended the Commission to form a work group to build criteria and look at key areas.

Commissioner Hanzel shared with the Commission that he conducted some research online and did not find many options. He volunteered for the workgroup.

Commissioner Daigle recommended working with the City of Surprise School Districts and the Nadaburg School District. She also volunteered for the workgroup.

Commissioner Kent-Partridge agreed with the idea of award recognition during the Care & Share Expo.

Commissioner Rodriguez mentioned a city banquet for recognition.

Chair Perry and Commissioners Rodriguez and Billcheck also volunteered for the work group.

Commissioner Rodriguez asked the Commission about how many awards would be presented, and who would present the recognition. Commissioner Hanzel suggested one main award be presented. Chair Perry agreed and advised all suggestions to be worked out amongst the work group

**Item 4 – Citywide – Discussion and action pertaining to approval of the Fiscal Year 2022 Veterans, Disability and Human Services Commission meeting calendar.**

Commissioner Rodriguez recommended a reschedule of the November meeting to November 3<sup>rd</sup>, rather than outright cancelling the November meeting.

Commissioner Daigle made a motion to approve the Fiscal Year 2022 Veterans, Disability and Human Services Commission meeting calendar with the proposed amendment. Commissioner Hanzel seconded the motion. The motion carried with 7 yes votes, 2 Absent (Cooper & Mendez), and 2 vacancies

**OTHER BUSINESS AND FUTURE AGENDA ITEMS:**

- Commissioner Kent-Partridge – Division of Developmental Disabilities

## ADJOURNMENT:

Commissioner Rodriguez made a motion to adjourn the meeting of the Veterans, Disability & Human Services Commission of June 9, 2021 at 6:34 p.m. Commissioner Billcheck seconded the motion. The motion carried with 7 yes votes, 2 Absent (Cooper & Mendez), and 2 vacancies

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Danielle Osborne  
HSCV Administrator

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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:

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Karina Caraveo, Commission Liaison

DATE:

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

Council Meeting Date: August 11, 2021      Contact Person:  
Submitting Department: Human Svcs and Comm      District: Citywide  
Vitality  
Staff Recommendations:

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

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**Agenda Wording:**

Consideration and action pertaining to the nomination and election of the Veterans, Disability and Human Services Commission Chair.

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**Motion:**

I move to select (insert name here) for the position of Chair of the Veterans, Disability and Human Services Commission.

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**Background:**

A chair for the Commission must be elected pursuant to the Surprise Municipal Code, Sec. 2-295(11).

Nominations will take place and a paper ballot will be available in the event numerous commissioners are nominated. A motion, second, and a roll call vote will follow the paper ballots.

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**Objective Analysis:**

This action allows for the nomination and election of a Chair for the Commission.

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**Policy Compliant:**

This action is compliant with City and Council policies.

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**Financial Impact:**

N/A

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**Budget Impact:**

N/A

**FTE Impact:**

N/A

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**ATTACHMENTS:**

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

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Council Meeting Date: August 11, 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 nomination and election of the Veterans, Disability and Human Services Commission Vice Chair.

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**Motion:**

I move to elect (insert name here) to the position of Vice Chair of the Veterans, Disability and Human Services Commission.

---

**Background:**

A vice chair for the Commission must be elected pursuant to the Surprise Municipal Code, Sec. 2-295(11).

Nominations will take place and a paper ballot will be available in the event numerous commissioners are nominated. A motion, second, and a roll call vote will follow the paper ballots.

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**Objective Analysis:**

This action allows for the nomination and election of a vice-chair for the Commission.

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**Policy Compliant:**

This action is compliant with City and Council policies.

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**Financial Impact:**

N/A

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**Budget Impact:**

N/A

**FTE Impact:**

N/A

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**ATTACHMENTS:**

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

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Council Meeting Date: August 11, 2021      Contact Person:  
Submitting Department: Human Svcs and Comm      District: Citywide  
Vitality  
Staff Recommendations:

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

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**Agenda Wording:**

Presentation and discussion pertaining to Work For Warriors Arizona.

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**Motion:**

None, this item is for discussion only.

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**Background:**

Geoff Partridge will provide an overview of services from Work for Warriors program that is available to Surprise residents.

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**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.

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**Policy Compliant:**

This item is City and Council policy compliant.

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**Financial Impact:**

None

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**Budget Impact:**

None

**FTE Impact:**

None

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**ATTACHMENTS:**

1. Work For Warriors Arizona Introduction Brief
-



# **Work For Warriors** **Arizona**



# Mission

**Work For Warriors Arizona (WFWAZ) is a FREE job placement program in Arizona. We assist all Service Members, Veterans, and their Families.**

**With an ever-growing list of active business partnerships throughout Arizona, we are able to offer our candidates a wide variety of careers, ranging in experience and backgrounds.**

**Our Veteran staffing consultants will guide you through the hiring process. Whether you're unemployed, underemployed, or in need of a change, we want to help you find the career you've been searching for!**



# Statutes and Policy



## **Statute Regulations**

- Public Law 112-56, Sec. 201-265 (VOW to Hire Heroes Act of 2011)
- NDAA 2016, Sec 661 charges each service with providing financial literacy training under Section 992 of Title 10, United States Code

## **Army/DoD Regulations/Guidance**

- DODI 1332.35 requires that Service members complete CRS according to each service's Life Cycle Model (29 FEB 2016)
- AR 600-81, Soldier for Life – Transition Assistance Program (17 May 2016)

## **Senior Leadership Guidance**

- President Obama's Executive Order 13518 of November 9, 2009\_ Employment for Veterans
- The 2012 Army Strategic Planning Guidance (ASPG Objective)
- Army National Guard 2014-2020 Strategic Planning Guidance
- ARNG 4.0
- SMOM 18-030, CSFL Program and Requirement for BRS training for ARNG RSP Soldiers (23 February 2018)



# Who we are



- **Ken Britton** – Arizona
  - Director
  - [K.britton.csfl@gmail.com](mailto:K.britton.csfl@gmail.com)
  - Phone: (602) 629-4010
- **Geoff Partridge** – Arizona
  - Marketing Program Coordinator
  - [g.partridge.w4w@gmail.com](mailto:g.partridge.w4w@gmail.com)
  - Phone: (602) 267-2802
- **Melita Escobedo** – Phoenix Arizona
  - Staffing Coordinator
  - [mescobedo.w4w@gmail.com](mailto:mescobedo.w4w@gmail.com)
  - Phone: (602) 503-6683
- **Guy Lacheta** – Northern Arizona
  - Staffing Coordinator
  - [g.lacheta.w4w@gmail.com](mailto:g.lacheta.w4w@gmail.com)
  - Phone: (520) 831-0174



# What We Do

## Areas of emphasis:

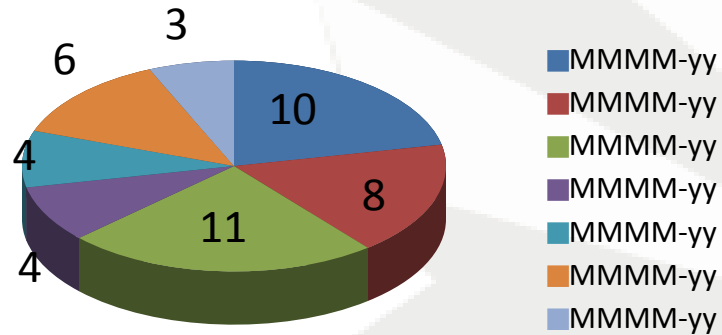
- Resume preparation
- Interview preparation
- Employment Outreach
- Military Skills Translation
- Apprenticeship and Certifications



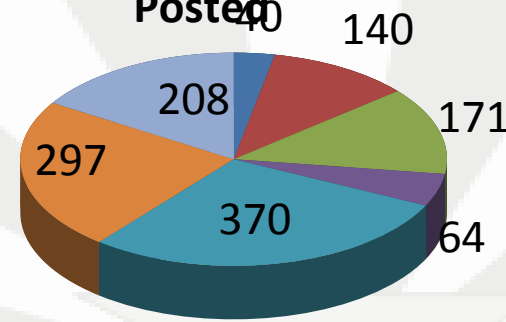
# Stats 2021



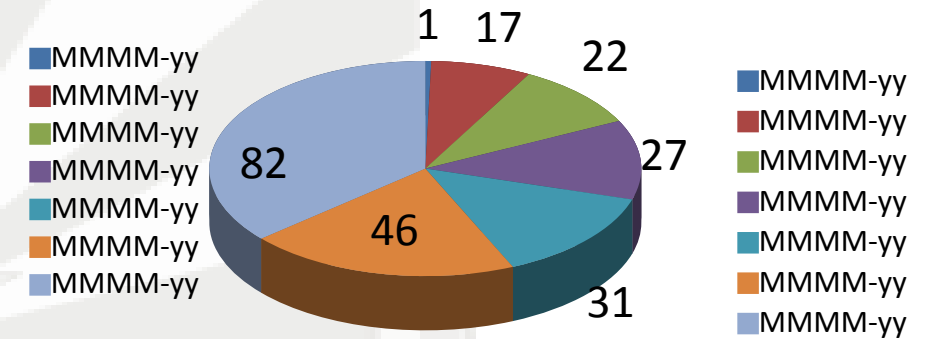
50 Companies On Job Board



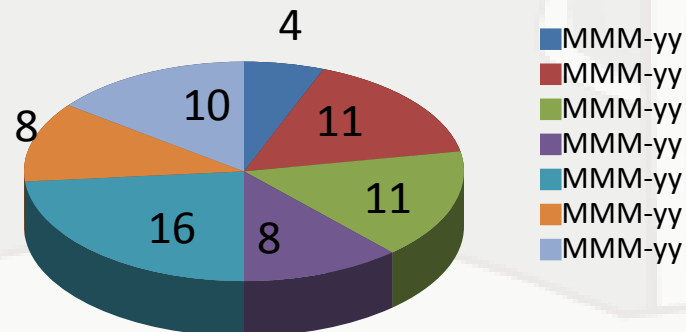
1290 Jobs Posted



219 Job Board Applications



68 Service Members Hired



Briefed – 2400+ SM/Vets/Dep.  
Supported – 370+ received help



# Question?



LinkedIn:

[www.linkedin.com/company/work-for-warriors-Arizona](http://www.linkedin.com/company/work-for-warriors-Arizona)

Job Board:

[wfw.mysmartjobboard.com/](http://wfw.mysmartjobboard.com/)

Facebook:

[www.facebook.com/AZSFST](http://www.facebook.com/AZSFST)





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

---

Council Meeting Date: August 11, 2021      Contact Person:  
Submitting Department: Human Svcs and Comm      District: Citywide  
Vitality  
Staff Recommendations: None

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

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**Agenda Wording:**

Discussion and action pertaining the establishment of a West Valley Housing Support Center.

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**Motion:**

I move to recommend approval to City Council for the establishment of a West Valley Housing Support Center.

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**Background:**

The Human Service and Community Vitality Department is proposing to utilize federal funding to establish a small Housing Support Center in collaboration with private and public partners to serve residents who are homeless, or experiencing housing insecurity.

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**Objective Analysis:**

To promote quality of life, accessibility and equity for all residents of Surprise facing housing insecurities, 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.

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**Policy Compliant:**

This item is City and Council policy compliant.

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**Financial Impact:**

None at this time, however future action may lead to financial impact.

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**Budget Impact:**

None at this time, however future action may lead to budget impact.

**FTE Impact:**

There is no FTE impact associated with this item.

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**ATTACHMENTS:**

1. Housing Support Center VDHS Staff Report
2. A New Leaf Introduction Surprise 8-11

### 3. Presentation

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## HUMAN SERVICE AND COMMUNITY VITALITY

**Date:** August 11, 2021  
**To:** Veterans, Disability & Human Services Commission  
**From:** Adam Lane, Neighborhood Services Supervisor  
**Re:** West Valley Housing Support Center – Presentation and Discussion

### **Introduction**

The Human Service and Community Vitality Department is proposing to utilize federal funding to develop a West Valley Housing Support Center, to serve residents who are homeless, or experiencing housing insecurity.

### **Background**

As a recipient of Community Development Block Grant (CDBG) funding from the Department of Housing and Urban Development (HUD), the City of Surprise received one time funding through the CARES Act (CDBG-CV) to prevent, prepare for, and respond to the COVID-19 Pandemic.

The COVID-19 Pandemic has affected thousands of Maricopa County residents who were already at risk of becoming homeless. Rapidly rising rents, and a soon to expire eviction moratorium will drive thousands more households to the brink of homelessness.

In response to the growing housing concerns and the impacts of the pandemic, HSCV is proposing to establish a Housing Support Center in the City of Surprise. The Housing Support Center will be a centralized location in the West Valley, for residents to access housing resources. Federal and State housing resources are available in Maricopa County, however many residents have difficulty accessing the resources, or lack the knowledge of how to access them. The Housing Support Center will provide assistance to residents to help prevent them from becoming homeless. Residents who have already become homeless will be offered services to quickly move them back into permanent housing.

### **Housing Support Center**

HSCV has identified an existing facility in the City of Surprise that was constructed for the

purposes of providing temporary housing and related services for persons experiencing housing insecurity. The property is owned by a local non-profit, Mustard Seed Ministries. The owners have agreed to lease the facility to the City, so that the City can rehabilitate the property, and utilize the facility to establish the West Valley Housing Support Center.

Site control will be achieved by entering into a long term lease (15-years) with an option to extend for an additional 15 years with the property owners. This long term lease qualifies as an “Acquisition” as defined at 24 CFR 570.201(a). The Public Facility Acquisition for the purpose of providing non-congregate shelter for persons experiencing homelessness and services for obtaining permanent housing is permitted by 24 CFR 570.201(c). The project will meet a CDBG National Objective by serving low-and moderate income residents at the facility.

The City will partner with A New Leaf, a regional housing service provider, to rehabilitate the facility, and operate the Housing Support Center. The City will sub-lease the property to A New Leaf for three (3) years, with an option to extend for an additional three (3) years. A New Leaf will provide staffing and operations to offer non-congregate temporary housing for woman and families, as well as housing services for residents in need of housing resources.

### **Funding**

The City will commit CDBG and CDBG-CV funding for the acquisition, rehabilitation, and operations of the housing support center. All funding has been allocated and approved in the City’s Consolidated Plan and Annual Action Plans. The CDBG-CV funding was allocated in the Program Year 2019 Substantial Amendment for Public Facility Improvements and Public Services.

Maricopa County has also committed CDBG-CV and General Funding to support operations of the Housing Support Center.

### **Recommendations**

Staff recommends continued support of the Housing Support Center development.

Staff recommends support for the non-profit, A New Leaf to manage the property, and operate the housing support center.

### **Previous Actions**

- Public Outreach
- Open house and community review

### **Future Actions**

- City Council review and approval of lease agreements for site control.



a new leaf

HOUSING • HEALTH • COMMUNITY SERVICES

Presenter:

Kathy DiNolfi, Chief Program Officer



## Mission

“Helping Families... Changing Lives.”



## Vision

A New Leaf’s vision is to support the community’s needs and to create meaningful opportunities for change and long-term stability and well-being through a continuum of relevant and effective services, and in collaboration with other organizations and civic leaders.



a new leaf

HOUSING • HEALTH • COMMUNITY SERVICES



## a new leaf

- ♥ Celebrating 50 Years of Service
- ♥ 30+ Programs Across the Valley
  - shelter & Housing
  - Domestic & Sexual Violence
  - Mental & Physical Health
  - Education
  - Financial Empowerment
  - Family Support
  - Foster Care



# 33,941 Community Members Served Last Year



1,728 families & individuals in need of emergency shelter & supportive housing



15,914 survivors of domestic violence, sexual assault & human trafficking



5,392 low-income adults, children, & families in need of behavioral health & primary care



188 low-income children & adults in need of education opportunities



9,497 low-income & working poor households in need of financial empowerment



1,222 low-income & at-risk families in need of family support services



# Integrated Behavioral Health and Primary Care Services



## Counseling & Primary Care Clinics

- La Mesita Family Care Clinic
- Dorothy B. Mitchell Family Care Clinic
- West Valley Family Care Clinic



## Therapeutic Behavioral Health After School & Summer Programs:

- La Mesita After School Program
- East Valley After School Program



# Education



Phoenix Day Early Childhood  
Education Center

GED, ACT, SAT Prep Classes

College Advisement &  
Enrollment Assistance

Matched College Savings  
Program



# Domestic Violence, Sexual Assault & Human Trafficking Services

SAFE-DVS Crisis Hotline

Autumn House shelter

Faith House Women's shelter

DVSTOP - Overflow shelter

Domestic Violence Court Advocacy

Community Alliance Against Family Abuse

Sexual Violence Survivor Advocacy & Support  
Services





# Financial Empowerment Services

Employment Assistance

BankWork\$ Career Training Program

Greater Economic Mobility Program

Financial Literacy & Budget Coaching

VITA – Tax Assistance

Business Development Services

Rent & Utility Financial Assistance





# Family Support Services



Building Resilient Families

Family Preservation

Family Stability Program

Parent Aide

Supervised Visitation Program

Parents and Children Teaming  
Together



# Foster Care Services

Traditional & Kinship Foster  
Care Licensing

Transitional & Therapeutic  
Foster Care





# Homeless Campus Services

La Mesita Family Campus

East Valley Men's Center

Youth Refugee Campus

NEW – Campus in Surprise





# Supportive Housing Services



La Mesita Affordable & Permanent Supportive Housing

Desert Leaf Permanent Supportive Housing

Mesa Artspace Lofts Affordable Supportive Housing

Rapid Re-Housing

Tenant Based Rental Assistance



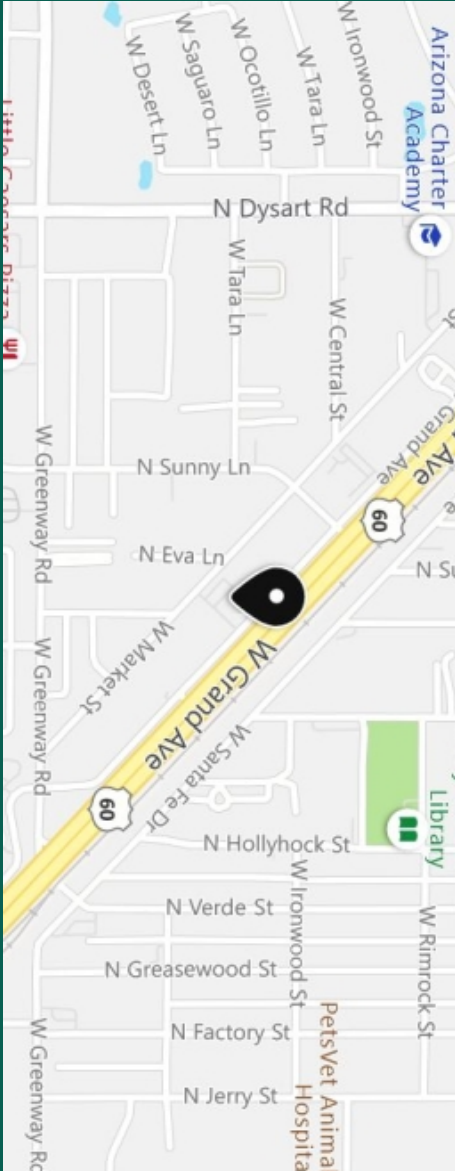
# Surprise Housing Support Center

## Housing

- Seven apartment-style units for women and children who are experiencing homelessness.
- Up to two, single female adults with children may share a unit if appropriate.
- Additionally, placement for single females with no children may be considered.

## Day Resource Center

- Support services will be available to facility residents who are experiencing hardships related to the pandemic.
- Proposed onsite services include:
  - Case management
  - Employment assistance
  - Budget coaching
  - Assistance with applying for public benefits
  - Transportation assistance
  - Access to computers
  - Access site for WIC and SNAP
  - A Coordinated Entry site for assessing, and referring individuals and families to appropriate need-based housing interventions in Maricopa County



# Questions???

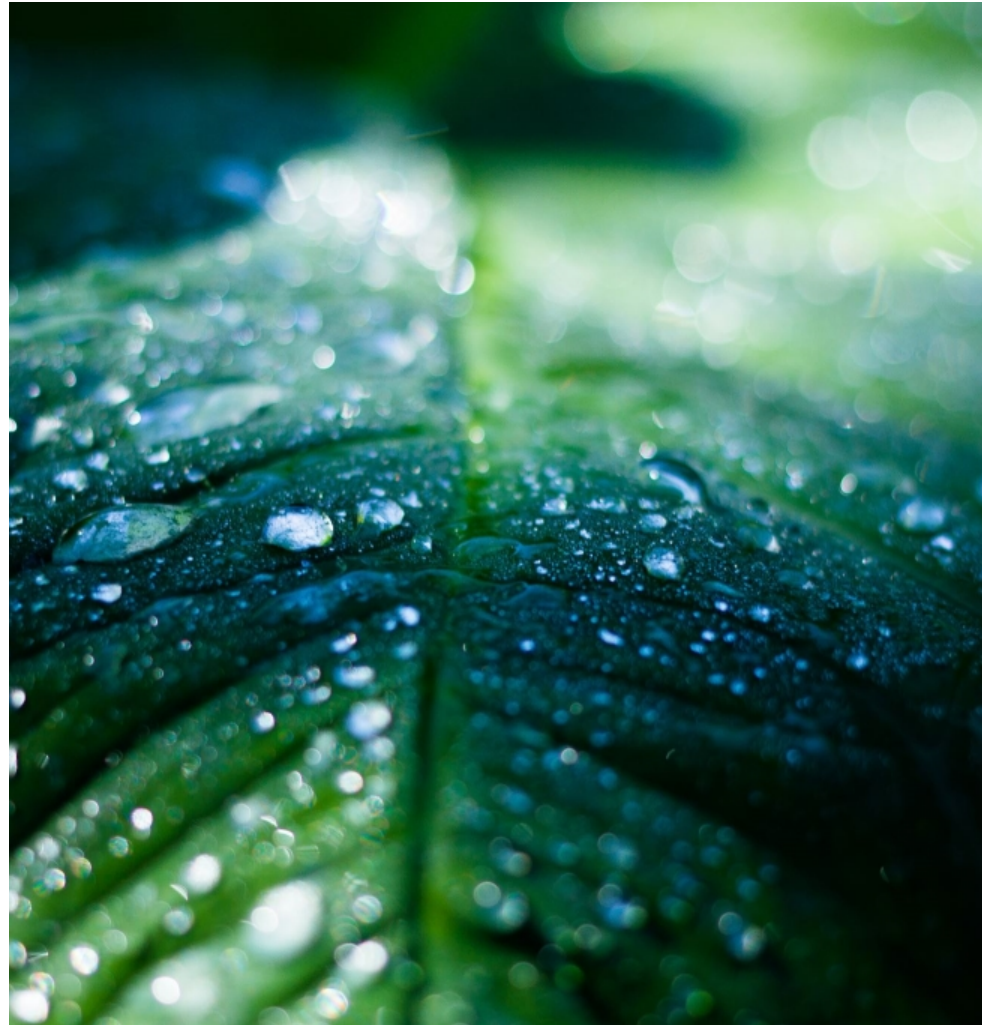
Kathy DiNolfi

Chief Program Officer

A New Leaf

[kdinolfi@turnanewleaf.org](mailto:kdinolfi@turnanewleaf.org)

480-477-4007





# Housing Support Center

## Presentation & Discussion

Human Service & Community Vitality | August 11, 2021



# Overview

## Objectives for Tonight:

- Seek input and possible action
- Provide background
- Present current needs
- Introduce partners
- Goals of the project
- How the project will accomplish goals



# Property History

## Mustard Seed Property

- Owned by the Mustard Seed Ministries
- Previous Oasis Homeless Shelter at this location
- Demolished and new construction began in 2012.



Terrones bought her first tortilla-making machine in 1953 when she was just 17 years old. She's been making and selling tortillas since. "It was my dream, and I did it because I had lots and lots of ambition to get out of poverty," she says.

-AZ Republic 2013



# Background

## **Background:**

Mustard Seed Ministries goal is to utilize their facility to help those in need.

The facility was constructed to provide temporary housing to persons experiencing homelessness, as well as support services.

The City of Surprise received one time funding through the CARES Act (CDBG-CV) to prevent, prepare for, and respond to the COVID-19 Pandemic.

The City allocated the CDBG-CV funding to acquire and improve a public facility to serve persons impacted by the pandemic.



# The Issues

## **Housing Affordability**

- 83% of Surprise low-income renters are cost burdened, spending more than 50% of their income on rent.
- The region has the fastest growing rental rates in the country.

## **COVID-19**

- Covid-19 applied additional pressure on households. Homelessness and housing insecurity has been increasing, and is expected to accelerate when the eviction moratorium ends.
- Women have been disproportionately effected by COVID-19 due to lack of childcare, being forced to leave the workforce, and domestic issues.

## **Growing Need:**

- 179 Surprise residents were reported in the regional Homeless Management Information System (HMIS), 68 women, 63 men, 47 minors
- The number of unsheltered homeless in the west valley increased 213% in FY20



# Barriers

## **Access to Resources**

- Where can people go to get housing services? Resources may be available, but are clustered in central valley.
- Lack of available housing units.
- Stimulus funding showed the need for centralized location of resources.
- The nearest Coordinated Entry site is in Phoenix. West Valley residents may have to travel 25+ miles to access CE.
- Women are less likely to enter into a traditional shelter or seek out homeless assistance.



# What is the Goal

## Create a safety net for those at risk of becoming homeless

### End Functional Homelessness

A functional end to homelessness means no person remains homeless longer than 30 days prior to moving into **permanent** housing.

Closing the front door into homelessness

- ✓ Diversion & Prevention – Homelessness Proofing
- ✓ Coordinated Entry – Expanding and Improving
- ✓ Discharge Planning – Scheduled Destination

Open the back door out of homelessness

- ✓ Housing Focused Shelter
- ✓ Housing First – Improve access to RRH & PSH
- ✓ Housing Development – Add new affordable units



# Solutions

## **Housing Support Center**

- Centralized location of housing resources
- 7 apartment units for short- term non-congregate housing
- Housing Focused – provide access to permanent housing as quickly as possible.
- Coordinated Entry Site – Provide access to Rapid Re-Housing (RRH) & Permanent Supportive Housing (PSH)
- Access to rental assistance – TBRA
- Diversion services – safe and effective alternatives to shelter
- Access to supportive housing services on site include: Case management, educational resources, financial assistance, community referrals, public benefit assistance

Partnership with A New Leaf and other regional partners.

A New Leaf is an experienced non-profit housing service provider, with a record of success in implementing and managing similar properties.



# Proposed Facility

## West Valley Housing Support Center



Temporary Housing

## Housing Services & Social Hall





## Proposed Property





# Project Steps

## The City Will:

- Utilize federal funding received from the Department of Housing & Urban Development (HUD) received through the CARES Act.
- Acquire the property through a long-term lease (minimum 15 years).
- Utilize annual CDBG allocation to pay for lease.
- Sub-lease the property to New Leaf to manage the property.
- Sub-grant federal funding to A New Leaf to:
  - Rehabilitate the existing 7-unit apartment building.
  - Operate the housing support center.
- Continue to sub-lease to the existing church on site.



# Funding Sources

City of Surprise General Fund - no impact

## Rehabilitation of Property

City of Surprise HUD CDBG-CV (CARES Act) Funds

Arizona Department of Housing CDBG-CV

## Lease of Property

COS HUD CDBG Annual Allocation

## Operational Funds

COS HUD CDBG Annual Allocation

COS CDBG-CV Funds

Maricopa County GF

Maricopa County CDBG-CV



# Why HUD Funding?

## U.S. Housing & Urban Development (HUD) Community Development Block Grant Purposes:

- To develop viable urban communities through the provision of
  - Decent, safe, sanitary housing
  - Suitable living environment
  - Expand economic development opportunities
- CDBG-CV funding must be utilized to prevent, prepare for, and respond to the pandemic.
- HUD CDBG funding is reliable and stable
  - Housing and Community Development Act of 1974



# Timeline

- Sept 2020 – Staff began working with property owners
- Sept 2020 – Current – Planning and coordination with partners
- May 5, 2021 – Neighborhood Outreach Meeting
- May 26, 2021 – District 4 Councilmember Meeting
- Aug 11, 2021 – Veteran, Disability & Human Services Commission
- Aug 17, 2021 – Surprise City Council Meeting (lease agreements)
- Sept 2021 – Lease and sub-recipient agreements in place
- Oct-Spring 2022 – Rehabilitation of housing units
- January 2022 – Housing Center open for support services
- July 1, 2022 – Housing Support Center fully opens



**QUESTIONS OR  
COMMENTS?**

**Thank You**



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

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Council Meeting Date: August 11, 2021      Contact Person:  
Submitting Department: Human Svcs and Comm      District: Citywide  
Vitality  
Staff Recommendations:

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

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**Agenda Wording:**

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

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**Motion:**

None, this item is for discussion only.

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**Background:**

Through the course of a two-day strategic planning session, the commission identified the need for a volunteer resource ambassador program, tentatively titled the "Servants of Surprise" or S.O.S. program, which would help to communicate the resources available to residents in need. This item has been placed on the agenda to allow an opportunity for staff to update the Commission on this effort.

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**Objective Analysis:**

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

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**Policy Compliant:**

This item is City and Council policy compliant

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**Financial Impact:**

None.

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**Budget Impact:**

None.

**FTE Impact:**

None.

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**ATTACHMENTS:**

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