



CITY OF SURPRISE
Veterans, Disability and Human Services Commission Meeting
16000 N. Civic Center Plaza
Surprise, AZ 85374
Wednesday, October 13, 2021 @ 6:00 PM
COUNCIL CHAMBERS

- 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 September 8, 2021 Veterans, Disability & Human Services Commission meeting minutes. | Human Svcs and Comm Vitality |
| 2. | Citywide | Presentation and discussion pertaining to services offered by Northwest Valley Connect. | None |
| | | | Human Svcs and Comm Vitality |
| 3. | Citywide | Discussion and action pertaining to the 2021 Care & Share Expo. | None |
| | | | Human Svcs and Comm Vitality |
| 4. | Citywide | Presentation and discussion on the participation of the VDHS Commission at upcoming Fall events, specifically the Veterans Day Parade. | 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: October 7, 2021 at 11:30 AM

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



CITY OF SURPRISE
Veterans, Disability and Human Services
Commission Meeting

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

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

Agenda Wording:

Consideration and action pertaining to the approval of the September 8, 2021 Veterans, Disability & Human Services Commission meeting minutes.

Motion:

I move to approve the September 8, 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. 9.8.21 VDHS Commission Minutes Draft
-

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

MEETING MINUTES-DRAFT

September 8, 2021 / 6:00 PM

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

A. CALL TO ORDER.

Vice-Chair Julie Kent-Partridge 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 September 8, 2021.

A. PLEDGE OF ALLEGIANCE

B. ROLL CALL

In attendance were Vice-Chair Julie Kent-Partridge, Commissioners John Billcheck, Shawna Daigle, Steffen Hanzel, Lisa Everett, Gwen Mendez, Jason Cooper, Phillip Lair, and Nickolas Kupper.

Absent: Chair Karissa Perry, Commissioner Harrylouis Rodriguez (excused).

STAFF PRESENT:

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

COUNCIL MEMBERS PRESENT:

C. CURRENT EVENTS REPORT

Vice-Chair Kent-Partridge reported on the following upcoming events:

- Day of Service
 - September 22nd at St. Mary's Food Bank 7:30am to 1:30pm.
- Youth Night
 - September 10th from 7:00pm to 10:00pm at Sierra Montana Recreation Center.
- 9/11 Remembrance Ceremony
 - September 11th 8:30am to 9:15am City Hall Central Courtyard
- Residential waste cleanup event
 - September 11th 7:00am to 1:00 pm at Northwest Regional Landfill.
- Sunday in the Park

- September 19th 3:00pm to 7:00pm at Mark Coronado Park.
- Movie Night
 - September 25th 7:30pm to 9:30pm at Mark Coronado Park
- Fiesta Grande
 - Original Town site celebration.
- Introduced new Commissioner
 - Lisa Everett

Commissioner Billcheck reported on the following events:

- Coffee for Vets

Commissioner Daigle reported on the following events:

- Operation September Surprise Vets honor
- Ability Expo
 - September 10th – 12th at the Westworld in Scottsdale

D. STAFF REPORT

Administrator Danielle Osborne reported the following:

- City Council approval of a Housing Support Center
- Care & Share Expo update
- HSCV Veterans Roundtable meeting update
- Veterans Day Parade
- I-Help Facility Tour
- New Commissioner welcome

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 retification of the election results of August 11, 2021, naming Julie Kent-Partridge as the VDHS Commission Vice-Chair.

Mr. Wingard explained to the Commission that due to Municipal Code, ratification by a majority vote is necessary to lawfully approve Julie Kent-Partridge for the Vice-Chair position. He asked the Commission for a roll call vote.

Julie Kent-Partridge was selected as the Veterans Disability and Human Services Commission Vice-Chair. Motion carried with 9 Yes votes, 2 absent (Perry and Rodriguez).

Item 2 – Citywide – Consideration and action pertaining to the approval of the August 11, 2021 Veterans, Disability & Human Services Commission meeting minutes.

Commissioner Hanzel moved to approve the August 11, 2021 Veterans, Disability & Human Services Commission meeting minutes. Commissioner Daigle seconded the motion. Motion carried with 9 Yes votes, 2 absent (Perry and Rodriguez).

Item 3 – Citywide – Presentation and discussion pertaining to programs offered by VetLink Foundation.

VetLink Foundation Director Jacqueline Ryan-Rojas made the presentation to the Commission.

Item 4 – Citywide – Presentation and discussion pertaining to the Consolidated Annual Performance Evaluation Report (CAPER) FY2020.

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

Commissioner Daigle asked about CDBG training for the Commission. Mr. Lane responded that he will work with staff on providing this training.

Item 5 – Citywide – Presentation and discussion pertaining to the RideChoice program by the Public Works Department.

Kristen Taylor made the presentation to the Commission.

OTHER BUSINESS AND FUTURE AGENDA ITEMS:

- Veterans Day Parade
- CDBG training
- Care & Share Expo Update

ADJOURNMENT:

Commissioner Daigle made a motion to adjourn the meeting of the Veterans, Disability & Human Services Commission of September 8, 2021 at 7:09 p.m. Commissioner Hanzel seconded the motion. The motion carried with 9 Yes votes, 2 Absent (Perry and Rodriguez).

Danielle Osborne
HSCV Administrator

Julie Kent-Partridge
Veterans, Disability and Human Services Commission Vice-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: _____

DRAFT



CITY OF SURPRISE
Veterans, Disability and Human Services
Commission Meeting

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

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

Agenda Wording:

Presentation and discussion pertaining to services offered by Northwest Valley Connect.

Motion:

None, discussion only.

Background:

Northwest Valley Connect Director Kathryn Chandler will provide an overview of Northwest Valley Connect programs 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. NVC Presentation 10-2021_Surprise
-



Northwest Valley

History

- 2014 - Started by a partnership of Benevilla and Sun Health
- Launched call center from cubical at Benevilla in Surprise
- 2015 - Volunteer Driver program started w/3 drivers
- 2016 – 1st Grant funded accessible vehicle
- 2016 – Moved into our own office space w/ grant funded routing software & equipment

Awards

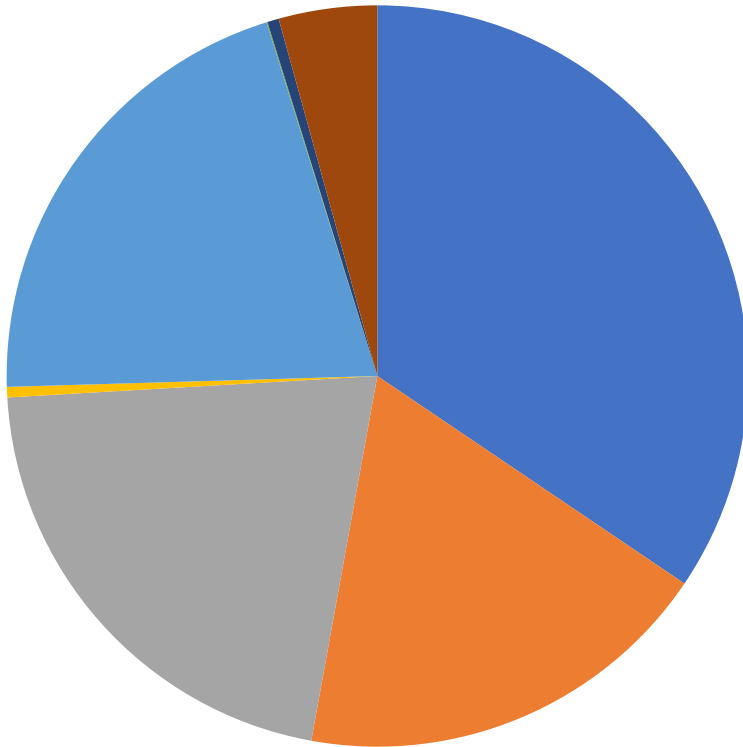
- 2017 – awarded Sm Nonprofit of the year Surprise Chamber of Commerce
- 2017 –awarded Transit Individual AZTA & ADOT
- 2019 – Congressional award Congresswoman Debbie Lesko
- 2019 – Nonprofit of the year Independent
- 2020 – Nonprofit of the month April -Peoria

Programs

- Call Center – referrals
- Ride Connect - Volunteer Driver Program
- Low Income Lyft program – SCW
- Dial a Ride for El Mirage & Senior Bus El Mirage and Youngtown
- Senior Bus for the Olive Branch Senior Center
- Lyft Connect for Seniors

Volunteer Trips by City 2020

Ride Connect



Trips by Purpose 2020

Trips by Purpose 2020

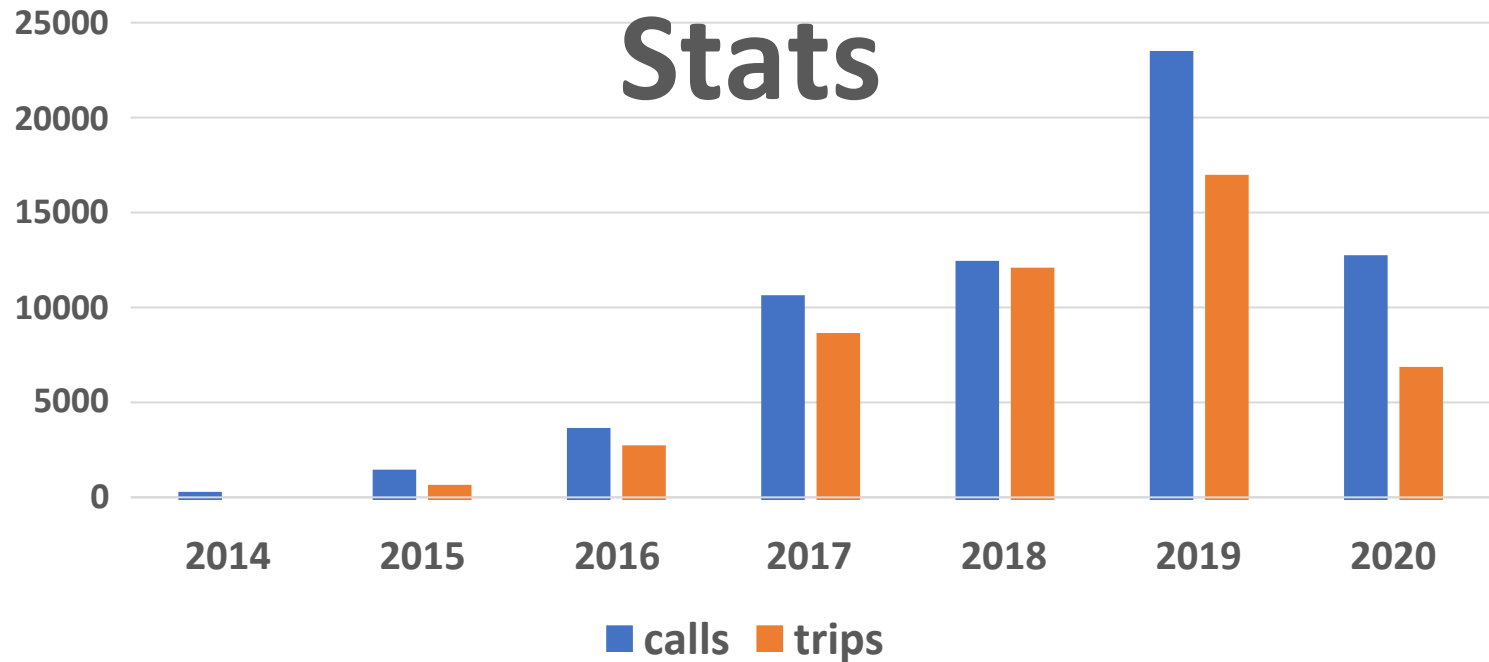
Trips

- 2019 – Growth was 26 times trips in 2015
 - 656 trips in 2015 to 17,000 trips in 2019
- 2020 - ☹️ down 67% from 2019- 7000 trips
- 2021 – 48% more trips than 2020
 - 10532 trips projected

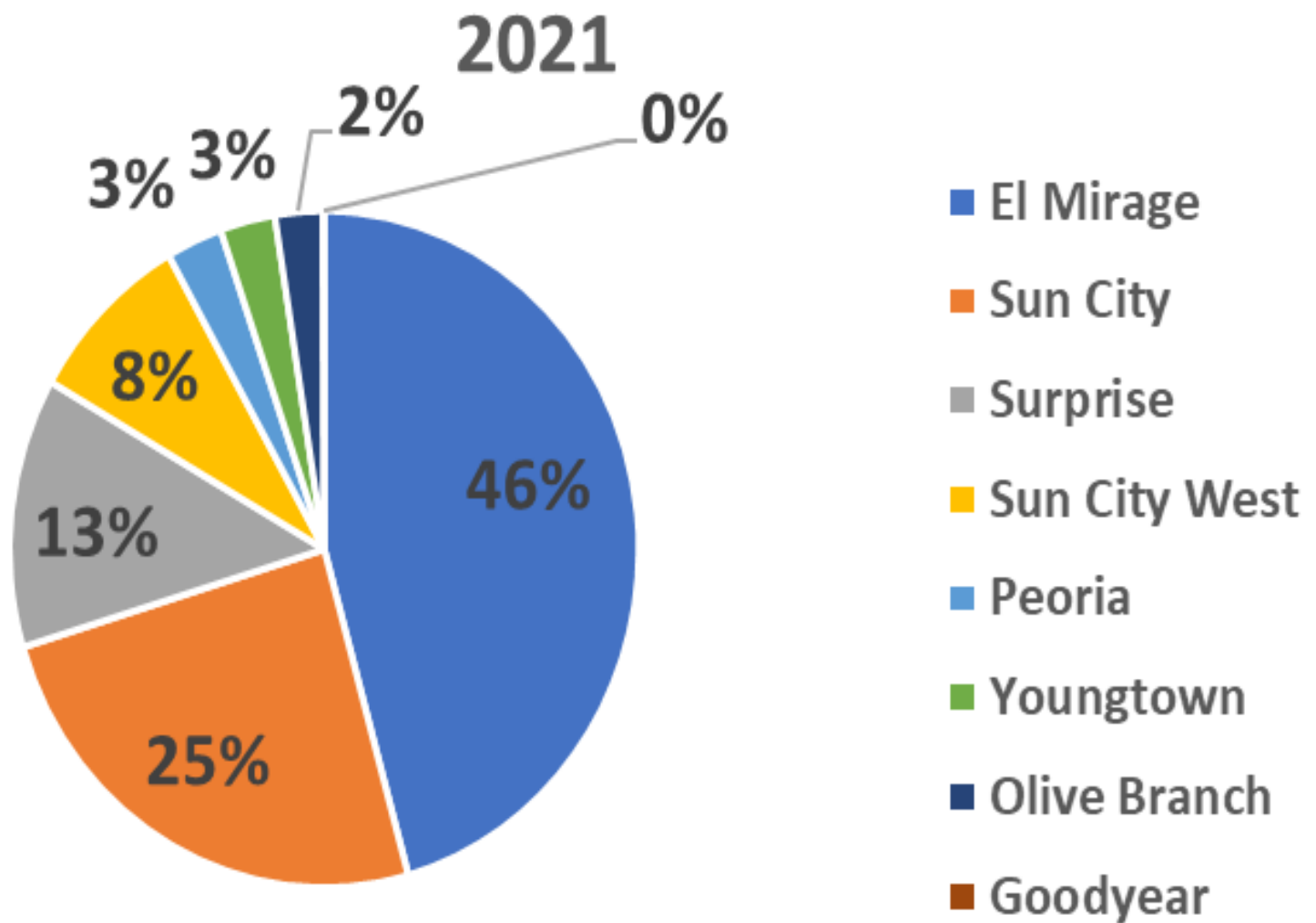
2020 Pivot Programs

- Grocery orders online / delivery
- Well Check weekly phone calls
- Trips to get Covid Vaccines

Annual Stats



Projected 2021 trips - 10532



2021 New Programs

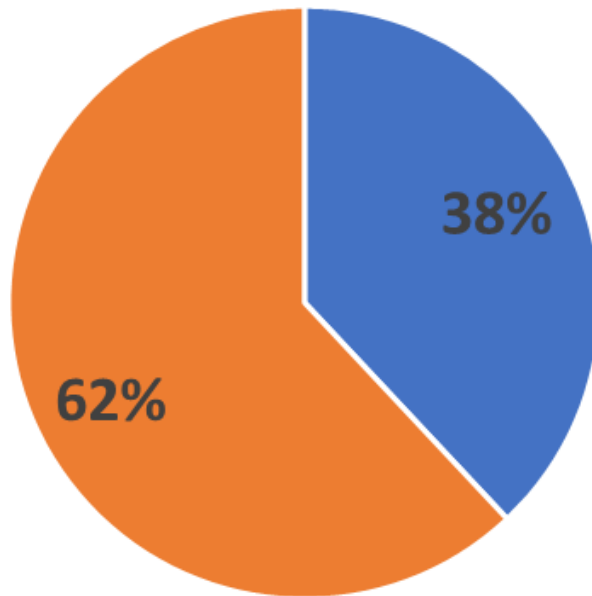
- Veteran's program –
 - VetLink Network events
 - Step Up event
 - Care and Share event
 - AmeriCorp Coordinator
- Group Homes trips
 - Group event and shopping trips
 - Medical and more trips

Veterans Outreach



**MILITARY/VETERAN
RESOURCE NETWORK**
MILITARY • GOVERNMENT • COMMUNITY

PARTNER ORGANIZATION



■ Veterans
■ Non-Veterans





My Course Notes



"Thank you" so much
for their service.
It is a God sent -
I have eye problems
and am partly
Blind -

"
Thank you"
God Bless



Ms Olga M Kroening



June 17, 2021

Northwest Valley CONNECT
PO Box 9303
Surprise, AZ 85374

To whom it may concern:

I had the privilege of using your service this morning. Steve was my driver which I know that he normally doesn't do the driving. He went out of his way to get me to my appointment at Banner Boswell by 7:00AM and pick me up when my appointment was over. I would recommend your service and would like to make a donation of \$75.00. I know that I am in good hands if I need your services in the future.

Thank you Steve!!!!

Sincerely,


Judy Kindness

Northwest Valley Connect
PO Box 9303
Surprise, AZ 85374

To whom it may concern,

I had my first ride with Northwest Valley Connect this past Monday and second, the following Wednesday. Janet was the driver for both trips. She is a very good driver, a cautious driver who is well acquainted with this area.

Northwest Valley Connect provides a much-needed service for the Sun City area. The organizers are to be commended for their foresight.

Thank you,



Ed Stegner



NVC partnered with Walgreens for vaccinations



- Darlene said, “it brought such peace of mind and comfort to me because they helped me overcome the roadblocks - finding the vaccine and registering for the online appointment. I didn’t have to worry about transportation. And now I feel safe!”

Community Support

- Vehicles – 4 grant funded, 2 donated, 1 borrowed
- Lions Foundation rented space
- Grants from SCW Foundation, Peoria, Rotary in SCW, Surprise and more
- 15 Community Member Board of Directors
- Members of PORA Transit Committee, ABC's, Westmarc, Surprise Chamber and Az Alliance of Nonprofits

Advocacy

- Legislators – considering a bill to extend Bell Rd route to Surprise
 - (Arrowhead Mall to Surprise City Hall)
- CBC Transportation/Chris Barker – Pilot Project with solar carports, electric cars, autonomous shuttle
 - (Where, When, Who)

Prop 400 extension

- Maricopa county sales tax for transportation
- Streets and Roads
- Transit
- Lite Rail
- Increase tax rate?
- Include circulators (not included now)
- County Transit Planner?

Motors and Meals - Saturday

Oct 30th - 11am to 3pm

- Annual fundraiser at Beard's
- ARC – Car show
- Beer and Wine Tent
- Food Trucks
- Vendors Booths
- Sponsorships
- Funding goes for vehicle needs(fuel, maintenance), office rent and supplies, accounting, etc.



Thank You

Kathryn Chandler

kchandler@northwestvalleyconnect.org

623-282-9304

www.northwestvalleyconnect.org



CITY OF SURPRISE
Veterans, Disability and Human Services
Commission Meeting

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

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

Agenda Wording:

Discussion and action pertaining to the 2021 Care & Share Expo.

Motion:

I move to approve expenditures toward the 2021 Care & Share Expo at an amount not to exceed \$5,000.00.

Background:

The Care & Share Expo is a free community event creating connections to human service organizations, as well as disability, veteran and health resources. It's a one-stop source for accessing programs and services that promote health, financial growth and self-empowerment.

This item has been placed on the agenda to allow the working group and staff provide an update on planning efforts, and to authorize budgetary funds for expenditure towards the event.

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:

If approved, costs associated with this action will not exceed \$5,000.00.

Budget Impact:

Currently, \$10,000.00 is budgeted towards Professional Outside Service - Other.

FTE Impact:

There is no FTE impact associated with this item.

ATTACHMENTS:

1. 2021 Care & Share Update



2021 Care & Share Update

Veterans, Disability & Human Services Commission | October 13, 2021



Event Details

- Saturday, November 13, 2021
 - 10:00 a.m. – 2:00 p.m.
 - City Hall Courtyard & Parking Garage
 - Free Admission





Exhibitors

A New Leaf-Faith House
A New Leaf-VITA
AARP Tax Aide
Adelante Healthcare WIC
American Legion Riders Post 96
Arizona@Work
Arizona Chapter – Paralyzed Veterans of America
AZ Coalition for Military & Families
Asante Library
Aurora Behavioral Health
Benevilla
Blue Mountain Developmental Programs
Brain Injury Alliance of Arizona
Cancer Support Community Arizona
Child and Family Resources
Community Legal Services
Dysart Community Center
Dysart Education Foundation
Forever Carolina
First Teeth First

Fresh Start Women's Foundation
Hart Pantry
Helping Families in Need
Hope Women's Center
Hospice Family Care
Hospice of the Valley
Just Serve
Medical Lending Center
New Life Center
Packages from Home
Parents of Addicted Loved Ones (PAL)
Rio Salado College
Southwest Autism Research
St. Joseph the Worker
Stepping Up for Seniors
Sun City Community Assistance Network
Surprise Young Life
Valors Veterans Community AZ
WHAM Art Association
Women4Women Surprise
Your Sure Foundation

Sponsors

\$3,350 in Monetary Sponsorship!

- First Teeth First (In-Kind)
- St. Mary's Food Bank (In-Kind)
- The Salvation Army (In-Kind)
- Chance Shelter (In-Kind + Friend of Event)
- First Things First - Gold
- Health Choice Arizona – Gold
- Covenant Care Assisted Living Facility – Silver
- Dominion – Silver
- Home Instead – Friend of Event
- Seeds of Hope International Ministries – Friend of Event

GOLD **\$1000**

- "Presented by" distinction on all program collateral with prominent logo placement
- Display table (6') provided for organization marketing
- Organization logo on a sponsorship banner at the event

SILVER **\$500**

- Logo placed on program and marketing material
- Display table (6') provided for organization
- Organization logo on a sponsorship banner at the event

FRIEND OF EVENT **\$100 - \$499**

- Organization logo on a sponsorship banner at the event



Attractions

- Free Lunch for a select number of attendees
 - Take-home food boxes – St. Mary's Food Bank
 - Pet Supplies and Wellness – Chance Shelter
 - Dental Screenings & Fluoride Varnishing for kids 0-5 and expectant moms – First Teeth First
 - Health Screenings – Various vendors
 - Utility Assistance – Surprise CAP Office
 - Kid's Zone
 - Raffle Prizes
- 

Promo

- Bell Road/Bullard Avenue Marquee
- Surprise Park & Ride
- AZ TechCelerator Sign (Bell Road)
- Progress Magazine
- Press Release
- Flyers
- Rack Cards
- Newspaper Ad (with budget approval)
- Social Media
- Word of Mouth





**QUESTIONS OR
COMMENTS?**

Thank You



CITY OF SURPRISE
Veterans, Disability and Human Services
Commission Meeting

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

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

Agenda Wording:

Presentation and discussion on the participation of the VDHS Commission at upcoming Fall events, specifically the Veterans Day Parade.

Motion:

None, discussion only.

Background:

During the August 11, 2021 Commission meeting, Commissioner Hanzel requested an overview of Fall city events, to allow discussion regarding opportunities to host informational booths.

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:

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:

1. Progress Magazine_Fall 2021-10-11
-

Be sure to add these events to your calendar and invite your friends!

Outdoor Events

Return to Surprise!

*Weather permitting. Events are subject to change. The city will continue to adhere to all CDC and state guidelines and recommendations pertaining to outdoor events to mitigate the spread of COVID-19.



It's a fiesta in the OTS!

Join us as we celebrate our city's cultural heritage at the 8th Annual Surprise Fiesta Grande street festival. There will be authentic Mexican food, a classic car show, kids zone, piñatas, music & live entertainment, arts & crafts, product booths and more! surpriseaz.gov/fiestagrande

Admission: Free
Parking: Free. Shuttles available from designated parking lots.

OCTOBER
9



5:00 - 10:00 p.m.
Original Town Site
(Hollyhock St. and Grand Ave.)

SURPRISE SCITECH FESTIVAL

Explore the wonders of Science-Technology-Engineering-Math (STEM) programs at the city's SciTech Festival! This free community event will feature robotics clubs, science experiments, educational demonstrations and more. Science enthusiasts of all ages are encouraged to attend! surpriseaz.gov/scitech

Free Admission and Parking



NOVEMBER
6

9:00 a.m. - 1:00 p.m.
Surprise City Hall Courtyard
16000 N. Civic Center Plz.

SURPRISE CARE & SHARE EXPO

The Surprise Care & Share Expo is a community event that connects residents to human service organizations, health resources and medical checks. It's a one-stop source for accessing programs and services that promote health, financial growth and self-empowerment. Plus, there will be fun events for the entire family to enjoy! surpriseaz.gov/careshareexpo

Free Admission and Parking

10:00 a.m. - 2:00 p.m.
Surprise City Hall Courtyard
16000 N. Civic Center Plz.



NOVEMBER
13



VETERANS DAY PARADE

Join us for a parade honoring the service and sacrifice of our Veterans. A pancake breakfast will be available for purchase from 7:30 - 9:30 a.m. surpriseaz.gov/specialevents

Free Admission and Parking

10:00 a.m.
Surprise Recreation Campus
15960 N. Bullard Ave.



NOVEMBER
11

Sunday in the Park

October 17, 3:00 - 7:00 p.m.
November 7, 3:00 - 7:00 p.m.

Mark Coronado Park - 15850 N. Bullard Ave. Enjoy our beautiful fall weather while listening to live music and enjoying delicious food trucks. Food and drink are available for purchase. Other entertainment will include bounce houses, face painting, a trackless train and more! surpriseaz.gov/specialevents

Free Admission and Parking

SURPRISE PARTY

Celebrate with Surprise at the 20th Annual Surprise Party! Our event kicks off on Friday, December 3, with a tree-lighting ceremony, balloon glow, Santa's Workshop, skydivers, fireworks and much more! Come back on Saturday, December 4 for live performances, bounce houses, dock diving dogs, Santa, food trucks and more! surpriseaz.gov/surpriseparty

Admission: Free with canned food or toy donation

Parking: Free



December 3
5:00 - 9:00 p.m.

December 4
11:00 a.m. - 5:00 p.m.

Surprise Recreation Campus
15960 N. Bullard Ave.

