



CITY OF SURPRISE
Veterans, Disability and Human Services Commission Meeting
16000 N. Civic Center Plaza
Surprise, AZ 85374
Wednesday, December 8, 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 November 3, 2021 Veterans, Disability & Human Services Commission meeting minutes. | Human Svcs and Comm Vitality |
| 2. | Citywide | Presentation and discussion pertaining to the Division of Developmental Disabilities programs. | None |
| | | | Human Svcs and Comm Vitality |
| 3. | Citywide | Presentation and discussion pertaining to the 2021 Care & Share Expo. | 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: December 1, 2021 at 10:20 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: December 8, 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 November 3, 2021 Veterans, Disability & Human Services Commission meeting minutes.

Motion:

I move to approve the November 3, 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. 11.3.21 VDHS Commission Minutes Draft
-

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

MEETING MINUTES-DRAFT

November 3, 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 November 3, 2021.

A. PLEDGE OF ALLEGIANCE

B. ROLL CALL

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

Absent: Commissioners Lisa Everett, Gwen Mendez, and Jason Cooper (excused).

STAFF PRESENT:

Human Service & Community Vitality Director Seth Dyson, HSCV 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:

- Surprise SciTech
 - November 6th 9:00am – 1:00pm at City Hall Courtyard.
- Adaptive Family Fishing Party
 - November 6th 9:00am to 11:00am at the Surprise Community Lake.
- Sunday in the Park
 - November 7th 3:00pm – 7:00pm at Mark Coronado Park.
- Veterans Day Parade
 - November 11th 10 am on Bullard Ave. by the Stadium
- Care & Share Expo

- November 13th 10 am in the Surprise City Hall parking garage.
- Surprise Party
 - December 3rd 5:00 – 9:00pm at the Surprise Recreation Campus.
- Santa and Mrs. Claus workshop
 - December 7th through 9th 5:30 – 8:30pm at Surprise Stadium Team Shop
- Deck the Hock
 - December 8th at the Surprise Senior Center
- Day of Service
 - December 11th 8:00am to 12:00pm at the Surprise Senior Center
- City offices will be closed
 - November 11th in observance of Veterans Day

Commissioner Lair reported on the following event:

- Homeless engagement

D. STAFF REPORT

Administrator Danielle Osborne reported the following:

- Veterans Roundtable
- Surprise Resource Center quarterly meeting
- SciTech Festival
- HUD funding award for affordable Senior housing with Veteran preference

Director Seth Dyson reported the following:

- Veterans Day Parade

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 October 13, 2021 Veterans, Disability & Human Services Commission meeting minutes.

Commissioner Lair moved to approve the October 13, 2021 Veterans, Disability & Human Services Commission meeting minutes. Vice Chair Kent-Partridge seconded the motion. Motion carried with 8 Yes votes, 3 absent (Mendez, Everett and Cooper).

Item 2 – Citywide – Presentation and discussion pertaining to the MIKID program by Statewide Clinical Director Suma Hodge.

Vice President Akia Compton and Clinical Director Suma Hodge made the presentation to the Commission.

Item 3 – Citywide – Presentation and discussion pertaining to the Care & Share Expo.

Ms. Osborne provided an update of the planning to the Commission.

Commissioner Daigle asked if she can assist with vendor registration during the event. Ms. Osborne responded she and a staff member can do this role.

Commissioner Rodriguez asked about the setting of the VDHS/HSCV table and what kind of information would be shared. Ms. Osborne advised this is would be a great opportunity to promote programs and future events offered within the department.

Mr. Dyson suggested to the Commission that Care & Share Expo be moved to the Spring, stating that the city has another event in the Fall that offers almost the same resources, and it would be a great benefit to the community to have more opportunities at different times in the year.

OTHER BUSINESS AND FUTURE AGENDA ITEMS:

- Care & Share debrief
- Working group updates

ADJOURNMENT:

Commissioner Billcheck made a motion to adjourn the meeting of the Veterans, Disability & Human Services Commission of November 3, 2021 at 7:03 p.m. Commissioner Hanzel seconded the motion. The motion carried with 8 Yes votes, 3 Absent (Mendez, Cooper and Everett).

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: December 8, 2021 Contact Person:
Submitting Department: Human Svcs and Comm District: Citywide
Vitality
Staff Recommendations: None

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

Agenda Wording:

Presentation and discussion pertaining to the Division of Developmental Disabilities programs.

Motion:

None, discussion only.

Background:

Community Engagement Coordinator Shawn Thompson will provide an overview of DDD 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. NEW AzEIP and DDD 10-22-2021



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



Arizona Early Intervention Program (AzEIP)

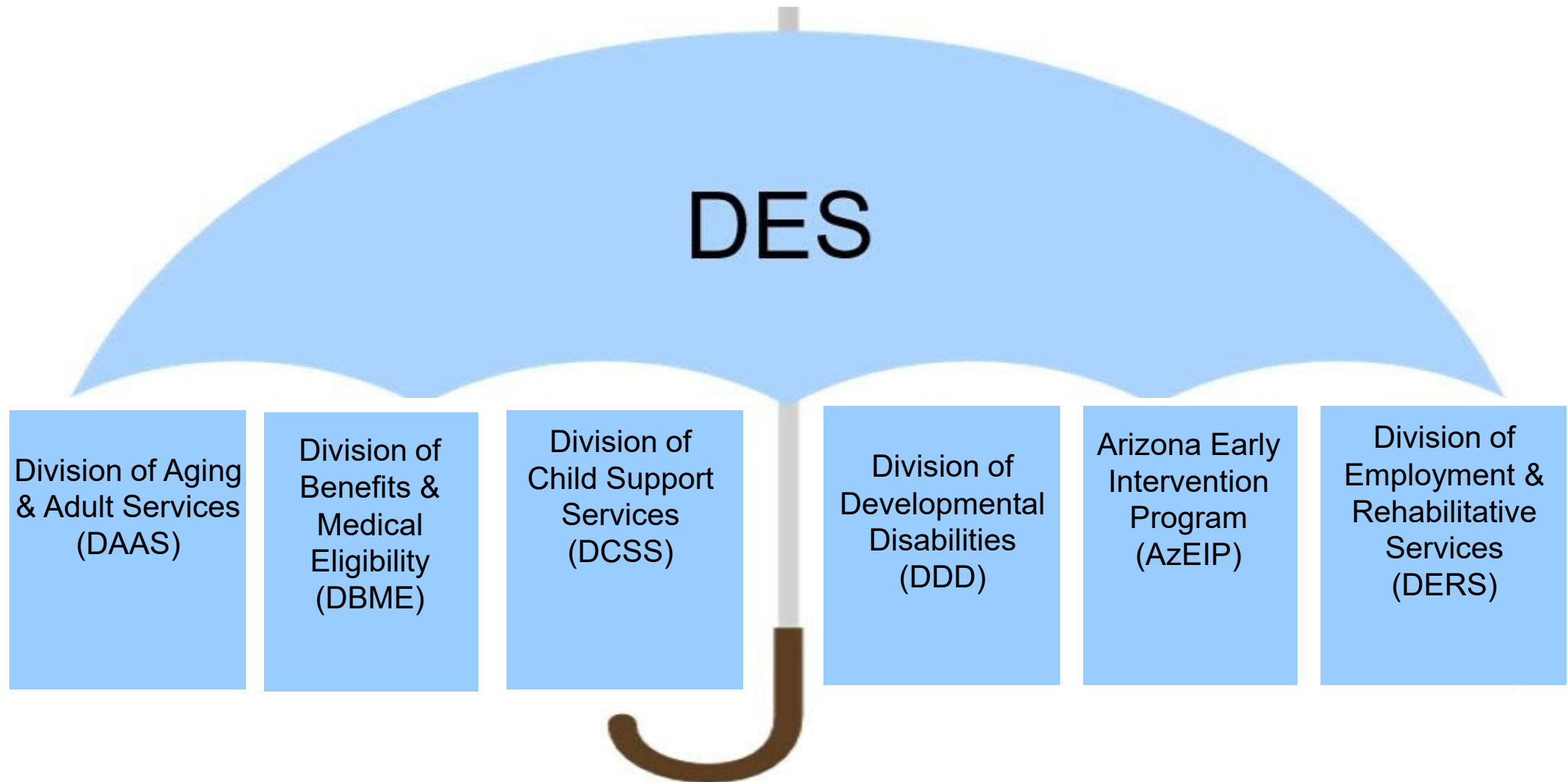


Department of Economic Security (DES)

DES True North:

All Arizonans who qualify
receive timely DES services
and achieve their potential.

DES: Program Divisions





AzEIP Mission

- Governed by the Individuals with Disabilities Education Act (IDEA), Part C
- ...early intervention **builds** upon and provides **supports** and resources to assist family members and caregivers to **enhance** children's learning and development through everyday **learning** opportunities

Arizona Early Intervention (AzEIP)

Statewide system of early intervention services for families of infants and toddlers, **birth to 36 months** who:

- Have **not reached 50%** of the developmental milestones expected at his/her chronological age, in one or more of the following domains:
 - Physical (fine and/or gross motor)
 - Sensory (including vision and/or hearing)
 - Cognitive
 - Communication
 - Social or emotional
 - Adaptive

OR

- Have an **established condition** known to have a high probability of resulting in developmental delay



Established Conditions May Include:

NOT an inclusive List

- Cerebral Palsy
- Failure to thrive/pediatric under-nutrition
 - Chromosomal abnormalities (Down Syndrome)
 - Severe attachment disorders
- Significant auditory or visual impairments
- Disorder reflecting disturbances of the nervous system (Autism, seizure disorders)
 - Born substance dependent



Team-Based Early Intervention Services (TBEIS)

- Team-Based Early Intervention is a family-centered approach for supporting families of infants and toddlers with disabilities
 - One member is identified as the Team Lead
 - Use of coaching to build capacity of the family & providers
 - Promotion of child development and learning
 - Provided in a natural learning environment
 - Through everyday learning opportunities
 - Holistic and dynamic approach to educating family

Who is on the TEAM?

- Every child has a team consisting of:
 - Developmental Special Instructionist (DSI)
 - Occupational Therapist
 - Physical Therapist
 - Speech Language Pathologist
 - Service Coordinator
 - AzEIP Contractor or DDD Support Coordinator
 - May include Educators of the Deaf/Hard of Hearing, Teacher of the Visually Impaired, Social Worker and/or Psychologist



Determining AzEIP Eligibility



- **Record Review:** when medical and/or developmental records are sent to the Early Intervention provider at time of referral, they may be used to determine AzEIP eligibility.
- **Evaluation:** for children without medical or developmental records, an evaluation documenting a 50% delay in one or more of the developmental domains may be used to determine AzEIP eligibility.
- **Informed Clinical Opinion:** if a child does not exhibit a 50% delay, the evaluators may use their professional, clinical opinion, along with all information available about the child, to determine the child eligible for AzEIP for a period of time.
- If a child does not meet AzEIP eligibility requirements, the family is given community resources for appropriate supportive services.

DDD & ASDB Eligibility

- Once a child is determined AzEIP eligible, if the family consented to use the child's public and/or private insurance, a referral is made to:

DDD

- Diagnosed with one of the 4:
 - Epilepsy
 - Autism
 - Cerebral Palsy
 - Cognitive/Intellectual Disability
- Significant delay in one or more developmental areas
- Established conditions that could lead to a developmental disability

If a child is suspected of having a hearing or vision loss, a referral is made to:

ASDB

- Bilateral
- Permanent
- Unilateral or semi-permanent conductive loss that is not medically treatable until the child is older





Child and Family Assessment & Individualized Family Service Plan (IFSP)

- The **Child and Family Assessment**, which may include discipline-specific tools, takes into consideration:
 - Family-directed activities
 - Everyday routines, activities and places
 - Concerns, Priorities & Resources
- During development of the **IFSP**:
 - **Outcomes are created** together with the team and family based on the family's priorities
 - The **team identifies a Team Lead** who will be the primary provider for the child/family
 - The **team identifies services** to support the outcomes
 - The **team implements the services** as agreed upon on the IFSP

Sharing Information – FERPA

- IDEA Part C - Consent to Share Information
- **Family Educational Rights and Privacy Act (FERPA)**
 - Must indicate specific purpose of shared information
 - Referral source will receive limited information unless family gives consent
 - Department of Child Safety (DCS): Uninterrupted Scholars Act letter
 - DCS can request information without consent using this document, may not re-disclose
 - CASA, Guardian, or Guardian ad Litem
 - Must submit court order or minute entry to the AzEIP office, may not re-disclose

How Can Community Partners Help?

- Screening completed and mild or moderate delay expected
 - Refer to child's health plan or community resources
- Significant development delays suspected
 - Send the screening results with the referral
- Established Conditions (Down Syndrome, Spina Bifida, etc.) per medical records
 - Automatically eligible for AzEIP – include documentation of any medical conditions with the referral



Interagency Coordinating Council for Infants and Toddlers (ICC)

- What is the Interagency Coordinating Council?
 - The Individuals with Disabilities Education Act (IDEA, PART C) requires the Governor of Arizona to appoint a group of family members, early intervention providers, state agency representatives and community partners with expertise in early childhood development and intervention to the ICC. The function is to advise and assist the Arizona Early Intervention Program.
 - Early intervention services
 - Toddler transition
 - Address concerns
- When does the ICC meet?
 - The ICC meets from 11:30am-2:00pm in Phoenix. (currently virtual) The Public can attend without being appointed and highly encouraged. Dates and Times are listed at: <https://des.az.gov/interagency-coordinating-council-for-infants-and-toddlers>

Frequently Asked Questions

- How do I make a referral?
 - Quickest way is online referral portal on our website. (see picture)- click on picture highlighted with red arrow
- Is there a map of the contracted providers throughout the state?
 - On our website there is an interactive map visit:
<https://www.arcgis.com/apps/webappviewer/index.html?id=b042f820a54f44c5930c42144fba9e4d>
 - Contractors by Region visit:
<https://des.az.gov/sites/default/files/media/AzEIP-EIP-and-Referral-Contact-List.pdf?time=1618526280677>

The screenshot shows the Arizona Early Intervention Program (AZEIP) website. The left sidebar contains a menu with the following items: Early Intervention, Mission and Key Principles, Families >, Providers & Staff >, ICC for Infants and Toddlers, Forms, Flyer, & Pamphlets, Publications and Reports, Policies and Procedures, Glossary, Public Comments, Team-Based Early Intervention, Contact Us, Coronavirus (Covid19) Information, Refer a Child Online, and a button labeled 'Refer a Child Online' with a red arrow pointing to it. The main content area has a header 'Arizona Early Intervention Program' and a 'COVID-19 Update' section stating 'AZEIP is accepting Referrals during COVID-19 Crisis'. Below this, there is a paragraph about the program and a link to 'View an interactive map of AZEIP Geographic Service Regions' with a blue arrow pointing to it. The 'Upcoming Events' section lists 'Schedules for Interagency Coordinating Council (ICC) and Committee Meetings'.

Frequently Asked Questions continued..

- What are the most popular services being received?
 - Service Coordination
 - Developmental Special Instruction
 - Occupational, Physical, and Speech Therapy
- How many families are with AzEIP?
 - Normally cannot provide without significant redactions to protect families
 - Some parts of the state do not receive many referrals each month. (awareness)
 - Information available on our website on a yearly basis
<https://des.az.gov/services/disabilities/developmental-infant/AzEIP-publications-and-reports>
- How many referrals are coming in from specific areas?
 - 2020: 14,827
 - 2019: 17,464

For More Information

- Arizona Department of Economic Security
Arizona Early Intervention Program
1789 West Jefferson Street, Mail Drop 2HP1
Phoenix, Arizona 85007
Phone: (602) 532-9960
Fax: (602) 200-9820
Email: Azeip@azdes.gov

- **To make a referral**
AzEIP Central Referral Agency,
Raising Special Kids
Toll Free: (888) 592-0140
Email: AzEIP.Info@raisingspecialkids.org



The top of the slide features a background image of the Grand Canyon, showing its layered rock formations and deep valleys. This image is partially covered by a dark blue horizontal band.

THANK YOU!!!

Edd Schommer
Statewide Community Relations
Liaison
Lschommer@azdes.gov

The top of the slide features a background image of the Grand Canyon, showing its layered rock formations and deep valleys. A blue gradient overlay is applied to the top portion of this image.

DDD Mission

Empowering Arizonans with
developmental disabilities to lead
self-directed, healthy and meaningful lives.

Office of Individual & Family Affairs: Services

- Tribal Community Engagement
- Department of Child Safety/Foster Care
- Justice Reach-In
- Community Engagement
- Independent Oversight Committee Liaison
- Affordable Housing
- Customer Service Center/Provider Relation
- Communications/Public Information
- Advocacy
- Benefits Coordination
- Bachelors or Masters of Social Work Internship





DDD Eligibility

1. Arizona resident
2. Have lawful status in the United States
3. Proof of qualifying diagnosis
4. Proof of substantial functional limitations

DDD Eligibility- Qualifying Diagnosis

Manifested before the age eighteen (18) and likely to continue indefinitely:

- Autism Spectrum Disorder (ASD)
- Cerebral Palsy (CP)
- Epilepsy
- Intellectual/Cognitive Disability

❖ **Exception:** Children under the age of 6 may be eligible if they are at risk for a developmental disability and demonstrate significant developmental delays



Diagnosis May Be Accepted From...

Diagnosis	Accepted Diagnostics
Autism	• Licensed Psychiatrist • Licensed Psychologist • Developmental Pediatrician • Child Neurologist with training in Autism
Intellectual Disability	• School Psychologist • Licensed Psychologist • Psychometrist working under a School/Licensed Psychologist
Epilepsy	• Licensed Physician • Neurologist
Cerebral Palsy	• Licensed Physician • Neurologist

Eligibility Re-Determination

Eligibility re-determination is completed at ages:

- six (6)

If an individual was made eligible under the “at Risk” condition, they must have an accepted DDD diagnosis and exhibit 3 of 5 substantial functional limitations to continue receiving services

- eighteen (18)

Transition into adulthood

- And if circumstances change for an individual



DDD Eligibility- Functional Limitations

The disability must result in substantial functional limitations in three (3) or more of the following major life areas:

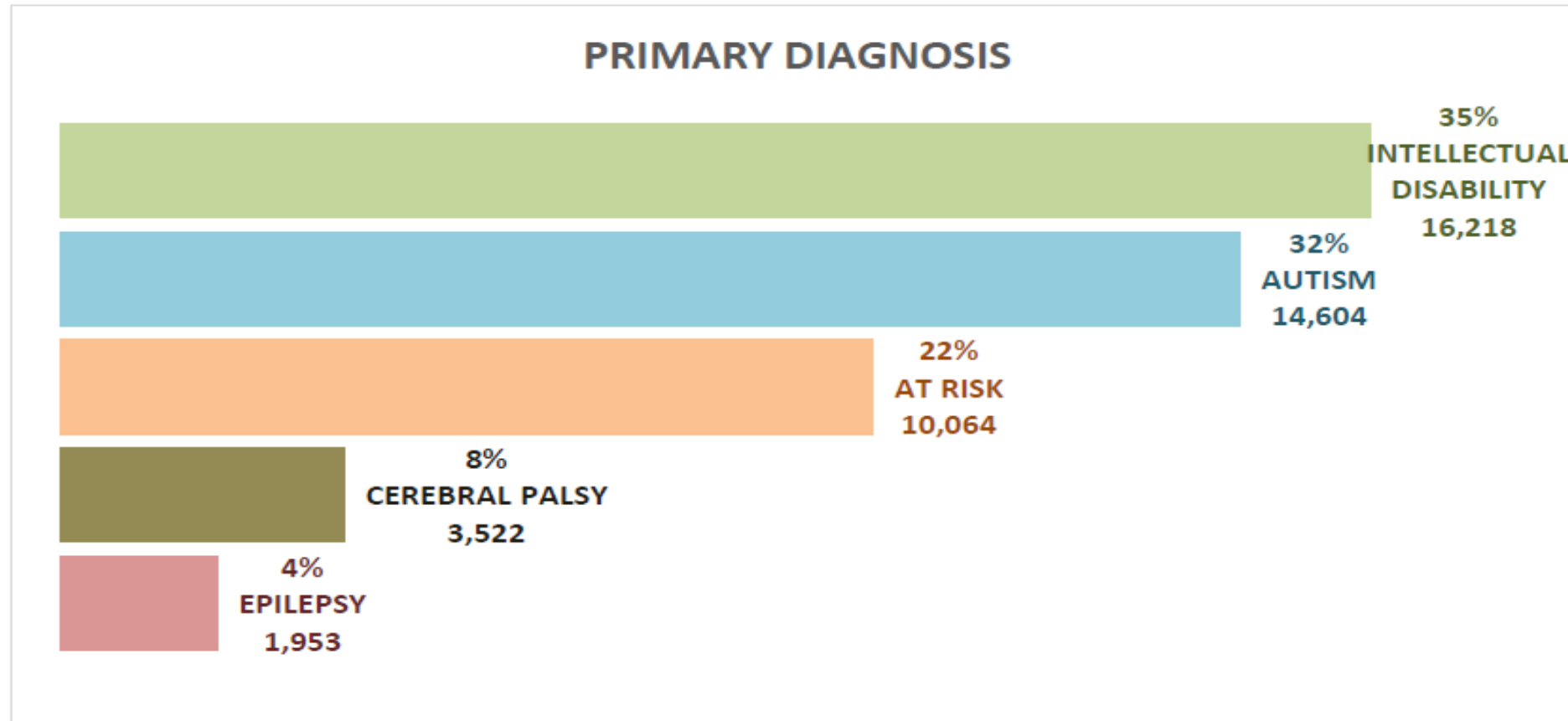
- Self care
- Receptive and expressive language
- Self-direction
- Mobility
- Learning
- Capacity for independent living *
- Economic self-sufficiency *

* 18 years and older



DDD Membership: Primary Disability

TOTAL INDIVIDUALS SERVED: 46,361



Application Packet

What do I need to apply for DDD?

1. A signed Application for Eligibility Determination
2. US birth certificate, US passport, or US citizenship/immigration document, or Certificate of Indian Blood (CIB)
3. Health insurance card (if applicable)
4. Documentation showing a qualifying disability
5. Documentation showing legal responsibility (if applicable)

Application Packet

I am ready to submit the completed packet. Now what?

- Email it to DDDApply@azdes.gov
- Drop it off at any DDD office (COVID Restrictions May Apply)

Flagstaff

1701 N. 4th Street
Flagstaff, AZ 86004

FAX: 928-773-8495

Chandler

125 E. Elliot Road
Chandler, AZ 85225

FAX: 480-926-5172

Phoenix (Central)

11420 N. 19th Ave.
Phoenix, AZ 85029

FAX: 602-542-0700

Phoenix (West)

4622 W. Indian
School Road
Ste. D-12
Phoenix, AZ 85031

FAX: 602-774-9428

Tucson

6740 S. Tucson Blvd.
Tucson, AZ 85756

FAX: 520-745-1257

Application Packet

What if I have questions before I apply?

- Email DDDApply@azdes.gov
- Call the DDD Customer Service Center at 844-770-9500, Option #1 (TTY/TDD 711)



After DDD Application

Newly eligible DDD members will be screened for
referral to the Arizona Long Term Care System
(ALTCS)

These are two different agencies and systems

DDD & ALTCS: What Are The Differences?

State Funded DDD Only	Targeted DDD	DDD/ALTCS Eligible
Child/adult is not financially or medically eligible for AHCCCS or ALTCS Will receive as a DDD member: - Support coordination - Community Resources ❖ Responsible to find their own health insurance.	Child/adult is not medically eligible for ALTCS and is financially eligible for AHCCCS Will receive as a DDD member: - Support coordination - Medical care, behavioral health care, and Children’s Rehabilitative Services through AHCCCS Complete Care.	Child/adult is financially and medically eligible for ALTCS Will receive as a DDD/ALTCS member: - Support coordination - Medical care, behavioral health care, Children’s Rehabilitative Services (if eligible), and limited long-term services/supports through one of two offered DDD health plans. - American Indian/Native American Members have the option of the Tribal Health Plan(THP) - May receive services and support from DDD such respite, habilitation,

Support Coordination



Primary Contact



Meet With The Member/Family Regularly



Explain Rights



Facilitate Service Planning



Identify Services/Supports to Meet Needs



Develop an Individualized Support Plan (ISP)

Respite, Habilitation and Attendant Care

Provides a trained person to supervise and care for an individual.

The purpose of respite is to relieve the caregivers.

Respite



Provides methods and training to increase an individual's abilities.

Typically considered a teaching service.

May include activities to help a person to be more independent.

Habilitation



Provides a trained direct care worker to assist a person to create or maintain safe and healthy living conditions.

Also assists with maintaining personal cleanliness and activities of daily living.

Attendant Care





Additional Services

The Division offers additional Home and Community Based services such as:

- Employment Support & Services
- Day Treatment and Training
- Residential Services
- Therapies: Speech, Physical, Occupational
- Home modifications
- Home nursing

For complete list, visit:

<https://des.az.gov/services/disabilities/developmental-disabilities/individuals-and-families/supports-and-services>

When a Child is Not Eligible...

Service Coordinators will share resources to support the family with community-based organizations that may provide the needed support such as:

- The Arc
- Pilot Parents of Southern Arizona
- First Things First: Family Resource Centers
- Primary Care provider for specific therapies
- Southwest Human Development/Birth to Five Help Line
- Parent As Teachers
- Raising Special Kids *
- Parent Partner Plus
- Feeding Matters
- Deaf Mentor Program at ASDB
- Autism Society Support groups
- Healthy Families/Strong Families

Customer Service Center

Assists DDD members & potential members with a variety of questions, concerns and resources

Toll Free (844) 770-9500, Option #1
(TTY/TDD 711)

or

DDDCustomerServiceCenter@azdes.gov

Questions

Jaime Reddy- Community Engagement Manager

jreddy@azdes.gov

480-285-9572

Shawn Thompson – Community Engagement Coordinator

shawnthompson@azdes.gov

602-828-1470



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona



Thank you!



CITY OF SURPRISE
Veterans, Disability and Human Services
Commission Meeting

Council Meeting Date: December 8, 2021 Contact Person:
Submitting Department: Human Svcs and Comm District: Citywide
Vitality
Staff Recommendations: None

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

Agenda Wording:

Presentation and discussion pertaining to the 2021 Care & Share Expo.

Motion:

None, discussion only.

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 year's event was held on November 13, 2021 in the City Hall courtyard. This item has been placed on the agenda to allow the Commission an opportunity to debrief and discuss their thoughts on the 2021 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:

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. 2021 Care & Share Debrief



2021 Care & Share Debriefing

Veterans, Disability & Human Services Commission | December 8, 2021

Event Details

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





Exhibitors

- 68 exhibitors total
- Police Department: We Care, Explorers Program, Citizens Patrol, Animal Control, on-site car seat inspections
- Fire-Medical Department: Vials of Life, Crisis Response Program
- Parks & Recreation: Kid's Zone

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)
- Seeds of Hope International Ministries (In-Kind + Friend of Event)
- First Things First – Gold
- Health Choice Arizona – Gold
- Covenant Care Assisted Living Facility – Silver
- Dominium – Silver
- Home Instead – 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



Promo

Digital Media

- Bell Road/Bullard Avenue Marquee
- Surprise Park & Ride sign
- AZ TechCelerator Sign (Bell Road)
- Press Release on October 14th
- Surprise Lately
 - 471 views on YouTube & Facebook
- Social Media
 - Reach: 4,507 individuals
 - Engagements: 230 reactions
 - 27 shares
- Social Media toolkit to all exhibitors

Printed Media

- Progress Magazine
 - 59,957 mailed and 2,400 distributed citywide
- Flyers at partner sites
- Rack Cards at Veteran's Day Parade
- Surprise Independent Ad published November 3rd
 - 24,000 copies circulated
- Word of Mouth
- Door-to-Door at Heritage
 - Thank you Seth & Lord!



Attractions

- Free lunches served – 342
- Households served by food pantry provided by St. Mary's Food Bank – 114
- Wheelchair Pickleball participants with Ability360 – 15
- Children screened by First Teeth First – 5
- Pet examinations administered by Midwestern University in partnership with Chance Shelter – 15 (14 dogs, 1 cat)
- Pet Supplies and food issued by Chance Shelter
- Health Screenings – Various vendors
- Utility Assistance – Surprise CAP Office
- Kid's Zone – Bounce House was popular
- Issued nearly all donated Raffle Prizes





Participant Surveys

- How did you hear about the event?
 - Progress Magazine
 - Word of Mouth
 - Flyers
 - Councilmember mailing lists
 - Online



Participant Surveys

- What did you like most about the event?
 - Very organized
 - Bounce house
 - Food
 - Free stuff
 - Amount of resources



Participant Surveys

- How would you improve the event?
 - Better signage
 - More advertising
 - More activities



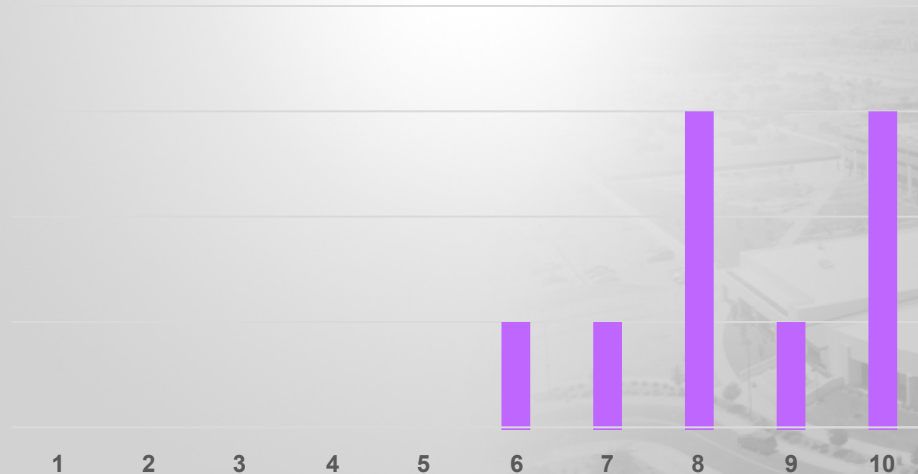
Participant Surveys

- Would you return if the event was held again in the future?
 - 100% responded ‘Yes’

Participant Surveys

- Please rate your overall experience (Scale of 1 – 10, 1 = poor, 10 = excellent).

Please Rate Your Overall Experience





Exhibitor Surveys

- How did you hear about this opportunity?
 - Email
 - Social media
 - Staff
 - City News release



Exhibitor Surveys

- What did you like most about the event?
 - Well organized
 - Great communication
 - Shade
 - Variety of vendors
 - Networking opportunities
 - Variety of activities
 - Music/announcements



Exhibitor Surveys

- What did you like the least about the event?
 - Visibility/location
 - Attendance level
 - Music/announcements hard to hear
 - Too long



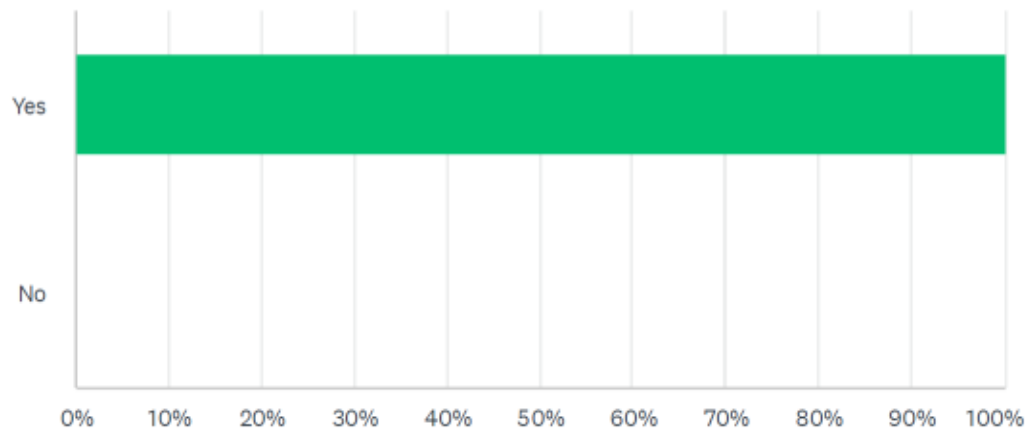
Exhibitor Surveys

- How would you improve the event?
 - Location
 - Combine with another event for increased attendance
 - Shorten the event duration
 - More kids' activities and family outreach
 - More publicity

Exhibitor Surveys

Q5 Would you return as an exhibitor if the event was held again in the future?

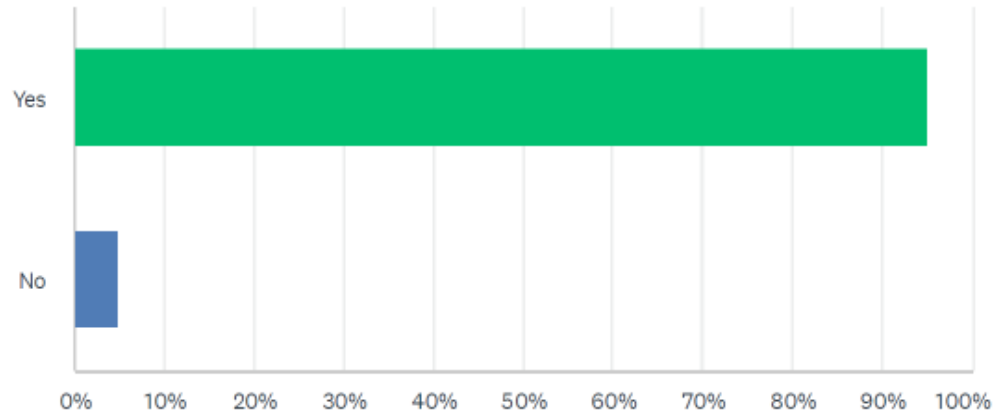
Answered: 20 Skipped: 0



Exhibitor Surveys

Q6 Would you participate if this event was combined with another city event, for example G.A.I.N. (Getting Arizona Involved in Neighborhoods) Night? (FYI, G.A.I.N. Night takes place on a Saturday evening)

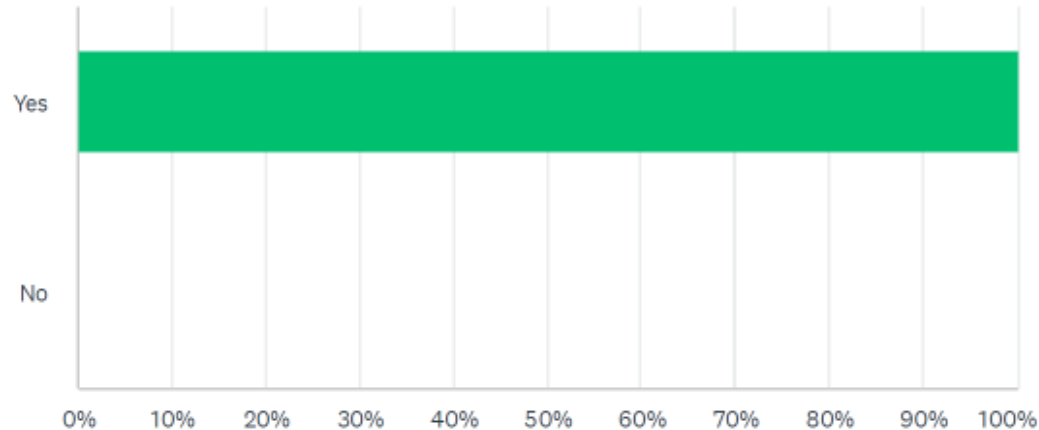
Answered: 20 Skipped: 0



Exhibitor Surveys

Q7 Would you participate if this event were to take place in the Spring months?

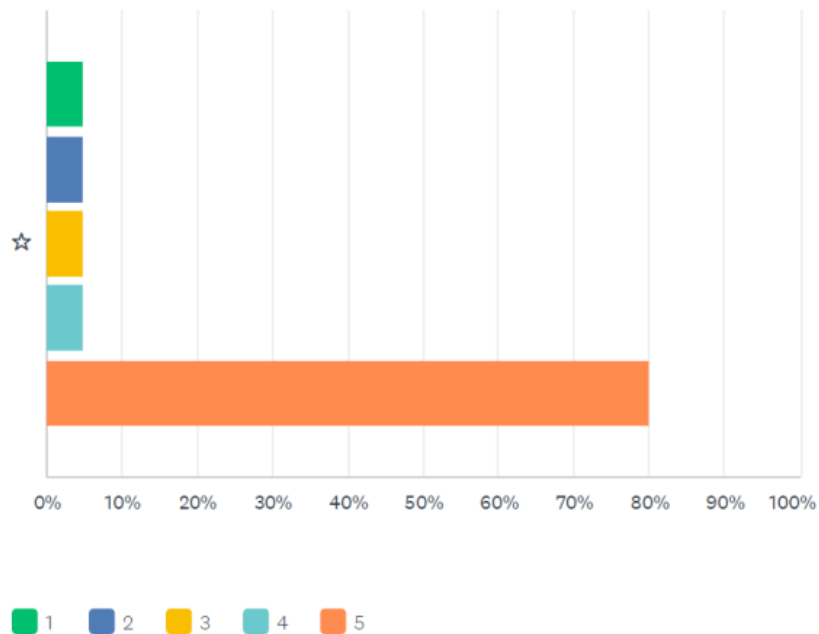
Answered: 20 Skipped: 0



Exhibitor Surveys

Q8 How would you rate the level of communication by staff?

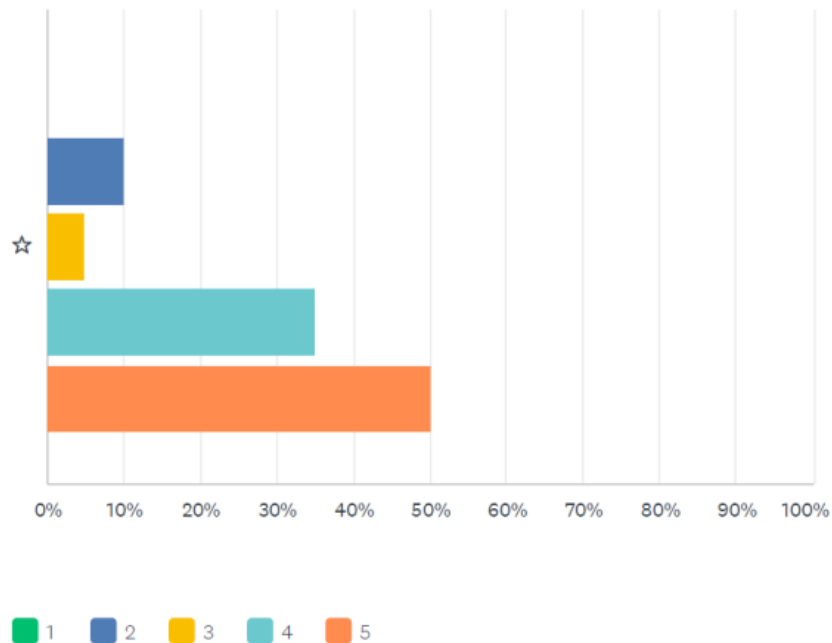
Answered: 20 Skipped: 0



Exhibitor Surveys

Q9 Please rate your overall experience.

Answered: 20 Skipped: 0





Exhibitor Surveys

- Is there anything else you would like to share about the event?
 - Staff and volunteers were wonderful, helpful, and kind
 - Well organized
 - Engaging with attendees and other vendors was valuable
 - Consider additional outreach to the 55+ communities
 - Thank you for lunch!
 - There are lots of Fall events for this community, consider the Spring instead



Key Takeaways

- Consider joining efforts with G.A.I.N. Night
- If continued as a standalone event, avoid conflicts with other special events
- Consider hosting this event during a different season
- Consider a location change
- Create a stronger focus of what the event theme is
- Staff heard from some families and individuals who did not want to attend for fear of “taking resources from those who really need it”
- Develop a main attraction to draw more people in
 - Possibly add a component that draws people who want to donate, contribute, or volunteer



Thank You!



QUESTIONS OR COMMENTS?

Thank You