



CITY OF SURPRISE
Veterans, Disability and Human Services Commission
16000 N. Civic Center Plaza
Surprise, AZ 85374
Wednesday, March 13, 2019 @ 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. Veteran, Disability and Human Service 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 - NON-PUBLIC HEARING:

- | | | | |
|----|----------|--|---|
| 1. | Internal | Consideration and action pertaining to approval of the November 14, 2018 Disability Advisory Commission meeting minutes. | None

Deborah Perry
Human Svcs and
Comm Vitality |
| 2. | Internal | Consideration and action pertaining to approval of the February 13, 2019 Veterans, Disability and Human Services Commission meeting minutes. | None

Deborah Perry
Human Svcs and
Comm Vitality |
| 3. | Citywide | Presentation and discussion pertaining to a Community Needs Assessment. | None

Seth Dyson
Human Svcs and
Comm Vitality |
| 4. | Citywide | Presentation and discussion pertaining to the Community Resource Guide and the Surprise Resource Center. | None

Edith Baltierrez
Human Svcs and
Comm Vitality |

- | | | | |
|----|----------|--|--|
| 5. | Citywide | Presentation and discussion pertaining to a Community Resource Fair. | None |
| | | | Paul Bernardo
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:Amended agenda 3/4/19 at 2:30 PM - Amended item #2 and the commission title

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

Council Meeting Date: March 13, 2019

Contact Person: Deborah Perry, FIN ANALYST - SR

Submitting Department: Human Svcs and Comm Vitality District: Internal

Staff Recommendations: None

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

Consideration and action pertaining to approval of the November 14, 2018 Disability Advisory Commission meeting minutes.

Motion:

I move to approve the November 14, 2018 Disability Advisory Commission meeting minutes.

Background:

Prior to its dissolution, the last meeting of the Disability Advisory Commission was held on November 14, 2018. This business was never wrapped up and state law requires that the DAC's last meeting minutes be approved. Due to the inclusion of former DAC members in the newly formed Veterans, Disability and Human Services Commission, the VDHS will address this matter by having the former DAC members approve or disapprove the minutes.

Objective Analysis:

Policy Compliant:

Financial Impact:

Budget Impact:

FTE Impact:

ATTACHMENTS:

1. 11-14-2018 DAC Meeting Minutes
-



City of Surprise
Disability Advisory Commission (DAC)
Wednesday, November 14, 2018– 6:00 P.M.
Surprise City Hall – Council Chambers
16000 N. Civic Center Plaza
Surprise, Arizona 85374

MINUTES OF THE MEETING

CALL TO ORDER

Vice Chair Robert Monahan called the meeting to order at the Surprise City Hall, Council Chambers, 16000 N. Civic Center Plaza, Surprise, Arizona 85374, on Wednesday, November 14, 2018 – 6:00 P.M.

A. ROLL CALL

George Van de Langeryt, Chair – Absent
Robert Monahan, Vice Chair - Present
Dan Moore, Commissioner – Present
Kathryn Chandler, Commissioner – Present
Bruce Hertzog, Commissioner – Absent
Krista Watson, Commissioner- Present
Jacob Thomas, Commissioner - Present
Michelle Casciato, Commission Liaison – Present

B. PLEDGE OF ALLEGIANCE

Vice Chair Monahan led the Pledge of Allegiance.

C. CURRENT EVENTS AND REPORTS

Reminder: Each commission may bring up pertinent information to his or her specific area of focus.

Vice Chair Monahan – Provided information on where to find current City of Surprise events calendar area if they are of interest to others. ACA open enrollment began and the AZ Market Place has opened and federal subsidies for incomes below certain levels area still available for assistance through healthcare.gov. ACCESS officers Medicaid for elderly, disabled and other adults with limited mobility azahcccs.gov. SSI or SSDI may also be open to those with Medicare/Medicade through the Social Security Association ssa.gov.

Commissioner Chandler- Nothing to report

Commissioner Watson- Nothing to report

Commissioner Moore – Nothing to report

Commissioner Thomas- Nothing to report

D. STAFF REPORTS

Commission Liaison: Nothing to report

CALL TO THE PUBLIC

Vice Chair Monahan opened the call to the public. Having none Vice Chair Monahan closed the call to the public.

E. CONSENT AGENDA

REGULAR AGENDA ITEM – NON-PUBLIC HEARING

Item #1: **Discussion and action pertaining to approval of October 10, 2018 Disability Advisory Commission meeting minutes.**

- Minutes approved
- Commissioner Moore motioned approval Commissioner Watson second the motion

Item #2: **Presentation on service provided by the Arizona Center for Disability Law (ACDL).**

- Rescheduling for future presentation.

Item #3: **Discussion on tabling ideas to present information about the DAC at local events.**

- Commissioner Hertzog not present roundtable for a future meeting.

Item #4: Presentation on DAC transition to include veterans and human services and to be moved under the City of Surprise Human Services and Community Vitality Department

- Seth Dyson introduced himself as Director of Human Services and Community Vitality Department.
- HS and CV includes but not limited to: Senior Services, Neighborhood Services Division, summer youth program, block parties, civic education classes, HOA academy, Surprise Resource Center offering direct assistance for help with utilities and eviction to include non-profit partners to better serve residents in seeking help, navigator at the resource center to help a resident navigate through websites that offer assistance, college and career readiness summit to learn about college.
- Grow the DAC in a joint effort to a Veteran's Disability and Human Services Commission- brand new commission merging current DAC with HSCV Department.
- Idea from a resident presented to City leadership and City Council for a need of a Veteran's Commission at a call to the public. Council Member Hall asked the HSCV to look into blending the DAC with a new commission.
- Allison Matthees presented the same presentation given to City Council meeting last month in October. The explanation detailed how the new commission would serve the public collaborating with local veterans and human services together for the same goal and mission.
- The new commission will be 11 members including 7 of the current DAC members and 4 new members.
- December 4, 2018 City Council will be presented again the results from the DAC meeting where council will take action on the newly formed commission.
- Social and human services link together and many services through Surprise Resource Center and the new commission will work with a blank slate making recommendations to council.
- Commission will come with a small budget to be able help with actions to help residents and those needing assistance to also include hiring a person by the City to assist the new commission.
- Commissioner Moore wants to see information on eligibility be the focus of how to help veterans and to have more involvement with the community.
- New commission will remain broadcasting and the same day/time once a month as the DAC.
- Terms of the DAC intent is all re-sworn into the new commission and to keep current longevity the same. No need for now to re-apply as of now unless required by City guidelines.
- The number 11 of seats came from a best-case scenario. All commissioners of DAC would transfer to new board with four open seats that would be primarily for those with a veteran background.

- Human Services Department partner is with non-profit on family law, domestic violence, or other legal services to team with the DAC on the measures to help those with advocacy.
- Nine months to one year to amend a big plans to change the rec funding recommendation process from the City Planning and Zoning commission to the new proposed commission to better align. Then the DAC will make recommendations to City Council. Amending the plan to City Council then housing development group to approve. Spring 2020 is the estimated time this will happen with the new commission.
- If the new commission is established the DAC will cease to exist. The new commissioners will be re-sworn in December/January then new commission meeting in February. City budget amendment, new hire for the commission and all existing commissioners need re-sworn in.
- Current DAC commission is in full support of the proposal for the combined commission.

Item #5: Discussion on future Disability Advisory Commission agenda items.

- Commissioner Thomas topic to have a teen involvement within the disabled community. One Step Beyond or similar and the goal is reduce bullying and increase awareness within the high school community.
- Helping those with sensory disabilities and assisting in creating improvements on lighting or noise helping residents while in public places.
- Presenters and presentations will hold for now until new committee meets.
- Liaison Michelle Casciato reiterated the DAC will pause because of the change in commissions and regroup and meet in February under the new established commission. If City Council decides not to move forward with new commission the DAC will meet again. Vice Chair asked for a motion to cancel the December and January is temporary canceled if meeting pending approval of counsel. Vice Chair Monahan moved to motion for no meeting in December possible in January otherwise will meet in February. Commission Moore second the motion.
- Liaison Michelle Casciato mentioned Above and Beyond Award will be spoken about at the new commission and also Coffee With a Commissioner.
- Commissioner Moore asked about social media. Liaison Michelle Casciato will work on the transition.
-

OTHER BUSINESS:

- No other business.

ADJOURNMENT:

Hearing no further business, Vice Chair Monahan requested a motioned to adjourn the meeting. Commissioner Moore motioned and Commissioner Watson second the motion. All in favor meeting adjourned at 6:57pm.

Michelle Casciato

Michelle Casciato, Commission Liaison

DRAFT



CITY OF SURPRISE
Veterans, Disability and Human Services
Commission

Council Meeting Date: March 13, 2019

Contact Person: Deborah Perry, FIN ANALYST -
SR

Submitting Department: Human Svcs and Comm
Vitality

District: Internal

Staff Recommendations: None

Consent: No

Regular: Yes

Public Hearing: No

Report/Discussion: No

Agenda Wording:

Consideration and action pertaining to approval of the February 13, 2019 Veterans, Disability and Human Services Commission meeting minutes.

Motion:

I move to approve the February 13, 2019 Veterans, Disability and Human Services Commission meeting minutes.

Background:

Objective Analysis:

Policy Compliant:

Financial Impact:

Budget Impact:

FTE Impact:

ATTACHMENTS:

1. 2.13.19 VDHS Commission Minutes

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

MEETING MINUTES

February 13, 2019 / 6:00 PM

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

CALL TO ORDER.

Commissioner George Van de Langeryt 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 February 13, 2019.

A. ROLL CALL

In attendance were Commissioners Kathryn Chandler, Shawna Daigle, Steffen Hanzel, Bruce Hertzog, Dan Moore, Karissa Perry, Tom Short, Jacob Thomas, George Van de Langeryt, Krista Watson, and Andrew Witzel.

STAFF PRESENT:

City Clerk Sherry Aguilar, Human Service & Community Vitality Director Seth Dyson, Community Partnerships Manager Paul Bernardo, Assistant City Attorney Hobie Wingard, Human Services Supervisor Edith Baltierrez, Internal Auditor Alison Matthees, and Commission Liaison Deb Perry.

COUNCIL MEMBERS PRESENT:

Councilwoman Hayden

PLANNING AND ZONING COMMISSIONER:

Gisele Norberg

B. PLEDGE OF ALLEGIANCE

C. CURRENT EVENTS REPORT

None

D. STAFF REPORT

None

CALL TO THE PUBLIC:

Commissioner Van de Langeryt opened the call to the public to discuss any items not on the agenda. Hearing no comments, Commissioner Van de Langeryt closed the call to the public.

CONSENT AGENDA:

None

REGULAR AGENDA ITEMS NON-PUBLIC HEARING:

Item 1 – Internal – Presentation pertaining to the Oath of Office to Commissioners Kathryn Chandler, Bruce Hertzog, Dan Moore, Jacob Thomas, George Van de Langeryt and Krista Watson.

City Clerk Sherry Aguilar administered the Oath of Office.

Item 2 – Internal - Presentation and discussion pertaining to the Veterans, Disability and Human Services Commission roles and responsibilities.

Human Service & Community Vitality Director Seth Dyson presented item 2 to the Commission.

Item 3 – Internal - Presentation and discussion pertaining to a brief introduction from each Commissioner of the Veterans, Disability and Human Services Commission.

Each Commissioner took a few moments to introduce themselves.

Item 4 – Internal - Consideration and action pertaining to the nomination and election of the Veterans, Disability and Human Services Commission Chair.

Commission Liaison Deb Perry opened the floor to nominations. Commissioner Moore nominated Commissioner Van de Langeryt and Commissioner Thomas nominated Commissioner Thomas for position of Chair.

Commissioners voted on written ballots. Commissioner Van de Langeryt received 7 votes and Commissioner Thomas received 4 votes.

Item 5 – Internal - Consideration and action pertaining to the nomination and election of the Veterans, Disability and Human Services Commission Vice Chair.

Commission Liaison Deb Perry opened the floor to nominations. Commissioner Moore nominated Commissioner Chandler and Commissioner Hanzel nominated Commissioner Thomas.

Commissioners voted on written ballots. Commissioner Thomas received 7 votes and Commissioner Chandler received 4 votes.

Item 6 – Internal - Presentation and discussion pertaining to open meeting laws, conflicts of interest, and gifts.

Assistant City Attorney Wingard presented item 6 to the Commission.

Commissioner Watson had a question regarding her own personal social media page and if she was allowed to identify herself as a Commissioner and advertise and post activities that

may be related to the Commission. Assistant City Attorney Wingard will follow up with Commission after some research.

OTHER BUSINESS AND FUTURE AGENDA ITEMS:

The Commission had an open discussion regarding items they would like added to future agendas. Items included:

- Presentations from staff on existing Regional Community Resource Guide
- Holding a Resource Fair
- Presentation regarding Social Security Disability benefits
- Community needs assessment and what an assessment entails
- Presentation from the Veteran Success Center
- Approval of final Disability Advisory Commission meeting minutes from November 2018.

Commissioner Moore asked for clarification on the Commission's title. The agenda title included the word Advisory in the title; however, Assistant City Attorney Wingard stated the title should be as it is reflected in the Municipal Code; Veterans, Disability, and Human Services Commission.

ADJOURNMENT:

Hearing no further business, Chair Van de Langeryt adjourned the Veterans, Disability and Human Services Commission meeting at 7:10 p.m.

Paul Bernardo
Community Partnerships Manager

George Van de Langeryt
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: _____
Deb Perry, Commission Liaison

DATE: _____



CITY OF SURPRISE
Veterans, Disability and Human Services
Commission

Council Meeting Date: March 13, 2019

Contact Person: Seth Dyson, DIRECTOR - HSCV

Submitting Department: Human Svcs and Comm
Vitality

District: Citywide

Staff Recommendations: None

Consent: No

Regular: Yes

Public Hearing: No

Report/Discussion: No

Agenda Wording:

Presentation and discussion pertaining to a Community Needs Assessment.

Motion:

Discussion only.

Background:

The presentation is an introduction to Community Needs Assessment and why an assessment is needed.

Objective Analysis:

This presentation provides background and seeks input on a Community Needs Assessment.

Policy Compliant:

This presentation is compliant with City and Council policies.

Financial Impact:

None at this time.

Budget Impact:

None at this time.

FTE Impact:

N/A

ATTACHMENTS:

1. Presentation



City of Surprise Community Needs Assessment

Veteran, Disability & Human Service Commission | Mar 13, 2019



Presentation Objective

- Introduction to Community Needs Assessment
- Why a Community Needs Assessment
- Commission input on Community Needs Assessment process, content and desired outcomes

Community Needs Assessment

- A tool to measure significant changes in demographics and needs of residents
- Quantitative and qualitative data/information
- A source document which can assist in prioritizing plans, initiatives and programs to meet growing or unmet needs
- Best practice: an assessment is completed every five years

Community Needs Assessment

Purpose:

To better understand the diverse need and opportunities facing the residents of Surprise

- Gather and analyze information from residents, census bureau and other data sources
- Short-term and long-term needs/opportunities
- Identify services/resources/opportunities currently in place
- Highlight greatest needs/opportunities

Community Needs Assessment

Target Areas:

- City of Surprise
 - Residents, businesses, community based organizations, schools, agencies and faith-based communities
 - Veterans
 - Special needs/Individuals with Disabilities
 - Low-Income (Individuals & Families in Poverty)
 - Youth
 - Seniors
 - Community Development Block Grant eligible area

Community Needs Assessment

Anticipated Process:

- Surveys
- Focus Groups
- Interviews
- Data collection through MAG, BLS, Census Bureau, etc.
- City & regional comparison data & analysis
- Other

Community Needs Assessment

*Proposed 2019 Timeline

- March/April – Issue Request for Proposals (RFP)
- April/May – Select firm
- September – Draft Surprise Community Needs Assessment Presentation to VDHS Commission
- October – Final Report
- November – Presentation to City Council on Final Report

*Subject to change



QUESTIONS OR COMMENTS?

Thank You



CITY OF SURPRISE
Veterans, Disability and Human Services
Commission

Council Meeting Date: March 13, 2019 Contact Person: Edith Baltierrez
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 Community Resource Guide and the Surprise Resource Center.

Motion:

Discussion Only.

Background:

This discussion provides information regarding Surprise Resource Center and the Community Resource Guide.

Objective Analysis:

This presentation will provide Commission with the existing resources available to the City of Surprise Residents.

Policy Compliant:

This discussion is compliant with the City and Council policies.

Financial Impact:

N/A

Budget Impact:

N/A

FTE Impact:

N/A

ATTACHMENTS:

1. Presentation

Surprise Resource Center



Surprise Poverty By The Numbers

134,085

Population
U.S. Census Bureau – 2017 Estimates

10.2%

Poverty Rate
U.S. Census Bureau – 2017 Estimates

13,677

Surprise Residents Living in Poverty
U.S. Census Bureau – 2017 Estimates

\$24,300

Family of 4 Income at 100% Poverty
Health & Human Services 2017 Poverty Guidelines



Surprise Resource Center



Employment Training

- Established December 2015
- Partnership Model
- Community Resource Guide
- Community Action Program
 - Assistance with utilities and eviction prevention
- Crisis Assistance Program
- Workforce Development
- Staff

Surprise Resource Center Stats

3,441

Total Visits

690

Trainings/Classes/Groups

2,358

Volunteer Hours

21

Partner organizations on site



Surprise Resource Center Partner Services

Surprise Resource Center

Providing social services
to Northwest Valley
residents



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



Partner Organization

A New Leaf

Adelante Healthcare (WIC)

AZ@Work Maricopa County

AZDES Veterans Employment

Benevilla

Community Action Program (CAP)

Eve's Place

First Things First

Helping Families In Need

Maricopa County Weatherization

New Life

Society of St. Vincent de Paul

Sojourner Center

Southwest Human Development

Stepping Up For Seniors

St. Mary's Food Bank

Surprise Veteran Job Club

Surprise Fire/PD/Prosecutor's Office

MAG Heat Relief Hydration Station

Community Resource Guide

32

Pages of Resources

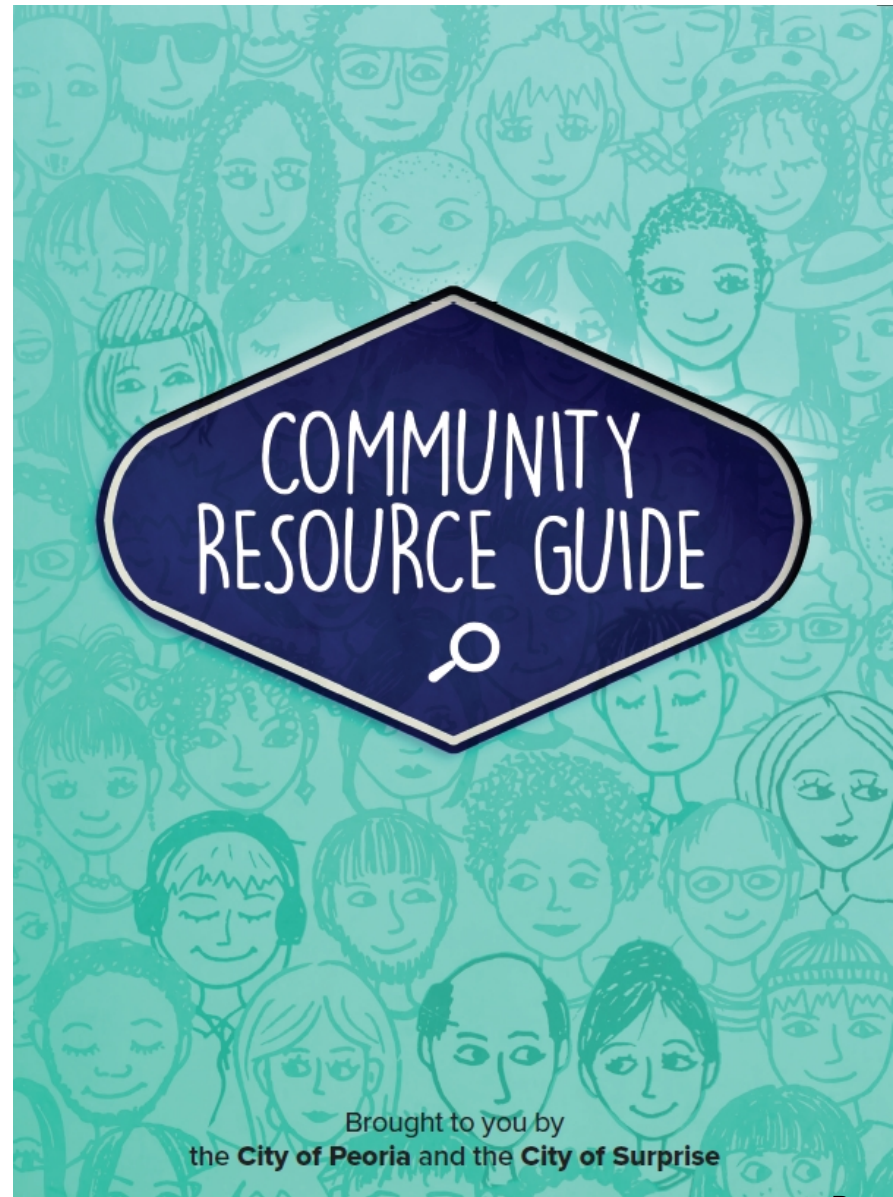
238

Resource Organizations in Guide

10,000

English guides printed and shared
since May 2018

Strategic partnership with the City of
Peoria who expanded the guide in
support of Surprise residents and
resources. (English and Spanish)



Surprise | El Mirage Community Action Program (CAP)

21,707

HOPE Line Calls

571

Households Served

1,927

People served

\$429,207

Federal funds invested in
utility and rental assistance



Crisis Assistance Program

47

Households Assisted

188

Individuals Assisted

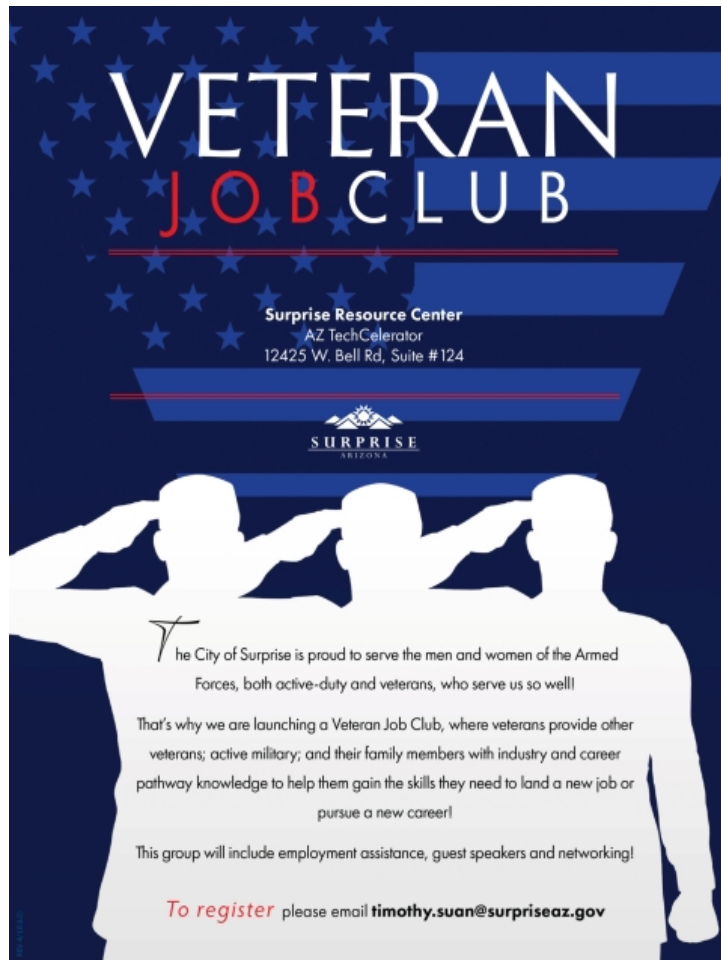
\$39,865

Total (Federal & Tribal Grants)



In FY18, HSCV Surprise Resource Center implemented a new Crisis Assistance Program designed to support individuals and families with homeless prevention services such as rental and utility assistance that do not meet the eligibility requirements for the Community Action Program (CAP).

Surprise Resource Center Workforce Development



**VETERAN
JOB CLUB**

Surprise Resource Center
AZ TechCelerator
12425 W. Bell Rd, Suite #124

**SURPRISE
ARIZONA**

The City of Surprise is proud to serve the men and women of the Armed Forces, both active-duty and veterans, who serve us so well!

That's why we are launching a Veteran Job Club, where veterans provide other veterans; active military; and their family members with industry and career pathway knowledge to help them gain the skills they need to land a new job or pursue a new career!

This group will include employment assistance, guest speakers and networking!

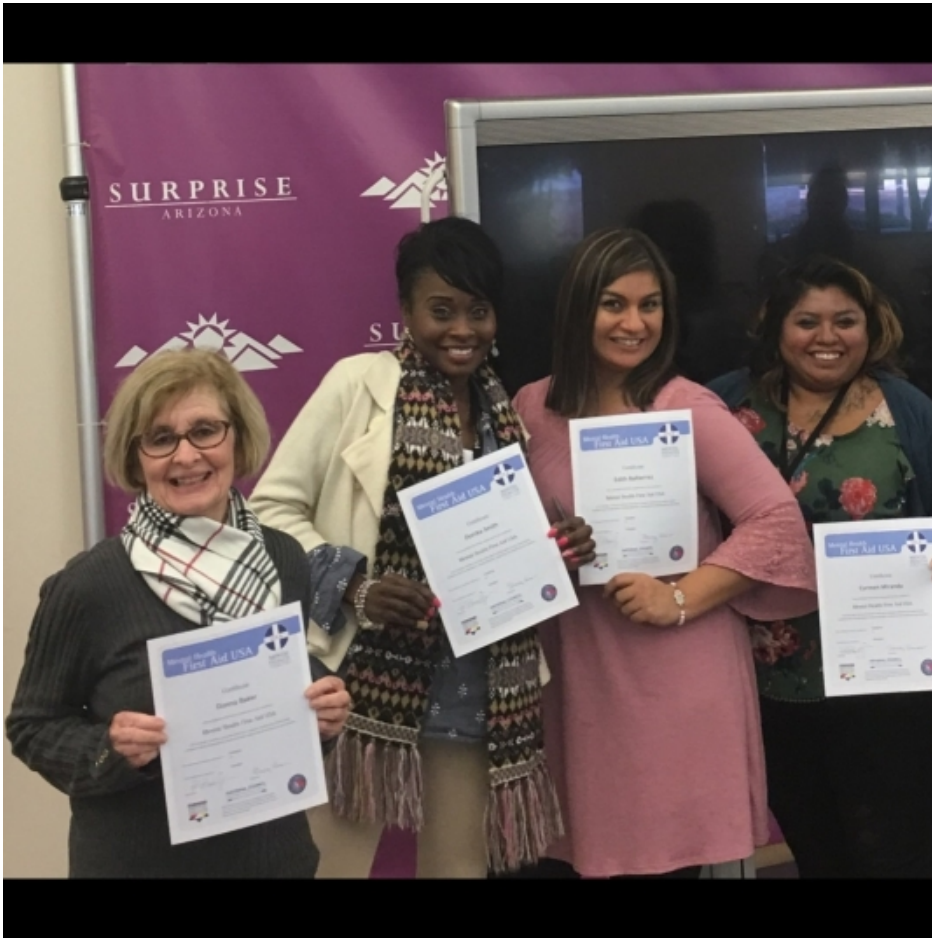
To register please email timothy.suan@surpriseaz.gov

- Career Counseling
- Workshops (Resume, Interviews)
- Job Search Assistance & Referral
- Job Fairs
- Employer Outreach
- Veteran Job Club



IT Cohort Information Session

Surprise Resource Center Staff



Surprise Resource Center

Thank You!

Edith Baltierrez

623-222-1028

Edith.Baltierrez@surpriseaz.gov





CITY OF SURPRISE
Veterans, Disability and Human Services
Commission

Council Meeting Date: March 13, 2019

Contact Person: Paul Bernardo, DIR-
GOV&COMM PTNRSP

Submitting Department: Human Svcs and Comm
Vitality

District: Citywide

Staff Recommendations: None

Consent: No

Regular: No

Public Hearing: No

Report/Discussion: Yes

Agenda Wording:

Presentation and discussion pertaining to a Community Resource Fair.

Motion:

Discussion Only.

Background:

This discussion is to discuss the need for a Community Resources Fair.

Objective Analysis:

This discussion is to seek input and feedback from the Commission regarding the need for a Community Resource Fair.

Policy Compliant:

This discussion is compliant with City and Council policies.

Financial Impact:

None at this time.

Budget Impact:

None at this time.

FTE Impact:

N/A

ATTACHMENTS: