



CITY OF SURPRISE
Veteran, Disability and Human Services Commission
16000 N. Civic Center Plaza
Surprise, AZ 85374
Wednesday, April 10, 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 March 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 Social Security Income and Social Security Disability Income benefits. | None

Paul Bernardo
Human Svcs and
Comm Vitality |
| 4. | Citywide | Presentation and discussion pertaining to the scope of work for the Community Needs Assessment. | None

Seth Dyson
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: Friday, April 5, 2019 @ 11:23 p.m.

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
Veteran, Disability and Human Services
Commission

Council Meeting Date: April 10, 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 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
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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](https://www.healthcare.gov). ACCESS officers Medicaid for elderly, disabled and other adults with limited mobility [azahcccs.gov](https://www.azahcccs.gov). SSI or SSDI may also be open to those with Medicare/Medicade through the Social Security Association [ssa.gov](https://www.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.
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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
Veteran, Disability and Human Services
Commission

Council Meeting Date: April 10, 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 March 13, 2019 Veterans, Disability and Human Services Commission meeting minutes.

Motion:

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

Background:

Objective Analysis:

Policy Compliant:

Financial Impact:

Budget Impact:

FTE Impact:

ATTACHMENTS:

1. 3.13.19 VDHS Commission Minutes
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**CITY OF SURPRISE
VETERANS, DISABILITY, AND HUMAN SERVICES COMMISSION**

MEETING MINUTES

March 13, 2019 / 6:00 PM

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

CALL TO ORDER.

Chair 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 March 13, 2019.

A. ROLL CALL

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

STAFF PRESENT:

Human Service & Community Vitality Director Seth Dyson, Community Partnerships Manager Paul Bernardo, Assistant City Attorney Hobie Wingard, Human Services Supervisor Edith Baltierrez, Sr. Financial Analyst Deb Perry and Commission Liaison Yvonne Lopez

COUNCIL MEMBERS PRESENT:

None

B. PLEDGE OF ALLEGIANCE

C. CURRENT EVENTS REPORT

Chair Van de Langeryt announced the following upcoming events:

- Traveling Replica of the Vietnam Wall "*The Wall that Heals*" will be on display from Thursday, March 14th to Sunday, March 17th, 2019 at the Lake Pleasant Harbor in Peoria. <https://pleasantharbor.com/event/the-wall-that-heals/>
- Free dental services will be available for U.S. military veterans on March 23, 2019 from 8:00 a.m. – 2:00 p.m. at Mid-Western University Dental Institute 5855 West Utopia Road Glendale, AZ 85308. Call 623-806-7150 to register.
- On March 20, 2019 at 9:00 a.m. the second meeting of Veteran's home will be held in the Council Overflow Room in City Hall.

D. STAFF REPORT

Community Partnerships Manager Paul Bernardo welcomed new Commission Liaison Yvonne Lopez. He also reported that as follow up to a request from the Commission at the February meeting, a presentation regarding Social Security Disability Insurance and Supplemental Income will be brought forward at the April meeting.

E. VETERANS, DISABILITY AND HUMAN SERVICES COMMISSION REPORT

None

CALL TO THE PUBLIC:

Chair Van de Langeryt opened the call to the public to discuss any items not on the agenda.

Harry Louis Rodriguez, business owner of Vet Link Solutions, spoke to the Commission regarding a seminar to teach Veterans how to obtain benefit services. Mr. Rodriguez requested to work with the Commission to bring awareness to the services available.

Hearing no further comments, Chair Van del Langeryt closed the call to the public

CONSENT AGENDA:

None

REGULAR AGENDA ITEMS NON-PUBLIC HEARING:

Item 1 – Internal – Consideration and action pertaining to the November 14, 2018 Disability Advisory Commission Meeting minutes.

Commissioner Moore made a motion to table the November 14, 2018, Disability Advisory Commission Meeting minutes to the April 10, 2019 meeting. Commissioner Witzel seconded the motion. The motion passed with 8 yes votes.

Item 2 – Internal - Consideration and action pertaining to the February 13, 2019 Veterans, Disability and Human Services Commission Meeting minutes.

Commissioner Hanzel made a motion to approve the February 13, 2019 Veterans, Disability and Human Services Commission Meeting minutes. Commissioner Daigle seconded the motion. The motion passed with 8 yes votes.

Item 3 – Citywide - Presentation and discussion pertaining to a Community Needs Assessment.

Human Service & Community Vitality Department Director Seth Dyson presented item 3 to the Commission.

The Commission had questions regarding survey questions, sample size, and the varying needs of different groups.

Item 4 – Citywide - Presentation and discussion pertaining to the Community Resource Guide and the Surprise Resource Center.

Community Partnerships Manager Paul Bernardo introduced Edith Baltierrez, Human Services Supervisor, and gave a brief overview of the Surprise Resource Center.

Human Services Supervisor Edith Baltierrez presented item 4 to the Commission.

Commissioner Hanzel asked how someone would be included in the Community Resource Guide. Ms. Baltierrez indicated that requests should be sent to the Resource Center to be vetted.

Commissioner Perry voiced concern that more people don't know about the many services that are offered at the center. Ms. Baltierrez indicated that there was little outreach due to staffing limitations. The Resource Center is now fully staffed and an outreach plan is in place.

Director Dyson gave the Commission the information to reach our department. Items included the website, the HSCV Monthly Minute, Facebook, Twitter and Instagram all at the handle of @SurpriseCares.

Commissioner Perry also voiced a concern over the need for teens and Veterans that are in crisis and asked about the how they ensure domestic violence victims feel safe when coming into the center. Ms. Baltierrez explained some of the training received and approaches taken to ensure all feel welcome and safe

Commissioner Witzel and Commissioner Hanzel both spoke about the wonderful staff and compassionate nature of the center.

Item 5 – Citywide - Presentation and discussion pertaining to a Community Resource Fair.

Community Partnerships Manager Paul Bernardo presented item 5 to the Commission.

The Commission discussed the following:

- Will the areas that the community resource fair only target Surprise or West Valley/Open to all.
- What time of year would be best to host – Spring, fall or winter to include our winter visitors.
- Centralized check in to gather important data on needs.
- Resources from various organizations– Autism, Adaptive Recreation, Down Syndrome, Mobile dentist, Mobile veterinarian services, Volunteer programs, Transportation vendors.
- Vendors to help with food assistance/cash assistance enrollments and other benefit assistance.
- Large venue – Mark Coronado Park, 1st floor of City Hall parking garage, Surprise Stadium – lots of parking, snack bars, accessible.
- Include neighboring cities, El Mirage, Goodyear, and Wittman to do a joint fair.
- Sponsorships from large companies/ health organizations to help with marketing, food, water, etc.
- Get information to local TV stations for marketing.
- Bags of literature for every attendee.
- Timing/target dates.
- Demonstrations for disabled community. i.e. wheelchair rugby, assessable vehicles.
- Invite food trucks and local musicians
- Social media campaigns, flyers, event program of schedule of events

Mr. Bernardo suggested a working group of three commissioners. If Commissioners are interested they should work through the Chair and if more than three are interested, the Chair will assign.

After discussion, there was mutual consensus that October would be the best time to host the fair outside. Some key areas of resources to target might be Employment, Medical, Dental, Transportation, Veterinarian services, Disabilities, and having some type of demonstration or showcase. Staff will benchmark with others municipalities and groups that have hosted an event of this nature to determine best practice.

OTHER BUSINESS AND FUTURE AGENDA ITEMS:

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

- Helping Families in Need to come do presentation in April or May
- Disabled American Veterans would like to present
- Veteran Benefits as presented by Harry Louis Rodriguez from Vet Link Solutions
- Presentation regarding Social Security Disability benefits
- Wreaths of America

ADJOURNMENT:

Hearing no further business, Chair Van de Langeryt adjourned the Veterans, Disability and Human Services Commission meeting at 7:45 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: _____
Yvonne Lopez, Commission Liaison

DATE: _____



CITY OF SURPRISE
Veteran, Disability and Human Services
Commission

Council Meeting Date: April 10, 2019

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

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 Social Security Income and Social Security Disability Income benefits.

Motion:

Discussion only.

Background:

This presentation will provide information regarding Social Security Income and Social Security Disability Income benefits and allows the Commission an opportunity to discuss these items.

Objective Analysis:

This presentation will provide information regarding Social Security Income and Social Security Disability Income benefits.

Policy Compliant:

This presentation is compliant with City and Council policies.

Financial Impact:

N/A

Budget Impact:

N/A

FTE Impact:

N/A

ATTACHMENTS:



CITY OF SURPRISE
Veteran, Disability and Human Services
Commission

Council Meeting Date: April 10, 2019
Submitting Department: Human Svcs and Comm
Vitality
Staff Recommendations: None

Contact Person: Seth Dyson, DIRECTOR - HSCV
District: Citywide

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

Presentation and discussion pertaining to the scope of work for the Community Needs Assessment.

Motion:

Discussion only.

Background:

The presentation provides the background and scope of work for the Community Needs Assessment.

Objective Analysis:

This presentation provides the background and scope of work for the Community Needs Assessment.

Policy Compliant:

N/A

Financial Impact:

N/A

Budget Impact:

N/A

FTE Impact:

N/A

ATTACHMENTS:

1. Scope of Work - VDHS Community Assessment - DRAFT
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RFP – Community Assessment

1. Statement of Need

The City of Surprise is seeking the consultant services of a qualified firm or individual with the capability to conduct a community assessment within the human services, Veterans, disability, and special needs areas. The community needs assessment must serve adults, children and families. The assessment data will be analyzed and information used in the City's planning process including but not limited to, long-term and short-term goals, program and fiscal considerations such as prioritized needed services and program/resource availability.

2. Background

The City of Surprise established a new Veterans, Disability & Human Services Commission (VDHS) in 2019 with the purpose of promoting the quality of life, accessibility, equity and inclusion 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 new commission will also review and make recommendations to the City Council on all U.S. Housing & Urban Development (HUD) Community Development Block Grant (CDBG) plans. This assessment will be the first of its kind for the City of Surprise and will be presented to the VDHS Commission and City Council and made available to the public.

Though this commission will focus on Veterans, disability and human service populations, the City realizes that under these titles live opportunities and needs that all residents have like housing, transportation, employment, etc. A community assessment is being sought to assist the new commission so that a strategic plan can be aligned with data-driven opportunities and needs. A strategic planning process will occur after the assessment is complete and is not associated with this request for proposal. A separate request for proposal specifically for strategic planning for the VDHS Commission is projected to be released fall 2019.

Growth in the west valley and in Surprise had led to an increase of residents needing basic human and social services. Many of these are Veterans, individuals with special needs and low to moderate income individuals and families. The assumption is that many services and resources for basic needs are not found permanently in Surprise, thus presenting a barrier for some accessing basic services. The selected firm or individual would work closely with the City of Surprise Human Service & Community Vitality (HSCV) Department. HSCV offers a diverse range of programming to all residents of Surprise which include but is not limited to services and programs for seniors, youth, low-income individuals/families and Veterans. HSCV collaborates with many other governmental agencies, non-profit organizations and faith-based communities.

3. Project Description

The firm or individual selected will be responsible for the collection and analysis of information that meets the requirements of the City of Surprise Veteran, Disability & Human Services Commission and

Community Development Block Grant. The assessment must use quantitative and qualitative data that describes community strengths, needs, opportunities and resources.

The community assessment should (if possible):

- Analyze information collected directly from Veterans, special needs, seniors and low-income individuals
- Utilize information gathered from key sectors of the community in assessing needs and resources to include at a minimum:
 - community-based organizations
 - faith-based organizations
 - private sector
 - public sector
 - educational institutions
- Collect and include current data specific to Veterans and its prevalence related to the rest of the community, region, state, nation and by gender, age, and race/ethnicity
- Collect and include current data specific to individuals with disabilities or special needs and its prevalence related to the rest of the community, region, state, nation and by gender, age, and race/ethnicity
- Collect and include current data specific to poverty and its prevalence related to the rest of the community, region, state, nation and by gender, age, and race/ethnicity
- Includes key findings on the causes and conditions of poverty and the needs within the city of Surprise
- Inform an outcome based, Veteran supportive, inclusionary and anti-poverty focused Community Action plan
- Provide customer satisfaction data and customer input, collected as part of the community assessment, to be included in the agency's strategic planning process
- Prioritize the needs, gaps or duplication of Veteran, disability and human services, and current trends, including but not limited to Veterans, individuals with disabilities, youth, seniors and those living in poverty
- Complete an inventory of relevant community resources, programs, and services that currently exist in Surprise that can help meet the identified human service needs
- Recommend conclusions for the city of Surprise to be able to respond with appropriate remedial action. These conclusions would offer direction for the human service delivery system in Surprise, including examples of best practices locally, regionally, and/or nationally.
- Complete a housing and homeless assessment that aligns with the requirements for the local area HUD CDBG consolidated plan process according to 24 CFR 91.205.

3.1 Methodical Approach

The Consultant will utilize a sound methodological approach to arrive at a determination of unmet needs / service gaps in the community. This determination will be based upon assessment of the needs of adults, children, and families in the community and the extent to which identified strengths of the community are able to meet / address identified needs. The methodological approach will be strengths-based; involve an integration of relevant data indicators from a variety of credible sources; include community level analyses for a subset of data indicator methods to incorporate and interpret data in an effort to confidently draw inferences regarding needs and assets while examining trends over time. The Consultant shall include national, statewide, regional and community level analyses for

additional data indicators. The Consultant can include data from other relevant community needs assessments as appropriate and applicable.

3.2 Determining Needs and Assets

The Consultant will design and employ appropriate methods to incorporate and interpret data in an effort to confidently draw inferences regarding needs and assets. Inferences will be based on a meaningful interpretation and synthesis of data included in the report. The approach for determining unmet needs will include comparing the current circumstances of the specific populations (Veterans, special needs, etc.) to the desired situation. The Consultant is required to consider current needs of adults, children, and families and the assets available to them to meet these needs. Through this process, the Consultant will discern the unmet needs, and provide, as feasible, an assessment of the scale / or degree of the unmet needs in the community.

3.3 Limitations and Conclusions

The Consultant is required to identify limitations of data utilized in the report as well as discuss any limitations on the inferences or conclusions that can be drawn from the data. Furthermore, the Consultant will discuss possible directions or considerations for future data collection that may address the limitations noted.

4. Consultant Responsibilities

- A. The Consultant is required to conclude the report by outlining the main findings discussed in the report. In this section, the Consultant will discuss the most pressing needs of residents based on an analysis of the gap between needs and identified assets in the areas of Veterans, disability and human service areas such as employment, education, early learning, income management, housing, homelessness, emergency services, safety, nutrition, self-sufficiency, health, services for youth, and services for senior citizens.
- B. Submit status reports with HSCV's point of contact to report on the ongoing progress of the project.
- C. Collect population demographics for individuals in poverty, Veterans and individuals with disabilities.
- D. Identify Community needs and service gaps in the areas of: employment, education, income management, housing, emergency services, nutrition, self-sufficiency, health, services for youth, homeless, victims of violent crime and services for senior citizens.
- E. Identify community strengths and assets.
- F. Analyze data and information from internal and external customers such as demographics, census track data, school district data, local, state and national reports from community agencies, etc.
- G. Collect qualitative data, through community forums, surveys, focus groups and key informant interviews with staff, families, and community agencies focusing on the areas of: employment, education, income management, housing, homelessness, emergency services, safety, nutrition, self-sufficiency, health, services for youth, and services for senior citizens.
- H. Identify key findings on the causes and conditions of poverty and community priorities with possible solutions in the areas of employment, education, income management, housing, homelessness,

emergency services, safety, nutrition, self-sufficiency, health, services for youth, and services for senior citizens.

I. Provide final report with data sources footnoted. Document all meetings and sources of information.

J. Work with HSCV staff to develop an implementation plan to identify the type of data to be collected, the sources of the data, and methodology for collecting and analyzing data. Work with HSCV staff to identify a list of stakeholders that will participate in the assessment.

K. Present the findings, final report and implementation plan to the City of Surprise Veterans, Disability & Human Services Commission for formal acceptance through a majority vote of the Commission members.

L. Consultant shall gather information to provide a statistical profile of the community the City of Surprise serves.

M. Consultant shall include population demographics for individuals living in poverty, Veterans, and residents with disabilities to include at a minimum:

- Gender
- Age
- Race/ethnicity

N. The poverty rate for Surprise community shall be compared to state and national averages. Information must be derived from valid sources to include but not limited to: most recent U.S. Census, American Community Survey, and local agency reports.

O. Additional characteristics and indicators of need shall be included to describe the economic and social conditions of the community to include but not limited to: unemployment rates, median income, economic indicators, crime rates, housing data, and education figures.

P. Describe current level of service and assets:

- Consultant shall develop tools and questions to gather qualitative and quantitative data related to the needs, assets, strengths and gaps in service, in the areas of Veterans, Disabilities, human services, employment, education, income management, housing, homelessness, emergency services, safety, nutrition, self-sufficiency, health, services for youth, services for senior citizens that impact each of the three categories:
 - Individuals
 - Agency
 - Community

Q. Consultant shall administer surveys and/or interviews with service providers, staff, clients, community partners, City Council and various city commissioners, and stakeholders from the following key sectors of the community:

- Community-based organizations
- Faith-based organizations
- Private sector; and
- Educational institutions

R. Consultant shall review program reports to identify the types of services available, service levels and program outputs/outcomes.

5. Consultant Deliverable Requirements

Consultant shall provide the following:

A. By October 31, 2019, a Draft Report.

B. Within 14 days following HSCV's review and approval of Draft Report, Consultant shall submit an updated Draft Report that incorporates any changes required by HSCV. The updated Draft Report will be a narrative and a pictorial report of findings such as power point presentation and/or similar statistical report.

C. The Final Report must include significant trends in required data elements, and issues facing Veterans, individuals with disabilities and the general public.

D. By November 30, 2019, complete and submit the Final Report.

E. Present report to the Veterans, Disability & Human Services Commission December 11, 2019.

Timelines are general and are subject to change.