



CITY OF SURPRISE
Veterans, Disabilities and Human Services Commission
16000 N. Civic Center Plaza
Surprise, AZ 85374
Wednesday, September 14, 2022 @ 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 August 10, 2022 Veterans, Disability & Human Services Commission meeting minutes. | Human Svcs and Comm Vitality |
| 2. | Citywide | Presentation and discussion pertaining to the Consolidated Annual Performance Evaluation Report (CAPER) PY 2021 | None
Human Svcs and Comm Vitality |
| 3. | Citywide | Presentation and discussion pertaining to the services offered by Team Red, White & Blue. | None
Human Svcs and Comm Vitality |
| 4. | Citywide | Discussion and possible action pertaining to the city's annual Getting Arizona Involved in Neighborhoods (G.A.I.N.) Night. | Human Svcs and Comm Vitality |
| 5. | Citywide | Discussion and possible action pertaining the FY2023 meeting calendar. | 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: Thursday, September 8, 2022 @ 12:30 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
Veterans, Disabilities and Human Services
Commission

Council Meeting Date: September 14, 2022 Contact Person:
Submitting Department: Human Svcs and Comm District: Citywide
Vitality
Staff Recommendations:

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

Agenda Wording:

Consideration and action pertaining to the August 10, 2022 Veterans, Disability & Human Services Commission meeting minutes.

Motion:

I move to approve the August 10, 2022 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. 8.10.22 VDHS Commission Minutes Draft
-

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

REGULAR MEETING MINUTES – DRAFT

August 10, 2022 / 6:00 PM

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

CALL TO ORDER.

Chair Kent-Partridge called the Veterans, Disability, and Human Services Commission meeting to order at 6:00 p.m. at Surprise City Hall, 16000 North Civic Center Plaza, Surprise, Arizona 85374, on August 10, 2022.

ROLL CALL

In attendance were Chair Julie Kent-Partridge, Vice Chair Steffen Hanzel, Commissioners Phillip Lair, Jennifer Quintero, Harrylouis Rodriguez, Gwen Mendez, John Billcheck, Shawna Daigle, Nickolas Kupper and Allison Wisniewski. (1 Vacancy)

PLEDGE OF ALLEGIANCE

STAFF PRESENT:

Human Service & Community Vitality Administrator Danielle Osborne and Administrative Specialist Karina Caraveo were present.

CURRENT EVENTS REPORT

Chair Kent-Partridge reported on the following upcoming events:

- Days of Service at St. Mary's Food Bank
 - Wednesday, August 17th from 7:30 a.m. – 1:30 p.m.
 - Wednesday, September 14th from 7:30 a.m. – 1:30 p.m.
- Virtual Adaptive Bingo
 - Thursday, August 25th from 6:00 p.m. – 7:00 p.m.
- Residential Waste Cleanup Event
 - Saturday, September 10th from 7:00 a.m. – 1:00 p.m. at the Northwest Regional Landfill located at 19401 W Deer Valley Rd.
 - Proof of residency is required
 - Single load up to 2,000 lbs at no cost
- City offices will be closed in observance of Labor Day
 - Monday, September 5th

STAFF REPORT

Administrator Danielle Osborne reported the following:

- The Parks & Rec Advisory Commission will be hosting a public meeting to gather feedback from residents about planning the city's third public pool. Scheduled for Monday, August 22nd at 6:00 p.m. in the City Hall Council Chambers
- The Community is invited to the next Surprise General Plan workshop to help shape the City's future. Scheduled for Tuesday, August 30th from 6:00 – 8:00 p.m. on the 2nd floor of the Ottawa University Student Union
- The city is hosting a blood drive on September 6th from 9:00 a.m. – 1:00 p.m. in the City Hall Community Room
- Rebates are available now through April 2023 for Surprise water customers. Rebate programs are administered on a first-received, first served basis until application deadline or fund depletion, whichever occurs first. To learn more about these programs, visit <https://surpriseaz.gov-Water-Conservation>
- The Surprise Fire-Medical Department is undergoing recruitments for multiple positions from August through September. Visit city website <https://surpriseaz.gov/Become-a-Firefighter>
- The Benevilla Benefitness Adaptice Gym is now open, located at 16752 N Greasewood St. A Benevilla representative will be invited to present during a future meeting.

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 selection of the Veteran, Disability and Human Services Commission Chair.

Ms. Osborne explained the nominations and voting procedures to the commission.

Chair Kent-Partridge opened the floor for nominations.

Commissioner Mendez nominated Julie Kent-Partridge.

Commissioner Kupper nominated Steffen Hanzel.

The Commissioners submitted their votes; Steffen Hanzel received one vote (Kupper), Julie Kent-Partridge received nine votes (Daigle, Rodriguez, Kent-Partridge, Wisniewski, Lair,

Hanzel, Mendez, Billcheck, Quintero). Julie Kent-Partridge was selected as the Veterans, Disability and Human Services Commission Chair. 1 vacancy.

Item 2 – Citywide – Consideration and action pertaining to the selection of the Veterans, Disability and Human Services Commission Vice-Chair.

Ms. Osborne explained the nominations and voting procedures to the commission.

Chair Kent-Partridge opened the floor for nominations.

Commissioner Mendez nominated Steffen Hanzel.

Commissioner Rodriguez nominated Nickolas Kupper.

The Commissioners submitted their votes; Nickolas Kupper received three votes (Rodriguez, Lair, Kupper), Steffen Hanzel received seven votes (Quintero, Billcheck, Wisniewski, Mendez, Hanzel, Daigle, Kent-Partridge). Steffen Hanzel was selected as the Veterans, Disability and Human Services Commission Vice-Chair. 1 vacancy.

Item 3 – Citywide – Consideration and action to the June 8, 2022 Veterans, Disability & Human Services Commission meeting minutes.

Vice-Chair Hanzel moved to approve the June 8, 2022 Veterans, Disability and Human Services Commission meeting minutes. Commissioner Lair seconded the motion. Motion carried with 10 yes votes, 1 vacancy.

Item 4 – Citywide – Presentation and discussion pertaining to an overview of VDHS Commission activities in FY2022

Ms. Osborne made the presentation to the commission.

Ms. Osborne asked for any interest from the Commissioners to join an active working group.

Commissioner Kupper expressed interest in the Recognition Program and the Care & Share working groups.

Commissioners Lair and Mendez said they would be happy to join the Mental Health Program working group.

Chair Kent-Partridge said she would like to join the Care & Share working group. She also suggested having outside organizations participate at the Resource Satellite Hub.

Commissioner Wisniewski said she would like to join the Transportation working group.

OTHER BUSINESS AND FUTURE AGENDA ITEMS:

- Mini Resource Fair at NW Regional Library

ADJOURNMENT:

Commissioner Billcheck made a motion to adjourn the meeting of the Veterans, Disability & Human Services Commission of August 10, 2022 at 6:32 p.m. Commissioner Rodriguez seconded the motion. The motion carried with 10 yes votes,1 vacancy.

Danielle Osborne
HSCV Administrator

Julie Kent-Partridge
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, Disabilities and Human Services
Commission

Council Meeting Date: September 14, 2022 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 Consolidated Annual Performance Evaluation Report (CAPER) PY 2021

Motion:

None, discussion only.

Background:

As a recipient of funding from the U.S. Department of Housing and Urban Development (HUD), the City of Surprise is required to submit a Consolidated Annual Performance and Evaluation Report (CAPER) ninety (90) days following the end of each Program Year. This report outlines project/program activities funded by the Community Development Block Grant (CDBG) program for the grant year. The report covers progress on CDBG funded projects only. The City's HOME funding is reported on by the Maricopa County HOME Consortium on the City's behalf.

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. CAPER PY21 VDHS
 2. VDHS Staff Report_CAPER_PY21 - FINAL
 3. CAPER PY21_DRAFT with attachments
-



Community Development Block Grant

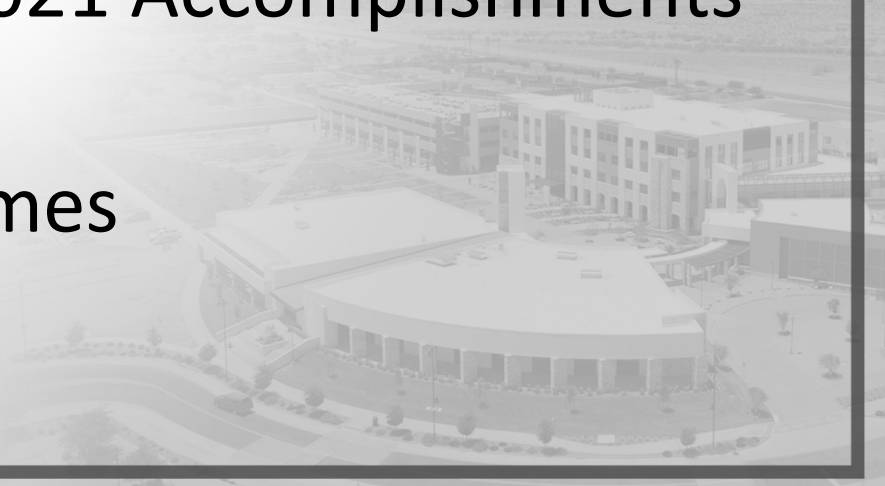
Consolidated Annual Performance and Evaluation Report (CAPER)

Program Year 2021

Human Service & Community Vitality | September 14, 2022



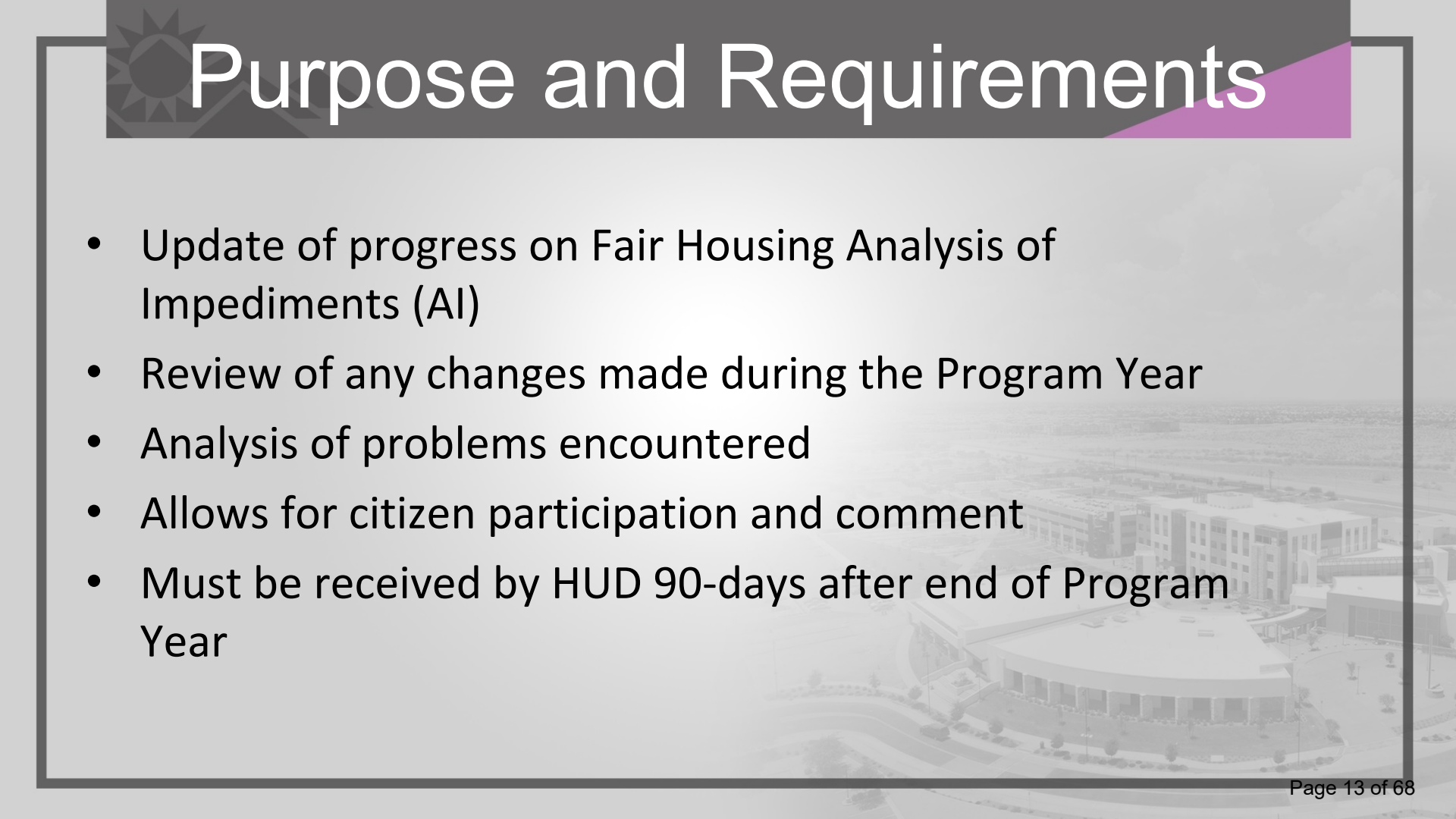
Today's Objectives

- Review CDBG CAPER requirements
 - Review Program Year 2021 Accomplishments
 - Review Program Outcomes
- 

Purpose and Requirements

Program Year 2021 = July 1, 2021 – June 30, 2022

- Report on progress made during the PY on the Priority Needs identified in the 5-Year Consolidated Plan.
- Summary of financial and data reports.
 - Total resources available
 - Funds expended
 - Spending cap check
 - LMI benefit



Purpose and Requirements

- Update of progress on Fair Housing Analysis of Impediments (AI)
- Review of any changes made during the Program Year
- Analysis of problems encountered
- Allows for citizen participation and comment
- Must be received by HUD 90-days after end of Program Year



Financial Summary

CDBG

PY2021 Allocation: \$666,084

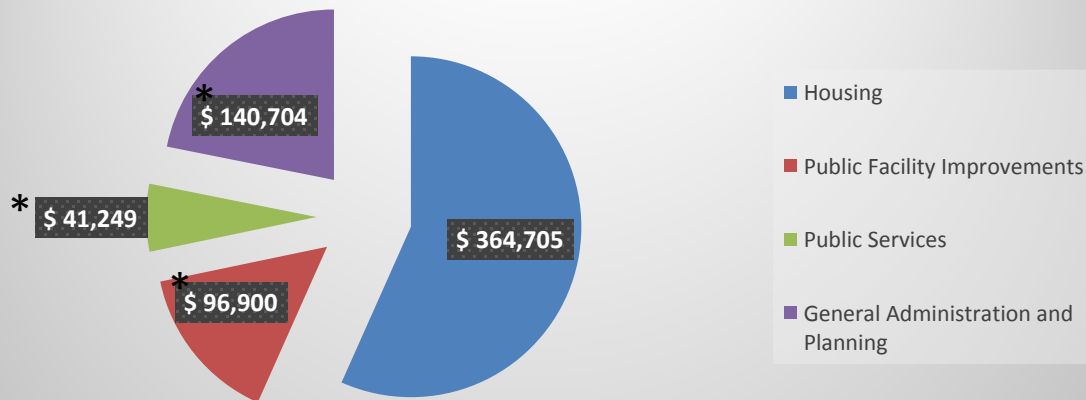
Total Funds Expended: \$626,620

Planning & Admin: \$132,041 (19.82%)

Funds benefiting LMI persons: 100%

Financial Summary

Total Activities Disbursed



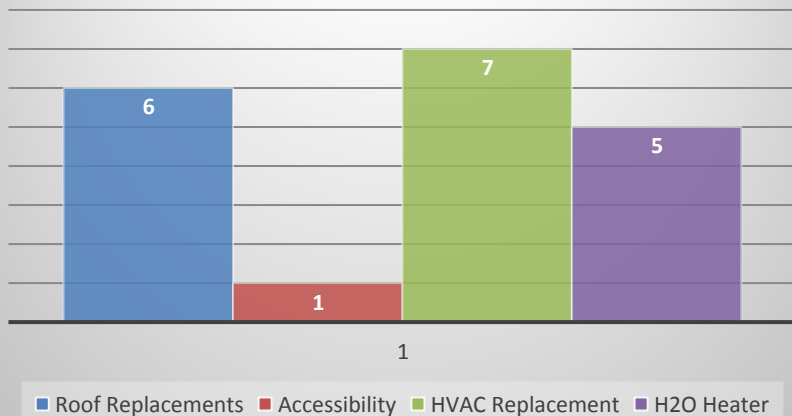
*Includes COVID Response



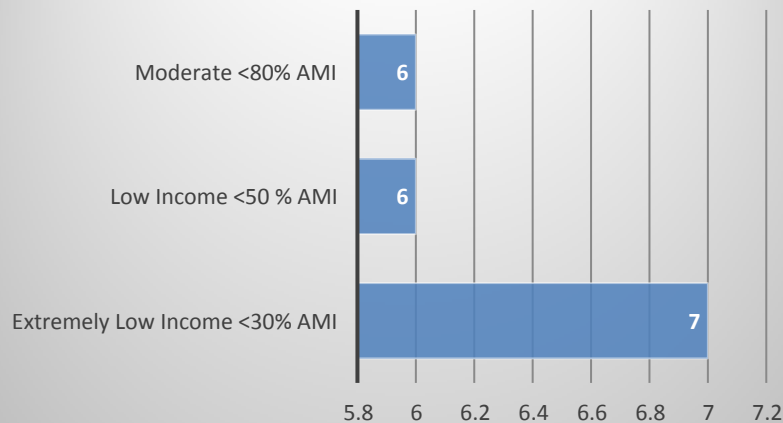
Projects

Housing Rehabilitation – Preservation of existing housing

Rehabs by Type



Rehabs by Income Level

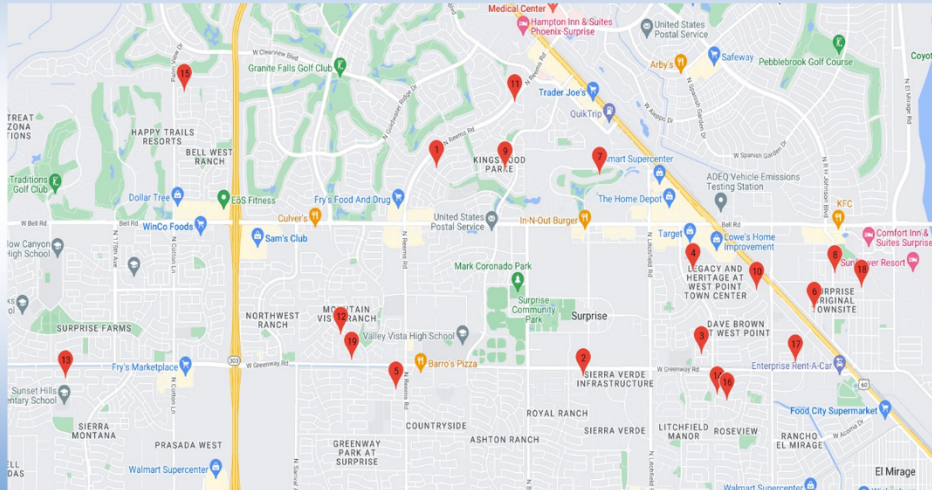


Total Expended: \$299,396

Projects

Housing Rehab Project Locations

Citywide Distribution of Rehabilitation Projects



Project Locations

Geographic Distribution

Target Area: Original Town Site

Expended in target area: 39%

Projects

Public Facility Improvement – Create suitable living environments

West Valley Housing Assistance Center



Temporary Housing



Housing Services & Social Hall

Projects

West Valley Housing Assistance Center



Total Expended: \$59,255

- Acquired through long-term lease
- 7-units of non-congregate short-term housing units
- Resident services
- Housing Resources
- Case Management
- Coordinated Entry Site



Projects

Housing Services – Access to Affordable Housing

Tenant Based Rental Assistance (TBRA)

- Operated by A New Leaf
- Rental subsidies for up to 24 months
- Targeted to homeless or at risk of becoming homeless
- Case management
- Self-sufficiency education

CDBG Expended: \$65,310

HOME Expended: \$496,857

35 Households Assisted (2 Yrs.)



Projects

Success Story

Tenant Based Rental Assistance Program (TBRA)

“Roy” a 71-year-old Veteran experiencing homelessness for over 20 years

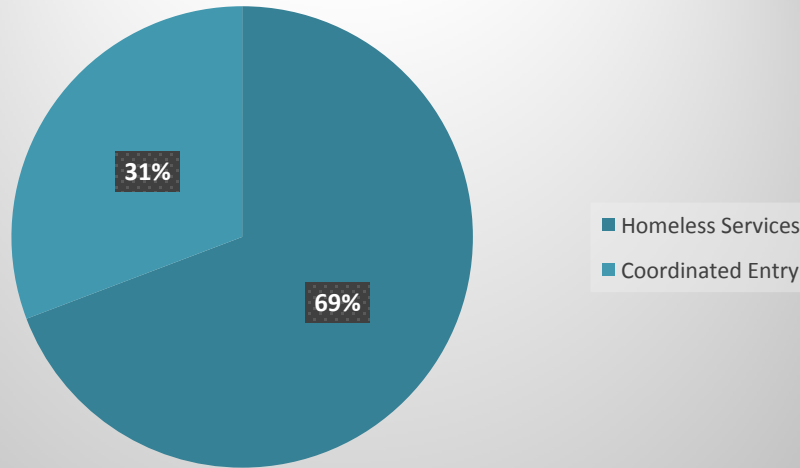
- Sleeping in the wash and neglecting his healthcare needs
- Connected with TBRA and was placed into temporary stable housing
- In May of 2022, “Roy’s” TBRA case manager referred him to the Housing Authority of Maricopa County for an Emergency Housing Voucher (EHV) which will provide stable, long-term housing

In the past year, TBRA program staff have successfully transferred four clients to stable, long-term housing using EHV’s and others have gained self sufficiency through resources, support, and case management to maintain stable housing on their own.

Projects

Public Services – New or continued access to services

Public Services Accomplishments



Total Expended: \$41,249

117 LMI persons benefited

- 2,334 Bed Nights
- Case Management Services
- 19 persons moved to permanent housing
- Coordinated Entry (CE)



Projects

Success Stories

Public Services: Interfaith Homeless Emergency Lodging Program (I-Help)

“Tonya” found herself homeless after fleeing a domestic violence situation in another state. Through I-Help case management, she received support to obtain needed identification documents, mental health support services, a job through a temp agency that led to a permanent position, and ultimately stable housing in a one-bedroom apartment near her new job.

“Sarah” is elderly, on a limited budget, and suffers from several chronic health conditions. She moved to Arizona to escape the bitter cold of Iowa winters. After bouncing around to various living situations that didn’t work out, she found herself homeless and living in her vehicle. Sarah decided to reach out to I-Help for support. Through a review of her needs and finances, Sarah’s case manager was able to locate an apartment in a 55+ community that would meet her needs perfectly. She is now in safe, stable housing and enjoying life in her 80’s!

Other Services

Transportation – Valley Metro RideChoice



- Rider eligibility based on either age (65+), ADA, Income, or Veteran status
- Currently, the City of Surprise has 277 approved riders
- In FY22, 16,721 rides were taken by Surprise residents



CAPER Timeline

**August 25, 2022 -
Sept. 14, 2022**
20-Day Comment
Period

September 14, 2022
VDHS Review and
Comment

September 28, 2022
Submission of
CAPER to HUD



SURPRISE
ARIZONA

QUESTIONS OR COMMENTS?

Adam Lane
Human Service & Community Vitality
Neighborhood Services Supervisor



Date: September 14, 2022

To: Veteran, Disability & Human Service Commission Members

From: Adam Lane, Neighborhood Services Supervisor

Re: Consolidated Annual Performance Evaluation Report (CAPER) PY2021

Introduction

As a recipient of funding from the U.S. Department of Housing and Urban Development (HUD), the City of Surprise is required to submit a Consolidated Annual Performance and Evaluation Report (CAPER) ninety (90) days following the end of each Program Year. This report outlines project/program activities funded by the Community Development Block Grant (CDBG) program for the grant year. The report covers progress on CDBG funded projects only. The City's HOME funding is reported on by the Maricopa County HOME Consortium on the City's behalf.

Background

In accordance with federal regulations 24 CFR 91.515 Performance Reports, each jurisdiction that has an approved Consolidated Plan shall annually review and report, in a form described by HUD. The report measures the city's progress in reaching goals and objectives contained in the Consolidated Plan and Annual Action Plan. The period covered in the report is July 1, 2021 through June 30, 2022.

The activities summarized in the report implement City Council approved projects and programs for Program Year 2021, for the provision of housing and community development services to the community. The report does not establish any new policy.

The City of Surprise received \$666,084 in CDBG funding from HUD for the Program Year 2021. The total amount expended for the year was \$626,620. One-Hundred Percent of the funds benefitted Low and Moderate Income persons from the City of Surprise.

In Program Year 2021, the City funded Public Facility Improvements in the amount of \$59,255 for the acquisition of an existing facility through a long-term lease (15-years). The facility was sub-leased to A New Leaf to establish and operate the West Valley Housing Assistance Center

(WVHAC). The new WVHAC will provide non-congregate short-term housing, and access to housing resources for persons experiencing homelessness.

The Neighborhood Services Division provided a Housing Rehabilitation program for income-qualified Surprise homeowners. Nineteen (19) households were assisted with heating/cooling, roofing, plumbing, and other necessary health and safety improvements. \$299,395.79 in assistance was provided in the form of deferred loans or small grants, to homeowners who would otherwise not be able to afford such repairs. This program allows for the city to address and maintain the current affordable housing stock and for Surprise homeowners to occupy their homes in a healthy and safe condition.

Public Services were funded in the amount of \$41,249.33. Services were provided through two (2) local non-profit Subrecipients. All services met the low-and moderate-income National Objective, and eligible activities included services for homeless persons.

In PY2021, Surprise utilized HOME funding to provide rental assistance to low-income Surprise residents through a new Tenant Based Rental Assistance (TBRA) program. Housing Services were funded in the amount of \$65,309.81 of CDBG to support the City of Surprise TBRA program. This was the second year of the TBRA program operated by the Subrecipient, A New Leaf. The CDBG funding helped to administer the rental assistance program which supported thirty-five (35) households over the two-year period.

Previous Actions

The City Council approved all projects contained in the PY21 Annual Action Plan.

Updated Actions

A draft copy of the report has been made available for public review and comment for 20 days as required by the Citizen Participation Plan. The comment period was from August 25, 2022 to September 14, 2022. Any comments received will be included in the final draft of the CAPER.

Future Actions

Submission to HUD by September 28, 2022

Recommendations

Staff recommends submission of the CAPER to HUD.



City of Surprise

Consolidated Annual Performance Evaluation Report

Program Year 2021

Community Development Block Grant

Prepared by:
City of Surprise, Human Service & Community Vitality Department
Neighborhood Services Division
16000 N. Civic Center Plaza
Surprise, AZ 85374-7470

City of Surprise
16000 N. Civic Center Plaza
Surprise, AZ 85374

CAPER – Year Two of the 2020-2024 Consolidated Plan

Prepared for:

City of Surprise
16000 N. Civic Center Plaza
Surprise, AZ 85374
www.surpriseaz.gov

Skip Hall, Mayor

Roland F. Winters, Jr., Councilmember

Aly Cline, Vice Mayor

Patrick Duffy, Councilmember

Ken Remley, Councilmember

Jack Hastings, Councilmember

Chris Judd, Councilmember

Bob Wingenroth, City Manager

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CR-05 - Goals and Outcomes

Progress the jurisdiction has made in carrying out its strategic plan and its action plan. 91.520(a) This could be an overview that includes major initiatives and highlights that were proposed and executed throughout the program year.

The City of Surprise, Arizona, is an entitlement jurisdiction, receiving an annual allocation of Community Development Block Grant (CDBG) funds from the U.S. Department of Housing & Urban Development (HUD). The funding provides a broad range of eligible activities that can be utilized with CDBG funding. The City must determine which of the eligible activities will best serve the needs of the community. In order to determine the most pressing needs and develop effective, place-based market-driven strategies to meet those needs, HUD requires grantees to develop a Five-Year Consolidated Plan.

Each year the City is required to provide to the public and HUD, an assessment of its accomplishments toward meeting the priority goals outlined in the Consolidated Plan. This annual assessment is the Consolidated Annual Performance and Evaluation Report (CAPER).

The Surprise Consolidated Annual Performance and Evaluation Report (CAPER) for Program Year 2021 (PY2021) provides a quality assessment of high priority activities accomplished during this report period. During this second year of the 2020-2024 Consolidated Plan, the City made great progress in meeting the high priority needs identified in the Strategic Plan. This CAPER covers accomplishments for the period of July 1, 2021 - June 30, 2022.

The 2020-2024 Consolidated Plan identified the highest priority goals to meet the needs of the City. These goals included Public Facility Improvements to help create and sustain suitable living environments. Goals were set to create and preserve affordable housing to provide safe and healthy homes for Surprise residents. Finally, goals were set to provide extensive and diverse Public Services to the most vulnerable Surprise residents.

The second year Annual Action Plan prioritized goals and projects consistent with the Consolidated Plan for creating sustainable living environments, providing decent housing, and providing services to low- and moderate income residents. All projects carried out during Program Year 2021 were underwritten to meet the National Objective of benefiting low – or moderate-income persons.

In March of 2020, the City was awarded an additional allocation of CDBG funding through the CARES Act, to help prepare for, prevent, and respond to the COVID-19 Pandemic. The City amended the PY2019 Annual Action Plan in order to receive this CDBG-CV

funding. In Program Year 2021, the City carried out activities utilizing the funding that benefited low - or moderate-income persons impacted by the pandemic. This report will include accomplishments for activities completed with the funding during the Program Year.

The challenges presented during the pandemic have only reinforced the need to meet the goals of the Consolidated Plan by addressing affordable housing and homelessness, providing services for vulnerable populations, and creating economic opportunities for Surprise residents. All partners continue to work diligently to build on the successes made, and rise to the challenge of continuing to address the most critical needs of the community.

DRAFT

City of Surprise | CAPER | Program Year 2021

Comparison of the proposed versus actual outcomes for each outcome measure submitted with the consolidated plan and explain, if applicable, why progress was not made toward meeting goals and objectives. 91.520(g)

Categories, priority levels, funding sources and amounts, outcomes/objectives, goal outcome indicators, units of measure, targets, actual outcomes/outputs, and percentage completed for each of the grantee's program year goals.

Goal	Category	Source / Amount (PY)	Indicator	Unit of Measure	Expected Strategic Plan	Actual Strategic Plan	Percent Complete	Expected Program Year	Actual Program Year	Percent Complete
Housing Rehabilitation	Affordable Housing	CDBG: \$299,396	Homeowner Housing Rehabilitated	Household Housing Units	125	31	25%	25	19	76%
Housing Services	Affordable Housing	CDBG: \$65,310	Tenant Based Rental Assistance	Households Assisted	130	35	27%	14	13	93%
Affordable Rental Housing	Affordable Housing	CDBG: \$0	Rental units constructed/rehabilitated	Household Housing Units	14	0	0%	0	0	0%
Program Administration	Administration	CDBG: \$132,041	CDBG Program Administration	NA	0	0	NA	0	0	NA
Public Facility Improvements	Non-Housing Community Development	CDBG: \$86,274	Public Facility or Infrastructure activities other than Low/Moderate Income Housing Benefit	Persons Assisted	20,000	2,476	12%	200	36	18%
Public Services	Public Service	CDBG: \$23,887	Public service activities other than Low/Moderate	Persons Assisted	615	307	50%	150	81	54%
Public Services	Public Service	CDBG: \$0	Homeless Person Overnight Shelter	Persons Assisted	50	151	302%	0	81	100%

Table 1 - Accomplishments – Program Year & Strategic Plan to Date

Assess how the jurisdiction's use of funds, particularly CDBG, addresses the priorities and specific objectives identified in the plan, giving special attention to the highest priority activities identified.

During Program Year 2021, the City of Surprise made progress in meeting its goals of providing decent housing, a suitable living environment, and economic opportunities for low- and moderate-income persons as identified in its 2020-2024 Consolidated Plan.

All of the City of Surprise's CDBG non-planning and administration funds were expended for identified high priority needs: 1) Affordable Housing, including the preservation of safe affordable housing, and access to affordable rental housing 2) Public Services, providing services to seniors, disabled and other special needs residents 3) Public Facility Improvements, creating the availability and accessibility of suitable living environments in low- and moderate-income areas.

Housing Rehabilitation

As in previous years, Surprise identified decent, safe, and healthy housing to be one of its greatest needs for the low- and moderate income population and so had focused its efforts and funding in that area. During Program Year 2021, Surprise assisted nineteen (19) LMI homeowners in Surprise to make necessary health and safety improvements to their homes. The City issued deferred loans to homeowners to make the repairs utilizing qualified contractors. Typical repairs included HVAC replacement, roofing replacement, and plumbing repairs. Assistance to make the improvements totaled \$299,395.79, allowing homeowners to remain in their homes who would otherwise not be able to afford such repairs. This program allows for the city to address and maintain the current affordable housing stock and for Surprise homeowners to occupy their homes in a healthy and safe condition.

Public Facility Improvements

In response to the COVID-19 Pandemic and the resulting affordable housing and eviction crisis, the City funded Public Facility Improvements in the amount of \$59,255.53 for the acquisition of an existing facility to serve as a non-congregate shelter for persons experiencing homelessness. The City partnered with A New Leaf, Maricopa County, and the State of Arizona to establish the West Valley Housing Assistance Center. This regional housing center is to prevent and respond to increased homelessness among individuals and families impacted by the COVID-19 pandemic, and to mitigate the spread of the Coronavirus among unsheltered persons, and the community at large. The center will provide non-congregate short term emergency housing, access to Coordinated Entry, rapid re-housing and tenant-based rental assistance. Access to other supportive services will be provided to help move persons into stable housing in under thirty days.

The Acquisition is in the form of a long-term lease (15-years), and the property was sub-leased to A New Leaf for operation of the facility. In PY2022, A New Leaf will utilize the remaining CDBG-CV funding to rehabilitate the existing facility, and begin operating the shelter and services.

In addition to the Housing Assistance Center Project, the City began a Public Facility Improvement Project to demolish and clear an existing site of structures that are no longer safe to occupy. The site was the location of an old fire station, police station, and City storage. The site will be cleared of the unsafe structures, and graded to create additional parking and community space adjacent to the existing community recreation center and pool. Once complete, this project will provide the targeted LMI neighborhood improved access to the public facility. The City utilized \$37,644.50 in PY2021 to support the project which will be completed in early PY2022.

Housing Services

With some of the fastest increasing rental rates in the country, the Consolidated Plan identified affordable rental housing as one of the highest priority needs. In PY2021, Surprise utilized HOME funding to provide rental assistance to low-income Surprise residents through a new Tenant Based Rental Assistance (TBRA) program. Housing Services were funded in the amount of \$65,309.81 of CDBG to support the City of Surprise (TBRA) program. The City Subrecipient, A New Leaf, utilized CDBG funding to support the rental assistance program that assisted thirteen (13) new households during PY2021. A total of thirty-five (35) households have been housed since the beginning of the program.

Public Services

In 2019, the Surprise Community Needs Assessment, *Human Services & Community Vitality in Surprise—A Community That Cares*, developed a series of recommended actions for the City that would better provide for the City's most vulnerable population. These actions were included in the consolidated plan as high priority Public Services. During PY2021 Public Services were funded for \$23,887 to a local nonprofit to address the city's highest priority needs. All services met the low- and moderate-income national objective and eligible activities include services for persons experiencing homelessness. Our partners have demonstrated consistency and leadership in providing much-needed services to Surprise residents. The below highlights our partner's accomplishments in providing essential public services to Surprise Residents;

- Lutheran Social Services Northwest Region IHELP provided emergency shelter services for eighty-one (81) homeless individuals. Emergency Shelter Services

included providing 2,334 Bed Nights, 75 Case Management Services, and moved 19 individuals into permanent housing.

Program Year 2021 occurred during the COVID-19 Pandemic, an unprecedented global crisis. The City of Surprise received CDBG-CV from HUD to prevent, prepare for, and respond to the pandemic. During PY2021, the City carried out the following activities in response to the pandemic:

- A New Leaf, a non-profit housing and homeless service provider, created a Coordinated Entry (CE) site at the new West Valley Housing Assistance Center. The new CE site is the first in the West Valley of Maricopa County. Prior to the new service, West Valley residents had to travel up to fifty (50) miles to access Coordinated Entry. The new access point will help persons experiencing homelessness access short-term and permanent housing. During PY2021, A New Leaf provided CE access to thirty-six (36) persons experiencing homelessness. The City utilized \$17,362.33 to support the project in PY2021.

All activities utilizing CDBG-CV were in response to COVID-19. Beneficiaries were in need of assistance due to hardship caused by the pandemic, and the activities were an unmet need in the community. The City implemented policies and procedures to prevent the duplication of benefits, and monitored activities to ensure financial assistance to beneficiaries was not duplicated.

Administration & Planning

The planning and administration of HUD funded programs is vital to having a successful program and meeting the goals and objectives identified in the Consolidated Plan. The City utilized \$132,041.21 in CDBG funding for the administration of grant funding, preparing planning documents and reports, fair housing activities, and monitoring of program subrecipients. In addition, the City utilized \$8,663.07 in CDBG-CV funding for administration of the COVID relief funds. The City utilizes a cloud-based software program that allows the staff to manage the funding, monitor program progress, and efficiently meet goals.

CR-10 - Racial and ethnic composition of families assisted

Describe the families assisted (including the racial and ethnic status of families assisted). 91.520(a)

	CDBG
White	119
Black or African American	28
Asian	1
American Indian or American Native	1
Native Hawaiian or Other Pacific Islander	0
American Indian/Alaskan Native & White	0
Black/African American & White	0
Asian & White	0
Other multi-racial	0
Total	149
Hispanic	36
Not Hispanic	113

Table 2 – Table of assistance to racial and ethnic populations by source of funds

Narrative

The racial and ethnic status of the families assisted in CDBG-funded projects mirrors closely the racial and ethnic status of the City of Surprise overall. Using 2011-2015 American Community Survey estimates for comparison, as a percentage of total population, more people in minority racial categories were assisted (except for Asian) than are represented in the general population. This is reflective of the City and its partners' work to ensure that underserved populations are made aware of the variety of assistance options available to them. Legal notices, press releases, applications, and community resource materials are made available in multiple languages, with targeted outreach to non-English speaking populations located in the Original Town Site. All communications can be made available in alternative forms upon request.

CR-15 - Resources and Investments 91.520(a)

Identify the resources made available

Source of Funds	Source	Resources Made Available	Amount Expended During Program Year
CDBG	CDBG	\$784,949	\$606,907.45
CDBG-CV	CDBG-CV	\$649,629.01	\$19,289.46

Table 3 - Resources Made Available

Narrative

The City received \$666,084 in new CDBG funding for Program Year 2021. The amount expended during the program year was very close to the planned expenditures for projects. A small amount of previous years funding was available at the beginning of the program year which was allocated to housing rehabilitation. The City also had a balance of CDBG-CV funding from the CARES Act in the amount of \$649,629 to prevent, prepare for, and respond to the COVID-19 Pandemic.

Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
ORIGINAL TOWNSITE	43%	39%	n/a

Table 4 – Identify the geographic distribution and location of investments

Narrative

The Original Town Site is one of the City of Surprise's designated revitalization areas. Particularly, the Surprise Heritage District area, targeted for CDBG investment, is the lowest- income Census Tract within the City of Surprise. The zoning district is bound North-South by Bell Rd and Greenway Rd and East-West by El Mirage Road and Dysart Road. 39% of all activities reported were within the Original town site. In PY201, 21% of home rehab projects were located within the designated overlay, the West Valley Housing Assistance Center was acquired, and the Public Service allocations awarded to local nonprofits in the Original Town Site, provided services to vulnerable populations who met the LMI National Objective criteria.

Leveraging: Explain how federal funds leveraged additional resources (private, state and local funds), including a description of how matching requirements were satisfied, as well as how any publicly owned land or property located within the

jurisdiction that were used to address the needs identified in the plan.

In PY2021, the City of Surprise provided approximately \$75,000 in General Funds in staff salaries for the oversight and administration of the CDBG program.

The City does not require a match from its subrecipients, however all sub-recipients provide additional resources for their programs for oversight and administration of the funds. Lutheran Social Services utilized its CDBG funding to leverage an additional \$100,000 in non-federal funding to operate its I-HELP program. A New Leaf provided non-federal match funding in the amount of \$7,000 to operate its TBRA program.

The City of Surprise owns the property occupied by the Surprise Resource Center where the City of Surprise Community Action Program is administered. Additionally, other non-profits operate in the Surprise Resource Center providing their services to low and moderate income residents. The City also owns the Surprise Senior Center where area seniors can go to participate in recreation activities, receive services, and be provided a healthy meal.

During the COVID-19 Pandemic, the Surprise Resource Center was one of the only City facilities to remain open, to provide essential services to vulnerable populations. The Surprise Senior Center, although closed during the pandemic to protect the health and safety of seniors, remained operational for its senior meal program, so that vulnerable seniors could still drive by the Senior Center and pick up a hot, freshly prepared meal. The availability of these publicly owned properties helps make the offered programs more successful.

CR-20 - Affordable Housing 91.520(b)

Evaluation of the jurisdiction's progress in providing affordable housing, including the number and types of families served, the number of extremely low-income, low-income, moderate-income, and middle-income persons served.

	One-Year Goal	Actual
Number of Homeless households to be provided affordable housing units	6	3
Number of Non-Homeless households to be provided affordable housing units	8	10
Number of Special-Needs households to be provided affordable housing units	0	0
Total	14	13

Table 5 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	14	13
Number of households supported through The Production of New Units	0	0
Number of households supported through Rehab of Existing Units	25	19
Number of households supported through Acquisition of Existing Units	0	0
Total	39	32

Table 6 – Number of Households Supported (CDBG)

Discuss the difference between goals and outcomes and problems encountered in meeting these goals.

The number of home rehabs changes from year to year, sometimes with no discernable explanation. Overall, the total numbers from the City's home rehab program increased from the previous program year. The lower number of beneficiaries is mainly due to the program being put on pause at the end of the Program Year due to lack of funds. Several projects throughout the year were more expansive than planned and required more funding than anticipated. What is not reflected in the beneficiary numbers is the occasional occurrence where a program applicant decides not to go ahead after the

income qualification and project scoping. In these cases, staff activity delivery cost has been expended, with no beneficiary to report.

In Program Year 2020, the City implemented new grant management software to assist in the administration of the grant funding and operation of grant funded programs. The cloud-based Neighborly software allows residents to apply for services utilizing their computers or smart devices. This new online application option made it easier for residents to apply, and services to be provided more efficiently.

Staff time and resources are spent in performing outreach and marketing of the program to make potential beneficiaries aware of the program services. The outreach includes monthly newsletters, press releases, social media posts, attendance at community events, and community engagement to disseminate and educate program related information.

The City TBRA program operated by A New Leaf had thirteen (13) assisted households during PY2021. The main barrier for TBRA beneficiaries is lack of available units. Applicants are unable to find units in Surprise due to high rents, and lack of 1 and 2 bedrooms in Surprise. Only 7% of residential housing units in Surprise are 1 bedroom, which creates a shortage.

Discuss how these outcomes will impact future annual action plans.

The home rehab program remains a high priority for the City, and is very important for protecting the City's affordable housing stock and providing low -and moderate-income residents necessary resources to maintain their homes in a safe and healthy condition. Typical repairs included HVAC replacement, roofing replacement, and plumbing repairs. The City will continue the housing rehab program into the future, with small changes in scope and requirements as needed to maintain program efficiency.

The home rehab program is a necessary and vital service for the community, as the Surprise housing stock continues to age. Over 80% of the homes in Surprise were constructed prior to 2010. However, with the rapidly growing population of Surprise and the West Valley of Maricopa County, housing rehab will only be a part of the affordable housing solution. The COVID-19 Pandemic has had a large impact on affordable housing in Surprise. Many households have been driven to the brink of homelessness or become homeless. Surprise will invest future resources in the prevention of homelessness, as well as creating new affordable units, including multi-family and rental units.

Include the number of extremely low-income, low-income, and moderate-income persons served by each activity where information on income by family size is required to determine the eligibility of the activity.

Number of Households Served	CDBG Actual
Extremely Low-income	15
Low-income	8
Moderate-income	9
Total	32

Table 7 – Number of Households Served

Narrative

The City continues to focus efforts in the preservation and creation of new affordable housing. Housing rehabilitation helps low-and moderate income residents make necessary repairs, and stay in their homes. The COVID-19 Pandemic has shown how many low-income households are at risk of becoming homeless. The TBRA program is a valuable investment to help low-income renters access affordable housing.

In PY2019, the City also finalized agreements with Habitat for Humanity to develop new affordable housing units utilizing Neighborhood Stabilization Program (NSP3) funding. In partnership with Habitat, the project will complete four (4) new single-family homes to be purchased and occupied by low-income families. The project was delayed in PY2021, due to the pandemic. The homes are scheduled to be completed during Program Year 2023.

CR-25 - Homeless and Other Special Needs 91.220(d, e); 91.320(d, e); 91.520(c)

Evaluate the jurisdiction's progress in meeting its specific objectives for reducing and ending homelessness through:

Reaching out to homeless persons (especially unsheltered persons) and assessing their individual needs

Surprise continues their participation with the MAG Regional Continuum of Care by attending and participating with the board, committees, and subcommittees to address the needs of homelessness and chronic homelessness. In PY2021, City staff participated with Maricopa Association of Governments (MAG) and its regional homelessness initiatives to help develop *Pathways Home – A Regional Homelessness Action Plan for Local and Tribal Governments*. As part of MAG's Regional Homelessness Coordination Team, staff helped to develop the regional strategies adopted by the MAG Regional Council in May 2021. The development of the regional strategies was deeply informed by extensive community outreach, with input from more than 1,500 people. City staff will continue to work with the MAG team to enact the regional strategies in Surprise and throughout the West Valley.

In PY2021, the City expanded the City of Surprise Homeless Collaborative. This new working group brings together City Departments, non-profit service providers, education and health agencies, and other community members to coordinate across multiple sectors. The quarterly meetings give members the opportunity to share resources, discuss issues of homelessness, share encounters with chronic homeless, and forge new partnerships.

The City of Surprise Police Department has an appointed Community Relations Officer who is tasked with engaging unsheltered homeless individuals living in Surprise. The officer works with individuals to assess their needs, and offer resources to assist them. In Program Year 2021, the Surprise Police Department partnered with Phoenix Rescue Mission to help with street outreach and connecting people with resources. Phoenix Rescue Mission staff will join the Community Relations Officer when engaging unsheltered individuals, and help to assess their needs.

Addressing the emergency shelter and transitional housing needs of homeless persons

In Program Year 2021, the City continued to provide CDBG funding to public service providers whose programs and activities were intended to benefit those at risk of and experiencing homelessness and in need of emergency shelter. Lutheran Social Services Northwest Valley IHELP provides the region a unique approach of shelter services and additional support to those experiencing homelessness. In PY2021 the IHELP program provided 81 persons with 2,334 emergency bed nights in Surprise.

Program Year 2021 also saw the establishment of the West Valley Housing Assistance Center (WVHAC). This first of its kind facility in the West Valley of Maricopa County was established in partnership with A New Leaf, Maricopa County, and the State of Arizona. The WVHAC is a regional housing center to prevent and respond to the increase in homelessness among individuals and families impacted by the COVID-19 pandemic. In PY2021, A New Leaf opened the center and began offering Coordinated Entry (CE) to persons experiencing homelessness. The first CE site in the West Valley helps persons experiencing homelessness gain access to shelter and permanent housing opportunities. In PY2022, the center will be rehabilitated and will begin providing non-congregate short-term housing, as well as other services to prevent and respond to homelessness.

Helping low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families and those who are: likely to become homeless after being discharged from publicly funded institutions and systems of care (such as health care facilities, mental health facilities, foster care and other youth facilities, and corrections programs and institutions); and, receiving assistance from public or private agencies that address housing, health, social services, employment, education, or youth needs

The City of Surprise continues to address high priority needs by meeting the objectives of helping low-income individuals and families through the services offered at the Surprise Resource Center. This facility is a center for comprehensive social services offered to regional area residents.

The Surprise Resource Center houses the Community Action Program (CAP) in partnership with Maricopa County Community Service Division to provide support services that foster self-sufficiency and stability. The program offers utility assistance and eviction prevention, employment services, emergency food boxes, information and referral services. Agency partners who also offer services at the Center include: Arizona Department of Economic Security (AZDES), AZ DES Veteran's Program, Women, Infants and Children (WIC) nutrition, free tax preparation assistance through the Volunteer

Income Tax Assistance (VITA) program, Domestic Violence advocacy and support groups and benefit enrollment services for health insurance programs (AHCCCS), food stamps (SNAP) and cash assistance (TANF). St. Mary's Food Bank Alliance offers emergency food boxes and the KIDSCAFE meal service program. In 2021, the Resource Center and their program partners served 8,142 individuals.

During the COVID-19 pandemic, the Surprise Resource Center was the only City facility that remained open in order to provide vital services to the community. In 2021, the Resource Center provided rental and utility assistance to 2,176 households, expending \$6,909,554 to help keep low-income families in their homes.

PY2021 was the second year of the Surprise Tenant Based Rental Assistance (TBRA) Program. The non-profit, A New Leaf, operates the HOME funded TBRA program, which provides rental assistance to low-income Surprise residents. The program is targeted to persons experiencing homelessness or at risk of becoming homeless. Program participants work to build self-sufficiency and maintain stable housing when the assistance ends.

Helping homeless persons (especially chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) make the transition to permanent housing and independent living, including shortening the period of time that individuals and families experience homelessness, facilitating access for homeless individuals and families to affordable housing units, and preventing individuals and families who were recently homeless from becoming homeless again.

Surprise encourages partnership, funding opportunities and awards to agencies such as Lutheran Social Services, to provide self-sufficiency services at the Resource Center to help persons experiencing homelessness make the transition to permanent housing. Continuing the active participation in MAG Regional Continuum of Care will also help the progress of addressing the objectives for reducing and ending homelessness.

In PY2020, the City participated in the development of regional strategies that could meaningfully address the growing crisis of homelessness across Maricopa County. The group of regional partners including Maricopa Association of Governments (MAG) and the Maricopa Regional Continuum of Care (MRCoC), developed a portfolio of impactful immediate, medium- and long-term actions, tailored to local priorities and needs. These efforts lead to the development of *Pathways Home – A Regional Homelessness Action Plan for Local and Tribal Governments*. The City of Surprise will utilize the regional Action Plan to strengthen its response to homelessness, build on already enacted strategies,

and coordinate with regional partners to help those experiencing homelessness transition to permanent housing.

The West Valley Housing Assistance Center created a centralized location of housing resources that help individuals and families experiencing homelessness gain access to permanent housing. The first Coordinated Entry site in the West Valley of Maricopa County provides a resource not previously available to many persons in the West Valley. The Center will partner with Phoenix Rescue Mission in their street outreach to connect the chronically homeless with the new services. A New Leaf will also connect those experiencing homelessness with their existing Rapid-Rehousing and Tennant Based Rental Assistance Programs to connect persons with affordable housing opportunities.

CR-30 - Public Housing 91.220(h); 91.320(j)

Actions taken to address the needs of public housing

The City of Surprise is fortunate to have a local Housing Authority offering services to the community, which allows services to be tailored to the needs of residents. The City of Surprise does not own or operate any housing units.

The Housing Authority of Maricopa County (HAMC) administers the public housing and Section 8 subsidized housing program within City of Surprise. HAMC owns and operates now, three assisted properties in Surprise. Combined, Heritage at Surprise, the Casa Bonitas and Paradise Homes properties offer one hundred fifty-four (154) Project Based Rental Assistance (PBRA) units in Surprise.

In PY2020, the City partnered with HAMC and their non-profit development agency to apply for HUD Section 202 funding. The Section 202 funding from HUD provides capital financing for construction of supportive housing for very low-income elderly persons and provides rent subsidies for the projects to help make them affordable. In PY2021, HAMC was awarded \$9.1M from HUD for the Senior housing project which will yield ninety-nine (99) new affordable units for seniors in Surprise. The project was also awarded an additional \$2,080,000 in Low Income Housing Tax Credits. The project is expected to be completed in 2024.

Program staff consults with Housing Authority on all Annual Action Plans and end of year reporting. All draft plans and reports are made available for review and comment at the Housing Authority.

Actions taken to encourage public housing residents to become more involved in management and participate in homeownership

The Housing Authority of Maricopa County offers the Family Self Sufficiency (FSS) Program, which is a voluntary program that assists individuals in Maricopa County public housing and/or in the Housing Choice Voucher program to increase their earnings, and build assets and financial capability.

FSS provides individual case management services through referrals to local support partners. Participants receive guidance on education, job fairs, personal development workshops, money management, wealth building and homeownership. Families are encouraged to seek and retain employment, increase work wages, and increase sustained value for saving money.

Participants are assisted in establishing an escrow account where savings are set aside to be used towards accomplishing their goals. Upon successful graduation from the program, the savings are cashed out for the participant's use in achieving their final goals, which may include buying or renting a house.

Actions taken to provide assistance to troubled PHAs

The Housing Authority of Maricopa is not a troubled Housing Authority.

CR-35 - Other Actions 91.220(j)-(k); 91.320(i)-(j)

Actions taken to remove or ameliorate the negative effects of public policies that serve as barriers to affordable housing such as land use controls, tax policies affecting land, zoning ordinances, building codes, fees and charges, growth limitations, and policies affecting the return on residential investment. 91.220 (j); 91.320 (i)

The City of Surprise has demonstrated its commitment to affordable housing with its continual review of barriers to affordable housing. To reduce potential negative effects public policies have on affordable housing, City ordinances are reviewed on an ongoing basis to ensure that building in the community is regulated fairly and in a manner to protect the best interests of the public's health, safety, and general welfare, without being overly burdensome. CDBG program staff consults with other City departments such as Community Development and Planning and Zoning, to discuss policies that could present barriers to affordable housing.

As a member of the Arizona Housing Coalition (AZHC), City staff coordinates on issues of housing with coalition members including other cities and community housing partners. AZHC is a collaborative association that aims to end homelessness and advocate for safe, affordable homes for all Arizonans. In 2020, AZHC published the *Best Practice Toolkit for Municipalities, for Increasing the Supply of Affordable Housing in Arizona*. Surprise will utilize this toolkit to help analyze the housing in Surprise, and to explore innovative solutions for increasing the affordable housing supply.

The Surprise Mayor and City Council adopted the "Surprise Heritage District" zoning overlay plan. Surprise's plan is intended to aid in removing barriers with less restrictive zoning ordinances and to promote revitalization efforts by offering development incentives for both residential and commercial development in the target area. The City adopted the Infill Incentive District to provide financial incentives to promote residential and commercial development that will aid in the revitalization of the Original Townsite. Incentives includes a 100% waiver of the Surprise's Development Impact Fees for new residential development. These steps will remove barriers to affordable housing through the revisions and enhancement of public policies.

Another potential obstacle that underserved populations may encounter is discrimination in housing-related matters. The City of Surprise continually reviews the Analysis of Impediments to Fair Housing (AI) completed with its last Consolidated Plan and continues efforts to reduce this barrier in its efforts to affirmatively further fair housing (described below).

Actions taken to address obstacles to meeting underserved needs. 91.220(k); 91.320(j)

In addressing the needs of the underserved, the City has created partnerships with social service agencies by providing resources such as office space at the Surprise Resource Center and tailored engagement to facilitate vital information. Partnerships to address the needs of the underserved include attaining additional funding sources, overseeing the awarded Maricopa County HOME program to further affordable housing, collaborating with Area Agency on Aging for senior congregate meals, and the awarding of CDBG Entitlement Public Services for the most vulnerable populations in our city.

In PY2021, the City of Surprise utilized \$41,249.33 in CDBG funding to make Public Service grants available to two (2) local nonprofits to address the City's highest priority needs. However, the need for housing and services outweigh the City's capacity to serve all. The new partnership with A New Leaf for the West Valley Housing Assistance Center created a new centralized location of housing resources and services. The Center provides new and improved access to Coordinated Entry for those who could not access before. A New Leaf will continue to add new programs and services through strategic partnerships with non-profits and service providers.

In 2019, the City conducted a Community Needs Assessment with the goal of creating a guiding document which can assist in prioritizing plans, initiatives, and programs to meet growing or unmet human service needs in our city. The VDHS Commission utilized the Assessment to formulate a strategic plan, which was adopted in January 2021. This strategic plan will guide and organize the Veterans, Disability & Human Services Commission to succinctly initiate, agree on, and maintain momentum specific to recommendations for the Surprise City Council and prioritize improved service delivery infrastructure within the City.

This strategic plan will focus the Commission's work on their mission of providing a common forum for Staff, service providers, and residents to discuss, prioritize, and coordinate activities, and will guide the development of solutions for challenges faced by Surprise residents, including accessibility to veterans, disability, and human services. In addition, this plan will frame Commission discussions and reviews, and will lend support towards the increase of community awareness, education, and outreach efforts that publicly recognize the accomplishments of community and strategic partnerships supporting their mission.

Actions taken to reduce lead-based paint hazards. 91.220(k); 91.320(j)

Although the majority of housing in Surprise was constructed after 1978, there are several

pre-1978 homes located in certain areas of the city. The City is committed to improving local awareness of the potential hazards lead-based paint poses, especially to children. A member of CDBG program staff is an EPA-Certified Risk Assessor and has the ability to inspect and evaluate homes for lead-based paint hazards prior to undertaking rehab projects.

The City of Surprise conducts a “lead applicability review” of all projects prior to funding. Any target housing unit constructed prior to 1978 is assessed for lead paint hazards, and projects are completed in compliance with HUD’s Lead Safe Housing Rules and applicable standards.

Actions taken to reduce the number of poverty-level families. 91.220(k); 91.320(j)

The City is committed to eliminating poverty through making housing more affordable, preserving the existing housing stock, and helping citizens build assets: human, social, financial, physical and natural. To this end, the City and its partners have incorporated a system of services and programs to meet the various needs of individuals as they progress toward financial self-sufficiency.

The Surprise Resource Center provides access to many services and resources to residents. These services include: Employment and job training, Veteran assistance, Financial Fitness, tax preparation, credit counseling, WIC, TANF, SNAP, Affordable Care Act enrollment, Medicare counseling, childcare services, homeless services, utility and rental assistance, legal counseling, and transportation services.

The City of Surprise Tenant Based Rental Assistance (TBRA) program operated by A New Leaf, offers rental assistance to low-income residents who fall below the poverty level. Supportive services are provided by A New Leaf and regional partners such as job training, job placement, case management, education, and independent living skills. The TBRA program helps families work toward self-sufficiency while they are receiving rental assistance.

The City continues to update and distribute the regional Community Resource Guide. The City of Peoria, City of Surprise, and City of El Mirage collaborated to create the quick reference guide to provide contact information for assistance with food, shelter, homelessness, domestic violence, housing rehabilitation, and many other local resources. Over twelve thousand copies of the guide have been made available to schools, faith-based organizations, non-profits, businesses and the general public to increase awareness about human, social, Veteran and workforce development services. The most up-to-date version of the guide can be found at surpriseaz.gov/HSCV.

Actions taken to develop institutional structure. 91.220(k); 91.320(j)

The "institutional structure" is the overall community delivery system. This system was designed to support housing, community and economic development needs. This structure included other city departments, government agencies, for-profit and nonprofit organizations who play a part in the provision of affordable housing, community development, and economic development needs of the community. Surprise continued to work with these entities to address these specific needs. City staff offers technical assistance to program partners and closely monitors Subrecipient programs for compliance in order to improve program outcomes.

Staff conducted technical assistance meetings for all CDBG applicants during the application cycle. TA is provided at the beginning of the Program Year, quarterly, and at the close out of the Program Year. Subrecipients were offered training courses on grant administration, financial management, internal controls, procurement, and Section 3.

As described by the listing of services offered from the Surprise Resource Center, Surprise has formed an extensive network of support organizations and partner agencies in order to help meet the social services needs of residents. This includes the convening of a faith-based community breakfast. This was done as a continuation of a conversation regarding the need for a faith-based collaboration to assist with needed community programming.

As mentioned above, the West Valley Housing Assistance Center created a centralized location of housing resources and services. This model of strategic partnerships and services at one location will allow those in need to access resources and services with little to no barrier and bolsters the coordination with the Surprise Resource Center and their services.

Actions taken to enhance coordination between public and private housing and social service agencies. 91.220(k); 91.320(j)

The following actions were taken during PY2021 to enhance coordination between public and private and governmental, health, mental health, and social service agencies:

- Supported the Veterans, Disability & Human Services Commission – an advisory commission charged with assisting in the development and/or expansion of city programming related to veterans/ people with special needs, and those in need of general human services and workforce development. The Commission also serves as an advisory body for CDBG and HOME funding.
- Participated in the development of *Pathways Home – A Regional Homelessness*

Action Plan for Local and Tribal Governments. The City of Surprise will utilize the regional Action Plan to strengthen its response to homelessness, build on already enacted strategies, and coordinate with regional partners to help those experiencing homelessness transition into permanent housing.

- Facilitated a quarterly stakeholder meeting to emphasize coordination between private and public housing and social service agencies. During this quarterly meeting, updates and strategic planning occur to approach high priority needs listed in the Consolidated Plan.
- Created the Surprise Area Homeless Collaborative – a gathering of City departments, local housing, health, education, and social service providers to discuss issues of homelessness in the community.
- Attended the monthly Maricopa HOME Consortium meeting to discuss projects and activities related to the HOME funding and development of affordable housing.
- Attended the Maricopa Regional Continuum of Care Committee meetings.

Identify actions taken to overcome the effects of any impediments identified in the jurisdictions analysis of impediments to fair housing choice. 91.520(a)

Surprise joined efforts with the Maricopa County HOME Consortium (a cooperative entity that receives HOME funding for Urban County entitlement communities such as Surprise) to participate in a countywide Analysis of Impediments to Fair Housing Choice.

Insufficient affordable housing in a range of unit sizes, and insufficient accessible affordable housing continue to be high priority impediments to fair housing in Surprise. As addressed in other sections of this report, affordable housing is a high priority need for the City of Surprise. The City provided housing rehabilitation to help preserve the existing affordable housing stock, and rental assistance was provided through the TBRA program. The City partnered with the Housing Authority of Maricopa County to apply for Section 202 Senior Housing funding from HUD, and in PY2021 HAMC was awarded \$9.1 for 99-units of housing for seniors. All 99-units of affordable housing for low-income seniors will be fully accessible, with access to on site resources and the adjacent Surprise Senior Center.

A member of CDBG staff is the City's fair housing point person, coordinating the City's fair housing activities and acting as the main point of contact for the Surprise community. The City's main emphasis remained on education and outreach. The City has a fair housing webpage with information on fair housing resources available in the community. A copy of the City's Analysis of Impediments to Fair Housing Choice is available to view online. These efforts have helped to increase fair housing infrastructure and improve fair housing education.

Surprise proclaimed “Fair Housing” month in April 2022 by the Honorable Mayor and City Council. The Human Service and Community Vitality (HSCV) Department also holds community education classes at no charge to residents, which addressed fair housing rights. In April 2022, HSCV held a fair housing training for program Subrecipients that focused on housing and shelter residents.

CR-40 - Monitoring 91.220 and 91.230

Describe the standards and procedures used to monitor activities carried out in furtherance of the plan and used to ensure long-term compliance with requirements of the programs involved, including minority business outreach and the comprehensive planning requirements

Surprise has developed a monitoring plan to ensure activities being carried out comply with all federal regulatory requirements and policies. The goal of monitoring is to encourage completion of projects within the contract period while ensuring that project objectives are met. Monitoring is an ongoing, two-way communication process between the City and recipients. Successful monitoring involves frequent telephone contacts, written communications, analysis of reports and audits, and periodic meetings.

Monitoring is the principal means by which the City:

- Ensures that HUD-funded programs and technical areas are carried out efficiently, effectively, and in compliance with applicable laws and regulations
- Assists subrecipients in improving their performance, developing or increasing capacity, and augmenting their management and technical skills
- Stays abreast of the efficacy and technical areas of HUD CDBG and HOME programs.
- Documents the effectiveness of programs administered by the subrecipients.

The City performs a risk assessment for each subrecipient at the beginning and end of each program year to determine which subrecipients require comprehensive monitoring. The risk assessment is performed prior to the scheduling of a desk monitoring or an on-site monitoring. At a minimum, desk monitoring of projects are done on a routine basis ensuring compliance with terms and conditions in the agreement. On-Site Monitoring covers areas such as application, project eligibility, environmental review, all cross cutting federal standards, closeouts, and audits. Sub-recipients are notified in writing regarding the intent to monitor, scheduling of monitoring, results from monitoring, and addressing any follow up that resulted from the monitoring response. Staff provides extensive technical assistance to the subrecipients to resolve any outstanding findings or concerns.

During Program Year 2021, staff completed onsite monitoring of one (1) existing Subrecipient, resulting in zero (0) findings.

The City utilizes a grant management software for the administration of all grant-funded activities. The cloud-based software allows for monitoring of program activities on a regular basis. The software allows for subrecipient reporting and reimbursement, budgeting and expenditure of funds, beneficiary tracking, and data reporting. This allows the City real time data to monitor and evaluate program progress and compliance. The software also allows for registering and tracking contractors for grant funded projects. The contractor database includes outreach and tracking of minority and woman-owned business, as well as Section 3 entities.

Citizen Participation Plan 91.105(d); 91.115(d)

Describe the efforts to provide citizens with reasonable notice and an opportunity to comment on performance reports.

The City of Surprise Citizen Participation Plan requires that the community be given an opportunity to review and comment on all performance reports. This is accomplished through publication of a notice in the Daily News Sun, advertising the release of the draft report for a 15-day written comment period. The report was also presented at a regular meeting of the Surprise Veterans, Disability & Human Service Commission (VDHS). The meeting is open to the public, and presented live on SurpriseTV for residents to view. The notice, as well as a copy of the draft plans, is posted on the City of Surprise website. To better reach the target audience copies are also made available at the Surprise City Hall, the Surprise Resource Center, the Hollyhock Branch Library, the Surprise Senior Center, and the Housing Authority of Maricopa County.

For this PY2021 CAPER, notice of the comment period and public hearing opportunity was published on August 25, 2022. Copies were made available as described in the preceding paragraph. On September 14, 2022, the VDHS Commission reviewed the draft CAPER at their regular meeting. No written testimony or comments were submitted. The Commission supported the CAPER for forwarding to HUD. See Attachment 3 – Citizen Participation Documents.

CR-45 - CDBG 91.520(c)

Specify the nature of, and reasons for, any changes in the jurisdiction's program objectives and indications of how the jurisdiction would change its programs as a result of its experiences.

No changes or substantial amendments occurred during PY2021. The City of Surprise evaluates its programs each time Annual Action Plans and CAPERs are created to ensure that funds are being spent in the most effective and efficient manner possible. This is accomplished through the Citizen Participation process, consultation with subrecipients, community partners, and target populations.

Projects are reviewed each year by the Veterans, Disability & Human Services Commission, then recommended to the City Council for approval. Priorities are reviewed to make adjustments in programs and projects that are necessary for meeting the established goals in the Consolidated Plan. If during the program year, a priority need becomes higher than previously established, it can be amended in the Consolidated Plan and can be implemented in the Annual Action Plan.

City staff evaluates each activity over the course of the program year to determine its effectiveness and whether funding levels are adequate to complete any planned projects.

CR-58 – Section 3 - 91.520(c)

No activities subject to Section 3 had labor hours reported during the Program Year.

Does this Jurisdiction have any open Brownfields Economic Development Initiative (BEDI) grants?

No

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APPENDIX 1 – PUBLIC NOTICES

Public Notice

City of Surprise

Consolidated Annual Performance and Evaluation Report (CAPER) Program Year 2021

Notice is hereby given by the City of Surprise that the Consolidated Annual Performance and Evaluation Report (CAPER) Program Year 2021 has been drafted and will be available to the public for review for a period of 20 calendar days beginning August 25, 2022.

The City of Surprise is required by the U.S. Department of Housing and Urban Development (HUD) to annually submit a Consolidated Annual Performance and Evaluation Report (CAPER). This report provides an assessment of expenditures and accomplishments of the City's progress in carrying out its 5-year Consolidated Plan and its Program Year 2021 Annual Action Plan for the following HUD-funded programs: Community Development Block Grant Program (CDBG); and the HOME Investment Partnerships Program (HOME); The report covers community development objectives undertaken during the period of July 1, 2021 through June 30, 2022. The report does not establish any new policy.

HUD requires the submission of the CAPER no later than 90 days after the closing of an entitlement grantee's program year. Before submission to HUD, the draft CAPER must be made available for public review and comment for no fewer than 15 days. The public review and comment period for the Program Year 2021 CAPER will be **August 25, 2022 – September 14, 2022**. The CAPER will be submitted to HUD by September 28, 2022.

The public is invited to review and comment on the draft Program Year 2021 CAPER for a 20-day period. This comment period is planned in accordance to the City's adopted Citizen Participation Plan. All comments will be reviewed and included in the final CAPER report.

Comments must be submitted in writing, by September 14, 2022 at 5:00 p.m. All comments must be directed to Adam Lane, Neighborhood Service Supervisor, Human Service and Community Vitality, Neighborhood Services Division, City of Surprise, 16000 N Civic Center Plaza. For questions regarding the CAPER, please call Adam Lane at 623.222.1550 or TDD 623.222.1002 or email at adam.lane@surpriseaz.gov.

The CAPER will be available for review at the following locations: 1) The City of Surprise website www.surpriseaz.gov 2) Surprise City Hall, 16000 N Civic Center Plaza, Surprise, AZ 85374 3) The Surprise Resource Center at 12425 W. Bell Rd. Bldg. A, Ste. #124, Surprise 4) The Hollyhock Branch Library at 15844 N. Hollyhock Street, Surprise. 5) The Surprise Senior Center, 15832 N. Hollyhock St.

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 48 HOURS IN ADVANCE OF THE SCHEDULED MEETING TIME.



Reasonable accommodations will be made upon a timely request.

For publishing Thursday, August 25, 2022

APPENDIX 2 – SURPRISE AREA MAP

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APPENDIX 3 – PROJECT DISTRUBUTION MAP

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Public Notice
City of Surprise
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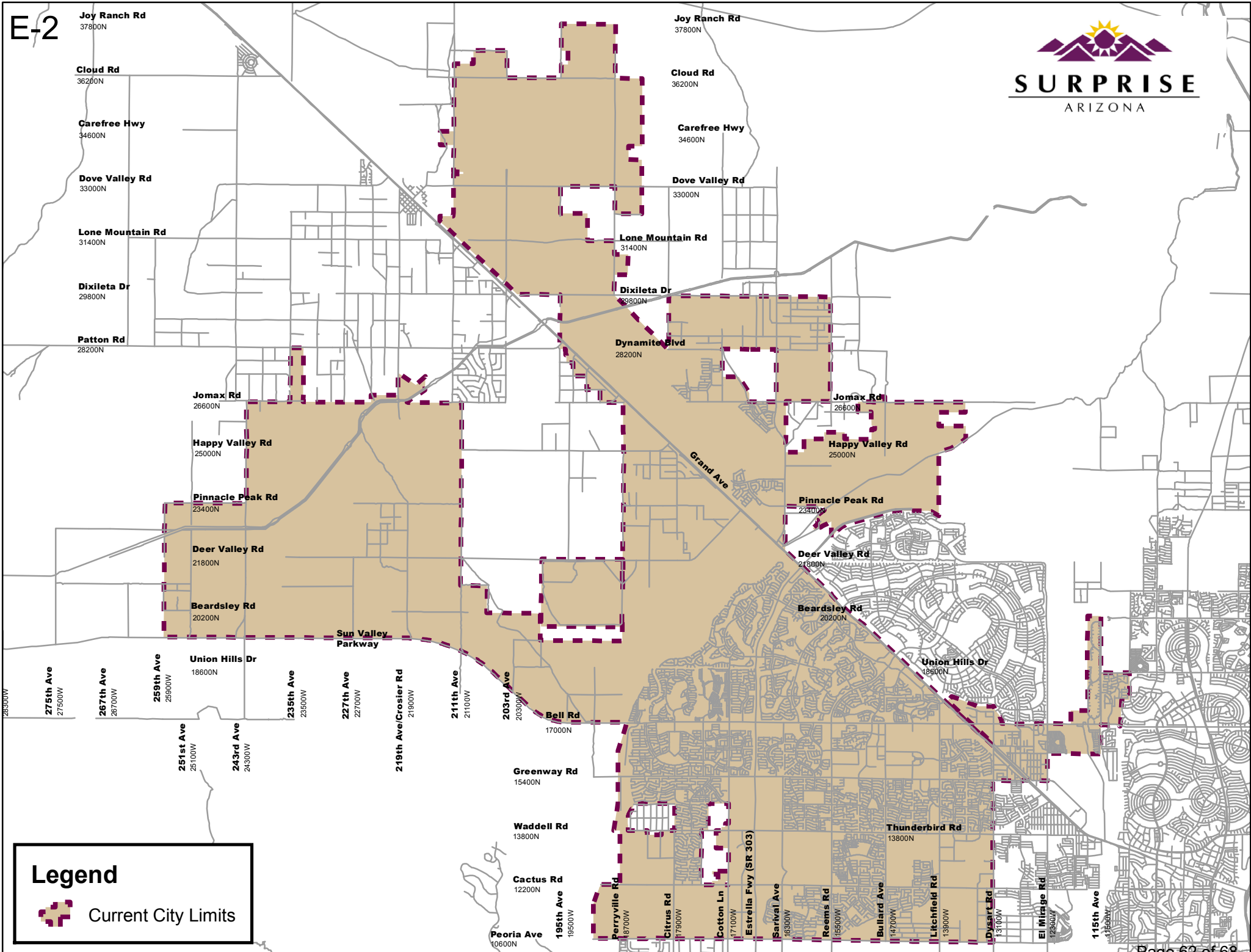
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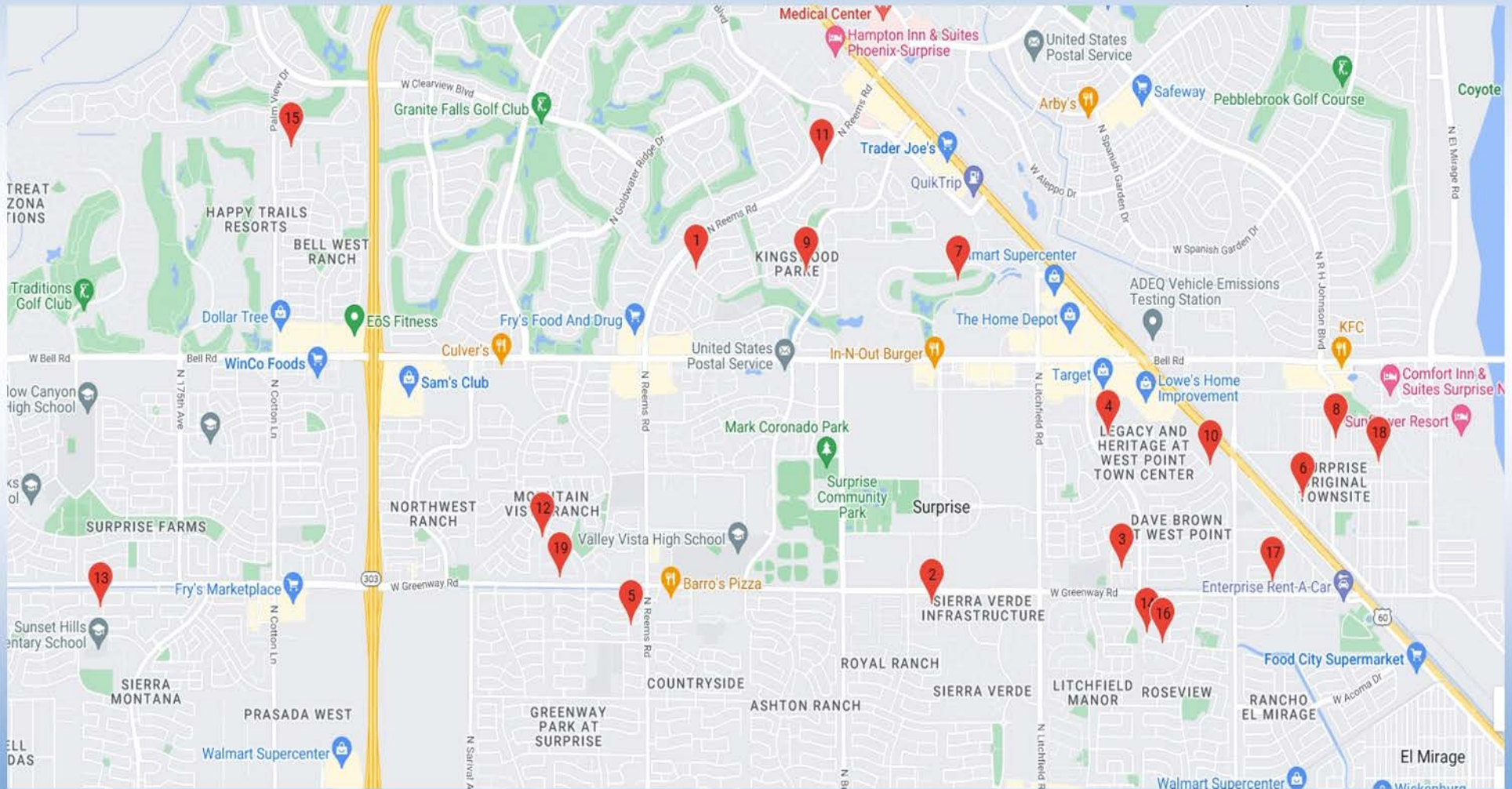
For publishing Thursday, August 25, 2022

Post for Public review August 25, 2022 – September 14, 2022



Housing Rehab Project Locations

Citywide Distribution of Rehabilitation Projects





CITY OF SURPRISE
Veterans, Disabilities and Human Services
Commission

Council Meeting Date: September 14, 2022 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 services offered by Team Red, White & Blue.

Motion:

None, discussion only.

Background:

Volunteer State Coordinator Wendy Kappenman will provide an overview of services offered by the RWB Veteran Chapter.

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:



CITY OF SURPRISE
Veterans, Disabilities and Human Services
Commission

Council Meeting Date: September 14, 2022 Contact Person:
Submitting Department: Human Svcs and Comm District: Citywide
Vitality
Staff Recommendations:

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

Agenda Wording:

Discussion and possible action pertaining to the city's annual Getting Arizona Involved in Neighborhoods (G.A.I.N.) Night.

Motion:

I move to approve participation in sponsorship of the 2022 G.A.I.N. Night.

Background:

The G.A.I.N. Night is a free community event that brings together family fun and safety education in one place.

Objective Analysis:

To discuss options on the commission's collaboration with the city's annual G.A.I.N. Night event.

Policy Compliant:

This item is City and Council policy compliant.

Financial Impact:

If approved, costs associated with this action will not exceed \$10,000.00.

Budget Impact:

Currently, \$10,000.00 is budgeted towards Professional Outside Services in the FY23 budget.

FTE Impact:

None.

ATTACHMENTS:



CITY OF SURPRISE
Veterans, Disabilities and Human Services
Commission

Council Meeting Date: September 14, 2022 Contact Person:
Submitting Department: Human Svcs and Comm District: Citywide
Vitality
Staff Recommendations:

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

Agenda Wording:

Discussion and possible action pertaining the FY2023 meeting calendar.

Motion:

I move to approve the requested change to the FY2023 meeting calendar.

Background:

During the June commission meeting, the commission requested to revisit the meeting calendar during a future agenda to review meeting dates, in particular the October meeting.

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. VDHS FY23 Calendar
-

Veterans, Disability and Human Services Commission Meetings – Fiscal Year 2023

All meetings take place at 6:00 p.m. in the City Council Chambers, unless otherwise noticed on the meeting agenda.

Meeting Dates:	Recommendation:
July Recess	Cancel due to July Recess
Wednesday, August 10, 2022	
Wednesday, September 14, 2022	
Wednesday, October 12, 2022	
Wednesday, November 9, 2022	
Wednesday, December 14, 2022	
Wednesday, January 11, 2023	
Wednesday, February 8, 2023	
Wednesday, March 8, 2023	
Wednesday, April 12, 2023	
Wednesday, May 10, 2023	
Wednesday, June 14, 2023	