



CITY OF SURPRISE
Veterans, Disability and Human Services Commission
16000 N. Civic Center Plaza
Surprise, AZ 85374
Wednesday, August 9, 2023 @ 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 selection of the Veterans, Disability and Human Services Commission Chair. | Seth Dyson
Human Svcs and
Comm Vitality |
| 2. | Citywide | Consideration and action pertaining to the selection of the Veterans, Disability and Human Services Commission Vice-Chair. | Seth Dyson
Human Svcs and
Comm Vitality |
| 3. | Citywide | Consideration and action pertaining to the June 14, 2023 Veterans, Disability & Human Services Commission meeting minutes. | Human Svcs and
Comm Vitality |
| 4. | Citywide | Consideration and action pertaining to approval of the recommended nominees for the Community Legend Awards Program. | Seth Dyson
Human Svcs and
Comm Vitality |
| 5. | Citywide | Discussion pertaining to the selection process of the Veteran's Day Parade Grand Marshal. | Seth Dyson
Human Svcs and
Comm Vitality |
| 6. | Citywide | Discussion pertaining to the creation of a VDHS Challenge Coin. | Seth Dyson
Human Svcs and
Comm Vitality |
| 7. | Citywide | Discussion pertaining to the Veterans, Disability & Human Services Commission Strategic Plan. | Seth Dyson |

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

KRISTI PASSARELLI, CITY CLERK

POSTED: Thursday August 3, 2023 @ 4:00 PM

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



CITY OF SURPRISE
Veterans, Disability and Human Services
Commission

Council Meeting Date: August 9, 2023

Contact Person: Seth Dyson, DIRECTOR - HSCV

Submitting Department: Human Svcs and Comm
Vitality

District: Citywide

Staff Recommendations:

Consent: No

Regular: Yes

Public Hearing: No

Report/Discussion: No

Agenda Wording:

Consideration and action pertaining to the selection of the Veterans, Disability and Human Services Commission Chair.

Motion:

I move to select (insert name here) for the position of Chair of the Veterans, Disability and Human Services Commission.

Background:

A chair for the Commission must be elected pursuant to the Surprise Municipal Code, Sec. 2-295(11).

Nominations will take place and a paper ballot will be available in the event numerous commissioners are nominated. A motion, second, and a roll call vote will follow the paper ballots.

Objective Analysis:

This action allows for the nomination and election of a Chair for the Commission.

Policy Compliant:

This action is compliant with City and Council policies.

Financial Impact:

None

Budget Impact:

None

FTE Impact:

None

ATTACHMENTS:



CITY OF SURPRISE
Veterans, Disability and Human Services
Commission

Council Meeting Date: August 9, 2023

Contact Person: Seth Dyson, DIRECTOR - HSCV

Submitting Department: Human Svcs and Comm
Vitality

District: Citywide

Staff Recommendations:

Consent: No

Regular: Yes

Public Hearing: No

Report/Discussion: No

Agenda Wording:

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

Motion:

I move to select (insert name here) for the position of Vice-Chair of the Veterans, Disability and Human Services Commission.

Background:

A Vice-Chair for the Commission must be elected pursuant to the Surprise Municipal Code, Sec. 2-295(11).

Nominations will take place and a paper ballot will be available in the event numerous commissioners are nominated. A motion, second, and a roll call vote will follow the paper ballots.

Objective Analysis:

This action allows for the nomination and election of a Vice-Chair for the Commission.

Policy Compliant:

This action is compliant with City and Council policies.

Financial Impact:

None

Budget Impact:

None

FTE Impact:

None

ATTACHMENTS:



CITY OF SURPRISE
Veterans, Disability and Human Services
Commission

Council Meeting Date: August 9, 2023 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 June 14, 2023 Veterans, Disability & Human Services Commission meeting minutes.

Motion:

I move to approve the June 14, 2023 Veterans, Disability and Human Services Commission meeting minutes.

Background:

N/A

Objective Analysis:

N/A

Policy Compliant:

This action is compliant with City and Council policies.

Financial Impact:

None

Budget Impact:

None

FTE Impact:

None

ATTACHMENTS:

1. 6.14.23 VDHS Commission Minutes - DRAFT
-

**CITY OF SURPRISE
VETERANS, DISABILITY, AND HUMAN SERVICES
COMMISSION REGULAR MEETING MINUTES – draft**

June 14, 2023 / 6:00 PM

**City Council Chambers
16000 North Civic Center Plaza
Surprise, AZ 85374**

CALL TO ORDER.

Chair Julie Kent-Partridge called the Veterans, Disability, and Human Services Commission meeting to order at 6:00 p.m. at Surprise City Hall, 16000 North Civic Center Plaza, Surprise, Arizona 85374, on June 14, 2023.

ROLL CALL

In attendance were Chair Julie Kent-Partridge, Vice-Chair Steffen Hanzel, Commissioners Shawna Daigle, Phillip Lair, John Billcheck, and Nickolas Kupper.

Absences: Jennifer Quintero (excused), Dr. Gwen Maxfield (excused).

PLEDGE OF ALLEGIANCE

STAFF PRESENT:

Community Initiatives Supervisor Danielle Osborne, Human Service & Community Vitality Director Seth Dyson, Human Service & Community Vitality Assistant Director Deb Perry, Housing & Community Services Supervisor Adam Lane, Housing & Community Services Analyst Jessica Weber and Administrative Specialist Donika Smith.

CURRENT EVENTS REPORT

- The Surprise Economic Development Department in partnership with AZ@WORK is hosting a hiring event on Wednesday, June 21st from 10am – 1pm at the Surprise Regional Library. Call 623.222.1630 for more information.
- The City is hosting its annual Independence Day celebration on Tuesday, July 4th at the Surprise Community Park at 6pm and we will end the night with a fireworks display at approximately 8:45pm.
- Parks & Recreation is hosting an Adaptive Adult Social: Red, White and DANCE on Saturday, July 8th from 6 – 8pm at the Sierra Montana Recreation Center. This social event is designed for individuals ages 16 and up with intellectual, developmental, or physical disabilities. Participants will have an opportunity to meet others, share social experiences and enjoy a fun activity.
- Our next Days of Service will be held on Wednesday, July 12th and Wednesday, August 16th at St. Mary's Food Bank. Volunteer to help provide food for families in need. Registration is required by calling Larry Garcia at 623.222.1522.

- Please note that city offices are closed Monday, June 19th in observance of Juneteenth and Tuesday, July 4th in observance of Independence Day.

STAFF REPORT

Ms. Osborne reported the following:

- Brief update on the Community Legend Awards Program. The following nominations have been received: 4 nominations for individual Legend, 9 nominations for Organization of the Year, 2 nominations for Volunteer of the Year, and 0 nominations for Outstanding Youth. All are encouraged to continue promoting and sharing this opportunity to the community. Due to the reduction to the size of the commission, the working group/panel will need to reduce from its current five members down to three.
- 2023 Surprise Retail Survey is in!! The city received more than 5,300 responses to the annual Surprise Retail Survey. The Surprise Economic Development Team will now use the results to guide their retail and restaurant recruitment efforts. For a full list of survey results, please visit surpriseaz.gov/retailsurvey.
- The Surprise City Council selected a new City Council District Map at their June 6 Regular Meeting following a redistricting process that involved the public, a volunteer citizen Redistricting Advisory Committee, and an expert redistricting consultant. Learn more by visiting surpriseaz.gov/redistricting.
- Mayor Skip Hall has proclaimed June 11-17 as Monsoon Awareness Week in Surprise and encourages all our residents to be prepared for this unpredictable and severe weather season. Surprise residents should have a monsoon safety plan and be ready for all possible weather-related occurrences. Visit surpriseaz.gov/monsoon for more information and other available.

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 May 10, 2023 Veterans, Disability & Human Services Commission meeting minutes.

Commissioner Lair moved to approve the May 10, 2023 Veterans, Disability & Human Services Commission meeting minutes. Commissioner Wisniewski seconded the motion. The motion passed with 7 Yes votes. 2 Absent (Quintero, Maxfield).

Item 2 – Citywide – Presentation and discussion pertaining to the city’s legislative agenda.

Government Relations Program Director Jodi Tas made the presentation to the commission.

Item 3 – Citywide – Presentation and discussion pertaining to the City of Surprise Housing Study.

Director of Government Consulting Services Zakary Payne PE - Senior Research Analyst Christian Caron PhD and Planner Robert Mansolillo made the presentation to commission.

Item 4- Citywide – Discussion pertaining to a Mayor’s Veterans Roundtable topic.

Commissioner Lair led the discussion regarding communication with local veterans and the veteran groups represented at the Mayor’s Roundtable meeting to provide assistance to those in need. A Veteran’s Stand Up event is held in Glendale. The commission discussed replicating this event in Surprise and chose to establish a working group to start the planning efforts. There was consensus that the working group would include Commissioners Lair, Kupper and Billcheck.

Item 5 – Citywide – Discussion pertaining to revision of the Veterans, Disability & Human Services Commission strategic plan.

Chair Kent-Partridge led the discussion regarding revisiting the strategic plan and holding a Commission Retreat. There was consensus to hold a retreat and review the strategic plan. Date to be determined.

Item 6 – Citywide - Discussion pertaining to the creation of a VDHS Challenge Coin.

The commission discussed that the Awards Work Group will work on the concept, parameters and coin designs for the VDHS Challenge Coin and then present to the commission.

Item 7 – Citywide - Consideration and action pertaining to approval of the Fiscal Year 2024 Veterans, Disability & Human Services Commission meeting calendar.

The commission discussed moving the February 14th meeting to February 7th.

Commissioner Hanzel moved to approve the Fiscal Year 2024 Veterans, Disability & Human Services Commission meeting calendar as amended. Commissioner Kupper seconded the motion. The motion passed with 7 Yes votes. 2 Absent (Quintero, Maxfield).

OTHER BUSINESS AND FUTURE AGENDA ITEMS:

- Chair Kent Partridge thanked Commissioner Wisniewski and Commissioner Quintero for their service on the commission.
- Commissioner Kupper requested a presentation from staff regarding expanded commission funding and what they’re empowered to do as a Commission.

- Commissioner Daigle requested a discussion regarding a quarterly disability roundtable.

ADJOURNMENT:

Commissioner Lair moved to adjourn the meeting of the Veterans, Disability & Human Services Commission on June 14, 2023 at 8:24pm. Commissioner Billcheck seconded the motion. The motion passed with 7 Yes votes. 2 Absent (Quintero, Maxfield).

Danielle Osborne
Community Initiatives Supervisor

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:

Deb Perry
Assistant Director - HSCV

DATE:



CITY OF SURPRISE
Veterans, Disability and Human Services
Commission

Council Meeting Date: August 9, 2023

Contact Person: Seth Dyson, DIRECTOR - HSCV

Submitting Department: Human Svcs and Comm
Vitality

District: Citywide

Staff Recommendations:

Consent: No

Regular: Yes

Public Hearing: No

Report/Discussion: No

Agenda Wording:

Consideration and action pertaining to approval of the recommended nominees for the Community Legend Awards Program.

Motion:

I move to approve the following nominees as recipients of the Community Legend Awards:

George Van de Langeryt – Individual Legend

Larry Castro – Volunteer of the Year

Benevilla – Organization of the Year

Background:

The Surprise Veterans, Disability & Human Services (VDHS) Commission has launched its inaugural Community Legend Awards Program, an opportunity to celebrate people and organizations whose actions have made a positive impact on the Surprise Community. Applications for the Surprise Community Legend Award became available beginning April 19th and closed June 30th. After a competitive selection, the VDHS Commission awarded the following individuals and organizations:

- Individual Legend: George Van de Langeryt
 - Volunteer of the Year: Larry Castro
 - Organization of the Year: Benevilla
-

This item has been placed on the agenda to allow the evaluation panel an opportunity to present their recommendations to the full commission for final approval. Approved awardees will be invited to receive a plaque and formal recognition at the Surprise Area Interfaith & Golden Rule Breakfast on September 28th at 8:00 a.m. in the Dysart Unified School District Governing Board Office.

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 action is complaint with City and Council policies.

Financial Impact:

None

Budget Impact:

None

FTE Impact:

None

ATTACHMENTS:

1. Community Legend Award Nominations
 2. Benevilla - Organization of the Year
 3. Biography of George Adrian Joseph Van de Langeryt
-

Individual Legend Nominations

Nominee	George Van de Langeryt
Justification	George is a disabled veteran who has been very active in Surprise support veterans. His activities are listed in his bio. George was inducted into the AZ Veterans Hall of Fame, class of 2018. I am George's wife of 17 years and I attend many, many meetings, events, gatherings, and conventions along with my husband. He is very well known and puts his heart into all that he does.
Attachments?	Yes

Organization of the Year

Nominee	Benevilla (<i>Nominated Twice</i>)
Justification	Non-profit in Surprise helping many with their Life Enrichment programs , community resources, child care center as well as their new concept Benefitness which has been a benefit to many who suffer from many different disabilities or injuries and seeing great improvement. Overall this agency really cares about the community they serve and are more then deserving of this award.
Justification #2	Benevilla is a non-profit whose mission is to enrich the lives of West Valley residents by serving older adults, adults with disabilities, caregivers, children, and the families who care for them. For over 40 years Benevilla has been improving the lives of vulnerable Surprise residents through their life enriching programs. Whether it's the children of our community in their Wirtzie's Preschool and Daycare or the older adult members in the new Benefitness Adaptive Gym, all Benevilla programs promote a better quality of life, independence, accessibility, and equity for all residents of Surprise. Benevilla is always striving to meet community needs by linking residents to programs offering them the support needed for a fuller, safer lifestyle. These include: 4 Life Enrichment Adult Day Programs: Providing a friendly and home-like atmosphere serving each member's needs and providing daytime respite for caregivers. Members of our Life Enrichment Day Programs experience feelings of independence, belonging, and friendship as they join in activities challenging them to stay physically, mentally, and socially active. Wirtzie's Preschool & Childcare: Wirtzie's has received accreditation from the National Accreditation Commission for Early Care and Education Programs and is recognized as a program excelling in the care of young children. As your child grows, he or she will learn, play, and thrive in the facility's bright, open spaces under the guidance of a well-trained staff. With a low child-to-teacher ratio, we believe quality childcare programs are built around the relationship between your child and the adults who care for him or her. Benefitness Adaptive Gym: Created with a goal to prove physical fitness and a healthy lifestyle is not out of reach for anyone. Unlike a regular gym, Benefitness helps those in our community with different abilities, special considerations, and on-going clinical needs. The equipment and facilities are specifically designed for the needs of people with various physical limitations, like

	wheelchair accessibility. The equipment comes with adjustable heights and positions so exercises can be done standing, sitting or in a walker, and are adaptable for upper or lower body workouts. Intergenerational Program: An award-winning program bringing together the children of Wirtzie's Preschool & Childcare and the adult members of the Life Enrichment Programs. This program provides structured activities enhancing the interaction and exchange of ideas between the senior members and preschool children. Young and older generations come together to learn about themselves and form life-changing relationships. Family Resource Center: In partnership with First Things First, FRC helps families with children 5 and younger. FRC offers free, bilingual services and programs throughout the NW Maricopa region linking parents to community services, agencies, and resources. They offer free parenting classes and host support groups and workshops helping parents with child development and family issues. They run parent-child interactive classes focusing on the importance of early childhood experiences to healthy development through play, songs, and movement. C.A.R.E.S. Resource Department: Our expert information & referral specialists have a constantly updated database of over 1,000 local resources to help people identify, understand, and effectively use local community services. The Free Home Services program matches caring volunteers with homebound seniors needing help with grocery shopping, assisted transportation, minor household repairs, business/paperwork assistance or maybe just an in-person or phone wellness check. These vital services provide seniors with extra help to maintain their independence. Services are available short- or long-term to those with limited resources and options. Another C.A.R.E.S. program, free Support Groups are a great place to learn from other's experiences and connect with other caregivers in similar situations. Benevilla support groups are nonjudgmental safe places to voice the concerns and fears of caregiving and discover you are not alone. Also, as part of the C.A.R.E.S. Program Benevilla offers numerous free educational workshops, Health and Resource fairs and an annual Caregiver Connect event. Community members can enjoy the great outdoors while growing organic vegetables from adaptive raised beds in the Surprise Community Garden, a partnership with the City of Surprise. Benevilla was started in 1981 by individuals who recognized a need in our community for neighbors to find ways to support each other. Since then, Benevilla programs and services have grown and evolved, offering quality care and support for all who need it. Many services are free or offered for a nominal fee. Benevilla is dedicated to building community. We have a vibrant volunteer program and many opportunities for people to help their neighbors – like our original founders did over 40 years ago.
Attachments?	Yes

Volunteer of the Year

Nominee	Larry Castro
Justification	Larry, has been a loyal and dedicated volunteer for the past two years. He has assisted in almost all of the days of service events, only missing a few events due to a brief illness. He has served at St. Mary's food bank and on numerous community clean up events throughout the city. When not out in the field Larry has assisted with repair and assembly of the necessary tools and

	equipment required to complete the projects. Larry is a proud resident of the OTS. It is not uncommon for Larry to drive around his neighborhood the OTS picking up debris or reporting burned out street lights. Larry has been an active member of the Senior Center for many years and continuously goes out of his way to offer assistance wherever needed.
<i>Attachments?</i>	No



ADAPTIVE GYM

- **BALANCE**
- **ENDURANCE**
- **STRENGTH**
- **TRAINING**

16752 N Greasewood St.
Surprise, AZ 85378
623.584.0065
Benefitness.org

**"BELIEVE
YOU CAN**

**AND YOU ARE
HALF WAY
THERE!**

- Theodore Roosevelt

**ROCK STEADY
BOXING
BENEVILLA**

everything is **IMPOSSIBLE**

WHAT IS AN ADAPTIVE GYM:

An adaptive gym is a fitness space where everyone, regardless of ability, deserves a chance to get fit and healthy. *Benefitness* provides specialized individual and group fitness instruction to our community of adults with different abilities, special considerations, and ongoing clinical needs.

“ROCK STEADY” BOXING CLASSES:

Rock Steady Boxing is a program using special techniques to help people with Parkinson’s disease improve their quality of life. It can help people with Parkinson’s improve their balance, coordination, and mobility while also helping reduce their symptoms and improve their mood.

Benefits:

- ONE-ON-ONE TRAINING
- ADAPTIVE GROUP FITNESS CLASSES
- PERSONALIZED ASSESSMENTS & GOALS
- ONSITE RESOURCES
- ROCK STEADY BOXING
- EXPERTLY TRAINED & NATIONALLY CERTIFIED COACHES
- PROGRAM OFFERED BY BENEVILLA

CAREGIVER
retreat

SUPPORTED IN PART BY:



Benefitness is funded 25% (\$112,156) as part of a financial assistance award by the Center for Disease Control and Prevention of the U.S. Department of Health and Human Services (CDC/HHS) and 75% (\$332,439) by non-government sources. The contents are those of the author(s) and do not necessarily represent the official view of, nor an endorsement, by CDC/HHS, or the U.S. Government.



Benevilla 2022 Impact in the Community

48,807 Acts of Care and Compassion
6,998 Individual Lives Enriched



126,130

LIFE ENRICHMENT PROGRAMS

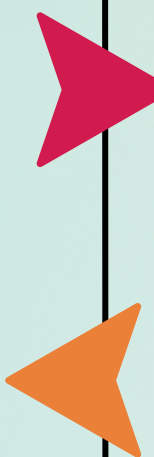
Hours of Caregiver Respite



2,527

C.A.R.E.S. WALK-IN'S AND CALLS

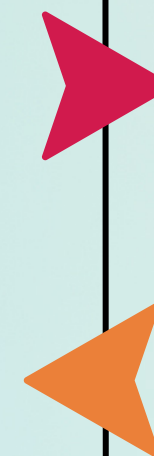
Families and Individuals Who
Received Resources



11,011

VOLUNTEERS

Total Volunteer Hours
Serving Our Community



2,643

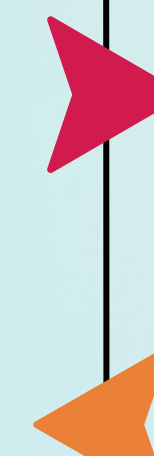
HOME SERVICES ACTS PROVIDED

Grocery Shopping, Transportation,
Friendly Visitors/Phone Pals, Handyman
Services, Errands, Business Assistance,
Holiday Meal Delivery



334

Homebound Adults Who Were Supported
and Remain Living Independently



1,634

SUPPORT GROUPS

Attendees Who Found Comfort
While Caring For or Grieving For a Loved One



404

BENEFITNESS ADAPTIVE GYM

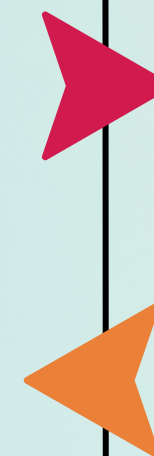
Classes Held (Opened Late July 2022) Helping
Members Reach Their Wellness Goals



3,678

FAMILY RESOURCE CENTER

Resources and Services Given to
Families With Children Aged 0 to 5



160

WIRTZIE'S PRESCHOOL & DAYCARE

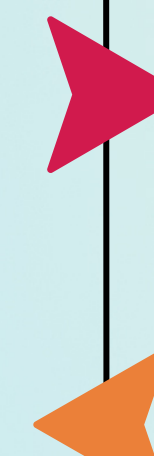
Number of Children
Who Received Quality Childcare



459

INTERGENERATIONAL PROGRAM

Intergenerational Activities for
Children and Older Adults to
Share Together



442

EDUCATIONAL EVENTS & CAREGIVER CONNECT

Total Number of People Who
Received Support, Education and
Resources.





What is Life Enrichment?

All people can benefit from the opportunity to connect with others in meaningful ways, no matter their age or medical diagnosis. The staff of caring professionals that create the Benevilla Life Enrichment Programs makes sure those meaningful experiences happen every day at our programs and that our members lives are positively impacted with every visit.

All Benevilla Life Enrichment Day Programs are accredited by CARF International, an accreditation organization for rehabilitation facilities. Providers that meet CARF standards have demonstrated their commitment to being among the best available.

Lucy Anne's Place

Lucy Anne's Place is specifically for people who have early to moderate stages of Alzheimer's and other dementias. This program is also designed for those who have Parkinson's, are a survivor of a stroke, or have had a fall-related injury. Wellness and lifelong learning classes are offered throughout the day. The optional intergenerational program promotes unique interactions between members enrolled in Lucy Anne's Place and children enrolled in Wirtzie's Preschool & Childcare.

Mary's Place

Mary's Place is for those experiencing moderate to advanced Alzheimer's and other related dementias. This program is also designed for those who have Parkinson's, are a survivor of a stroke, or have had a fall-related injury. Our customized program combines health care and life-enriching therapeutic creative aging programming to meet the unique needs of each individual. Mary's Place focuses on the individual strengths of the members and their "life story," working toward improving the member's overall wellbeing.

West Valley

The West Valley Life Enrichment Program supports those who live in Peoria, Glendale, and parts of Phoenix. There are diverse members such as stroke survivors, those with Parkinson's, dementia, and older adults with intellectual disabilities. Creative Aging and Wellness classes are offered throughout the day, as well as outings, gardening, and monthly musical entertainment.

Helping Partners

Fun, safe and inspiring, the Helping Partners Life Enrichment Program is designed for adults with intellectual and developmental disabilities. The program provides a multitude of activities and also exposes members to several volunteer opportunities, giving them a chance to bolster their self-confidence and give back to the community. Our Group Supported Employment ("GSE") program provides members with employment skills, training and opportunities.

Benevilla. Enriching Lives.

Started by and for our community in 1981, Benevilla enriches lives of West Valley residents by serving older adults, adults with disabilities, children and the families who care for them.



Benevilla®

Benevilla Life Enrichment Day Programs Locations

Lucy Anne's Place

16752 N. Greasewood Street
Surprise, AZ, 85378
623-584-4999
Early to Mid Stage Memory Care
Care for those with Parkinson's, Stroke
Survivors or Fall Related Injuries

Mary's Place

14601 N. Del Webb Blvd.
Sun City, AZ, 85351
623-815-1031
Late Stage Memory Care
Care for those with Parkinson's, Stroke
Survivors or Fall Related Injuries

West Valley

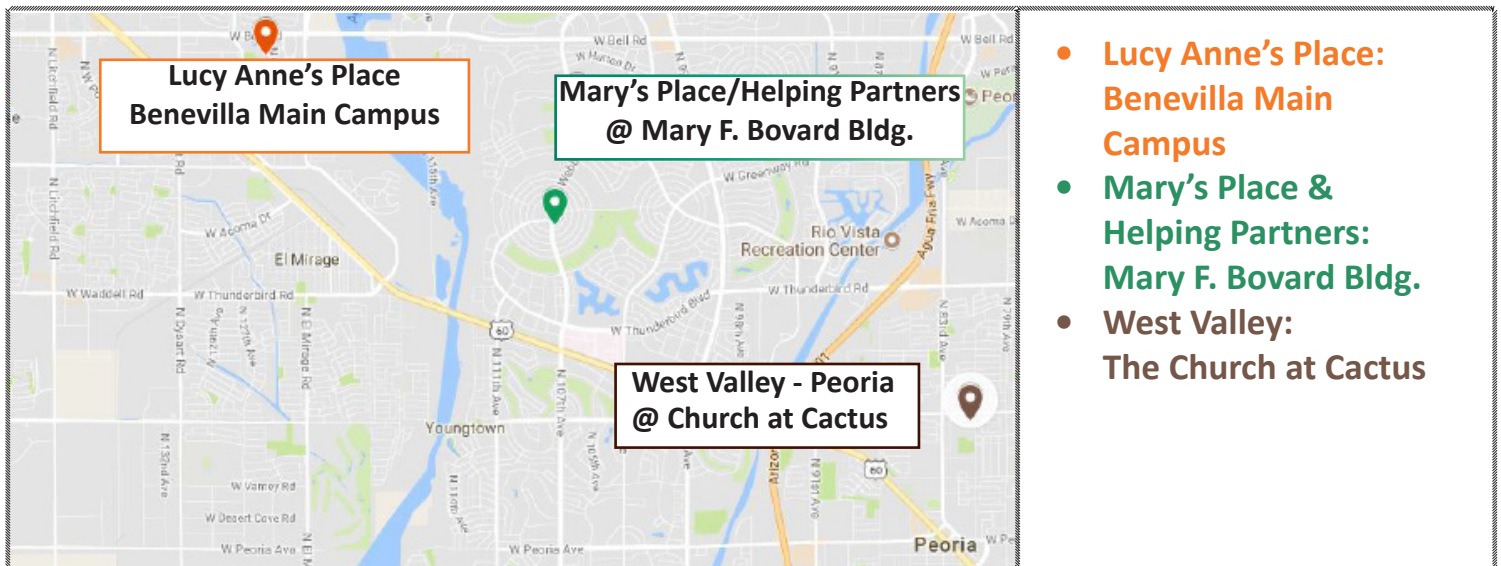
8133 W. Cactus Road
Peoria, AZ, 85381
623-979-7126
Care for those who are Stroke Survivors,
those with Parkinson's, Dementia, and
Adults with Disabilities

Helping Partners Program

14601 N. Del Webb Blvd.
Sun City, AZ, 85351
623-815-1117
Adults with Disabilities
Group Supported Employment (GSE)

For more information:

Please contact the Benevilla C.A.R.E.S.
Team at 623-584-4999 or visit our Resource
office at:
13576 W. Camino Del Sol
Sun City West, AZ 85375



- **Lucy Anne's Place:**
Benevilla Main Campus
- **Mary's Place & Helping Partners:**
Mary F. Bovard Bldg.
- **West Valley:**
The Church at Cactus

Benevilla | 623-584-4999 | www.Benevilla.org

For a tour of any of our locations, please call 623-584-4999 today.



AREA AGENCY ON AGING
REGION ONE, INCORPORATED



Biography of George Adrian Joseph Van de Langeryt

Early Years & Military

Born 18 June 1946 in Irvington, NJ, raised in Nutley, NJ and graduated high school in 1964. Attended Potomac State College of West Virginia University, in Keyser WVA. Enlisted in the USMC reserve in 1965 into the Platoon Leaders Class, a program that commissions officers upon graduation. Enlisted in regular Marines in 1966. In 1970, George received an Honorable Discharge with medical disabilities due to injuries suffered in a vehicle accident, having reached the rank of Sergeant.

He earned a Good Conduct Medal, National Defense Medal, three expert rifleman awards and a pistol sharpshooter award. George received a **Meritorious Mast** for work done in maintaining the software in a Univac CP808 computer that simulated aircraft in the MTDS system.

Married to Karen in 2006. The family moved from Orange, CA to Surprise, AZ in January of 2008.

Education

Graduated Santa Ana College, AS Computer Science 1972, West Coast University BS Computer Science, **Magna Cum Laude**, 1976. Attended Chapman University Graduate School of Business with work toward an MBA.

Employment

Employed after leaving military service as a programmer, electronics technician and moved up to system engineering, senior marketing engineer and manager of engineering and international marketing. Owned and operated an engineering consulting company for seven years. Retired in 2003 and moved to AZ in 2008.

Applied Data Communications, Tustin CA, Software Development Manager, 7 years

Metavan, Inc. – Costa Mesa, CA, President, 7 years

Powell Process Systems, Houston TX, Product Software Development, 5 years

VDO- Mess und Regeltechnik, GmbH, Hannover, Germany, Engineering Liaison, 2 years

Varec Division, Rosemount Inc. – Cypress, CA, International Marketing Manager, Systems

Engineering Manager, 11 years

Neurologic Research Corp, Orange, CA, Marketing Manager, 3 years

Memberships - Veterans Organizations

American Legion Post 96, 29-year member, Finance Officer, Judge Advocate and newsletter editor, previously served as Commander for 3 terms, Sr. Vice Commander and Finance Officer. Chairman of Boys State committee, Chairman of flag retirement committee. Awarded **Plaque of Recognition** for serving as Commander for each term served.

American Legion Riders, Chapter 96, charter member

Sons of the American Legion Squadron 96, charter member

La Societe des 40 Hommes et 8 Chevaux, Voiture 1154 Wickenburg, Commissaire Intendant (treasurer). Awarded **Certificate of Commendation** in 2016 for work on a state conference the Voiture sponsored.

White Tank Mountain Detachment #1246 of the Marine Corps League, Life member, past Paymaster and previously served as Commandant and Sr. Vice Commandant. During the MCL State Convention in 2014, George created and published the Official Convention Book. He created and organized the Firearm Raffle, organized banquet, handled Delegate Registration and was responsible for all financial aspects of the convention. George was awarded Detachment **Marine of the Year** in 2014. Awarded **Certificate of Appreciation** in 2016 for serving as Paymaster for three years.

Military Order of the Devil Dogs, Surprise Devil Dogs Pound 375, Charter Member, rank of Pedigreed Devil Dog, Jr. Vice Pound Keeper, Dog Robber.

Disabled American Veterans Star Chapter 24, 38 Year Life Member. Appointed Treasurer in February 2015; elected Treasure in 2016.

Veterans Memorial Hall, Inc. – Organization dedicated to building, maintaining and administrating a building for the use of the five veteran's organizations in Surprise. Charter member, Director and Corporate Secretary/Treasurer. George wrote the original by-laws and the organizational plan for the building. He handled the AZ incorporation and obtained the IRS 501 (c) (3) status.

Surprise Chamber of Commerce, Military Affairs Committee, representing American Legion Post 96.

Biography of George Adrian Joseph Van de Langeryt

North West Valley Veterans Association, representing Legion Post 96. The association has 17 member veteran's organizations throughout the West Valley. Elected Commander in 2016 to finish year when the Commander resigned and elected Commander in 2017, and still Commander in 2018. Treasurer and Chairman of the Flag Retirement committee. He is the organizer of the Memorial Day and Veterans Day Ceremonies.

Surprise West Valley Veterans Memorial Day Organizational Committee, charter member and Co-Chairman along with Larry Brown. This committee organizes and stages an elaborate Memorial Day event in Surprise from 2012-2017.

Camino del Sol Funeral Chapel in Sun City yearly hosts a Veterans Day / Marine Corps Birthday Event open to the public. For the last 5 years, George has been the Official Marine and MC for the event.

Other Organizations

In August of 2015 appointed by the Surprise City Council as a Commissioner on the Disability Advisory Commission for the City of Surprise. Commission disbanded and reformed in 2019 as Veterans, Disability and Human Services Commission. George has served as Chair for both commissions. In 2019, he was appointed to a second 4-year term as a Commissioner. He represents the Commission at numerous city events involving veterans and the disabled community. Due to medical problems, George resigned as commissioner in 2020.

American Mensa, 49-year member

National Rifle Association, Life member - California Rifle and Pistol Association, Life member

Benevolent and Protective Order of Elks, 57-year member.

Orange, CA Lodge #1475, Past Exalted Ruler, Past Treasurer, Past Trustee and many other offices. Held several District level positions. **Officer of the Year** 1999, Exalted Ruler's **Outstanding Achievement Award** in 1998. Won **1st Place Exalted Ruler** in District Ritual Contest in 2003.

Raceway Elks #2852, Avondale AZ, Several officer positions, **Elk of the Month** twice. Veterans Services Chairman.

Sun City Elks, #2559, active member Past Exalted Rulers Association

Christ Lutheran Church, Orange, CA, Council Vice President, Financial Secretary, Treasurer

George was inducted into the **Arizona Veterans Hall of Fame in 2018**.

Publications

Editor, publisher and leading photographer of the following newsletters:

American Legion Post 96 - 8/2009 to present: **Won 3rd place in national media contest** in 2014, 2015, 2016

White Tank Mountain Detachment Ka-Bar Newsletter – 6/2013 – 8/2016, started again in 6/2019

Raceway Elks Newsletter – 10/2011 – 2/2014. **Won 3rd place in Elks state media contest** in 2014

Physical Disabilities

George's disabilities resulting from his military injuries resulted in a 100% disability rating by the VA in 2003 and rated totally and permanently disabled by the Social Security Administration in 2004.

Personal Statement

I have done my best to serve my fellow veterans in several veterans' organizations. I am unable to participate in many physical activities and outdoor events. I have strived to do what I can with my computer abilities, financial experience and leadership skills for the last several years. I see myself as a behind the scene guy who gets things done.

I am the caregiver for my wife, Karen, who has COPD, is bi-polar and has other medical problems. She requires a great deal of medical care and has frequent doctor and medical appointments. I am the chauffeur, as Karen does not drive.

I put my daughter, Melissa, through Graduate School in the ASU School of Nursing, she graduated in 2015 with a MS in Clinical Research Management. My son, George II, graduated from ASU with a BS in Mechanical Engineering in 2014. He is now a design engineer with Honeywell in Phoenix working on military jet engines.



CITY OF SURPRISE
Veterans, Disability and Human Services
Commission

Council Meeting Date: August 9, 2023

Contact Person: Seth Dyson, DIRECTOR - HSCV

Submitting Department: Human Svcs and Comm
Vitality

District: Citywide

Staff Recommendations:

Consent: No

Regular: Yes

Public Hearing: No

Report/Discussion: No

Agenda Wording:

Discussion pertaining to the selection process of the Veteran's Day Parade Grand Marshal.

Motion:

Discussion only

Background:

The Parks & Recreation Department has invited the VDHS Commission to assist in the nomination and selection of the Veteran's Day Parade Grand Marshal.

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 compliant with City and Council policies.

Financial Impact:

None

Budget Impact:

None

FTE Impact:

None

ATTACHMENTS:



CITY OF SURPRISE
Veterans, Disability and Human Services
Commission

Council Meeting Date: August 9, 2023

Contact Person: Seth Dyson, DIRECTOR - HSCV

Submitting Department: Human Svcs and Comm
Vitality

District: Citywide

Staff Recommendations:

Consent: No

Regular: Yes

Public Hearing: No

Report/Discussion: No

Agenda Wording:

Discussion pertaining to the creation of a VDHS Challenge Coin.

Motion:

Discussion only

Background:

At the request of Commissioner Kent-Partridge, the commission will continue the discussion of the creation of a VDHS challenge coin.

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 compliant with City and Council policies.

Financial Impact:

None

Budget Impact:

None

FTE Impact:

None

ATTACHMENTS:



CITY OF SURPRISE
Veterans, Disability and Human Services
Commission

Council Meeting Date: August 9, 2023

Contact Person: Seth Dyson, DIRECTOR - HSCV

Submitting Department: Human Svcs and Comm
Vitality

District: Citywide

Staff Recommendations:

Consent: No

Regular: Yes

Public Hearing: No

Report/Discussion: No

Agenda Wording:

Discussion pertaining to the Veterans, Disability & Human Services Commission Strategic Plan.

Motion:

Discussion only

Background:

The Veterans, Disability & Human Services Commission Strategic Plan provides initial recommendations to the Surprise City Council for prioritization of enhanced service delivery infrastructure within the City based on the expertise of the Commission, as well as the data and highlighted needs outlined in the Community Needs Assessment. The current Strategic Plan was finalized in January 2021 after a series of meetings, community forums, focus groups and surveys.

Objective Analysis:

To allow the Commission time to discuss the strategic plan.

Policy Compliant:

This item is compliant with City and Council policies.

Financial Impact:

None

Budget Impact:

None

FTE Impact:

None

ATTACHMENTS:

1. VDHS Strategic Plan_FINAL
-



VETERANS, DISABILITY & HUMAN SERVICES COMMISSION STRATEGIC PLAN



ADOPTED JANUARY 2021

Veterans, Disability & Human Services Commission Strategic Plan

Surprise Veterans, Disability & Human Services Commission

Karissa Perry, Chair
Andrew Witzel, Vice Chair
George Van de Langeryt
Bruce Hertzog
Dan Moore
Shawna Daigle
Steffen Hanzel
Julie Kent-Partridge
Jason Cooper
Harrylouis Rodriguez

Surprise City Council

Skip Hall, Mayor
Roland F. Winters, Jr., District 1
Aly Cline, District 2
Patrick Duffy, Vice Mayor, District 3
Ken Remley, District 4
Jack Hastings, District 5
Chris Judd, District 6

Surprise City Staff

Deb Perry, Financial Analyst – Senior
Danielle Osborne, Human Service & Community Vitality Administrator
Seth Dyson, Human Service & Community Vitality Director

Consulting Firm

Anna Maria Maldonado
Strategic Partnerships
Phoenix International Consultants

Introduction

This strategic plan is the result of the organizational restructuring, progression of process, and inclusionary representation of perspective to the Veterans, Disability & Human Services (VDHS) Commission, strategically aligned with the City of Surprise's Human Service and Community Vitality Department. The restructure commenced assessment and engagement exercises to take inventory of overall community needs and human service delivery to vulnerable residents in the City of Surprise.



The results generated the commissioning and publishing of the *Human Services & Community Vitality in Surprise – A Community That Cares.....A Community Needs Assessment* report, and the development of an aligned strategic plan. The Veterans, Disability & Human Services Commission Strategic Plan will provide initial recommendations to the Surprise City Council for prioritization of enhanced service delivery infrastructure within the City based on the expertise of the Commission, as well as the data and highlighted needs outlined in the assessment.

Background

In December 2018, the Surprise City Council voted to disband the Disability Advisory Commission and expand it into a new holistic and multi-dimensional Commission. The newly formed authority – the Veterans, Disability & Human Services Commission – is charged with assisting the development and expansion of City human service programming related to veterans; people with special needs; and those experiencing socioeconomic vulnerability and in need of general guidance and supportive services, workforce development, and overall care.

The Commission is comprised of volunteer members representing veterans, their family members or someone representing a veteran service organization, members representing those with disabilities and/or programs that support our special needs communities, and those representing the social and human services sectors. The new Commission assembled for the first time in February 2019. A total of 18 regular Commission meetings have been held to-date, along with various trainings specific to social service delivery and entitled benefits.

In preparation for their work ahead and while finalizing the needs assessment and subsequent strategic plan, the Commission hosted and participated in countless meetings, surveys, interviews, focus groups, and community forums. Two community forums with information seeking, followed by information and data sharing were held with 230 participants in attendance. This coincided with the new five-year HUD Consolidated Plan, which was reviewed by the Commission and adopted by the City Council. The Commission also established a new annual event, the Care & Share Expo, which serves as a resource fair for all residents and continues with an ongoing workgroup meeting of the Care & Share Planning Committee. The Care & Share event is made possible through the VDHS budget as authorized by the Surprise City Council and as supported through in-kind sponsors. The in-person Care & Share Expo for 2020 was canceled due to the pandemic, albeit with some discussion around hosting virtually. The Commission's preparation, training, activities, and accomplishments to-date are broken out in the following summary.

VDHS Commission Summary: February 2019 – October 2020

Special Needs/Disability/Accessibility Topics/Trainings/Discussions

Voting Accessibility	October 14, 2020
Sounds of Autism Presentation & Discussion	September 9, 2020
Blue Mountain Developmental Programs Presentation & Discussion	March 11, 2020
Arizona Industries for the Blind Presentation & Discussion	February 12, 2020
Raising Special Kids Presentation & Discussion	October 9, 2019
City of Surprise Adaptive Recreation Programs Presentation & Discussion	September 11, 2019
The Arc of Arizona Presentation & Discussion	August 14, 2019
Translational Genomics Research Institute (TGEN) Presentation & Discussion	August 14, 2019
One-Step Beyond Presentation & Discussion	June 12, 2019
Social Security Income and Social Security Disability Income Benefits Presentation & Discussion, Slepian & Smith Law Firm	April 10, 2019

Veteran Topics/Discussions/Trainings/Presentations

VDHS Commissioner Veteran Appreciation	October 14, 2020
Vetlink Foundation Presentation & Discussion	November 13, 2019
West Valley Vet Center Presentation & Discussion	October 9, 2019
Be Connected, Arizona Coalition for Military Families Presentation & Discussion	September 11, 2019
American Patriot Service Corporation Presentation & Discussion	June 12, 2019
West Valley Veteran Success Center Presentation & Discussion	May 8, 2019
Disabled American Veterans (DAV) Presentation & Discussion	May 8, 2019

Human Service Topics/Discussions/Presentations

Community Legal Services Presentation & Discussion	March 11, 2020
Cancer Support Community of Arizona Presentation & Discussion	February 12, 2020
NW Interfaith Homeless Emergency Lodging Program (I-HELP) Presentation & Discussion	January 8, 2020
Arizona@Work Maricopa County Employment & Training Services Presentation & Discussion	January 8, 2020
Surprise Public Safety Response to Behavioral & Mental Health Calls – Surprise Police Crisis Intervention Team	December 11, 2019
Surprise Public Safety Response to Behavioral & Mental Health Calls – Surprise Fire-Medical Department	November 13, 2019
WHAM Overview, Presentation & Discussion about programs	October 9, 2019
City of Surprise Transit Options Presentation & Discussion	October 9, 2019
Surprise Resource Center Offerings Presentation & Discussion	March 13, 2019

HUD CDBG & HOME Trainings/Plans/Items/Discussions

Annual HUD Consolidated Annual Performance Evaluation Report (CAPER)	September 11, 2019 September 9, 2020
2020-2024 HUD Consolidated Plan & Annual Action Plan	February 12, 2020 March 11, 2020
HUD HOME Consortium Action Plan Amendment	December 11, 2019
HUD CDBG & HOME Funding Training	August 7, 2019

Other

Care & Share Working Group (Virtual Resource Campaign)	September 8, 2020 September 23, 2020 October 14, 2020
Care & Share Commission Discussion	March 13, 2019 June 12, 2019 August 14, 2019 September 11, 2019 October 9, 2019 August 12, 2020 September 9, 2020
Strategic Plan Items	August 12, 2020 October 14, 2020
Commissioner Trainings	February 13, 2019 August 12, 2020
Community Needs Assessment	March 13, 2019 April 10, 2019 June 12, 2019 August 14, 2019 November 13, 2019 March 11, 2020

VDHS Community Events

Care & Share Expo	October 2019
Resource Media Campaign	November 2020
Community Needs Forums	September 27, 2019 February 28, 2020

Annual Budget - \$10,000 Past Uses (2019 – 2020)

Care & Share Expo	\$5,000
Care & Share Virtual Resource Campaign	\$1,250
Strategic Planning Support	\$5,000
VDHS Table Cover for Future Events	\$150

Organizational Structure

The 11-member Commission is comprised of volunteer members representing veterans, their family members or someone representing a veteran service organization, members representing those with disabilities and/or programs that support our special needs communities, and those representing the social and human services sectors.

Membership includes the initial existing members of the original Disability Advisory Commission for the remainder of their respective terms, along with four new, additional members. The latest members appointed thereafter shall be limited to (i) service members, veterans, and relatives of either; (ii) individuals with disabilities and disability service organizations; and (iii) human service representatives and organizations.

The following definitions apply:

Service member means an active member of the United States Armed Forces; Army or Air National Guard; and any other category of persons designated by the President in time of war or national emergency

Veteran means a person who served as a service member and who was discharged or released under conditions other than dishonorable

Relative means spouse, child, parent, or sibling

Disability means a physical or mental impairment that substantially limits one or more major life activities

Human services means services provided to individuals to stabilize their life and find self-sufficiency through guidance, counseling, treatment and the provision of basic needs, including but not limited to times of crisis.

The Commission is governed by City of Surprise City Code Article VIII Sec. 2-298 - Veterans, Disability and Human Services Commission.

Values

The Veterans, Disability & Human Services Commission promotes quality of life, accessibility, and equity for all residents of Surprise, including those who are veterans, those who experience disabilities and/or vulnerability through cooperation with Surprise residents, and any veterans, disability and human service organizations that serve the vulnerable residents of the City of Surprise.

Vision

The Veterans, Disability & Human Services Commission’s vision and purpose is to provide guidance and recommendations to the City Council for allocation of resources aligned with data-driven needs and opportunities for community service enhancements to measurably improve the lives of vulnerable Surprise residents.

The Veterans, Disability & Human Services Commission’s mission and guiding principle – as an extension of the Human Service & Community Vitality Department – is to strengthen community, non-profit, and government partnerships to better serve Surprise residents and strive to be “a community that cares;” committed to linking residents to programs that offer the support needed for a fuller, safer, more community-oriented lifestyle which promotes quality of life, accessibility and equity for all residents of Surprise.

Mission

The Veterans, Disability & Human Services Commission advises the Surprise City Council and Staff on veteran, disability and human service issues by providing a common forum for service providers and residents to discuss, coordinate activities, and develop solutions for challenges faced by Surprise residents including, but not limited to accessibility to veterans, disability and human services.

The Commission reviews and makes recommendations on connecting residents who are seeking assistance to existing City and third-party and private strategic partners and resources in areas including but not limited to; human service, education, mentoring, workforce support, housing, transit, and health & wellness. In addition, the Commission discusses, reviews, and makes recommendations to increase community awareness, education, and outreach on similar issues advocating for compliance with local, state, and federal laws as they pertain to service members, veterans, individuals with disabilities, and anyone experiencing vulnerability.

The Commission also publicly recognizes the efforts of the Community, inclusive of employers, businesses, schools, organizations, individuals, and others, including who have developed or support outstanding assistance programs, or those who have proactively achieved success in accessibility, employment, communications, and services for veterans, residents with disabilities, and communities in need at-large.

Strategic Plan Framework

The newly reorganized Veterans, Disability & Human Services Commission's first call to action, in cooperation with Human Service & Vitality Department staff, was to commission the first ever City of Surprise Community Needs Assessment in preparation for the development of this aligned inaugural strategic plan.

The Community Needs Assessment collected data and information from residents, service providers, community leaders, the U.S. Census Bureau and other data sources. The exercise was awarded, lead, and published by I & E Consulting. The assessed areas include: veterans, youth, seniors/aging, disability/special needs, low-to-moderate income families, poverty, homelessness, all types of violence against individuals, and any other discovered areas of need that appeared through the appraisal investigation.

As part of the assessment, a request for community feedback through community forums based on the preliminary results of the needs assessment was incorporated into the discussion, and became a crucial piece of the assessments' findings. The forums identified gaps, trends, and new ideas as part of the Community Needs Assessment. Discussions were framed and centered on solutions to meet the discovered needs. Forum participants were community leaders comprised of both public and elected officials, business leaders, faith community leaders, faith community members, social service agency representatives, organizational representatives who provide human services in the geographical area, and anyone providing services for Surprise residents in need or experiencing vulnerability at any point in time. This exercise served to inform the City of Surprise Veterans, Disability & Human Services Commission and stakeholders at-large with community input, data, and feedback to assist in the creation of a strategic plan to support prioritization, initiatives, and programs to meet the growing and/or unmet human service needs throughout the City. The final published needs assessment, the *Human Services & Community Vitality in Surprise – A Community That Cares.....A Community Needs Assessment* was finalized and published in November 2019, and can be found in PDF form on the City of Surprise's Human Service & Community Vitality web page.

In preparation for the November strategic planning sessions, the Commission re-examined and studied the needs assessment in late October. The Commission convened to begin their deliberation and tactical discussion around the initial framework of the inaugural strategic plan framework. The strategy sessions took place over two four-hour evening discussions based on the opportunities published in the needs assessment.

The Commission established five initial areas of priority. These areas of importance are:

1. Transit
2. Resource Satellite Hubs
3. Master of Social Work Volunteer Coordinator Project
4. Job Readiness Employment & Training
5. Communications – promotion (Education & Awareness of Resources)

Goals

Each workgroup will explore and document, as a vital part of the strategic plan, long-term and short-term measurable objectives. These goals will be documented and added to this strategic plan and updated as each initiative or category is built out. The goals will include sub-goals, timelines, key measures and potential costs.

Evaluation

Each workgroup will create, fine-tune and timeline key measures, as well as update and add reporting outcomes and key notes to the key measures or evaluation portion of the strategic plan.

Areas of Priority

Transit

The Commission quickly highlighted and initiated robust discussion centered on the need for stronger and more supportive practical transit infrastructure for connectivity and mobility, specifically for self-sufficient accessibility to activities of daily living and work and education in and outside of the city boundaries. A transit workgroup was created to explore the present state, funding streams, data and innovative solutions specific to the City's transit needs. The working group initially slated engaging with Staff and subject area experts for education and orientation. The working group will build out the transit goals, sub-goals, timeline specific to recommendations, and measures specific to building an innovative needs-based transit infrastructure for all Surprise visitors, students, employees, and residents.

Resource Satellite Hubs

The priority of establishing Resource Satellite Hubs throughout the City, duplicating the resource center model, promptly surfaced early on during the Commission's strategy discussion. The Commission recognized through the evaluation of transit-mobility needs and due to the pandemic that the Surprise Resource Center needed to establish electronic-telephonic-virtual hubs throughout the City for accessibility to more residents. The Hubs will be easily accessible points of entry to human service navigational support. The Commission discussed developing a community-based social services navigation training, or "train the trainer" program through supportive strategic partners, such as social work interns or faith-based strategic partners, to pilot the virtual Hubs. Phones and computers will be strategically placed in high need accessible areas such as public libraries, grocery stores and faith-based communities. A Hub working group was established. The workgroup will build out the Hub goals, sub-goals, timeline specific to Council recommendations and potential costs specific to building host and intern partnerships and outlining key measures for the pilot's success.

MSW and LCSW Volunteer Coordinator

The Commission recommends building an Internship program or teaching model with an in-house Master of Social Work (MSW) and Licensed Clinical Social Work (LCSW) supervising and supporting post-graduate MSW and LCSW interns to build a community-based wrap around human service program for residents needing more intensive navigational support, and offering practical experience to newly-graduated professionals needing professional support for licensure. This teaching model will not only enhance the self-sufficiency of our most vulnerable neighbors, but

also will directly and proactively support innovative public safety needs centered on behavioral health needs. A workgroup was established to move the recommended initiative forward. The workgroup will build out the MSW and LCSW Volunteer Coordinator initiative goals, sub-goals, timelines specific to Council recommendations, costs specific to building the program, and key measures associated with the initiative.

Job Readiness

In addition to transit, healthier wrap around services, and easy access to those services, the Commission prioritized enhancing and supporting training programs strategically aligned with regional future job growth needs. A workgroup was established. The workgroup will engage in a cross-disciplinary approach to explore regional current job readiness needs, future needs, and inventory existing training assets and future asset opportunities with the Surprise Economic Development Department and similar regional economic development strategic partners. The work group will leverage existing programs and funding streams and make recommendations around potential investment opportunities. The workgroup will build out the initiative goals, sub-goals, timelines, key measures and potential costs.

Communications

To bring the strategy discussion priorities full circle, the Commission concluded with the establishment of a communications workgroup to communicate, direct and promote the great work the Human Service & Community Vitality Department – in partnership with the Veterans, Disability & Human Services Commission and City’s strategic partners – are doing to support the vulnerable residents of the Surprise community. The Communications working group will review the existing communications strategy (both internal communications and external communications) and recommend, help build, and support an effective and measured communications plan specific to the Department’s, Commission’s and affiliated community based Strategic Partners’ services and successes. The workgroup, with Staff, will explore resource needs for enhancements and added tools to support successful communications, such as a smart phone application for virtual connections to human services – a Hub, social service events, and volunteer opportunities. The workgroup, in partnership with Communications Staff, will build out the initiative goals, sub-goals, timelines, key measures and potential costs.

Strategic Plan Summary

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 towards 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.



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