



CITY OF SURPRISE
Veteran's Disability and Human Services Commission
16000 N. Civic Center Plaza
Surprise, AZ 85374
Tuesday, August 29, 2023 @ 5:30 PM
COUNCIL OVERFLOW ROOM

- 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 | Presentation and discussion on Arizona open meeting laws, conflicts of interest, and gifts. | Hobie Wingard
Human Svcs and
Comm Vitality |
| 2. | Citywide | Discussion and possible action regarding the Grand Marshal Nomination and selection process. | Seth Dyson
Human Svcs and
Comm Vitality |
| 3. | Citywide | Discussion pertaining to the Veterans, Disability & Human Service Commission's Strategic Plan. | Seth Dyson
Human Svcs and
Comm Vitality |
- G. Other Business and Future Agenda Items
 - H. Executive Session

For information purposes: Upon a public majority vote of a quorum ("Commission"), the Commission may hold an executive session, which will not be open to the public, but for only the following purposes: discussion or consideration of records exempt by law from public inspection (A.R.S. §38-431.03(A)(2));

or discussion or consultation for legal advice with the attorney or attorneys of the public body (A.R.S. §38-431.03(A)(3)).

Confidentiality Requirements: Pursuant to A.R.S. §38-431.03(C)(D), any person receiving executive session information pursuant to A.R.S. §38-431.02 shall not disclose that information

except to the Attorney General or County Attorney or by agreement of the Commission, or as otherwise ordered by a court of competent jurisdiction.

The Commission may vote to hold an executive session for the purpose of obtaining legal advice from the Commission's attorney on any matter listed on the agenda pursuant to A.R.S. § 38-431.03(A)(3).

I. Adjournment

KRISTI PASSARELLI, CITY CLERK

POSTED: Posted on August 24, 2023 @ 9:00 AM

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



CITY OF SURPRISE
Veteran's Disability and Human Services
Commission

Council Meeting Date: August 29, 2023

Contact Person: Hobie Wingard

Submitting Department: Human Svcs and Comm
Vitality

District: Citywide

Staff Recommendations:

Consent: No

Regular: Yes

Public Hearing: No

Report/Discussion: No

Agenda Wording:

Presentation and discussion on Arizona open meeting laws, conflicts of interest, and gifts.

Motion:

Discussion only

Background:

Annual commission training of Arizona open meeting laws, conflicts of interest, and gifts.

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:

1. 23.08.02 Open Meeting Law
-



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ARIZONA

OPEN MEETING LAW TRAINING

LEGAL DEPARTMENT, JANUARY 15, 2019

OPEN MEETING LAW

. . . opening the window on how government works in Arizona



A.R.S §38-431.01(A)

Arizona law states:

All meetings of any public body must be public meetings and all persons so desiring shall be permitted to attend and listen to the deliberations and proceedings. All legal action of public bodies must occur during a public meeting.

PURPOSE OF THE OPEN MEETING LAW

To ensure that the public has an opportunity to observe what the government is doing, and how it is being done.

STATE POLICY A.R.S. §38.431.09

- Meetings of public bodies must be conducted openly.
- Notices and agendas provided for meetings with information reasonably necessary to inform the public of matters to be discussed or decided.
- Construe OML in favor of “open and public meetings.”
- Discuss or take action ONLY on items that are on the agenda.

WHAT IS A MEETING?

Meeting: the gathering, in person or through technological devices, of a quorum of members of a public body at which they discuss, propose or take legal action, including any deliberations by a quorum with respect to such action.

A.R.S. § 38-431(4).

“... in person or through technological devices”

WHETHER

- All together in one room, OR
- One or more of the people participating by phone, OR
- One or more participating by computer, video chat, or phone
- Over time rather than all at once.

...it is all considered a meeting

Another way to define meeting...

1. Phone calls.
2. Emails-be careful responding to emails. Using “Reply All” and Forwarding emails may lead to OML trouble.
3. Serial meeting-less than a quorum present. Later the same discussion is had with other members.
4. Social events-when in doubt, post as possible quorum.
5. Social media-be careful “liking” comments, emerging area of law.

Are social events meetings?

- A.G. recommends that the event be posted if a quorum will be present.
- Identify time, date, location, and purpose.
- State that no legal action will be taken – and then don't talk about city business!
- It does not matter what label is placed on a gathering; it may be called a "work" or "study" session, or the discussion may occur at a social function.

Ariz. Att'y Gen. Op. I79-4 (¶7.5.1).

ALTERNATIVE COMMUNICATIONS

- Letters
- Blogs
- Media (e.g. newspaper, radio)
- Social Media (e.g. Facebook, Twitter)

(Cannot use alternative methods of communication to circumvent Open Meeting Laws.)

COMMUNICATION WITH STAFF

- Council/Board may communicate with staff.
- Staff may provide the Council/Board with reports or other information outside a public meeting.
- Staff may not be used to side step the open meeting law.

PENALTIES FOR VIOLATING THE OPEN MEETING LAW

ARS § 38-431.07

- Civil Penalty up to \$500
- Removal from Office for Intentional Violations
- Plus court costs and attorney fees
- City cannot represent you or pay for a lawyer to represent you.



Conflict of interest

Arizona statutory law requires public officers (or employee) who have a conflict of interest to do two things...

- 1) Disclose the interest
- 2) Refrain from **any** participation in the matter.

A.R.S. §§ 38-501 to 511.

WHAT IS A CONFLICT OF INTEREST?

- A PUBLIC OFFICER OR EMPLOYEE
- WHO HAS (OR HIS RELATIVE HAS)
- A SUBSTANTIAL INTEREST

SUBSTANTIAL INTEREST?

- A NON-SPECULATIVE
- PECUNIARY (financial)
- PROPRIETARY (business)
- EITHER DIRECT OR INDIRECT

RELATIVES

- Your spouse
- Your children
- Your grandchildren
- Your parents
- Your grandparents
- Your siblings by full or half-blood & their spouses
- Your spouse's parent, brother, sister or child

WHAT ALL APPOINTED OFFICIALS NEED TO KNOW.

- Conflicts can happen-just don't try to influence the decision or vote. Always disclose the interest.
- When in doubt --- ASK!!
- What to do at the meeting when you have a conflict? – Refrain from participation.

GIFTS



Can you accept them? Can you give them?

GIFTS - Accepting

- Public officers are prohibited from using or attempting to use their position to secure any benefit or anything of value.
 - A.R.S. § 38-504(c)
- Public officers are prohibited from agreeing to receive or receiving compensation other than as provided by law for services they render.
 - A.R.S. § 38-505(A)

Exceptions

- *De minimis* gifts, i.e.:
 - 1) Unsolicited advertising or promotional material such as pens, scratch pads, calendars, etc... (basically trinkets).
 - 2) Other items of nominal value (e.g. box of candy or fruitcake) that are merely tokens of appreciation and not related to any particular transaction.

Ask yourself

- How would you feel if the Arizona Republic ran a story about you receiving the gift?
- Would a citizen question whether the gift is intended to buy influence?

- If you have any reservation or question about the propriety of a gift or gratuity, the best practice is always to:

DECLINE



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**QUESTIONS OR
COMMENTS?**

Thank You



CITY OF SURPRISE
Veteran's Disability and Human Services
Commission

Council Meeting Date: August 29, 2023
Submitting Department: Human Svcs and Comm
Vitality
Staff Recommendations:

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

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

Agenda Wording:

Discussion and possible action regarding the Grand Marshal Nomination and selection process.

Motion:

Discussion and possible action

Background:

The Parks & Recreation Department has enlisted the assistance of the VDHS Commission in choosing the Grand Marshal for the 2023 Veteran's Day Parade. Nominations will be presented to the Commission at the 9/13/23 VDHS commission.

Objective Analysis:

This item allows the commission to discuss the criteria they will use in determining the Grand Marshal for the 2023 Veteran's Day Parade.

Policy Compliant:

This item is compliant with City and Council policies.

Financial Impact:

None

Budget Impact:

None

FTE Impact:

None

ATTACHMENTS:



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Staff Recommendations:

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

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

Agenda Wording:

Discussion pertaining to the Veterans, Disability & Human Service Commission's 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:

This item is to discuss updates to the VDHS Commission's Strategic Planning document which was finalized and adopted in January 2021.

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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