



CITY OF SURPRISE
Veterans, Disability, and Human Services Commission
16000 N. Civic Center Plaza
Surprise, AZ 85374
Wednesday, May 8, 2024 @ 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 | Discussion and action pertaining to the selection of the Veterans, Disability & Human Services Commission Vice-Chair. | Human Svcs and Comm Vitality |
| 2. | Citywide | Consideration and action pertaining to the April 10, 2024 Veterans, Disability & Human Services Commission meeting minutes. | Human Svcs and Comm Vitality |
| 3. | Citywide | Consideration and action pertaining to the FY2025 Veterans, Disability & Human Services Commission meeting calendar. | Human Svcs and Comm Vitality |
| 4. | Citywide | Presentation and discussion pertaining to the VDHS Strategic Plan. | Human Svcs and Comm Vitality |
| 5. | Citywide | Consideration and action pertaining to the addition of a Resource Satellite Hub at the Asante Library. | Human Svcs and Comm Vitality |
| 6. | Citywide | Presentation and discussion pertaining to the FY2025 Veterans, Disability & Human Services Commission budget. | 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: Friday, May 3, 2024 @ 2:15pm

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: May 8, 2024

Contact Person:

Submitting Department: Human Svcs and Comm
Vitality

District: Citywide

Staff Recommendations:

Consent: No

Regular: Yes

Public Hearing: No

Report/Discussion: No

Agenda Wording:

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

Motion:

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

Background:

A vice-chair for the Commission must be selected 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, a second, and a roll call vote will follow the paper ballots.

Objective Analysis:

This action allows for the nomination and selection 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: May 8, 2024

Contact Person:

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 April 10, 2024 Veterans, Disability & Human Services Commission meeting minutes.

Motion:

I move to approve the April 10, 2024 Veterans, Disability & Human Services Commission meeting minutes.

Background:

N/A

Objective Analysis:

N/A

Policy Compliant:

This item is compliant with city and council policies.

Financial Impact:

None

Budget Impact:

None

FTE Impact:

None

ATTACHMENTS:

1. 4.10.24 VDHS Commission Minutes - DRAFT
-

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

**April 10, 2024 | 6:00 PM
City Council Chambers
16000 N. Civic Center Plaza
Surprise, AZ 85374**

CALL TO ORDER.

Vice-Chair Billcheck 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 April 10, 2024.

ROLL CALL

In attendance were Vice-Chair Billcheck, Commissioners Phillip Lair, Shawna Daigle, Gwen Maxfield, and Julie Kent-Partridge.

PLEDGE OF ALLEGIANCE

STAFF PRESENT:

Community Initiatives Supervisor Danielle Osborne, Administrative Specialist Athba Arnold.

CURRENT EVENTS REPORT

Vice-Chair Billcheck reported on the following upcoming events:

- KIDZ Jamboree
 - Friday, April 12th from 4pm – 7pm
 - Surprise Resource Center
 - Family event will showcase early childhood programs and services
- 7th Annual “Bean Bag Day” volunteer event
 - Saturday, April 20th from 9am – 12pm
 - Freedom Traditional Academy – 16066 N. Parkview Pl.
 - Participants will bag bulk pinto beans for distribution through the Valley View Community Food Bank
 - Contact Larry Garcia to register – larry.garcia@surpriseaz.gov or 623-222-1522
- Hiring Event through City of Surprise and Arizona@Work
 - Thursday, April 25th from 10am – 1pm
 - Contact Melinda Greenhouse for more information, 623-222-1630 or Melinda.greenhouse@maricopa.gov

COMMISSIONER REPORTS

- Commissioner Maxfield distributed a Challenge Coin. Coin was presented to Allie Wisniewski who endlessly serves the Surprise community.
- Commissioner Daigle presented a Challenge Coin to a Navy Seal who attends her church.

STAFF REPORT

- Danielle Osborne discussed:
 - Surprise Youth Council is recruiting for youths currently in grades 7-11. SYC members will have opportunities to plan and participate in a variety of projects which promote civic engagement. An application and a short video are required. Visit surpriseaz.gov/SYC for more information.
 - Video of the State of the City which was held on March 28th is now available at surpriseaz.gov/SOTC.
 - The Surprise Community Outreach Program (SCOP) is now accepting applications online at surpriseaz.gov/CommunityOutreachProgram. The program provides financial assistance up to \$10,000 to qualified nonprofit organizations that provide direct services to City of Surprise residents.

CALL TO THE PUBLIC:

None.

CONSENT AGENDA:

None.

REGULAR AGENDA ITEMS - PUBLIC HEARING:

Item 1 – Citywide – Discussion and action pertaining to the PY24 Draft Annual Action Plan approval.

Housing and Community Services Supervisor Adam Lane made the presentation to the Commission.

Vice-Chair Billcheck opened the call to the public.

Hearing none, Vice-Chair Billcheck closed the call to the public.

Commissioner Daigle moved to approve the Program Year 2024 Annual Action Plan for submission to HUD and the Subrecipient projects proposed in the Program Year 2024 Annual Action Plan. Commissioner Maxfield 2nd. The motion passed with 5 Yes votes, 2 vacancies.

REGULAR AGENDA ITEMS - NON-PUBLIC HEARING:

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

Process review for election of Chair

- Vice-Chair will open floor to nominations
 - Nominees can self-nominate and can decline nomination
- Vice-Chair will then close floor to nominations
- If there is only 1 nominee, there will be an open vote
- If there is a ballot vote, results will be read out loud
- Majority vote of 3 votes will be needed to open a motion
- After majority decides on a selection, a motion will be needed
- Commission meeting cannot recess or adjourn until election is made

Vice-Chair Billcheck opened floor to nominations.

Commissioner Kent-Partridge nominated Vice-Chair Billcheck.

Seeing no other nominees, Vice-Chair Billcheck closed floor to nominations.

The Commissioners submitted their votes. Vice-Chair received 5 votes (Billcheck, Daigle, Kent-Partridge, Lair, Maxfield).

Commissioner Maxfield moved to accept Vice-Chair Billcheck as Veterans, Disability & Human Services Commission Chair. Commissioner Kent-Partridge 2nd. The motion passed with 5 Yes votes, 2 vacancies.

Item 3 – Citywide – Consideration and action pertaining to the March 13, 2024 Veterans, Disability & Human Services Commission meeting minutes.

Commissioner Daigle moved to approve the March 13, 2024 Veterans, Disability & Human Services Commission meeting minutes. Commissioner Maxfield seconded the motion. The motion passed with 5 Yes votes, 2 vacancies.

Item 4 – Citywide – Presentation and discussion pertaining to the Surprise Police Department Autism awareness training.

Lieutenant Boxberger provided an update as to funding provided by Commission for Autism awareness training. Police Department was successful in obtaining all funding needed to train all police staff. IBCCES out of Florida will be providing training to bring awareness to community and assist all professional staff. Training began April 10, 2024 via 2.5 hour virtual video followed by comprehensive exam to ensure all staff becomes certified. Once staff is 80% certified, Surprise Police Department will officially become an Autism awareness certified force. The department has created “Autism Kits” which officers will carry with them

to assist with residents who might need help with calming or communicating.

Commissioner Maxfield asked about certification parameters; certification will last for 2 years. The plan is to have this certification become regular training for the force.

Lt. Boxberger stated that optimally they would have 50 kits available; each kit costs \$35 to put together. Small “Autism awareness” patches will soon be made available to the public to aid with fundraising for these kits.

Item 5 – Citywide – Presentation and discussion pertaining to an overview of the Surprise Resource Center.

Jennifer Cornelius, Human Services Supervisor, led the discussion on the Resource Center and acknowledged the team who works there. The Resource Center partnered with over 45 organizations partners assists with programs to provide long-term success for individuals in need. Services include employment resources, parent support and education, tax services, and homeless services, among many others. During this fiscal year, case workers in the Resource Centers have started providing wraparound case management with check-ins at 3 months, 6 months, and 12 months.

Juan Marquez, Early Childhood Education Coordinator, led the discussion on Early Childhood programs provided by First Things First funding. First Things First award is for the initial year and optional renewal for up to 3 additional years. First Things First is committed to the healthy development of children up to 5 years of age. Some parenting activities which take place in the community include STEAM projects, nature and ecology activities, early literacy programs, and play and learn playgroups. All activities are intentional via playing to engage children. This program also has child car seat education classes and parent support and education.

Chair Billcheck asked how the Commission can help. Ms. Cornelius stated their biggest need is space for activities.

Commissioner Maxfield thanked the Resource Center staff for all their contributions and hard work. Ms. Cornelius introduced all staff present.

Commissioner Daigle asked how the SOS program is doing. Ms. Cornelius stated that some of the volunteers of the program still volunteer monthly at the Resource Center and the Regional Library. Commissioner Daigle encouraged a larger presence of activities on social media.

Commissioner Kent-Partridge suggested reaching out to local churches in the community who might be able to assist with space.

Item 6 – Citywide – Presentation and discussion pertaining to the VDHS Commission budget.

Ms. Osborne led the discussion on VDHS Commission budget. Currently, about \$1,285 is unallocated. Fiscal year extends from July 1 to June 30 with no carryover of budget. There are no restrictions as to how funds can be reallocated. Commissioner Lair asked that \$2,500

of the remaining budget be allocated to Surprise Police Department towards purchase of Autism kits and public patches. Commissioner Maxfield suggested that all remaining budget be given to Surprise PD. Commissioner Daigle asked that an additional satellite hub be put in place at Asante Library and that commissioners be trained as part of the SOS volunteer program. Commissioner Kent-Partridge suggested creating a small scholarship with any remaining funds.

OTHER BUSINESS AND FUTURE AGENDA ITEMS:

- Commissioner Daigle would like to look into the possibility of closed captioning or sign-language interpreter for those hard-of-hearing for Commission and Council meetings.
- Commissioner Lair provided brief history of the Challenge Coin. He also asked that Commissioners provide details of recipients and possibly take a picture with them to post to social media.

ADJOURNMENT:

Commissioner Daigle moved to adjourn the meeting of the Veterans, Disability & Human Services Commission on April 10, 2024 at 7:40p.m. Commissioner Maxfield 2nd. The motion passed with 5 Yes votes.

Danielle Osborne
Community Initiatives Supervisor

John Billcheck
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:

Athba Arnold
Administrative Specialist

DATE:



CITY OF SURPRISE
Veterans, Disability, and Human Services
Commission

Council Meeting Date: May 8, 2024

Contact Person:

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 FY2025 Veterans, Disability & Human Services Commission meeting calendar.

Motion:

I move to approve the FY2025 Veterans, Disability & Human Services Commission meeting calendar.

Background:

This item has been placed on the agenda to review and approve the FY2025 meeting calendar.

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 policy.

Financial Impact:

None

Budget Impact:

None

FTE Impact:

None

ATTACHMENTS:

1. VDHS FY25 Calendar
-

Veterans, Disability and Human Services Commission Meetings – Fiscal Year 2025

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

Meeting Dates:	Recommendation:
July Recess	Cancel due to July Recess
Wednesday, August 14, 2024	
Wednesday, September 11, 2024	
Wednesday, October 9, 2024	
Wednesday, November 13, 2024	
Wednesday, December 11, 2024	
Wednesday, January 8, 2025	
Wednesday, February 12, 2025	
Wednesday, March 12, 2025	
Wednesday, April 9, 2025	
Wednesday, May 14, 2025	
Wednesday, June 11, 2025	



CITY OF SURPRISE
Veterans, Disability, and Human Services
Commission

Council Meeting Date: May 8, 2024 Contact Person:
Submitting Department: Human Svcs and Comm District: Citywide
Vitality
Staff Recommendations: None

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

Agenda Wording:

Presentation and discussion pertaining to the VDHS Strategic Plan.

Motion:

Presentation and discussion only

Background:

This item was placed on the agenda to discuss and consider amendments to the VDHS Strategic Plan.

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 policy.

Financial Impact:

None

Budget Impact:

None

FTE Impact:

None

ATTACHMENTS:

1. DRAFT VDHS Strategic Plan - 2023 Amendment
-

Veterans, Disability & Human Services Commission Strategic Plan

Surprise Veterans, Disability & Human Services Commission

~~Karissa Perry~~Steffen Hanzel, Chair
~~Andrew Witzel~~Nickolas Kupper, Vice Chair
John Billcheck
~~George Van de Langeryt~~Shawna Daigle
Phillip Lair
Gwen Mendez
~~Bruce Hertzog~~
~~Dan Moore~~
~~Shawna Daigle~~
~~Steffen Hanzel~~
Julie Kent-Partridge
~~Jason Cooper~~
~~Harry~~Louis Rodriguez

Surprise City Council

Skip Hall, Mayor
~~Roland F. Winters, Jr~~Nick Haney, District 1
Aly Cline, Vice Mayor, 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~~Community
Initiatives Supervisor
Deb Perry, Human Service & Community Vitality Assistant Director
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 has adjusted their discussion and vision to respond to the ever-changing needs of the community, resulting in new events such as the 2024 Vet Fest, and expanded virtual resource campaigns. ~~The Commission's preparation, training, activities, and accomplishments to-date are broken out in the following summary.~~

As a result of changes to Commission composition, and in response to the resumption of services post-pandemic, and the re-launch of Commission efforts, the VDHS Commission held a retreat over two days in 2023 to revisit their original strategic plan, and to determine whether to set new goals. The effort resulted in the one-page action plan found in this amended version of the strategic plan. The Commission's preparation, training, activities, and accomplishments to-

dateleading up to the creation of the original strategic plan 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

The VDHS Commission established five initial areas of priority as part of their original strategic plan. 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)

The VDHS Commission requested to revisit the plan and these areas to evaluate if updates and/or changes were needed.

During the first session, Commissioners shared their ideas on the current areas of importance and generally it was concluded that all areas remain important with the exception of the Job Readiness Employment & Training priority.

The Commission then discussed synthesizing the existing areas of focus into three categories by priority: (RAE)

1. Resources
2. Accessibility
3. Education

Objectives were discussed within each priority:

1. Resources
 - a. Identify Need
 - b. Secure Need
2. Accessibility
 - a. Transit
 - b. Usability
3. Education
 - a. Awareness
 - b. Training

A 2023-2024 Working Group/Action Plan was then started that aligned with the objectives.

2023-2024 Action Plan

<u>VDHS Priorities</u>	<u>Objectives</u>	<u>Working Groups</u>	<u>Action Plan</u>
<u>Resources</u>	<u>1. Identify Need</u> <u>2. Secure Need</u>	• <u>Vet Fest Event</u> • <u>Disabilities Roundtable</u> • <u>Transit</u> • <u>MSW/LCSW</u>	• <u>Wellness (Mental Health summit)</u> • <u>Vet Fest 2/10/24</u> • <u>Disabilities Roundtable 1/17/24</u> • <u>Expand Resource Satellite Hubs – SOS</u> • <u>Seek funding for MSW/LCSW</u> • <u>Veterans Roundtable</u> • <u>Collaboration with other city commissions</u>
<u>Accessibility</u>	<u>1. Transit</u> <u>2. Usability</u>	• <u>Disabilities Roundtable</u> • <u>Transit</u>	• <u>Dialogue w/Parks & Recreation</u> • <u>Disabilities Roundtable 1/17/24</u> • <u>Transit</u> • <u>Collaborate with other commissions</u>
<u>Education</u>	<u>1. Awareness</u> <u>2. Training</u>	• <u>Challenge Coin</u> • <u>Vet Fest Event</u> • <u>Disabilities Roundtable</u> • <u>Community Legends</u> • <u>Transit</u> • <u>Grand Marshal</u>	• <u>Award Challenge Coins per commissioner</u> • <u>Vet Fest 2/10/24</u> • <u>Disabilities Roundtable 1/17/24</u> • <u>Expand Resource Satellite Hubs – SOS</u> • <u>Disability Awareness Training</u> • <u>Community Legend Awards at Golden Rule Breakfast</u> • <u>Transit</u> • <u>Grand Marshal Selection</u> • <u>Veterans Roundtable</u> • <u>Everyone Needs Campaign – More often/diverse posts</u> • <u>Collaborate with other city commissions</u>

Organizational Structure

The ~~11~~7-member¹ 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,

¹ The Commission composition was reduced to 7 members from 11 members by the City Council on April 4, 2023.

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 and updated action 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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CITY OF SURPRISE
Veterans, Disability, and Human Services
Commission

Council Meeting Date: May 8, 2024
Submitting Department: Human Svcs and Comm Vitality
Staff Recommendations:

Contact Person:
District: Citywide

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

Agenda Wording:

Consideration and action pertaining to the addition of a Resource Satellite Hub at the Asante Library.

Motion:

I move to approve the addition of a Resource Satellite Hub at the Asante Library at a cost not to exceed \$1,500.00.

Background:

The VDHS Commission has previously approved expenditures to create a Resource Satellite Hub at the Surprise Regional Library. At the April 10th meeting, a request was made to review the possibility of adding a Resource Satellite Hub to the Asante Library. This item has been placed on the agenda to review this request.

Objective Analysis:

To promote quality of life, accessibility, and equity for all Surprise residents, including those who are veterans or who experience disabilities, through cooperation with Surprise residents and any veterans, disability and human service organizations that serve the residents of Surprise.

Policy Compliant:

This item is City and Council policy compliant.

Financial Impact:

If approved, costs associated with this item will not exceed \$1,500.00.

Budget Impact:

Funding for this expenditure will come from the VDHS Commission budget that was approved by the City Council for FY2024.

FTE Impact:

None.

ATTACHMENTS:



CITY OF SURPRISE
Veterans, Disability, and Human Services
Commission

Council Meeting Date: May 8, 2024

Contact Person:

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Vitality

District: Citywide

Staff Recommendations:

Consent: No

Regular: Yes

Public Hearing: No

Report/Discussion: No

Agenda Wording:

Presentation and discussion pertaining to the FY2025 Veterans, Disability & Human Services Commission budget.

Motion:

Presentation and disussion only.

Background:

This item was placed on the agenda to discuss and consider future action related to the VDHS Commission budget.

Objective Analysis:

To promote quality of life, accessiblity, 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:
