



CITY OF SURPRISE
Veterans, Disability and Human Services Commission
16000 N. Civic Center Plaza
Surprise, AZ 85374
Wednesday, November 13, 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 | Consideration and action pertaining to the October 9, 2024 Veterans, Disability & Human Services Commission meeting minutes. | Human Svcs and Comm Vitality |
| 2. | Citywide | Presentation and discussion pertaining to MIND 24-7. | Human Svcs and Comm Vitality |
| 3. | Citywide | Presentation and discussion pertaining to the Native American Connections HomeBase. | Human Svcs and Comm Vitality |
| G. | Other Business and Future Agenda Items | | |
| H. | Adjournment | | |

KRISTI PASSARELLI, CITY CLERK

POSTED: Friday, November 8th, 2024 @ 10:00 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
Veterans, Disability and Human Services
Commission

Council Meeting Date: November 13, 2024 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 October 9, 2024 Veterans, Disability & Human Services Commission meeting minutes.

Motion:

I move to approve the October 9, 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. 10.9.24 VDHS Commission Minutes - DRAFT
-

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

**October 9, 2024 | 6:00 PM
City Council Chambers
16000 N. Civic Center Plaza
Surprise, AZ 85374**

CALL TO ORDER:

Chair Wisniewski 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 October 9, 2024.

ROLL CALL

In attendance were Chair Allison Wisniewski and Commissioners Shawna Daigle, Olivia Fryer, and Hasan Reed.

Absent: Vice-Chair Dr. Gwen Maxfield and Commissioners Julie Kent-Partridge and John Billcheck (excused).

PLEDGE OF ALLEGIANCE

STAFF PRESENT:

Community Initiatives Supervisor Danielle Osborne, Administrative Specialist Athba Arnold.

CURRENT EVENTS REPORT

Chair Wisniewski reported on the following:

- Surprise Day of Service
 - Saturday, October 12th from 8am – 12pm
 - Surprise Senior Center
 - Various neighborhood revitalization projects throughout the city
 - surpriseaz.gov/DayofService
- GAIN Night
 - Saturday, October 26th from 5:30pm – 8:30pm
 - Mark Coronado Park
 - [Surpriseaz.gov/GAIN](https://surpriseaz.gov/GAIN) for more details
- Dementia Friends Information Session
 - Monday, October 28th from 10:30am – 11:30am
 - Surprise Senior Center
 - Register by emailing Trisha at Trisha.Weston@surpriseaz.gov
- City offices will be closed on Monday, November 11th, in observance of Veterans Day

COMMISSIONER REPORTS

- Commissioner Fryer
 - Attended Interfaith and Golden Rule Breakfast & Dysart SEPTSA Fall Festival; both were great events
- Commissioner Daigle
 - Upcoming Roundtable on Disabilities on Wednesday, October 16th at 9am at Surprise Regional Library
- Chair Wisniewski
 - Surprise Day of Service on September 14th at Surprise Regional Library
 - Aided at different stations and was impressed by fantastic turnout

STAFF REPORT

- Ms. Osborne discussed:
 - Day of Service on September 14th
 - Huge thank you to Atour Bethishou and Kara Poling for organizing
 - Over 280 volunteers participated; largest turnout to date
 - Roundtable on Disabilities
 - Wednesday, October 16th, from 9-11am in program room of Surprise Regional Library
 - Representatives from Surprise-area organizations who serve Surprise individuals with physical and cognitive disabilities
 - Veterans Day Parade
 - Monday, November 11th, beginning at 10am, with staging taking place earlier in the morning
 - The parade route is on Bullard Ave between Paradise and Tierra Buena Lanes
 - To register, visit surpriseaz.gov/SurpriseRec and click on Special Events. Call 623-222-2258 for more information.
 - November is Domestic Violence Awareness Month as proclaimed by Mayor Skip Hall at a recent City Council meeting. As part of the proclamation, Mayor Hall urged the community to raise awareness about this issue and work together to eliminate domestic violence in our city. The community is encouraged to participate in “Wear Purple Day” on October 17th, to help show support for victims and the numerous organizations that provide advocacy and assistance to them. Our community will see both Surprise City Hall and the City’s Public Safety Building lit purple each evening during the entire month in support of Domestic Violence Awareness Month. Our Surprise Resource Center also partners year-round with the Sojourner Center and Eve’s Place to offer support to domestic violence victims. For more information about these services, please call 623-222-1600. If you or someone you know is a victim of domestic violence, you are encouraged to call the National Domestic Violence Hotline at 1-800-799-SAFE (7233) or visit TheHotline.org.

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 September 11, 2024 Veterans, Disability & Human Services Commission meeting minutes.

Commissioner Daigle moved to approve the September 11, 2024 Veterans, Disability & Human Services Commission meeting minutes. Commissioner Fryer seconded the motion. The motion passed with 4 Yes votes. 3 absent (Maxfield, Billcheck, and Kent-Partridge).

Item 2 – Citywide – Presentation and discussion pertaining to BeneFitness Adaptive Gym.

Director of BeneFitness, Lorrie Karn, and Donor Relations Manager, Cliff Yoder, presented on Benevilla's BeneFitness Adaptive Gym and the robust catalog of programs offered.

Item 3 – Citywide – Discussion and action pertaining to 2024 G.A.I.N. Night.

GAIN Night is on October 26th from 5-8pm at Mark Coronado Park. Human Service and Community Vitality will have a resource table. Surprise Police Department is seeking rail covers for mobility assistance into the park. Commissioner Daigle moved to approve purchase of 3 rail covers. Commissioner Fryer seconded the motion. The motion passed with 4 Yes votes. 3 absent (Maxfield, Billcheck, and Kent-Partridge).

OTHER BUSINESS AND FUTURE AGENDA ITEMS:

- Post-Traumatic Stress Disorder awareness; all Commissioners are available for anyone who needs help
- Include mental health assistance/awareness in Commission Strategic Plan

ADJOURNMENT:

Commissioner Daigle moved to adjourn the meeting of the Veterans, Disability & Human Services Commission on October 9, 2024 at 7:01pm Commissioner Fryer seconded the

motion. The motion passed with 4 Yes votes. 3 absent (Maxfield, Billcheck, and Kent-Partridge).

Danielle Osborne
Community Initiatives Supervisor

Allison Wisniewski
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: November 13, 2024 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:

Presentation and discussion pertaining to MIND 24-7.

Motion:

Presentation and discussion only.

Background:

Vice President of Partner Strategy, Libby Pierce, will provide an overview of MIND 24-7 and its services offered.

Objective Analysis:

To receive an overview of the services offered by MIND 24-7.

Policy Compliant:

This item is compliant with City and Council policies.

Financial Impact:

None

Budget Impact:

None

FTE Impact:

None

ATTACHMENTS:

1. MIND 24-7 General PPT_Ecosystem New
 2. Progressions Brochure
 3. 8.5x11 Information-Sheet-NoAddresses+QR crop
 4. M247 Referral Pad_English_Digital
-



A Brief Overview

24/7 Walk-In Mental Health Care

Mental health issues aren't limited to business hours. That's why MIND 24-7 is here 24 hours a day, 365 days a year to help adults and children. No appointment needed. Just walk in and see a mental health clinician within 20 minutes.



Express Care
Walk-In Care



Crisis Care
Walk-In Urgent Care



Progressions
Ongoing Counseling

Mental health care where you come first

MIND 24-7 clinics are designed with our patients' safety and protection in mind, and each clinic is staffed with:

- Psychiatrists
- Nurse practitioners
- Physician assistants
- Therapists
- Social workers
- Psychiatric nurses
- Behavioral health technicians
- Recovery support peers

No insurance? That's OK

MIND 24-7 will see any patient regardless of health insurance status.

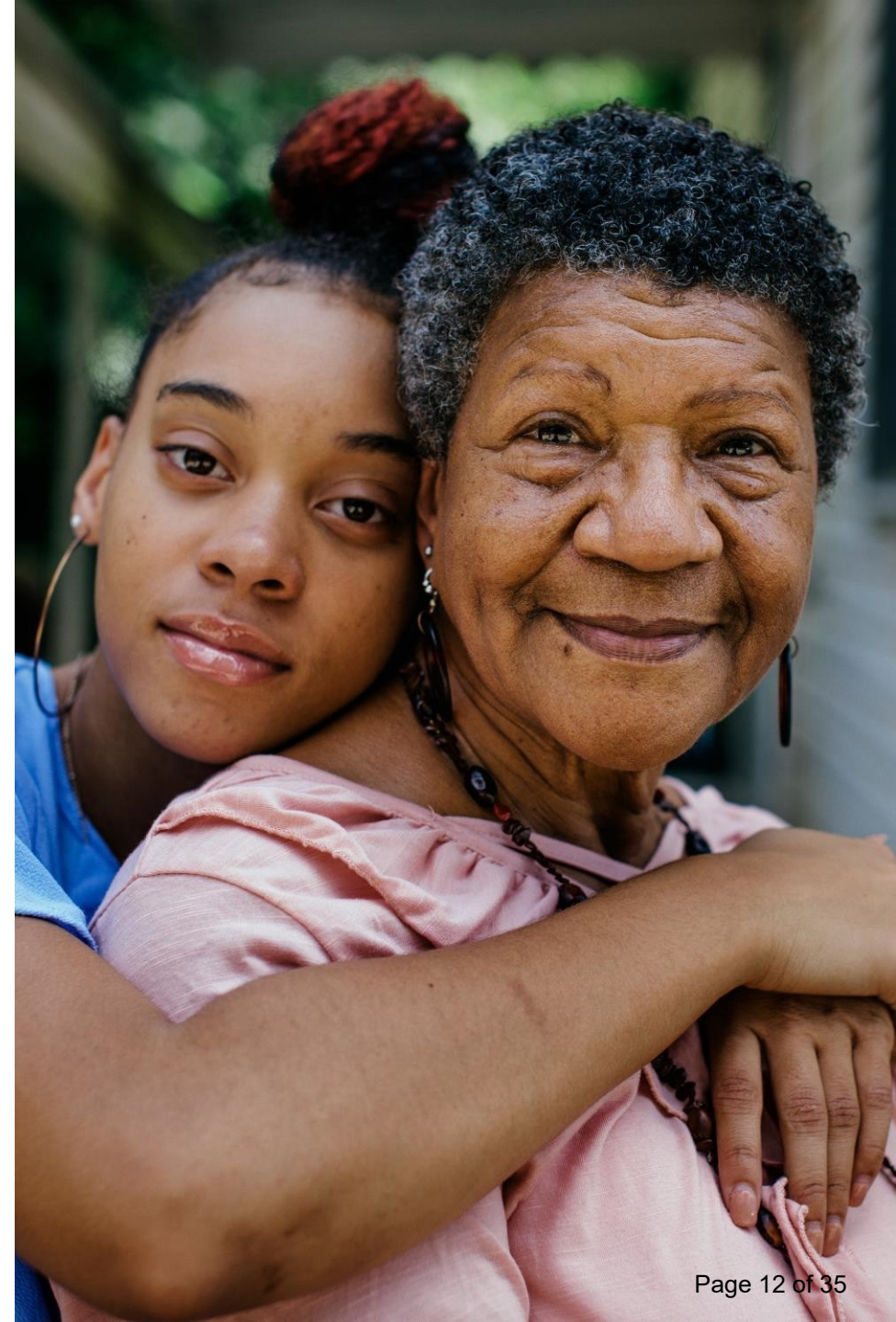
Getting back to life

Patients leave MIND 24-7 with a care plan in hand so they know what to do next. They might continue their care with a clinician in the community or in our Progressions program, which provides ongoing counseling until they can see a local provider.



We are an urgent care rapid access mental health provider.

- No barriers to our care
- We treat all behavioral and mental health needs
- Rapid Access to mental health help
- Rapid Access to a Provider with minimal wait and no appointment necessary





Principles for MIND 24-7

We always accept everyone

- All acuity and diagnoses for psychosocial needs
- All payor sources and situations including uninsured
- Children and teens as well as adults

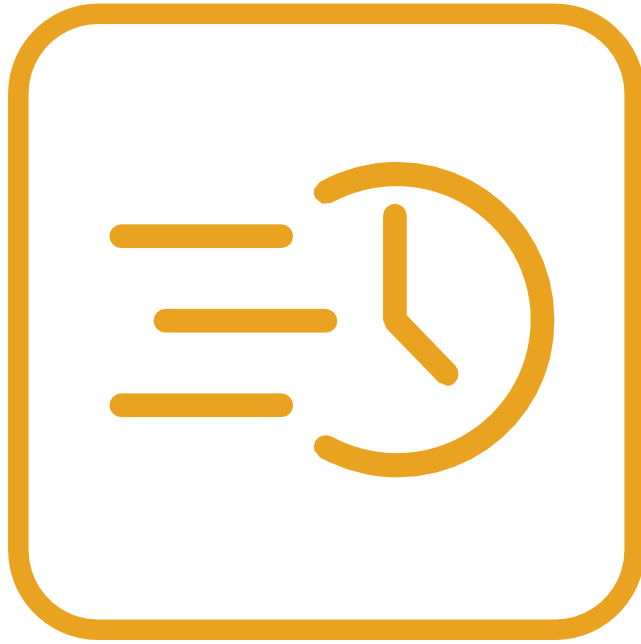
Clinical need drives our actions

- We will focus on getting the patient safe and stable and then determine the best future pathway for them
- Contracts and billing procedures will not drive clinical decisions
- Outcomes matter more than the process

Build the best ecosystem for the community

- We will refer only to the best providers and vendors in the market
- We will innovate and provide technology to the entire ecosystem
- We will unite with traditional and new ecosystem partners

Express Care



Walk-In Care

- Perfect for those who want to see a licensed mental health professional and be on their way again – fast
- Patients will arrive and be transitioned to see the provider within 20 minutes
- Most will be discharged in under two hours, leaving with a treatment plan in place

Crisis Care



Emergent Care

- We provide full crisis care, up to a 23-hour and 59-minute stay. We are fully staffed to assure safety and protection
- If a higher level of care is required, MIND 24-7 makes the referral and places them into that higher level of care with a trusted community agency, as appropriate
- If not already established with a community agency, MIND 24-7 will establish them into our Progressions program (ongoing treatment and therapy)

Progressions



Ongoing Counseling

- Progressions is our ongoing outpatient support
- Regular group and/or individual counseling services
- Up to 90 days participation
- Patients can be referred to Progressions from Express Care or Crisis Care
- Patients may also be directly referred to Progressions from a community provider

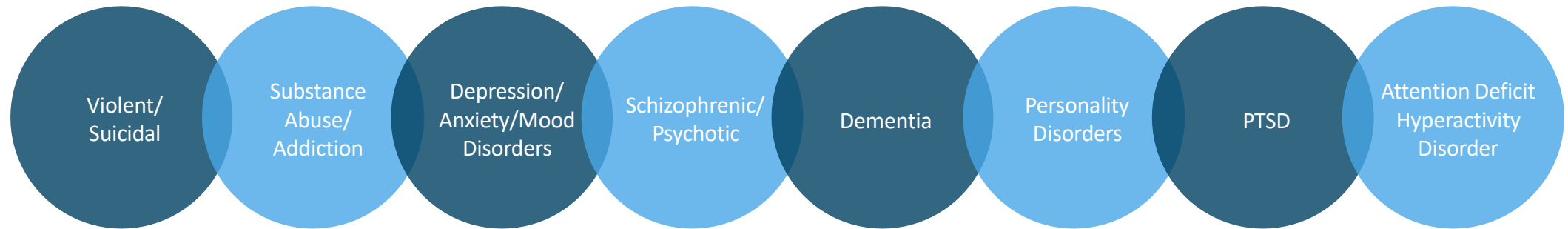
The MIND 24-7 Ecosystem is our community of value and support



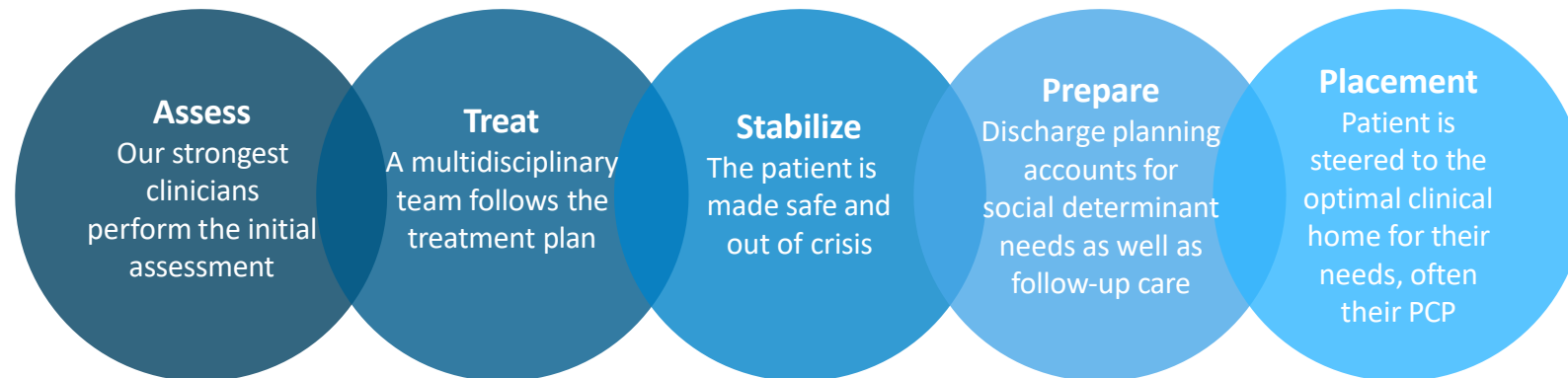
Any Patient, Any Issue, Any Time

MIND 24-7 will take any patient regardless of acuity, diagnoses, age, gender and health insurance coverage – and they will be seen right away.

Who do we treat? Everyone at anytime!



How do we do it? Our Clinical approach



The MIND 24-7 Clinic



- Adult entrance and waiting lobby
- Dedicated children/youth entrance and waiting lobby (separate from the adult area)
- Police, Fire and Crisis Teams have their own entrance through both youth and adult sides of each clinic

The MIND 24-7 Staff Approach

The model requires a full multi-disciplinary team

Led by a Psychiatrist and fellow BHMPs, the staffing model relies heavily on the flexibility and effectiveness of Therapists, Social Workers, Nurses, Peers and Technicians.

BH Medical Providers (MD, PA, NP)

Therapists & Social Workers

Nursing

Technicians

Peers

Admin

MIND 24-7 Outcomes

- Our goal is to help patients rapidly return to their previous level of life function
- 70% of Crisis Patients are discharged home and avoid what would otherwise have been a Level 1 inpatient admission
- Average time for an Express Patient to see a BHMP was under 3 minutes and they spend an average of 1 hour & 36 minutes in the clinic



The Feedback on MIND 24-7 Experiences

"This is a much-needed service in the community. You guys are going to be really busy..."

Police Officer
after dropping off a patient

"MIND 24-7 is a new drop off center that is providing a wonderful service to our communities as a no-wrong-door walk in center for youth. They have been AMAZING!!!"

Sabrina Taylor, Det.
Phoenix Police Department

"The wonderful difference MIND 24-7 makes is a front door to the system that understands psych."

Rhonda Baldwin
Phoenix Children's Hospital

"We discovered my 14 year old daughter was experimenting with cutting herself on a Friday night at 10pm. We knew about MIND 24-7 and just bundled everyone in the car and went to the clinic. We were seen right away by the doctor in the most professional and caring manner, had a treatment plan and were on our way home an hour later. MIND 24-7 is a blessing"

Parent of a Youth Patient



1-844-MIND247 (1-844-646-3247)

Our Customer Experience Support Team is available by phone call or text 24/7 to help guide patients and families through any type of mental health need, including how to access care at MIND 24-7



Together.
You don't have to
do this alone.

 MIND24-7

Together.
You don't
have to do
this alone.

Ongoing counseling treatment plans

Whether a patient has visited MIND 24-7 for an urgent need or an express consultation, the best path to long-term health is an individualized treatment plan with an outpatient therapist.

Up to 90 days of treatment

It can be difficult to find the right therapist or psychiatrist for ongoing care. Our Progressions (Ongoing Counseling) program fills this gap and provides outpatient therapy services while we find the patient long-term providers and caregivers.

No wait list!

Services start immediately.

Available to all MIND 24-7 patients – just walk-in or schedule an appointment.

We help address the various aspects of the patient's life and health that can affect mental health.

The MIND 24-7 team will work to solve some of the more difficult personal challenges, including housing, nutrition, safety, employment and addiction. Anyone with a MIND 24-7 care plan can take advantage of our ongoing support that includes:

Individual therapy

Family therapy

Group therapy

Case management

Discharge planning

Peer support

Medication management

Before a patient leaves MIND 24-7, they can talk to their navigator to schedule their first Progressions appointment.



Visit mind24-7.com
to learn more



 **MIND24-7**
PROGRESSIONS

Call or text 1.844.MIND247 | mind24-7.com

Together: You don't have to do this alone.

24/7 walk-in mental health care

Mental health issues aren't limited to business hours. That's why MIND 24-7 is here 24 hours a day, 365 days a year to help adults and children (as young as 5 years old). No appointment needed. Just walk in and see a mental health clinician.



Express Care
Walk-In Care



Crisis Care
Walk-In Urgent Care



Progressions
Ongoing Counseling

Mental health care where you come first

MIND 24-7 clinics are designed with our patients' safety and protection in mind, and each clinic is staffed with:

- Psychiatrists
- Nurse practitioners
- Physician assistants
- Therapists
- Social workers
- Psychiatric nurse
- Behavioral health technicians
- Recovery support peers

No insurance? That's OK

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Getting back to life

Patients leave MIND 24-7 with a care plan in hand so they know what to do next. They might continue their care with a clinician in the community or in our Progressions program, which provides ongoing counseling until they can see a local provider.



Visit mind24-7.com
to learn more



Call or text 1.844.MIND247 (844.646.3247) | mind24-7.com | No appointment needed

Together. You don't have to do this alone.

Patient Information:

PATIENT NAME

PATIENT CONTACT NUMBER

REFERRAL DATE

PATIENT DOB

PATIENT GENDER: ☐ FEMALE ☐ MALE

PARENT / GUARDIAN NAME

PARENT / GUARDIAN CONTACT NUMBER

Provider Information:

REFERRING PROVIDER

NAME OF AGENCY / PRACTICE

PHONE NUMBER

EMAIL ADDRESS

AFTER HOURS AGENCY / PRACTICE CONTACT NUMBER

Reason for Referral:

- ☐ MEDICATION MANAGEMENT
- ☐ PROGRESSIONS THERAPY
- ☐ BEHAVIORAL HEALTH EVALUATION
- ☐ ANXIETY
- ☐ DEPRESSION
- ☐ RAGE / ANGER
- ☐ SUICIDAL IDEATION

- ☐ SELF-HARM
 - ☐ SUBSTANCE USE
 - ☐ HUMAN TRAFFICKING
 - ☐ RUNNING AWAY-ELOPING
 - ☐ OTHER (LIST BELOW)
-

Critical Social Determinants of Health:



CITY OF SURPRISE
Veterans, Disability and Human Services
Commission

Council Meeting Date: November 13, 2024 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:

Presentation and discussion pertaining to the Native American Connections HomeBase.

Motion:

Presentation and discussion only.

Background:

Senior Director of Property Management, Jennifer Jennings, will provide an overview of Native American Connections and its HomeBase program.

Objective Analysis:

To receive an overview of the services offered by Native American Connections.

Policy Compliant:

This item is compliant with City and Council policies.

Financial Impact:

None

Budget Impact:

None

FTE Impact:

None

ATTACHMENTS:

1. NAC Surprise HB
-



Native
American
Connections



Surprise Homebase



Native American Connections Surprise Youth Housing Program

Native American Connections (NAC) Youth Housing Program helps youth (ages 18-26) transition from homelessness to greater independence and housing stability. NAC's Youth Housing Program is located near El Mirage and W Bell Rd in Surprise, approximately one block from the Surprise Resource Center. In 2020 there was an estimate 180 students attending high school in Surprise who were experiencing homelessness during the school year. NAC's Youth Housing Program offers youth a safe, campus like environment with easy access to caring and supportive staff.

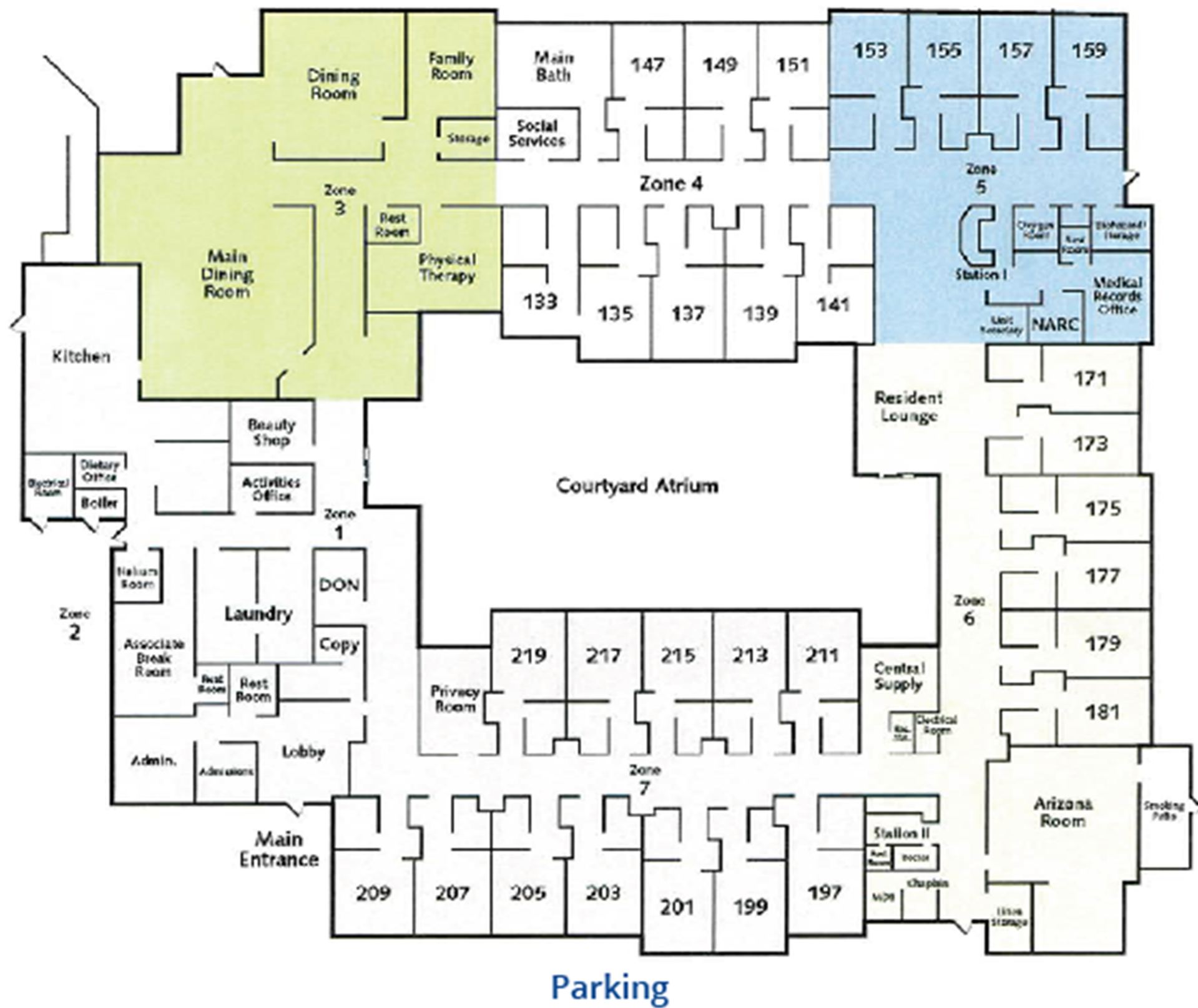
NAC's Youth Housing Program capacity to serve up to 42 youth experiencing homelessness. Services include meals, access to computers, laundry room, small gym and TV room. Case Managers are located on-site and help youth improve their job and/or educational status and learn how to be responsible for their health and living environment while meeting financial responsibilities with a plan or placement to stable housing. NAC's Youth Housing Program is integrated with NAC's Behavioral Health Services.

NAC operates the facility "24/7" with qualified, experienced supervision. Staffing include the following positions: 1 site supervisor, 2 case managers, 1 life skills/employment specialist, and 4 technicians/case aides.

The building has a single point of entry, full kitchen, dining area, gathering places and an interior courtyard.

The attached NAC Phoenix Youth Housing Program Dashboard demonstrates the success of the program. 91% of youth exit to a positive destination, 33% had income at entry of the program and 80% had income at exit of the program. Average length of stay is 70 days.

Floor Plan





2023-2024 Surprise Homebase Outcomes

For the year 2023 - 2024 Surprise Homebase was able to help 94 youth.

77% of youth had a positive exit from the program (72)

45% received stable employment

4 graduated or completed high school



Native
American
Connections

Service We Offer

- Case Management
- 24 hour supervision and support
- Employment training and assistance
- Financial Literacy
- Education assistance/ support
- Legal assistance
- Medical/Mental Health services
- Substance use recovery services
- Assistance with social/development challenges
- Self care: Fitness, laundry
- Computer access
- 3 meals a day plus snacks
- Donation & Volunteer Services from lots of companies like Nationwide Insurance, The Howard Hughes Corporation, Hands on Greater Phoenix, Bank of America and many others!
- NAC's Mobile Health Van for screening and mental health appointments. Visits site to better accommodate the youth's schedule and availability.



Drop In Center

An Average of 6.5/7 youth visit per month, 78 from 2023-2024. The Drop-in center offers a wide range of services. The outreach team works around the West Valley in an effort to bring services to all youth experiencing homelessness.

Drop-in offers:

- Food
- Showers
- Free Laundry
- Computer Access
- Medical/Dental access
- Assistance with Identification
- Case Management
- Substance Use recovery services, Medical/mental Health services
- Self-Care help