



CITY OF SURPRISE
Veteran, Disability and Human Service Commission Meeting
16000 N. Civic Center Plaza
Surprise, AZ 85374
Wednesday, October 9, 2019 @ 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. | Internal | Consideration and action pertaining to approval of the September 11, 2019 Veterans, Disability and Human Services Commission meeting minutes. | None

Yvonne Lopez
Human Svcs and
Comm Vitality |
| 2. | Internal | Presentation and discussion pertaining to an overview of the West Valley Vet Center. | None

Paul Bernardo
Human Svcs and
Comm Vitality |
| 3. | Citywide | Presentation and discussion pertaining to an overview of Raising Special Kids. | None

Paul Bernardo
Human Svcs and
Comm Vitality |
| 4. | Citywide | Presentation and discussion pertaining to an overview of programs and services by What's Happening Art Movement (WHAM). | None

Paul Bernardo
Human Svcs and
Comm Vitality |

- | | | | |
|----|----------|---|--|
| 5. | Citywide | Presentation and discussion pertaining to an overview and update regarding the City's transit operations. | None

Paul Bernardo
Human Svcs and
Comm Vitality |
| 6. | Citywide | Presentation and discussion pertaining to a final report for the Care & Share Expo. | None

Paul Bernardo
Human Svcs and
Comm Vitality |

G. Other Business and Future Agenda Items

H. Executive Session

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

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

Confidentiality Requirements: Pursuant to A.R.S. §38-431.03(C)(D), any person receiving executive session information pursuant to A.R.S. §38-431.02 shall not disclose that information except to the Attorney General or County Attorney or by agreement of the Commission, or as otherwise ordered by a court of competent jurisdiction.

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

I. Adjournment

SHERRY ANN AGUILAR, CITY CLERK, MMC

POSTED: October 3, 2019 at 3:00 PM

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



CITY OF SURPRISE
Veteran, Disability and Human Service Commission
Meeting

Council Meeting Date: October 9, 2019

Contact Person: Yvonne Lopez, Administrative
Specialist Sr

Submitting Department: Human Svcs and Comm Vitality District: Internal

Staff Recommendations: None

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

Consideration and action pertaining to approval of the September 11, 2019 Veterans, Disability and Human Services Commission meeting minutes.

Motion:

I move to approve the September 11, 2019 Veterans, Disability and Human Services Commission meeting minutes.

Background:

Objective Analysis:

Policy Compliant:

Financial Impact:

N/A

Budget Impact:

N/A

FTE Impact:

N/A

ATTACHMENTS:

1. 09.11.19 VDHS Commission Minutes
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**CITY OF SURPRISE
VETERANS, DISABILITY, AND HUMAN SERVICES COMMISSION**

MEETING MINUTES

September 11, 2019 / 6:00 PM

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

CALL TO ORDER.

Chair George Van de Langeryt 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 September 11, 2019.

A. ROLL CALL

In attendance were Chair George Van de Langeryt, Vice Chair Karissa Perry, and Commissioners Lawrence Brown, Kathryn Chandler, Shawna Daigle, Steffen Hanzel, Bruce Hertzog, Dan Moore, Tom Short, and Andrew Witzel. Commissioner Jacob Thomas was absent.

STAFF PRESENT:

Community Partnerships Manager Paul Bernardo, Human Service & Community Vitality Manager Joe Gladieux, Neighborhood Services Supervisor Adam Lane, Parks & Recreation Director Donna Miller and Commission Liaison Yvonne Lopez.

COUNCIL MEMBERS PRESENT:

None

B. PLEDGE OF ALLEGIANCE

C. CURRENT EVENTS REPORT

Chair Van de Langeryt announced the following upcoming events:

- Chair Van de Langeryt gave a brief history of the events that took place on 9/11 and asked for a moment of silence to remember those who we lost that day.
- On October 5, 2019 at 10:00am the Surprise Veterans, Disability and Humans Services Commission will host the first Care & Share Expo. It is a free, community event creating connections to human service organizations, as well as disability, veteran and health resources. It's a one-stop source for accessing programs and services that promote health, financial growth and self-empowerment. Plus, there will be fun events for the entire family to enjoy! For further information, contact Yvonne Lopez at 623-222-3239.
- Sunday in the Park Food Truck Festival on September 15, 2019 from 4:00pm to 8:00 pm, will have live music, food and family friendly events at Mark Coronado Park.

- On September 21, 2019 from 8:00am to 1:00pm, Glendale Community College will host a Veterans Stand up. Services will include legal assistance, motor vehicle services, job interviews, resume writing, and applying for VA healthcare.
- On September 28, 2019 from 7:00pm to 10:00pm at Mark Coronado Park, Movie Night at the Park featuring Wonder Park. Free event with food and drinks available for purchase.
- On October 12, 2019 from 5:00pm to 10:00 pm at Villanueva Rec Complex in the Original Town Site, the 6th Annual Surprise Fiesta Grande will be held to celebrate the city's heritage.
- Vice Chair Perry attended the Veterans Engagement Summit. A lot of good conversations took place about the MISSION Act, urgent care services and care giver status. For more information, visit missionact.va.gov.
- Commissioner Chandler advised that Northwest Valley Connect will provide transportation to Glendale Community College for the Veterans Stand Up. For more information, call 623-282-9300.
- Commission Daigle stated that she was asked to speak at a networking group for organizations that provide services for people with disabilities.
- Commission Hanzel also attended the Veterans Engagement Summit and was able to express some concerns to Department Managers as well as brainstorm resolving issues together.
- Commissioner Hertzog gave an update on the issue with the mail boxes on Bullard and Waddell. They will now be handicap accessible. If anyone has issues or knows of new developments that might need to have handicap accessible mailboxes, to let him know so he can contact the developers.
- Commissioner Witzel provided information regarding the Retail Career Fair on October 8, 2019 from 9:00am to 12:00 pm hosted by Maricopa County AZ@Work at Rio Salado Surprise, 12535 West Smokey Dr, Surprise, AZ 85378. For more information, call 623-222-1630.

D. STAFF REPORT

Community Partnerships Manager Paul Bernardo stated on September 27, 2019 from 9:45 am to 12:00pm at the Dysart Unified School District Education Center, Governing Board Room, we have a leader and provider forum. The forum will give the first glimpse of data the consultants have found from their outreach as part of our community needs assessment.

CALL TO THE PUBLIC:

Chair Van de Langeryt opened the call to the public to discuss any items not on the agenda. Hearing no further comments, Chair Van del Langeryt closed the call to the public

CONSENT AGENDA:

None

REGULAR AGENDA ITEM - PUBLIC HEARING:

Item 1 – Citywide – Consideration and action pertaining to approval of the Community Block Grant (CDBG) Consolidated Annual Performance Evaluation Report (CAPER) for program year 2018.

Community Partnerships Manager Paul Bernardo introduced Neighborhood Services Supervisor Adam Lane.

Adam Lane stated that the public hearing is to present and discuss the Community Development Block Grant program year 2018, Consolidated Annual Performance Evaluation Report (CAPER).

This report outlines project/program activities funded by the Community Development Block Grant (CDBG) program for the grant year and to receive approval for submission to HUD.

Chair Van de Langeryt opened the public hearing.

Hearing no comments, Chair Van del Langeryt opened the discussion to commission member comments.

Commissioner Hertzog asked if the CAPER is an ongoing yearly program. Mr. Lane stated that the City of Surprise is an entitlement community which means we receive an annual allocation of CDBG funds.

Commissioner Short asked how does the funding actually happen. Do we expend and then receive funds on reimbursements? Are the funds given to us based upon the plan and plan approval? How does that work? Mr. Lane stated that it is a reimbursement process, we expend ahead of time and submit to HUD for reimbursement. Commissioner Short then asked if there has been any delay or issue receiving reimbursement for any of the funds during this particular block grant? Mr. Lane stated that the funds become completely available to us at the beginning of the program year and put into a Lox account where we can draw from anytime for eligible expenses

Vice Chair Perry asked about two business in the report that were given money. Do they have to be nonprofit or meet the standards to serve low income? Mr. Lane stated that those grants were for profit business. It is for private business to expand and grow and add capacity and create jobs. Vice Chair Perry asked if the grant is only available for businesses in the original town site. Mr. Lane stated that the grant is available city wide but the target area is the original town site. Vice Chair Perry stated she noticed that one of the agencies that provided transportation only served 188 people. She asked if that was due to funding. Mr. Lane stated that for transportation they have to report unduplicated persons, so if that person received service more than one time they still count them once. There were more than 1000 trips provided. Commissioner Perry asked when will the building of Heritage be finished. Mr. Lane stated February of 2020.

Chair Van de Langeryt opened the floor for question or comments.

Hearing no comments, Chair Van del Langeryt closed the public hearing.

Commissioner Hanzel made a motion to approve the Community Development Block Grant (CDBG) Consolidated Annual Performance Evaluation Report (CAPER) for program year 2018. Commissioner Hertzog seconded the motion. The motion passed with ten yes votes.

REGULAR AGENDA ITEMS NON-PUBLIC HEARING:

Item 2 – Internal – Consideration and action pertaining to approval of the August 14, 2019 Veterans, Disability and Human Services Commission meeting minutes.

Commissioner Brown made a motion to approve the August 14, 2019 Veterans, Disability and Human Services Commission Meeting minutes. Commissioner Perry seconded the motion. The motion passed with ten yes votes.

Item 3 – Citywide - Presentation and discussion pertaining to an overview of Be Connected.

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Community Partnerships Manager Paul Bernardo introduced Kelly Anne Wilde Assistant Director of Programs from Be Connected who focuses on building support for all service members, veterans, their families and communities.

Ms. Wilde gave a brief overview and purpose of Be Connected, which is an Arizona statewide program focused on connecting service members, veterans, their families and people helping them to information, support and resources.

Chair Van de Langeryt asked if Be connected was connected with the VA in terms of funding. Ms. Wilde stated they are and there are different funding streams to make sure if one fund were to go away they would still have funding.

Commissioner Hertzog asked if there was a way to connect veterans and persons with cognitive disabilities together. Ms. Wilde stated that they have volunteers through different partnerships to provide connection, employment and assist in any way possible.

Commissioner Short asked if Ms. Wilde could explain how the public is made aware of the services and if Be Connected has resources or contacts in other states? Ms. Wilde stated that Be connected is statewide only but because they are a national best practice model they are consistently going to D.C. and help other states start programs as well.

Commissioner Hertzog asked if Be Connected was just in the City of Surprise. Ms. Wilde stated it is statewide and goes into the communities to see what resources they need and how to get them the resources they need

Commissioner Perry thanked Ms. Wilde for registering to be a part of the City of Surprise Care & Share Expo.

Commissioner Witzel asked how can organizations who are hosting events for veteran's report those to Be Connected so people can attend. Ms. Wilde stated that organizations can call into the hotline and they will post the event and make sure those who call in are aware of the event.

Chair Van de Langeryt asked where did the statistics come from that Arizona is three times more likely to have veteran suicides. Ms. Wilde stated that the data is from the Arizona Violent Death Reporting Survey.

Commissioner Moore asked if first responders and emergency rooms are aware of Be connected. Ms. Wilde said they work very closely with first responders.

Commissioner Brown shared his appreciation for what Be Connected is doing and asked if they were connected with the Native American reservations. Ms. Wilde says they work very closely with the tribal liaisons through the VA.

Commissioner Hanzel asked if Be Connected is for all generation of veterans. Ms. Wilde said it is open to all eras.

Item 4 – Internal – Presentation and discussion pertaining to an overview of the City of Surprise Adaptive Recreation programs.

Community Partnerships Manager Paul Bernardo introduced Donna Miller, Parks & Recreation Director.

Ms. Miller gave a brief overview of the Adaptive Recreation programs the City of Surprise offers. She explained how Dream Catcher Park was built in March 24, 2007 and was inspired by Former Mayor Schafer and former Councilmember Debbie Johnson. They offer 60 – 70 programs and service over 3000 participants.

Chair Van De Langeryt asked how do you reach out to the students. Ms. Miller stated they reach out to the schools and use social media, press releases and a list of prior participants.

Commissioner Hertzog asked if the programs are only on the weekends. Ms. Miller stated that the programming is usually on weekends, evenings, and during the summer. He also asked if Adaptive Rec works directly with the schools or groups for community outings. Ms. Miller stated she was not sure but they do keep in contact with most of the teachers.

Commissioner Hanzel expressed his gratitude and stated that he is Adaptive Recs biggest advocate. He encourages everyone to take the time to attend and support the different programs. He asked if they are looking to expand different programs. Ms. Miller stated they are open to suggestions and continually reach out to potential new partners to help increase programming

Vice Chair Perry asked why doesn't the Adaptive Rec program go through the Department of Economic Security for extra funding for programs. Ms. Miller stated that there has not been the demand and the City does not have the facilities & resources to program outside of recreation.

Commissioner Daigle would like to revisit how to create more opportunities for individual open rec type activities and places to do so.

Item 5 – Internal - Presentation and possible action pertaining to an update and budget for the Care & Share Expo.

Community Partnerships Manager Paul Bernardo gave updates on the progress of the Care and Share Expo. There are 51 confirmed organizations who will provide a wide range and variety of services. He gave a general layout of the event. We have secured sponsorship from Complete Print for posters, postcards, and flyers and Ace Packaging for events bags, Touchdown Sportswear for the volunteer and staff T-Shirts and the Salvation Army will provide a hydration station.

Community Partnerships Manager Paul Bernardo gave an overview of the budget and expenses.

Commission Hertzog asked in case of rain can we use the parking structure. Mr. Bernardo stated that's where the vendors are already located with exception of the vehicles and other event activities that will be out in the courtyard as shown on the layout. If inclement weather is forecast, we will set-up some type of hotline for people to call into to see if the event is cancelled.

Commission Hanzel asked if the banners and signs would have the dates on them. Mr. Bernardo stated they will not have the dates printed on them so we can use them in the future.

Commission Witzel made a motion to approve the budget for the Share & Care Expo not to exceed \$5,000. Vice Chair Perry second the motion. The motion passed with 10 votes yes.

OTHER BUSINESS AND FUTURE AGENDA ITEMS:

The Commission had an open discussion regarding items they would like added to future agendas. Items included:

- Commissioner Hertzog encouraged people to take a look at a book available on Amazon from an author with autism called Untold Truth.
- Commissioner Moore asked for an update on items mentioned at previous meetings. Mrs. Lopez stated the next meeting agenda will include Raising Special Kids, WHAM, and West Valley Vet Center.

ADJOURNMENT:

Hearing no further business, Chair Van de Langeryt adjourned the Veterans, Disability and Human Services Commission meeting at 7:40p.m.

Paul Bernardo
Community Partnerships Manager

George Van de Langeryt
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: _____
Yvonne Lopez, Commission Liaison

DATE: _____



CITY OF SURPRISE
Veteran, Disability and Human Service Commission
Meeting

Council Meeting Date: October 9, 2019

Contact Person: Paul Bernardo, DIR-
GOV&COMM PTNRSP

Submitting Department: Human Svcs and Comm
Vitality

District: Internal

Staff Recommendations: None

Consent: No

Regular: Yes

Public Hearing: No

Report/Discussion: No

Agenda Wording:

Presentation and discussion pertaining to an overview of the West Valley Vet Center.

Motion:

Discussion Only.

Background:

This presentation will provide information and a brief overview of the West Valley Vet Centers community-based counseling centers that provide social and psychological services including professional readjustment counseling to eligible Veterans and active duty service members, including members of the National Guard and Reserve components and their families.

Objective Analysis:

This presentation will provide information and a brief overview of the West Valley Vet Center organization and allows the Commission an opportunity to discuss this item.

Policy Compliant:

This presentation is compliant with City and Council policy.

Financial Impact:

There is no Financial Impact associated with this item.

Budget Impact:

There is no Budget Impact associated with this item.

FTE Impact:

There is no FTE impact associated with this item.

ATTACHMENTS:

1. Vet Centers Presentation 2019



VETERAN CENTER ORIENTATION

EDDIE MATTESON

OUTREACH
COORDINATOR

EDDIE.MATTESON@VA.GOV

WEST VALLEY VET CENTER, 14050 N.
83RD AVE SUITE 170 PEORIA, AZ 85381

(623)-389-8854

WHAT ARE VET CENTERS?

- Vet Centers are community-based counseling centers, providing social and psychological services including professional readjustment counseling to eligible Veterans and active duty service members, to include members of the National Guard and Reserve components and their families.
- Vet Centers also play a significant role in VA's Emergency Response mission to assist communities. MVCs and Vet Center staff deploy in response to shootings and support emergency response efforts to natural disasters and wild fires.

WHO IS ELIGIBLE?

- Veterans and active duty service members who:
 - Have served on active military duty in any combat theater or area of hostility;
 - Experienced a military sexual trauma (MST)
 - Provided direct emergent medical care or mortuary services to the casualties of war, while serving on active duty, or
 - Served as a member of an unmanned aerial vehicle crew that provided direct support to operations in a combat zone or area of hostility
 - Vietnam Era Veterans who accessed care at a Vet Center prior to January 1, 2004.
- Vet Center services are also provided to family members or loved ones of Veterans and service members for military-related issues when it is found to aid in the readjustment of those that served, or to help cope with the deployment of the service member. This includes marriage and family counseling and bereavement counseling for families who experience an active duty death.

WHAT MAKES VET CENTERS UNIQUE?

- Non-traditional hours (including evenings and weekends), services without time limitation and at no charge. Individuals do not need to be enrolled in VA Healthcare Services, do not need a disability rating or service connection and can access Vet Center services regardless of discharge character.

WHAT MAKES VET CENTERS DIFFERENT THAN VA'S MENTAL HEALTH?

- While Vet Centers are not a part Mental Health in the VAMCs, they are connected through coordination and bi-directional referral. Vet Center staff are licensed professionals who offer a non-medical approach to counseling and do not provide medication management.

HOW DO VET CENTERS REACH VETERANS AND SERVICE MEMBERS?

- Outreach specialists and counselors participate in a myriad of outreach events in local communities and host various events in order to create face to face connections and get eligible individuals connected to Vet Center Services.
- 80 Mobile Vet Centers are on the road or out in the community, extending the reach of Vet Centers through focused outreach, direct service provision and referral. Many of these communities are distant from existing services and are considered rural or highly rural.

HOW CAN I REFER SOMEONE TO A VET CENTER FOR SERVICES?

- If you think someone may benefit from Vet Center services, please call your nearest Vet Center or encourage the Veteran or service member to call or stop in.
 - [Locate Your Nearest Vet Center](#)
 - [Vet Centers on Facebook](#)
- Preventing Veteran Suicide: Resources for Veterans, Community Members, and Loved Ones
 - [Suicide Prevention Month](#)
 - [#Be There](#)



CITY OF SURPRISE
Veteran, Disability and Human Service Commission
Meeting

Council Meeting Date: October 9, 2019

Contact Person: Paul Bernardo, DIR-
GOV&COMM PTNRSP

Submitting Department: Human Svcs and Comm
Vitality

District: Citywide

Staff Recommendations: None

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

Presentation and discussion pertaining to an overview of Raising Special Kids.

Motion:

Discussion Only.

Background:

Raising Special Kids provides information, training, resources, and support to families of children with disabilities and special health care needs in Arizona. Experienced staff lend an understanding ear and assist families in identifying and locating appropriate resources. Workshops offer training in a variety of skills including advocacy, effective communication and collaboration techniques.

Objective Analysis:

This presentation will provide information and an overview of the programs and services offered by Raising Special Kids and allows the Commission an opportunity to discuss this item.

Policy Compliant:

This presentation is compliant with City and Council policies.

Financial Impact:

There is no Financial Impact associated with this item.

Budget Impact:

There is no Budget Impact associated with this item.

FTE Impact:

There is no FTE impact associated with this item.

ATTACHMENTS:

1. Raising Special Kids Presentation
-



Raising Special Kids

Families Helping Families



What is Raising Special Kids?

Our Mission



Strengthening families and systems of care to improve outcomes for children with disabilities and special health care needs.

Statewide Programs and Services



Connections with a trained Parent Mentor skilled at providing information and support.



Accurate, authoritative information related to your child's disability or special health condition.



Special education consultations, training, and problem-resolution services.



Education and coaching for parents to learn the most effective methods in managing challenging behavior.

Families Helping Families



- Arizona's Parent Training and Information (PTI) Center for Special Education
- Parent to Parent USA (founding member)
- Arizona's Family to Family Health Information Center
- Arizona Chapter of Family Voices

What Can Families Expect From Us?

- Confidentiality
- Connection to community resources
- Opportunities for training on a variety of topics
- Spanish or English support and trainings
- We work hard to make sure all services are available free of charge for families
- Connection to other parents who are informed, experienced, and ready to assist in problem-solving



What Does it Look Like?



When a parent calls in with a concern, our Family Support Specialists:

- Listen with empathy
- Assist with prioritizing family's concerns
- Recommend training
- Connect parents to community resources
- May offer a 1:1 consultation
- Can review documentation
- Assist family with 'next steps' or problem solving
- Encourage collaboration
- Assists with dispute resolution

Education Information and Services

Workshops and consultations on:

- Special education eligibility
- Individualized Education Programs (IEPs)
- Transition processes
 - AzEIP to Preschool
 - Preschool to Kindergarten
 - High School
- Dispute resolution



Community Resources and Information



- Helping families learn how to find services and referring parents to sources of information
- Navigating state systems of care including health, disability services and special education
- Learning techniques for effective advocacy

Ongoing Parent Training

- Early Childhood Education (Birth to Kindergarten)
- IEP Training
- Positive Behavior Support
- High School Transition
- Turning 18 - Legal Options
- Bullying Prevention



NEW for Fall 2019

Talking With Your Kids: Developmental Disability and Sexuality

Parent to Parent Mentoring



Individual mentoring and coaching for 8 weeks

- Confidential
- Open eligibility
- Offered at no charge
- Available in Spanish
- Monitored and evaluated
- at 2, 4, and 8 weeks

**98% of parents have reported
that Parent to Parent support
is helpful to them**

How to Refer a Family to Raising Special Kids

Families can always contact us directly

602-242-4366 or 800-237-3007

info@raisingspecialkids.org

Or complete our referral form so we can contact the family.

Forms are available at www.raisingspecialkids.org

We will follow up with you after making contact with the family you referred!



CITY OF SURPRISE
Veteran, Disability and Human Service Commission
Meeting

Council Meeting Date: October 9, 2019

Contact Person: Paul Bernardo, DIR-
GOV&COMM PTNRSP

Submitting Department: Human Svcs and Comm
Vitality

District: Citywide

Staff Recommendations: None

Consent: No

Regular: Yes

Public Hearing: No

Report/Discussion: No

Agenda Wording:

Presentation and discussion pertaining to an overview of programs and services by What's Happening Art Movement (WHAM).

Motion:

Discussion Only.

Background:

WHAM offers art classes and a place where artists create, collaborate and display art serving the West Valley of Arizona.

WHAM offers "A Path to Healing" art classes for Veterans and First Responders.

The classes are designed to educate the community about the power ARTS can have in the healing process through a variety of artistic courses for area Veterans and active-duty service members and their families.

In January 2019 WHAM opened the classes to First Responders.

WHAM feels every person deserves an opportunity to engage in the creative process. For this reason WHAM created "The Artist Within" & "Mindful Creative Art" programs to involve the special needs community. WHAM staff is experienced working with people with all types of challenges, including physical disabilities, cognitive disorders, developmental disorders and mental health struggles.

Objective Analysis:

This presentation will provide information and an overview of programs and services by What's Happening Art Movement (WHAM) and allows the Commission an opportunity to discuss this item.

Policy Compliant:

This presentation is compliant with City and Council policies.

Financial Impact:

There is no Financial impact associated with this item.

Budget Impact:

There is no Budget impact associated with this item.

FTE Impact:

There is no FTE impact associated with this item.

ATTACHMENTS:

1. WHAM
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**FREE Veteran's and First Responders
Art Classes "A Path to Healing"
Provided By WHAM ART ASSOCIATION**



**Veterans are taught by
volunteer WHAM
professional artist.**

**Free art instruction and
lunch from 10 a.m to 2
p.m. twice a month.**

**Second Monday in Surprise
and Fourth Thursday in
Peoria.**

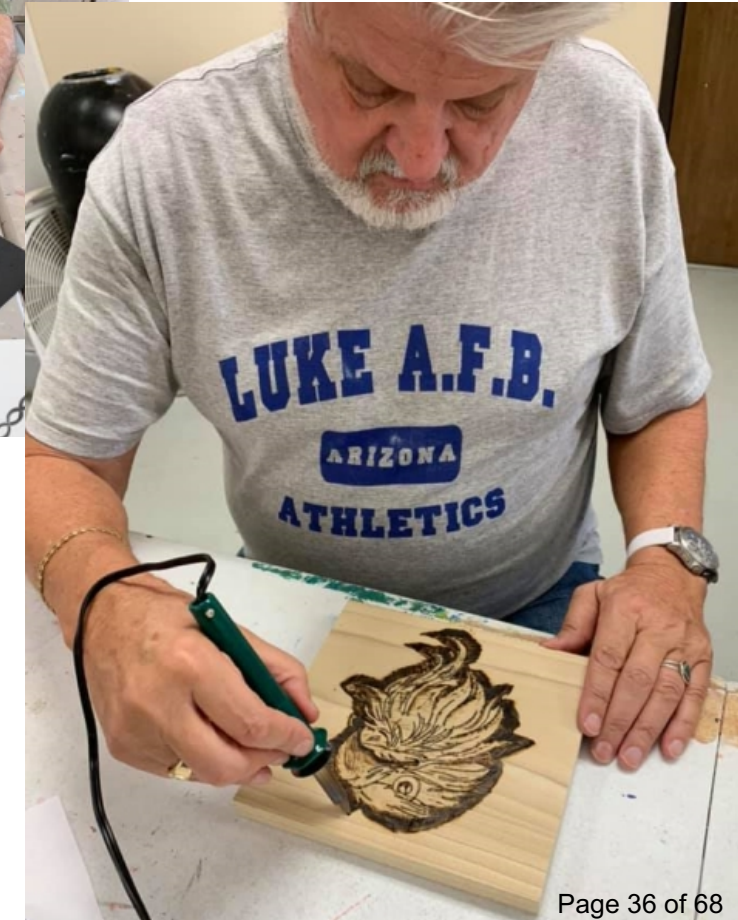
**No Vet is turned away
even though the class was
started for veterans with
PTSD and TBI.**

**46 Registered for classes
Stats: 30 K veterans in
Surprise**

Veterans learn art techniques in many mediums



ART: A PATH TO HEALING GOING INTO ITS 5TH YEAR STARTED IN AUGUST 2014



“Brotherhood” 12 foot cement sculpture at Goodyear Ball Park





Our Veterans are out in the community supporting other veterans, selling their own artwork and speaking to groups to make the public aware of their needs.



Real change and impact on the health and lives of members of the military and Veteran communities can only be fully realized on the local level.





Artwork by Marty Wolfe, WHAM's Veteran's Program Manager, sold this artwork to Vista Rio Library, in Peoria, for their veteran's exhibit. Local veteran's group from Buckeye donation to WHAM's "Art: A Path to Healing"



The programs are designed to educate the community about the power ARTS can have in the healing process through a variety of artistic courses for area Veterans and active-duty servicemembers and their families.

In January 2019 WHAM opened the classes to First Responders. Each year, work created in these courses is showcased in exhibits for the Veterans artwork to our community at WHAM WEST GALLERY.

WHAM is committed to ART for ALL

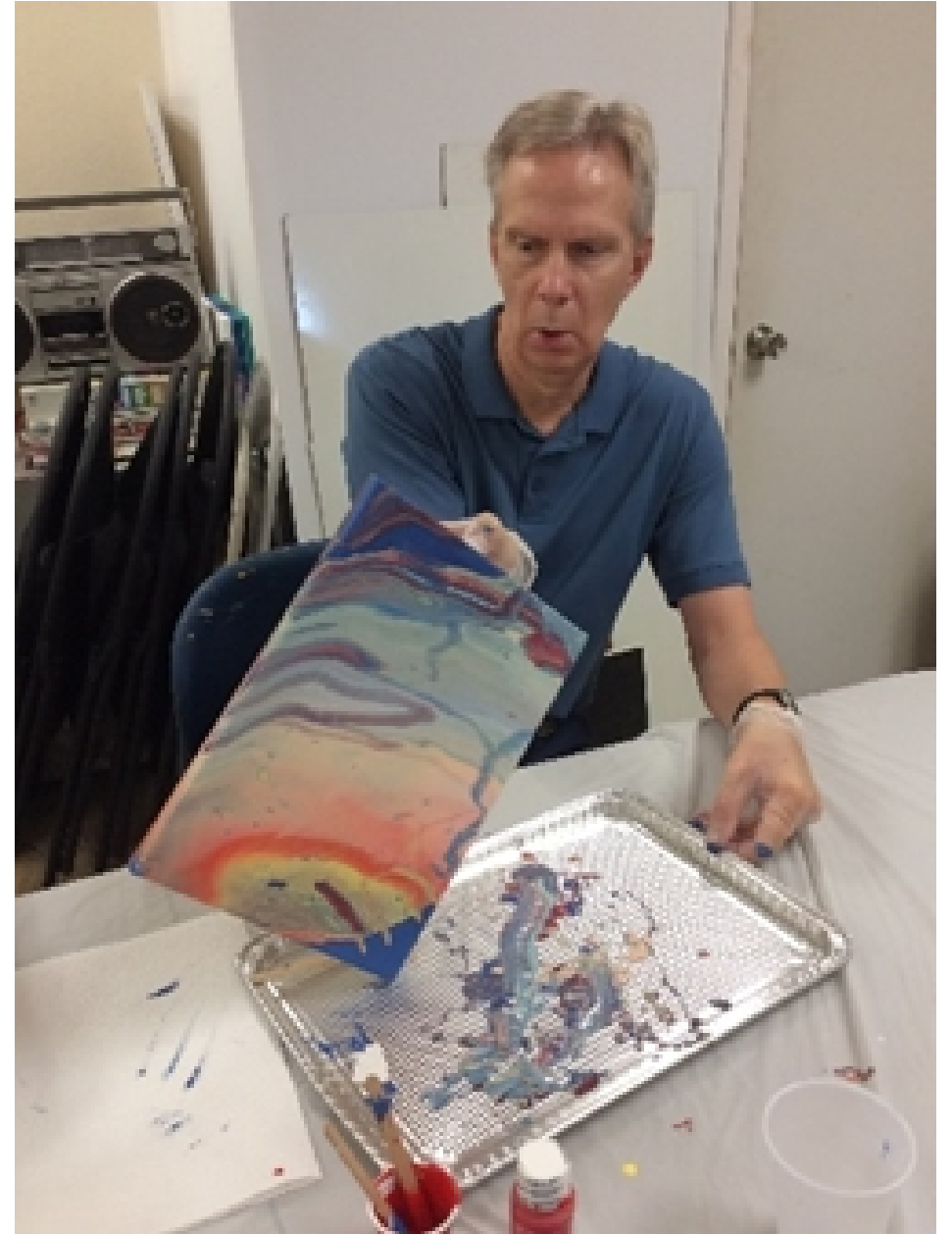
“FINDING THE ARTIST WITHIN” providing art to people with special needs

“MINDFUL CREATIVE ART” giving those with Alzheimer’s and Dementia a way to communicate

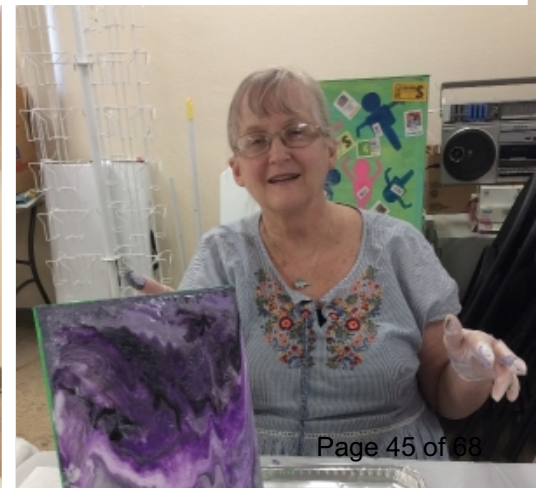
These programs find the best way for students with special needs become participants in all areas Visual Arts.

While traditional art awareness is increasing within our community ...few programs for the special needs population exists.....

WHAM feels every person deserves an opportunity to engage in this creative process. For this reason... WE found way involve special needs population within our community through our programs called ‘THE ARTIST WITHIN’ and “ MINDFUL CREATIVE ART”



MINDFUL CREATIVE ART is providing a most important service to care givers of being able to communicate with their loved ones with Alzheimers and Dementia.



**Imagine...if you are filled with emotion, yet unable to express how you feel.
That's what people with special needs face.
Art is a way to communicate...it's a way to collaborate, connect and create.
People faced with the crisis of losing physical or cognitive ability, can lose sense
they who are. WHAM's program 'FINDING THE ARTIST WITHIN'**



What sets WHAM apart from other art organizations is that our staff is experienced in working with people with all types of challenges, including physical disabilities, cognitive disorders, developmental disorders, and mental health struggles.



Our classroom is completely wheelchair accessible and located in the back of our art center in a quiet area that offers a calm environment for those who become overwhelmed with noise or lots of people. Our staff is extremely patient, and all lessons can be adapted to fit the needs and abilities of each student. WHAM has created art activities at our festivals to include people with



WHAM'S SPECIAL NEEDS POPULATION ART CLASSES FOR MONTH OF OCTOBER

Surprise Memory Care	10/2/2019	MEMORY CARE
Wooddale Village	10/9/2019	MEMORY CARE
Benevilla - Restorative	10/15/2019	MEMORY CARE
RISE Services, Inc.	10/16/2019	SENIOR CARE
Benevilla - Surprise, AZ	10/17/2019	ADAPTIVE
The Park	10/23/2019	SENIOR CARE
BHHC	10/18/2019	ADAPTIVE
Benevilla - West Valley	10/29/2019	ADAPTIVE
	10/30/2019	MEMORY CARE
Benevilla - Restorative		

Objective of program assist people w/special needs to express themselves, to give them opportunity to interact with others, give sense of self esteem through creative process of art. Also intend to increase public awareness and understanding of their artistic ability and their value in our society.

Some challenges our instructors face....

Adapting Art Supplies give the severe and profound people w/spec needs a chance to create art. Some activities we take for granted, such as moving a paint brush, positioning a canvas or even just seeing artwork, can be difficult for students with severe disabilities.

It is Important to have ADAPTIVE art supplies that they can use well.



The reward we experience is seeing the Joy on the faces of those we interact with.



How can I help

- **Support WHAM by volunteering at Art Event**
- **Participate at our Exhibits and Art Activities**
- **Vote in City and State elections concerning Art**
- **NO COST TO YOU—Sign up for Rewards dollars through FRYS, ALBERTSONs and Escrip online mall**
- **Talk about the Arts to others**



CITY OF SURPRISE
Veteran, Disability and Human Service Commission
Meeting

Council Meeting Date: October 9, 2019

Contact Person: Paul Bernardo, DIR-
GOV&COMM PTNRSP

Submitting Department: Human Svcs and Comm
Vitality

District: Citywide

Staff Recommendations: None

Consent: No

Regular: Yes

Public Hearing: No

Report/Discussion: No

Agenda Wording:

Presentation and discussion pertaining to an overview and update regarding the City's transit operations.

Motion:

Discussion Only.

Background:

Valley Metro provides three transportation service models to better serve certified Americans with Disabilities Act (ADA) riders, seniors and income-qualified individuals in the Northwest Valley, and to provide a standardized regional system for riders valley-wide. The Americans with Disabilities Act (ADA) of 1990 requires public transportation agencies to provide paratransit services—which complement regular fixed-route bus service—for individuals who do not have the functional ability to ride public transit buses. Valley Metro Paratransit service provides shared-ride public transportation since there is no fixed-route service within the City of Surprise, at this time. Our residents are encouraged to become certified under the ADA in order to participate in the valley-wide ADA system.

Objective Analysis:

The presentation will provide an overview and update of the City's transit operations and allows the Commission an opportunity to discuss this item.

Policy Compliant:

This presentation is compliant with City and Council Policies.

Financial Impact:

There is no financial impact associated with this item.

Budget Impact:

There is no budget impact associated with this item.

FTE Impact:

There is no FTE impact associated with this item.

ATTACHMENTS:

1. Presentation



TRANSIT OVER VIEW

PUBLIC WORKS DEPARTMENT OCTOBER 9, 2019

SERVICES

- 571 Express Route
- Senior Shuttle
- Regional ADA service
- RideChoice
- Platinum Pass
 - Allows for ADA certified riders to use bus and rail rather than paratransit at no cost to the user. Fully paid for by regional public transportation funds

571 Service

- Express Bus to and from Downtown Phoenix
- Shared service and cost with El Mirage and Phoenix
- From the Surprise Park and Ride
 - 4 am Trips
 - Averages about 20 riders per trip in
 - 4 pm Trips
 - Averages about 18 riders per trip out
- Regional Express fare 3.25 per one-way trip
- City cost per IGA \$120,000

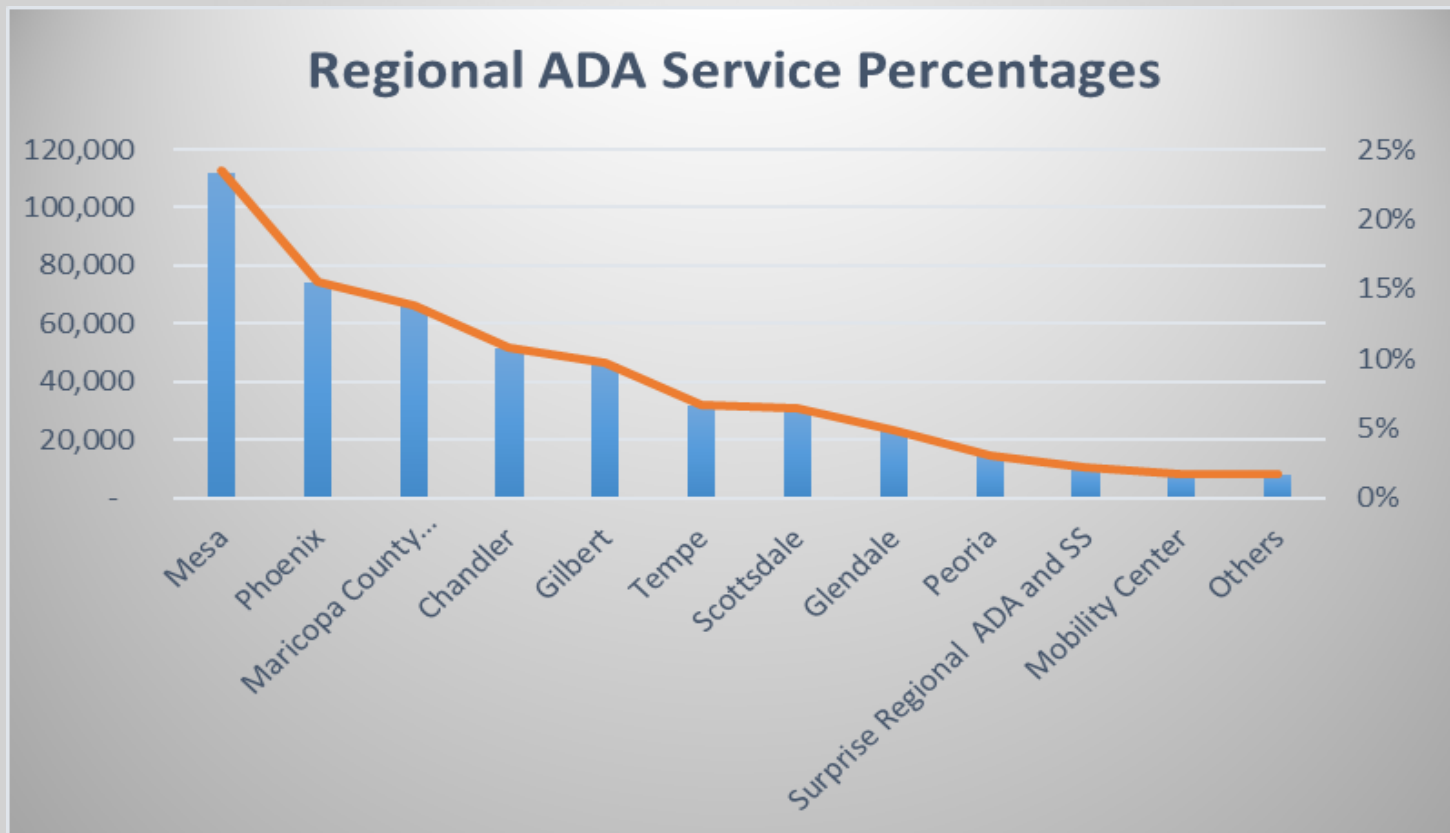
Senior Shuttle Service

- 2 Buses to Senior Center in the morning
- No deviations from resident home to senior center
- 1 Bus leaves in the afternoon after lunch
- Second bus leaves around 3:00pm
- To be eligible must go to senior center 3 times per week
- Fare is \$2.00 per one-way trip
- City Cost per IGA \$110,000

Regional ADA Service

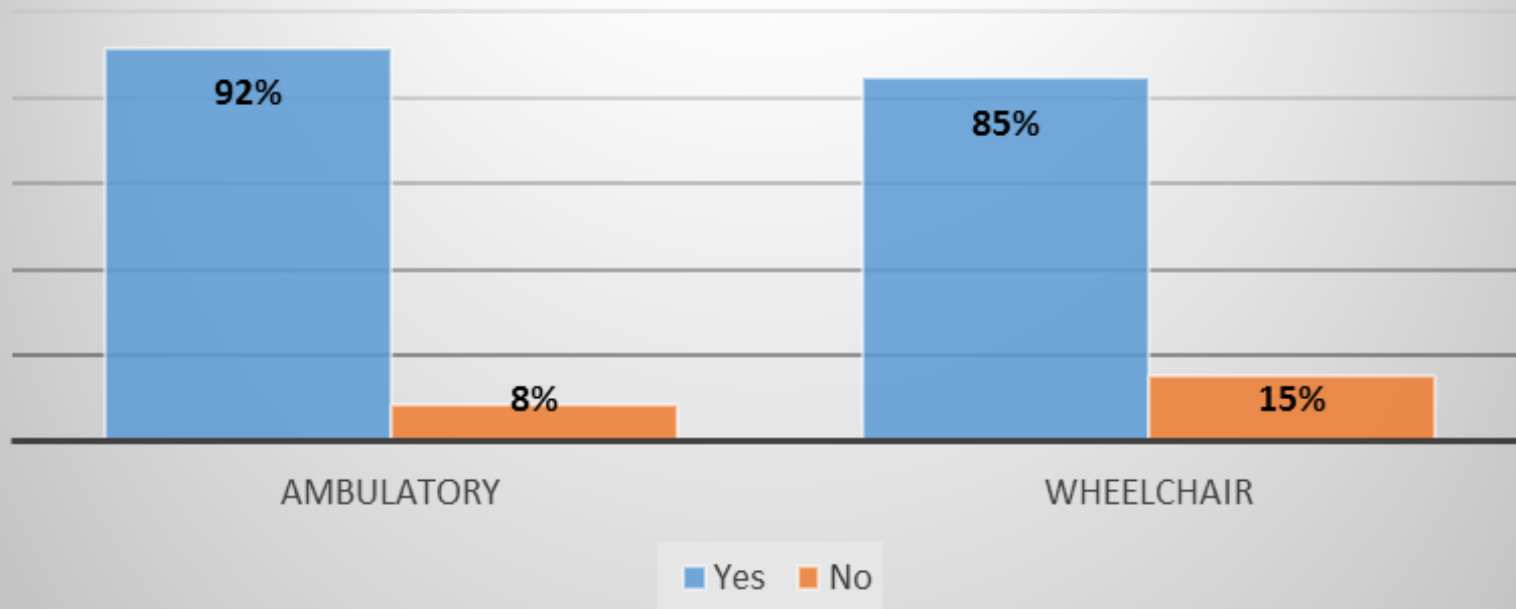
- Resident must be ADA certified
- Goes outside of the City for Medical and Work only
- Anywhere within the Regional ADA service area
- City has a daily cap of 40 one-way trips Monday – Friday
- 16 one-way trips on Saturday or Sunday
- Fare is \$4.00 per one-way trip
- City's cost \$62.00 per trip

FY19 REGIONAL ADA



FY19 REGIONAL ADA

Regional ADA Service

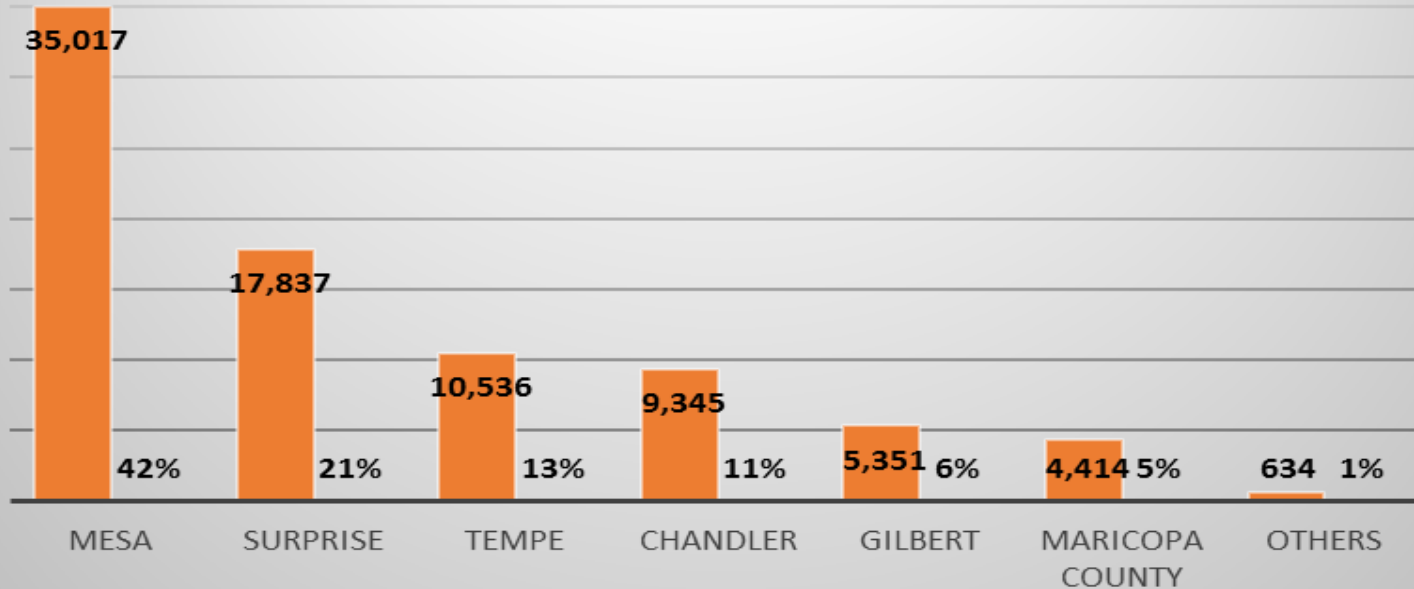


RideChoice Service

- On Demand Taxi Service
- Seniors, ADA certified residents and low-income residents
 - Uses Uber and various Taxi companies
 - Also specialized carriers for Wheelchair service
 - Trip Limits are 20 and 50 per month
 - 20 for casual user
 - 50 for heavy (recurring medical trips and work trips)
 - Fare is \$3.00 per one-way trip
 - City's Cost
 - Ambulatory trip \$13.00
 - Wheelchair trip \$33.00

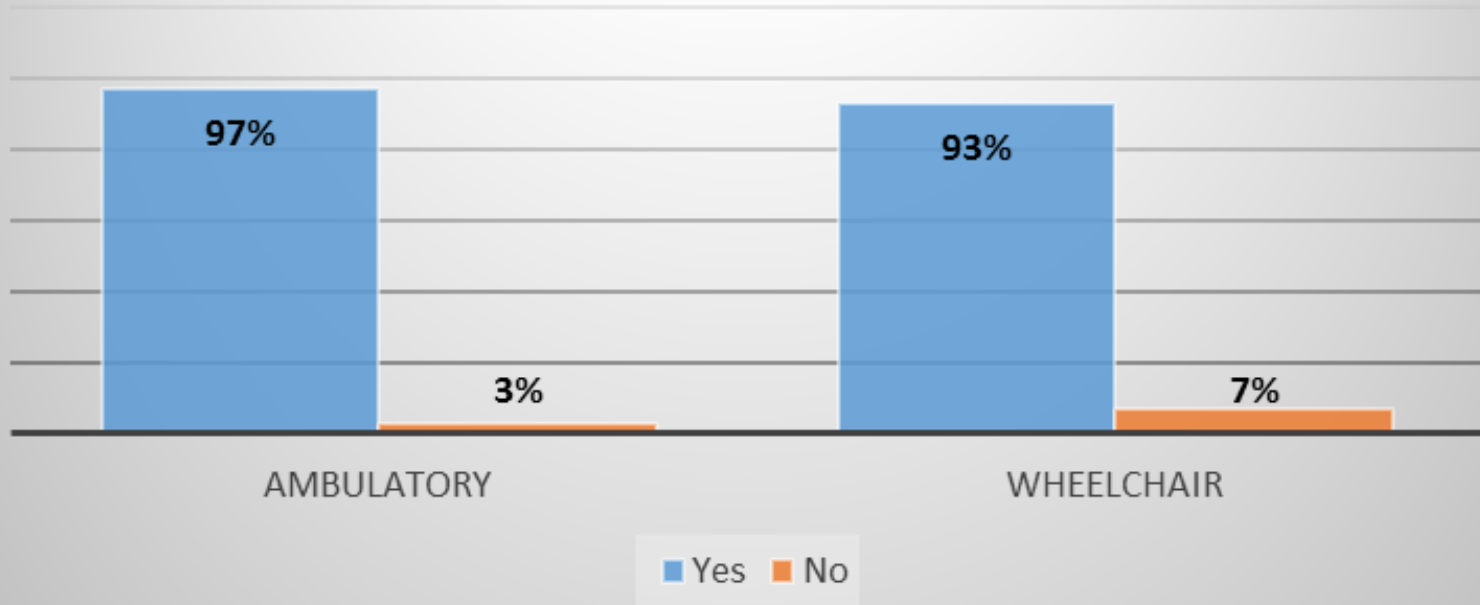
FY19 RIDECHOICE RESULTS

Cities RideChoice Trip Percentages



FY19 RIDECHOICE RESULTS

RideChoice Performance



Platinum Pass Service

➤ Platinum Pass

- Allows for ADA certified riders to use bus and rail rather than paratransit at no cost to the user. Fully paid for by regional public transportation funds

IGA Standards

➤ Customer compliment/complaint

- <https://www.valleymetro.org/contact-valley-metro>

➤ Clearer defined roles between Agency and City

- All compliments and complaints must go into Valley Metro Customer Assistance System (CAS)
- System handles all Valley Metro Services for all cities
 - Bus/Rail/Paratransit/Facilities (Park and Ride's/Bus Stops etc.)
- Tighter resolution timelines
 - 5 business days routine complaints in agreements with contractors Regional ADA
 - 10 business days routine complaints in agreements with ALC for RideChoice
 - Urgent complaints must be addressed, to the extent practicable within twenty four hours
 - ADA complaints must follow Federal ADA process which could take up to 45 days
- Member cities have the ability to monitor resolution
 - City has refined its complaint system to fall in line with IGA

WHAT'S NEW

- FY2020 a transit management analyst position:
 - Participate in various Valley Metro and MAG meetings
 - Coordinate public outreach, residential communications, and customer service issues related to transit
 - Provide summary reports and updates to Mayor and Council, city staff, and residents on all relevant transit issues and discussions
 - Work with surrounding cities to coordinate West Valley transit issues
 - Provide transit performance reports to all

Questions



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Vitality

District: Citywide

Staff Recommendations: None

Consent: No

Regular: Yes

Public Hearing: No

Report/Discussion: No

Agenda Wording:

Presentation and discussion pertaining to a final report for the Care & Share Expo.

Motion:

Discussion Only.

Background:

The Care & Share Expo was a free community event held on October 5, 2019 creating connections to human service organizations, as well as disability, veteran and health resources. The event was a one stop shop source for accessing programs and services that promote health, financial growth, and self-empowerment.

Objective Analysis:

This presentation provides an update and final report the the Care & Share Expo and allows the Commission an opportunity to discuss this item.

Policy Compliant:

This presentation is compliant with City and Council policies.

Financial Impact:

The budget for the Care & Share Expo will not exceed \$5,000.

Budget Impact:

Currently, \$10,000.00 is budgeted for the Commission to implement programs & events.

FTE Impact:

There is no FTE impact associated with this item.

ATTACHMENTS: