



CITY OF SURPRISE
Veteran, Disability and Human Service Commission Meeting
16000 N. Civic Center Plaza
Surprise, AZ 85374
Wednesday, December 11, 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:

- | | | | |
|----|-----------------|---|--|
| 1. | Citywide | Consideration and action pertaining to approval of the City of Surprise HOME Consortium Annual Action Plan Amendment for Program Years 2017, 2018 and 2019. | Paul Bernardo
Human Svcs and
Comm Vitality |
|----|-----------------|---|--|

REGULAR AGENDA ITEM - NON-PUBLIC HEARING:

- | | | | |
|----|-----------------|--|--|
| 2. | Internal | Consideration and action pertaining to approval of the November 13, 2019 Veterans, Disability and Human Services Commission meeting minutes. | None

Yvonne Lopez
Human Svcs and
Comm Vitality |
| 3. | Citywide | Presentation and discussion pertaining to the Surprise Police Crisis Intervention Team. | None

Paul Bernardo
Human Svcs and
Comm Vitality |
| 4. | Citywide | Presentation and discussion pertaining to research regarding acquiring designation as a Disability Friendly City. | 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: Thursday, December 5, 2019 @ 2:35 p.m.

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: December 11, 2019

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

Submitting Department: Human Svcs and Comm
Vitality

District: Citywide

Staff Recommendations:

Consent: No

Regular: No

Public Hearing: Yes

Report/Discussion: No

Agenda Wording:

Consideration and action pertaining to approval of the City of Surprise HOME Consortium Annual Action Plan Amendment for Program Years 2017, 2018 and 2019.

Motion:

I move to approve the Amended HOME Consortium Annual Action Plans for years 2017, 2018, and 2019.

Background:

The City of Surprise has received HOME grant funding since 2006 under the condition that Surprise participate in a Consortium led by Maricopa County to include several surrounding major cities and towns. Each year the City is allocated a formulated amount of HOME funding to carry out Consolidated Plan goal to assist low and very low income households and to improve and reinvest in the current housing stock within the City of Surprise.

Objective Analysis:

This presentation will provide citizens the opportunity to submit oral comment on the draft amendment, as well as enable the commission members to review and recommend submission of the Amendment of Program Years 2017-2018-2019 to HUD. The amendment will be forwarded to HUD following the public hearing and approval by the Commission.

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. HOME Amendment VDHS Staff Report- FINAL
 2. HOME Consortium Amendment and Public Notice
 3. HOME Amendment VDHS Presentation
-



HUMAN SERVICE AND COMMUNITY VITALITY

Date: December 11, 2019

To: Veteran, Disability & Human Service Commission Members

From: Joe Gladieux, HSCV Manager
Adam Lane, Neighborhood Services Supervisor
Adriane Clarke, Neighborhood Services Program Coordinator

Re: HOME Amendment Program Years 2017-2018-2019

Introduction

The City of Surprise is a member of a Consortium which Maricopa County leads. Through contractual obligation as well as U.S. Department of Housing and Urban Development (HUD) regulation, the City of Surprise is required to make the draft Annual Action Plans available for public review and comment for no fewer than 30 days. This comment period is planned in accordance to the City's adopted Citizen Participation Plan, a requirement of HUD.

The Neighborhood Services Division requests the approval of an amendment to reallocate \$463,902.22 of HOME funding from the PY 2017 and 2018 activity of Owner Occupied Housing Rehabilitation or Reconstruction (\$90,599.78 of PY2017 funding; \$193,749.00 of PY 2018 funding) and from the PY 2019 activity of Acquisition and Rehabilitation for Resale of Single Family Homes and Homebuyer Assistance (\$181,777.64 of PY 2019 funding and \$9,136.80 of PY2019 program income) to Tenant Based Rental Assistance to households with incomes less than 60% of the Area Median Income (AMI) that are homeless or at risk of becoming homeless.

Today's Public Hearing is to provide citizens the opportunity to submit oral comment on the draft amendment, as well as enable the commission members to review and recommend submission of the Amendment of Program Years 2017-2018-2019 to HUD. The amendment will be forwarded to HUD following the public hearing and approval by the Commission.

Background

The City of Surprise has received HOME grant funding since 2006 under the condition that Surprise participate in a Consortium led by Maricopa County to include several surrounding major cities and towns. Each year the City is allocated a formulated amount of HOME funding to carry out Consolidated Plan goal to assist low and very low income households and to improve and reinvest in the current housing stock within the City of Surprise.

There has become a growing need of access to affordable housing opportunities amongst the low and very low income households within in the city of Surprise. Last fiscal year, 187 Surprise Residents touched the Homeless Management Information System (HMIS) and received some type of housing services within the Maricopa County Regional Continuum of Care. Of the 187 individuals, 80 were placed into the Coordinated Entry list for a housing placement, and 49 were served in Emergency Shelter. The Surprise Community Action Program assisted 783 Households with \$610,650 in utility and rental assistance. Additionally, the Crisis Assistance Program assisted 26 Households with \$23,500 to support individuals and families with homeless prevention services who would not otherwise meet eligibility for the Community Action Program. Lastly, the Heritage at Surprise Affordable Housing project wait list closed and opened an interest list for those to be notified when the wait list is reopened. The interest list continues to grow.

The Neighborhood Services Division currently provides a Housing Rehabilitation program for income qualified residents of Surprise living in owner occupied housing and Acquisition and Rehabilitation for Resale utilizing Community Development Block Grant Funding. Neighborhood Services has partnered with Ability360 to provide 12 home modifications to improve accessibility options for seniors and disabled persons. Approximately \$230,000 in CDBG is available to complete 23 projects throughout the city. Last program year, between the use of HOME and CDBG, Neighborhood Services completed only 14 Housing Rehabilitations. The current CDBG funding available is sufficient to serve the housing rehabilitation needs of the community while the HOME funding can be dedicated to assisting low and very low income households access affordable housing opportunities.

Previous Actions

Updated Actions

A draft copy of the report has been made available for public review and comment for no fewer than 30 days as required by the Citizen Participation Plan. The comment period was from November 5, 2019 to December 11, 2019. Any comments received will be included in the final Amendment documents forwarded to HUD.

Recommendations

Staff recommends approval of the Amended HOME Consortium Annual Action Plans for years 2017, 2018, and 2019.

Future Actions

Approve amended HOME Consortium Annual Action plan and submission to HUD.

**Public Notice
City of Surprise**

**AMENDMENT TO CITY OF SURPRISE- MARICOPA COUNTY HOME CONSORTIUM
PROGRAM YEAR 2017-2018-2019 ANNUAL ACTION PLAN**

Notice is hereby given by the City of Surprise that an Amendment to the City of Surprise-Maricopa County HOME Consortium Annual Action Plan for Program Years 2017, 2018, and 2019 has been drafted and will be available to the public for review for a minimum period of 30 calendar days beginning November 5, 2019.

Notice is also hereby given that the City of Surprise Human Service and Community Vitality Department-Neighborhood Services Division will hold a **Public Hearing regarding the Amendment to the City of Surprise-Maricopa County Annual Action Plan for Program Years 2017, 2018, and 2019 on Wednesday, December 11, 2019, at 6 p.m.** at the regular meeting of the Surprise Veteran, Disability & Human Service Commission in the City Hall Council Chambers 16000 North Civic Center Plaza, Surprise, AZ 85374.

The City of Surprise is a member of the HOME Consortium, administered by Maricopa County Human Services Department. Each year the City is allocated a formulated amount of HOME funding to carry out Consolidated Plan goal to improve and reinvest in the current housing stock within the City of Surprise. The City of Surprise proposes to reallocate \$463,902.22 of HOME funding from the PY 2017 and 2018 activity of Owner Occupied Housing Rehabilitation or Reconstruction (\$90,599.78 of PY2017 funding; \$193,749.00 of PY 2018 funding) and from the PY 2019 activity of Acquisition and Rehabilitation for Resale of Single Family Homes and Homebuyer Assistance (\$181,777.64 of PY 2019 funding and \$9,136.80 of PY2019 program income) to Tenant Based Rental Assistance to households with incomes less than 60% of the Area Median Income (AMI) that are homeless or at risk of becoming homeless.

Before submission to HUD, the draft Annual Action Plans must be made available for public review and comment for no fewer than 30 days. The public review and comment period for the Program Year 2017, 2018, and 2019 Annual Action Plan Amendment will be **November 5, 2019 – December 11, 2019**. The Amendment to the Maricopa County HOME Consortium will be submitted to HUD after December 11, 2019.

The public is invited to review and comment on the draft Amendment to the City of Surprise-Maricopa County HOME Annual Action Plan for Program Year's 2017, 2018, and 2019 during the comment period. This comment period is planned in accordance to the City's adopted Citizen Participation Plan, a requirement of HUD. After all public comments have been considered, the Surprise Veteran, Disability & Human Service Commission will take a formal action on **December 11, 2019. Upon approval by the Commission**, the Amendment will be submitted to HUD after December 11, 2019.

Comments must be submitted in writing, by December 11, 2019 at 4:00 p.m. All comments must be directed to Adam Lane, Neighborhood Service Supervisor, Human Service and Community Vitality, Neighborhood Services Division, City of Surprise, 16000 N Civic Center Plaza. For questions regarding the Annual Action Plan or public hearing, please call Adam Lane at 623.222.3238 or TDD 623.222.1002 or email at adam.lane@surpriseaz.gov.

The Draft Amendment to the Annual Action Plans will be available for review at the following locations: 1) The City of Surprise website www.surpriseaz.gov 2) Surprise City Hall, 16000 N Civic Center Plaza, Surprise, AZ 85374 3) The Surprise Resource Center at 12425 W. Bell Rd. Bldg. A, Ste. #124, Surprise. 4) The Hollyhock Branch Library at 15844 N. Hollyhock Street, Surprise. 5) The Surprise Senior Center, 15832 N. Hollyhock St.

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Reasonable accommodations will be made upon a timely request.

POSTED NOVEMBER 5, 2019

AMENDMENT TO MARICOPA COUNTY HOME CONSORTIUM AND URBAN COUNTY FY 2017/ 2018 /2019 ANNUAL ACTION PLAN

Reallocate \$463,902.22 of HOME funding from the PY 2017 and 2018 activity of Major Homeowner Housing Rehabilitation (\$90,599.78 of PY2017 funding; \$193,749.00 of PY 2018 funding) and from the PY 2019 activity of Acquisition and Rehabilitation for Resale of Single Family Homes and Homebuyer Assistance (\$181,777.64 of PY 2019 funding and \$9,136.80 of PY2019 program income) to Tenant Based Rental Assistance for homeless or at-risk of becoming homeless households and Program Administration.

Program Year	HOME Funding (\$)	Current Activity	Amend Activity To	Amount	Goal Outcome Indicator	Range of Income to benefit	Description/Planned Activities
2017	\$90,599.78	Owner Occupied Housing Rehabilitation or Reconstruction	Tenant Based Rental Assistance	\$90,599.78	Rental Assistance	< 60% AMI Households	Tenant Based Rental Assistance to households with incomes less than 60% AMI that are homeless or at risk of becoming homeless.
2018	\$193,749.00	Owner Occupied Housing Rehabilitation or Reconstruction	Tenant Based Rental Assistance	\$193,749.00	Rental Assistance	< 60% AMI Households	Tenant Based Rental Assistance to households with incomes less than 60% AMI that are homeless or at risk of becoming homeless.
2019	\$100,000 PI \$9,136.80	Acquisition and Rehabilitation for Resale of Single Family Homes	Tenant Based Rental Assistance	\$100,000 PI \$9,136.80	Rental Assistance	< 60% AMI Households	Tenant Based Rental Assistance to households with incomes less than 60% AMI that are homeless or at risk of becoming homeless.
2019	\$59,055.64	Homebuyer Assistance	Tenant Based Rental Assistance	\$59,055.64	Rental Assistance	< 60% AMI Households	Tenant Based Rental Assistance to households with incomes less than 60% AMI that are homeless or at risk of becoming homeless..
2019	\$11,361.00	Homebuyer Assistance	Program Administration	\$11,361.00	N/A	N/A	Program Administration
Total	\$463,902.22			\$463,902.22			



HOME Annual Action Plan Amendment

**Amendment to the Maricopa County HOME Consortium Annual Action
Plan for Program Years 2017-2018-2019**

Human Service & Community Vitality | December 11, 2019



Today's Objectives

- Review Draft Action Plan Amendment
- Allow for Citizen Participation and Comment
- Approve Amendment for submission to HUD

Purpose and Requirements

Amend the City of Surprise funding allocations for Program Years 2017, 2018 and 2019

Allow for citizen review and comment

Required to amend the Annual Action Plans if:

- Funding reallocation is more than 20% of total funding.
- Activity is not identified in the Annual Action Plan.



Amendment Timeline

**November 5, 2019 -
Dec. 11, 2019**

30-Day Comment
Period

December 11, 2019

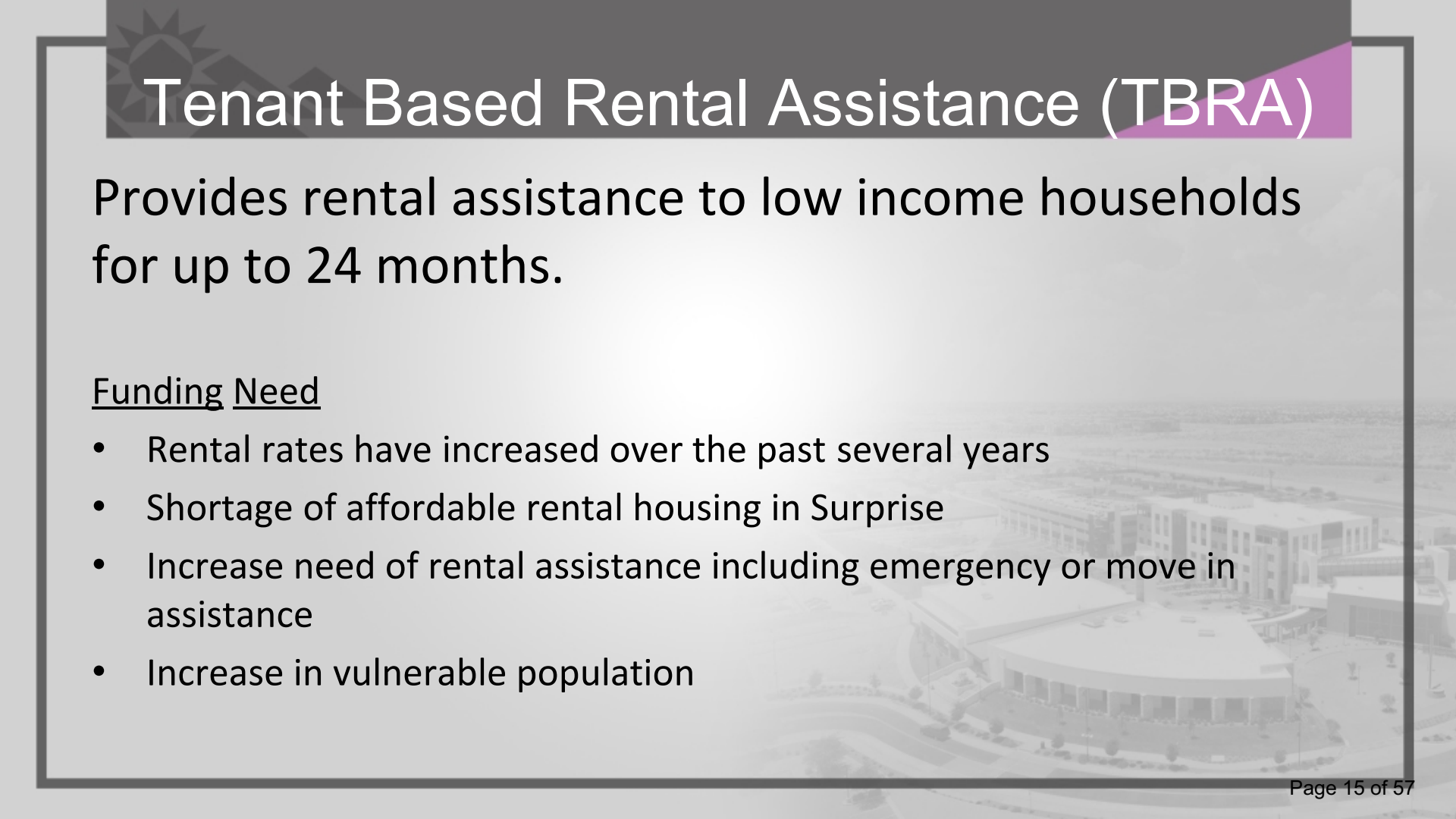
Public Hearing
VDHS Approve

December 12, 2019

Submission of
Amendment to HUD

Action Plan Amendment

Program Year	HOME Funding (\$)	Current Activity	Amend Activity To	Amount	Goal Outcome Indicator	Range of Income to benefit	Description/Planned Activities
2017	\$90,599.78	Owner Occupied Housing Rehabilitation or Reconstruction	Tenant Based Rental Assistance	\$90,599.78	Rental Assistance	< 60% AMI Households	Tenant Based Rental Assistance to households with incomes less than 60% AMI that are homeless or at risk of becoming homeless.
2018	\$193,749.00	Owner Occupied Housing Rehabilitation or Reconstruction	Tenant Based Rental Assistance	\$193,749.00	Rental Assistance	< 60% AMI Households	Tenant Based Rental Assistance to households with incomes less than 60% AMI that are homeless or at risk of becoming homeless.
2019	\$100,000 PI \$9,136.80	Acquisition and Rehabilitation for Resale of Single Family Homes	Tenant Based Rental Assistance	\$100,000 PI \$9,136.80	Rental Assistance	< 60% AMI Households	Tenant Based Rental Assistance to households with incomes less than 60% AMI that are homeless or at risk of becoming homeless.
2019	\$59,055.64	Homebuyer Assistance	Tenant Based Rental Assistance	\$59,055.64	Rental Assistance	< 60% AMI Households	Tenant Based Rental Assistance to households with incomes less than 60% AMI that are homeless or at risk of becoming homeless..
2019	\$11,361.00		Program Administration	\$11,361.00	N/A	N/A	Program Administration
Total	\$463,902.22			\$463,902.22			



Tenant Based Rental Assistance (TBRA)

Provides rental assistance to low income households for up to 24 months.

Funding Need

- Rental rates have increased over the past several years
- Shortage of affordable rental housing in Surprise
- Increase need of rental assistance including emergency or move in assistance
- Increase in vulnerable population

Shortage of Affordable Rentals

TABLE 1: LARGE METROPOLITAN AREAS WITH THE LEAST AND MOST SEVERE SHORTAGES OF RENTAL HOMES AFFORDABLE TO EXTREMELY LOW INCOME HOUSEHOLDS

LEAST SEVERE		MOST SEVERE	
Metropolitan Area	Affordable and Available Rental Homes per 100 Renter Households	Metropolitan Area	Affordable and Available Rental Homes per 100 Renter Households
Providence-Warwick, RI-MA	47	Las Vegas-Henderson-Paradise, NV	10
Louisville/Jefferson County, KY-IN	46	Los Angeles-Long Beach-Anaheim, CA	17
Boston-Cambridge-Newton, MA-NH	46	Orlando-Kissimmee-Sanford, FL	17
Pittsburgh, PA	45	Sacramento-Roseville-Arden-Arcade, CA	19
Oklahoma City, OK	42	Dallas-Fort Worth-Arlington, TX	19
Buffalo-Cheektowaga-Niagara Falls, NY	41	Houston-The Woodlands-Sugar Land, TX	19
Cleveland-Elyria, OH	41	San Diego-Carlsbad, CA	20
Minneapolis-St. Paul-Bloomington, MN-WI	40	Riverside-San Bernardino-Ontario, CA	20
Cincinnati, OH-KY-IN	38	Phoenix-Mesa-Scottsdale, AZ	20
Hartford-West Hartford-East Hartford, CT	38	Miami-Fort Lauderdale-West Palm Beach, FL	22

Source: NLIHC tabulations of 2016 ACS PUMS data.

2 This report focuses on the largest 50 metropolitan areas, but The Gap's webpage includes data for 2007, 2010, 2013 and 2016 for the largest 70 metropolitan areas.

Tenant Based Rental Assistance (TBRA)

Anticipate that over a 2 year period, TBRA can assist

- ✓ 26 Low Income Households
 - ✓ Security Deposit
 - ✓ Rental Assistance
 - ✓ Case Management

**With each years HOME Allocation, NS will evaluate the TBRA program to decide the number of TBRA vouchers to add.*

Housing Rehabilitation Program

Utilizes Community Development Block Grant (CDBG) Funding to provide minor and major rehabilitation repairs to income eligible owner occupied Surprise Residents.

- Approximately \$230,000 in CDBG funding available in Program 2019 funding
- Goal to serve 23 Households throughout the city

As of November 2019, Neighborhood Services has partnered with Ability360 to provide 12 persons with disabilities and/or seniors who need modifications to their residence to improve accessibility and safety.



QUESTIONS OR COMMENTS?

Adam Lane
Human Service & Community Vitality
Neighborhood Services Supervisor

Joe Gladieux
Human Service & Community Vitality
Manager



CITY OF SURPRISE
Veteran, Disability and Human Service Commission
Meeting

Council Meeting Date: December 11, 2019

Contact Person: Yvonne Lopez, Administrative
Specialist Sr

Submitting Department: Human Svcs and Comm District: Internal
Vitality

Staff Recommendations: None

Consent: No

Regular: Yes

Public Hearing: No

Report/Discussion: No

Agenda Wording:

Consideration and action pertaining to approval of the November 13, 2019 Veterans, Disability and Human Services Commission meeting minutes.

Motion:

I move to approve the November 13, 2019 Veterans, Disability and Human Services Commission meeting minutes.

Background:

Objective Analysis:

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. 11.13.19 VDHS Commission Minutes

**CITY OF SURPRISE
VETERANS, DISABILITY, AND HUMAN SERVICES COMMISSION**

MEETING MINUTES

November 13, 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 November 13, 2019.

A. ROLL CALL

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

STAFF PRESENT:

Human Service & Community Vitality Director Seth Dyson, Community Partnerships Manager Paul Bernardo and Commission Liaison Yvonne Lopez were present.

COUNCIL MEMBERS PRESENT:

None

B. PLEDGE OF ALLEGIANCE

C. CURRENT EVENTS REPORT

Chair Van de Langeryt announced the following upcoming events:

- The 18th annual Surprise Spring Training season
- The Surprise Police will host a Bike Rodeo
- Sunday in the Park Food Truck Festival
- Surprise Party
- Veterans Reflection Circle
- Surprise Career Fair

D. STAFF REPORT

Staff Liaison Yvonne Lopez stated the SciTech Festival, which was held on November 2; it had approximately 1,400 participants and 63 exhibitors. This event was for all ages, and it turned out great.

CALL TO THE PUBLIC:

Chair Van de Langeryt opened the call to the public to discuss any items, not on the agenda.

Jeanne Frizzell, a resident, spoke to the Commission regarding the parking lot off of Dysart & Greenway by AMC Theater and Uptown Alley. The ADA accessible parking alley space is not painted correctly and there is not any additional signage for that space; therefore, she had been blocked in on two separate occasions. The parking lot is private property but she wanted to bring it to the Commissions' attention so it may be addressed by code enforcement.

Hearing no further comments, Chair Van del Langeryt closed the call to the public.

CONSENT AGENDA:

None

REGULAR AGENDA ITEMS NON-PUBLIC HEARING:

Item 1 – Internal – Consideration and action pertaining to the October 09, 2019 Veterans, Disability, and Human Services Commission Meeting minutes.

Commissioner Brown made a motion to approve the October 09, 2019 Veterans, Disability, and Human Services Commission Meeting minutes. Commissioner Daigle seconded the motion. The motion passed with eight yes votes.

Item 2 – Citywide - Presentation and discussion pertaining to an overview of VetLink Foundation.

Mr. Harry Louis Rodriguez and Mr. Gerard Rodriguez, presented item 2 to the Commission.

The Commission discussed the following:

- AZ Cyberwarfare Range
- Hands-on cybersecurity training.
- CompTIA Certification

Item 3 – Citywide – Presentation and discussion pertaining to an overview Surprise Fire-Medical Behavioral Health Services.

Battalion Chief Jesus Rivera, from Surprise Fire-Medical, presented item 3 to the Commission.

The Commission discussed the following:

- Community Medicine
- Behavioral Health Services
- Paramedicine

Item 4 – Citywide – Consideration and action pertaining to acceptance of the Surprise Human Services 2019 Community Needs assessment and recommendation of presentation to City Council.

Human Service & Community Vitality Director Seth Dyson and Dr. Lisa Zorita, presented item 4 to the Commission.

The Commission discussed the following:

- Prioritizing the recommendations
- Funding for implementation

Vice-Chair Perry made a motion to accept the final report of the Surprise Human Services 2019 Community Needs Assessment and recommend presentation to the Surprise City Council for review and discussion. Commissioner Daigle seconded the motion. The motion passed with eight yes votes.

OTHER BUSINESS AND FUTURE AGENDA ITEMS:

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

- Resource Center Navigation
- 2020 Care & Share Expo

ADJOURNMENT:

Hearing no further business, Chair Van de Langeryt adjourned the Veterans, Disability, and Human Services Commission meeting at 8:17 p.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: December 11, 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 the Surprise Police Crisis Intervention Team.

Motion:

Discussion only.

Background:

The Crisis Intervention Team (C.I.T.) program is a model for community policing that brings together law enforcement, mental health providers, hospital emergency departments and individuals with mental illness and their families to improve responses to people in crisis.

Objective Analysis:

This presentation will provide information and an overview of the C.I.T. program 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. CIT Program

WELCOME



A Collaborative Partnership of West Valley L.E. Agencies & Mental Health Organizations

CIT: Crisis Intervention Team

Training Presented By:



Peoria Police



El Mirage Police



Goodyear Police



Avondale Police

Buckeye Police



Tolleson Police



Surprise Police



Glendale Police

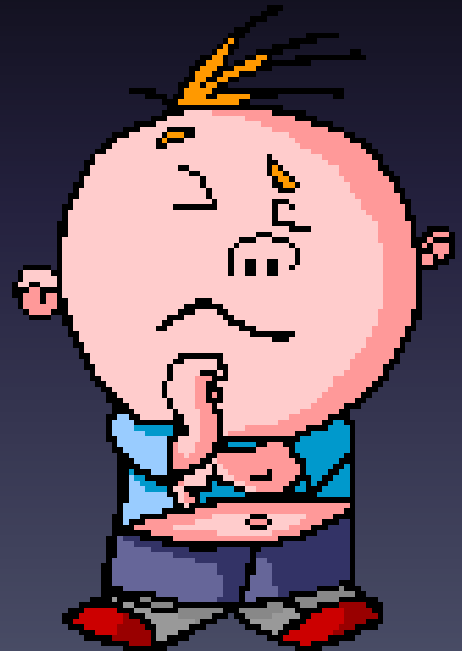


West Valley Coalition



- The West Valley CIT Coalition was created in the early part of 2016 to increase training opportunities for law enforcement agencies and to meet the identified need for additional CIT Officers. The West Valley CIT Coalition is broadening the scope of the training to allow for additional public safety attendees, such as Dispatch, Detention, Fire & Medical personnel. The expanded mission enhances partnerships, increases awareness of mental illness and the shared responsibility that we all have to the communities we serve. Public safety partners include, Avondale PD, Buckeye PD, El Mirage PD, Glendale PD, Goodyear PD, Peoria PD, Surprise PD, and Tolleson PD.
- Avondale Police
- Buckeye Police
- El Mirage Police
- Glendale Police
- Goodyear Police
- Peoria Police
- Surprise Police
- Tolleson Police

- What is this thing called C.I.T.?



C.I.T. is Not

C.I.S.M. – Critical Incident Stress Management

- CISM team members are officers, dispatchers, clergy / chaplains, and mental health workers who are given specialized training.
- CISM trained team members are there to help mitigate, assist with, and accelerate recovery from traumatic stress, prevent police suicides, and restore and maintain emergency services personnel's health.

C.I.T. is Not C.N.T. – Crisis Negotiation Team

- Concepts and applications of CIT and CNT may overlap. Many departments require members of their CNT to have received CIT training.
- Different missions



What is C.I.T.?

The Crisis Intervention Team (CIT) Model is a collaborative approach to safely and effectively address the needs of persons with mental illnesses, link them to appropriate services, and divert them from the criminal justice system if appropriate.

What is C.I.T.?

A Crisis Intervention Team program is a model for community policing that brings together law enforcement, mental health providers, hospital emergency departments and individuals with mental illness and their families to improve responses to people in crisis.



History of CIT & Benefits from Memphis CIT Program

In 1988, the Memphis Police Department joined in partnership with the Alliance on Mental Illness, mental health providers, and two local universities in organizing, training, and implementing a specialized unit.

In Memphis, the census of mentally ill individuals in jail custody has dropped from 15 % in 1988 to 3% today. The national average of mentally ill individuals currently incarcerated ranges from 15 to 20%.

Benefits of a C.I.T. Program



- **CIT is the best program and is evidence based.**
- **CIT saves public money.** Pre-booking jail diversion programs, including CIT, reduce the number of re-arrests of people with mental illness by 58%.

Benefits of a C.I.T. Program

- **Collaboration**

- Establishment of partnerships and relationships developed through the CIT program
- Community based policing model

- **Professionalism and Community Confidence**

- Develop increased professionalism and community confidence in law enforcement agencies / public safety agencies.

C.I.T. Program Objectives

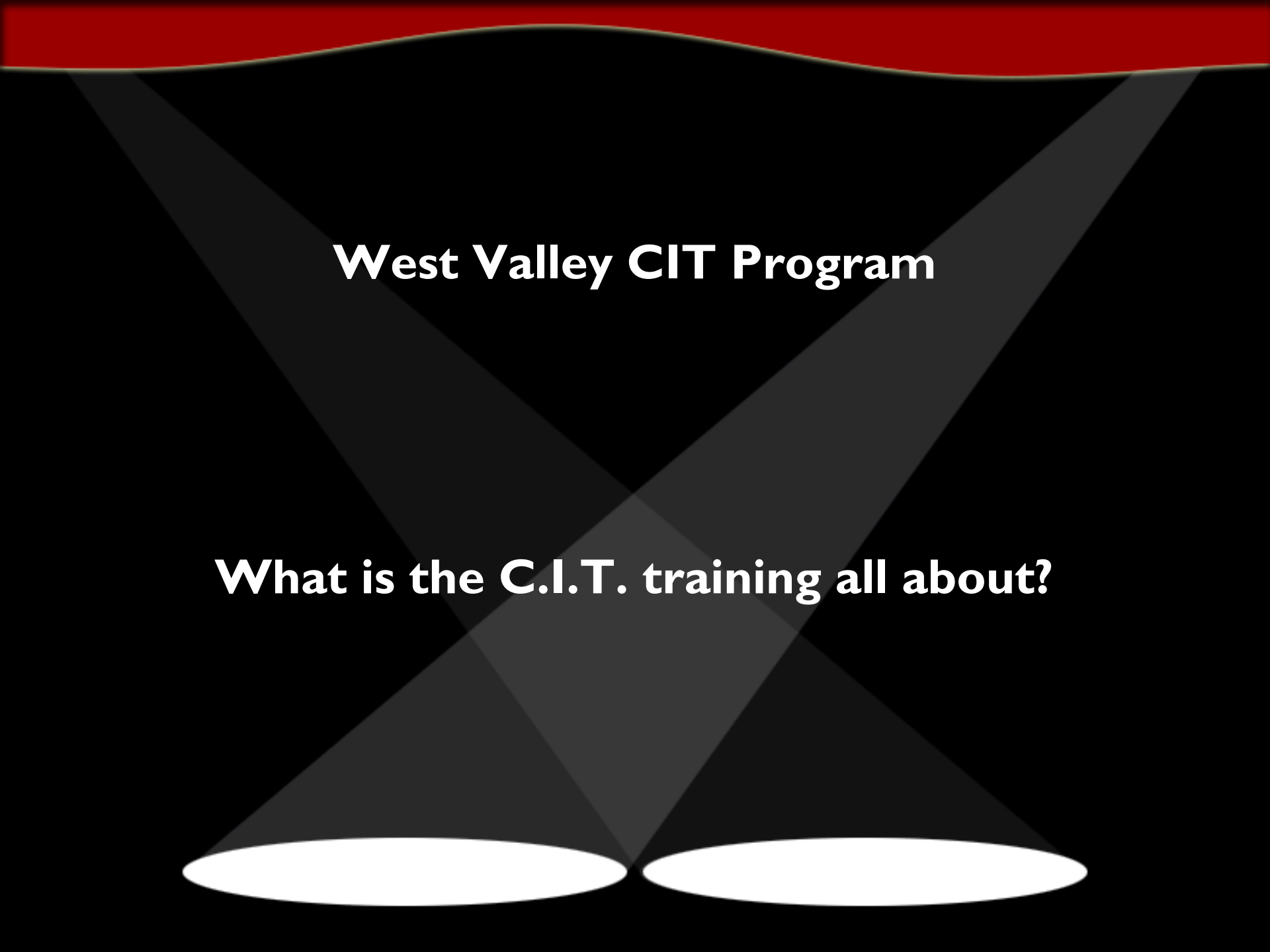
- Continuous development of strong partnerships and relationships with:
 - Healthcare professionals
 - Consumers
 - Other organizations
- Continue collaborative opportunities and programs, which can be utilized, when addressing law enforcement concerns/ problems through a community based policing model
- Continually develop community confidence in law enforcement agencies

Vibrant & Accessible Crisis System

- Accessibility is essential



- “No wrong door” philosophy for law enforcement “hand-offs”
- Triaging must be kept to a minimum, to enable officers to return to their duties and behavioral health crises remain the behavioral health system.

The background features a dark stage with a red curtain at the top. Two spotlights from the bottom illuminate the text. The first spotlight is on the left, and the second is on the right, overlapping the first.

West Valley CIT Program

What is the C.I.T. training all about?

Learning Objectives



- Understand signs and symptoms of mental illnesses and co-occurring disorders
- Understand stigma related to mental illness and its effect on people who have mental illness and cognitive disabilities
- Recognize when those signs and symptoms represent a crisis situation and identify officer safety concerns considered when handling persons in crisis
- Safely de-escalate individuals experiencing behavioral health crises

Learning Objectives



- Utilize community resources and diversion strategies that are available to provide emergency assistance
- Identify legal basis, notification procedures/requirements, procedures for writing and serving an Emergency DTO/DTS petition and Procedures for restraining and transporting mentally ill subjects

Initial C.I.T. Training

- 40 hrs. of specialized instruction from behavioral health experts from their community, previously trained C.I.T. officers, and consumers and family members
- Intensive training is designed to help officers gain understanding about mental health disorders, substance use disorders, cognitive and developmental disorders

CRISIS INTERVENTION

- A key component of the Memphis CIT model is that officers **volunteer** to become CIT officers and that only a portion of the force is CIT trained
- Rationale is not all officers are cut out to be CIT officers

CRISIS INTERVENTION

- Crisis intervention is **emotional “first aid”** designed to assist the person in crisis to return to independent functioning.
- Crisis intervention is **not psychotherapy or counseling.**
- The focus of crisis intervention is in dealing with the incident that is occurring now – not on chronic factors.

OFFICER SAFETY

- The most important take away from the training is nothing changes your department's policy on the use of force.
- What it will do is alter our initial approach to the call.
- Remember the better communication and de-escalation skills an officer possess, the better likelihood for a successful safe encounter.

On Scene Concepts

- Stabilize Scene
- Recognize Signs & Symptoms that Mental Illness may be a factor
- Understanding in MI & Scene Management
- Determine if a serious crime was committed
- Does it qualify for emergency / involuntary evaluation & / or Diversion to Community Resource / Behavioral Health System

National Model Curriculum

- University of Memphis
CIT Center
- NAMI
 - National Alliance on Mental Illness
- CIT International



West Valley CIT Coalition CIT Program

- Schedule for the week in binder
- Last day scenarios

NEEDS OF THE COMMUNITY

- Officers generally have broad discretion in how they address minor offenses or calls when no crimes have been committed.
- What does the public want?
- How law-enforcement responds to these individuals can have a **tremendous impact** on how encounters are resolved & what **future encounters** the individuals can expect.



Encounters Between Law Enforcement & People with Mental Illnesses

- Calls for service are frequently in response to a person with mental illness committing a minor or “nuisance” offense
- CIT Officers able to de-escalate situation and find proper resource for persons with mental illnesses
- Helps reduce calls for service with these individuals



CIT Benefits

- Improving Officer Safety
- Increasing access to mental health treatment, supports, and services
- Decreasing the frequency of these individuals' encounters with the criminal justice system
- Reducing certain costs incurred by law enforcement agencies

Nation Wide Call for More CIT Officers

- About 3 percent of U.S. adults suffer from a severe mental illness, they make up a quarter to one-half of all fatal law enforcement encounters, according to the nonprofit Treatment Advocacy Center
- <https://www.youtube.com/watch?v=WlQqC1Nblo8>

LEGAL ISSUES

- If force is used on a person with a mental illness, the question will be asked if **any Officer on scene was CIT trained.**
- If the answer is no, expect to have to explain why.

CONCLUSION

- **CIT IS MORE THAN JUST TRAINING**
- **It's about developing:**
 - PARTNERSHIPS
 - RELATIONSHIPS
 - COMMUNICATION SKILLS
 - DE-ESCLATION SKILLS
 - AND UNDERSTANDING MENTAL HEALTH ISSUES!

Resources

- **West Valley CIT Coalition**
- **CIT International**
- **University of Memphis CIT Center**
- **National Alliance on Mental Illness**

Questions?

Contact Information

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CITY OF SURPRISE
Veteran, Disability and Human Service Commission
Meeting

Council Meeting Date: December 11, 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 research regarding acquiring designation as a Disability Friendly City.

Motion:

None, discussion only

Background:

At the August 14, 2019 meeting, a presentation by the Arc Arizona to the Veterans, Disability & Human Services Commission made reference to becoming a Disability Friendly City. The commission requested staff to research the process to receive such a designation and to report back to the commission.

Objective Analysis:

This presentation will provide information and an overview of various options and the process required for a community to receive a "disability friendly" designation or similar and allow the commission an opportunity to discuss the item.

Policy Compliant:

This presentation is compliant with City and Council policies

Financial Impact:

There is no financial impact associated with this item, however future action may lead to a financial impact.

Budget Impact:

There is no budget impact associated with this item, however future action may lead to a budget impact.

FTE Impact:

There is no FTE impact associated with this item.

ATTACHMENTS:
