



# FY 19 GOAL TEAM REPORT



## GOAL 8

**Nurture and Promote a Healthy, Sustainable Community**

# Powered by the Team

- = **Animal Services**
- = **Community & Human Development**
- = **Environmental Services**
- = **Public Health**



# Focus on Continuous Improvement Animal Services



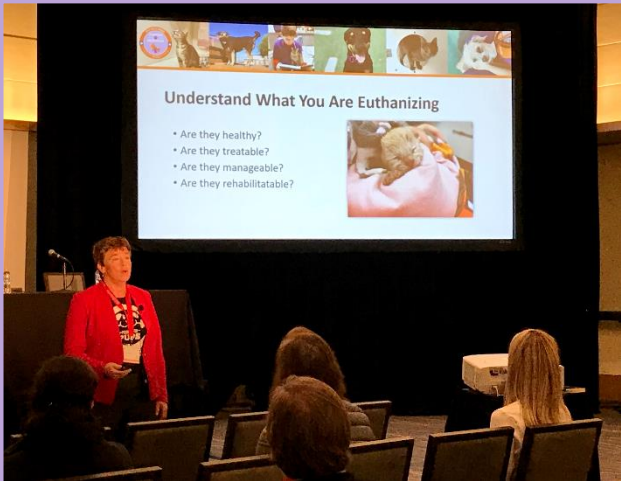
"Paula has placed El Paso on the map of cutting edge communities embarking on social change for sheltered pets. The progress she has made, which she shared with attendees at the American Pets Alive! Conference, was second to none. She also shone as a leader in a Maddie's No Kill Leadership Summit and a Maddie's Shelter Leadership Intensive at the conference as well. Her work in El Paso is having ripple effects across Texas."

*Ellen Jefferson, DVM*  
*Executive Director, Austin Pets Alive*  
*Maddie's Co-Director of Lifesaving Leadership*



"El Paso is a new national leader in implementing best practices at municipal animal shelters. Paula Powell's honest, professional, and innovative approach is a big reason why."

*Ryan Clinton*  
*American Pets Alive*  
*Fix Austin.Org*



# Focus on Continuous Improvement Environmental Services



[Snap Sampler Video](#)



# Focus on Continuous Improvement Public Health

*"Deliver outstanding service..." by:*

Maintaining a busy and cross-cutting Compliance and Quality Improvement Committee which:

- Maintains the Department's Code of Conduct manual
- Maintains the Department's Notice of Privacy Practices
- Maintains the use of encrypted email to assure HIPAA compliance
- Conducts a "secret shopper" program to test phone-based knowledge and ettiquite
- Conducts and reviews internal and external customer satisfaction surveys
- Conducts internal program audits



# Key Accomplishments Animal Services



**3,864** Pets cared for by community Foster Program

## Implemented Strategic Plan



**9,341** dogs and cats found forever homes



Returned **4,292** Pets to their owners



Volunteers donated **27,551** hours



# Key Accomplishments Environmental Services



Provided service to 124,800 customers



Residential reliability rate: 99.94%



9,875 properties cleaned  
45,524 homes in voluntary compliance



123,303 visits to Citizen Collection Sites



50% decrease in West Nile cases



282 outreach events  
45,572 participants

# Key Accomplishments Community Development

## Homelessness

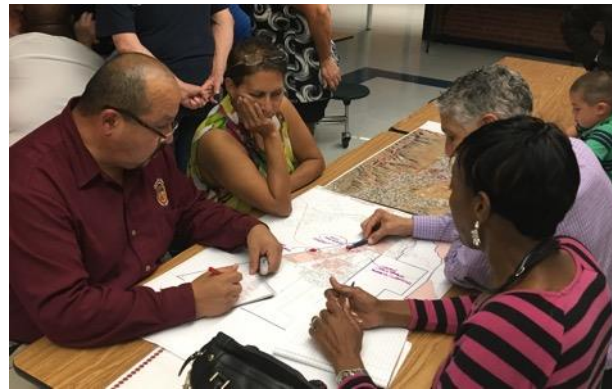
Joined the Built for Zero Collaborative aimed at achieving functional zero homelessness



Hosted 25 agencies in a community wide work session resulting in multiple in progress system improvement projects

## Civic Engagement

Reached over 15,000 people as part of CDBG project outreach



Launched, 4 Volunteer events completed, over 150 volunteers engaged, 4 projects completed

## Organizational Excellence

Significantly reduced HUD risk rating as a result of restructured Project Compliance Team.



Consolidated CDBG, ESG and HOME Policies and Procedures and streamlined financial reporting processes



# Key Accomplishments Public Health

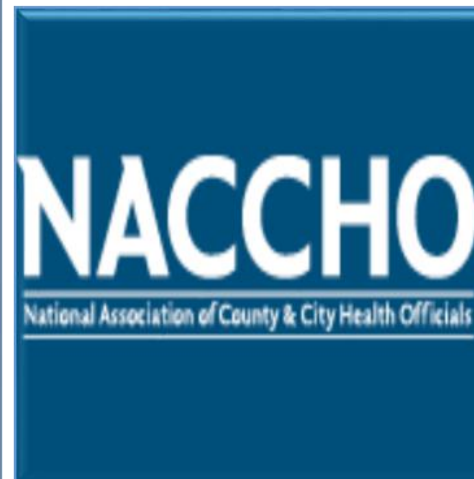
EP Public Health staff made national presentations at every major Public Health venue across the nation in 2018

American  
Public Health  
Association



Academic Health Department -- agreements with 13 institutions and 338 students served

2018 National Association of County and City Health Officials Recipient of Promising Practice Award



2018 Gold Level Healthy Community Award

# Goal 8- Key Performance Indicators

Key Performance Indicator	FY16 Actual	FY17 Actual	FY18 Actual	FY19 (Thru Q2)	Annual Target
# of low to moderate income individuals served	15,266	14,600	11,606	5,069	11,026
# of low to moderate individuals reached	27,949	82,856	123,479	9,949	53,550
% recycling diversion rate	15.27%	14.39%	14.94%	13.61%	20%
# of ozone days exceeding standards	0	0	0	0	0
% Live release Rate	56.96%	70.89%	83.11%	84.46%	86%

# Goal 8- Key Performance Indicators

Key Performance Indicator	FY16 Actual	FY17 Actual	FY18 Actual	FY19 (Thru Q2)	Annual Target
99.94% of residential customers serviced on first attempt		99.94%	99.94%	99.94%	99.95%
Medicaid Waiver program participants <i>(teen health – HPV, STD, cancer screenings, flu and pneumonia shots for uninsured seniors, etc.)</i>		~4,000	5,017	2,621	5,500
<i># of students reached</i>		77,452	68,309	35,767	69,109

# FY 19 Key Deliverables Update

*Strategy: Deliver prevention, intervention and mobilization services to promote a healthy, productive and safe community*



Increase proportion of low income children and adolescents who receive any preventive dental services during the past year.

Healthy People 2020 goal

US Baseline = 30.2%. Target = 33.2% (10% increase). Actual = 50%

Increase proportion of pregnant women who receive prenatal care beginning in first trimester.

Healthy People 2020 goal

US Baseline: 70.8% of females delivering a live birth received prenatal care beginning in first trimester Target = 65%. Actual = 59%

# FY 19 Key Deliverables Update

*Strategy: Stabilize neighborhoods through community, housing and ADA improvements*

- Launched the Coordinated Entry Program better aligning resources and expanding access to services for the homeless.
- Initiate partnerships and agreements required to deploy a system wide social service data collection and analysis model
- Invested \$1,195,829 in public service grants supportive of mental health and/or homelessness.
- Funded 19 street improvement projects (CDBG and NIP) totaling \$2,050,026 invested
- Funded \$3,983,054 in projects that contribute to facility upgrades or deferred

# FY 19 Key Deliverables Update

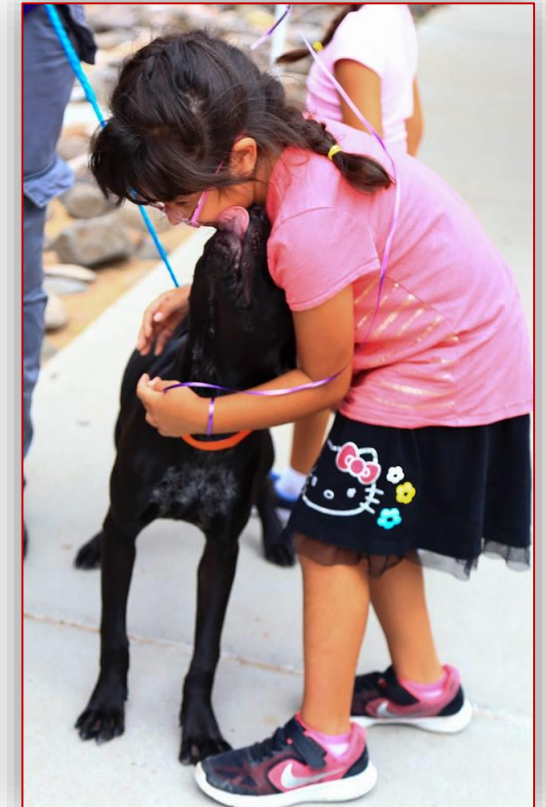
*Strategy: Stabilize neighborhoods through community, housing and ADA improvements*

- Expanded community outreach for CDBG projects...over *15,000* currently reached.
- Streamline the process for LIHTC projects allowing for more impactful and strategically aligned affordable housing developments citywide and complete a Regional Housing Strategy
- Launch the City of El Paso Financial Empowerment Blueprint as part of the Accelerate EP initiative.

# FY 19 Key Deliverables Update

**Strategy: Enhance animal services to ensure El Paso's pets are provided a safe and healthy environment**

- Continue "no-kill" shelter effort leading to 90% live release rate by 2020.    FY18: 83.11%    FY19YTD: 84.46%    FY19 Target=86%
- Increase community contacts by 20%.  
                  FY18: 493,232    FY19YTD: 246,616    FY19 Target=591,578
- Increase total spay/neuter services by 10%.  
                  FY18: 13,815    FY19YTD: 5650    FY19 Target=15,196
- Reduce euthanasia due to infectious disease by 15%.  
                  FY18: 2773    FY19 YTD: 1345    FY19 Target=2357 or less



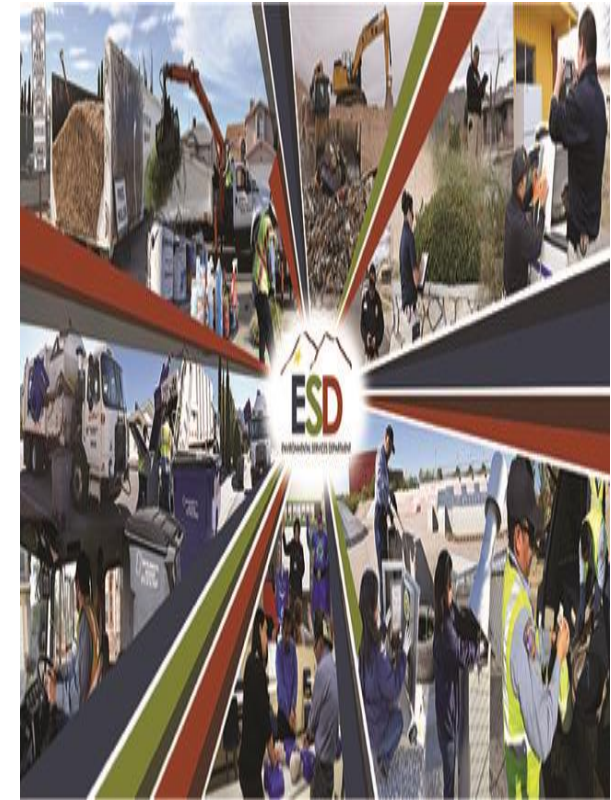
# FY 19 Key Deliverables Update

## *Strategy: Improve air quality throughout El Paso*

Work with TCEQ to implement Ozone Action Day warnings and educational announcements.

## *Strategy: Provide long-term, cost effective, sustainable regional solid waste solutions*

- Continue waste exchange agreement with Waste Connections Camino Real Landfill in Sunland Park, NM.
- Investigate Alternative Daily Cover methods to avoid using soil cover at the landfill.





# FY 19 Key Deliverables Update

***Strategy: Ensure community compliance with environmental regulatory requirements***

Institute Environmental Assistance Program where community members can reach out for environmental information and assistance to address problems.

***Strategy: Enhance vector control and environmental education to provide a safe and healthy environment***

Continue partnership with City Health Department on why vector control is so essential to the health and well-being of the community. Continue with aggressive trapping, testing and spraying of mosquitoes.



# FY 19 Key Deliverables Update

*Strategy: Implement effective code enforcement strategies to reduce nuisances and improve overall health and safety*

- Noise ordinance approved by council. Six month implementation period is on-going.
- Introduce Corridor Improvements to address neighborhood corridor improvements to include Junk Vehicles, Blocked sidewalks, Dead trees and other unsightly obstacles.



# Key Opportunities/Challenges

## Dept./Area

Public Health

Return of Family Planning as a community resource

Public Health

Implementation of pre-exposure prophylaxis (PrEP) to reduce HIV transmission

Public Health

Roll out of Pooch-Friendly Patios ordinance for interested restaurants

Public Health

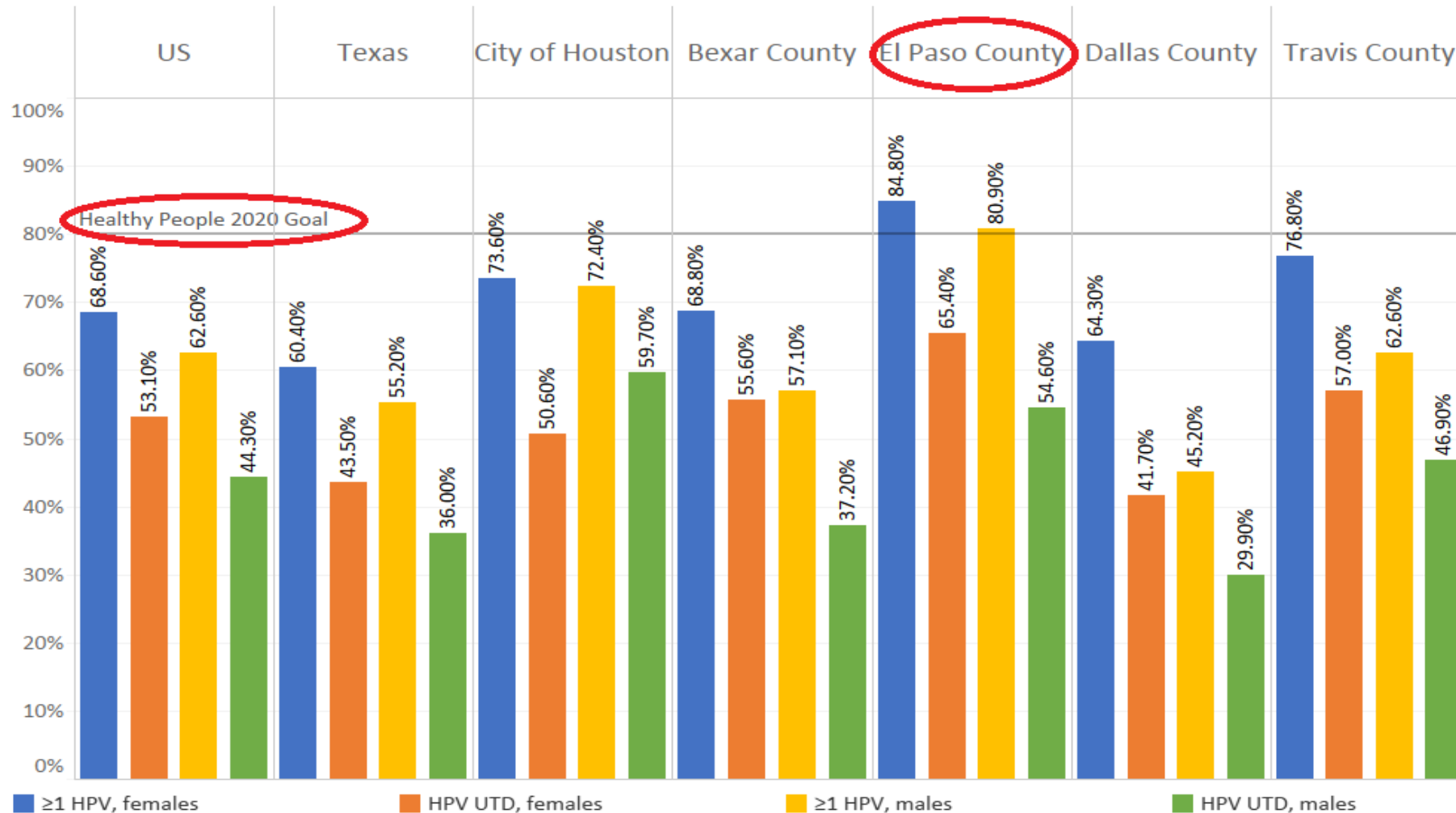
Roll out online bilingual Food Handler Training classes

Public Health

Implement internet-based Food Borne Illness investigations

# Key Opportunities/Challenges

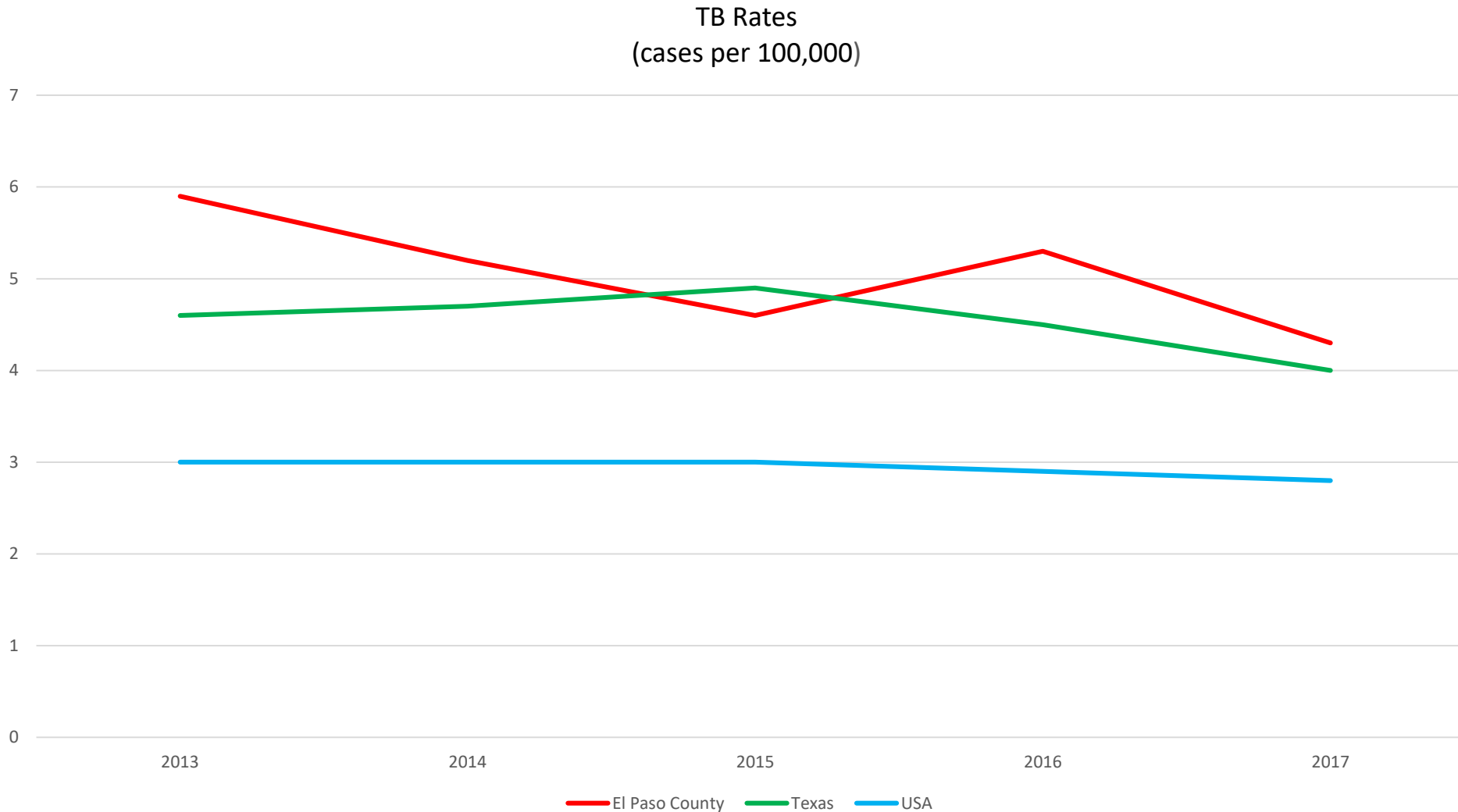
NIS-Teen HPV Immunization Coverage Estimates by Sex and Jurisdiction, 2017



Continue to lead nation in Cancer Prevention Vaccinations

**TEXAS RANKS 47TH WORST IN THE NATION IN HPV VACCINATION  
COVERAGE. WITHIN TEXAS, HOWEVER, THERE IS GREAT VARIATION.**

# Key Opportunities/Challenges



Continue to reduce regional TB rate by aggressive outreach

# Key Opportunities/Challenges

## Dept.

- |     |  |
|-----|--|
| ESD | Develop Northwest CCS now that Keystone Park has agreed to overall plan.   |
| ESD | Continue to work on reducing contamination in Recycle Bins.  |
| ESD | Complete installation of groundwater monitor wells at Cells 11-14 so we can open Phase II. Begin use of SNAP sample method for GW. |
| ESD | Continue implementation of Routeware—automated routing system for trash and recycle drivers.                                       |
| ESD | Continue to form partnerships to help with our outreach and education efforts.   |

# Key Opportunities/Challenges

## Dept./Area

Animal Services

Complete CATZ (Cats at the Zoo) project to enhance education and adoption of cats.

Animal Services

Complete Behavior Center for dogs at Socorro Rd in order to increase the chance of adoptions for these challenged dogs who were previously euthanized.

Animal Services

Complete the 50 dog kennel project in order to provide adequate housing for larger dogs while in our care.

Animal Services

Enhance partnership with County Cities, Pueblo del Sur and Fort Bliss in order to bring entire community to no-kill.

Animal Services

Reaching the last five percent in the 90% Live Release Rate goal will be the most difficult and will require Regional community effort.



# Key Opportunities/Challenges

## Dept.

C + HD

Launch Neighborhood Revitalization Plan / Deploy strategic affordability initiatives

C + HD

Launch the Center for Civic Empowerment

C + HD

Further align economic development initiatives and incentives with housing affordability and balanced gentrification

C + HD

Reduce reliance on the Federal Entitlements

# Key Opportunities/Challenges

## Dept.

C + HD	100 % of Newly Constructed Municipal Facilities Solar or Solar Ready
C + HD	30% Reduction in overall municipal energy demand
C + HD	Expand neighborhood outreach and leadership opportunities (i.e. Youth Leadership Academy)
C + HD	Grow "The Bridge" Fellowship for Transitioning Soldiers



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