

FY20 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**

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Focus on Continuous Improvement Animal Services



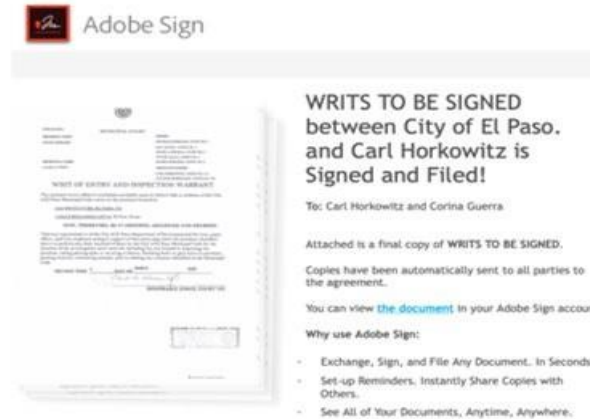
Focus on Continuous Improvement Environmental Services

ESD LIVE
Let's connect!



Thank you for contacting the City El Paso Environmental Services Department where providing exceptional services is part of our mission.

**Chat Service
Implementation
in December
2020**



**Electronic Writ of
Entry
Cross functional team
with Municipal Court
and DoITS**



**Town Hall Meeting
Suggestion from
Workforce
Successfully
Implemented**



**Blue Every Two
Program
started April 2020**

Focus on Continuous Improvement Public Health

**Internal
program
audits**

**Internal and
external customer
satisfaction
surveys**

**HIPAA Policies
and Procedures**

**DEPARTMENT'S
CODE OF CONDUCT
MANUAL**

**"Mystery
Caller" program
to assess phone-
based customer
service**

**Compliance and
Quality
Improvement
Committee**



Key Accomplishments Animal Services



5,514 Pets
cared for by
community
Foster
Program

Refreshed Strategic Plan

SIX FOR SIX

SIX NEEDS TO ACHIEVE FINAL 6% TO REACH NO-KILL BY DECEMBER 2020



8,637 dogs and
cats
found forever
homes



Volunteers
donated
26,934
hours

Returned
4,541 Pets to
their owners



Key Accomplishments Environmental Services



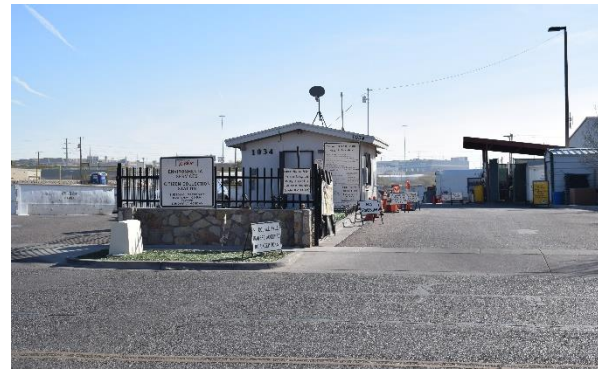
Provided service to 54,100 customers



Residential reliability rate: 98.1%



553 properties cleaned
652 homes in voluntary compliance



34,000 visits to Citizen Collection Sites



50% decrease in West Nile cases



55 outreach events
2,000 participants

Key Accomplishments

Community Development

Citizen Empowerment

- Upgraded Citizen Participation Plan
- **Transformed Neighborhood Summit**
- Expanded Neighborhood Leadership Academy
- Consolidated Senior Corps
- Activated Veteran Volunteerism
- **Census 2020—100+ stakeholder groups**
- **One Fund El Paso**

Safe + Beautiful Neighborhoods

- Memorial Senior Center Improvements
- Borderland Park Improvements
- Boys + Girls Club Park Futsal Courts
- Playa Drain Trail Phase One
- *E.L. Williams Park Improvements*
- *Chamizal Recreation Center Improvements*
- *Fort Blvd Improvements*
- *Gene Roddenberry Planetarium / Stargazer Park*
- *Student Memorial Park*

Organizational Excellence

- *2017 Department of Enforcement Report Close-Out*
- *Removed From "High Risk" Category for HUD Environmental Compliance*
- *Zero Audit / Monitoring Findings in the last 3 years*
- Complete Update to Entitlement Policies + Procedures

Key Accomplishments Public Health



Mass Shooting
Response
Emergency Set Up
and Staffing
of Family
Reunification
Center



Coordinated
Multi-Agency
Measles
Response
To Prevent the
Spread of
Infection/Cases

Grand Opening
El Paso
CommUnity Care
Center



Increased
Nutrition
Services to
WIC Clients
using New
Mobile Units

Goal 8- Key Performance Indicators

Key Performance Indicator	FY16 Actual	FY17 Actual	FY18 Actual	FY19 Actual	FY20 (Thru Q2)	Annual Target
# of low to moderate income individuals served	15,266	14,600	11,606	9,903	3,876	6,054
# of low to moderate individuals reached	27,949	82,856	123,479	81,694	3,050	38,678
% recycling diversion rate	15.27%	14.39%	14.94%	13.61%	11.22%	20%
# of ozone days exceeding standards	0	0	0	0	0	0
% Live Release Rate	48.28%	70.89%	83.11%	84.94%	88.29%	86%

Goal 8- Key Performance Indicators

Key Performance Indicator	FY16 Actual	FY17 Actual	FY18 Actual	FY19 Actual	FY20 (Thru Q2)	Annual Target
99.94% of residential customers serviced on first attempt		99.94%	99.94%	99.94%	98.1%	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	2,077	5,500
# of students reached		77,452	68,309	35,767	17,000	69,109

FY 20 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 = 44.7%

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 = 60%



FY 20 Key Deliverables Update

Strategy: Stabilize neighborhoods through community, housing and ADA improvements

- Formalized the Joint Housing Task Force comprised of 20 separate stakeholders and partner entities.
- Activated \$1,230,237 from the Corporation for National and Community Service providing volunteer opportunities for 800+ Seniors in El Paso
- Partnered with 38 Public and Non-Profit Agencies to establish community volunteer sites for seniors
- 20 Energy Audits conducted at zero cost through a SECO Program
- Awarded 34 contracts totaling \$2,180,000 to public service non-profit agencies for FY20 (CDBG, HOPWA, ESG).
- Focus on improved reporting practices; measurement and verification for building energy usage

FY 20 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%

FY19: 84.94%

FY19 Target = 80%

FY20 YTD: 88.29%

FY20 Target=86%

- **Increase total spay/neuter services by 10%**

FY18: 13,815

FY19: 14,486

FY19 Target = 15,196

FY20 YTD: 7,288

FY20 Target = 15,935

- **Reduce euthanasia due to infectious disease by 15%**

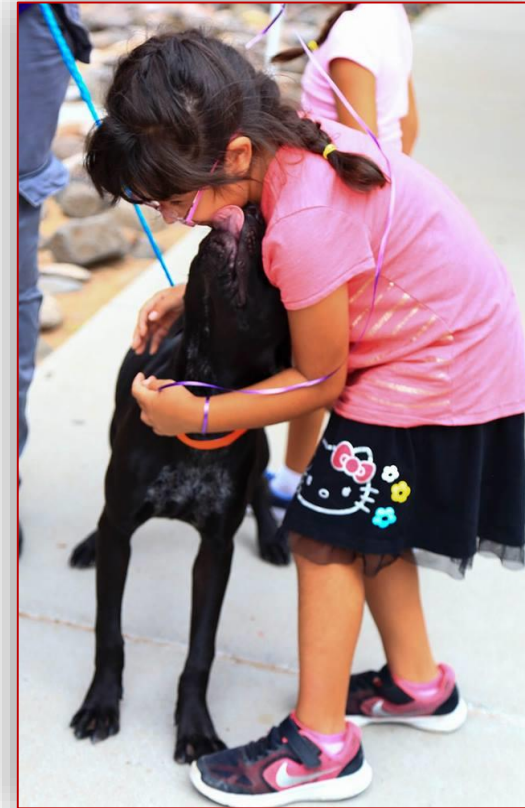
FY18: 2,159

FY19: 1,758

FY19 Target = <1,835

FY20 YTD: 344

FY20 YTD = <1,485



FY 20 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*

- Blue Every Two Begins April 2020.
- Opt-In Program continues implementation.
- ESD will continue to provide exceptional customer service to our customers.



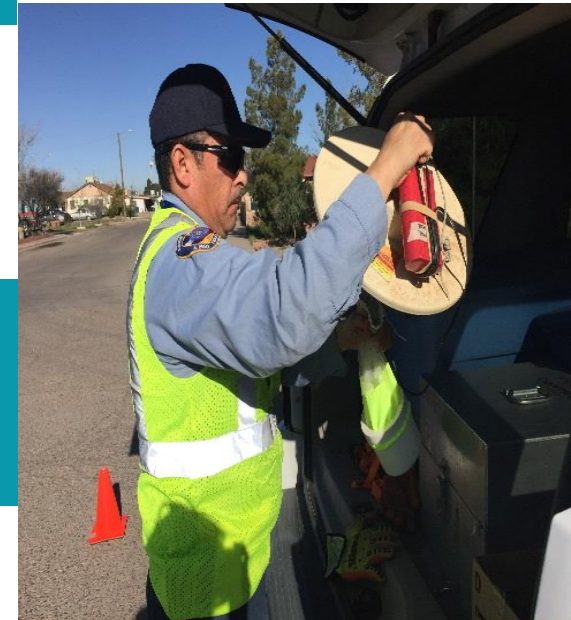
FY 20 Key Deliverables Update

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 20 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.
- Launch Blue Every Two Program
- Continue implementation of Opt-In Program.



Key Opportunities/Challenges

Department

Public Health

- Return of Family Planning as a community resource
- Implementation of pre-exposure prophylaxis (PrEP) to reduce HIV transmission
- Roll out online bilingual Food Handler Training classes
- Continue to reduce regional TB rate by aggressive outreach

Key Opportunities/Challenges

Department

Environmental Services Department

- Develop Northwest CCS now that Keystone Park has agreed to overall plan.
- Opt-In Program as we continue to work on reducing contamination in Recycle Bins.
- Implementation of recycling outreach classes for Opt-In Program.
- Implementation of Blue of Every Two program.

Key Opportunities/Challenges

Department

Animal Services

- Complete CATZ (Cats at the Zoo) project to enhance education and adoption of cats.
- Complete the Medical housing and HVAC improvements to reduce disease and provide healthier pets.
- Complete the additional dog kennel project in order to provide adequate housing for larger dogs while in our care.
- Enhance partnership with County Cities, Pueblo del Sur and Fort Bliss in order to bring entire community to no-kill.
- Reaching the last six percent in the 90% Live Release Rate goal will be the most difficult and will require Regional community effort.

Key Opportunities/Challenges

Department

C+HD

- Coordinate Small Area Plans with an emphasis on housing affordability and choice
- Leverage the Center for Civic Empowerment to enhance community dialogue
- Further align economic development initiatives and incentives with housing affordability and balanced gentrification
- Reduce reliance on the Federal Entitlements

Key Opportunities/Challenges

Department

C + HD

- Support ongoing measurement + verification of energy and water use reduction at municipal facilities
- Coordinate with CID and Planning on building performance based design standards for new facilities and urban development

What we covered

- **Focus on Continuous Improvement**
- **Key Accomplishments**
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