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
Key Accomplishments
Key Performance Indicators (KPIs)
FY20 Key Deliverables Update
Key Opportunities/Challenges
Focus on Continuous Improvement
Animal Services
Focus on Continuous Improvement

Environmental Services

Chat Service Implementation in December 2020

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

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

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

1. Hiring & Retaining Veterinarians
2. Increasing Physical Capacity for Care
3. Opening a Staffed Behavior Center
4. Enhancing Adoption Foster & Transport Programs
5. Enhancing Foster, Minorities & Youth Foster Programs
6. Community & Regional Partner Involvement & Education

8,637 dogs and cats found forever homes

Returned 4,541 Pets to their owners

Volunteers donated 26,934 hours
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
- 55 outreach events
- 2,000 participants
- 50% decrease in West Nile cases
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

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>FY16 Actual</th>
<th>FY17 Actual</th>
<th>FY18 Actual</th>
<th>FY19 Actual</th>
<th>FY20 (Thru Q2)</th>
<th>Annual Target</th>
</tr>
</thead>
<tbody>
<tr>
<td># of low to moderate income individuals served</td>
<td>15,266</td>
<td>14,600</td>
<td>11,606</td>
<td>9,903</td>
<td>3,876</td>
<td>6,054</td>
</tr>
<tr>
<td># of low to moderate individuals reached</td>
<td>27,949</td>
<td>82,856</td>
<td>123,479</td>
<td>81,694</td>
<td>3,050</td>
<td>38,678</td>
</tr>
<tr>
<td>% recycling diversion rate</td>
<td>15.27%</td>
<td>14.39%</td>
<td>14.94%</td>
<td>13.61%</td>
<td>11.22%</td>
<td>20%</td>
</tr>
<tr>
<td># of ozone days exceeding standards</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>% Live Release Rate</td>
<td>48.28%</td>
<td>70.89%</td>
<td>83.11%</td>
<td>84.94%</td>
<td>88.29%</td>
<td>86%</td>
</tr>
</tbody>
</table>
## Goal 8 - Key Performance Indicators

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<tr>
<td>99.94% of residential customers serviced on first attempt</td>
<td>99.94%</td>
<td>99.94%</td>
<td>99.94%</td>
<td>98.1%</td>
<td>99.95%</td>
<td></td>
</tr>
<tr>
<td>Medicaid Waiver program participants (teen health – HPV, STD, cancer screenings, flu and pneumonia shots for uninsured seniors, etc.)</td>
<td>~4,000</td>
<td>5,017</td>
<td>2,621</td>
<td>2,077</td>
<td>5,500</td>
<td></td>
</tr>
<tr>
<td># of students reached</td>
<td>77,452</td>
<td>68,309</td>
<td>35,767</td>
<td>17,000</td>
<td>69,109</td>
<td></td>
</tr>
</tbody>
</table>
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%
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%  
  FY20 YTD: 88.29%  
  FY19: 84.94%  
  FY19 Target = 80%  
  FY20 Target = 86%

- Increase total spay/neuter services by 10%
  
  FY18: 13,815  
  FY20 YTD: 7,288  
  FY19: 14,486  
  FY19 Target = 15,196  
  FY20 Target = 15,935

- Reduce euthanasia due to infectious disease by 15%
  
  FY18: 2,159  
  FY20 YTD: 344  
  FY19: 1,758  
  FY19 Target = <1,835  
  FY20 YTD = <1,485
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.
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.
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
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
- Key Performance Indicators (KPIs)
- FY20 Key Deliverables Update
- Key Opportunities/Challenges
Goal 8

Nurture and Promote a Healthy, Sustainable Community