GOAL 8
Nurture and Promote a Healthy, Sustainable Community
Powered by the Team

- Animal Services
- Community & Human Development
- Environmental Services
- Public Health
“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
"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
EP Public Health staff made national presentations at every major Public Health venue across the nation in 2018.

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.

American Public Health Association.
## 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 (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>5,069</td>
<td>11,026</td>
</tr>
<tr>
<td># of low to moderate individuals reached</td>
<td>27,949</td>
<td>82,856</td>
<td>123,479</td>
<td>9,949</td>
<td>53,550</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>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>
</tr>
<tr>
<td>% Live release Rate</td>
<td>56.96%</td>
<td>70.89%</td>
<td>83.11%</td>
<td>84.46%</td>
<td>86%</td>
</tr>
</tbody>
</table>
### Goal 8 - Key Performance Indicators

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<tr>
<th>Key Performance Indicator</th>
<th>FY16 Actual</th>
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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>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>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>69,109</td>
<td></td>
</tr>
</tbody>
</table>
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.
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
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.
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.

- Introduce Corridor Improvements to address neighborhood corridor improvements to include Junk Vehicles, Blocked sidewalks, Dead trees and other unsightly obstacles.
<table>
<thead>
<tr>
<th>Dept./Area</th>
<th>Description</th>
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<tr>
<td>Public Health</td>
<td>Return of Family Planning as a community resource</td>
</tr>
<tr>
<td>Public Health</td>
<td>Implementation of pre-exposure prophylaxis (PrEP) to reduce HIV transmission</td>
</tr>
<tr>
<td>Public Health</td>
<td>Roll out of Pooch-Friendly Patios ordinance for interested restaurants</td>
</tr>
<tr>
<td>Public Health</td>
<td>Roll out online bilingual Food Handler Training classes</td>
</tr>
<tr>
<td>Public Health</td>
<td>Implement internet-based Food Borne Illness investigations</td>
</tr>
</tbody>
</table>
Key Opportunities/Challenges

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.
Continue to reduce regional TB rate by aggressive outreach.
### Key Opportunities/Challenges

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

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<td>Animal Services</td>
<td>Complete CATZ (Cats at the Zoo) project to enhance education and adoption of cats.</td>
</tr>
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<td>Animal Services</td>
<td>Complete Behavior Center for dogs at Socorro Rd in order to increase the chance of adoptions for these challenged dogs who were previously euthanized.</td>
</tr>
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<td>Animal Services</td>
<td>Complete the 50 dog kennel project in order to provide adequate housing for larger dogs while in our care.</td>
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<tr>
<td>Animal Services</td>
<td>Enhance partnership with County Cities, Pueblo del Sur and Fort Bliss in order to bring entire community to no-kill.</td>
</tr>
<tr>
<td>Animal Services</td>
<td>Reaching the last five percent in the 90% Live Release Rate goal will be the most difficult and will require Regional community effort.</td>
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<td>C + HD</td>
<td>Launch Neighborhood Revitalization Plan / Deploy strategic affordability initiatives</td>
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<tr>
<td>C + HD</td>
<td>Launch the Center for Civic Empowerment</td>
</tr>
<tr>
<td>C + HD</td>
<td>Further align economic development initiatives and incentives with housing affordability and balanced gentrification</td>
</tr>
<tr>
<td>C + HD</td>
<td>Reduce reliance on the Federal Entitlements</td>
</tr>
<tr>
<td>Dept.</td>
<td>Key Opportunity/Challenge</td>
</tr>
<tr>
<td>-------</td>
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<tr>
<td>C + HD</td>
<td>100% of Newly Constructed Municipal Facilities Solar or Solar Ready</td>
</tr>
<tr>
<td>C + HD</td>
<td>30% Reduction in overall municipal energy demand</td>
</tr>
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<td>C + HD</td>
<td>Expand neighborhood outreach and leadership opportunities (i.e. Youth Leadership Academy)</td>
</tr>
<tr>
<td>C + HD</td>
<td>Grow “The Bridge” Fellowship for Transitioning Soldiers</td>
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