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TEAM

EP

Workforce Focus
October 2022



TEAM EP TX **WHAT WE WILL COVER**

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- 1 Investing in Our Workforce (Araceli Guerra)**
- 2 Approach + Key Results Overview (Juliana Baldwin-Munoz)**
- 3 Learning + Innovation Program Spotlights
(Rosemary Crawford + Roman Sanchez)**

Investing in our Workforce

Compensation + Benefits + Development

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1 COMPENSATION

- Wage increases
- Incentives
- Service - time
- Performance pay

2 BENEFITS

- Healthcare
- Shape it up
- Wellness clinics
- City gyms

3 DEVELOPMENT

- Tuition assistance
- Leadership training
- LinkedIn library
- Lean six sigma

Workforce Compensation and Benefits

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**Wage
Increase**
(Amount based on
Full-time employee)

\$2,080

**Performance
Evaluation**
(Lump sum up to \$175)

\$175

**Shape it Up
Wellness
Incentive**
(\$600-\$1,800)

\$1,800

**Health
Savings
Account**
(\$500 - \$1,000)

\$1,000

**Tuition
Assistance
Program**
(Up to \$5,000 annually)

\$5,000

**Service Time
Increase**
(Additional %
increase every
5 years)

\$760

**CDL, Animal
Services,
Zoo incentive**
(\$90 per pay period)

\$2,340

**Sign-On
incentive for
new employees**

\$1,000

**Employee healthcare
savings due to no
cost increase**
(Paid by City)

\$294

**Accident-Free
driving incentive**
(jobs requiring CDL)

\$350

**Perfect
Attendance
incentive**

\$100

**U-Matter
recognition**
(up to \$250)

\$250

**Total Available Compensation
Increase, Benefits, Incentives**

\$15,224

Workforce Compensation and Benefits

6 YEARS
OF PAY INCREASES
AND HEALTH
& FITNESS

**NO HEALTHCARE
INCREASES FOR
ALL CIVILIAN
EMPLOYEES**

**SHAPE IT UP
WELLNESS
PROGRAM**

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**INCREASE IN
NUMBER OF
WELLNESS CLINICS**
FROM 2 TO 9

**HEALTH SAVINGS ACCOUNT
WITH EMPLOYER
CONTRIBUTION ANNUALLY**
**\$500 PER EMPLOYEE
\$1,000 PER FAMILY**

**BLOOD WORK
DISCOUNT**
**\$25 PER PAYCHECK
PER EMPLOYEE OR
\$50 PER FAMILY**

Reinforcing Our Talent Pipeline

- ✓ Focused Training
- ✓ Certification Opportunities
- ✓ Project delivery
- ✓ Results-oriented



Expand workforce development and organizational focus on continuous improvement through targeted training, activating partnerships, and growing best practices
(supports Goal 6)

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Our Approach

- ✓ We value and encourage **learning + innovation**
- ✓ **Variety of tools** to hone leadership skills
- ✓ Broadly partnered through **cross-functional teams**

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Variety of Tools

- www.eplearners.com
- LinkedIn Learning
- Lean Six Sigma (LSS)
- Human Centered Design/Design Thinking
- MyElPaso---Leadership Toolkit
- Baldrige Performance Excellence Criteria
- Listening Sessions, Customer Experience Workshops
- Tuition Assistance Program

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Implementing Leading-Edge Practices

- **2022 BEST award recipient**

(Association of Talent Development (ATD))

- Created Borderlands ATD group
- **1 of 14 in North America** selected to participate in Innovation Training Program
- **First organization to pilot** virtual workshop with Stanford University Design School (d.School) *Designing for Social Systems*
- Invited to facilitate Strategic Planning Sessions for Community Partners

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Key Results

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15K+

15,706 Responses

**Survey Responses from past
3 years used to identify
improvements**

**Approach, Deployment,
Learning and Integration**



97%

**Strongly Agree
& Agree**

**They would recommend course
they attended/completed to
others**

Learning Program *RESULTS*

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**Leadership
Development**

>5,000 hours



**Senior Leadership
LSS/Examiner**

100%

Innovation Program *RESULTS*

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**Process Hrs. Saved &
Capacity Added:**

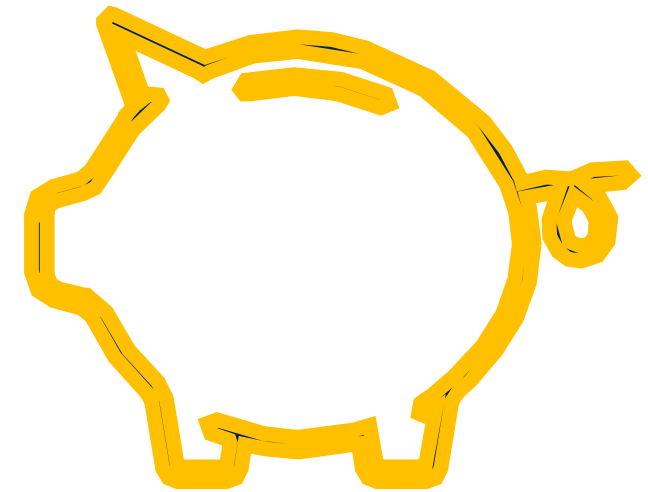
243,848 hrs.



Pages of Paper Saved:

4.27 Million

512 Trees



Savings + Cost Avoidance:

\$26.1 Million



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LEARNING TEAM

TRANSFORMATION OFFICE



LEARNING FOR ALL

APPROACH

- Implemented www.eplearners.com
 - Providing >100 **courses** in targeted City of El Paso topics
 - Over 8,000 courses available through LinkedIn Learning
- Created **on-demand** mandatory training for 24/7 mobile learning
- Ensured **Spanish** options available to meet frontline learning needs

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DEPLOYMENT

- Available to **all ~6,000 workforce** members
- Launched “lunch and learns” focused on our field/operations team members

LEARNING + INTEGRATION

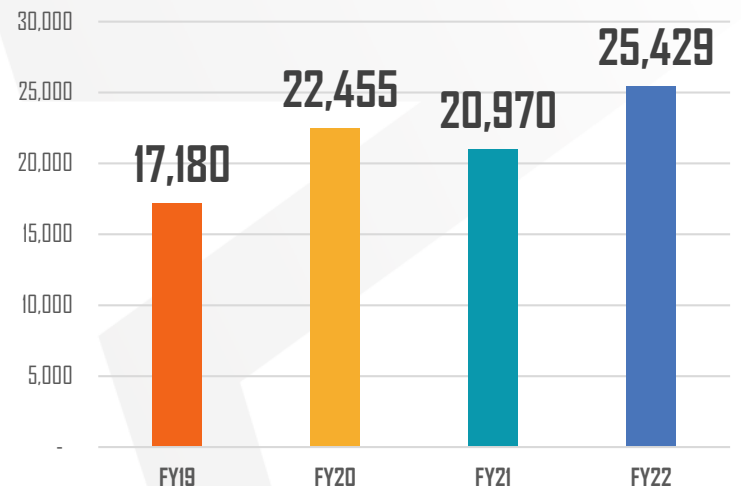
- Led by our Learning Team to ensure focus on process improvement, strategic alignment and performance excellence across workforce segments (frontline, professional/managerial and executive)

More Learning Opportunities

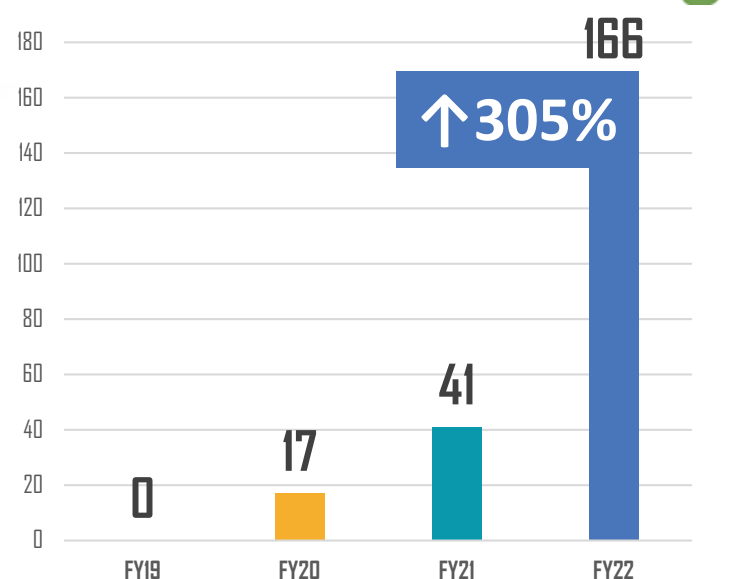
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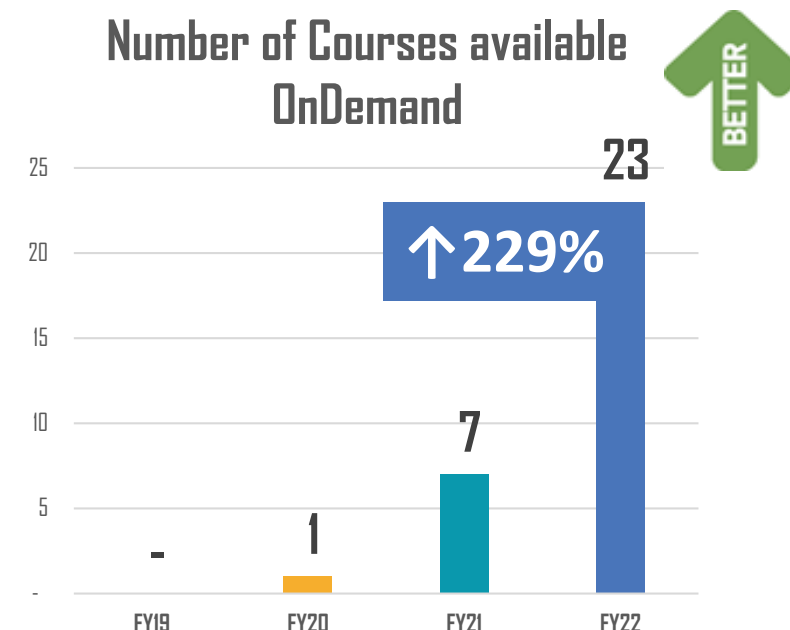
Number of Learning Engagements



Number of Classes delivered via TEAMS



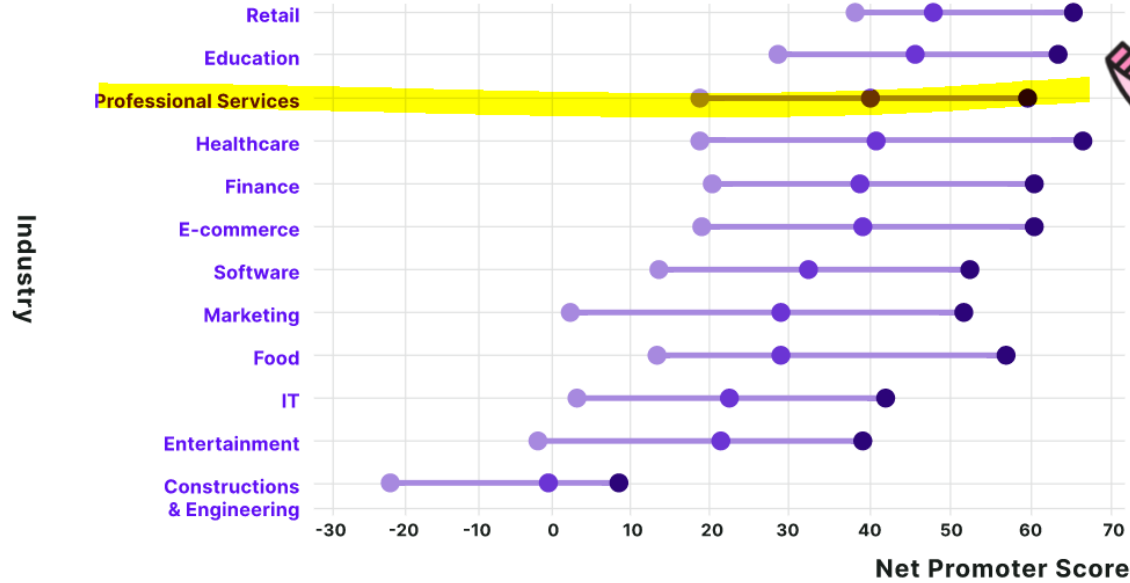
Number of Courses available OnDemand



Increased Variety of Delivery Options

Average NPS by industry

● Low (25th percentile) ● Average ● High (75th percentile)



survicate

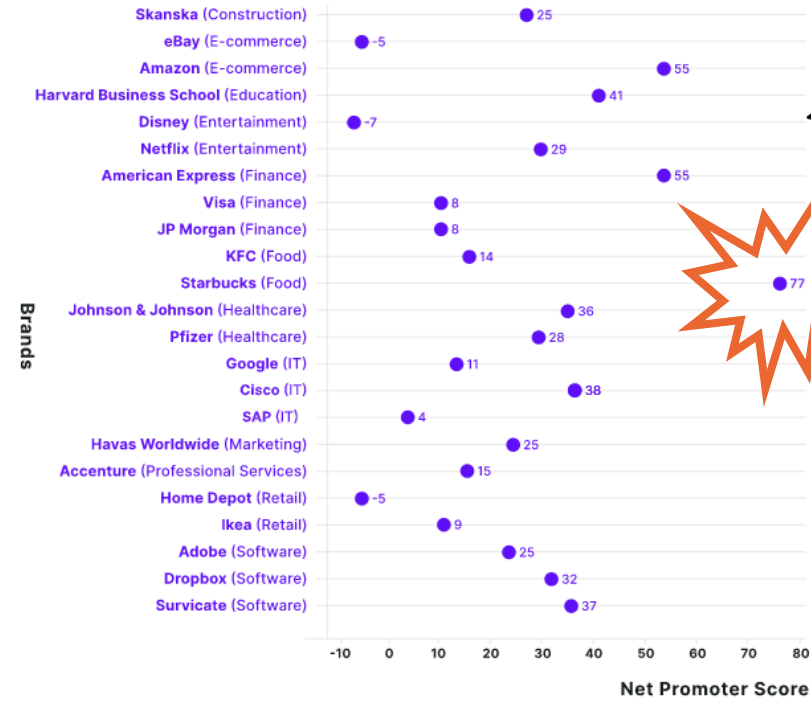
Source: survicate.com

CoEP Learning
NPS Scores of
84 is Off the
Chart!

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NPS of industry leaders



survicate

Source: survicate.com

NPS Scores are
higher than
Starbucks!!!

Professional Services

Companies and professionals that provide various services in highly specialized sectors—for example, nutrition coaching app, a platform and community for law practitioners, or aerial photography services.

Tuition Assistance Program

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Then

- **\$300,000**
- **6 hours to apply**
- **19% Error Rate**
- **Degree only**

Now

- **\$500,000**
- **1 hour to apply**
- **1% Error Rate**
- **Continuing Ed**
- **Certifications**
- **Books**

Next

- **Career Coaching**
- **Job Shadowing**
- **Academic Advising**
- **Wi-Fi**



Employees are able to obtain Tuition Assistance for Degree's, Certifications, Continuing Education Books/ Required Equipment.

- Per calendar year:
 - FT employees are eligible up to \$5,000
 - PT employees are eligible up to \$3,000.
- All employees are eligible up to \$25,000 during their lifetime as an employee of the City of El Paso, to include returning employees.

Check out our Tuition Assistance Program!
<https://my.elpasotexas.gov/my-benefits/tuition-assistance-program/>





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Testimonials

*"My participation using the TAP has assisted me monetarily and given me more confidence that it is **never too late to pursue your dreams.** I also, have to mention that I am being a mentor to my daughters who see how this wonderful **City gives back to the community and its employees.**"*

- Sara Cera, Public Health



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Testimonials

*"I never thought it was possible this late in the game to pursue and finish my education. Seeing the great opportunities there are working for the city made me go back to school during the pandemic... It also **motivates me to stay working for the city** and hopefully move up in my department or other city departments."*

- Armando Salais, Libraries





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Testimonials

*"After taking the time to fill out all the forms, and speaking with the TAP team, I was **motivated to finish my degree.** I started in 2000 but left in 2006 due to a horrific event in my 13-year old daughter's life. I was able to start again with the TAP program in Fall 2021 and finish on May 31, 2022. This program encouraged me to finish my degree."*

- Monica Luna, Police



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Testimonials

*"TAP has been **a game changer for my family and me.** I have been able to advance my career tremendously with the education TAP has allowed me to complete; an education that I most likely would not have been able to afford without it."*

- **Robert Read, Economic Development**



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**TEAM EP
TX**

INNOVATION

"iTeam"

Innovation *RESULTS*

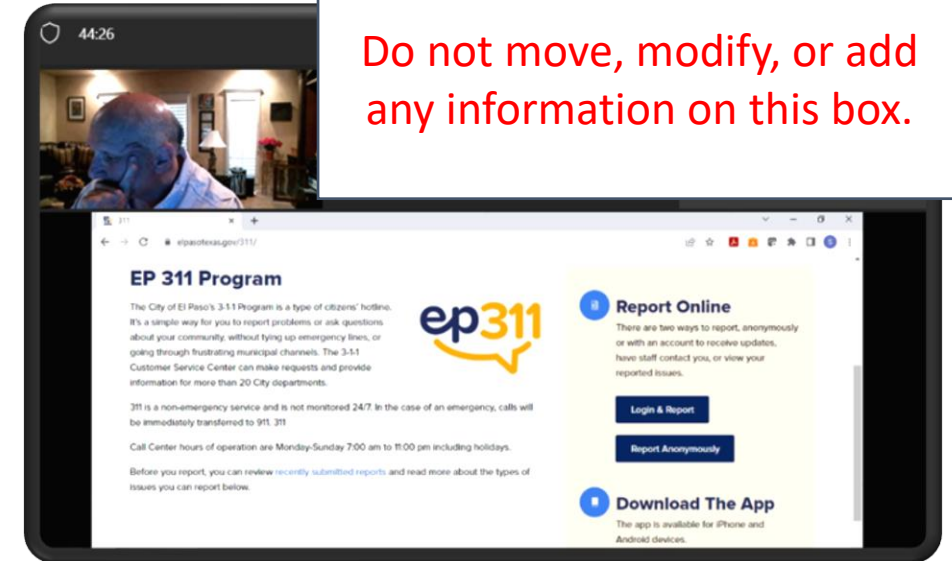


**Employees
engaged in the
PIP 700+**



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**ACTIVE
PROJECTS
108**

PROCESS APPROACH

co-designing with our customers

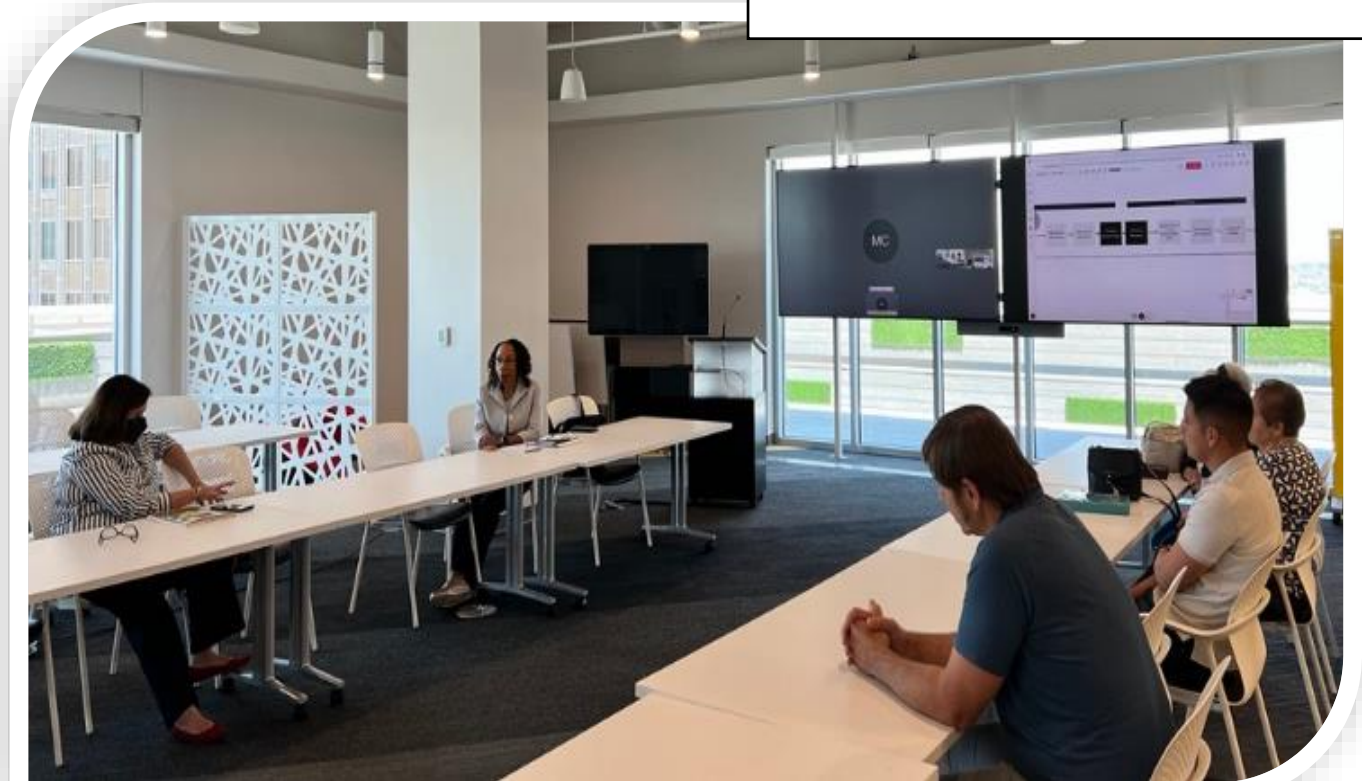
UNDERSTAND
the opportunity for improvement

GENERATE
and test new ideas

DELIVER
initiatives

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BUILDING A CULTURE OF *INNOVATION PILLARS*

Create *KNOWLEDGE*

Create *SAFE SPACES*

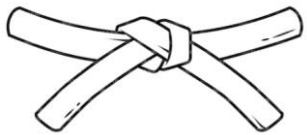
Create *OPPORTUNITIES*

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Create *KNOWLEDGE*

Lean Six Sigma Training Path



White Belt Training



Green Belt Training



Black Belt Training



Idea Workshops

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NEXT: Human Centered Design



Create *SAFE SPACES*

Virtual & Physical

Listen to *LEARN*

Customer Experience Workshops

Resident & Workforce

Process Mapping Workshops

1:1 Coaching

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Create *OPPORTUNITIES*

Lean Six Sigma Projects

Customer Experience Workshops

Kaizen Events

Re-Form

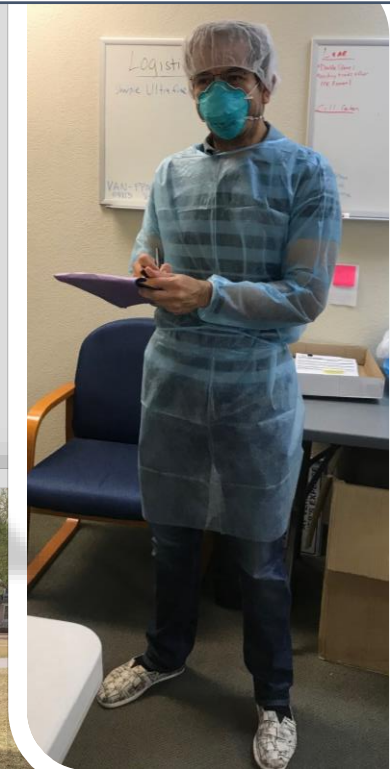
GEMBA Walks

Connecting People & Systems (networking)

Data Analytics Workshops

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A portrait of Brenda Cantu, a woman with long dark hair, smiling. She is wearing a light-colored top with a floral pattern. The background is dark.

Testimonials

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*"Being able to quantify the improvement has also given me a **new understanding** about the **savings and time we gain from applying LSS**. Although I have only completed a white belt project, I have a list a many future projects that keeps getting longer but are definitely worth analyzing.*

I may not be an expert yet, but I know that I can count on the Performance (Transformation) Office to guide me."

- Brenda Cantu, Planning & Inspections



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Testimonials

*Denice was assigned to this project where **her knowledge, experience, professionalism and work ethic** clearly manifested to me she is a Tier 1 individual!*

*Ms. Sepulveda's discipline, work ethic and commitment to this project embody the finest traditions of the City of El Paso and those of the Performance (Transformation) Office. We look forward in the future to be able to institute Denice's work to have a **more cost-effective method approach** addressing police personnel injuries and to have an **effective work force injury treatment program** for a healthier and stronger work force.*

- Chief Pacillas, EPPD



Testimonials

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*I have always been a person that asks questions to understand why we do what we are doing but since working with the Performance (Transformation) Office, **I now include the question "How can we improve this process?"**. With an idea in mind and the tools the Performance (Transformation) Offices provides, I can now put those ideas into reality.*

*They are willing to hear my idea out, **provide feedback, thoughts on analysis and insight on how we can utilize available technology**, some I didn't even know existed.*

- Stephanie Carbajal, Municipal Court

Testimonials

Without the Innovation Team - their "outside the box" thinking, infectious energy, and encouragement – these projects would not be possible!

SHOUT OUT and KUDOS to the INNOVATION TEAM that makes great ideas come to life – Roman Sanchez, Cesar Grado, and Denice Sepulveda – THANK YOU for investing in US & our ideas and inspiring our teams to continue sprouting ideas to deliver powerful impact in our organization.

We do not do this alone – We do this as a TEAM!
EPTX-TEAM

-Annabelle Casas, Municipal Court

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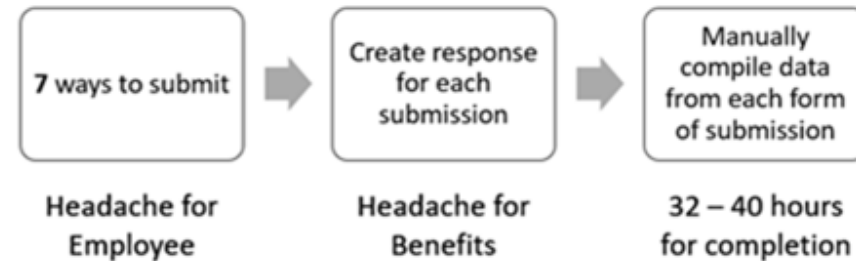
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Testimonials

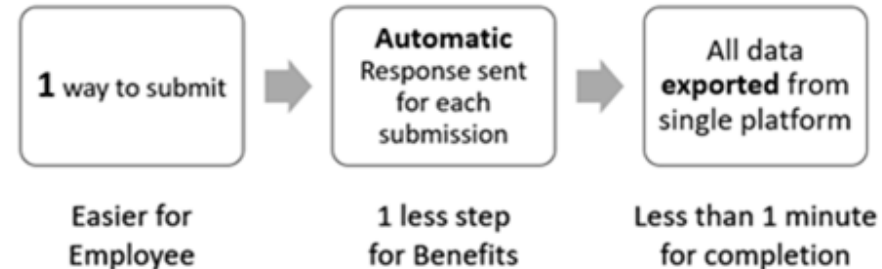
*The vision was to ultimately have one automated form of submission with a single platform on the receiving end for the reviewal and approval process. The Transformation Office did exactly that, Transform that vision into reality. With the help of IT, PIO and the Benefits Team, **we completed the mission: One form of submission, One landing platform, 2,000 affected employees.***

**-Roman Sandoval,
Human Resources**

Previous Process



Improved Process



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A Culture of *INNOVATION*

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Komassa, Christine N. ✂

Sanchez, Roman

Marquez, Christopher P. ✂

Orozco, Mariana ✂

Anguiano, Stephanie ✂

Machuca, Isbell D. ✂

Garcia, Blanca I. ✂

De La Rosa, Adrian A.

Camp, Aimee J.

Grado, Cesar I. ✂

Chavez, Angelica M. ✂

Maguire, Kerry ✂



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