



HEART ***Cross-Functional Team***

Humanitarian Engagement Action Response Team

Agencies United



City Departments

- El Paso Police Department
- Environmental Services
- Code Enforcement
- Streets & Maintenance
- El Paso Fire Department (MIH)
- Community + Human Development
- 311 / El Paso Helps
- DoITS

Healthcare & Social Services

- University Medical Center (UMC)
- Emergence Health Network (EHN)
- Adult Protective Services (APS)
- Project Vida
- Veterans Affairs (VA – federal)
- Centro San Vicente
- Aliviane
- Endeavors
- Desert Aide Services

Nonprofits & Community Partners

- Project Amistad
- United Way of El Paso
- Opportunity Center for the Homeless
- El Paso Coalition for the Homeless
- El Paso Center for Children
- Texas Department of Transportation (TxDOT)
- Recovery Alliance
- American GI Forum
- Rescue Mission of El Paso
- El Paso Center for Children
- + Other Organizations

How We Got Here

- Ongoing rise in encampments and public concern.
- **Multi-agency collaboration** launched to address public safety and humanitarian needs.
- The Phoenix C.A.R.E.S. model.
- City support for **24/7 response coordination**, resource matching, and intake challenges.



What We've Done



**Cross-Agency
Coordination:**

**Humanitarian CFT
launched in November
2024**

**Piloted outreach
through WSRCC,
testing real-time
engagement models.**

**Activated El Paso Helps
as a 24/7 response
team for outreach.**

**El Paso Helps responds
within 20 minutes,
reducing officer out-of-
service time**

**Streamlined outreach
with one-call intake
model (vs. multi-agency
contact)**

Early Wins



- Housing outcomes steadily increased: **40+ placed in April-May** meetings.
- Activated the Welcome Center
 - For intake and stabilization.
 - Identified as our 24/7 drop-off.
- Opportunity Center **adding 125 beds**, expanding medical access through Fire Mobile Integrated Health.
- EPFD **MIH team stationed** for medical triage.

Resource Navigation



New Tools:

- 311 App Update (Launched May 13)

“Is an individual in need of assistance...?” → Triggers El Paso Helps response, then Code Enforcement

311 (Call,
App,
Website)

Code Enforcement

Report problems such as Overgrown Grass/Weeds, Prohibited Signs, Noise Complaint, Junk Vehicle

Illegal Encampment

311 routes
internally to
proper team
lead (based on
location/
department).



Create A Request

Mandatory Question:

Is there an individual
needing assistance with
shelter, food, utilities,
mental health, or
substance use?
• Answer choices:
Yes
No

Details

Description *

Please provide as much detail as possible about the issue

Add Files

Upload photos, videos, or audio. The total size of all files

Drag & drop your files here or click to select files

Data Coordination



**Real-time
tracking
through shared
contact lists**



**Monitoring
outcomes:
service use,
housing
placements**



**The 311 App
now routes
outreach based**



**WSRCC Pilot =
model for
citywide
implementation**



**Exploring the
GIS/SharePoint
tool**

Community Impact



Call Volume: Officers have initiated **at least 30+ cases** to El Paso Helps since the pilot launch in January 2025.

Housing Impact: Estimated **60 individuals housed**

Rapid Response: **Pre-pilot 18 hrs** response time. Now **EPH responds within 20 mins** reducing officer downtime and improving efficiency through a centralized intake system.

Cost Avoidance: Over 600 medical calls from the Opportunity Center in 2024, an estimated **\$1.7M in hospital costs for UMC.**

Impact of Unified Outreach



MEASURE	BEFORE PILOT	AFTER PILOT
Average housing/meeting	1-4	7-20
Case routing	Multiple contacts	Single-call to El Paso Helps; streamlined
Officer response time	Delayed handoffs	EPH responds within 20 minutes
Agency coordination	Worked in silos; sometimes competed	EPH Partner Collaboration - shared goals
Medical intervention	Frequent ER trips	MIH triage + working on coordinated hospital discharge planning
Tracking	Inconsistent	Shared real-time log



***“No one of us
is an expert, but
collectively, we are all
experts.”***

What's Next – VA Event



July 29th – 31st - One-Team Model

- 40+ beds citywide, coordinated housing, same-day enrollment.
- All partners align on data, logistics, and outreach zones.
- Volunteer Training: **Week of July 23.**
(led by VA + partners)

Two shifts per day:
6:00 AM – 10:00 AM,
5:00 PM – 8:00 PM

VA Event - Activation Plan



- **On-Site Support:** UMC, Aliviane, Project Amistad mobile units.
- **Welcome Center (201 E. 9th):** Primary drop-off + full-service intake.
 - Showers, meals, safe rest space.
 - On-site pet accommodations: crates, food, vaccinations.
 - Optional no-cost spay/neuter services.
 - Participant data captured in the field to reduce intake delays.

How Can We Support



Regional Commands

- 2 Regional Command Centers per day of the event.
- Staging areas for volunteers.
- PAR team support citywide.

Animal Services

- On-site pet food, vaccinations.
- Optional spay/neuter services.

Fire Department

- MIH teams onsite.

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QUESTIONS
