



## Board Appointment Form

City Clerk's Office

|  |   |
|--|---|
| Appointing Office  | Representative Josh Acevedo, District 2 |
| Agenda Placement   | Consent                                 |
| Date of Council Meeting  | 06/11/24                                |
| Name of Board  | Fair Housing Task Force                 |
| Agenda Posting Language  |   |
| Appointment of Silvia Serna to the Fair Housing Task Force by Representative Josh Acevedo, District 2  |   |
| Appointment Type   | Regular                                 |
| Member Qualifications  |   |
| Ms. Serna is a resident of El Paso and an active member in the community. She has experience in the law enforcement/judicial system and obtains interest in matters relating to fair housing and non-profit housing. |   |
| Nominee Name   | Silvia Serna                            |
| Nominee Email Address  |   |
| Nominee Residential Address  |   |
| Nominee Primary Phone Number   |   |
| Residing District  | District 2                              |
| City Employed Relatives  | N/A                                     |
| Board Membership   |   |
| N/A  |   |
| Real estate owned in El Paso County  |   |
| N/A  |   |
| Previous Appointee   | Andi Tiscareno                          |
| Reason for Vacancy   | Resigned                                |
| Date of Appointment  | 06/11/24                                |
| Term Begins On   | 06/11/24                                |
| Term Expires On  | 04/30/25                                |
| Term   | Unexpired Term                          |

# SILVIA SERNA

Performance-driven, forward-thinking Management Professional offering 25 years of comprehensive experience in fast-paced, customer-driven public service. Possess an effective hands-on leadership style that inspires trust and confidence amongst superiors, peers and subordinates. Highly adept at breaking down barriers to progress and implement the change necessary to achieve an organization's long-term strategic imperatives.

## CORE COMPETENCIES:

- |                                    |                                    |                        |
|------------------------------------|------------------------------------|------------------------|
| • Strategic Planning               | Operations & Facilities Management | Budget Management      |
| • Program Development              | Cross-Functional Leadership        | Staff Development      |
| • Multi-Site Operations Management | Employee Rewards/Incentives        | Safety/Risk Management |
| • Customer Service                 | Grant Writing Experience           | Regulatory Compliance  |

*Bilingual: Fluent in English and Spanish*

## PROFESSIONAL EXPERIENCE

### 34<sup>th</sup> Judicial District Attorney's Office, El Paso, Texas

#### Grant Analyst

5/2021-Present

- Write and manage all grants for the District Attorney's Office to include creating very complex reports submitted to the granting agencies such as the Governor's Office of Texas, TxDOT, and Bureau of Justice
- Manage the budgets for the grants to include over a couple of three million dollar budgets
- Create and manage all the budget adjustments for the grants
- Work in conjunction with other County offices such as Purchasing, County Auditors, County Attorneys and County Administration for the acceptance of grants and vetting processes.

### 346<sup>th</sup> District Court – El Paso Veterans Treatment Court Program, El Paso, Texas

#### Veteran Program Director

7/2012 – 12/2020

- Developed and implemented policy for the El Paso Veterans Treatment Court Program.
- Make presentations to the community to include the many veteran organizations and provide education regarding the statutory requirements for eligibility placement.
- Perform all the case management duties to include preparing files for docket, staffing cases with the Team and follow-up with attorneys.
- Prepare and maintain solicitation of grants for Veterans Treatment Court.
- Provide supervision of staff to include compliance officers, counselor and interns.
- Developed, designed & maintain the county-wide web page for the Veterans Court.

### West Texas Community Supervision & Corrections Department (WTCSCD), El Paso, Texas

#### Officer-in- Charge/Supervisor

2005 to 2012

Directly responsible for the day-to-day operations of a 24/7, 90 bed Male/Female Residential Facility. Supervise 30+ employees and direct all residential services for three separate shifts.

- Oversee all of the Residential Services that covers Transportation, Counseling, Housing, Dining Facility, Correctional Control Area and Administration.
- Assist and conduct monthly Team Meetings regarding admission, discharge and transfers of Residents from the Facility.

- Direct all incoming placements to the Residential Facility to appropriate staff or outside services.
- Oversee the performance counseling/evaluation of all department employees and manage their training.
- Oversee the implementation of Resident's case files be kept in accordance with operational procedures and the Criminal Justice Assistance Division (CJAD).
- Manage the Probation Officers, Counselors, and Employment Special, ensuring the Facility's success is met by visiting with Resident's and their families on a weekly basis, conducting and overseeing Resident's meetings and maintaining high employment ratios.
- Manage all court related duties in conjunction with the District & County Courts, CPS, Drug Court, INS, APS and other governmental entities.
- Oversee the safety and security of the Residential Facility as mandated by CJAD, to include the residential living quarters, residents, customers and staff.

**Key Achievements**

- Implemented training on the specialization of services to the DA's office, Executive Staff and the Probation Department.
- Set up infrastructure for the Residential Facility that ensured the Facility was able to meet the expectation of CJAD requirements.
- Implemented safety policy and procedures for the Facility, i.e., fire drills, evacuation and hazardous chemical spills.
- Implemented transportation policy and procedure to insure timeliness of Resident's pickup/dropoff.
- Implemented risk procedures to include accident investigation, work related injury/illness and safety of staff.

**WTCSCD, El Paso, Texas****2001 to 2005****Senior Probation Officer, Texas Satellite, El Paso, Texas**

- Managed the entire Probation Office Satellite of 13 Officers, 2 Secretaries and Interns.
- Planned, organized and supervised court appearances and duties for Probation Officers.
- Oversee all probation functions and services be in accordance with CJAD standards.
- Met regulatory standards set by CJAD, County and Texas Department of Health.
- Conducted performance counseling/evaluation of all satellite employees.

**WTCSCD, El Paso, Texas****1998 to 2001****Deputy Probation Officer, Court Services, El Paso, Texas**

- Engaged in professional duties related to serving the district needs of the District & County Courts.
- Served as liaison Officer for the Courts.
- Conducted Internal Affairs investigations for the Department.
- Conducted criminal backgrounds on defendants.
- Met regulatory standards set by CJAD.

**WTCSCD, El Paso, Texas****1996 to 1998****Deputy Probation Officer, Texas Satellite, El Paso, Texas**

- Supervised caseloads of up to 200+ Probationers.
- Conducted monthly statistical reports.
- Performed tasks as court ordered for the needs of the Probationers.
- Met regulatory standards set by CJAD.

**INTERMEDIATE SANCTION FACILITY, El Paso, Texas** 1995 to 1996

**Case Manager II**

- Conducted classroom curriculum to include Anger Management, Life Skills and Substance Abuse Education to Probationers.
- Compiled monthly progress reports.
- Oversee the implementation and development of classroom curriculum.
- Managed caseload.
- Acting Director of Programs

**R.E. THOMASON GENERAL HOSPITAL, El Paso, Texas** 1989 to 1993

**Employee Assistance Program Coordinator, Human Resources**

- Developed the EAP from concept.
- Provided assessment services, evaluation and referral services to employees.
- Developed extensive network of community support agencies.

**DISTRICT ATTORNEY'S OFFICE, El Paso, Texas** 1988-1989

- Victim Services Coordinator
- Paralegal

**CENTRAL APPRAISAL DISTRICT, El Paso, Texas** 1984-1988

- Secretary for the Appraisal Review Board

**LULAC PROJECT AMISTAD, El Paso, Texas** 1980-1984

- Clerk
- Secretary

## **EDUCATION**

**Master of Arts, Organizational Management** 2001  
University of Phoenix, Santa Teresa, New Mexico

**Bachelor of Science, Criminal Justice** 1994  
University of Texas at El Paso, El Paso, Texas

## **NOTABLE ACHIEVEMENTS**

**Congressional Recognition, Congressman Beto O'Rourke,** 2015  
**for support of the Veterans in the community as Veterans Program Director**  
**of the El Paso Veterans Treatment Court Program**

**Recognition for outstanding support for Veterans from the El Paso** 2015  
**Veterans and Riders Association**

**Recognition by the Paratroopers of the Benavidez-Patterson 82<sup>nd</sup>** 2013  
**Airborne Division for support of the active duty and veteran military**  
**Community**

**Leadership of El Paso, Class 28** 2006

