



COVID-19 Response + Recovery Cross- Functional Team Update

3.29.2021

Table of Contents

1. Overview (Tommy Gonzalez)
2. CFT Operations (Chief Mario D'Agostino)
 - a) Quality of Life (QoL) Re-openings Update (Tracey Jerome)
3. City Attorney Overview (Karla Nieman)
 - a) State Disaster Declarations
 - b) Emergency Ordinances
 - c) City Attorney's Office COVID-19 Support
 - d) Legal Monitoring
 - e) Courts Update
 - f) City Attorney's Office Summary of Legal Support During COVID-19
4. Team Lead Reports:
 1. Health Focus (Hector Ocaranza, M.D.)
 2. Vaccination Update (Angela Mora)
 3. Community Vulnerabilities + Human Services (Nicole Ferrini)
 - a) Rental Assistance: Tracy Yellen, Paso Del Norte Community Foundation
 - b) Utility Assistance: Andrea Ramirez, Amistad
 - c) Community Resilience Center: Deborah Zuloaga, United Way of El Paso
5. City Manager Wrap Up (Tommy Gonzalez)



1. Overview

Tommy Gonzalez



2. CFT Operations

Chief Mario D'Agostino



2a. Quality of Life Reopenings Update

Tracey Jerome

Quality of Life Portfolio

- Virtual Services Delivery
- In-person Services Reopening Plan

The Portfolio

- Libraries
- Museums & Cultural Affairs
- Parks & Recreation
- Destination El Paso
- Zoo & Botanical Gardens

Libraries:

Summer 2021 Virtual Programming

Online Services

- Digital Library Card
- eBooks
- Audio Books
- Magazines
- Music
- Video
- Language Learning
- Reference/Research
- Hotspot Loan Program

Library Online Programs & Outreach

- Storytime – STEAM, Live
 - First Chapter Fridays
 - Random Fandom
 - Gaming Tutorials
 - Kitchen Science
-
- NEA Big Read with UTEP Theatre Department
 - EPISD Read Across the District
 - Parent Engagement Fairs with schools on Zoom
 - Collaboration with high school student project, Diverse Books Matter

Border Heritage Center

Providing reference, research and copy services remotely

- The BHC reference desk is available via telephone and email
- Monday – Friday
- 10:00 – 6:00

WorkPLACE

Public Literacy Access
for Careers and
Entrepreneurship

Services for Entrepreneurs

- Business Plans
- Registration
- Funding
- Marketing

Services for Job Seekers

- Resumes
- Job Search
- Career Development
- Adult Education

Adult Education



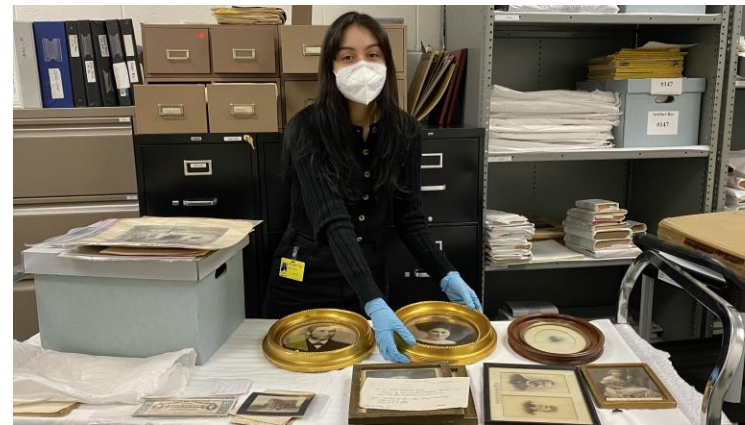
- **Career Online High School**
- Online High School curriculum for students over 18 years of age
- Certification in 10 career opportunities
- Over 80 local graduates

Museums & Cultural Affairs: Summer 2021 Virtual Programming

EL PASO MUSEUM OF HISTORY



- Story behind the photo series
- Artifact spotlight and object care
- This day in history
- El Paso History-related virtual games and activities
- Virtual museum tours
- Virtual workshops



Women's History Month
LET US CELEBRATE THE WOMEN OF EL PASO

“She was among the most humble and yet, the most powerful woman I have ever met. Her calm quiet was a legacy I have always admired. My unattainable goal is to be like my aunt Elvie.”
-Patricia Brunson

ELVIE CALVILLO

EL PASO MUSEUM OF HISTORY

EL PASO MUSEUM OF ART



- Art Getaways
 - Virtual art exhibits
- Virtual craft programming
 - Spring art crafts
 - Summer workshops
- Artist Spotlights
- Virtual Family Days



EL PASO MUSEUM OF ARCHAEOLOGY

- Lecture Series webinars
- Virtual gallery tours
- Artifact of the week
- Did you know series
- Downloadable crafts, puzzles, games, coloring sheets



Parks & Recreation: Summer 2021 Virtual Programming

PARKS & RECREATION



Virtual Programming

- Weekly Fitness Classes
 - Broadcast Via Facebook Live
 - Yoga Classes
 - Zumba Classes
 - Gymnastic Class
 - Family Fitness Class
- Home Workout Videos
- Power Blast Workout Videos
- Sport Drill Videos for Youth



Virtual Programming

- Know Your Parks
 - Weekly feature of a City of El Paso Park
- Know Your Trails
 - Weekly feature of a City of El Paso Trail
- Virtual After School Program
 - DIY crafts for the whole family
- Guitar Lessons

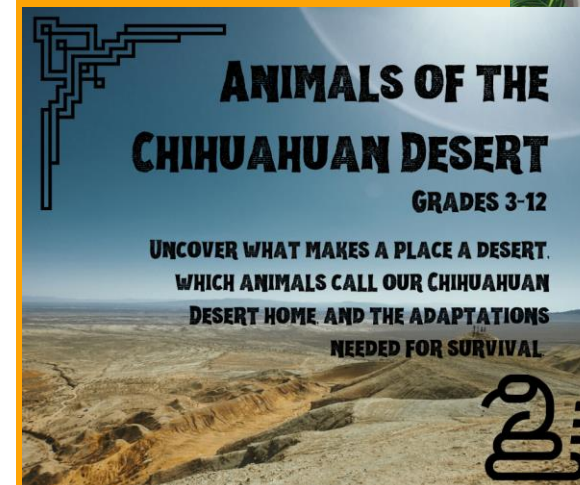


El Paso Zoo & Botanical Gardens: Summer 2021 Virtual Programming

ZOO & BOTANICAL GARDENS

Virtual Education Programming

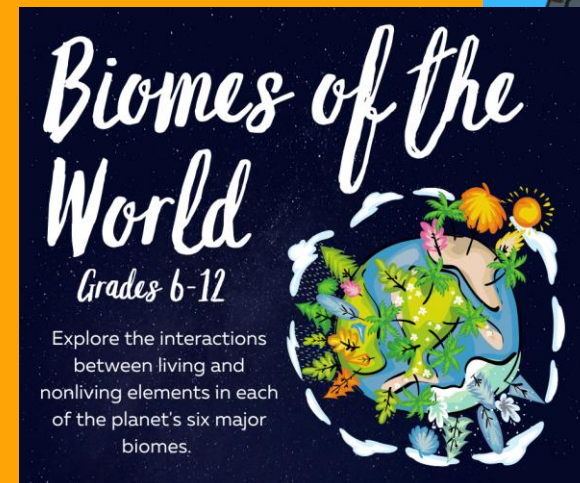
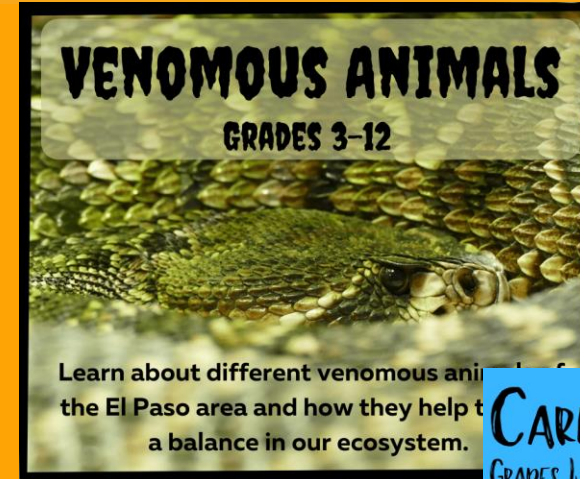
- Animal Wrappers: Pre-K to 3rd grade, learn how different skin, scales and fur serve each species
- Our World, Our Friend: Grades K – 12, travel through the layers of the rainforest
- Animals of the Chihuahuan Desert: Grades 3 – 12, what animals call this home



ZOO & BOTANICAL GARDENS

Virtual Education Programming

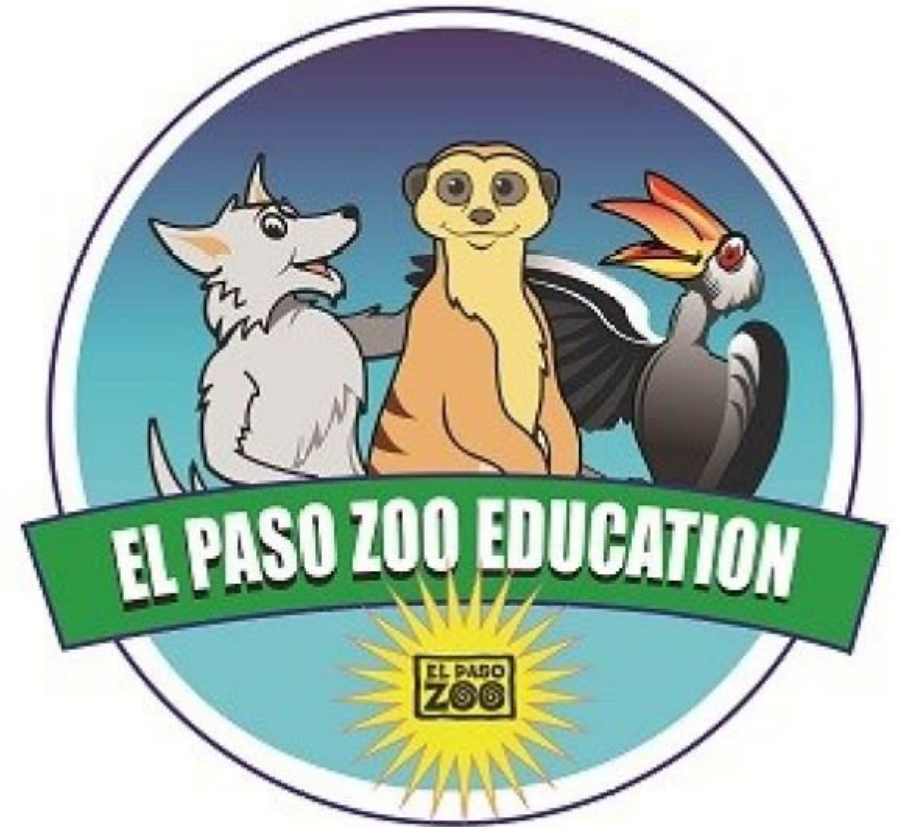
- Venomous Animals: Grades 3 – 12, venomous animals in the El Paso areas.
- Careers at the Zoo: Grades 1-12, learn about all the career opportunities at the zoo
- Biomes of the World: Grades 6 – 12, explore interactions between living and non-living in the world's six biomes



ZOO & BOTANICAL GARDENS

Virtual Education Programming

- **Virtual Zoo to You Tour** – choose Africa, South America, Chihuahuan Desert, or Asia
- **Virtual Behind the Scenes Tour** – let us know which animal you would like to meet up close
- **Education Ambassador Animal Encounter** – meet three Education Ambassador animals up close, learning about their natural habitat and ways we can protect them in the wild
- **Education Blogs** - with an average 50 per month and over 200 dedicated followers, come connect with the



QoL Portfolio: Reopening Plan

- Considerations
 - Health and Safety — Community and Workforce
 - Budgetary Constraints
- Approach
 - Quality
 - Regional
 - Phased

Libraries:

- Seven sites available for in-person browsing with limited occupancy capacity
- Staff and patrons will adhere to City and CDC guidelines regarding COVID-19 Protocols

Branches open Monday, 5 April

Branch Location	Mondays	Tuesday - Thursday	Fridays
Dorris Van Doren (D1)	10 AM-6 PM	11 AM –7 PM	1 PM – 6 PM
Memorial Park (D2)	10 AM-6 PM	11 AM –7 PM	1 PM – 6 PM
Richard Burges (D4)	10 AM-6 PM	11 AM –7 PM	1 PM – 6 PM
Irving Schwartz (D6)	10 AM-6 PM	11 AM –7 PM	1 PM – 6 PM
Judge Marquez (D7)	10 AM-6 PM	11 AM –7 PM	1 PM – 6 PM

Combo Libraries open Monday, 17 April

Combo Libraries	Monday - Thursday	Fridays	Saturdays
Enrique Moreno (D3)	8 AM – 1PM 4 PM – 9 PM	8 AM – 1 PM	8 AM – 1 PM
Chamizal (D8)	8 AM – 1PM 4 PM – 9 PM	8 AM – 1 PM	8 AM – 1 PM

Libraries:

Curbside Check-out Service at library sites will continue Monday - Friday:

- Dorris Van Doren
- Irving Schwartz
- Judge Marquez
- Richard Burges
- Memorial Park



Libraries:

Additional Curbside Services

- 6 additional sites across the community



Branch Location	Day	Time
Esperanza Acosta Moreno (D5)	Monday	2PM – 6:30 PM
Westside (D8)	Tuesday	2 PM – 6:30 PM
Jose Cisneros Cielo Vista (D3)	Wednesday	10AM – 1 PM
Clardy Fox (D3)	Wednesday	2PM – 6:30 PM
Sergio Troncoso (D6)	Thursday	2PM – 6:30 PM
Armijo (D8)	Friday	1 PM – 5:30 PM

Libraries: Book and Materials Returns

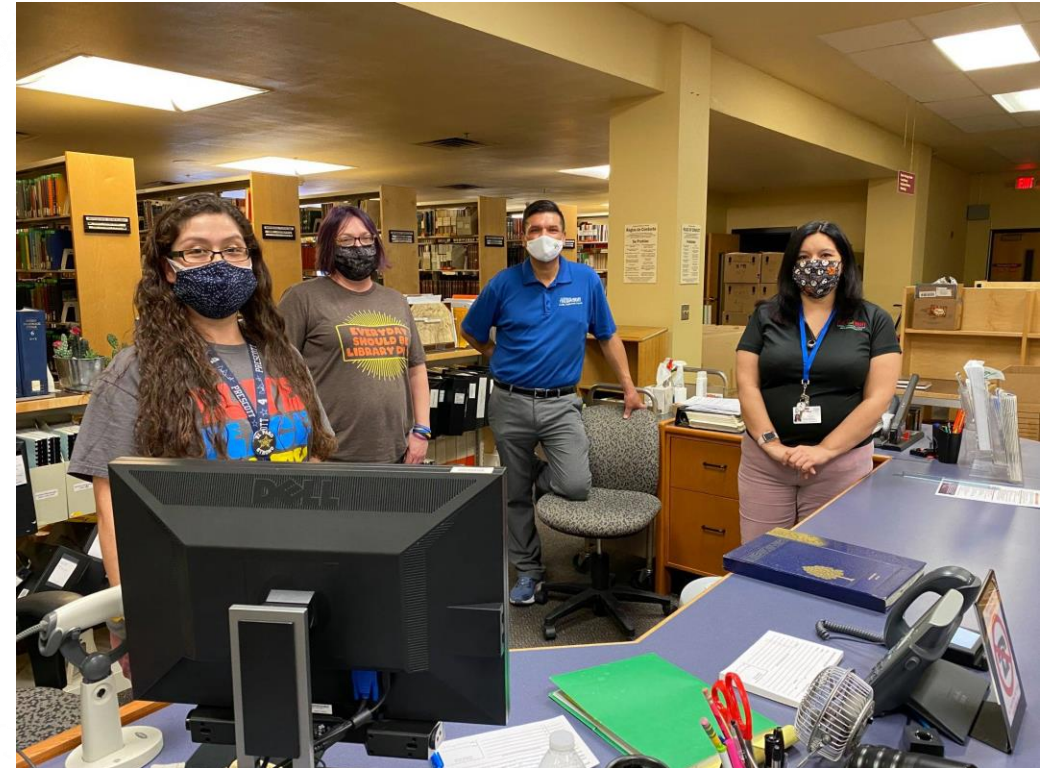


- Book Drops
 - Thursday - Friday
 - Open at 10 AM to 6 PM (or until full)
 - Dorris Van Doren
 - Irving Schwartz
 - Richard Burges
 - Main
 - Memorial Park
 - Judge Marquez
- Materials can also be dropped off at the Bookmobile/Curbside stops
- Materials will be quarantined before staff process and return to collection

Libraries: Border Heritage Center

Provide reference, research and copy services both remotely and in-person (limited hours and by appointment only)

- The BHC reference desk will be available via telephone Monday – Friday, 10:00 – 6:00
- In-person browsing and research by appointment only
- In-person appointments available Monday, Wednesday and Friday, 10:00 – 4:00 with a maximum 2-hour research block



MCAD: Reopening

- Museum of Art and El Paso Museum of History **open Thursday, April 8**
- Thursdays-Saturdays 10:00am—6:00pm
 - Attendance will be closely monitored and controlled to comply with current guidelines and to ensure proper social distancing
 - Staff will wear appropriate PPE
 - All visitors will be required to wear a face mask
 - Enhanced janitorial services will follow all guidelines provided by OEM

MCAD: Reopening

- Classes, camps, lectures and artist demonstrations will be offered via virtual platforms only, until further notice
- No interactive experiences/exhibitions will be offered, to ensure proper social distancing and touch-less visitor experience
 - Digital Wall at Museum of History will be active but stanchioned off from visitor touch

MCAD: Reopening

- **Downtown Artist and Farmers Market, beginning Saturday, April,10**
- Normal operating hours (Saturdays, 9:00am-1:00pm)
- Expanded footprint in Union Plaza to allow more distancing between vendors and allow social distancing of attendees
- Face coverings required on all vendors, staff and attendees
- No food sampling or eating onsite

Parks & Recreation: Reopening

- Sports & Recreation Division, outdoor youth sports allowed to reactivate permitting on February 12, officially starting planning for private and City league sports
- March 5, soccer and baseball independent leagues resumed play
- March 19, 900 youth sports kits distributed in partnership with Dick's Sporting Goods Foundation



Parks & Recreation: Reopening

Regional **Recreation Centers** open **April 17**

- Galatzan(D1 & 8)
- Veterans (D2 & 4)
- Chamizal (D2 & 8)
- Gary del Palacio (D3 & 5)
- Officer David Ortiz (D3 & 7)
- Valle Bajo (D3 & 7)
- Marty Robbins (D5 & 7)

Open May 1

- The Beast (D5)

Parks & Recreation: Reopening

- Mondays – Thursdays
 - 8:00am—1:00pm
 - 4:00pm—9:00pm
- Friday and Saturdays
 - 8:00am—1:00pm
- Staff will wear appropriate PPE
- Visitors required to wear a face masks
- Limited classes will be offered at reduced attendance capacity
- Enhanced janitorial services will follow all guidelines provided by OEM

Parks & Recreation: Reopening

Sports Centers

- Nations Tobin Sports Center: opens April 17
- Chelio Acosta Sports Center: no set date--to open 45 days after building vacated by Opportunity Center for the Homeless
- Monday-Friday
 - 11:00am – 8:00pm
- Saturday & Sunday
 - 9:00am – 5:00pm

Parks & Recreation: Reopening

Spray Parks open April 17

Tuesday-Sunday, 10:00am-1:00pm & 5:00pm-8:00pm

- Don Haskins (D1)
- Grandview (D2)
- Hidden Valley Park (D3)
- Sue Young (D4)
- Salvador Rivas (D5)
- Pavo Real* (D6)
- Marty Robbins (D7)
- Braden Aboud (D8)
- Chamizal (D8)
- Splashpad at San Jacinto Plaza (D8)
- El Paso Zoos Hunt Family Desert Springs Splash Pad (D8-operating hours match Zoo)

*until renovations on Pavo Real Recreation Center Begin

Parks & Recreation:



Aquatics

Indoor Pools:

Tuesday-Friday, 6:00am-11:00am, 5:00pm-9:00pm, Saturdays, 6:00am-11:00am

Outdoor Pools

Monday-Friday, 6:00pm-9pm, Saturday-Sunday, 12:00pm-4:00pm

Indoor Open May 1

- Westside Natatorium (D1)
- Memorial (D2 & 8)
- Veterans (D2 & 4)
- Eastside Natatorium (The Beast) (D5)
- Marty Robbins (D7)

Outdoor Open May 31

- Grandview (D2 & 4)
- Pavo Real* (D6)

*until renovations on Pavo Real Recreation Center begin

Destination El Paso



- **Visitor Information Center (Airport)**
Reopened March 24
 - Five days a week, closed Tuesday and Saturday
 - 9a – 6p
 - Plexiglass guard to protect employees and visitors
 - Digital Visitors Guide Available
- **Virtual Visitor Services** (since March 2020)
 - VisitElPaso.com
 - Visit El Paso App
 - Visitor Support via Phone Monday through Friday

DESTINATION EL PASO



Destination El Paso

- **McKelligon Canyon Amphitheatre**

Reopening Summer Season!



- **Cool Canyon Nights**

- Free Music Series
- Thursday nights, 12 weeks, June 17 – Sept 2

- **Viva El Paso!**

- Preview performance June 30
- Friday/Saturday weekly performances July 2 – Aug 7



DESTINATION EL PASO



Destination El Paso



- **Water Parks Division**

- City Council added Water Park operations, marketing and management to existing responsibilities in December 2020
- Currently recruiting, hiring and training up to 400 staff for operations this summer
- Phased park opening beginning Memorial Day Weekend

DESTINATION EL PASO



Destination El Paso



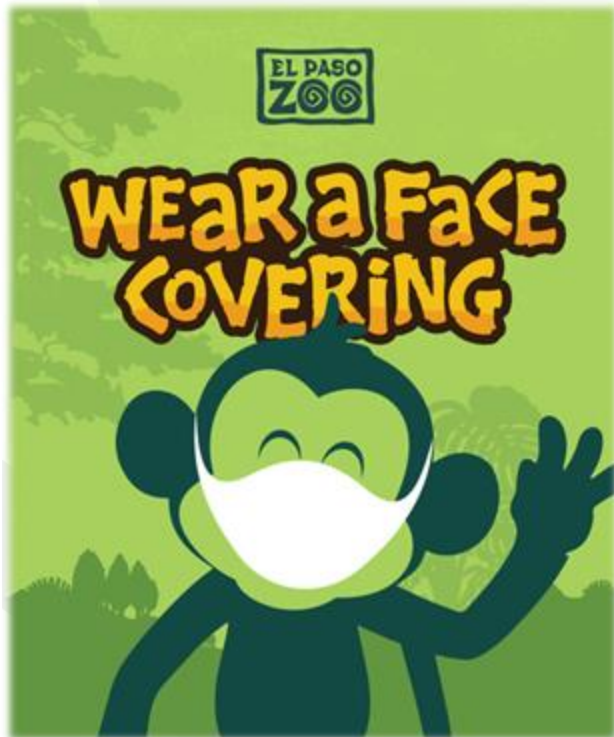
- **Camp Cohen, District 4**
 - Opening Memorial Day Weekend

June through July additional parks will be opened as staff are recruited and trained

- **Oasis, District 5**
- **Chapateo, District 7**
- **Lost Kingdom, District 2**

El Paso Zoo & Botanical Gardens

Currently Open



- Wednesday - Friday, 9:30 AM – 3:00 PM
- Saturday and Sunday, 9:30 AM – 5:00 PM

El Paso Zoo and Botanical Gardens

- Attendance monitored and controlled to comply with guidelines.
- Staff wearing appropriate PPE
- All guests (2+) required to wear a face mask & temperatures checked
- Bag checks temporarily suspended
- Paper maps eliminated, using QR code and downloadable map.
- Janitorial services following all guidelines provided by OEM
- Visitor experiences outdoors only
- Limited animal demonstrations



El Paso Zoo and Botanical Gardens

- Restaurants are open to allowable capacity levels
- Merchandise sales limited to outdoor service with controlled entry into the gift shop of 6 people at any one time.
- Per state requirements, no interactive experiences being offered
- Social distancing and touch-less visitor experience
- Train is operational with every other car seating, sanitation and fewer runs per hour.
- Carousel and Ropes Course will remain closed



El Paso Zoo & Botanical Gardens: Memorial Day Weekend

- South American Pavilion and Aviary to reopen
- Wildlife Theatre live animal show to begin
- Wildlife Theatre hosting keeper chats with video of animals and live keeper presentations including Q & A
- Sea Lions demonstration will return



El Paso Zoo & Botanical Gardens: Memorial Day Weekend



- Jaguar training window demonstrations resume
- Carousel resumes operations



Focus for Next Steps:

- **Health** and Safety – Workforce and Community
- Working within our **Means**
- **Quality** of Experience
- **Regional** Services
- **Phased** Approach
- **Exceptional** Service to the Community

3. CAO Overview

- ❖ State Disaster Declarations
- ❖ Emergency Ordinances
- ❖ City Attorney's Office COVID-19 Support
- ❖ Legal Monitoring
- ❖ Courts Update
- ❖ City Attorney's Office Significant Legal Support During COVID-19

Karla Nieman

State Disaster Declarations



*Anticipate Governor Abbott will renew his Disaster Declaration between April 4th – 7th.

Emergency Ordinances

Ordinance	Adoption Date	Last Re-enactment	Expires
Disaster Declaration Ord. No. 019035	3/17/2020	3/1/2021	3/31/2021
Emergency Measures Ord. No. 019036	3/17/2020	3/16/2021	4/15/2021
Public Right of Way Ord. No. 019091	8/31/2020	3/1/2021	3/31/2021



City Attorney's Office COVID-19 Support

- ❖ Cares Contracts: total hours spent: 247 hours
 - ❖ Review of legislation
 - ❖ CDBG
 - ❖ Consolidated Appropriations – Emergency Rental Assistance
 - ❖ Emergency Solutions Grants
- ❖ LHA Order – Guidance for the prevention of COVID-19 in shelters for migrants
 - ❖ Total hours spent: 2 hours

City Attorney's Office COVID-19 Support

Upcoming Hearings on COVID-19 Citations set through April 16, 2021 in all 5
Municipal Courts

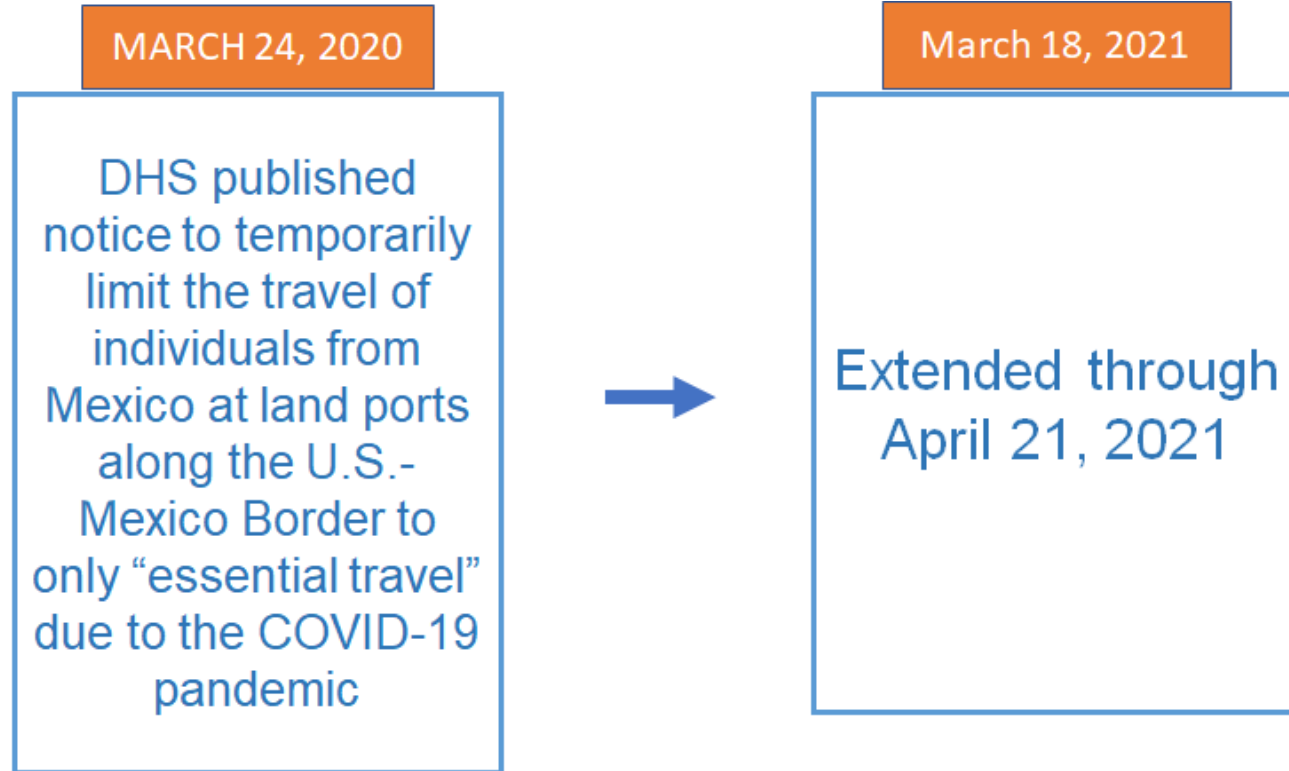


The City Attorney's Office continues to provide enforcement training on local, state and federal COVID-19 guidelines to the City's Fire and Police Departments.

Legal Monitoring

- ❖ State of Texas vs. City of Austin & Travis County – Litigation – mask mandate
 - ❖ On March 11, 2021 - Lawsuit filed by AG Paxton in Travis County 98th Judicial District
 - ❖ Seeking a temporary restraining order and temporary injunction
 - ❖ Cause No. D-1-GN-21-001046
 - ❖ Judge Lora Livingston
 - ❖ 261st District Court
- ❖ On March 12, 2021 - Defendants filed an Answer to the lawsuit
- ❖ Judge Livingston set hearing on March 26, 2021

Travel Restrictions – Land Ports of Entry



Restricted Non-essential travel—individuals traveling for tourism purposes (e.g. sightseeing, recreation, gambling, or attending cultural events)

Court Updates

MARCH 17, 2021

District Court for the Western District of Texas issues its Fourteenth Supplemental Order.

All civil and criminal jury trials scheduled to begin on any date from now through April 30, 2021, are continued to a date to be reset by each Presiding Judge.

MARCH 22, 2021

Office of Court Administration and Council of Judges issued:

2021 COVID-19 Minimum Health Standards Protocols for the El Paso County, Texas Judiciary.

Legal Support During COVID-19

- ❖ Butterfield Trail Golf Course Agreement
 - ❖ May 2020 – August 2020
 - ❖ Council approved: August 11, 2020
 - ❖ Total hours: 129 hours

- ❖ Project Tollway
 - ❖ May 2020 – October 2020
 - ❖ Council approved: October 5, 2020
 - ❖ Total hours: 140 hours

Summary of Legal Support During COVID-19

Drafted, reviewed, and provided legal advice on Emergency Measures and Disaster Declaration Ordinances

Processed over 330 COVID-19 related Contracts from Nov. 2020 – Feb. 2021

HR Work:

- *Various policies created to protect our employees
- *The process of furloughs and reinstatement of our employees
- *Processed over 50 COVID-19 Employment Contracts since Nov. 2020

Prosecutors drafted new complaints
Training to PD/FD/Covid-19 Enforcement Team

Drafted, reviewed, and provided legal advice on Mayor's Directives and Amendments

- *Responded to all the COVID-19 FAQ's on EPStrong website
- *Drafted and updated the FAQs with each Directive
- *Respond to Citizen and Council inquiries of the applicability of COVID-19 rules

Total hours by CAO for all COVID-19 work since March 2020: 4,589 hours

4. Team Lead Reports



1. Health Focus

Hector I. Ocaranza, M.D.



Changes on LHA Orders due to GA-34

❖ New Guidance's:

- Migrant shelter

❖ New Recommendation:

- Updated recommendation for schools

❖ Upcoming Orders

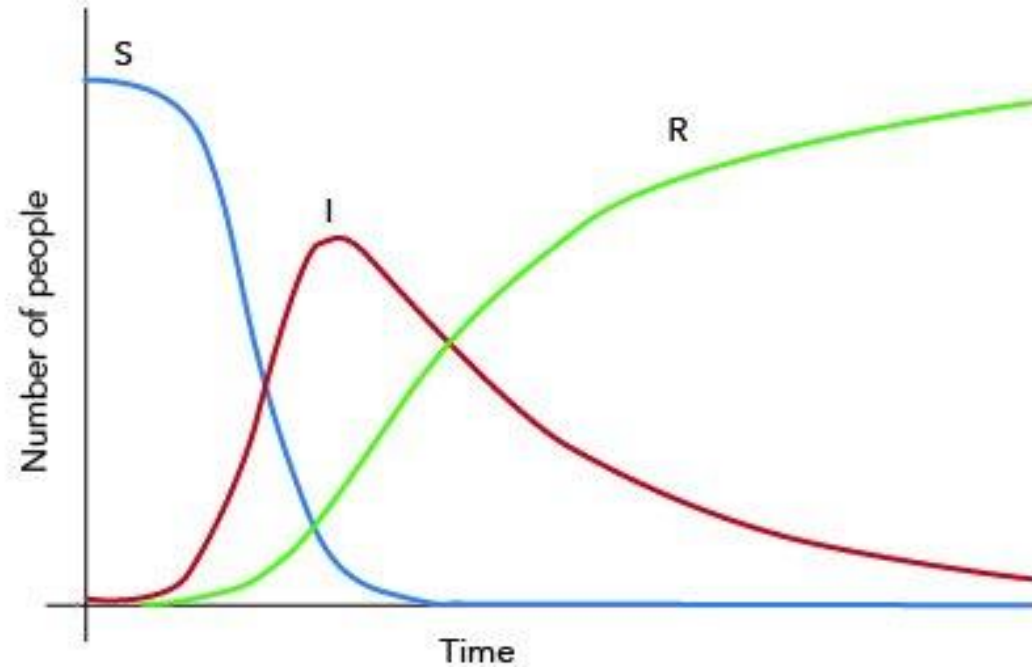
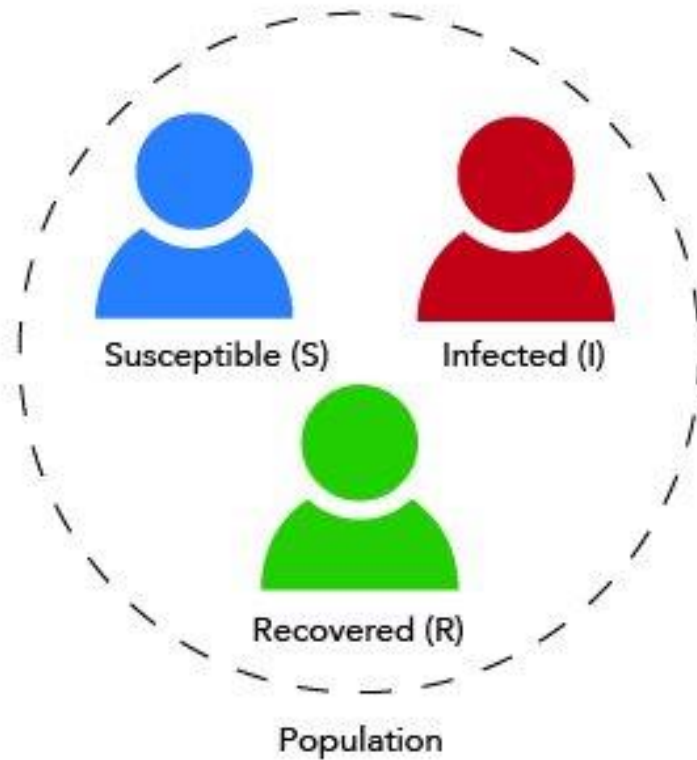
- LTC Facilities Testing
- Home-based facilities for the elderly Testing

COVID-19 Summary

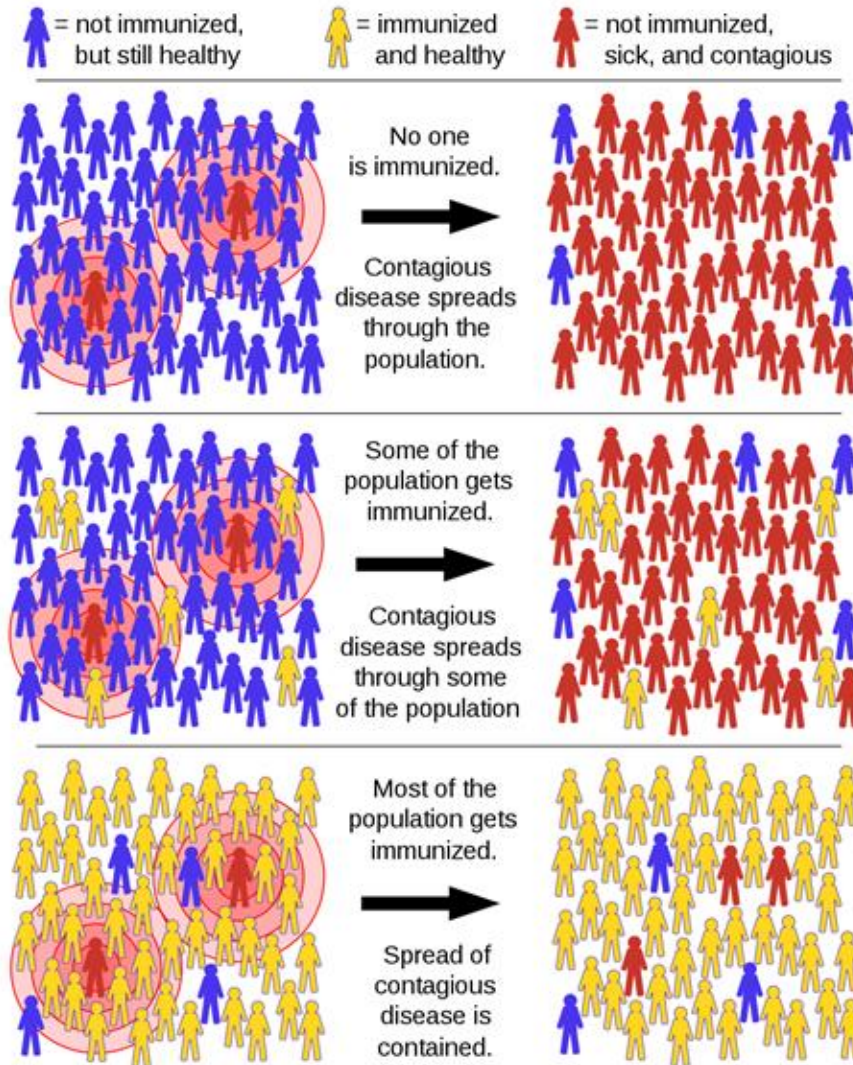
- ❖ Three of the main indicators show a favorable downward trend
- ❖ Positivity rate 5.5% - 4.0% (Change - 27%)
- ❖ New Cases 7-day Avg 31.6 - 16.7 / 100,000 (277 – 146 cases) (Change – 47.2%)
- ❖ Hospitalizations 7-day Avg 336 – 217 (Change - 35.4%)
- ❖ Hospitalizations TSA I 14.42% - 9.49% (Change – 34.2)

Dynamics of the Pandemic

The SIR Model of Infection



Herd Immunity



When a large proportion of the population is immune to the infectious disease that the virus cannot easily spread from person to person.



2. Vaccination Update

Angela Mora

Update on Selected COVID-19 Vaccines

Developer	Platform	Status
Pfizer	mRNA	EUA
Moderna	mRNA	EUA
Johnson & Johnson	Adenovirus	EUA
AstraZeneca	Adenovirus	EUA TBD
Sanofi	Recombinant Protein & Adjuvant	EUA TBD
Novavax	Recombinant Protein & Adjuvant	EUA TBD

AstraZeneca COVID-19 Vaccine Update

- ❖ Interim analysis announced by AstraZeneca on March 22, 2021
- ❖ 32,449 participants aged >18 at 88 sites in the USA, Peru and Chile
- ❖ 79% Caucasian, 22% Hispanic, 8% African American, 4% Native American, 4% Asian
- ❖ 20% of participants were 65 and over and 60% had comorbidities associated with increased risk for progression of severe COVID-19 effect, such as diabetes, severe obesity or cardiac disease

AstraZeneca COVID-19 Vaccine Efficacy

- ❖ 76% (78.9%) vaccine efficacy at preventing symptomatic COVID-19
- ❖ 100% efficacy against severe or critical disease requiring hospitalization
- ❖ Comparable efficacy results across ethnicity and age: 76% efficacy in participants 65 years of age and over

AstraZeneca COVID-19 Vaccine Adverse Reactions

- ❖ Vaccine well tolerated
- ❖ Data & Safety Monitoring Board (DSMB) identified no safety concerns related to the vaccine
- ❖ DSMB found no evidence of disproportionate risk of blood clots or events related to blood clots among 21,583 participants receiving at least 1 dose of the vaccine

AstraZeneca COVID-19 Vaccine Storage

- ❖ Vaccine can be stored, transported and handled at 36 to 46 degrees F (normal refrigeration temperatures) for at least 6 months
- ❖ Emergency use in over 70 countries

Education Taskforce Community Outreach

- ❖ **Senior Centers** – 100% reached (11 centers) 191 registered
- ❖ **Homebound meals program – phone calls, home visits**
- ❖ Target 1866; reached to date 977; registered 73; vaccinated 605
- ❖ Door-to-door (Segundo Barrio, Chamizal) = 509
- ❖ **Grocery stores & supermarkets** = 2,169 registered
- ❖ **Recreation centers** = 129 registered
- ❖ **South Stanton Center** = 1227 registered as of 3/12/2021
- ❖ **Total registrations as of 3/25 = 4,298**

Community Outreach (Next Sites)

❖ Walmart Super Markets:

Date	Location
3/29/21	4716 Hondo Pass Dr. El Paso TX 79904
3/30/21	8115 N. Loop Dr. El Paso TX 79907
3/31/21	951 N. Resler Dr. El Paso TX 79912
4/1/21	1110 Sunland Park Dr. El Paso TX 79922
4/5/21	101 Redd Rd. El Paso TX 79932
4/6/21	10840 Martin Luther King Jr Blvd. El Paso TX 79934
4/7/21	1551 N. Zaragoza Rd. El Paso TX 79936
4/8/21	3000 Saul Kleinfeld Dr. El Paso TX 79936
4/9/21	3590 N. Zaragoza Rd. El Paso TX 79936

Community Outreach (Next Sites)

- ❖ **Flea Markets** outreach will start March 27th. The goal is to conduct outreach in 100% of identified markets
- ❖ **Places of worship** - outreach at 374 sites will start on April 4th
- ❖ First target, Catholic churches (80% faith in El Paso, by # of parishioners in highly populated zip codes)

Long Term Care Facilities Update

Administrating Source	SNF	ALF	Foster & Host Home	Hospice	Independent Living	Intermediate Care Facilities for Individuals with an Intellectual Disability	First Dose Total (as of 2/25/21)	Second Dose Total (as of 2/25/21)
DSHS	2	5	0	0	0	0	205	36
Fire/DPH	0	21	75	14	1	0	1427	906
Pharmacy	19	15	0	1	2	0	1613	1012
Pending	0	3	12	12	1	14	72	N/A
Total	21	44	87	13	4	14	3143	2014

Housing Facilities

- ❖ 7 Housing Authority facilities = 169 vaccinated
- ❖ Tarrytown Pharmacy LLC— roving vaccination teams
- ❖ Vaccinated 345 people on March 17, 2021 and 522 people on March 18, 2021 at Peoplecare
- ❖ The grand total of people vaccinated during these two days was 867
- ❖ Include 5 residential sites for people with intellectual disabilities

3. Community Vulnerabilities + Human Services

- ❖ Rental Assistance: Tracy Yellen, Paso Del Norte Community Foundation
- ❖ Utility Assistance: Andrea Ramirez, Amistad
- ❖ Community Resilience Center: Deborah Zuloaga, United Way of El Paso

Nicole Ferrini

Community Vulnerabilities + Human Services



Community Partnerships

Our team is focused on supporting the most vulnerable El Pasoans as we navigate through the impacts of the COVID-19 crisis. This pandemic has exacerbated deep challenges that already existed in our community including **housing affordability, utility cost burden, access to food and the individual financial stability of El Pasoans.**

We are charged with equitably deploying relief programs and support to ensure **an inclusive and resilient recovery** that makes our community ultimately stronger and more prepared than ever before.



Social Services



Philanthropy



Assistance for **El Paso Families**



COVID-19 FINANCIAL RELIEF

Need help paying for utilities?

AmistadCARES

Utility Assistance Program

Call us today 915.298.7307

(Select Option 1 + Option 1 + Zip Code)

www.projectamistad.org/amistadcares

In January 2020, following the passage of the **Consolidated Appropriations Act**, **\$20.6 million** was allocated to the City of El Paso specifically to address rental and utility assistance as well as expanding access to those programs.



Top 10 Zip Codes Receiving Assistance in 2020

79936 79930 79912 79904 79924
79902 79915 79938 79905 79903

Rental Assistance 2020

74%

of all funds were committed to tenants whose **Area Median Income** is under 30%

3000

tents received assistance

1091

participating landlords

2131

registered properties



eprenthelp.org

Rental Assistance **2021**

- Will assist up to **12 months in arrears** and **3 months future rent** (*up to 15 months total*)
- Program will now accept both **landlord and tenant-verified applications**
- To be eligible as a tenant:
 - household income must be below **80%** of the Area Median Income (AMI)
 - demonstrated **adverse economic impact** due to COVID
 - live within City limits
- Program Launch: **Mid April 2021**

Utility Assistance 2020



In August 2020, the City of El Paso granted Project Amistad **\$500,000** in **CARES Act funding** to provide utility assistance to residents living within city limits.

Program Timeline: **August 2020 - November 2020**

702

total families assisted

601

electric bills

429

water bills

317

gas bills

Utility Assistance 2021



In January 2021, the City of El Paso granted Project Amistad **\$4 million** from the **Consolidated Appropriations Act** to **provide utility assistance** to residents living within city limits.

Program Timeline: **January 23rd to Present**

1250

total families assisted

929

electric bills

946

water bills

703

gas bills

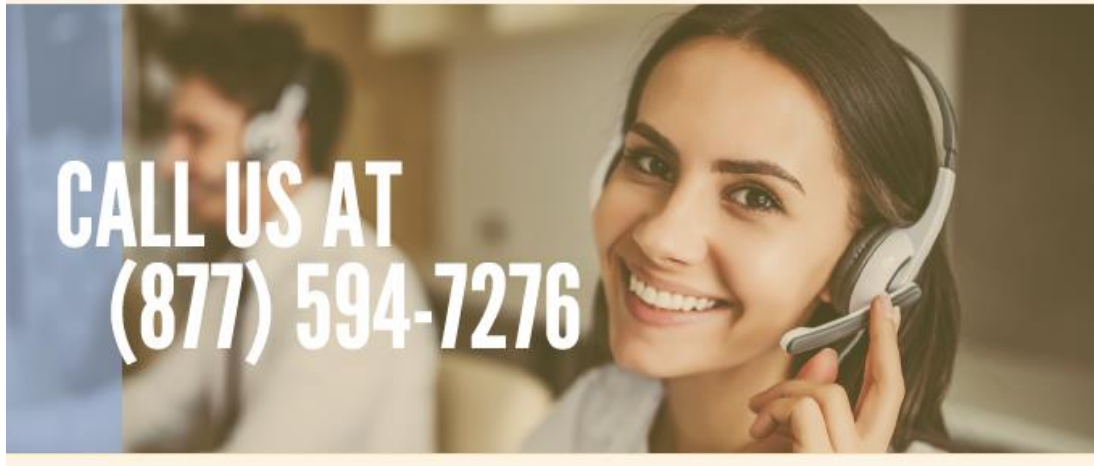
AmistadCares Utility Assistance



- Households with incomes no more than **80% of area median income** (AMI)* and one or more individuals in the household has:
 - Qualified for **unemployment benefits** **OR**
 - Has experienced a **reduction in household income**,
 - Incurred significant costs, experienced other financial hardship due **directly or indirectly** to the pandemic **AND**
 - Has **received a past due utility notice**
- Must reside within the City of El Paso limits
- Have an active and verifiable account with utility company
- Must reside within the property for which the assistance is being requested
- Must NOT be receiving utility assistance from other sources

Community Resilience Center

EL PASO UNITED
Community Resiliency Center



elpasounitedcrc.org

1-877-594-7276

- The **Community Resilience Center (CRC)** will provide **case management and resource navigation services** to individuals and families within the El Paso region directly impacted by the COVID -19 pandemic
- The CRC will staff 15 individuals, including **10 Resiliency Navigators** and **2 outreach personnel**
- An integrated advertising campaign will support the CRC, **driving community education and awareness** of the CRC and its efforts.
- The campaign will contain co-branded communication assets to amplify the reach of our partner's message, **emphasizing access to rental and utility assistance.**



City Manager Wrap Up

Tommy Gonzalez



Thank you!