



ALAMEDA COUNTY
**Healthy Homes
Department**

First Quarterly Report FY 14-15 July 1 – September 30, 2014



20 Years of Making Homes Healthier for Children



FIRST QUARTER HIGHLIGHTS

- On September 30, 2014 the Department was notified that it was one of 33 jurisdictions nationally to be **awarded a lead hazard control grant** from HUD's Office of Lead Hazard Control and Healthy Homes. This three-year grant will provide \$3 million for lead hazard control and \$400,000 for healthy housing work to be completed in conjunction with lead hazard control at 140 units of housing in Alameda, Berkeley, Emeryville, Oakland and the unincorporated communities of Ashland, Cherryland, and San Lorenzo.
- The ACHHD Registered Environmental Health Specialist has referred four property owners to the **Alameda County District Attorney (DA)** for enforcement of compliance with lead hazard remediation. The DA has reported that one of the referrals has been successfully resolved, and will continue to enforce the remaining three.
- Staff participated in 5 community events and made 3 presentations in the CSA during the first quarter. Over **350 CSA residents** learned about lead poisoning prevention and healthy housing during these events.



HOUSING SERVICES DIVISION

Key Accomplishments

- Two **trainings** were completed during the quarter with a total of 43 trainees. The one-day EPA Renovation, Repair and Painting training was provided to 10 CSA property owners, renovators and maintenance staff including one individual sponsored by PUEBLO.
- The two-day Essentials for Healthy Housing Practitioners Training trained 33 individuals including staff from the following partners: Alameda Point Collaborative, Alameda County Public Health, ChangeLab Solutions, California Breathing, City of Berkeley, FESCO, Rebuilding Together East Bay North, Habitat for Humanity-East Bay/Silicon Valley, Housing Authority of the City of Alameda, Satellite Affordable Housing Associates, Afghan Coalition, La Familia Counseling Services, In-Home Supportive Services, Oakland Housing Authority along with three Healthy Homes Department staff.
- This quarter, the ACHHD began a **strategic review of training and workforce opportunities** in the healthy housing market in order to place the Department at the forefront of healthy housing training. This could include more diverse training offerings and different partners, including private industry. Objectives include building the knowledge and skills of HHD staff, reaching beyond healthy housing professionals to incorporate healthy housing principles into a broad range of field service roles, and building support in the community and private industry to promote entry-level opportunities for community members, providing not just classes but integrating more closely with workforce development activities.



HEALTH DIVISION

Key Accomplishments

- Sixty-three children with newly elevated blood lead levels received one of three types of **health promotion services** this quarter: nursing case management (5), lead poisoning consultation (22), or lead poisoning outreach and education (36).
- **Outreach to medical providers** continued with diverse outreach strategies. Thirteen new providers were visited this quarter and were provided a provider resource tool-kit.
- The **Promotoras Pilot Project** under the Healthy Child Initiative staff continues to outreach directly to families at events, door-to-door and other activities. Over 1,400 families have been reached which has also resulted in referrals to other Department services, including the ASHHI and Healthy Homes Projects.
- A Healthy Child Initiative presentation was made to the **Board of Supervisors Health Committee** and was well received. It was an opportunity to inform the Supervisors how the Millennium Settlement, LLC funds were being utilized, and also to receive feedback and input from the Supervisors.

HEALTH DIVISION

Key Accomplishments, *Continued*

Case Review Working Group (CRWG): This quarter, environmental investigations were conducted at six homes of children with elevated blood lead levels that met the State of California criteria for Public Health Nursing Case Management. The Case Review Working Group (CRWG) conducts ongoing property owner follow up activities to resolve the property based lead hazards. Progressive enforcement actions are initiated if voluntary compliance of property owners is not achieved. The likely sources of lead exposure for the properties are detailed below:

City	Property Based Hazards Only	Other Likely Sources Only	Both Property Based and Other Sources
Oakland (3)	3		
Hayward (1)			1-cosmetics
San Leandro (1)			1-cosmetics & travel

Property Review Working Group (PRWG): This quarter, visual assessments were conducted at 15 homes of children with elevated blood lead levels that do not meet the State of California case management criteria. The PRWG conducts ongoing property owner follow up activities to resolve property based lead hazards. Progressive enforcement actions are initiated if voluntary compliance of property owners is not achieved. The likely sources of lead exposure for the properties are detailed below:

City	Property Based Hazards Only	Other Likely Sources Only	Both Property Based and Other Sources
Oakland (13)	5	2-Not yet identified	1-Travel 1-Recent Immigrant 3-Take Home exposure 1-Auto Repair on site
Fremont (1)			1-spices
Castro Valley (1)		1-Not yet identified	



DEPARTMENT CHALLENGES

- The staff has been working to recruit eligible units at a **55 unit apartment complex** on 36th Avenue in Oakland. This property was brought to ACHHD's attention when Oakland Code Enforcement reported a lead-poisoned child at the site. There are at least 20 households there with children under six, the majority of them very-low income, largely Spanish-speaking families. Outreach has been conducted to these families for health education and eligibility documentation for enrollment to HUD. This has required a significant effort by bilingual Department outreach staff to reach as many of these families as possible. This project is located in the grant's target area and will provide lead-safe housing to many families with young children. Initial lead testing has identified lead hazards and the staff has submitted project information to HUD for the approval required for multi-family projects over 10 units.
- The **door-to-door outreach** has yielded limited success as many residents are afraid to open the door or are not home. Those families that do open doors to staff are receptive, engaged, and appreciative of the information provided.



Appendix A: Services Provided to Date
First Quarter FY 2014-2015: July– September 2014

GOAL Activity	GOAL People Reached	ACTIVITY	Alameda	Berkeley	Emeryville	Oakland	Non-CSA Cities in Alameda County	Cities Outside Alameda County	TOTAL Number of Activities		TOTAL People Reached	
									QTR	YTD	QTR	YTD
OUTREACH AND EDUCATION												
OUTREACH AND EDUCATION: Public Awareness and Education - CSA Property Owner												
	1,000	CSA property owners understand the importance of maintaining lead-safe properties and are aware of CSA program services.							-	-	350	350
		Implement specialized outreach strategies in the cities of Oakland, Alameda, Berkeley and Emeryville to promote utilization of CSA services. o Ongoing										
		Participate in events and/or make presentations targeting CSA rental property owners, property managers, and owner-occupants by working with Oakland Housing Authority, Berkeley Housing Authority, Alameda Housing Authority, East Bay Rental Housing Association, property management companies and community and neighborhood organizations.	107						-	-	107	107
		Promote and provide support with e-materials for CSA rental property owners to maintain lead-safe properties including the U.S. Environmental Protection Agency (EPA) booklets "Protect Your Family from Lead in Your Home". o Four packets of EPA booklets have been mailed in the first quarter; primarily owners are encouraged to print booklets from www.achhd.org or www.epa.gov websites.		3		1			-	-	4	4
20		Install and maintain poster displays, and/or distribute brochures about CSA services in 20 venues including the four CSA permit offices, hardware and paint stores, and other venues visited by homeowners and landlords. o Design work is nearly complete on new poster displays for permit offices and other venues visited by homeowners and landlords. The displays will be offered to these locations in the first quarter of 2015.							0	0	-	-
		Publish articles and/or e-newsletters on lead and healthy housing topics targeting CSA property owners.							0	0	-	-

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OUTREACH AND EDUCATION: Public Awareness and Education - Healthy Homes Awareness and Knowledge												
16	1,200	Participate in health fairs and presentations reaching targeted at risk audiences. <ul style="list-style-type: none"> Health fairs /info booths at community events Presentations reaching targeted at risk-audience 		1		4 3	23 21		28 24	28 24	1617 565	1617 565
	400	Provide technical consultations and referrals for information line callers. (59 calls from city unknown). <ul style="list-style-type: none"> During this quarter, 32 Infoline callers were asked for feedback about the quality of service they received when they initially contacted the Department. Fifty nine percent of those surveyed said they took some action or had planned to take action as a result of speaking with us, including applying for Lead Hazard Control Funds, signing up for a class in lead-safe work practices, scheduling an In-Home Consultation, contacting other resources provided, or taking their child for a blood lead level test. Ninety four percent said they would recommend our service to others, and included these comments: "(staff member) was the best; she honestly cared and took the time to find me a contractor"; "the only (staff member) who truly tried to help me was from your department"; "(staff member) was very helpful" 	12	23		96	24	10	-	-	224	224
10		Provide displays at additional permit offices throughout Alameda County <ul style="list-style-type: none"> Design work is nearly complete on new poster displays for permit offices. The displays will be offered to each permit office in Alameda County in the first quarter of 2015. 							0	0	-	-
		Develop collaborations with groups that promote and provide healthy housing services, in-home visitor and/or whose clients need healthy homes services. <ul style="list-style-type: none"> ACHHD staff participated in meetings with First Five/Help Me Grow, Childcare Planning Council, Alameda Head Start, Tiburcio Vasquez Health Clinic, Public Health Department, Social Services Agency, Safe Kids, Childhood Injury Prevention Network, East Bay Housing Organization, Asian Health Services and the International Code Council. Collaborate with the HCI Parent Ambassador Committee to test key messages and outreach methods. Host a client empowerment and information exchange gathering.										

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20		Provide displays about the need for blood lead screening and healthy housing topics at clinics and community venues.							0	0	-	-
		<ul style="list-style-type: none"> Publish articles and/or e-newsletters on healthy housing topics. Promote energy efficiency with information and referrals. 							0	0	-	-
OUTREACH AND EDUCATION: Public Awareness and Education - Reduction of Prenatal Lead and Environmental Exposures												
50		Pregnant woman will make at least one behavior change to reduce their exposure to and/or absorption of lead. <ul style="list-style-type: none"> This project has not yet been started. 							-	-	0	0
		<ul style="list-style-type: none"> Identify and/or develop culturally-relevant e-materials with key messages on preventing prenatal lead exposure, and best nutrition practices, for pregnant women most at risk, meeting the language needs of our clients, and distribute to organizations reaching at-risk populations. Update ACHHD website with the latest research findings and prenatal key messages for both medical providers and the community Incorporate key messages into In-Home Consultations, Infoline, home visits and other outreach activities as relevant. Develop and initiate a pilot project with one community clinic and/or one community-based prenatal education program to increase awareness of prenatal lead exposure among their clients. 										
OUTREACH AND EDUCATION: Public Awareness and Education - Safe and Healthy Childcare Facilities												
5		Childcare and licensing agency stakeholders will increase their awareness of the needs, resources and gaps in services for child care operators in maintaining a healthy in-home child care facility by receiving a report and providing feedback at a report-back session.							0	0	-	-
		<ul style="list-style-type: none"> Identify and convene stakeholders for Alameda County home-based childcare facilities. <ul style="list-style-type: none"> ACHHD staff has expanded its participation with regional childcare policy bodies such as the Early Childcare Planning Council. Conduct targeted outreach to home-based childcare operators, utilizing childcare agency networks in collaboration with HCI. 										
4		Conduct healthy housing in-home consultations and interviews in at in-home child care facilities.							0	0	-	-
4		Participate in regional Head Start Health Advisory Board Meetings.	1						1	1	-	-
		<ul style="list-style-type: none"> Collect anecdotal and statistical information from stakeholders to identify gaps; analyze data and information to determine the needs of home-based childcare operators and licensing agencies. Refer childcare operators to services, as available. Write and produce a report identifying tools and services needed to address gaps and support childcare operators in providing safer and healthier home- 										

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									QTR	YTD	QTR	YTD
		based childcares.										
5		Electronically distribute report to childcare and/or licensing agencies.							0	0	-	-
OUTREACH AND EDUCATION: Public Awareness and Education - Mold Education Initiative												
	100	Alameda County residents and/or property owners will take steps to improve their indoor air due to mold in the home.	2	2		6	5	3	-	-	18	18
		<ul style="list-style-type: none"> • Implement an ACHHD mold and moisture complaint response policy. <ul style="list-style-type: none"> ○ This initiative will be implemented in Winter 2014. • Increase owner and tenant knowledge of the causes of mold and steps to resolve mold problems by finalizing and translating outreach and education materials with key mold remediation and prevention messages. Distribute electronic copies through website, social media, e-subscribe and email. <ul style="list-style-type: none"> ○ This initiative will be implemented in Winter 2014. • Update ACHHD website with recent research findings, best practices, and key messages for owners and occupants. <ul style="list-style-type: none"> ○ This initiative will be implemented in Winter 2014. • Provide mold education during In-home Consultations, as needed. <ul style="list-style-type: none"> ○ Staff provides this information verbally but will continue to enhance it with outreach materials as the initiative is further developed. • Train staff to conduct effective mold phone intake, assess need and eligibility for client and owner education, services and referrals. Complete intake forms and educate clients on best practices. <ul style="list-style-type: none"> ○ Staff provides this information verbally but will continue to enhance it with intake tools as the initiative is further developed. 										
4		Complete four presentations to increase knowledge about mold remediation and prevention.							0	0	-	-
OUTREACH AND EDUCATION: Communication Services - Media												
		<ul style="list-style-type: none"> • Document and publicize stories/testimony of a variety of lead and healthy homes clients including parents, contractors, homeowners and medical providers. • Distribute the Department video. • Produce additional short videos. • Offer on-line guest blogs on healthy homes topics. • Maintain a media package that includes relevant and current data. <ul style="list-style-type: none"> ○ The Dept. video which includes parents, medical providers, political and agency representatives and ACHHD staff is posted on the achhd.org home page, has been translated into Spanish and is utilized in community presentations. A media package is maintained and updated as needed. 										

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4		Engage reports to cover and publish stories in print or online news sites. ○ Ongoing.							0	0	-	-
OUTREACH AND EDUCATION: Communication Services - Website												
	70,000	People will gain information about lead, healthy homes and ACHHD services by locating and viewing the ACHHD website.							-	-	14,232	14,232
OUTREACH AND EDUCATION: Communication Services - Mobile Applications												
		<ul style="list-style-type: none"> • Complete phone application with lead poisoning testing and case management guidance for providers. • Complete Healthy Homes Best Practices guidance phone application. • Evaluate the usage of the mobile apps by tracking the number of downloads. <ul style="list-style-type: none"> ○ The case management guidance phone app is pending further work. The HH Best Practices app has been put on hold. 										
OUTREACH AND EDUCATION: Communication Services - Social Media												
	40,000	Individuals will gain information about lead, healthy homes and ACHHD services through social media.							-	-	7386	7386
	150	Maintain an active Facebook page and increase the number of friends.							-	-	141	141
6	2,000	Increase subscribers and post at least six email alerts.							3	3	1547	1547
		Participate in Parent Network Yahoo groups.							2	2	5698	5698
HOUSING SERVICES												
HOUSING SERVICES: County Service Area - CSA Property Owner Lead Safety Knowledge												
	200	CSA property owners on their designees will learn about the potential lead hazards at their properties, the basics of lead-safe repairs, and available resources.	6	8		32			-	-	46	46
		Provide an onsite consultation and lead safety survey with the property owner or designee to assist them in identifying and							0	0	-	-

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		correcting possible lead hazards.										
		Develop customer service follow up surveys for customer services satisfaction and quality improvement							-	-	-	-
HOUSING SERVICES: County Service Area - CSA Lead Related Trainings												
	50	CSA property owner or their designees will gain increased knowledge and skills in lead safety practices.	1	1		8			-	-	10	10
5		Provide lead safety trainings.							1	1	-	-
HOUSING SERVICES: Lead Hazard Control - Lead Hazard Repair Housing Units												
15		Assess lead hazard risks and complete lead paint inspections in housing units.	3			11			14	14	-	-
30		Complete lead hazard control and achieve clearance in housing units.	1	1		14			16	16	-	-
15		Incorporate health and safety repairs into housing units.		1		12			13	13	-	-
HOUSING SERVICES: Lead Hazard Control - Workforce and Capacity Building Lead Training												
	40	Individuals participating in workforce development program or working for partnering agencies will gain increased knowledge or skills in lead safety practices.							-	-	0	0
2		Provide lead safety trainings in conjunction with the Laney Community College Carpentry Program							0	0		
2		Provide lead and safety trainings for workforce development organizations to increase awareness of lead safety and lead-related construction careers among workforce development trainees and workers.							0	0		
	10	Provide training slots for partner agency staff in existing trainings.							-	-	1	1
HOUSING SERVICES: Lead Hazard Control - Lead Abatement Infrastructure												

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									QTR	YTD	QTR	YTD
		<ul style="list-style-type: none"> • Complete a survey of the current infrastructure in Alameda County for lead abatement. • Explore and develop a plan for lead abatement services into other parts of the County. • Establish an inter-jurisdictional alliance to promote uniform lead abatement approaches. • Develop outlined standards for lead abatement. <ul style="list-style-type: none"> ○ Consultants, contractors, training providers, and a qualified workforce. Additional information on existing capacity needs to be developed in each of these areas. The ACHHD has long provided a list of consultants and a list of EPA-certified contractors, but these will be updated during the year. As part of the development of an overall training program strategic plan, a training resources assessment will be completed in the second quarter, followed by a workforce development assessment. ○ The ACHHD is involved in two efforts that will impact the availability of lead abatement services in other parts of the County. The first, based upon an assessment of high risk factor areas in the County, led to the inclusion of the unincorporated areas of Ashland, Cherryland, and San Lorenzo in the upcoming lead hazard control grant, scheduled to begin production in 2015. The ACHHD will also be evaluating the availability of lead hazard control through services provided through the Housing Rehabilitation Services section that is now being integrated into the Department which serve the unincorporated area, the smaller cities of the Urban County, and additional cities under contract. 										
HOUSING SERVICES: Healthy Housing – Healthy Housing Units												
38		Complete healthy housing assessments and consultation in housing units from agency referrals (ACHHD, Asthma Start, OHA). <i>(8) OHA Fee for Service Units (30) ASHHI Units (23 Asthma triggers, 7 non-asthma resources including lead exposed children).</i>				16	4		20	20	-	-
25		Conduct healthy housing interventions in 25 housing units for ASHHI				20			20	20	-	-
HOUSING SERVICES: Healthy Housing – Healthy Homes Technical Studies												
200		Conduct and document Housing and Health Rating System assessments in 200 units in the City of Oakland.				46			46	46	-	-
		<ul style="list-style-type: none"> • Provide results to Wayne State University. • Prepare Report for occupants and property owners. • Participate in the development of the final report. <ul style="list-style-type: none"> ○ In progress. 										

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HOUSING SERVICES: Healthy Housing - Healthy Housing Training												
	40	Individuals will increase their knowledge of healthy housing principles.							-	-	33	33
2		Provide healthy housing trainings including at least one <i>Essentials for Healthy Housing Practitioners</i> .							1	1	-	-
HOUSING SERVICES: Policy - Healthy Housing Stakeholders												
		<ul style="list-style-type: none"> • Develop a mold and lead ordinance. • Participate in the Oakland Healthy Housing Pilot Project to coordinate code enforcement support where housing deficiencies impact health. • Promote use of a Standard of Practice phone application. • Recruit 10 new members into the Healthy Homes Alliance. • Provide technical assistance and training to increase the ability of housing authorities to use best practices in managing properties in a lead-safe and healthy manner. • Participate in Alameda County housing advocacy groups such as the Oakland Sustainable Neighborhoods Initiative. <ul style="list-style-type: none"> ○ OSNI group met twice this quarter 07/16/14 & 08/20/14. • Conduct gap analysis for Mold and Lead based on data. • Identify stakeholders and gauge political will to make a change 										
HOUSING SERVICES: Compliance - Unsafe Renovation/Unsafe Condition Responses CSA												
50		Properties in the CSA will be brought into compliance by way of individual gaining knowledge.							0	0	-	-
	65	Provide education to property owners instructing them on lead safety requirements, compliance, available services and referrals and resources.	5	9		11			-	-	25	25
		<ul style="list-style-type: none"> • Conduct compliance monitoring site visits. • Establish collaboration with District Attorney's Office to address non-compliant properties. <ul style="list-style-type: none"> ○ Conference call conducted on 08/08/14 regarding 4th Avenue Property. • Analyze and evaluate effectiveness of collaborations with District Attorney's Office. 										
HOUSING SERVICES: Compliance - Unsafe Renovation/Unsafe Condition Responses: Non-CSA												
20		Provide education and technical assistance, monitor compliance,					3		3	3	-	-

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									QTR	YTD	QTR	YTD
		and make referrals to services and enforcement agencies through phone calls, letters and referrals in response to 20 incidents or complaints.										
5		Develop a plan and mechanism for the referral of five properties outside the CSA for referral to the District Attorney's Office.							0	0	-	-
HOUSING SERVICES: Compliance - Compliance Infrastructure												
14		Increase the capacity of local code enforcement agencies to promote compliance with lead safety requirements. <ul style="list-style-type: none"> Email and Follow up Phone calls made to Building Officials in Alameda County Inviting them to RRP Class (Week of 09/8/14) 14 Cities. 							0	0	-	-
2		Provide training to building department or code enforcement groups.						1	1	1	-	-
		<ul style="list-style-type: none"> Maintain contact with code enforcement agencies in each jurisdiction in the County and offer education tools including lead warning stamps and stickers, displays, brochures and media for permit offices. Develop plan of action for Building Officials. Establish relationships with Building Officials. <ul style="list-style-type: none"> Staff & EPA presented at EBICC on 08/12/14 Promote RRP certification requirement in local jurisdictions. 										
HOUSING SERVICES: Compliance - Promote Lead Safety Compliance in South County												
2		Provide presentations/consultations on lead safety topics in South County.							0	0	-	-
		<ul style="list-style-type: none"> Contact the Rental Housing Association of Southern Alameda County and offer technical assistance on property owner education. <ul style="list-style-type: none"> No activity in the quarter. 										
1		Provide a presentation to property owners in Hayward area.							0	0	1	1
HEALTH												
HEALTH: Promotion of Lead Screening - Promotion of Lead Screening												

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									QTR	YTD	QTR	YTD
	24,275	Number of children screened for lead will increase from 21,110 to 24,275.							-	-	0	0
25		Develop relationships and work in partnership with 25 community based organizations to promote blood lead screening.					2		2	2	-	-
	50	Conduct site visit and provide resource binders to 50 medical providers.				2	11		-	-	13	13
		<ul style="list-style-type: none"> • Develop a mobile device application resource tool for medical providers. <ul style="list-style-type: none"> ○ No activity in the quarter. 										
	400	Produce and distribute a newsletter to an estimated 400 medical providers in Alameda County.							0	0	-	-
		<ul style="list-style-type: none"> • Implement the Promotores Model: Promotores will collaborate with a non-profit organization, a laboratory, and medical providers to assist families overcome barriers to obtaining lead testing. • Develop a Parent Ambassador Committee comprised of parents of lead exposed children to promote lead testing by sharing of parent experiences • Participate in Health Advisory Boards of Head Start (and similar) agencies. • Conduct outreach and education to families of home-based child care operators. • Design a method for research data collection and evaluation of HCI work. <ul style="list-style-type: none"> ○ All these activities are in progress. 										
HEALTH: Comprehensive Services for Lead Exposed Children												
	375	Provide one of three health promotion services to an estimated 375 lead exposed children, (as determined by blood lead level): nursing case management, lead poisoning consultations, or lead poisoning outreach and education. Nursing case management (5) Lead poisoning consultation (22) Lead poisoning outreach and education (36)										
			3		1				5	5		
						3	2		22	22		
						17	5		36	36	-	-
						20	12					
375		Conduct a quality assurance review and analysis of approximately 375 charts of 2012 elevated blood lead levels (5-14 mcg/dL) in Alameda County to determine if interventions have resulted in decreased blood lead levels.							0	0	-	-

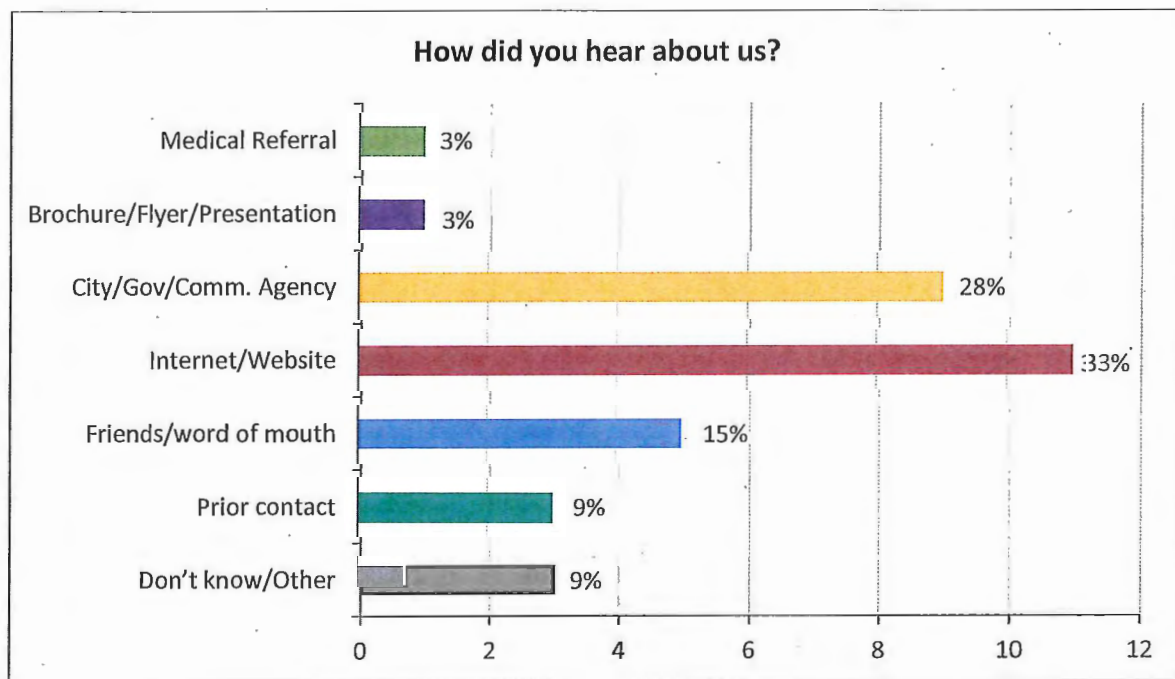
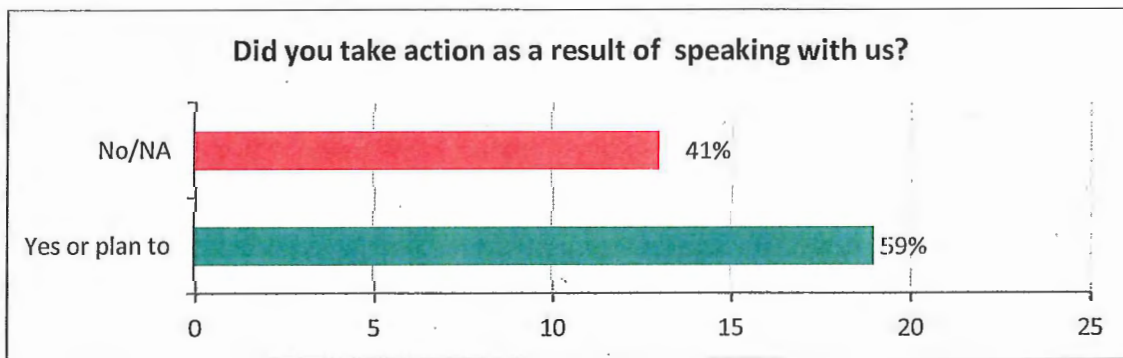
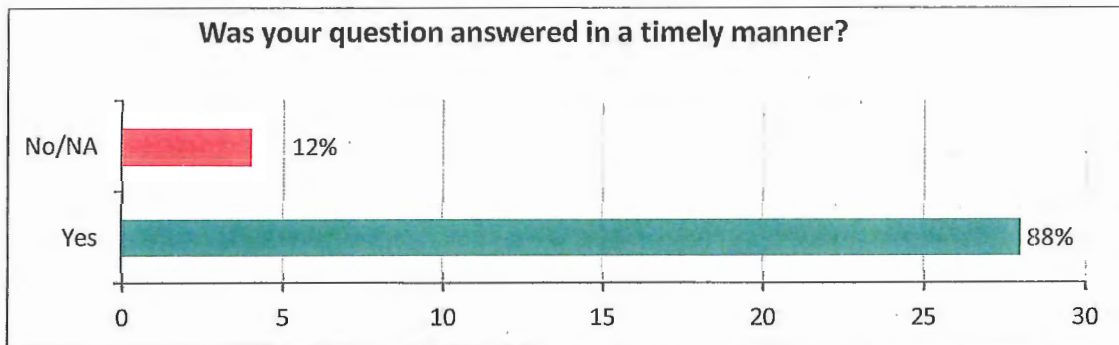
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									QTR	YTD	QTR	YTD
HEALTH: Environmental Case Response												
25		Conduct environmental investigations and property owner follow-up (CRWG) at an estimated 25 properties where lead poisoned children reside.				3	2		5	5	-	-
100		Conduct visual assessments and property owner compliance activities (PRWG) at an estimated 100 properties where lead exposed children reside.				13	2		15	15	-	-
		Conduct progressive enforcement activities with noncompliant property owners, which may include consultation and collaboration with the County District Attorney.				4			4	4	-	-

1st Quarter FY 2015 (July - September 2014)

Infoline Feedback Results

(total calls used =32)



1st Quarter FY 2015 (July – September 2014)
Infoline Feedback Results, *continued*

