

ALAMEDA COUNTY
**Healthy Homes
Department**

First Quarterly Report FY 13-14 July 1- September 30, 2013



20 Years of Making Homes Healthier for Children



First Quarter Highlights

■The Department was awarded and began implementation of a Kaiser Community Benefits East Bay Area grant in the amount of \$25,000 to formalize a partnership with Alameda County Public Health Department Asthma Start Program. Under this grant 25 out of a total 75 families of children with asthma will receive services from the Department to address asthma triggers in the home. The area served is Northern Alameda County; Alameda, Berkeley, Oakland, Emeryville, including Piedmont and Albany.

■As a result of the trial against the lead paint industry which began in July 2013, the Department responded to numerous media inquiries including an interview that was picked up by the Associated Press and published in multiple local and national mainstream print and on-line media including the Mercury News, Oakland Tribune, Huffington Post and Washington Post. The media interviews got the message across that lead is still a serious problem in Alameda County and that “we’ve had a lot of success, but there is still a lot to do”. The trial concluded September 23, 2013; the judge has 90 days to issue his decision.

■In September the Department received a commendation sponsored by JPA Director and Alameda County Board of Supervisor, Wilma Chan. The commendation was in celebration of the Department’s name change and for over 20 years of serving children and families in Alameda County.



HEALTH DIVISION

Key Accomplishments

- In collaboration with the City of Berkeley Lead Program, a provider newsletter was distributed to more than 400 medical providers throughout Alameda County. This edition introduced the new web-based survey for medical providers to solicit input from doctors as well as introducing the Healthy Child Initiative (HCI).
- Eighty-seven children with newly elevated lead levels received one of three health promotion services: nursing case management (5), lead poisoning consultation (27), or lead poisoning outreach and education (55).
- A blood lead screening event in Hayward, *Rock the Lot Health Jam*, was held in August as part of the Millennium Settlement funds and the Healthy Child Initiative. The event was well attended and 52 individuals were tested for lead. The event received TV and news print media coverage.
- In July, through Tiburcio Vasquez Health Center (TVHC) the Department identified and trained Promotores (Community Health Promoters) to advance the HCI mission through community and family engagement. Two Promotores were identified and will provide families with support to navigate the medical system to obtain blood lead testing.
- Staff conducted site visits to promote the HCI project at medical providers offices to inform HCI mission and the Promotores Pilot Project. Nine medical providers were reached during this quarter including: Tiburcio Vasquez Health Center, Dr. Susana Nolasco-Alonzo, Hayward Pediatrics, Dr. Eric Wells, Pediatric Medical Association of East Bay, Primary Pediatrics, Bancroft Pediatrics and Winton Wellness Center. Medical providers received a Provider Tool-Kit, a preliminary tool-kit that is subject to change based on the responses from the medical provider survey. A Promotores Pilot Project Fact Sheet and referral form will be developed in the next quarter.

HEALTH DIVISION

Key Accomplishments *Continued*

Rock the Lot Health Jam, A Blood Lead Screening Event



Child getting tested for lead.



Conference with local political figures.

HEALTH DIVISION

Key Accomplishments *Continued*

Summary of Findings from Environmental Investigations:

City	Property Based Hazards Only	Other Likely Sources Only	Both Property Based and Other Sources
Oakland (4)	1	1-Unknown Source	1-Occupational 1-Travel related

Summary of Findings from Visual Assessments:

City	Property Based Hazards Only	Other Likely Sources Only	Both Property Based and Other Sources
Alameda (2)	2		
Oakland (7)	3	2-Travel related	1-Occupational 1-Mexican candies
Hayward (2)	1	1 Spices	
San Leandro (2)	2		
Union City (1)	1		



HOUSING SERVICES DIVISION

Key Accomplishments

■ In August 2013, Department staff met with Max Weintraub, Lead Based Paint Enforcement Coordinator for EPA Region IX to discuss collaboration opportunities. The EPA and the Department share information and cross refer on lead safety incidents. Department staff discussed a collaboration strategy with EPA to conduct a two-day operation of potentially violating contractors in the Spring 2014.

■ Two trainings were completed during this quarter; Introduction to Lead Safety training to 23 workforce development trainees participating in the Laney College Carpentry program and Rising Sun's GETS Green Energy program.

■ The Department responded to 30 lead safety complaints of unsafe renovation or unsafe conditions. Staff provided education and technical assistance, compliance monitoring, referrals to enforcement agencies, and referrals for ACHHD services including training, in-home consultations, and lead hazard repair funds. Eleven incidents were in Alameda, nine each in Oakland and Berkeley and one in San Leandro.

■ Through the Oakland Healthy Housing Pilot Project, the Department collaborated on ten properties involving multiple agencies including the Oakland Building Department, Alameda County Asthma Start, Place Matters and the ACHHD. The ACHHD provided technical assistance to Causa Justa/Just Cause, providing information to staff on housing deficiencies and participated in developing strategies to address health and safety concerns at a large multi-unit property. Other organizations involved in this property included Youth Uprising, Place Matters, and the Local Initiatives Support Corporation.



HOUSING SERVICES DIVISION

Key Accomplishments *Continued*

■ **Project Highlight:** The Department's efforts to leverage resources on a project that addressed lead hazards, healthy housing issues, asthma triggers, energy conservation and gas appliance safety is highlighted below:

Initially recruited for an In-Home Consultation via the Oakland Housing Authority, the owner applied for lead hazard control funds and was referred to the Advancing Safe and Healthy Homes Initiative (ASHHI) program. The ASHHI specialist provided education to the occupant on asthma management in the home and identified several healthy housing issues. Healthy housing and lead-based paint hazards were addressed through the Lead Hazard Repair Program and owner contributions, which allowed the owner to comply with Oakland Housing Authority housing standards.

Work included smoke and carbon monoxide alarms, grab bars, ventilation fans in kitchen and bathroom and improved ventilation in the laundry room. The Department also made a referral to Rising Sun Energy through the Green and Healthy Homes Initiative Energy Pilot Project. Rising Sun Energy was able to address a serious combustion gas problem with the furnace and complete other energy and weatherization improvements.



OUTREACH AND COMMUNICATIONS DIVISION

Key Accomplishments

■ ACHHD staff have been in contact with over 1,000 prospective clients by participating in 12 health and community outreach fairs. Staff worked with the Alameda Museum and Alameda Architectural Preservation Society, staff was able to participate in the Alameda Legacy Home Tour for the first time by offering Department resources and expertise to over 150 participants, particularly owners of older homes in Alameda and surrounding areas.

■ Ten presentations were provided to parents of young children, professional staff and service providers through agencies and community based organizations. Presentations were conducted in Spanish (2); Mandarin (1); and English (7). ACHHD staff collaborated with Oakland Unified School District, 4C's, Bananas, East Bay Rental Housing Association, and Cal-SAFE to provide presentations to over 180 of their staff and clients.

■ KPIX/CBS and KTVU TV channels interviewed Department staff and broadcasted TV stories about sources of lead poisoning.

■ Two Department staff were interviewed for the *Education is the Best Medicine* show which ran on the Berkeley Community Media Center BETV cable station.

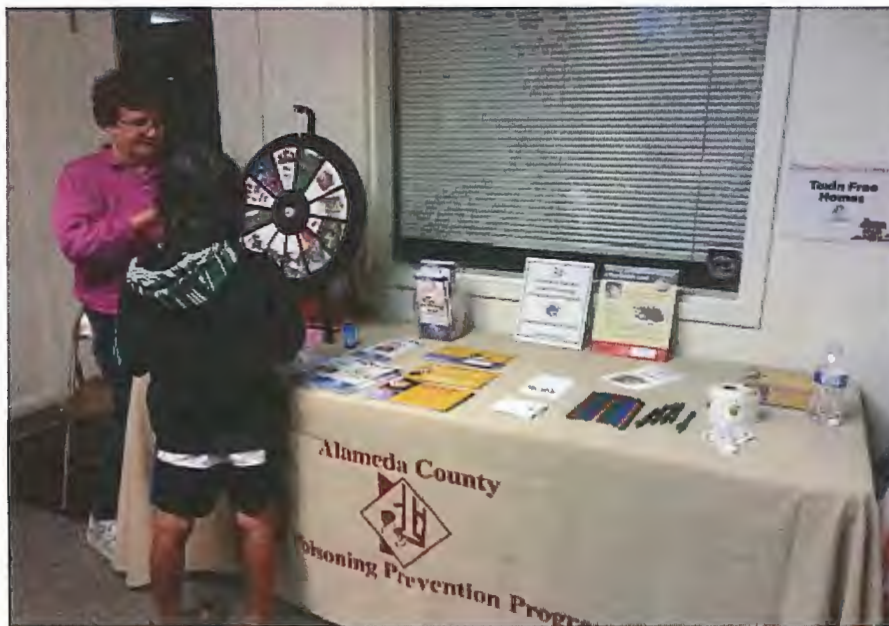
■ Outreach to the Press to promote the *Rock the Lot Health Jam* event resulted in three news print articles, two TV stories and multiple on-line postings.

■ The Center for Public Integrity in Washington, D.C. interviewed the Department in preparation for an ABC TV news story about lead paint hazards.

OUTREACH AND COMMUNICATIONS DIVISION

Key Accomplishments *Continued*

Child Safety Fair at Habitat Children's Museum in Berkeley



DEPARTMENT CHALLENGES

■ U.S. Department of Housing and Urban Development Lead Hazard Control Program

- The Department continued to face challenges during the quarter in recruiting and enrolling units for lead hazard control.
- In addition to the on-going impact of HUD's policy guidance requiring children under six or pregnant women in occupied units, changes due to sequester with Oakland Housing Authority have resulted in impacting property owner outreach which led to a cancellation of their successful Section 8 owner briefings which had provided the Department with direct access to Section 8 property owners. Also, changes made by the East Bay Rental Housing Association to the format of their property owner meetings resulted in less direct participation by Department staff to promote lead hazard repair funds and other services to their members.
- The Department has begun to implement other outreach methods including targeted mailing, outreach to family child-care homes and expects recruitment and enrollment to improve significantly in the next quarter.

■ Wayne State Healthy Housing Rating System Study

- The Department's partnership with Wayne State University to study the Healthy Housing Rating System has also faced recruitment challenges. In response, a corrective action plan was developed and has been implemented to increase recruitment. The Department worked with Wayne State to expand assessor availability in order to boost recruitment. The Department also plans to present a training to staff and key partners on this rating system in the third quarter of the fiscal year.



20 Years of Making Homes Healthier for Children

Appendix A: Services Provided to Date
First Quarter FY 2013-2014: July – September 2013

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
HEALTH												
Promotion of Lead Screening												
	23,853	Increase the number of children screened for lead by 15% from 20,742 to 23,853.							-	-	0	*
2-4		Collaborate with a non-profit organization, medical providers and Promotores to implement the Healthy Child Initiative (HCI) Promotores Health Care System Navigator Pilot Project.							1	1	-	-
25		Develop relationships and work in partnerships with community based organizations to advance HCI blood lead level screening goal.					5		5	5	-	-
1		Develop and conduct a survey for medical providers to determine barriers to lead screening.							1	1	-	-
50		Conduct site visits to medical providers.					9		-	-	9	9
50		Develop/distribute a provider resource binder to Alameda County medical providers.					9		-	-	9	9
	400	Produce and distribute a newsletter to medical providers in Alameda County.							-	-	>400	>400
Comprehensive Services for Lead Exposed Children												
	350	Provide one of three health promotion services to newly identified lead exposed children. <ul style="list-style-type: none"> • Nursing case management (5) • Lead poisoning consultations (27) • Lead poisoning outreach and education (55) 	6			52	29		-	-	87	87
	350	Review & analyze charts of 2011 elevated blood lead levels 5-14 mcg/dL in Alameda County.							0	0	-	-
Environmental Case Response												
25		Conduct environmental investigations and property owner follow-up (CRWG) at an estimated 25 properties where lead poisoned children reside.				4			4	4	-	-
100		Conduct visual assessments and property owner compliance activities (PRWG) at an estimated 100 properties where lead exposed children reside.	2			7	5		14	14	-	-

*The Department has yet to receive information from California Department of Public Health.

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HOUSING SERVICES												
Lead Hazard Control												
200		Carry out an on-site lead safety survey in CSA housing to identify deteriorated paint and possible lead hazards.	7	7		23			37	37	-	-
140		Provide technical assistance to property owners or their designees to assist them in identifying and correcting possible lead hazards. Healthy housing topics including mold and moisture, IPM, and safety issues will be included where appropriate.	7	7		22			-	-	36	36
6	60	Provide lead safety trainings							1	1	9	9
30		Assess lead hazard risks and complete lead paint inspections at housing units. <ul style="list-style-type: none"> The ACHHD staff developed a revised lead inspection report template and field sampling plan to comply with HUD lead hazard control grant guidances. One new inspection was completed during the quarter and reports for six units were updated to the new format. 	1			1			2	2	-	-
40		Complete lead hazard control and achieve clearance at housing units. <ul style="list-style-type: none"> Six units were in process as of the end of the first quarter. The ACHHD continues to face challenges in recruiting and enrolling lead hazard control units in compliance with HUD's eligibility requirements. The ACHHD revised the enrollment process and will embark upon a concentrated marketing effort in the next quarter to boost recruitment in order to achieve the objective. 				3			3	3	-	-
10		Conduct an onsite survey and consultation at housing outside the CSA.							2	2	-	-
	50	Individuals participating in workforce development programs or working for partnering agencies will gain increased knowledge or skills in lead safety practices.							-	-	23	23
2		Provide lead safety trainings in conjunction with the Laney Community College Carpentry Program.							1	1	-	-

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3		Provide lead safety trainings for workforce development organizations to increase awareness of lead safety and lead-related construction careers among workforce development trainees and workers.							1	1		
	10	Provide training slots for partner agency staff in existing trainings.							-	-	0	0
Healthy Housing												
3		<p>Build collaborations in forums to incorporate healthy housing principles and standards of practice into housing agency policies and practices.</p> <ul style="list-style-type: none"> Three forums identified 1) Alameda County Healthy Homes Alliance, 2)The General Plans and 3)Oakland Healthy Housing Pilot Project. <p>Convene the Alameda County Healthy Homes Alliance:</p> <ul style="list-style-type: none"> The Alliance meeting was held on Sept. 20. Two presentations were conducted 1) Steve King from Urban Strategies Council outlined the neighborhood differences and illustrated the state of housing in Oakland. 2) Wanda Remmers presented her findings on her interviews with selected stakeholder groups on a draft ordinance which shed light on existing living conditions and the feelings of stakeholders on the benefits and hurdles in implementing a proactive code enforcement program. <p>Establish standards of practice for healthy housing in Alameda County:</p> <ul style="list-style-type: none"> The Safety/Contaminants subject matter interviews concluded in the quarter and the last two groups (behavior/community and cleaning/maintenance) of subject matter experts were identified. <p>Develop a plan for the creation of a proactive rental housing inspection program:</p> <ul style="list-style-type: none"> During the quarter, the initial data research being developed by the Urban Strategies Council on the prevalence and distribution of selected demographic, health and housing factors in Oakland was presented to the Healthy Homes Alliance. In addition, preliminary findings from three stakeholder groups were also presented. The Urban Strategies Council report is expected to be complete in the next quarter and stakeholder interviews continues along with research into existing pro-active code enforcement programs. <p>Develop a media plan to promote healthy housing concepts in Alameda County:</p> <ul style="list-style-type: none"> During the quarter, a media strategic plan outline was developed. The Media Strategy Committee will further develop media, messaging and access strategies to coordinate with the pro-active code enforcement strategy. A media consultant is being recruited to assist with this effort. The Departments name change is being incorporated into outreach materials and the development and refinement of healthy housing fact sheets is on-going. <p>Work to incorporate healthy housing principles into the General Plans for the City of Hayward and the Eden Area Livability Initiative:</p> <ul style="list-style-type: none"> The ACHHD participated in the Ashland/Cherryland <i>Planning for a Healthy Future</i>, participating in round-table discussions on the built environment and staffing an information table during the health fair portion of the event. The ACHHD contributed suggestions regarding the incorporation of substandard housing issues into the City of Hayward <i>2040</i> community engagement website. 										
		<p>Participate in the Oakland Healthy Housing Pilot Project to coordinate code enforcement support where housing deficiencies impact health:</p> <ul style="list-style-type: none"> The Pilot Project continues to meet monthly to review protocols and responses for code violations and select properties in the City of Oakland. Ten 										

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									QTR	YTD	QTR	YTD
		properties were active in the quarter with five closed to follow-up, four open to follow-up and one being monitored for possible referral. The ACHHD has provided technical assistance to Causa Justa/Just Cause to assist them in assessing substandard housing conditions at a large multi-family property.										
4		<p>Increase the capacity of housing authorities to address lead safety and /or safe and healthy housing issues in their operations. 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:</p> <ul style="list-style-type: none"> The ACHHD continues to be a resource for Section 8 property owners. An Integrated Pest Management (IPM) training is planned for the next quarter which will be marketed to housing authority staff. The ACHHD continues to maintain contact with the Oakland Housing Authority which has still not resumed owner briefings. 										
2	40	<p>Individuals will increase their knowledge of healthy housing principles through healthy housing trainings.</p> <ul style="list-style-type: none"> ACHHD has scheduled an EPA sponsored Integrated Pest Management training for October. 							0	0	0	0
	95	<p>Complete healthy housing assessments and consultations in housing units from agency referrals including the ACHHD, Public Health Department Asthma Start Program and the Oakland Housing Authority.</p> <p><i>Breakdown of healthy housing assessments/consultations:</i></p> <ul style="list-style-type: none"> 15 OHA: (0) 20 ASHHI non asthma sources (3) 60 Asthma triggers units-Asthma Start. 20 of these units will become ASHHI intervention units. (16 Asthma Start /OASHHI) 							-	-	19	19
40		Conduct healthy housing interventions in housing units for Kresge ASHHI.							11	11	-	-
200		Conduct and document Housing and Health Rating System assessments in housing units in the City of Oakland.							26	26	-	-

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									QTR	YTD	QTR	YTD
Compliance												
65		Provide education and technical assistance, monitor compliance, and make referrals to services and enforcement agencies through phone calls, site visits, letters and referrals in response to incidents or complaints in the CSA.	11	9		9			29	29	-	-
20		Provide education and technical assistance, monitor compliance, and make referrals to services and enforcement agencies through phone calls, site visits, letters and referrals in response to incidents or complaints outside the CSA.							1	1	-	-
14		Increase the capacity of local code enforcement agencies to promote compliance with lead safety requirements. <ul style="list-style-type: none"> Lead safety education materials available at permit offices. 		1	1	1			3	3	-	-
2		Provide training to building department or code enforcement groups.							0	0	-	-
4		Develop working agreements for lead safety referrals with compliance agencies in jurisdictions.							0	0	-	-
		Finalize and promote model legislation for RRP certification requirement by local jurisdictions: <ul style="list-style-type: none"> No activity during the quarter. Research has been conducted which identified very few jurisdictions that have adopted this. Most jurisdictions that did, did so administratively rather than through an ordinance. 										
20		Families in the Unincorporated Areas will increase their understanding of how mold and moisture in the home environment can impact health and how these issues can be addressed. <ul style="list-style-type: none"> (1) Each in Castro Valley, Hayward, Fremont; (3) San Leandro; (13) Oakland; (1) City Outside County; (1) Unknown. Of the 21 calls received during this quarter, three letters were sent to rental property owners, basic information packets were sent to four caller and telephone consultation were conducted with two callers and referrals were made to the Oakland Housing Assistance Center and Eastbay Community Law Center for four additional callers. 							-	-	21	21
2		Provide training or presentations on mold and moisture issues in the home to partnering agencies.							0	0	-	-

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OUTREACH AND EDUCATION												
Public Awareness and Education												
20		Participate in 20 partnership events and/or presentations targeting CSA rental property owners and property managers, working with Oakland Housing Authority, Berkeley Housing Authority, Alameda Housing Authority, East Bay Rental Housing Association and property management companies.				2			2	2	-	-
1,000		Provide 1,000 US EPA booklets Protect Your Family from Lead in Your Home" to CSA rental property owners.							55	55	-	-
10		Provide presentations to groups reaching CSA homeowners.							0	0	-	-
20		Install and maintain poster displays, DVD's and/or distribute brochures about CSA services in venues including the four CSA permit offices, hardware and paint stores, and other venues visited by homeowners and landlords.	12	9	2	30			53	53	-	-
4		Publish articles or e-newsletters on lead and healthy housing topics targeting CSA property owners.							0	0	-	-
12		Participate in health and community outreach fairs.	2	2		3	5		12	12	-	-
14		Provide information on lead-safe work practices and make display posters available to permit offices and paint and hardware stores outside the CSA within Alameda County.							0	0	-	-
36		Distribute outreach and education materials about the need for blood lead screening and healthy housing topics at venues visited by the public through-out Alameda County.	7	1	4	23			35	35	-	-
30		Distribute lead prevention DVD's to organizations that reach at-risk families property owners and renovators.							0	0	-	-
	660	Individuals will increase their knowledge of lead poisoning prevention and/or healthy housing issues as demonstrated by participation in educational opportunities offered by the Department.							-	-	326	326
26	260	Conduct presentations: -10 presentations reaching parents of young children and other at risk individuals. (3) -16 presentations reaching professional staff and service providers	3		5	2			10	10	174	174

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		through agencies and community based organizations. (7)										
	400	Provide individual consultations received from the public through the information line, e-mails and walk ins.	10	8	1	59	19	4	-	-	101	101
5		<p>Community Based Organizations and/or agencies will sign a MOU and form a mutually beneficial partnership with ACHHD and will actively participate in promoting healthy homes messages, share contacts, cross training, and implement effective cross-referrals for clients, as appropriate.</p> <p>Expand and maintain an active partnership with the Public Health Dept. Asthma Start Program:</p> <ul style="list-style-type: none"> With the award of the Kaiser grant, monthly meetings are now being held with Asthma Start and formal referrals are now being made to ACHHD. Development of an MOU is progress. <p>Maintain a partnership with the Prescott Joseph Center for Community Enhancement and the Breathmobile:</p> <ul style="list-style-type: none"> ACHHD continues to receive client referrals from the Breathmobile and provides direct follow-up to Prescott Joseph after services are refused or accepted. <p>Formalize and maintain a partnership with at least on Head Start Health Advisory Council:</p> <ul style="list-style-type: none"> We continue to participate in all three Head Start/Early Head Start Health Advisory Councils. <p>Update and implement the housing authority strategic plan and establish at least one formal partnership:</p> <ul style="list-style-type: none"> Pending in next quarter. <p>Explore partnerships with other home-based services, in-home day care associations, and public health and housing agencies:</p> <ul style="list-style-type: none"> O&E staff is target marketing an introduction to healthy housing and lead poisoning prevention training to agency staff that provides in-home services. In the first quarter, we offered presentations to the three provider-run family child care associations and staffed an outreach table at a regional conference. We conducted presentations to introduce our programs and services to 6 teams of professionals and attended 7 collaboration meetings to expand our connections to other service providers. In the 2nd quarter, we have 6 presentations to in-home service providers scheduled and plan to participate in 8 collaboration meetings. 										
10		<p>Community Based Organizations and/or agencies will collaborate with the ACHHD on specific projects to increase the visibility of the Dept,</p> <p>Establish collaborations with immigrant and refugee community organizations to assist in distributing information on sources of lead and screening:</p> <ul style="list-style-type: none"> Staff is having materials translated into additional languages, outreaching to refugee organizations and conducted two presentation in Spanish and one in Mandarin this past quarter. <p>Work with Bananas, 4C's and Childcare Links to promote lead and healthy housing messages:</p> <ul style="list-style-type: none"> Maintaining Healthier Childcares and Homes" trainings were highlighted in the Bananas' fall newsletter and trainings were completed in three languages in the fall. <p>Strengthen referrals and cross messages with Alameda County Vector Control:</p> <ul style="list-style-type: none"> Cross referrals continue. <p>Explore ways to continue collaborating with Cal-Safe:</p>										

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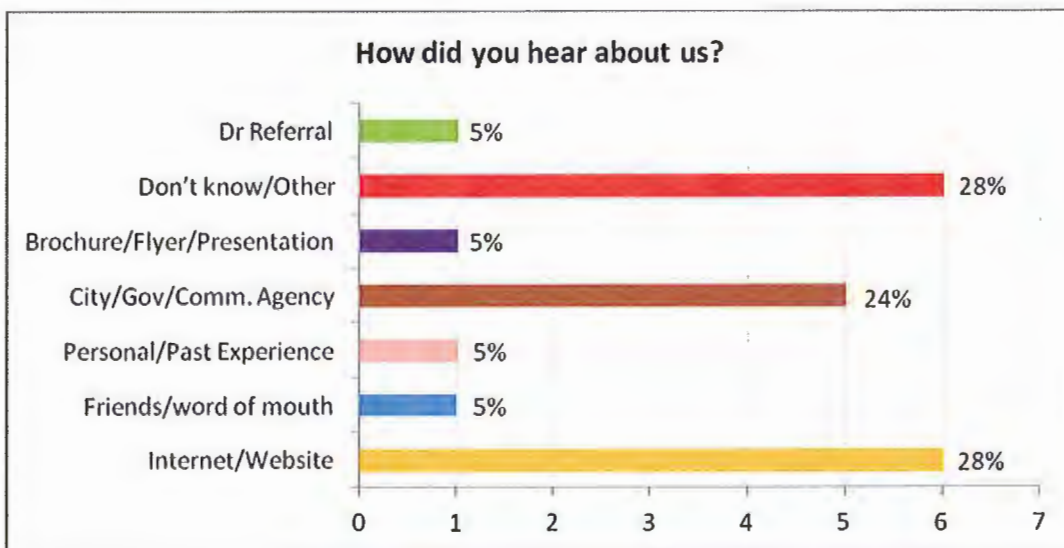
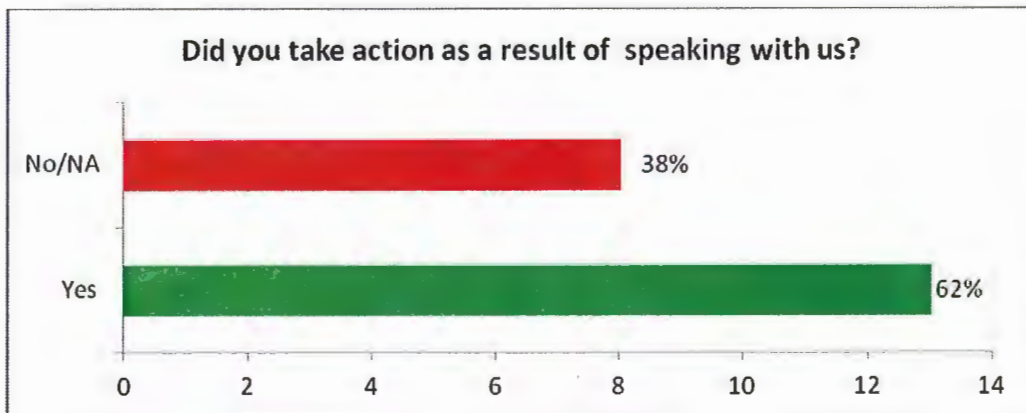
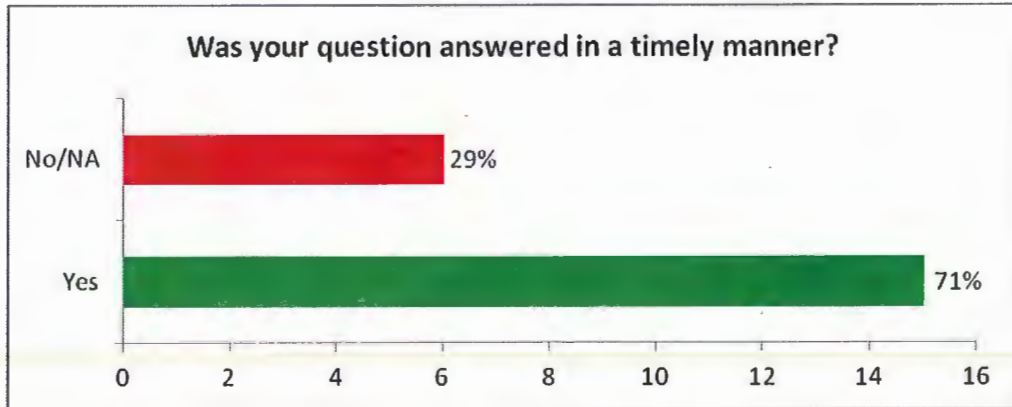
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		<ul style="list-style-type: none"> ACHHD continues to offer healthy housing and lead poisoning prevention presentations to parenting-teens in two CalSAFE locations. Establish and maintain collaborations with housing authorities: <ul style="list-style-type: none"> Communication is being maintained with the Oakland, Berkeley and Alameda Housing Authorities. Continue collaborations with the County and two City Fire Departments for cross referrals: <ul style="list-style-type: none"> Projects will be highlighted in future reports. Work with two community gardening organizations to disseminate Lead-Safe Urban Gardening fact sheet and to encourage master gardeners to incorporate messages to reduce exposures to lead into their work with clients: <ul style="list-style-type: none"> ACHHD maintains an active relationship with City Slicker Farms. 										
Communication Services												
		Document and publicize stories/testimony of a variety of lead and healthy homes clients including parents, contractors, homeowners and medical providers. <ul style="list-style-type: none"> TV (4) & radio broadcasts (2) 							6	6	-	-
1		Produce a video showcasing the work of the Dept.							0	0	-	-
4		Offer online guest blogs on healthy homes topics.							0	0	-	-
1		Maintain a media package that includes relevant data.							0	0	-	-
4		Engage reporters to cover and publish stories in print or on-line news sites.							9	9	-	-
	63,000	People will gain information about lead, healthy homes and ACHHD services by locating and viewing the ACHHD website.							-	-	16,295	16,295
	40,000	Individuals will gain information about lead, healthy homes and ACHHD services through social media.							-	-	40,114	40,114
	140	Maintain an active Facebook page and increase the number of friends to at least 140. <ul style="list-style-type: none"> Posted items (46) Facebook Friends (108) Reach (1474) 							46	46	1,474	1,474
6	1,500	Increase E-subscribers to 1,500 and post at least 6 email alerts. <ul style="list-style-type: none"> Email alerts (2) E-subscribers (1,171) 							2	2	1,171	1,171
		Participate in Parent Network yahoo groups. <ul style="list-style-type: none"> Multiple postings made on Alameda (3) and Berkeley Parents Network (2) sites. 							5	5	37,469	37,469

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1st Quarter FY 2014 (July - September 2013)

Infoline Feedback Results

(total calls used = 21)



1st Quarter FY 2014 (July - September 2013)

Infoline Feedback Results, *continued*

