

Program Element #20: Statewide Lead-Line

OHA Program Responsible for Program Element:

Public Health Division/Center for Health Protection/Environmental Public Health Section

1. **Description.** Funds provided under this Agreement for this Program Element may only be used in accordance with, and subject to, the requirements and limitations set forth below, to deliver a statewide toll-free lead information line, referred to as the Lead-Line. Multnomah County will provide this Statewide Lead-Line for information related to lead-based paint and lead poisoning.

No safe blood lead level in children has been identified. Lead exposure can affect nearly every system in the body. In 2015, there were approximately 229,000 children under the age of 5 in Oregon (US Census, American Community Survey). Using the National Health and Nutrition Examination Survey (NHANES) finding that approximately 2.5% of children in the US population have blood lead levels at or above the reference level of 5 micrograms per deciliter, there would be 5,700 children in Oregon with elevated levels of lead in their blood. Children of color and/or low socioeconomic status are disproportionately impacted by lead poisoning. Low income housing is often older and more likely to contain deteriorating lead-based paint.

Oregon’s State Health Improvement Plan (SHIP) lays the path forward for ensuring the lifelong health for all people of Oregon, regardless of where they live. Addressing health inequities is an integral part of the SHIP.

This Program Element provides a statewide resource on lead poisoning. A toll-free number is available statewide, with translation services for non-English speakers. Lead-Line operators provide epidemiology, toxicology and environmental health information based on the callers’ needs. Educational materials are also made available.

This Program Element, and all changes to this Program Element are effective the first day of the month noted in Issue Date section of Exhibit C Financial Assistance Award unless otherwise noted in Comments and Footnotes of Exhibit C of the Financial Assistance Award.

2. **Definitions Specific to the Statewide Lead-Line**

Hours of Operation: Monday through Friday from 8:00 am to 5:00 pm.

3. **Alignment with Modernization Foundational Programs and Foundational Capabilities.** The activities and services that the LPHA has agreed to deliver under this Program Element align with Foundational Programs and Foundational Capabilities and the public health accountability metrics (if applicable), as follows (see [Oregon’s Public Health Modernization Manual](http://www.oregon.gov/oha/PH/ABOUT/TASKFORCE/Documents/public_health_modernization_manual.pdf), (http://www.oregon.gov/oha/PH/ABOUT/TASKFORCE/Documents/public_health_modernization_manual.pdf):

- a. **Foundational Programs and Capabilities** (As specified in Public Health Modernization Manual)

Program Components	Foundational Program				Foundational Capabilities						
	CD Control	Prevention and health promotion	Environmental health	Access to clinical preventive services	Leadership and organizational competencies	Health equity and cultural responsiveness	Community Partnership Development	Assessment and Epidemiology	Policy & Planning	Communications	Emergency Preparedness and Response

				Population Health	Direct services							
Asterisk (*) = Primary foundational program that aligns with each component						X = Foundational capabilities that align with each component						
X = Other applicable foundational programs												
Staff a Statewide Lead-Line to provide information on the health hazards of lead exposure and to provide information on handling of lead-based paint.		X	*				X			X		

- b. The work in this Program Element helps Oregon’s governmental public health system achieve the following Public Health Accountability Metric: Not Applicable
- c. The work in this Program Element helps Oregon’s governmental public health system achieve the following Public Health Modernization Process Measure: Not Applicable

4. Procedural and Operational Requirements. By accepting and using the Financial Assistance awarded under this Agreement and for this Program Element, LPHA agrees to conduct activities in accordance with the following requirements:

- a. LPHA must use funds from this Program Element in accordance with its Local Program Budget, which has been approved by OHA. Modification to the Local Program Budget may only be made with OHA approval.
- b. **General Requirements.** LPHA must operate a toll-free telephone line to answer questions from callers about lead poisoning and prevention (the “Lead-Line”) statewide. The Lead-Line must help callers learn where lead is found, how to control it and what to do if a caller or caller’s family member is exposed to lead.
 - (1) LPHA must provide information on the regulatory requirements around lead-based paint.
 - (2) LPHA must assure that it is staffed appropriately to provide this service.
 - (3) LPHA must designate a point of contact between recipient and OHA.
 - (4) OHA will provide LPHA with updated lead resource information, promotion of Lead-Line services and, as necessary, educational materials for LPHA Lead-Line staff.
- c. **Hours of Operation.**
 - (1) LPHA Lead-Line operators must provide live (in-person) response to all English-speaking callers Monday through Friday for eight (8) hours a day between the hours of 8:00 a.m. and 5:00 p.m. local time. At times when an operator is not available, callers must be given the option to leave a voice mail. All voice mail messages must be returned no later than the next business day.
 - (2) LPHA Lead-Line operators must provide live (in-person) response to all callers speaking non-English languages either through a trained LPHA staff translator or a translator through the language line Monday through Friday for eight (8) hours a day between the hours of 8:00 a.m. and 5:00 p.m. At times when an operator is not available, callers must

be given the option to leave a voice mail. All voice mail messages must be returned no later than the next business day.

- (3) LPHA must provide the opportunity for all callers to leave a message outside normal Hours of Operation. LPHA must return messages left outside normal Hours of Operation on the next business day.

d. Lead-Line Operations

- (1) LPHA must provide callers with lead epidemiology, toxicology, environmental health and/or lead-based paint regulatory information based upon the callers' stated needs or requests for information.
- (2) LPHA must implement a call logging system in connection with the operation of the Lead-Line that enables LPHA to collect, record and analyze calls received, materials mailed, language selected and zip code of residence.
- (3) LPHA must mail educational materials to callers as appropriate.

- 5. General Revenue and Expense Reporting** LPHA must complete an "Oregon Health Authority Public Health Division Expenditure and Revenue Report" located in Exhibit C of the Agreement. These reports must be submitted to OHA each quarter on the following schedule:

Fiscal Quarter	Due Date
First: July 1 – September 30	October 30
Second: October 1 – December 31	January 30
Third: January 1 – March 31	April 30
Fourth: April 1 – June 30	August 20

- 6. Reporting Requirements.** In addition, LPHA must provide a summary of Lead-Line activities, including:

- a. Number of calls received by the toll-free Lead-Line;
- b. Number of households who were mailed material;
- c. Number of callers selecting each language as ordered; and
- d. Number of callers by zip code of residence.

7. Performance Measures.

- a. LPHA shall operate the Lead-Line in a manner designed to make progress toward achieving the following Public Health Modernization Process Measure: Not applicable
- b. **Program Evaluation.** LPHAs must assist OHA with program evaluation throughout the duration of this Agreement period, as well as with final project evaluation. Such activities may include, but are not limited to, meeting with a state level evaluator to help develop an evaluation plan specific to the project, collecting data and maintaining documentation throughout this Agreement period, responding to evaluator's requests for information and collaborating with the evaluator to develop final reports to highlight the outcomes of the work.