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One Touch **Creating Healthy & Energy-Efficient Housing**

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One Touch: Creating Healthy & Energy-Efficient Housing

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The Promise

The goal of the *One Touch: Creating Healthy and Energy-Efficient Housing Program* is to increase family access to health, housing and energy services. *One Touch* relies on partnerships to cost-effectively help families who are using one service, obtain other help to improve their health and reduce home energy use. This collaborative effort involves the active participation of core health, housing and energy programs that “touch” homes highlighted in Figure 1.

Figure 1: Typical *One Touch* Partners



This report is a toolbox, presenting key steps to help communities pursue *One Touch*. Tohn Environmental Strategies (TES) developed and piloted the *One Touch* approach in 2010-12 while working in several communities in New Hampshire and Omaha, Nebraska. These communities, and many others, are using the hallmarks of a *One Touch* system – a common housing and energy assessment form, coordinated program delivery providing integrated health and energy repairs and referrals, and systems tracking how families access services and documenting unmet community needs. *One Touch* is a way of thinking, more than a rigid system. The tools should be tailored, make them your own. Federal partners are also rewarding communities that collaborate.

In 2010 the U.S. Department of Housing and Urban Development's (HUD's) Office of Healthy Homes and Lead Poisoning Prevention released a proposal to reward communities that undertake collaborations like *One Touch* by enabling them to seek recognition as a Safe and Healthy Homes Investment Partnership (*SHHIP*). HUD proposed that *SHHIP* communities receive additional points when applying for HUD funding and possibly other agency funding. HUD identified *One Touch* programs as an example of a *SHHIP* partnership.¹ HUD anticipates finalizing the *SHHIP* recognition process in 2012.

¹ FR Vol. 76, No. 178, September 14, 2011, p. 56784.

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Project Implementation – How Do You Begin?

In all likelihood one agency or person will be interested in the idea of collaboration. Funders may also encourage collaboration (e.g., HUD's SHHIP rulemaking or DOE's Weatherization Plus Health). Declines in funding may drive programs to ask, "How can we continue to deliver the services we provide as our traditional resources shrink?" Others may be motivated by the recognition that repairs or services offered by another local program could create substantial benefit for the families they are already working with. Regardless of the impetus, *One Touch* projects typically involve four phases, described in the following sections.

Four Phases

- Phase 1: Conduct Inventory
- Phase 2: Develop Common Tools
- Phase 3: Conduct Pilots
- Phase 4: Expand, Enhance & Sustain

Phase 1: Inventory Local Programs and Potential Partners

This first step involves identifying your local housing rehabilitation programs, health programs that visit or inspect homes, and energy upgrade programs such as Weatherization or Home Performance with Energy Star to figure out what they do, who and how many families they serve, and to gauge their interest in a *One Touch* collaboration.

1. Inventory Local Programs

Complete the sample Inventory Form (Attachment A), which asks:

- How many homes does each program "touch" annually?
- What services are provided?
- What are the primary eligibility criteria (e.g., income, age, disability restrictions or priorities)?
- Who is the key contact person?
- What is the program's greatest challenge or concern? Their responses can highlight issues the partnership might address.
- What do they do best? It is important to build upon the assets of a program or service.
- How does intake occur? What assessment/application forms/tools are used?
- What housing-based health issues are NOT addressed by any of the local or state partners?

Phase 1

- 1. Inventory Local Programs
- 2. Assess Partner Interests
- 3. Convene Kick Off Meeting

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While much of this background information can be collected from web sites or over the phone, a 1:1 meeting with the program's key decision maker can go far in establishing a trusting and productive work relationship. One or more of the potential partners can do this work. In some cases, the task can create an opportunity to reach out to a potential partner that you have had difficulty connecting with. Students can also help with some of the data gathering.

The results of the NH and Omaha Inventories at a summary level are shown below. The take away is that energy and health programs "touch" the most number of homes and thus are critical partners. Often collaborating with energy programs is new for the health community. EPA and DOE are encouraging this type of partnership through DOE's Weatherization Plus Health Initiative and EPA's new Healthy Indoor Environment Protocols for Home Energy Upgrades, which present minimum health protections for all energy upgrade work and opportunities for added health benefits through collaboration.

Figure 2: Annual NH "Touches"



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2. Assess Local Partner Interest in Collaboration

Once you have completed the inventory, gauge partner interest in *One Touch* collaboration. A key here is to understand each program's interest – what do they need to get out of collaboration?

For example, the Weatherization program might want to explore how to leverage their funds with other housing rehab dollars to make the weatherization funds go further. Or, they may be interested in partnering with an organization that can fix roofs, a condition that often results in families being deferred from needed weatherization work. Lead programs may want to generate a list of families needing lead poisoning prevention housing rehab work to reduce their intake expenses and outreach. ***Collaborations work best when each party gets as much as they give.***

"We were interested in finding resources to help our elderly residents with home repairs and handyman services."

Ryan Clouthier, Director
Southern NH Services
Weatherization Program

3. Convene One Touch Kick-Off Meeting

The initial meeting is a terrific opportunity to bring together groups and people who have not met each other and not yet worked together. The goals of a kick-off meeting are to:

- review the inventory to clarify the services each program provides,
- determine services not listed and other potential partners,
- explore opportunities to use common health and energy assessment and referral tools, and
- decide if, and how, the group will proceed.

It may be useful to showcase results from other *One Touch* projects to demonstrate the potential benefits. A report documenting the results of the NH and Omaha projects is posted on www.tohnenvironmental.com. Through the initial meeting and follow up meetings the group can reach consensus on: a collective vision, an interest in using a common assessment and referral system, opportunities to enhance existing services (e.g., adding a healthy homes educational component; installing smoke or carbon monoxide alarms and grab bars in housing rehab jobs,) and referrals (e.g., refer low income clients with energy needs to Weatherization; refer energy clients in pre-1978 homes with chipping flaking paint to lead programs; refer clients with home mobility needs to programs providing injury prevention help).

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Phase 2: Develop Common Assessment, Referral, and Enhanced Service Delivery Tools

Now you have partners and a shared vision. It's time to develop the tools you need to move forward. There is no need to start from scratch. One Touch programs in New Hampshire (NH) and Omaha, Nebraska have developed documents and tools that you can use as a starting point. At the end of this phase you will be ready to pilot test a new *One Touch* approach.

1. Develop One Touch Healthy Homes & Energy Checkup Tool

Take a look at the checklist used in NH and Omaha to get a sense of potential common assessment tools. The NH Checkup tool takes approximately 15-20 minutes to complete and was used by NH Head Start, lead programs, Weatherization, health department home visitors, and housing rehab specialists. The partners vowed to only collect information if it would result in:

- enhance housing repairs,
- new client education, and/or
- referral for supplemental services/work.

Health hazards documented include: asthma triggers (moisture, mold, pests, tobacco smoke), lead hazards, contaminants, and occupant health concerns. Energy questions ascertain if the family was cold during the winter. The referral list at the end of the tool enables the home visitor to check off the added services needed and to initiate the referral.

Phase 2

1. Develop Checkup Tool
2. Develop Referral Strategy
3. Address Confidentiality
4. Sign Partner Agreement

“Although initially skeptical about the time it would take to complete a healthy homes assessment, our Head Start home visitors found the tool easy to use and extremely helpful in identifying families that could benefit by other services offered by our own Community Action Agency.”

Dana Nute, Belknap Merrimack
NH Community Action Agency

The Omaha One Touch partners developed a more comprehensive checklist, which served the same purposes and identified in more detail the extent of the housing problems impacting health conditions. The Omaha Healthy Homes Checklist provides a more extensive review of healthy housing hazards and energy issues and also serves as a first screen for the reEnergize program (a DOE supported program to spur market rate energy upgrades) to identify homes that require additional housing upgrades before they can be enrolled in the program. The Healthy Homes Checklist was administered using a tablet format, which enabled Omaha to mine the data to understand the scope and nature of the community's healthy housing and energy

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needs. Although some Omaha partners were initially skeptical of using a tablet, all programs found that the technology was more efficient than a paper checklist.

- Develop Referral Strategy and Referral Options

Once the partners begin to use a common health and energy checkup tool, you will generate referrals. Two questions are important to answer:

- **Who are the programs that can receive referrals?** Generate a list of referral options using the Inventory Form completed in Phase 1. Both programs found it useful to prepare a short handout describing program partners to provide clients with information about the programs that would be contacting them as a referral or information about how the customer could find added support. Sample referral lists are included at the end of the NH Healthy Homes and Energy Checkup Form and the Omaha Healthy Homes Checklist (Attachments C and D).
- **How will the collaboration initiate and track referrals?** In NH referrals occurred using two systems. In Manchester, NH the partners entered the referral into a free cloud-based spreadsheet. Partners could check the cloud to see new referrals to their program and track the progress on a referral that they initiated with another program. Programs receiving a referral were faxed the key information from the One Touch Checkup Form. Another NH community, where most of the participating programs were run from a local Community Action Agency, relied on an in-house spreadsheet and faxes to alert programs of referrals.

“One Touch collaboration was a natural fit with the City of Omaha’s reEnergize Program because of the inherent links between home health, safety, and energy performance. Leveraging our resources will help promote healthy homes and has provided us with knowledgeable partners, training for reviewers, and invaluable referrals for our citizens.”

Kristi Wamstad Evans, reEnergize
Program Omaha Nebraska

In Omaha, the data base system developed by reEnergize became the host site for the full set of assessment data and the referrals. Once a home visitor completed the checklist and made a referral via a tablet-based platform, the reEnergize system generated an email alerting the program to which the referral was made that a client was sent their way. Both the program completing the assessment and program receiving the referral had access to the data from the Healthy Homes Checklist.

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- Consider Confidentiality Issues

NH partners felt it was important to have a confidentiality statement signed by the client acknowledging that they agreed to have information collected during the assessment shared with other program partners. NH's confidentiality language is included on the Checkup Tool (Attachment B). In Omaha, the Partners agreed to keep confidential any information gathered during the assessment and only share the information with other partners who had signed the One Touch Partner Agreement.

- Sign A Partner Agreement

The One Touch Partner Agreement is a key document that describes the shared vision and commitment of each partner and defines respective roles and responsibilities. Copies of the NH and Omaha Partner Agreements are included in the Attachments. Review these examples as a starting point and draft an agreement that reflects your local vision, partner commitments and obligations.

“Securing partner commitments in writing is a key element of solidifying the One Touch Collaboration.”

David Thomas, Omaha
Department of
Planning

Omaha One Touch Partners

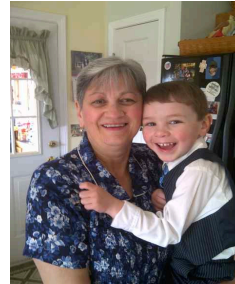


Representatives of reEnergize, Omaha Healthy Kids Alliance, Pride, Omaha Housing Rehab and Lead Hazard Control, Douglas County Lead Program, Neighborhood Center, Habitat for Humanity, Rebuilding Together, and University of Nebraska

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New Hampshire *One Touch* Partners



Left to Right: Beverly Drouin, Healthy Homes and Lead Program; Dana Nute, Weatherization; Gloria Paradise & Grandson, Lead and Housing Rehabilitation

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Phase 3: Pilot Test and Refine Tools

Communities in Manchester and Concord, NH as well as Omaha found it extremely useful to pilot test their forms and systems before finalizing *One Touch* tools.

Phase 3

1. Pilot Test Tools
2. Refine Tools
3. Track Referrals & Completions

1. Pilot Test Healthy and Energy-Efficient Checkup Tool and Referral Options

Field test assessment forms to:

- insure field staff could understand the checkup questions;
- determine if choices for answers are robust and provide sufficient options;
- assess the amount of time and training needed to conduct the assessment (often less than partners fear);
- test out tablets and other electronic entry platforms;
- evaluate if sufficient referral options are listed or available;
- build confidence and excitement about the checkup tool; and
- gain experience making and tracking referrals.

2. Refine Assessment and Referral Tools

Learn from the pilot testing and refine the tools as needed. In NH the pilot testing uncovered the need for technical assistance on using a cloud-based system to enter data to help those doing the home assessment initiate effective referrals. The Manchester partners set up a regular “lunch and learn” giving each program an opportunity to explain what they do and how to most effectively make a referral to them. Omaha learned that the tablets, which were met with initial skepticism, were an effective data-entry tool and this spurred other partners to purchase the equipment. Concerns also surfaced about the data system’s ability to “push” an email notification to the agency/program receiving the referral, which led to a technical adjustment to the software.

“Learning to use the data base system was challenging for some partners and required training. We also realized we just did not know that much about each other’s programs, which was surprising in such a small city.”

Beth Gilbert, Southern NH
Services Weatherization & Cherie
LeBel, NH Child & Family Services

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3. Track Referrals to Identify Needed Additional Services and Efficiencies Gained Through Coordinated Delivery

Gathering data to show the efficiency of a collaborative program is invaluable in promoting partnerships and seeking additional funding. For example, Omaha's collaboration in its first 401 homes documented that 26% of units assessed spurred at least 2 additional referrals for health, housing or energy services and 21% of units spurred at least one referral, for a total of 376 referrals. Table 1 shows the most common referrals, with Weatherization and lead services receiving more referrals than other programs.

Program Receiving Referrals	% of Total Referrals
Weatherization	23.4%
Omaha Healthy Kids Alliance – Lead Services	14.6%
City Rehabilitation	14.4%
City Lead Hazard Control	13.0%
Habitat for Humanity	11.2%
Rebuilding Together	10.6%
Douglas County Health	8.5%
reEnergize	2.7%
Omaha Planning Dept.	1.3%
Neighborhood Center	0.3%

The Omaha *One Touch* partnership is pursuing added funding to help these families receive services the programs currently do not provide. In NH, referrals looked somewhat similar.

Essentially, it is important to develop an Evaluation Plan during the planning phase to track process (e.g. number of people, services, and interventions) and outcome measures (e.g., changes in housing condition and health status) to build a stronger network.

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Phase 4: Expand, Enhance, and Sustain One Touch Collaboration

1. Expand Partners

As the program works out its kinks and gains visibility, there are opportunities to draw in additional partners. The Omaha program, for example, was able to reach out to smoking cessation programs (helping both individuals and owners of multi-family properties with Smoke Free Housing Programs) once the initial partnership had a track record.

2. Seek Funding For Innovations and Policies to Sustain Actions

NH and Omaha One Touch collaborations identified opportunities to pursue support for projects that could integrate added healthy housing assessment and repairs for previously overlooked issues like pest and radon.

With asthma rates hovering around 10% for New Hampshire residents, the weatherization program asked how can we help? The answer, find ways to reduce asthma triggers from pests and moisture in the homes undergoing energy upgrades. Moisture control was already on the agenda, but dealing with mice was new.

In an innovative pilot, the Belknap Merrimack Community Action Agency added pest exclusion measures to their air-sealing activities – it was a natural fit. As a result, air-sealing crews were able to learn to recognize evidence of mice infestations and develop strategies to prevent mice entry that could be easily incorporated into air-sealing techniques. For example, adding corrosion-proof metal mesh to seal up holes used for mice entry around cable penetrations or cracks between foundations and exterior walls costs pennies and was easily performed by the motivated air-sealing crew.

“This just makes so much sense, we are at the house anyway and we are in the business of sealing up holes and cracks.”

Dana Nute and Jack Shields, Belknap Merrimack Community Action Weatherization Program

Figure 4: Air Sealing and Mice Exclusion

Air and Pest Sealing Opportunity



Solution



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New Hampshire's newly drafted Health and Safety Plan for DOE now explicitly allows this activity and the program will be working to ensure crews have the skills to perform pest exclusion. **Lindsay Dearborn, NH's asthma program manager couldn't be more excited, "Controlling asthma is a bigger job than most of us realize - we need all the strategies and all the workers we can get on it."**

"We'd wanted to tackle the radon problem and One Touch provided a terrific platform with committed partners to begin radon testing."

Kara Eastman, Executive
Director Omaha Healthy Kids
Alliance

The Omaha area is a high-risk radon zone. Omaha Healthy Kids Alliance, a core *One Touch* partner, recognized the opportunity to include radon testing with some of the homes and **secured support from the state radon office to supply test kits to families in the reEnergize program.**

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Call To Action

Over the next decade most communities in the United States will witness a significant increase in the number of homes that complete energy upgrades. Generally this workforce does not ask, “What other housing based health risks are present and how can I help this family reduce their health risks?” At the same time, U.S. health care costs continue to rise and some of our health problems are linked to housing conditions (asthma is triggered in homes with moisture, pests, tobacco smoke, changes in temperature; lead poisoning occurs in homes with deteriorated lead based paint; carbon monoxide poisoning from faulty combustion appliances.) The time is ripe to coordinate our delivery of health, housing and energy-efficiency services. It makes sense for the clients. When contractors can address multiple hazards or seamlessly connect families to the added repairs they need, the costs of program delivery are reduced.

No two *One Touch* programs need be identical. Take the tools and inspiration from NH and Omaha to create your own vision and *One Touch* partnership.

The greater danger for most of us is not that our aim is too high and we miss it, but that it is too low and we hit it. ~ Michelangelo

Attachment A: Omaha, Nebraska One Touch Partners Community Inventory

Issue	Potential One Touch Partners**	Local Contacts	Units/ year	Home Visits?	Funding			Low Income?
HEALTH PROGRAMS								
Asthma	State program		N	N				
Community Health	Head Start/Early Head Start Visiting	Holly Vail	1000	Y			Y	Y
Injury Risks	Rebuilding Together Eastern NE Office on Aging/City Handyman Assistive Technology Partnership (disabled residents) – some overlap with NE Office on Aging	Steve Cinnamon Larry Ourada Lauren Rock	90 1000 >500	Y Y Y	Y Y Y			Y Y/N Y/N
Lead	City - HUD lead hazard control/EBL County lead program County/SF soil testing program	David Thomas/Mike Reid Steinkraus “	40 50? 1100	Y				Y N N
Pest Management	Douglass County	Reid Stienkraus		N				
Radon	Lead hazard control grant program NE radon program	David Thomas Sarah Morgan	20 0	Y N				Y N

Attachment A: Omaha, Nebraska One Touch Partners Community Inventory

Issue	Potential One Touch Partners**	Local Contacts	Units/ year	Home Visits?	Funding			Low Income?
					Grant	Loan	Service	

HOUSING PROGRAMS								
Housing Rehab	City – Owner Occupied - Special Needs - Rehab - RAP	Norita Ping	20	Y	Y	Y		Y
	City – Rehab Multi Family Habitat for Humanity – Roof & Repair Rebuilding Together	Barry Weingart Steven Cinnamon	20 60 25	Y Y Y	Y	Y Y Y		Y Y Y
Housing Repairs	City – Handyman & Emergency Repairs Rebuilding Together – Healthy at Home Helping Hands – Yard Clean Up Brush Up Nebraska – League of Human Dignity	Kathy Kaspar Steve Cinnamon Patti Schirmbeck	90 1500	Y Y Y Y	Y Y Y Y			Y Y Y Y
Mechanical System	City – Emergency Repairs			Y				N

ENERGY EFFICIENCY PROGRAMS								
Energy Efficiency (low-income)	Weatherization Trust – WAP & -- Mechanical Systems Upgrades	Sean Haire “	600 400	Y Y	Y			Y
Energy Efficiency	reEnergize OPPD	Kristi Wamsted-Evans/Eric Thomas	750	Y		Y		N

Attachment B: Omaha One Touch Healthy Homes & Energy Checklist



HEALTHY HOMES REVIEW CHECKLIST

In an effort to ensure the health and safety of residents of homes visited by the reEnergize Program, the following checklist has been developed to aid in the identification of potential deficiencies in the home and opportunities for improving the healthy home environment.

The Healthy Homes Reviewer will look for the following conditions of a home, make comments, and provide a referral guide of possible agencies to address the conditions. Additionally, Part 1 of the checklist will aid the reviewer in identifying conditions that are unsafe for the occupant and/or the evaluators/upgrade contractors to proceed with the Program until remediation is completed. The reEnergize Program reserves the right to not proceed with the energy evaluation or upgrade.

Part 1: If any of the following results in a “YES”, then Participant will be provided a copy of the Referral Guide document for remediation. This precludes the Participant from the Program.

	INSPECTION ITEMS	No	Yes	Comments
1	Greater than 3 sq ft of mold on interior surfaces?			
2	Unvented dryers?			
3	Extreme disrepair of building structure?			
4	Extreme disrepair of mechanical or electrical systems?			
5	Major sewage or sanitary problems that would endanger occupants and/or evaluators/contractors?			
6	Electrical/plumbing has been “red-tagged” by local or state building or enforcement officials?			
7	Spaces sufficiently cluttered to the point that Reviewer’s tasks are significantly hampered?			
8	Structure has been condemned by local or state building or enforcement officials?			

Attachment B: Omaha One Touch Healthy Homes & Energy Checklist

Healthy Homes Review Checklist

Part 1, cont.

	INSPECTION ITEMS	No	Yes	Comments
9	Crawlspaces or basements that are flooded?			
10	Uncooperative, abusive or threatening homeowner and/or tenant?			
11	Presence of threatening animals and/or uncontained animal feces?			
12	In the judgment of the Reviewer, any condition exists which may endanger the health and/or safety of the evaluator, work crew, and/or subcontractor?			

Part 2: Please answer the following questions. If any of the following results in a "YES", then Participant will be provided a copy of the Referral Guide document for remediation. This DOES NOT preclude the Participant from the Program.

	INSPECTION ITEMS	No	Yes	Comments
1	Signs of rodents, bats, roaches, termites, bed bugs, rodent feces?			
2	Evidence of water problems, leaks, standing water, musty smell, discoloration, damaged ceiling/roof, wet surfaces?			
3	Boiler leaks?			
4	Greater than 1 sq ft of mold on interior surfaces?			
5	Condensation in attic or on window?			
6	Peeling paint in pre-1978 homes – interior?			
7	Peeling paint in pre-1978 homes – exterior?			
8	Broken or cracked windows?			
9	Missing or broken smoke alarms?			
10	Missing or broken carbon monoxide alarm?			
11	Unvented space heater(s)?			
12	Obvious sources of Volatile Organic Compounds (VOCs)?			
13	For elderly: Missing grab bars or handrails?			
14	Insufficient outdoor lighting near entryway?			

Attachment B: Omaha One Touch Healthy Homes & Energy Checklist

Healthy Homes Review Checklist

Part 2, cont.

	INSPECTION ITEMS	No	Yes	Comments
15	Insufficient interior lighting?			
16	For young children: Missing child gates at stairs? Strangulation hazards (i.e. window blind cords)? Missing window guards?			
17	Does anyone in home suffer from asthma?			

Part 3: Miscellaneous Items

	INSPECTION ITEMS	No	Yes	Comments
1	Any residents > 62 years of age?			
2	Any children, grandchildren, etc. < 6 years of age?			
3	Any disabled residents? If yes, please describe in comments.			Describe:
4	Do any residents receive federal assistance? (WIC, Fuel Assistance, Head Start, Section 8) If yes, please describe in comments.			Describe:
5	Do residents own their home?			
6	What fuel is used for heating? (check all that apply)	----	----	Oil Electric Gas Other
7	Was the occupant(s) cold last winter?			Thermostat setting in winter:
8	Did the occupant(s) close off/isolate rooms to stay warm?			Fraction of rooms used:
9	Is the heating system old or inefficient? (collect digital photo)			Year system was installed:
10	Could the home have insufficient attic insulation?			No attic insulation? Attic insulation inconsistent/below framing? Cold spots in walls?
11	Does anyone who lives in the home, smoke inside the home?			
12	Electrical issues, need for added outlets? (multiple plug outlets)			

Attachment B: Omaha One Touch Healthy Homes & Energy Checklist

Healthy Homes Review Checklist

Part 4: For additional comments to the items listed above, please provide here:

Attachment C: Omaha One Touch Client Referral Resource



Omaha Healthy Kids Alliance (OHKA) is a non-profit organization dedicated to promoting lead-safe and healthy housing for children and families in Omaha. Since its inception, OHKA has provided education and assistance to families throughout the city. For more information, please call 402-934-9700 or visit omahahealthykids.org

Referrals made today:

- "Get the Lead Out!" - Free or discounted testing, labor, paint & supplies for families with children under 7

Omaha Healthy
Kids Alliance
(402) 934-9700

- Home energy efficiency & upgrades (Windows, insulation, & HVAC) for qualifying homes

Weatherization
Trust, Inc.
(402) 342-3524

- Roof & Repair Program - Homeowners in need of roof repair
- Restore - Building materials & fixtures for 50-70% off

Habitat for
Humanity
(402) 457-5657

- Lead hazard control in pre-1978 homes with children under 7.
- General rehab for lead, radon, and external maintenance

City of Omaha
(402) 444-5150

- Incentives for home energy efficiency & upgrades (Windows, insulation, & HVAC)

reEnergize
(877) 402-5111

- Housing repairs for homeowners who are disabled and/or over 62

Rebuilding
Together
(402) 965-9201

- Case management for children with lead levels and free home dust testing and education

Douglas County
Health Dept.
(402) 444-7825

- Free tools to help you quit smoking

Tobacco Quit
Line
800-QUIT-NOW

- Assistive Technology Partnership provides help to individuals and home upgrades to help people remain independent

ATP
(888) 806-6287

Attachment C: Omaha One Touch Client Referral Resource

Stay lead-safe • Just a few particles of dust from lead-based paint are enough to poison a child. Lead from deteriorating paint can be found in soil around the home. If you live in an older home, look for chipping or peeling paint and get it cleaned up and removed following EPA guidelines for safely handling lead.

Avoid pesticides & chemicals • Use non-toxic or least toxic pest remedies like soapy water to kill ants and boiling water to kill weeds. Prevent pests through good sanitation. Try using hot water and dish soap to clean mold instead of bleach or other harsh chemicals. Opening windows for a few minutes a day helps ventilate, and growing plants helps improve air quality.

Keep pests out • Use tight-fitting lids to keep pests out of food and garbage. Seal cracks and holes that pests can use to get in your home.

Keep it dry • Fix water problems such as roof leaks, wet basements, and leaking pipes promptly. Try using ventilation or opening a window in the bathroom for 30 minutes after a shower to reduce moisture around the house. Use a dehumidifier in areas that are cold, damp, or musty.

Don't let mold grow • Search for areas that have a damp or moldy smell, especially in the kitchen, basement, or bathroom. Clean up spills and dry all surfaces within 24 hours to prevent mold from growing. If you find a large area of mold (larger than twin-sized bed), consider hiring a professional to help remove the mold safely.

Keep it safe • Ensure all carbon monoxide (CO) and smoke detectors are working. The health department recommends one detector on each floor. Keep floors clear of anything that might cause tripping, slipping, or falling.

Benefits of Green and Healthy Homes

- Fewer days are missed from school or work because of illness
- Less money is spent on doctor and emergency room visits
- Less money is spent on heating and cooling if the house is well-insulated
- Less money is spent on water if it is not wasted through leaks
- Increased values for homeowners, and increased marketability for landlords

Omaha Healthy Kids Alliance
402-934-9700 www.omahahealthykids.org

Attachment D: Omaha One Touch Partner Agreement

One Touch Healthy And Energy Efficient Housing Collaboration

Omaha, Nebraska Partner Agreement

This One Touch Partner Agreement documents the commitments of government agencies and organizations to provide and support safe, healthy, and energy efficient housing in Omaha Nebraska. The goal of this "One Touch" collaboration is to increase the number of families in Omaha Nebraska that receive services to upgrade housing conditions and enhance access to health services in order to improve their health and reduce home based energy use.

The following agencies and organizations commit to participate as primary partners in the *One Touch: Creating Healthier and Energy Efficient Housing Project*: Douglas Country Health Department's Lead Poisoning Prevention Program; City of Omaha Owner-Occupied Housing Rehabilitation Program; City of Omaha Lead Hazard Control Grant Program; reEnergize Program; Omaha Healthy Kids Alliance; and Weatherization Trust. The following organizations agree to participate as *One Touch* collaborating partners with more limited responsibilities: Habitat for Humanity; Neighborhood Center; and Rebuilding Together.

COMMITMENTS

One Touch partners will educate staff and modify program practices to identify healthy housing and energy efficiency needs in homes they visit and refer clients to partnering programs, where appropriate, to ensure clients receive a coordinated approach to address health, safety, housing rehabilitation, and energy efficiency needs.

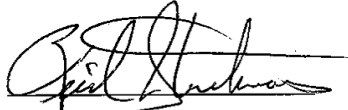
1. The One Touch primary partners will use consistent healthy homes and energy efficiency assessment tools and referral strategies to support this collaboration, as appropriate and feasible.
2. One Touch primary and collaborating partners will cooperate to improve integrated service delivery and enhanced healthy and energy efficient repairs.
3. One Touch primary and collaborating partners agree to share information to the extent allowed by the law in order to enhance collaboration, as is appropriate. Partners agree to protect confidential information and to only share confidential information with other *One Touch* partners.
4. No provision of this Partner Agreement may be waived or modified except by agreement in writing signed by the waiving or modifying agency or organization. A waiver of any terms or provision shall not be constructed as a waiver or modification of any other term or provision. The parties agree to take action to amend this Partner Agreement from time to time as necessary.
5. The persons signing below have the right and authority to execute this Partner Agreement and no further approvals are necessary to create an agreement.

EFFECTIVE DATE

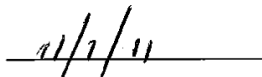
The provisions of this Agreement shall be effective as of the date of the last signature and shall terminate without cause at any time by providing not less than thirty days prior written notice.

Attachment D: Omaha One Touch Partner Agreement

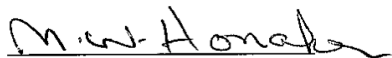
IN WITNESS THEREOF, the parties have executed this agreement, effective upon the date set for below.



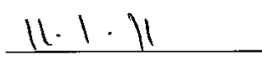
Reid Steinkraus
Lead Poisoning Prevention Program
Douglas County Health Department




Date



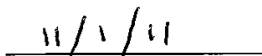
Mike Honaker
Omaha Lead Hazard Control Grant Program



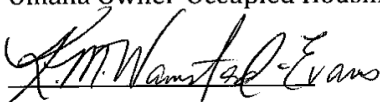
Date



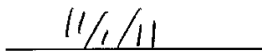
David Thomas
Omaha Owner-Occupied Housing Rehabilitation Program



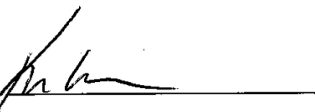
Date



Kristina Wamstad-Evans
reEnergize Program



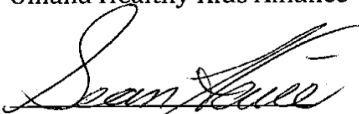
Date



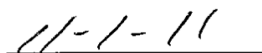
Kara Eastman
Omaha Healthy Kids Alliance



Date

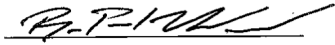


Sean Harris
Weatherization Trust

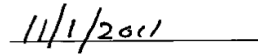


Date

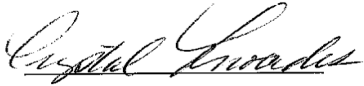
Attachment D: Omaha One Touch Partner Agreement



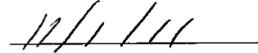
Barry Wingert
Habitat for Humanity (Collaborating Partner)



Date



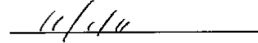
Crystal Rhoades
Neighborhood Center (Collaborating Partner)



Date



Tom Pettigrew
Rebuilding Together (Collaborating Partner)



Date

Attachment E: NH Healthy and Energy Efficiency Checkup

PROGRAM INFORMATION	
Administering Program:	Visitor Name:
Date: One-Touch Client Referral #:	
CLIENT INFORMATION	
Client Name:	Apt. #:
Head of Household Name:	Home phone:
Street Address:	Work phone:
City, State, Zip:	Email:
Mailing Address:	
Best time to call: Mon__am/pm Tues__am/pm Wed__am/pm Thur__am/pm Fri__am/pm	
Primary Language: English Spanish Nepali Chinese Swahili Bosnian Somali Other_____	
Landlord Name:	Landlord Phone:
	Landlord email:

	DEMOGRAPHICS	No	Yes	Comments
1	Any residents >62 yrs of age?			
2	Any disabled residents?			Describe:
3	Any children <6 years old?			
4	Any pregnant women?			
5	Do residents own home?			
6	Do any residents receive federal assistance? (i.e, WIC, Headstart, Fuel Assistance, Section 8, TANF, Food stamps)			Describe:
7	Does client have Health Insurance?			Type:
8	Who is the Primary Care Provider?			Doctor's Name: Location:

Attachment E: NH Healthy and Energy Efficiency Checkup

CONSENT

I, _____ give permission to _____
(Head of Household) (Administering Program)

to release the above information to:

- _____
- _____
- _____
- _____

I understand that a representative from the above agency/agencies may contact me directly to determine eligibility for the program to which I am being referred and to provide services if eligible. I understand that this agreement to release and exchange information is valid for one year from the signature date below and that this permission may be revoked at any time with a written request to NH HHLPP. I understand that I may request a copy of this release.

Signature of Client/Parent/Guardian

Date

Attachment E: NH Healthy and Energy Efficiency Checkup

	ENERGY EFFICIENCY	No	Yes	?	Comments
9	What fuel is used for heating? (Indicate primary vs. secondary heating source)				Oil
					Natural Gas
					Propane:
					Electric
					Wood
10	Was the occupant(s) cold last winter?				Thermostat setting in winter:
11	Did the occupant(s) close off/ isolate rooms to stay warm?				Fraction of rooms used :
12	Is the heating system old or inefficient? (collect digital photo if possible)				Year system was installed if known:
13	a. Is the attic insulated ?				Comment
	b. If Yes , Is the attic insulation inconsistent or below framing?				
	c. Are there cold spots in walls?				
14	Does the home consume large amounts of energy ? - Collect 1 years of heating & electric bills (e.g. utility account number & company, or oil delivery bills) Utility Name & Account #'s:				Kilowatts (kW) /year:
					Therms of gas/year:
					Oil gallons/year (or # of deliveries):
					Cords of wood /year:

	OCCUPANT HEALTH	No	Yes	NA	Comments
15	a. Has anyone living in this house been diagnosed with asthma ?				
	b. If YES , is this person currently taking medication daily for their asthma ?				

Attachment E: NH Healthy and Energy Efficiency Checkup

	OCCUPANT HEALTH	No	Yes	NA	Comments
	c. If YES , did this person have any unplanned doctor visits for asthma in the last 6 mos?				How many visits in the past 6 mos. Unplanned Doctor _____ ER or Urgent Care _____ Hospitalizations _____
16	Occupants with other respiratory problems?				
17	Occupants with flu-like symptoms or headaches experienced only in home?				
18	a. Do any occupants smoke ?				c. If YES, are occupants interested in quitting?
	b. Is there smoking inside the home?				d. If YES, would occupant like a referral to the NH Tobacco Helpline?

	ENVIRONMENTAL CONDITIONS	No	Yes	NA	Comments
19	a. Was the home built <i>before 1978</i> ?				Year: _____
	b. If built <i>before 1978</i> , is there flaking, peeling, or chipping paint ?				Comment: _____
	c. If built <i>before 1978</i> , have children <6 years old been tested for lead ?				Comment: _____
20	Is there evidence of pests ? (i.e, mice, squirrels, cockroaches, ants, rats, bed bugs)				Location: _____
21	a. Are there Smoke alarms ? (Need 1/unit/level; required by law in all rental units)				Comment: _____
	b. Are the smoke alarms working?				Location: _____
	c. Do you have an Emergency Evacuation Plan ?				Comment: _____
22	a. Are there carbon monoxide alarms? (Need 1/unit/level/outside sleeping area(s) & common areas required by law in rental units)				Location: _____
	b. Are the carbon monoxide alarms working?				Location: _____
	c. Are there un-vented combustion sources? (i.e gas stove or dryers, space heaters, generators)				Comment: _____
23	Is there evidence of moisture inside? Visible mold _____ Rotting wood _____ Musty smell _____ Unvented dryer _____ Condensation _____ Water stain or leak _____				Comment: _____

Attachment E: NH Healthy and Energy Efficiency Checkup

	ENVIRONMENTAL CONDITIONS	No	Yes	NA	Comments
24	Do you use incense , air fresheners , or candles ?				Comment:
25	Have you tested your home for Radon ?				Comment:

	INJURY PREVENTION	No	Yes	NA	COMMENTS
26	For older adults , are grab bars present in bathroom by toilet and in tub?				
27	For older adults , are handrails present along staircase?				
28	Is lighting sufficient at top and bottom of stairs, in bathrooms, bedrooms, and outside entryway?				
29	For young children are there:				
	a. child gates if stairs are present?				
	b. window blind cord safety devices?				
	c. window guards or stops? (higher than 1 st floor)				
	d. medicines & poisons out of reach?				

REFERRALS & CLIENT EDUCATION

EDU	REF	FAMILY NEED	AGENCY & CONTACT INFORMATION	
		ASTHMA	Manchester Health Department Suzanne Rouleau	Fax 603-665-6894
		CARBON MONOXIDE	Carbon Monoxide Workgroup Manchester Fire Department Ed O'Reilly 603-669-2256 x3404	http://nh.gov/co Fax 665.6802
		FAMILY & PARENT SUPPORT/ ELDERLY SERVICES	Child and Family Services Cherie LeBel	Fax 603-668-6260
		FIRE SAFETY	Manchester Fire Department Ed O'Reilly 603-669-2256 x3404	Fax 665.6802
		HOUSING CODE VIOLATIONS	City of Manchester Dave Albin	Fax 603-624-6529
		INJURY PREVENTION (Educational Material)	NH Safe Kids NH Falls Reduction Task Force	603-653-8360 877-783-0432

Attachment E: NH Healthy and Energy Efficiency Checkup

		LEAD HAZARD CONTROL GRANT PROGRAM	Manchester Housing Initiatives Patty Higgins P-623-9060 Fax 603-623-9061
		LEAD POISONING PREVENTION	Manchester Health Department Suzanne Rouleau Fax 603-665-6894
		HOUSING & RELOCATION SERVICES	The Way Home www.thewayhomenh.org Brian Randlett Fax 603-627-1878
		MOISTURE & MOLD (Educational Material)l	US Environmental Protection Agency 1-800-438-4318 www.epa.gov/mold
		MR. FIX-IT PROGRAM (SMALL REPAIRS)	Southern NH Services 603-668-8010 Dee Martin ext 6022
		PEST (RODENTS, INSECTS & BEDBUGS)	UNH Cooperative Extension NH 211 1-877-398-4769 Bed Bug Action Committee www.nhbedbugs.com
		RADON (Educational Material)	US EPA 1-800-767-7236 www.epa.gov/radon
		Smoking Cessation & Smoke-Free Housing	Manchester Health Department Brita Nettleton Fax 603-628-6004
		WEATHERIZATION (MIDDLE & UPPER INCOME)	Home Performance with Energy Star Steve Fax 603-634-3146
		WEATHERIZATION (LOW-INCOME)	Southern NH Services Beth Gilbert Fax 603-622-7731

Attachment E: NH Healthy and Energy Efficiency Checkup

REFERRALS & CLIENT EDUCATION

1. **WEATHERIZATION THROUGH SOUTHERN NH SERVICES PROGRAM:** Eligibility criteria for program is 200% of Federal Poverty Guidelines. Four **high priority** criteria: 1.) High Energy user, 2.) older than 62 yrs, 3.) children under 6 yrs, or 4.) disabled. Also, if answers Yes to OCCUPANT HEALTH question 17 & Environmental Conditions question 22c (un-vented space heater if this is the only source of heat.) Talk to property owner about this and refer to Southern NH Services weatherization program.

2. **HOME PERFORMANCE WITH ENERGY STAR & COOPERATIVE EXTENSION:** High-energy user, no income or target population criteria. To determine If Occupant Has high energy, answers “yes” to questions 10, 11, 12, or 13 or answers to question 14 exceed below energy thresholds.

Fuel	High Energy Threshold
Therms (gas)	> 400/ year
Kwh (electric)	> 7,500 / year
Oil (mobile homes or stick built)	> 500 gallons OR >= 2 deliveries / year

3. **CARBON MONOXIDE:** If answers Yes to OCCUPANT HEALTH question 17 and No to ENVIRONMENTAL CONDITIONS questions 22a or 22b or Yes to 22c refer property owner to **Manchester Fire and/or Code Department**.

4. **FIRE SAFETY:** If answers No to ENVIRONMENTAL CONDITIONS questions 21a or 21b refer property owner to Manchester Fire Department. If answers No to ENVIRONMENTAL CONDITIONS questions 21c, refer tenant to Manchester Fire Department.

5. **INJURY PREVENTION:** If answers No to INJURY PREVENTION question 26, 27, or 28, refer property owner to **Mr. Fix-it program**. If answers No to INJURY PREVENTION questions 29 a, b, c or d, refer tenant to NH Safe Kids and/or NH Falls Reduction Task Force for educational material.

6. **LEAD:** IF answers Yes to DEMOGRAPHICS question 3 and ENVIRONMENTAL CONDITIONS question 19a, refer tenant to Manchester Health Department for educational material and information on testing children for lead. Refer property owner to Lead Hazard Control Grant program for funding available to property owners of pre-78 homes. If tenant is looking for assistance with relocation, refer tenant to The Way Home.

7. **ASTHMA:** If answers Yes to OCCUPANT HEALTH questions 15a, 15b, **and** 15c. Refer tenant to Manchester Health Department for services.

8. **PESTS:** If answers Yes to ENVIRONMENTAL CONDITIONS question 20, refer tenant and property owner to UNH Cooperative Extension and NH Bed Bug Action Committee. **If assistance is needed with mattress encasements, mouse traps, sticky boards, or Climb-ups, refer tenant to The Way Home.**

9. **MOLD AND MOISTURE:** If answers yes to ENVIRONMENTAL CONDITION 23, refer property owner and tenant to US Environmental Protection Agency for educational material.

10. **RADON:** If answers No to ENVIRONMENTAL CONDITION 25, refer property owner to US Environmental Protection Agency for educational material.

11. **CHILD & FAMILY SERVICES:** Child & Family Services provides services to low-income families in need of parenting support, pregnancy support and to the elderly in need of assistance with home care and chores.

Attachment F: New Hampshire One Touch Partner Agreement

MEMORANDUM OF AGREEMENT

NEW HAMPSHIRE "ONE TOUCH" HEALTHY HOMES

PURPOSE

The purpose of this Memorandum of Agreement (MOA) is to set forth a working relationship among the following New Hampshire state agencies: the New Hampshire Housing Finance Authority (NHHFA) Lead Grant Program; the New Hampshire Department of Health and Human Services, Division of Public Health Services (DPHS); the New Hampshire Office of Energy and Planning (OEP) Weatherization Program; and the New Hampshire Department of Safety (DOS) to support safe, healthy and energy efficient housing in New Hampshire. The goal of this working relationship is to educate New Hampshire families to improve environmental conditions that impact their safety and health, and to reduce overall energy usage.

OBLIGATIONS

The above agencies will educate staff to identify health, safety, housing and energy efficiency needs and refer clients to partnering programs, where applicable and to the extent feasible, to ensure clients receive a coordinated approach to address health, safety, housing rehabilitation and energy efficiency needs. The agencies and programs will use an established "One-Touch" Healthy Homes assessment and referral model to support this collaboration, as appropriate and feasible.

OBJECTIVES

The objectives of the partnering agencies are to provide the following:

1. Identify families most at need throughout the state.
2. Provide Healthy Homes technical support, education and outreach.
3. Make referrals to partnering agencies, where applicable and to the extent feasible.
4. Promote Healthy Homes strategies among local partners.
5. Explore the feasibility of a "One-Touch" data and referral tracking system.

Attachment F: New Hampshire One Touch Partner Agreement

EFFECTIVE DATE

The provisions of this MOA shall be effective as of the date of the latest signature. Any undersigned party may terminate without cause at any time, by providing not less than thirty (30) days prior written notice.

MISCELLANEOUS

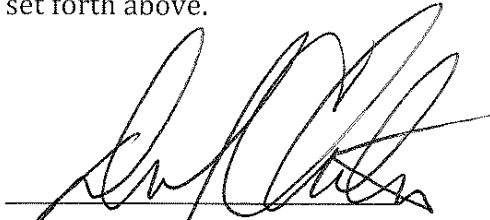
1. The parties agree to take action to amend this MOA from time to time as is necessary.
2. It is the specific intent of the agencies that nothing contained in this MOA shall give rise to any right or cause of action.
3. This MOA is not a fiscal or financial obligation. It does not obligate an agency to expend, exchange or reimburse funds, services or supplies, or to transfer or receive anything of financial or other value.
4. This MOA and activities under it relate only to internal procedures and management of the agencies. The activities do not create any right or benefit, substantive or procedural, enforceable by law, its agencies or other entities, its officers, employees or agents, or any other person.
5. No provision of this MOA may be waived or modified except by an agreement in writing signed by the waiving or modifying agency. A waiver of any term or provision shall not be construed as a waiver or modification of any other term or provision.
6. The persons signing below have the right and authority to execute this MOA and no further approvals are necessary to create an agreement.

SPECIAL PROVISIONS

(This section can be used for amendments to above provisions, or additions to above provisions.)

Attachment F: New Hampshire One Touch Partner Agreement

IN WITNESS THEREOF, the parties have executed this Agreement effective upon the Date set forth above.



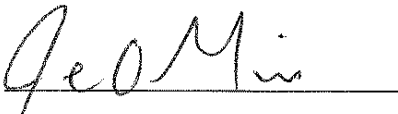
Dean J. Christon, Executive Director
Lead & Healthy Homes
NH Housing Finance Authority

10/25/11
Date



Dr. José Thier Montero, Director
NH Division of Public Health Services

10/11/11
Date



Joanne O. Morin, Director
NH Office of Energy and Planning

10/12/11
Date



J. William Degnan, State Fire Marshal
NH Division of Fire Safety, Office of State Fire Marshal

10/25/11
Date