

## **Program Element #20: Statewide Lead-Line Program**

1. **Purpose of Statewide Lead-Line Program.** Funds provided to LPHA under the Agreement for this Program Element must only be used, in accordance with and subject to the Agreement and the requirements and limitations set forth below, to establish and conduct a statewide toll-free telephone line for information related to lead poisoning.
2. **Procedural and Operational Requirements.** LPHA's Statewide Lead-Line Program must be conducted in accordance with the following procedural and operational requirements:
  - a. **Staffing Requirements and Staff Qualifications.** LPHA must provide sufficient LPHA staff to operate the Lead-Line in a manner satisfactory to the Authority All LPHA staff that operate the Lead-Line must be trained in a manner satisfactory to the Authority to respond to questions on lead and lead poisoning.
  - b. **General Requirements.** LPHA must operate a toll-free telephone line to answer questions from callers about lead poisoning and prevention (the "Lead-Line") within its service area outside the Portland Metropolitan Area. 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. OHA will provide LPHA with updated lead resource information, promotion of Lead-Line services and, as necessary, educational materials for LPHA Lead-Line staff.
    - i. **Hours of Operation.**
      - A.) 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 that the next business day.
      - B.) 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 that the next business day.
      - C.) LPHA must provide the opportunity for all callers to leave a message outside normal Hours of Operation (stated above). LPHA must return messages left outside normal Hours of Operation on the next business day.

**ii. Lead-Line Operation (Required Activities.)**

- A.) LPHA must provide every caller with lead epidemiology, toxicology and environmental health information based upon the callers' stated needs or requests for information.
- B.) 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.
- C.) LPHA must mail educational materials to callers as appropriate.

**3. Reporting Obligations and Periodic Reporting Requirements.** In addition to the reporting obligations set forth in Section 8 of Exhibit E of this Agreement, LPHA must provide a summary of Lead-Line activities and include it with the Revenue and Expenditure Report. Additional Lead-Line reporting activities must include:

- a. number of calls received by the toll-free Lead-Line,
- b. number of calls referred to OHA and other agencies,
- c. number of households who were mailed material,
- d. number of callers selecting each language as ordered, and
- e. number of callers by zip code of residence.