



Public Affairs Office, usarmy.apg.medcom-aphc.mbx.pao@mail.mil, 410-417-0560, April 9, 2019

Background: The U.S. Army is working with privatized housing companies to address environmental and indoor air quality concerns of current and former Army Family Housing residents, to include potential lead and mold exposure. As a part of this effort, the Army Public Health Center is launching a housing health registry to address current and former housing resident concerns.

End-state: As a result of our communication efforts, the U.S. Army hopes to increase stakeholder knowledge about the potential health impacts of residential environmental hazards, resources available to mitigate those hazards, and methods to report potential risks.

Opening statement: The U.S. Army Medical Command has established a Housing Environmental Health Response Registry to address housing health or safety concerns of current or former Army housing residents. The registry will allow the Army Public Health Center to provide current or former residents information on environmental health hazards, assist them in seeking medical care for any housing related illnesses or concerns, and serve as a two-way exchange of information for all potential enrollees. The Army is committed to hearing all concerns in order to make sure they are properly addressed.

- Anyone interested in enrolling in the registry can call the toll-free hotline at 1-800-984-8523 where they will be able to voice their concerns. The registry will be manned 24 hours a day, seven days a week. Additional registry numbers:
 - Overseas: DSN (312) 421-3700
 - Stateside: DSN 421-3700
 - Stateside Commercial: 210-295-3700
- APHC provides continuously updated online health information and resources for service members, families, civilians, contractors and healthcare providers. The information includes background information on how these hazards can be introduced into the environment as well as strategies for prevention.
- Here are links to the APHC sites relating to Army Family Housing
 - Mold & Indoor Air Quality site: <https://phc.amedd.army.mil/topics/workplacehealth/ih/Pages/Indoor-Air-Quality-Mold.aspx>
 - Lead Info for Families: <https://phc.amedd.army.mil/topics/workplacehealth/ih/Pages/Lead.aspx>
 - Lead Info for Healthcare Providers: <https://phc.amedd.army.mil/topics/workplacehealth/ih/Pages/leadproviders.aspx>



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Q1: What is the purpose of the housing health registry?

A1: The registry will allow the Army Public Health Center to provide current or former residents information on environmental health hazards, assist them in seeking medical care for any housing related illnesses or concerns, and serve as a two-way exchange of information for all potential enrollees. We will continue to inform and educate our service members and their families about the potential health impacts of environmental hazards, resources available to mitigate those hazards, and methods to report potential risks.

Q2: What should I do if I think I've been exposed to lead or mold in my home?

A2: Any current resident with Army housing related health concerns should immediately call their local housing office to notify them of their concern. Additionally, the housing health registry will provide both current and former residents with information on environmental health hazards, assist them in seeking medical care for any housing related illnesses or concerns, and serve as a two-way exchange of information for all potential enrollees. The Army is committed to ensuring that health and safety standards are upheld on all of our installations and that our service members and their families receive the best medical care.

Q3: Some service members may be reluctant to use the registry for fear of command reprisal. How are you addressing these concerns?

A3: There will be no reprisals for reporting. The Army wants to hear the concerns of all current or former residents and their families so we can ensure they are appropriately addressed. Anyone interested in enrolling in the registry can call the toll-free hotline at 1-800-984-8523 where they will be able to voice their concerns. The registry will be manned 24 hours a day, seven days a week. Additional registry numbers:

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Q4: Why is the letter only sent to 400-700 service members?

A4: The notification letter is intended to ensure that previously identified residences with work orders of the highest priority -- and the occupants of those homes -- are aware of the creation of the registry. The letter is not intended to isolate communication to only this audience. Additional outreach channels will enhance broad communication to all Army housing stakeholders.

Q5: Will all family members be added to the registry?

A5: Each resident who contacts the registry will be invited to identify all members of their household for enrollment.

Q6: When will the registry be completed?

A6: The registry will remain open indefinitely at this time.

Q7: Who is paying for the development of the registry?

A7: The costs of the registry are assumed by existing funding mechanism, e.g., Defense Health



Public Affairs Office, usarmy.apg.medcom-aphc.mbx.pao@mail.mil, 410-417-0560, April 9, 2019 Program. The Military Medical Assistance Group has an existing contract vehicle for which modification is not immediately necessary. Additional funding programs may be leveraged if capacity surges become necessary.

Q8: Did you have to hire new people to serve as the risk communicators in the call center? If so, who is paying for them? How many risk communicators will be working in the call center?

A8: No. The MMAG is staffed by 9 Contact Care Representatives on staff.

Q9: Will these 400-700 service members be prioritized on the registry?

A9: No all registrants will be treated equally, and entered into the database at the time they call the hotline.

Q10: Will any of the information recorded in the registry be reported to state and federal agencies?

A10: No, the nature of the database will be to provide registrants with additional information on housing environmental health hazards; assist registrants in seeking medical care for housing-related illnesses or concerns; and allow Army medical professionals to share concerns about housing environmental health hazards with Army leadership.

Q11: What is considered an eligible individual to receive the letter? Will all service members living in military housing receive the letter? Or is this solely for Army service members and their families?

A11: Eligibility is limited to those individuals who have a DOD affiliation. That is defined as 'Service members, civilian employees, family members of Service Members and civilian employees, and contractor employees. The notification is only one form of communication. Additional channels will be leveraged to maximize communication to all residents.

Q12: Can you explain the phases of the implementation of the registry? Include milestones.

A12: The current phase of the registry (phase 1) has no sub-phases of implementation. The first milestone is to complete all technical and functional preparations. The only additional milestone for phase 1 is to standup an online enrollment capability.

Q13: What type of criteria are you collecting for the registry?

A13: The registry will include basic personal information- name & address; residence information- type of housing (e.g., single family, duplex and apartment), installation, dates of occupancy; and health concerns associated with experience in the home.

Q14: What will the full integration look like? Will it be an online web-based portal for service members to self-register?

A14: The fully integrated solution is not yet conceived in sufficient maturity to further describe.