

Tracking Reports of Smoking Violations in Public Housing Initial Findings

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Made possible with funding from the CDC.REACH: Partners in Health and Housing is a partnership between Boston Housing Authority, Boston Public Health Commission, Boston University School of Public Health.

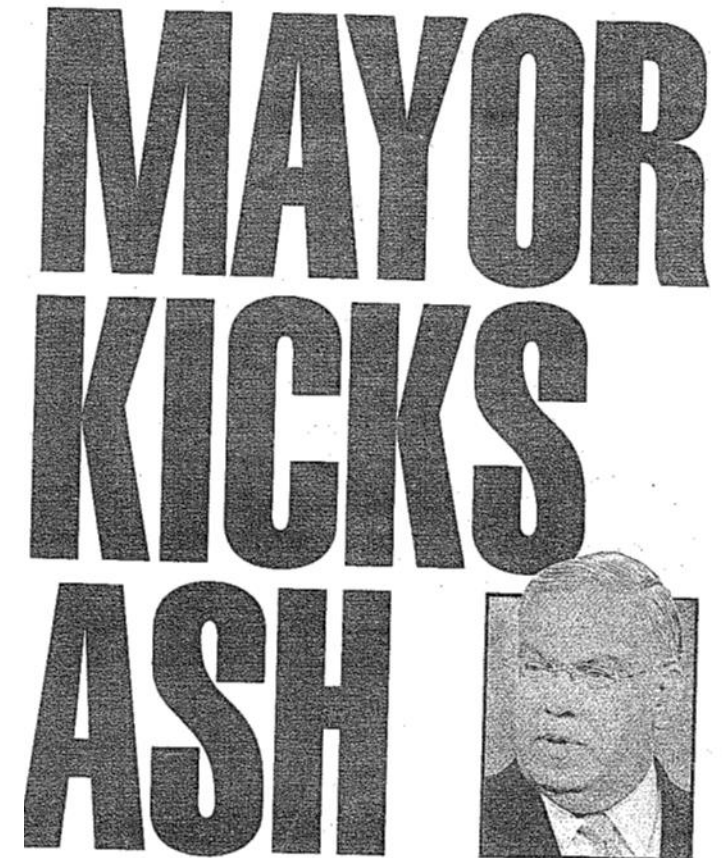
Boston Housing Authority Overview

- Approximately 12,000 family and elderly/disabled units, with many different building types
- Attached units



Background to BHA's smoke-free policy

- ▶ Smoke-free policy was implemented at Boston Housing Authority (BHA) in 2012, after survey showed ~90% of residents supported the move.
- ▶ Implementation was aided by a CDC grant, Communities Putting Prevention to Work (CPPW)
- ▶ Good start, but as we know implementing policy does not happen over night



Menino vows to ban smoking
in public housing projects, P. 2-3

Perfect climate to continue the work

- ▶ 17+ years Partners in Health and Housing collaboration between Boston University, Boston Housing Authority, and Boston Public Health Commission
- ▶ Multi-million dollar CDC Racial and Ethnic Approaches to Community Health (REACH) grant



How to Improve Implementation?

- ▶ Needed better infrastructure to support the policy
- ▶ How?
 - ▶ Resident Engagement
 - ▶ Focus Groups / Surveys
 - ▶ Multi-lingual signage
 - ▶ Reporting options
 - ▶ Outreach to Section 8 - voluntary



Resident Reporting Options

BOSTON HOUSING AUTHORITY RESIDENTS: HOW TO REPORT A SMOKING VIOLATION

**No smoking allowed inside BHA
apartments, buildings, or within
25 feet of the building.**



(617) 988-5061



SmokeFree1@bostonhousing.org

You may also report a smoking violation in person at your management office.

For more information, visit: www.Bostonhousing.org/SmokeFreeBHA.aspx

BHA CENTER FOR COMMUNITY ENGAGEMENT AND CIVIL RIGHTS (CCECR)



Sign design and translation by BHA CCECR-Language Access Team 2015 as part of Boston REACH: PHH.

Entering Phone Reports Into Database

BHA Smoking Violation Report Database – Operators Training

Checking the Voicemail

1. Press the blue voicemail button (#16 on Fig. 1)
2. When prompted please enter the Voicemail # you'd like to check and follow phone instructions.

BHA Smoking Violation Report Line Voicemail #'s:

Region 1	English 3991	Spanish 5161
Region 2	English 3992	Spanish 5162
Region 3	English 3993	Spanish 5065
Region 2	English 3994	Spanish 5067

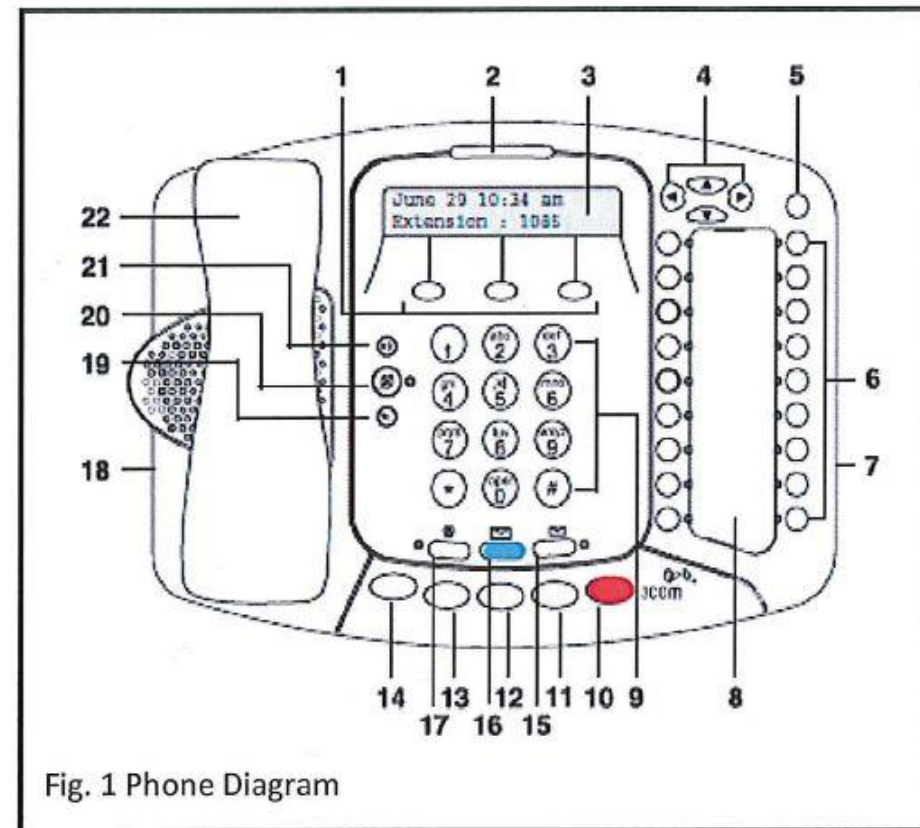


Fig. 1 Phone Diagram

3. Transcribe message fully into the 'Notes' section of the report log form in the database.

Smoke Complaint Log

Enter tracking # here Search

Smoke Free Signs and Resources



The complaint was reported via

- SmokeFree Voicemail Email
 In Person Web

on the day of
at time

Info about Violation/Violator

Date of Violation:
Time of Violation:
Development:
Address:
Location Type:
Unit Number:
Role of Violator:
Name of Violator:

Info about Reporter

Anonymous? Yes No
Reporter is a:
Name:
Phone:
Email:
Development:
Address:
Unit Number:

Notes

Attachment

Generate Tracking Number:

Entered by :

Enter your employee login username above, e.g.: jkane

Add New

Save

Undo

Edit

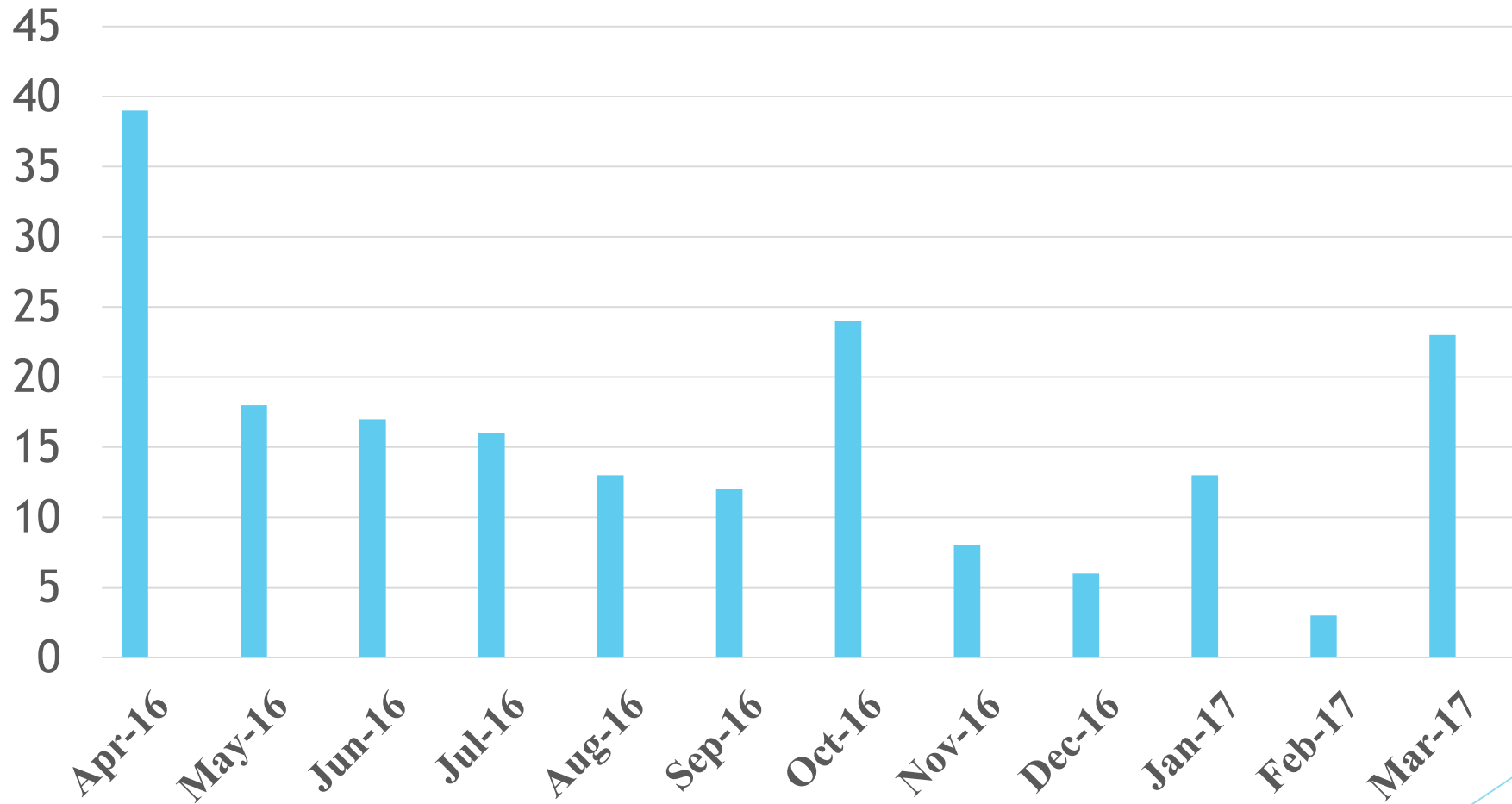
Send Notification Email

Non-
Smoking
Violation
Tracking
Database

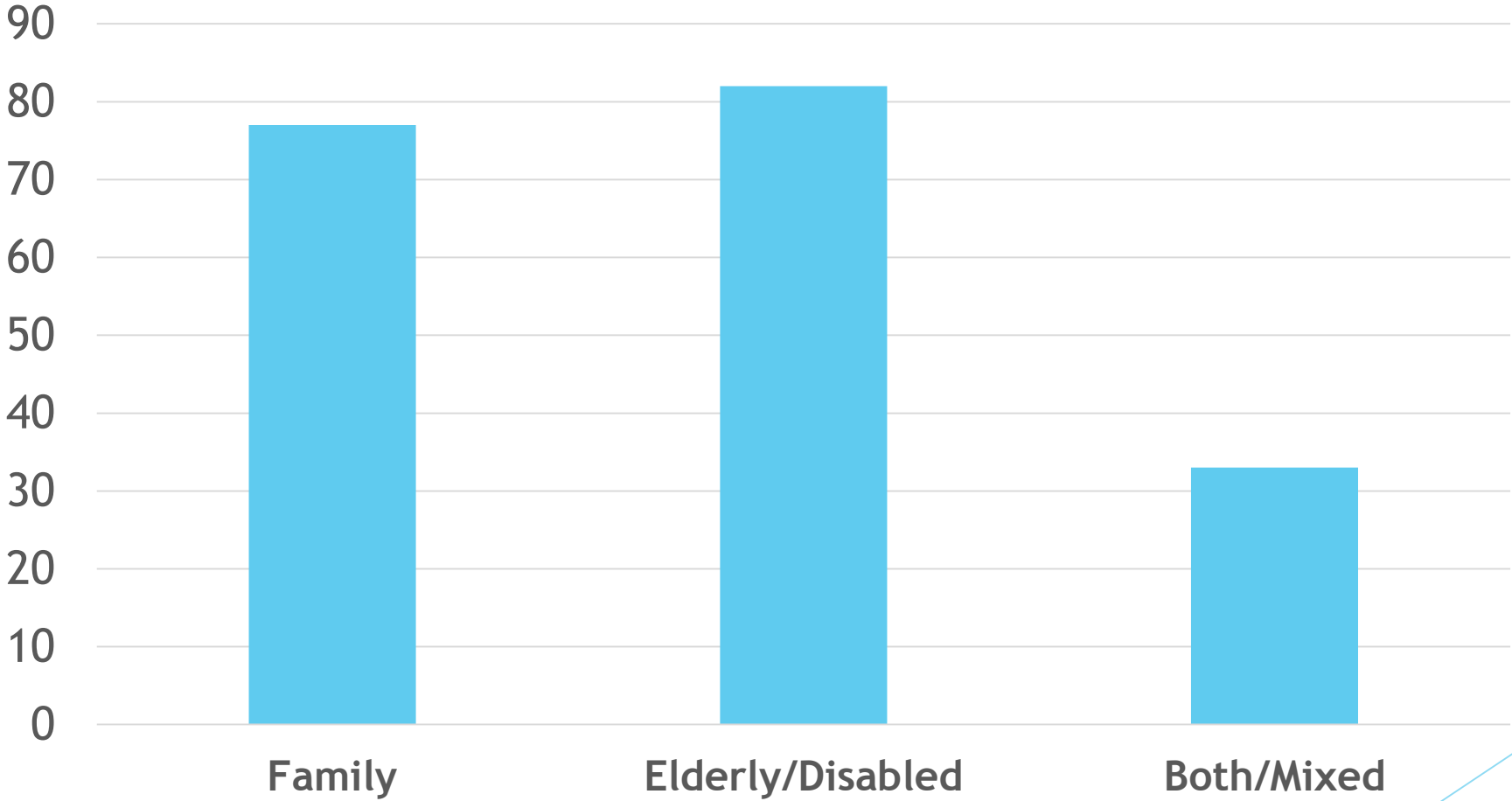
Methods

- ▶ Descriptive study showing reports from Year 1 (April 2016 to March 2017), including:
 - ▶ date, time, location of reported violation
 - ▶ Whether the alleged violator was a resident, staff, or guest (or unknown)
 - ▶ development/unit of the violation
 - ▶ development/unit of the reporter or whether the reporter requests anonymity
 - ▶ Information about the location of the violation

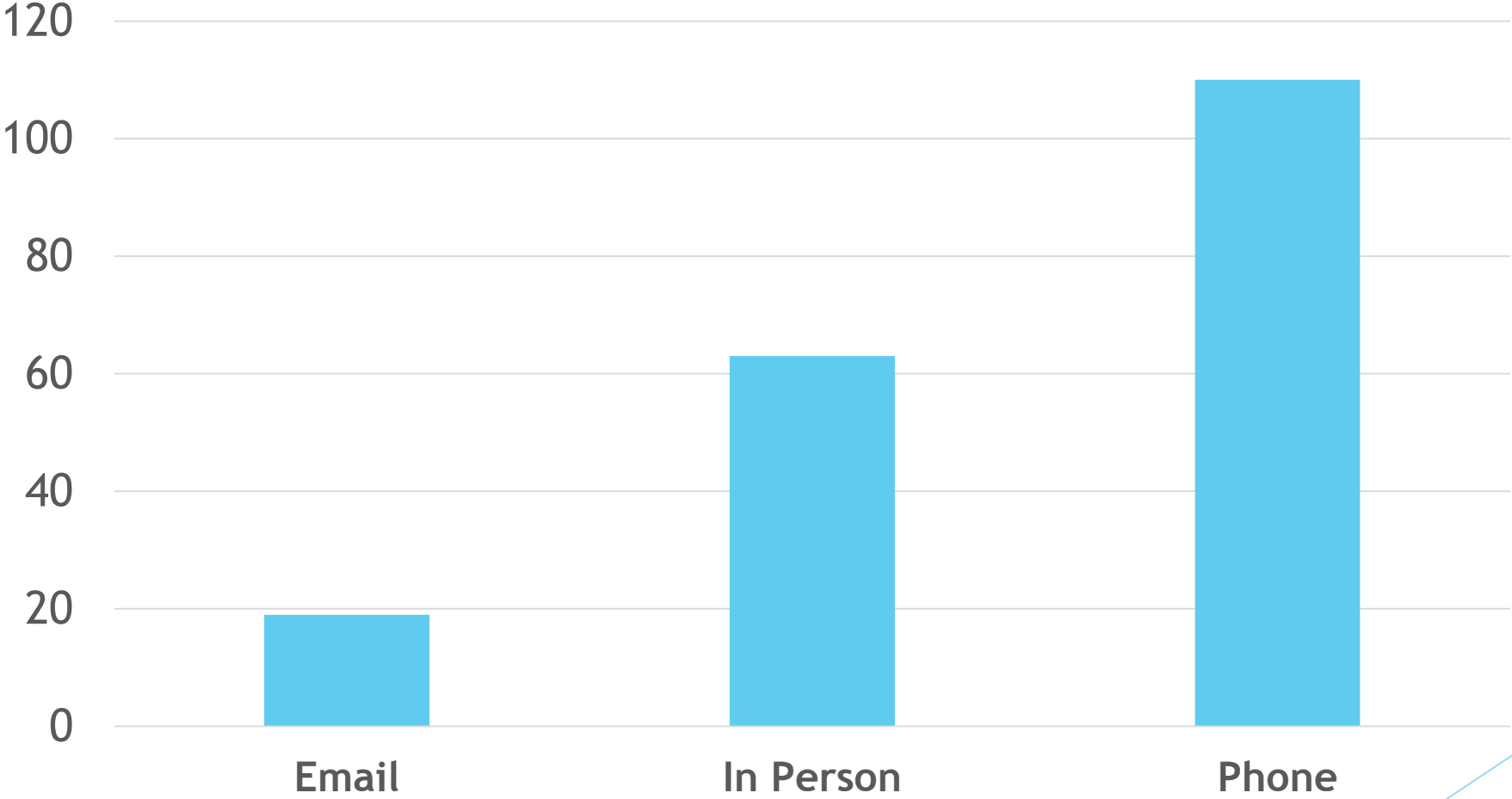
Smoking Complaint Reports by Month



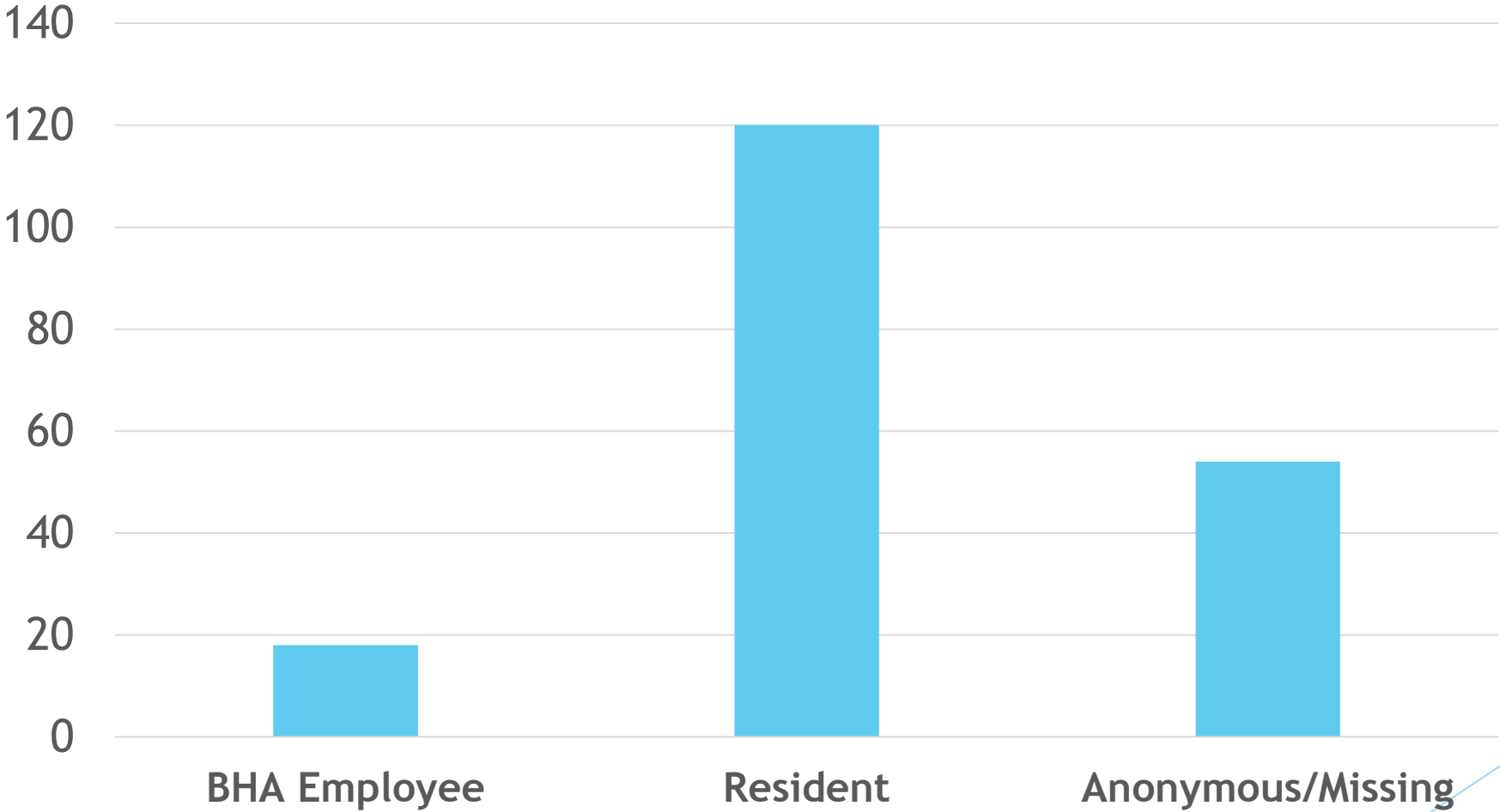
Violation Reports by Development Type (if known)



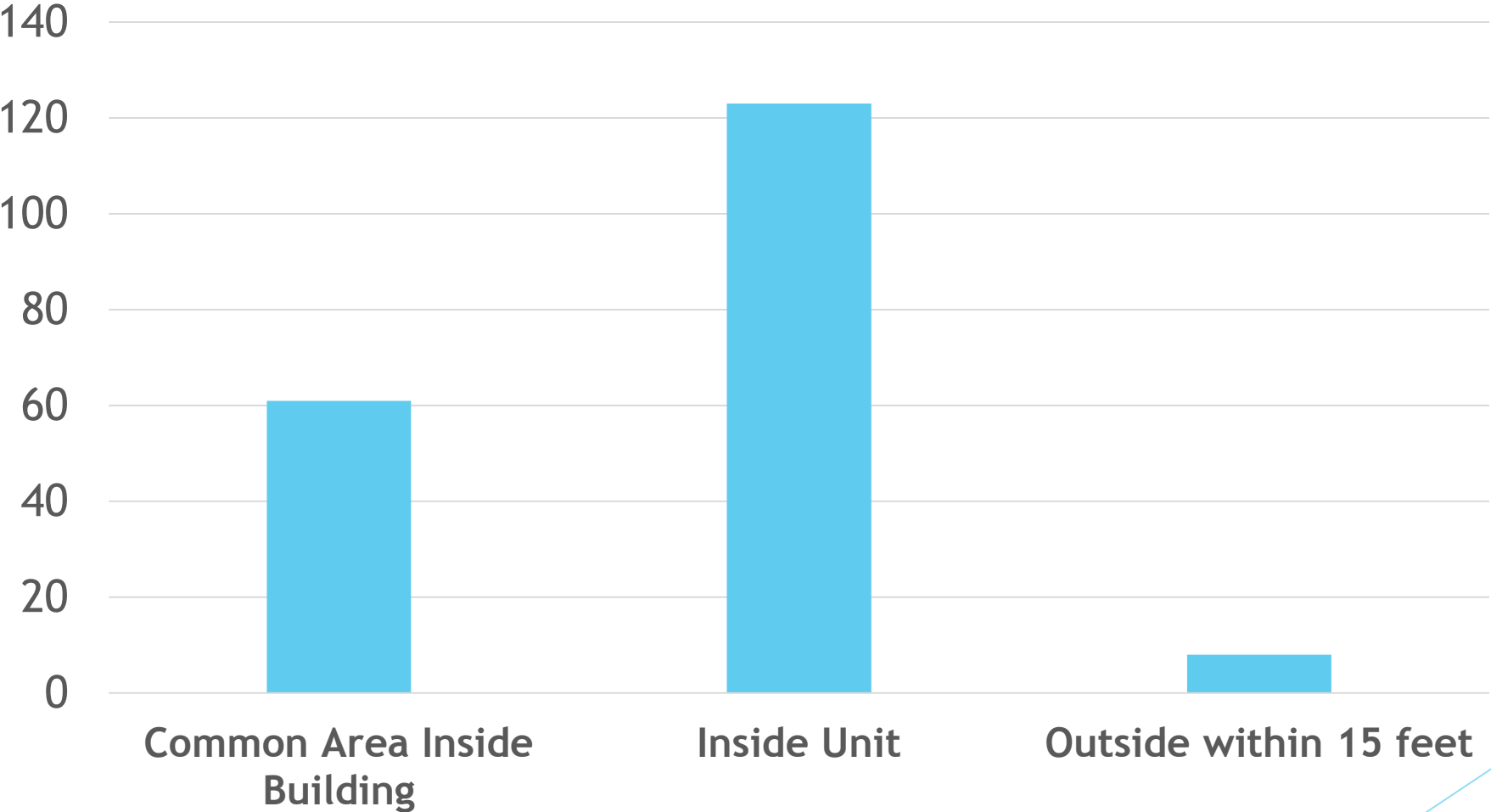
Report Method



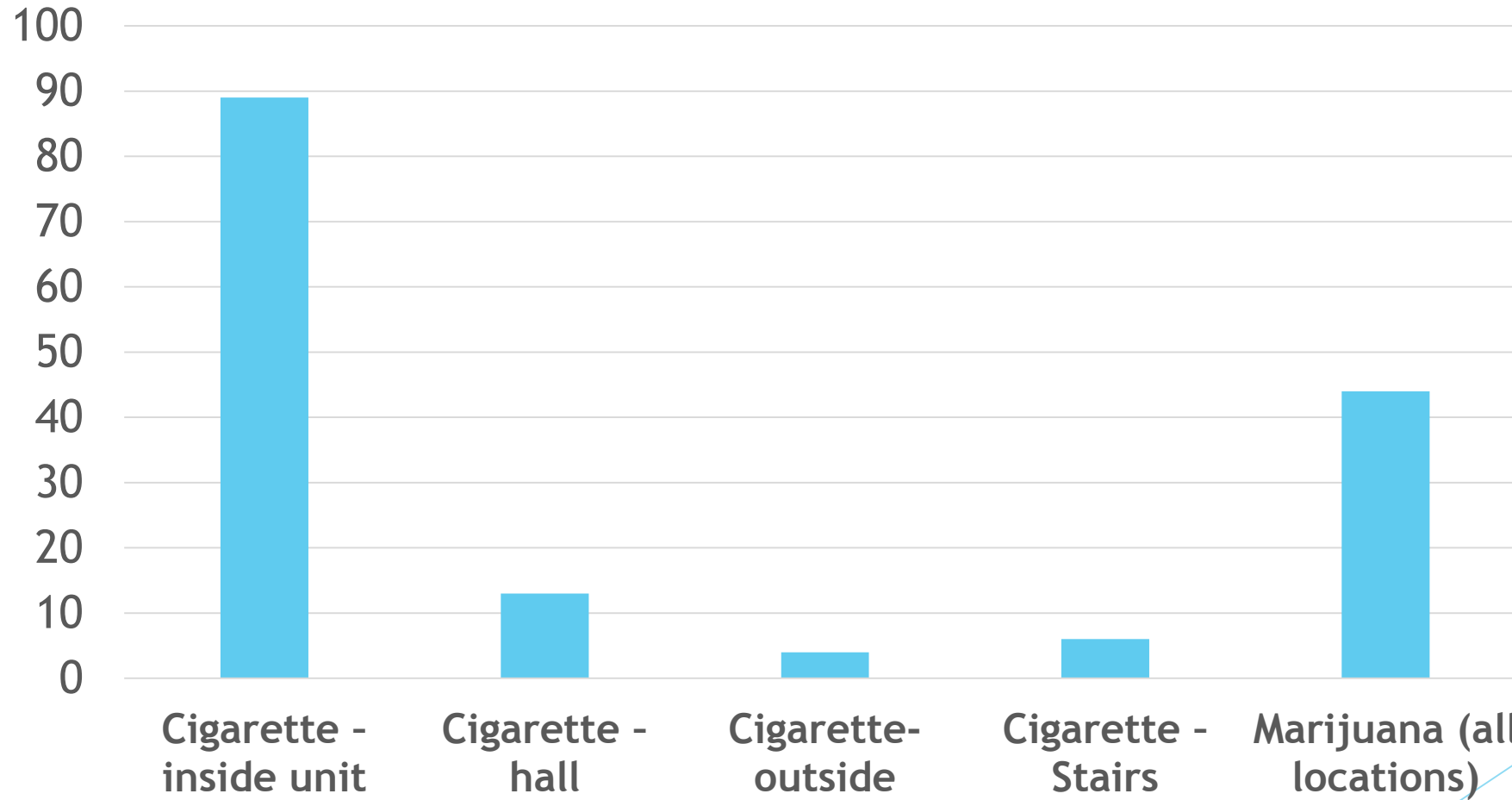
Reporter Role



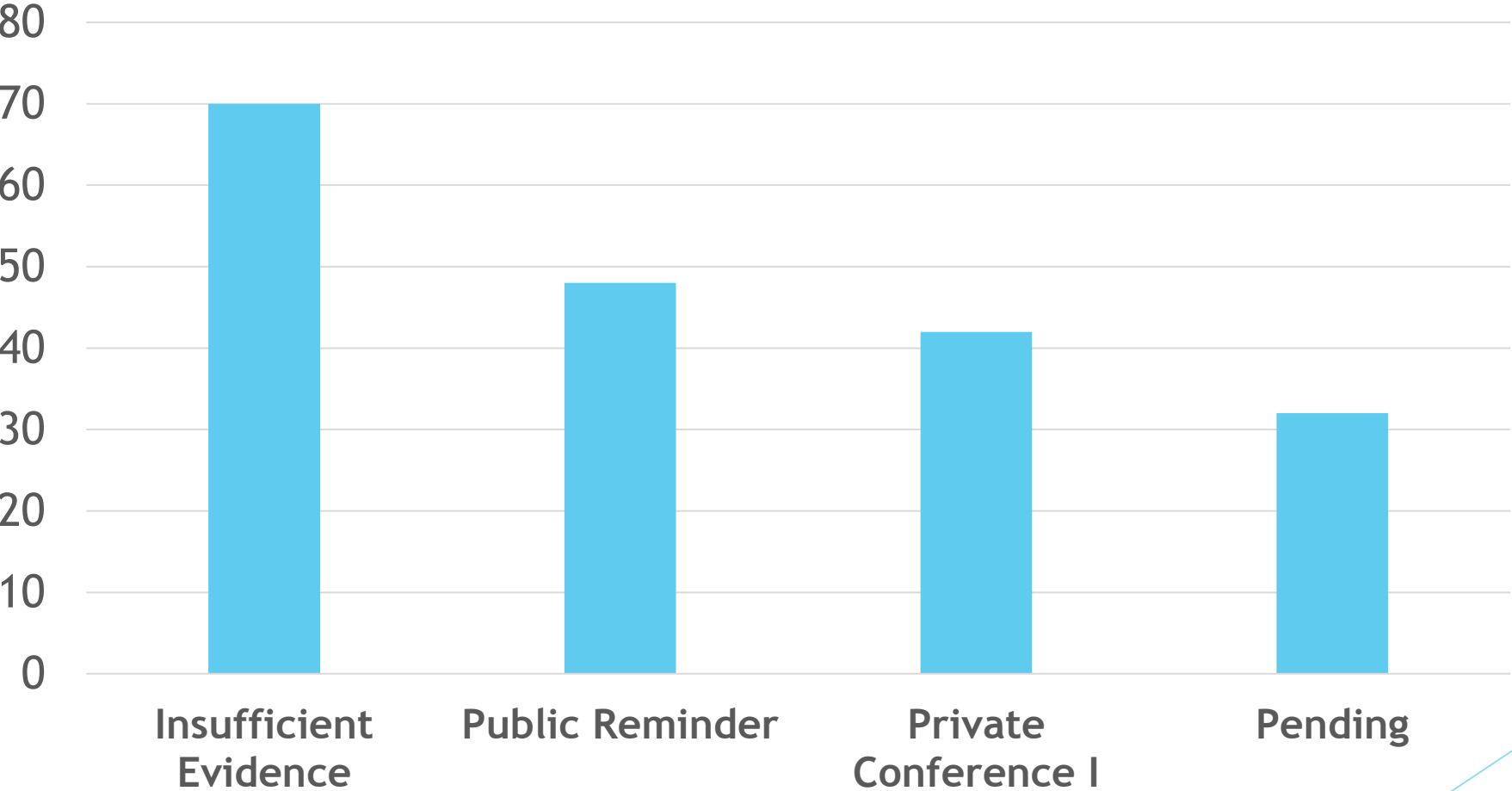
Reported Violation Location



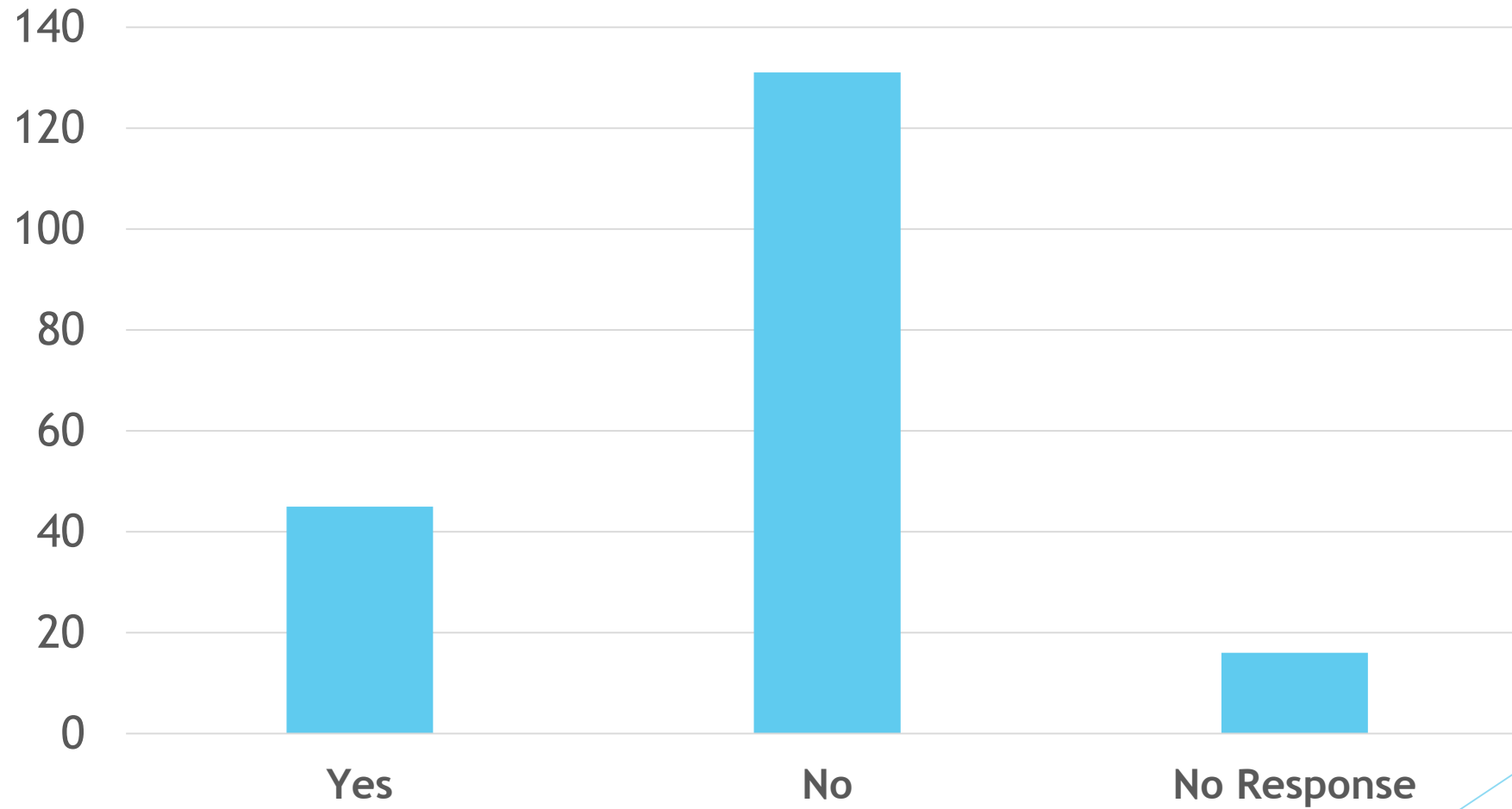
Most Frequent Complaints



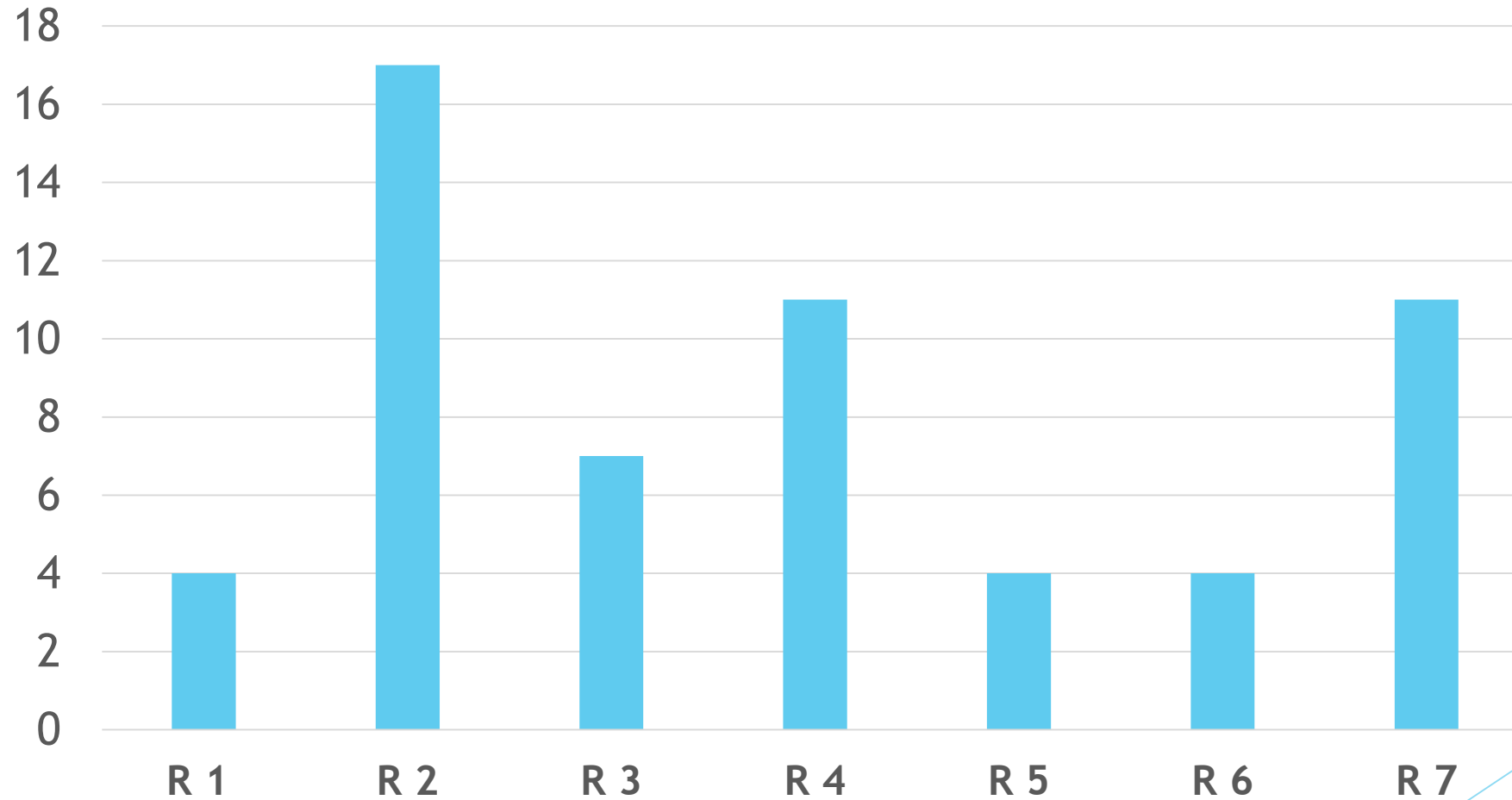
Reported Violations by Enforcement Action



Reporter Requested Anonymity



Number of Reports by Frequent Reporters



Conclusion

- ▶ First descriptive information of resident-reported non-smoking violation complaints in a PHA
- ▶ Residents are somewhat willing to use the smoking complaint reporting system - 192 reports in the first year across all of BHA.
- ▶ Residents were willing to identify themselves even though they have the option to remain anonymous.
- ▶ This can be a model for other PHA's as PHA's nationwide go smoke-free next month.



Questions?

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