

# How to Cope with Heat: Proposed Solutions by Mobile Home Community

ASU HEALTHY URBAN ENVIRONMENTS (HUE) INITIATIVE

Maricopa County Department of Public Health

Office of Epidemiology and Data Services

Climate and Health Program

# Raising Awareness about Extreme Heat, Safety Tips, and Available Community Resources Among Residents in Mobile Home Community, Maricopa County 2020

*Overarching Goal: Reduction of heat death and illness in MC trailer communities*

## Pre-Heat Season

**Aim:** *gain a better understanding of resident's heat perception, knowledge about heat illness, coping mechanism they use to stay safe, barriers they face toward cooling, and knowledge about community resources*

- Heat Tool Kit
- Survey
- Report

## Post-Heat Season

**Aim:** *capture behavior changes and changes in awareness from pre-heat season and post heat season. Learn about potential solutions from the residents.*

- Heat Toolkit
- Survey
- Report

## Evaluation

**Aim:** *compare information obtained from both surveys (during pre/post-heat season) and to analyze and evaluate this data to learn if any changes in knowledge and perceptions, heat-related illness, use of home cooling systems, awareness and use of utility assistance programs and neighborhood resources, and the effect of COVID-19 on the household occurred*

- Evaluation Report

# Survey Questions

## Demographics

- Questions 1-10
- Age, Ethnicity, Employment Status

## Knowledge of Heat and Illness

- Questions 11-17
- Heat warnings, Symptoms of Illness

## Perceptions about Heat

- Questions 18-20
- Heat Inside Home

## Home Cooling Systems

- Questions 21-26
- Types of Home Cooling Systems

## Access to Resources

- Questions 27-30
- Awareness of Community Programs to Assist in Repairs and Utilities

## Neighborhood Resources

- Questions 31-35
- Cooling Centers and Air-Conditioned Places

## COVID-19 Questions

- Questions 36-40
- Effects of COVID-19 on Household, Pandemic Assistance

## Resources and Potential Solutions

- Questions 41-48
- Helpful Resources, Comments and Solutions

# Proposed Solutions by Mobile Home Community

## Information with Spanish Resources



- Heat information
- Medical information
- Home cooling system resources
- Repair and maintenance resources
- Utility bill resources



## Processes

- Application processes



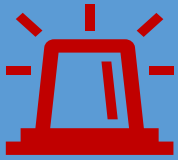
## Workshops

- Medical
- Maintenance and Repair



## Cooling Center

- Cooling Center Accessibility
- Transportation



# Resources and Information in Spanish



	<b>Community Need</b>	<b>Solution/Activity</b>	<b>Potential Partners/Resources</b>
<b>Heat information</b>	Heat alerts in Spanish by text message	Sign up for ADHS alerts	ADHS, Salud en Balance, Unlimited Potential (CHW)
	Flyers/brochures by mail	Provide brochures to communities	MCDPH, CHW
	Heat news on social media	Facebook/Instagram posts	Social media Pages: MCDPH, ADHS, Wildfire, Unlimited Potential, Others
	Heat Alerts & Heat Symptoms on TV & radio programs	Heat Information	Telemundo for Spanish and local TV and radio channels
	Help number to call 24/7 (not 911)	Create a hotline or use existing one for people to reach out for heat information and symptom help	211/ City of Phoenix, MCDPH, ADHS
<b>Medical Information</b>	Low-cost clinics for checkups (vitals & heat symptoms)	Mobile clinics, or community-based clinic	Medica/nursing students, CVS, Walgreen's pharmacies/drug stores, findhelpphoenix.org
	Health insurance and access to affordable healthcare	Provide information for affordable health insurance options, connect community with health insurance navigators	Health insurance navigators

	<b>Community Need</b>	<b>Solution/Activity</b>	<b>Potential Partners/Resources</b>
<p><b>Home cooling system resources</b></p>	<p>Information on where to find affordable cooling systems/ Discounted home cooling units</p>	<p>Provide a list of sites and resources where people can look up best cooling units at good prices</p> <p>Provide a list of hardware stores, AC repair companies for a potential trade-in/ exchange AC unit (old unit exchanged for a newer and better working AC unit)</p>	<p>AAA Cooling Specialists- <a href="https://maricopa.aacooling-az.com/financing/">https://maricopa.aacooling-az.com/financing/</a>; HVACdirect.com, Wildfire.org, findhelpphoenix.org Emergency Air Heating and Cooling (emergencyair.com), Howard Air, hardware stores - Home Depot</p>
<p><b>Repair and maintenance resources</b></p>	<p>Discounted cooling system repairs and installations</p>	<p>Provide resources on these discounted services</p>	<p>A/C Doctors, Sears Air Conditioning Repair, Simple Home Comfort, Grand Canyon Home Services LLC &amp; AC Repair, Home Depot, findhelpphoenix.org, community college or trade schools</p>
	<p>Low-cost mobile home repairs and maintenance</p>	<p>Possible home repair assistance grants, volunteers for repair, or construction companies offering discounts on home repairs</p>	<p>American Home Shield, freefinancialhelp.net, This Old House (thisoldhouse.com), findhelpphoenix.org</p>
<p><b>Utility bill resources</b></p>	<p>Discounted utility bills (payment options based on income/savings plans)</p>	<p>Provide contact information and resources for help with applications for utility assistance programs</p>	<p>Friendly House, APS, SRP, Salvation Army, St. Vincent de Paul, Lutheran Social Services, 211, Wildfire.org</p>



# Processes



	<b>Community Need</b>	<b>Solution/Activity</b>	<b>Potential Partners/Resources</b>
<b>Application Processes</b>	Utility and repair programs application process – in Spanish; simplified process; no need for computers, IDs or documents, Live body on the phone	Friendly webpages Sign –up options that do not require computer Application navigation assistance	ASU web design student, translators, utility service providers, city programs
	Contact information	Provide contact information to services to community	MCDPH, ADHS, utility and repair service providers, radio hosts, news/TV hosts, 211, CHW
	Reduced eligibility requirements	Changes to application process and eligibility requirements, targeted outreach, inclusive programs	Utility service providers, repair service providers, stakeholders, city programs



# Workshops



## Community Need

## Solution/Activity

## Potential Partners/Resources

	Community Need	Solution/Activity	Potential Partners/Resources
<b>Medical Workshops</b>	Medical training/ First Aid	First aid workshop to train and certify residents on basic first aid	Red Cross/AHA, or other first aid/CPR trainers, fire stations
	Workshop on heat symptoms (what to do, when to go to the E.R., and who to call for non-emergencies)	Workshop on heat illness symptoms, how to spot heat symptoms, what to do/how to treat symptoms, give resources for 211 for emergency and non-emergency help line	MCDPH (medical epidemiologist, RN, Doctor, CHW), 211 service operators
<b>Maintenance and Repair Workshops</b>	Maintenance and repair workshops for Mobile Homes and Cooling systems	Workshops to share skills with basic repairs to door and window seals. Provide grants or scholarships for residents to go to vocational schools that specialize in HVAC systems, or get HVAC repair specialists to provide training for basic maintenance on specific AC units used in the community	Community colleges/Vocational schools, scholarship providers, school grant providers, construction workers, plumbers, etc. HVAC specialists





# Cooling Centers



## Community Need

## Solution/Activity

## Potential Partners/Resources

Community Need	Solution/Activity	Potential Partners/Resources	
<b>Cooling Center Accessibility</b>	Open nearby cooling centers	Provide Heat relief Network information; Provide information how to open cooling center; Provide transportation resources; Provide funds to open cooling center	Heat Relief Network (MAG), community centers/organizations, Cooling Center Response Network, Lyft
	No cost		
	Accessible		
	No IDs required		
<b>Transportation</b>	Bus passes or transport assistance	Provide seasonal bus passes to residents at no cost	Maricopa County Department of Transportation, city transportation programs, valley metro, Capitol Rideshare (lyft, Uber)