

In the interest of customer service and health promotion, customer response guidelines including criteria for screening health fair requests will be used to communicate effectively with community groups and individuals seeking CAHN participation in various community activities.

**Response to requests for health fair/community activity participation:**

Requests from the public for CAHN participation in community activities will be directed to the CAHN Marketing Manager (Wayne Williams) or the CAHN supervisor(s) in charge of the service areas that match the type of services and/or health education topics associated with a particular health fair/activity request.

All requests will be screened (based on established criteria) either by Wayne Williams or a CAHN supervisor within 24 hours, to determine if the request will be considered for possible participation. If it is determined that a request meets criteria, they will present the request to the program manager for a decision on CAHN participation. A response should be given to the requesting party within 48 hours as to whether or not the CAHN will participate in their activity.

**Criteria for determining whether or not the CAHN will accommodate a health fair/health education request:**

The following screening criteria will be used to initially determine CAHN participation in health fairs/community events. Additional criteria may be developed by individual programs and services to identify criteria specific to their particular program objectives and available resources.

**SCREENING CRITERIA**

- **Timeliness** - requests must be received a minimum of 2-weeks from event date.
- **Service match** - specific requests for services/activities should align with outreach objectives and services provided by the CAHN/program(s).
- **Strategic Plan** - participation would support the CAHN strategic plan.
- **Resource availability** - determine if CAHN personnel and resources are available to comply with the request (would this be an effective use of resources?).
- **Date availability** - are CAHN personnel/resources available for the date/time requested?
- **Target audience** - Is the event audience one that we want to connect with, and will number of people attending the event be sufficient to make our participation worthwhile?
- **Event sponsor** - requesting party should represent a creditable organization; there should be evidence that their event is well-planned and organized.

**Follow up on confirmed health fair/event participation:**

When a decision is made to comply with a request for health fair/event participation, the responding (or assigned) program supervisor(s) will communicate with the requesting party and coordinate CAHN participation. This includes scheduling of CAHN staff and providing a professional display/presentation and/or services appropriate to the event or activity. An evaluation form should also be completed following participation in each health fair or community activity.

All participation in community events including activities conducted with partner agencies should be recorded for tracking purposes and information provided to the Marketing Manager (Wayne Williams) for documentation in Departmental reports, etc.