



Covid-19 Frequently Asked Questions



DATE: 3/24/2020

Question 1: Is it possible for agencies to still use volunteers, given the Stay-at-Home order?

Answer: Yes, the governor's order allows people to volunteer for **essential services**. Here is the wording from his March 23 stay at home order: "Getting necessary services or supplies for themselves, for their family or household members, or as part of volunteer efforts, or to deliver those services or supplies to others to maintain the safety, sanitation, and essential operations."

Question 2: You mentioned paperwork for law enforcement. Was this sent via us mail?

Updated answer: Allegheny County DHS is sending a letter to **essential services providers**, which they can use to show law enforcement/others. For providers who deliver **non-life saving services**, you can apply to the state for a waiver. Here's the ([link](#)) to the state waiver request form.

Question 3: Is WIC still accepting new clients?

Answer: Yes, they are currently accepting new clients. New applications are often initiated by the client's doctor, but new clients can also contact WIC at 412-350-5801 and someone will help them complete the application. All applications are sent to the state for processing. Current WIC recipients with questions should contact their local WIC office. Providers may direct questions to Kyle Craig at the Health Department (kyle.craig@alleghenycounty.us).

Question 4: What are families finding difficult to access?

Answer: Food is a priority, as well as diapers and formula. United Way is pulling together a report on where need is increasing and we will share that with you when it's available.

Question 5: With the governor's order to shelter in place, what is staying open and what isn't?

Answer: The only businesses staying open are essential services, e.g., health and human services, grocery stores, pharmacies and restaurants (only for takeout and delivery). More details can be found on Slide 4 of the 3-23-2020 presentation.

Question 6: Where can folks be directed for current employment opportunities (e.g., grocery stores, Amazon)?

Answer: CareerLinks' offices are closed but they are conducting business remotely, as is Partner4Work, which lists opportunities on its FaceBook page (<https://www.facebook.com/Partner4WorkPgh/>). Partner4Work also has specific employment resources related to the current crisis at <https://www.partner4work.org/news/covid-19-resources/>. The Mon Valley Initiative is also available to assist displaced workers and is currently conducting intakes and assisting individuals remotely. Contact Dr. T. Charles Howell IV at 412-464-4000 x4027 or at chowell@monvalleyinitiative.com.

Question 7: Are there any waivers for staff who require TB tests and physicals?

Answer: We haven't received any guidance from the state at this time but expect to have more information by Wednesday, March 25th. We will post the answer in the FAQs when it is available.