

COVID-19

Briefing for providers 3/20/20

Note: This call is being recorded



Friday Agenda

- A. Communications
- B. Health Update
- C. Legislative/Policy Updates
- D. Update from the United Way and/or the Pittsburgh Foundation
- E. Today's key DHS Updates
- F. Plans to maintain essential services
- G. Q & A

A. How we communicate

- Daily provider calls
- Work groups on essential services
- Updates at: <https://www.alleghenycountyanalytics.us/>
- Ask questions at: DHS-COVID19Planning@alleghenycounty.us
- Providers, DHS staff can join the daily calls by registering:
"REGISTRATION for DHS / Provider Touchpoint on COVID-19 ":
<https://forms.office.com/Pages/ResponsePage.aspx?id=Ej0n4MvksU6fclu6FvuWjUkxQI749jdHphHNKdg0q-tUNzNBM0IEQzBNS0ZCNFNVMERET0czWVE5NC4u>
- Weekend Briefings



Allegheny County Department of Human Services

Allegheny County **Analytics**

Home Topics Visualizations Publications Datasets Videos Resources Tools

Information for DHS Staff and Providers

By Kimberly Sholl - March 17, 2020

56 0

As the COVID-19 situation is rapidly changing, the Allegheny County Department of Human Services (DHS) is working with providers to help identify the needs of the people we serve.

COVID-19 update 3/20/20

- County Health Dept now has a 24/7 COVID hotline: 888-856-2774
- Governor has ordered all “non life-sustaining” businesses to close. Enforcement begins tonight at midnight.
 - This excludes grocery stores, carry-out, delivery, and drive-through food service
 - Full list of businesses [here](#)

COVID-19 update 3/20/20

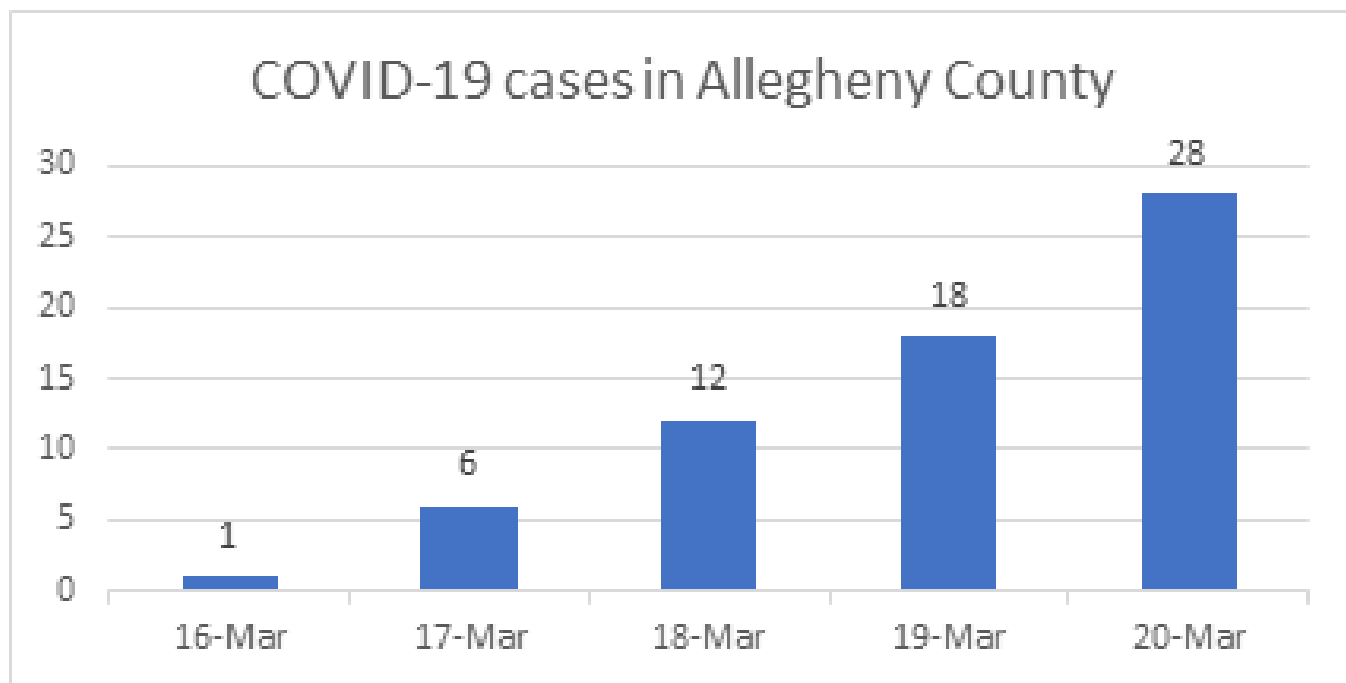
- *In Allegheny County:* 28 confirmed cases ([source](#))
- *In Pennsylvania:* 185 confirmed cases; 34 in Western PA ([source](#))
 - 1 death so far, an adult in a Northampton County hospital ([source](#))
- *In United States:* 12,392 confirmed cases and growing; 195 deaths ([source](#)).

New coronavirus cases announced in the U.S. each day



Source: C.D.C., state and local health agencies, hospitals.

COVID-19 update 3/20/20



Place	Current total cases
Cuyahoga County, OH (Cleveland area)	53
Franklin County, OH (Columbus area)	10
Philadelphia	42
New York City	3,900

C. Federal policy & legislative updates

- US Senate is working on "Phase 3" legislation
 - Priorities of the Majority include funding small business loan guarantees, lending to key industries, funding for vaccines, hospitals, health centers, & PPE, and payments to Americans making less than \$99K based on 2018 tax returns
 - Priorities of the Minority include expanding paid family leave, paid sick leave, and unemployment insurance
- White House announced use of a "war time authority" to accelerate production of medical supplies
- Federal student loan borrowers have ability to suspend payments for 60 days
- Tax filing deadline extended to July 15th



C. State & local government announcements

- City of Pittsburgh URA approved up to \$3,000 grant program for families and businesses affected by pandemic. Appropriation capped currently at \$300,000. Current URA loan recipients can get loans for up to \$15,000.
- Gov. Wolf has requested a 2020 Census extension for PA. Some Census Bureau operations have halted for two weeks.
- Gov. Wolf is under pressure from County Boards of Election to postpone the April 28th Primary. Some advocates are calling for an all mail-in election.

C. Cost Incurred for COVID-19 pandemic

- DHS is in touch with federal, state and local officials regarding possible funding for expenses incurred.
- We will define a process for collecting the expenses for our contracted providers and share an update once it is developed.
 - DHS staff are meeting early next week to discuss
- The process will, at the least, ask that expenses are categorized in two main categories:
 - Lost revenues – loss in revenue due to any disruption in services
 - Expended costs – additional expenses incurred due to the pandemic (ex. overtime, supplies...)

E. Key DHS updates: March 20

- Quarantine planning
- Supply distribution
- Working with funding partners around financial support and volunteer needs and opportunities

United Way Volunteer Response Plan



- United Way will gather details of when/where volunteers are needed across Allegheny County and promote via email and social media
- United Way can either:
 - Promote and direct volunteers to sign up on your website
 - House the registration for event on our website
- Focus on **food first** until we see response levels
- Email wendy.koch@unitedwayswpa.org or cell 412-721-5221

F. Essential Services

1. Food for seniors and children, others in need
2. Childcare for essential employees, including first responders
3. Services for people experiencing homelessness and/or in supportive housing
4. Courts, Jail
5. Behavioral Health
6. Child welfare critical services, hotline, investigations, group care
7. Transportation to essential medical and social services
8. Public assistance (county assistance office)
9. IT, payment, contracts support to the above

Essential Service Status Snapshot (as of 3/20/20, 3:30PM EST)

Essential Service	Overall Service Capability Ability to serve those in need	Staffing Are there enough people to deliver service?	Supplies Does service have necessary supplies?	Service Locations Are there safe places to deliver service	Funding Does service have enough funds?
Food for seniors	Stable	Stable	At Risk	Stable	Stable
Food for children	Stable	Stable	At Risk	Stable	Stable
Food for people who are in quarantine	Stable	Stable	At Risk	Stable	Stable
Food for people who are otherwise in need	Stable	Stable	At Risk	Stable	Stable
Childcare for essential employees, including first responders	At Risk	At Risk	At Risk	At Risk	Stable
Services for people experiencing homelessness and/or in supportive housing	At Risk	At Risk	At Risk	Unstable	Stable
Behavioral health acute crisis and residential care	Stable	At Risk	At Risk	Stable	Stable
Child welfare critical services, hotline, investigations, required visits, group care	At Risk	Stable	At Risk	At Risk	Stable
Medication assisted treatment and other critical SUD services	Stable	Stable	At Risk	Stable	Stable
Elder abuse investigations & other critical aging services	Stable	Stable	Unstable	Stable	Stable
Any other residential care (not already covered)	Stable	Stable	At Risk	Stable	Stable
Transportation to essential medical and social services	At Risk	At Risk	At Risk	At Risk	Stable
Public assistance (county assistance office)	Stable	Stable	n/a	At Risk	n/a
IT, payment, contracts to support Essential Services	Stable	Stable	n/a	n/a	Stable

How we are thinking about Staffing

Staffing Status Rating Guidelines

Essential Service Status Rating	Essential Service Level Rating	Essential Service Level Definition
Stable	Level 1	Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level
At Risk	Level 2	Agencies invoke their own COOP plan
	Level 3	Agencies notify ACDHS, who attempts to find staff across the network
Unstable	Level 4	ACDHS can't find staff across the network, we consider staffing with volunteers
	Level 5	If all efforts have been exhausted agencies might have to close their services

Food: Local plans & next steps

- Kosher “Grab and Go” meals will be provided by the JCC beginning on 3/23/20 to consumers known to the center. Consumers who are first time contacts can register for meals through the SeniorLine (412-350-5460).
- AAA is scheduled to have check in conference calls on 3/24 and 3/26 with all HDM and Senior Center Congregate meal providers.
- All HDM meals and alternative to Congregate meals(with the exception of kosher) will be distributed frozen beginning 3/23.
- 412Food Rescue – influx of calls to serve individuals, challenged to keep up and redirect to the right resources
- DHS has pulled together a resource map for food distribution: [DHS Food Distribution Map](#)
- PPS is moving towards a regional model for grab-and-go pickups starting next week. City website is being updated regularly: <https://www.pghschools.org/Page/5356>
- Supplies – several providers have reached out about gloves and other supplies for food delivery – have \$\$ but need to connect to a supplier. Any leads welcome.

Essential Service	Overall Service Capability Ability to serve those in need	Staffing Are there enough people to deliver service?	Supplies Does service have necessary supplies?	Service Locations Are there safe places to deliver service	Funding Does service have enough funds?
Food for seniors	Stable	Stable	At Risk	Stable	Stable
Food for children	Stable	Stable	At Risk	Stable	Stable
Food for people who are in quarantine	Stable	Stable	At Risk	Stable	Stable
Food for people who are otherwise in need	Stable	Stable	At Risk	Stable	Stable

Food cont'd

- 3:30 Meeting updates
- Food Bank Updates
- 412 Food Rescue Updates

Essential Service	Overall Service Capability Ability to serve those in need	Staffing Are there enough people to deliver service?	Supplies Does service have necessary supplies?	Service Locations Are there safe places to deliver service	Funding Does service have enough funds?
Food for seniors	Stable	Stable	At Risk	Stable	Stable
Food for children	Stable	Stable	At Risk	Stable	Stable
Food for people who are in quarantine	Stable	Stable	At Risk	Stable	Stable
Food for people who are otherwise in need	Stable	Stable	At Risk	Stable	Stable

Childcare for essential employees, including first responders

- ELRC will be the resource to help match essential employees to childcare providers operating with waivers and community partners offering support:
 - Elrc5@alleghenycounty.us
 - 412-350-3577
- Solution is likely combination of:
 - Centers
 - Family and small group childcare providers
 - Relative, neighbors, friends
 - 1:1 in home support by childcare staff (mechanism not yet developed)

Essential Service	Overall Service Capability Ability to serve those in need	Staffing Are there enough people to deliver service?	Supplies Does service have necessary supplies?	Service Locations Are there safe places to deliver service	Funding Does service have enough funds?
Childcare for essential employees, including first responders	At Risk	At Risk	At Risk	At Risk	Stable

Services for persons who are experiencing homelessness and/or are in supportive housing

Isolation/Quarantine locations:

- Multiple locations have been identified to house persons needing isolated/quarantined
- Approximately 53 beds in three locations should come online within the next week
- Working to identify additional locations

Rental units:

- DHS Housing Navigator unit has a list of available units
- Please contact: ***housingnavigators@alleghenycounty.us***

Essential Service	Overall Service Capability Ability to serve those in need	Staffing Are there enough people to deliver service?	Supplies Does service have necessary supplies?	Service Locations Are there safe places to deliver service?	Funding Does service have enough funds?
Services for people experiencing homelessness and/or in supportive housing	At Risk	At Risk	At Risk	Unstable	Stable

Services for persons who are experiencing homelessness and/or are in supportive housing

Homeless camps:

- Water buffaloes and hygiene stations are being installed

Provider Incident reporting:

- Please notify DHS staff of any updates within 24 hours
- Send incident form to assigned DHS monitor and Cynthia Shields (Cynthia.Shields@alleghenycounty.us)

Essential Service	Overall Service Capability Ability to serve those in need	Staffing Are there enough people to deliver service?	Supplies Does service have necessary supplies?	Service Locations Are there safe places to deliver service?	Funding Does service have enough funds?
Services for people experiencing homelessness and/or in supportive housing	At Risk	At Risk	At Risk	Unstable	Stable

Services for persons who are experiencing homelessness and/or are in supportive housing

DHS/Homeless Provider Network COVID-19 Working Group:

- Will meet (virtually) every Tuesday at 9:30 AM
- Will not meet on 3/31 due to HAB meeting
- All homeless service providers are invited and encouraged to participate
- Call in information:

Phone number: 1-267-368-7515

Conference ID #: 693 771 690

Essential Service	Overall Service Capability Ability to serve those in need	Staffing Are there enough people to deliver service?	Supplies Does service have necessary supplies?	Service Locations Are there safe places to deliver service?	Funding Does service have enough funds?
Services for people experiencing homelessness and/or in supportive housing	At Risk	At Risk	At Risk	Unstable	Stable

Behavioral Health: Mental Health & Drug and Alcohol: Local plans & next steps

- Currently Mental Health does not have the place of service (POS) for telehealth in CIPS.
- Code is being developed and expected to be complete by early next week
 - Providers which have completed the attestation forms to OMHSAS can begin using the codes as soon as they are available
 - If providers can hold the claims until the code is complete that would be helpful
 - If providers cannot, we will need to do data fixes on the claims submitted
 - It is essential that providers complete the attestation and fully document the client event
- We are determining how best to track the attestations by service as they are submitted and approved
 - We are asking providers if at all possible, to forward a copy of the attestation(s) to DHS OBH

Essential Service	Overall Service Capability Ability to serve those in need	Staffing Are there enough people to deliver service?	Supplies Does service have necessary supplies?	Service Locations Are there safe places to deliver service	Funding Does service have enough funds?
Behavioral health acute crisis and residential care	Stable	At Risk	At Risk	Stable	Stable

Behavioral Health: Mental Health & Drug and Alcohol: Local plans & next steps

- Behavioral Health/Early Intervention Incident Reporting:
 - If a provider find it neccessary to change modify or close a service due to an event, this must be reported as an unusual incident
 - Providers would submit under: **Serious Nature/Other** – Any interruption in service and/or closure of a program or other incident determined by provider.
- Submit through the incident secure email
 - incidentreports@allegHENYcounty.us
- CRR or LTSR is to be reported through EIM as a Site Level Incident

Essential Service	Overall Service Capability Ability to serve those in need	Staffing Are there enough people to deliver service?	Supplies Does service have necessary supplies?	Service Locations Are there safe places to deliver service	Funding Does service have enough funds?
Behavioral health acute crisis and residential care	Stable	At Risk	At Risk	Stable	Stable

Early Intervention: OCDEL Guidance on Telehealth

- Tele-intervention
 - Services provided using audio/video technology and the use of a telephone when that technology is not available
 - Must be driven by the Service Coordinator.
 - Determining what the process will look like for Allegheny due to the size of our county.
 - Until then, service providers must be in contact with SCs before beginning tele-intervention services.
 - The EI team will determine on a case by-case basis how to best implement the use of tele-intervention
- Referrals
 - The Alliance is still taking referrals/ new referrals will continue to process.
- Service Delivery
 - No changes are required regarding the service frequency and/or duration or the location of service if a family postpones IFSP services or chooses to implement tele-intervention services.
 - The tracking/screening program, including the use of the Ages & Stages Questionnaire, can be implemented using mail, phone or internet technology.
- Payment
 - The “Home/Community” rates will continue to be applicable for tele-intervention services implemented during the COVID-19 pandemic

Essential Service	Overall Service Capability Ability to serve those in need	Staffing Are there enough people to deliver service?	Supplies Does service have necessary supplies?	Service Locations Are there safe places to deliver service	Funding Does service have enough funds?
Behavioral health acute crisis and residential care	Stable	At Risk	At Risk	Stable	Stable

Child welfare critical services: Local plans & next steps

Today, the attached guidance was issued by the federal Administration for Children and Families, Children’s Bureau, to provide clarification to state child welfare leaders regarding adjustments to federal caseworker visit requirements, Child and Family Services Reviews Program Improvement Plans, Title IV-E Eligibility Reviews, child abuse and neglect investigations and legislative/regulatory flexibility.

The Children’s Bureau guidance notes the following specific to caseworker visits:

While it is imperative that caseworkers continue to ensure the well-being of children in care, that imperative must be balanced against the health of caseworkers, children in care, and all of the people with whom they come into contact.

The monthly caseworker visit requirement remains in place, but we are modifying our policy to permit such visits to be conducted by videoconferencing in these current extraordinary circumstances.

Even in the face of such challenges, agencies must continue to comply with the monthly caseworker visit requirement

PA OCYF had a morning call with Child Welfare Directors, putting out provider guidance soon

Essential Service	Overall Service Capability Ability to serve those in need	Staffing Are there enough people to deliver service?	Supplies Does service have necessary supplies?	Service Locations Are there safe places to deliver service	Funding Does service have enough funds?
Child welfare critical services, hotline, investigations, required visits, group care	At Risk	Stable	At Risk	At Risk	Stable

Child welfare critical services: Local plans & next steps

Provider every other day debrief

- In-home service providers
- Kinship and foster care
- Congregate care

- Delivering supplies to those essential first responders
- Requesting assistance for Act 33/34 Clearances

- **Virtual Town Hall for Older Foster Youth with Dr. Jerry Milner**
 - **Proactive adult-initiated regular check-ins with youth are highly recommended!**
 - **Young people should have access to multiple caring and supportive adults during times like these!**

Pennsylvania child welfare agencies must help students who are in foster care or extended foster care (i.e. foster care past age 18) find a placement or another place to live. We have reached all of our youth in college or training programs and arranged for placement and address any other needs like accessing food, health care, and mental health support. Advocates may need to help to make sure this process occurs. Here is contact information for all county Children and Youth agencies in PA: <https://www.dhs.pa.gov/docs/OCYF/Documents/Directory%20of%20Services.pdf>

Essential Service	Overall Service Capability Ability to serve those in need	Staffing Are there enough people to deliver service?	Supplies Does service have necessary supplies?	Service Locations Are there safe places to deliver service	Funding Does service have enough funds?
Child welfare critical services, hotline, investigations, required visits, group care	At Risk	Stable	At Risk	At Risk	Stable

Child welfare critical services: Local plans & next steps

In consultation with area hospitals/physicians, children should not be brought to the hospital emergency rooms unless they require emergency medical care due to suspected abuse or an emergent condition.

If there is evidence or assessed concern of physical or sexual abuse:

1. Contact the CYF Clinical Manager/Regional Office Director overseeing the youth's case.
 - MVRO: Greg McDonald/Betsy Caroff
 - SRO: Melissa Dunbar-Kraus/Tracey Nichol
 - CRO: Liz Reiter/Wanda Beasley
 - NRO: Denise Lee/Margie Remele
 - ERO: Jessica Staller/Tammi Hilko
 - Permanency: Angela Filotei/Anne Schlegel
 - Intake: Jacki Loos or Ralph Rivett/Bruce Noel

They will determine if the child needs be seen at the Emergency Department or seen at the Children's Hospital CAC or A Child's Place. Both the CAC and A Child's Place have designated daily clinic hours to accommodate any CYF physical needs

If after hours, contact the CYF intake office, who will consult with the Children's Hospital Child Advocacy Center doctors to determine the urgency of medical attention. Direction will then be provided to go to the Emergency Department or schedule an appointment at A Child's Place or The Child Advocacy Center

- Child Advocacy Center: 412-692-8747- option #2
- A Child's Place: 412-232-7308

Essential Service	Overall Service Capability Ability to serve those in need	Staffing Are there enough people to deliver service?	Supplies Does service have necessary supplies?	Service Locations Are there safe places to deliver service	Funding Does service have enough funds?
Child welfare critical services, hotline, investigations, required visits, group care	At Risk	Stable	At Risk	At Risk	Stable

Child welfare critical services: Local plans & next steps

- **For intake/discharge/change of placement physicals in which no concerns of physical or sexual abuse/injury are present**
 1. Children should be taken to the CAC or A Child's Place by appointment- within 72 hours of the placement or soon thereafter (ex: removal late Friday, should be seen at the clinic on Monday)
 2. Children will be screened, using the following questions prior to placement changes
 - Do you have a cough, sore throat, fever, or difficulty breathing
 - Have you been in contact with anyone who has a cough, sore throat, fever, or difficulty breathing
- **For general illness, non- emergent medical care**
 1. Contact the child's pediatrician and proceed per their recommendation
 2. If the child needs medical attention for a child who as tested positive for COVID-19 or has been exposed, please make sure to call ahead to prepare staff accordingly

Essential Service	Overall Service Capability Ability to serve those in need	Staffing Are there enough people to deliver service?	Supplies Does service have necessary supplies?	Service Locations Are there safe places to deliver service	Funding Does service have enough funds?
Child welfare critical services, hotline, investigations, required visits, group care	At Risk	Stable	At Risk	At Risk	Stable

Transportation to essential medical and social services

- MATP
 - All non-MATP programs are being placed on hold today as of 4:30pm
 - Traveler's Aide (TA) will reevaluate status during the week of April 13th
 - TA will distribute April's Transportation tickets/passes to current MAT clients on March 24-27 and March 30-31 from 9:00am-3:00pm
- Management of Operations
 - TA is limiting the number of clients in its office, and the amount of time they spend in the office:
 - Only giving replacement cards to clients that have damaged or defective cards (TA is NOT replacing lost or stolen cards.)
 - TA is not signing up new clients at this time
- Office will be fully closed on March 31st at 3:00pm and for approximately for 2 weeks
- Distribution for May's transportation will be evaluated at a later time
- Tickets have been provided to all TA providers for distribution
- TA will reevaluate the May distribution for MAT clients during the week of April 20
- Ride hailing for life sustaining trips are being referred to MATP for ACCESS transportation
- Gas and ticket reimbursements will take place after TA reopens

Essential Service	Overall Service Capability Ability to serve those in need	Staffing Are there enough people to deliver service?	Supplies Does service have necessary supplies?	Service Locations Are there safe places to deliver service?	Funding Does service have enough funds?
Transportation to essential medical and social services	Stable	Stable	At Risk	Stable	Stable

Courts and Jail

Pennsylvania Supreme Court Order:

- Directs all Pennsylvania Courts to close to the public beginning at the close of business yesterday, March 19, 2020, lasting at least until April 3, 2020, and pending further Order of the Court
 - **Certain exceptions for “constitutionally essential functions”**
- Directs local president judges to adopt procedures in accordance with Order

Amended Fifth Judicial District Order

- All provisions of this Order apply to cases scheduled from March 19, 2020 through April 14, 2020.
- Until further Order of Court, **no inmates or juveniles will be transported from state correctional facilities, county jails or prisons, Shuman Detention Center, or Hartman Shelter.** Where the participation of the inmate or juvenile is required, advanced communications technology shall be employed.
- Allows for alternate methods of recording court proceedings and for signing, delivering and service of documents

Courts and Jail

Criminal Division

- All court events, except as indicated below, in each of the criminal division courtrooms are suspended until further Order of Court. Courtroom staff will notify all litigants prior to their scheduled events and propose a continuance date acceptable to all parties.
- **Daily motions court are limited to bail hearings, motions to lift detainers, and other emergency matters.**
- Summary and statutory appeals are suspended until further Order of Court.
- The motions counter in Room 534 is closed until further notice. For emergency motions please contact the court at (412) 350-1229.
- **Defendants who wish to address warrants for failure to appear may do so by phoning (412) 350-1229.**
- **Pretrial conference and formal arraignments are suspended until further Order of Court.**

Courts and Jail

Family Division

- **Adult Section**
 - Scheduled conferences and hearings in support, custody, equitable distribution, and divorce are suspended until further Order of Court.
 - Emergency motions will be addressed on a case by case basis.
- **Protection from Abuse**
 - Protection from Abuse matters will be heard as normal.

Courts and Jail

Family Division, cont.

- Juvenile Delinquency
 - **Detention hearings** shall be heard by **video conference or teleconference** as directed by the Court.
 - In cases **where the juvenile is detained prior to the adjudicatory hearing**, the Court may schedule the adjudicatory hearing more than ten days after the filing of the petition or the prehearing conference as deemed appropriate by the judge, but **the Court must review the detention status by memo every 10 days until the adjudicatory hearing** is held. Consult Order for additional details.
 - Adjudicatory and dispositional **hearings for juveniles who are not detained are suspended** until further Order of Court.
 - Consult Order for details on post-dispositional review hearings (vary by type of case)
 - With the consent of the parties, any matter may be presented to the Court by memo, without a hearing, for entry of an Order.

Courts and Jail

Juvenile Dependency

- **Juvenile dependency matters are suspended until further Order of Court**
 - **Exceptions:** shelter care hearings and adjudicatory and dispositional hearings where the child is in placement including kinship care, congregate care, or foster care. To the fullest extent possible, **these hearings will be held by video or teleconference.**
- The Court shall continue to handle shelter care proceedings
- The Court shall continue to issue orders for protective custody
- The Court shall continue to be available to issue orders for Authorization for Medical Treatment of a Minor

Courts and Jail

Orphans' Court Division

- All scheduled conferences and hearings are suspended until further Order of Court.
- Emergency Motions will be heard daily at 9:30 a.m.
- Emergency hearings shall be scheduled by the Motions Judge
- Involuntary civil commitment hearings will continue as scheduled at the 17 hospital/community hearing sites.

Courts and Jail

Magisterial District Courts

- All cases are postponed.
- Execution of Orders for eviction or possession of residential properties in Allegheny County are stayed.
- All time calculations relevant to MDC proceedings are suspended.
- Eight MDCs and Pittsburgh Municipal Court Arraignment Division will remain open to the public for designated operations. All other Magisterial District Courts are closed to the public. See Order for details.

Child Welfare Referrals

	March 1- 17, 2019	March 1- 17, 2020	% Change
Referrals	868	786	-9%

Child Welfare

Placement

	March 18, 2019	March 18, 2020	% Change
Number of children in CYF placement	1451	1542	6%

LINK

	March 1- 17, 2019	March 1-17, 2020	% Change
People contacting Link	656	724	+10%
Persons with "Housing" needs	386	475	+23%
Persons with "Homeless" needs	234	248	+6%
Persons with "Food" needs	81	59	-27%

MH

Data from MH Information Referral and Emergency Services (IRES)			
	March 1- 17, 2019	March 1-17, 2020	% Change
Calls	604	504	-17%
Petitions	277	263	-5%
Upheld Petitions	186	148	-20%

Aging Services Calls

	March 1- 17, 2019	March 1-17, 2020	% Change
Sr. Line Calls	1,772	2,103	+19%
# of Distinct Caller IDs (Anonymous/Unknown included)	1,010	1,194	+18%
Distinct Consumers Enrolled for Service with calls	609	802	+32%

Elder Abuse

	March 1- 17, 2019	March 1-17, 2020	% Change
Abuse Reports	314	265	-16%
Distinct Clients with Reports	292	255	-13%

F. Key Contacts

- Provider questions for Allegheny County Health Department
 - DHS-COVID19Planning@alleghenycounty.us
 - Use the subject field to indicate if your qq is about CYF, Aging, BH, CYF, ID, Community Services, or DHS operations (e.g., contracting, payment)
 - <https://www.alleghenycounty.us/healthdepartment/index.aspx>
- United Way 2-1-1
 - For basic needs assistance or general COVID-19 inquiries call the 24/7 COVID-19 Hotline at 1-888-856-2774. Language services are available.
- Key DHS staff
 - Payment inquiries: Dan Evancho Dan.Evancho@alleghenycounty.us
 - Contract inquiries: Kathy Heinz Kathy.Heinz@alleghenycounty.us
Laura Brigido Laura.Brigido@alleghenycounty.us



Practices from other jurisdictions

- Massachusetts:
 - City of Worcester, MA opening satellite homeless shelters at two high schools and two churches. Clients bussed to location, max of 25 clients per location
 - Boston erected two tents for quarantine – one for asymptomatic exposures and one for symptomatic people awaiting test results. Capacity of 20 each
 - Tufts University (Boston) preparing empty dorms to house patients w COVID to ease hospital burden; could also move patients recovering from surgery etc. here. Also offering housing to medical professionals who have been exposed to protect families
- Many other jurisdictions looking at using dorms; also re-opening closed hospitals and empty nursing homes
- Vegas organization offering drive up supplies (diapers, formula) for kinship foster care families (but org is just going to stores, no special supply line)
- ACF Town Hall re: Older Foster Youth – some agencies are providing stipends to staff who are using personal phones to video conference w youth

Practices from other jurisdictions

- New York City:
 - NYC designated 40k human services non-profit workers (20% of workforce) essential city personnel and give access to same resources as first responders (child care, supplies, transportation)
 - City guaranteed payments to all contracted human services providers even if reducing services or closing
 - City may repurpose providers for other activities
 - Conducting analysis of percentage of total budget agencies have invoiced to date to identify agencies in need of cash and prioritize those invoices
 - Rethink (similar to 412 Food Rescue) providing grants to restaurants to maintain operations and distribute food to vulnerable populations at no cost
- Nationally, advocates calling on funders to double agency budgets to allow them to respond to crisis. Group of 36 foundations led by Ford foundation have pledged to lift restrictions and requirements on funding
- Great Britain building an opt-in app that would track location of people w known exposure to virus (opt-in is attempt to address privacy concerns w other tracking methods)

Practices from Other Jurisdictions

- New York:
 - NYC is matching certified healthcare workers w providers who need help via survey that both parties take (Gov Cuomo called on retired workers to be available)
 - Navy hospital ship to be deployed to New York Harbor for add'l hospital capacity
 - New York State DOH worked w tech co. MTX to develop digital portal to track cases and communicate w patients and contacts
- Alliance for Strong Families and Communities Webinar re: workplace policies
 - Some orgs are allowing workers to go into “negative” PTO
- Colorado using existing licensed childcare facilities (incl. in-home) only for children of first responders/essential personnel
 - Facilities were closed; staff contacted and can come back on voluntary basis (or might be assigned to different location based on need). Paid higher emergency rate.
 - 2-1-1 coordinating which families go where

Practices from Other Jurisdictions - Food

- Since 2017 there has been a pilot program in some states that allows SNAP recipients to shop online; Brookings recommends rolling out to all states ASAP
- Food Research and Action Center (FRAC) suggests that school buses could deliver meals using regular routes
 - Urban Institute gives example of regular summer feeding program in rural TN that uses repurposed school buses to deliver food to kids' homes
- FRAC also noted that PA can conduct SNAP interviews telephonically
- NY is considering public/private partnerships w online retailers w delivery infrastructure to provide meal delivery