

# COVID-19

Briefing for providers Saturday 3/21/20



# Agenda

- Communications
- Health Update
- Legislative/Policy Updates
- United Way Volunteer Response Plan
- Plans to maintain essential services



# How we communicate

- Daily provider calls
- Work groups on essential services
- Updates at: <https://www.alleghenycountyanalytics.us/>
- Ask questions at: [DHS-COVID19Planning@alleghenycounty.us](mailto: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-tUNzNBM0lEQzBNS0ZCNFNVMERET0czWVE5NC4u>



Allegheny County Department of Human Services

Allegheny County Analytics

Home Topics Visualizations Publications Datasets Videos Resources

## Information for DHS Staff and Providers

By Kimberly Sholl - March 17, 2020

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COVID-19 Update

Allegheny County Department of Human Services

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.

# Health Updates: COVID-19 update 3/21/20

## New Testing Sites:

Central Outreach Wellness Center  
performing COVID-19 drive-thru  
testing

Aliquippa Site open now (11am-4pm)

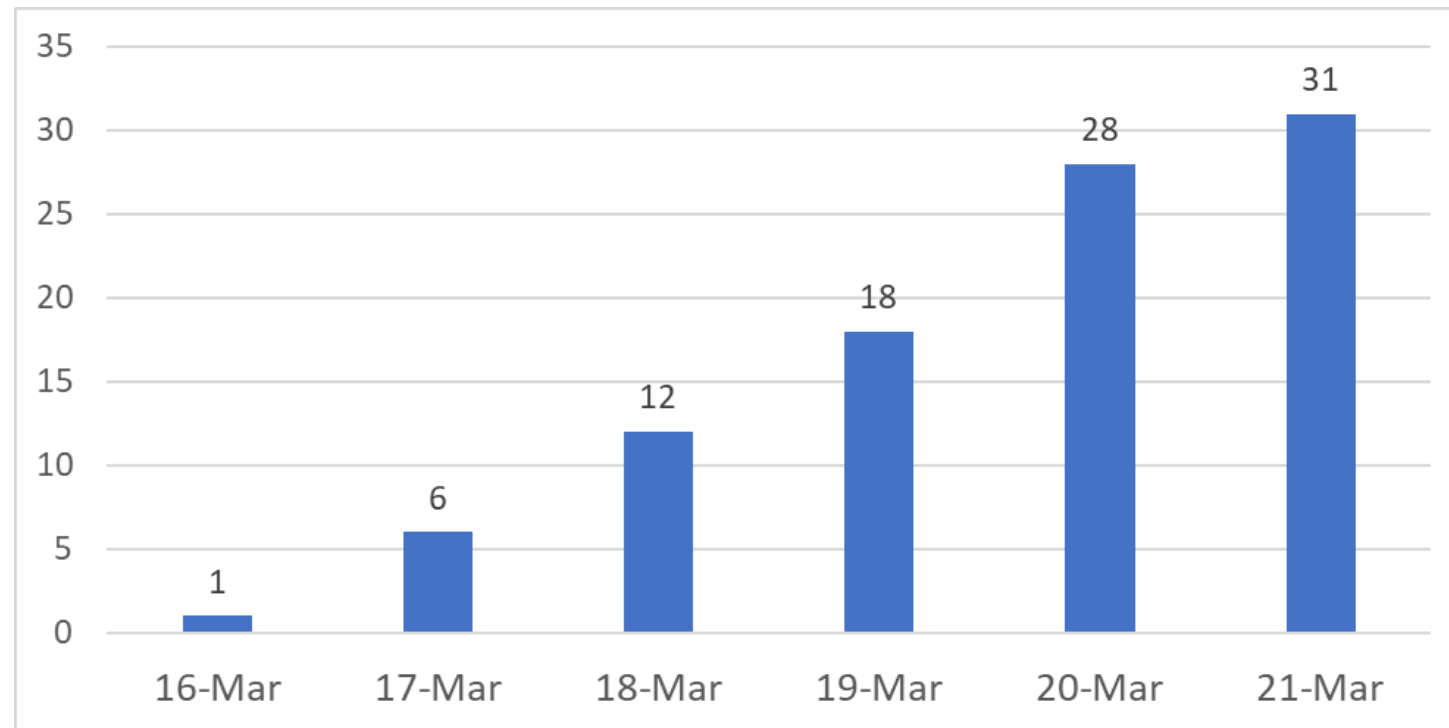
Pittsburgh Zoo begins on March 23<sup>rd</sup>  
(11am-4pm)

Must be showing symptoms

Bring insurance and photo id, no  
prescription required, no one without  
insurance will be turned away

<https://www.centraloutreach.com/resources/covid-19-testing-sites>

31 cases, 1 death



# Federal policy & legislative updates

- US Senate negotiations in full swing for "Phase 3" legislation with aim to pass a bill early next week
  - Looking at a "State Stabilization Fund" to assist state governments with looming revenue shortfalls
- US Department of Health and Human Services HHSS Office for Civil Rights continues to issue guidance on telehealth remote communications  
FAQs on remote communications found [here](#).  
Press release found [here](#).  
Notification of Enforcement Discretion found [here](#).



# Women, Infants & Children (WIC)

- The WIC program is moving to a modified operating schedule through March 30, 2020. The following WIC office locations will be open Monday-Friday, 8 a.m. – 3 p.m.:
  - McKeesport
  - Mt. Oliver
  - Wilkinsburg
  - Downtown Pittsburgh
- The Springdale WIC office will be open for benefit pickup Thursdays and Fridays from 8 a.m. – 3 p.m. through March 30, 2020.

If you are coming to an appointment, please:

- Contact WIC staff ahead of time to schedule your benefit pick up
- Leave your children at home to reduce their risk of exposure
- Stay at home if you are feeling sick.

A proxy may be added over the phone to pick up benefits. All other WIC offices will be closed during this time; however, WIC staff will be able to provide consultation over the phone.



# 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](mailto:wendy.koch@unitedwayswpa.org) or cell 412-721-5221

# 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 & Intellectual Disabilities
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 3/21/20, 3:45PM EST)

| Essential Service   | Overall Service Capability<br>Ability to serve those in need | Staffing<br>Are there enough people to deliver service? | Supplies<br>Does service have necessary supplies? | Service Locations<br>Are there safe places to deliver service? | Funding<br>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                                     |

# 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 meals only Monday, Tuesday, Friday starting next week with multiple meal pickup! 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<br>Ability to serve those in need | Staffing<br>Are there enough people to deliver service? | Supplies<br>Does service have necessary supplies? | Service Locations<br>Are there safe places to deliver service | Funding<br>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](mailto:Elrc5@alleghenycounty.us)
  - 412-350-3577
- Trying Together is developing safety guidance for centers that will reopen
- 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<br>Ability to serve those in need | Staffing<br>Are there enough people to deliver service? | Supplies<br>Does service have necessary supplies? | Service Locations<br>Are there safe places to deliver service? | Funding<br>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<br>Ability to serve those in need | Staffing<br>Are there enough people to deliver service? | Supplies<br>Does service have necessary supplies? | Service Locations<br>Are there safe places to deliver service | Funding<br>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 today.

## Provider Incident reporting:

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

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

# Behavioral Health

- National Association of County Behavioral Health and Development Disability Directors (NACBHDD)
  - Town Hall meeting on best practices in response to the Coronavirus Pandemic
  - March 25, 2020 at 3:00pm
  - Link to sign up:
    - <https://register.gotowebinar.com/register/5290628257201495564>
- On 3-20-2020 Alpha House indicated it has bed capacity for persons in need of long-term habilitation focused SUD treatment.
  - Phone number: 412-363-4220
  - <https://alphahouseinc.org/>

| Essential Service                                   | Overall Service Capability<br>Ability to serve those in need | Staffing<br>Are there enough people to deliver service? | Supplies<br>Does service have necessary supplies? | Service Locations<br>Are there safe places to deliver service | Funding<br>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

- Community Care on behalf of its county partners submitted an Alternative Payment Arrangement (APA) to the state which has been approved
- Community Care is making revisions and amendments to contracts to permit the payment for eligible services
  - Providers affected will be quickly notified and payments are expected to occur within the next two weeks
  - We encourage providers to continue monitoring the Community Care website for updates
    - <https://providers.ccbh.com/covid-19-info>

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



# Behavioral Health

- Individuals involved with the forensic system
  - OBH is in active communication with the court and jail staff regarding pending releases
  - Efforts underway to identify those being released who have had or are in need of behavioral health services

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

# Behavioral Health: Prescription Flexibility\*

## COVID-19 Response: Pharmacies May Override Early Refill Alerts for Medications

Effective March 13, 2020, in response to COVID-19, beneficiaries of Fee-for-Service pharmacy services (i.e., ACCESS) may obtain early refills of medications. The dispensing pharmacy may override the DUR alert for early refill at the pharmacy point-of-sale. To override the DUR alert for early refill, the following DUR codes should be used:

| NCPDP Field               | DUR Override Code              |
|---------------------------|--------------------------------|
| Reason for Service Code   | ER (Overuse)                   |
| Professional Service Code | M0 (Prescriber Consulted)      |
| Result of Service Code    | 1B (Filled Prescription As Is) |

Pharmacies with questions regarding early refills may contact 1-800-537-8862, option 2, option 3, option 1.

**\*PA DHS Quick Tip**

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

# Intellectual Disabilities and Autism: Current Activities

- Incident Managers have reached out to all Providers of service this week and will continue to do so weekly. If we haven't connected already, please feel free to reach out to your IM liaison at any time regarding COVID-19 planning and preparation.
- Please continue to use our other teams for contact as you normally would (i.e. Service Authorization, Monitoring & Qualifications, Promising Practices, etc.)
- In addition to local information and directives, along with the PA Department of Health, we also follow guidance from the State Office of Developmental Programs. There are links to COVID-19 updates on MyODP.org <https://www.myodp.org/mod/page/view.php?id=26808>
- Please be sure to keep up to date on the Webinars being released, especially the current Waiver Amendments for Emergency Preparedness, which amend many of the “rules and regulations” under which many of you operate.

# Child welfare: no major updates

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|---|--|---|---|---|--|
| 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 13<sup>th</sup>
  - 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 31<sup>st</sup> 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<br>Ability to serve those in need | Staffing<br>Are there enough people to deliver service? | Supplies<br>Does service have necessary supplies? | Service Locations<br>Are there safe places to deliver service? | Funding<br>Does service have enough funds? |
|---|--|---|---|--|--|
| Transportation to essential medical and social services | Stable   | Stable  | At Risk   | Stable   | Stable                                     |

# Key Contacts

- Provider questions for Allegheny County Health Department
  - [DHS-COVID19Planning@alleghenycounty.us](mailto: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](mailto:Dan.Evancho@alleghenycounty.us)
  - Contract inquiries: Kathy Heinz [Kathy.Heinz@alleghenycounty.us](mailto:Kathy.Heinz@alleghenycounty.us)  
Laura Brigido [Laura.Brigido@alleghenycounty.us](mailto:Laura.Brigido@alleghenycounty.us)

