

THIS CALL IS BEING RECORDED

COVID-19

Briefing for providers Monday 3/30/20



Agenda

- Communications
- Health Update
- Philanthropy Update
- HIPAA Guidance Update
- Legislative/Policy Updates
- Supply Request Information
- Plans to Maintain Essential Services



How we communicate

- Daily provider calls
- Work groups on essential services
- Updates at: <https://bit.ly/COVID19DHSProviders>
 - The previous link: <https://www.alleghenycountyanalytics.us/index.php/2020/03/17/information-for-dhs-staff-and-providers/> will redirect here

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=EjOn4MvksU6fclu6FvuWjUkxQI749jdHphHNKdg0q-tUNzNBM0IEQzBNSOZCNFNVMERET0czWVE5NC4u>

Last Updated: 3/20/20



COVID-19 Communications and Planning

The Allegheny County Department of Human Services (DHS) is committed to sharing timely and accurate information so that our providers may plan to address the spread of COVID-19. We continue to monitor new developments and will provide guidance as the situation evolves.

Join our daily call

We will be hosting a daily call for DHS providers to discuss rapidly changing information and planning. Providers who would like to participate in the call can do so using the following:

Call-In Line for the Daily Briefing

[Join Microsoft Teams Meeting](#)

+1-267-368-7515 (Toll)

Conference ID: 253 994 565#

Local numbers

[Learn more about Teams](#)

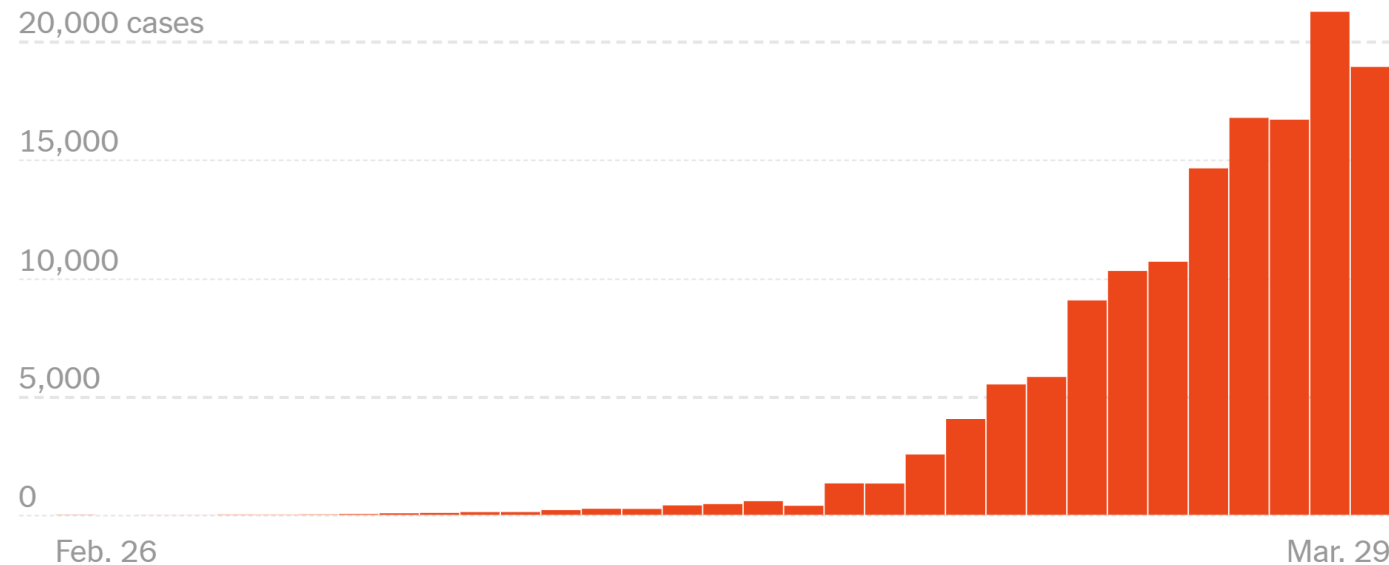
For those who cannot make the call, we will post presentation materials and video recordings of the calls.

Daily Briefings	▼
FAQs	▼
Precautions and Preparations	▼
Payments and DHS Operations	▼
Aging	▼
Behavioral Health	▼
Child Care and Family Centers	▼
Courts and Jail	▼
Food and Supplies	▼
Homelessness and Housing	▼
Transportation	▼

Health update

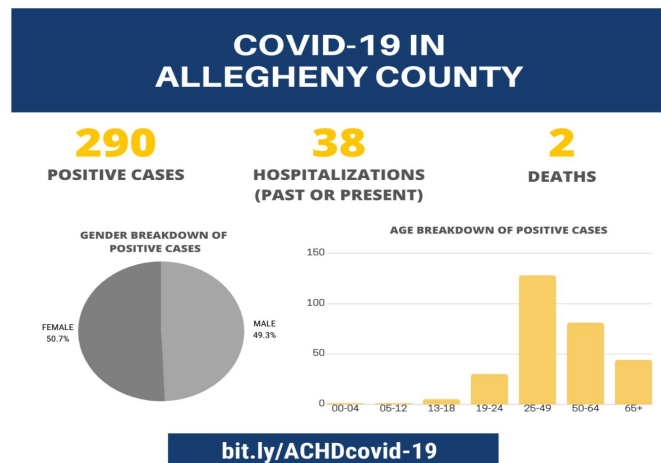
- *In Allegheny County:* 290 confirmed cases; 38 hospitalizations; 2 deaths ([source](#))
- *In Pennsylvania:* 4,087 confirmed cases; 49 deaths ([source](#))
- *In United States:* 141,995 confirmed cases; 2,486 deaths ([source](#)).

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

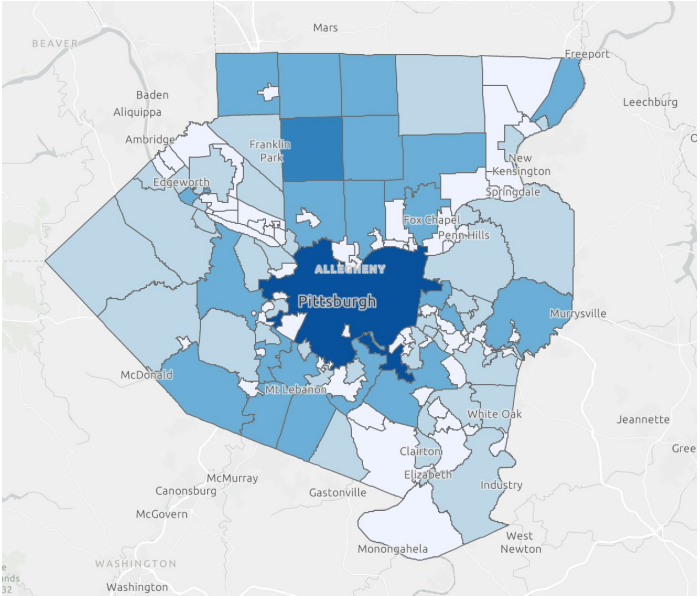


Source: C.D.C., state and local health agencies, hospitals.

Date	Total Cases	New Cases
16-Mar	1	
17-Mar	6	5
18-Mar	12	6
19-Mar	18	6
20-Mar	28	10
21-Mar	31	3
22-Mar	40	9
23-Mar	48	8
24-Mar	58	10
25-Mar	88	30
26-Mar	133	45
27-Mar	158	25
28-Mar	219	61
29-Mar	290	71



bit.ly/ACHDcovid-19



Philanthropy Update

- DHS working with local Foundations to identify and address community needs
- Local Foundation response (current grantees should contact their grantors for specifics)
 - Relaxing grant requirements
 - Converting project funding to general operations
 - Deploying new emergency funding



Philanthropy Update

- Opportunities for new funding
 - [Richard King Mellon Foundation Request for Ideas](#) due April 26th. Priority given to applicants who address impacts on employees; social safety net; employment; academic assistance; jump-starting the regional economy.
 - [Staunton Farm Foundation accepting Emergency Funding Requests](#) from behavioral health nonprofits.
- Opportunity for technical assistance: Forbes Funds
 - [tHRive meetings](#) (Mondays, 2pm) – navigating HR in the complex landscape of COVID-19
 - [Financial Planning meetings](#) (Thursdays, 4p) – financial planning and sustainability in the midst of COVID-19



Policy and legislative - State and local

- Gov. Wolf extends school closure order saying schools will "remain closed until further notice."
- Gov. Wolf on Sunday requested a major disaster declaration from the President through FEMA to provide additional support for state, county and municipal governments and certain nonprofits.
- PA Department of Agriculture received federal approval to operate a Disaster Household Distribution program through The Emergency Food Assistance Program (TEFAP), to provide critical food supplies to Pennsylvanians affected by the pandemic.
- City of Pittsburgh announced stricter social distancing requirements for City parks, playgrounds and trails due to high use over the last week. Enforcement will be provided by rangers and law enforcement.

Reporting COVID-19 to DHS – Clients

- If there is already a mechanism in place to report, follow that process (e.g., incident report process for behavioral health); no need to duplicate reporting
- If no other mechanism in place: report if client is positive or presumptive positive for COVID-19 – HIPAA allows disclosure of client name and diagnosis to DHS for public health purposes
- Report to DHS-PrivacyOfficer@alleghenycounty.us (preferred)
 - Or by phone to Brian Bell, Allegheny County Privacy Officer, at 412-350-2887
- ACHD will be notified by medical provider so no explicit need to report to ACHD
 - DHS will work with ACHD as appropriate to identify any DHS staff and other clients who may have come into contact with the client
- Minimum necessary disclosure rule: DHS will only share client name internally as necessary to identify contacts (i.e., in most cases DHS staff will only be told they had contact with a client who tested positive, not client's name).

Reporting COVID-19 to DHS – Provider Staff

- If there is already a mechanism in place to report, follow that process (e.g., incident report process for behavioral health); no need to duplicate reporting
- If no other mechanism in place: report if staff test positive or presumptive positive or are exposed to a positive case
- Report to DHS-PrivacyOfficer@alleghenycounty.us (preferred)
 - Or by phone to Brian Bell, Allegheny County Privacy Officer, at 412-350-2887
- Report should include provider's response, i.e., quarantine requirement, efforts to identify other staff who had contact with affected staff, requirement for staff to return to work
- Do not need to report staff's name
- Provider should coordinate with ACHD and DHS as appropriate to help identify DHS staff and clients affected staff had close contact with

Essential Services

1. Food for seniors
2. Aging Services – elder abuse investigations, in-home services, etc
3. Food for broader community
4. Childcare for essential employees, including first responders
5. Services for people experiencing homelessness and/or in supportive housing
6. Behavioral Health: Mental Health, Drug and Alcohol, Transportation and Early Intervention
7. Child welfare critical services, hotline, investigations, group care
8. Intellectual Disabilities and Autism services

Essential Service Status Snapshot

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?
		[Staffing Rating Guidelines]	[Supplies Rating Guidelines]	[Service Locations Rating Guidelines]	[Funding Rating Guidelines]
Food: for Seniors	At Risk	At Risk	Unstable	Stable	Stable
Aging Services - Elder abuse investigations, In-home services & other critical aging services	Stable	Stable	Unstable	Stable	Stable
Food: for Broader Community	At Risk	At Risk	Unstable	At Risk	Stable
Childcare for essential employees, including first responders	At Risk	At Risk	Unstable	At Risk	Stable
Services for people experiencing homelessness or in supportive housing	At Risk	At Risk	Unstable	At Risk	Stable
Behavioral health: acute, crisis and residential care	At Risk	At Risk	Unstable	At Risk	At Risk
Early Intervention	Stable	Stable	Unstable	At Risk	Stable
Transportation to essential medical and social services	At Risk	At Risk	Unstable	At Risk	Stable
Child welfare critical services, hotline, investigations, required visits, group care	At Risk	Stable	Unstable	Unstable	Stable
Intellectual Disabilities and Autism services	Stable	Stable	Unstable	Stable	Stable

Food: for Seniors

Essential Service:	Food for Seniors			Overall Service Capability:	At Risk
Staffing:	At Risk	Level 2 Agencies invoke their own COOP plan	Supplies:	Unstable	Level 4 20 - 39% of necessary supplies are available for the essential service to be safely and adequatley delivered to those in need
Notes: -The HDM program is experiencing high numbers of referrals but so far providers are able to adjust to the increase - Beginning today, HDM providers will be moving from 3 day per week delivery to 2 day (same number of total deliveries) -The AAA is working with other providers to try to ensure there is no disruption in services as the HDM providers approach capacity for delivery. -AAA staff are working with DHS to create a list of pre-screened volunteers to give to any provider that has a need (NOTE: Volunteers for HDM delivery to seniors must be pre-screened for clearances before they would be able to start driving/ delivering)					
Service Locations:	Stable	Level 1 100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need	Funding:	Stable	Level 1 Normal funding available
Notes: -Current system has reached a plateau and is doing well. -Preparing for increases.			Notes:		

Service Updates for Seniors

- Per State direction, the Ombudsman Program is not currently entering nursing facilities, but continues to work with residents telephonically.
 - Appropriate action has been taken to contain and limit exposure for our seniors in these facilities as well as for our staff.
- Per State direction, the OPTIONS and Caregiver Support programs have developed internal processes to track Covid-19 specific services in the statewide SAMS/Wellsky database.
- PDA has granted permission to the Caregiver Support Program to use funding towards the purchase of Covid-19 related supplies for program participants.

Elder abuse investigations, In-home services & other critical aging services

Essential Service:	Elder abuse investigations, In-home services & other critical aging services			Overall Service Capability:	Stable
Staffing:	Stable	Level 1 Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level	Supplies:	Unstable	Level 4 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need
Notes: -In-home Services network is presently serving all consumers for personal care and home support. -Transportation for Direct Care Workers has become a concern as Port Authority initiated a 25% reduction in ride services 3/25			Notes: Supplies are "Unstable" for Protective Services and "At Risk" for In-home Services		
Service Locations:	Stable	Level 1 100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need	Funding:	Stable	Level 1 Normal funding available
Notes:			Notes:		

Food: For Broader Community

Essential Service:	Food for Broader Community			Overall Service Capability:	At Risk
Staffing:	At Risk	Level 2 Agencies invoke their own COOP plan	Supplies:	Unstable	Level 4 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need
Notes: -Overall, Food Bank, 412 Food Rescue, School Districts, Food Pantries, Community Groups getting food out to community -As demand and need increases, focus is on: -Developing mechanisms to get food closer to people (more distribution sites, transportation) -Contingency planning for sites that must close (additional food prep sites) -Meeting additional demand (additional food supply to Food Bank and pantries) -Processes for families in quarantine or other "last resort" situations (in their own home or in facility) (quick solutions)					
Service Locations:	At Risk	Level 2 100% coverage to the public from either normal or alternative Service Locations	Funding:	Stable	Level 1 Normal funding available
Notes: see above			Notes: see above		

Food: Local plans & next steps

Updated by Amy Mc 3/30

March 23, 2020 - March 30, 2020

Past 7 Days

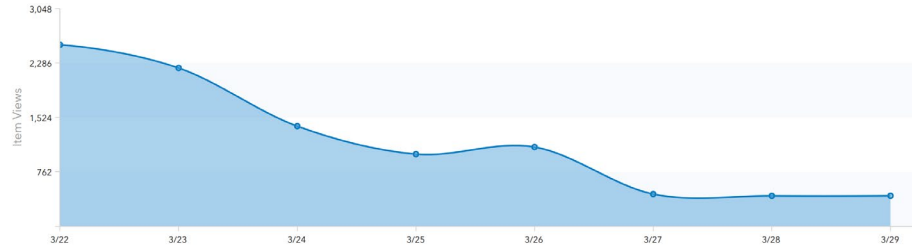
Item Views this Period

9,585

Avg Item Views Per Day

1,369.29

Usage Time Series



- [Food Distribution Map](#)

- Listed in [Post Gazette Resource List](#)

Food Bank Numbers (since March 18)

- 543% increase of people going to Food Bank
- Fielding an average of 100 calls/day with 90% seeking food
- Only 4% network food pantries have closed so still strong network
- Served 3,900 cars (50 lbs food/car) in 3 drive up distributions with another scheduled today and 1,700 cars expected
- Set up home delivery pilot with 412 Food Rescue, tested with 55 sites, testing in 119 sites in Beaver County tomorrow
- Of Grab & Go school sites, 70% offer breakfast and 97% offer lunch
- Processed 114 SNAP applications since March 18

Food Access Coordination

1. Food Access Call – Tuesdays and Thursdays at 3:30

[Join Microsoft Teams Meeting](#)

+1 267-368-7515 United States, Philadelphia (Toll)

Conference ID: 287 284 875#

Email Ashley Varrato (ashley.varrato@alleghenycounty.us) to be added to invite

2. Food Access Survey

For providers, please complete this [Food Providers Needs and Resources Survey](#)

Childcare for essential employees, including first responders

Essential Service:	Childcare for essential employees, including first responders		Overall Service Capability:	At Risk
Staffing:	At Risk	Level 2 Agencies invoke their own COOP plan Notes: Still data gathering -- identifying which staff at closed centers would be interested in working in another center or providing 1:1 care in the home	Supplies:	Unstable Level 4 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need Notes: Providers seeking gloves and cleaning supplies
Service Locations:	At Risk	Level 2 100% coverage to the public from either normal or alternative Service Locations Notes: Currently 60 centers open, 80 considering reopening, Trying Together is having readiness conversations with those centers and we are still assessing demand	Funding:	Stable Level 1 Normal funding available Notes: Local philanthropic community have made this a priority, state is continuing to make subsidy payments to providers, if we institute 1:1 care, we are in contact with providers, costs would significantly increase

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
- Currently ~230 open childcare seats
- State released a new [tool](#) to match workers to childcare, but we recommend contacting ELRC for most up-to-date info

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

Essential Service:		Services for people experiencing homelessness and/or in supportive housing		Overall Service Capability:		At Risk	
Staffing:	At Risk	Level 2	Supplies:	Unstable	Level 4		
		Agencies invoke their own COOP plan			20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need		
Notes: Providers are functioning, with some staff performing virtual case management as needed. At risk staff at several agencies are working remotely, but some staff are calling off or not showing up. Staffing issues have not forced services to be closed at any providers, but the network is at risk.			Notes: Necessary cleaning supplies and protective equipment are in low supply, and masks are in very low supply. Providers are trying to secure supplies on their own, but also hoping DHS can provide.				
Service Locations:	At Risk	Level 2	Funding:	Stable	Level 1		
		100% coverage to the public from either normal or alternative Service Locations			Normal funding available		
Notes: All shelter facilities are still open and are staffed. Shelters with vacancies are still accepting new clients. 33 additional single room occupancy units will be available for vulnerable clients by end of this week, and additional hotel beds will be available very soon.			Notes: There are currently no funding concerns for the homeless network; federal stimulus bill includes some additional funding for homeless services.				

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

Isolation/Quarantine locations:

Facility 1

- 33 units (single room occupancy)
- Should be operational by this week
- Population: homeless persons currently in shelter/on streets who are vulnerable but do not require isolation

Facility 2

- Population: families across DHS (homeless, CYF, etc.) who require quarantine

Facility 3

- Population: CYF involved youth and families who require isolation

Hotels

- 130-220 units
- Population: persons across DHS systems who need to be isolated (persons who are sick or especially vulnerable and need complete isolation)

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

Additional updates:

- Providers **do not** need to worry about monitoring or meeting performance benchmarks; CoC will make adjustments when evaluating renewal projects.
- HUD has not determined what NOFA process will be like this year
- Providers should continue to move clients into RRH and PSH units as quickly as possible:
 - Collect all possible documentation
 - Take pictures of documents
 - Ask landlords to work around documentation needs such as proof of SSN, photo ID, etc.

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

Additional updates:

- No additional funding to expand RRH assistance past 24 months; if clients require assistance past 24 months, provider will need to serve fewer clients to stay within budget.
- Paying for client cell phones is not an allowable HUD expense. DHS to use other funding streams to pay for cell phone costs, with limited funding available for disbursement soon.
 - Contact Gabe (gabriel.krivosh@alleghenycounty.us) for more information
- Providers paying hazard or incentive pay to their staff MUST have a policy in place, per HUD.
- HUD will soon be releasing a waiver, allowing for more flexibility to CoC and ESG program requirements

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

DHS & Homeless Provider Network COVID-19 Working Group:

- **This week: Wednesday at 9:30 AM (will not meet on Tuesday due to HAB meeting)**
- Regular schedule: Every Tuesday at 9:30 AM
- All homeless service providers invited and encouraged to participate
- Call in information:

Phone number: 1-267-368-7515

Conference ID #: 994 731 847

Behavioral Health: Mental Health: Drug and Alcohol

+ Essential Service:	Behavioral health acute, crisis, and residential care		Overall Service Capability:	At Risk
Staffing:	At Risk	Level 3 Agencies notify ACDHS, who attempts to find staff across the network Notes: Receiving reports of individuals in isolation and self quarantine but, currently is not impacting service delivery. Calls to date with various service providers reports are that staffing is stable. Beginning to hear reports that providers have staff out sick who may or may not be going through testing at this time.	Supplies:	Unstable Level 4 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need Notes: Gloves, antiseptic wipes, antibacterial soap, thermometers, etc. in short supply for providers. In the past few days more supply requests have come in
Service Locations:	At Risk	Level 3 60% - 100% coverage of the public, as some Service Locations have been forced to close Notes: Telehealth services are available. Broadened use of telehealth. Familylinks has closed their physical locations for D&A and MH, but are available for telehealth. ONALA has suspended services at their physical location and working on a plan for tele-based services	Funding:	At Risk Level 2 Concerns over short-term funds to cover operations - cash flow issues arising Notes: Recently approved APA is intended to provide some bridge payment for eligible services. Decrease volume in access impacting providers ability to draw down available funds.

Behavioral Health: Mental Health Licensing

- OMHSAS announced today that licensing visits will be suspended indefinitely
 - Electronic continuance letters will be issued to providers whose license is expiring
- Exploring alternatives to on-site licensing visits using technology
- No action will be taken if license has not yet been obtained for IBHS

Behavioral Health: Drug and Alcohol

- Telehealth Learning Series beginning 3/31/2020:
 - Free national online discussion and resource sharing opportunity for substance use disorder (SUD) treatment providers and peer support specialists
 - Transitioning services to the use of telephone and videoconferencing methods
 - Details on session dates and times can be found at the link below:
 - <https://telehealthlearning.org/telehealth/>
- ONALA has suspended in-person services at their Carson St. location
 - Working on a plan for tele-based services

Behavioral Health: Drug and Alcohol

- **DDAP: D&A Media only WebEx Conference:**
 - **WHAT:** Drug and Alcohol Programs (DDAP) Secretary Jen Smith to discuss the impact of COVID-19 on individuals with substance use disorder and the drug and alcohol treatment system.
 - **WHEN:** Wednesday, April 1, 2020; 10:00 A.M.
 - **WHERE:** To RSVP for this conference and receive connection information, email rkostelac@pa.gov
- **DDAP Guidance on use of telehealth for COE's**
 - Sufficient office and clinic hours must remain available
 - Case management is approved for telehealth
 - Telehealth may include audio video conferencing, mobile application, face time, skype, zoom or telephone under certain circumstances
 - https://www.media.pa.gov/Pages/DHS_details.aspx?newsid=501

Behavioral Health: Drug & Alcohol

- The PA Department of Drug and Alcohol Programs (DDAP) is suspending:
 - Regulation at 28 Pa. Code § 715.9(a)(4)
 - Requires Narcotic Treatment Programs (NTPs) to make a face-to-face determination before admission to treatment, for those clients who will receive buprenorphine treatment
 - [Licensing Alert 02-20](#) for more details
 - Regulation at 28 Pa. Code § 715.6(d)
 - Requires NTPs to have narcotic treatment physician services onsite
 - **Note: NTPs must still have a narcotic treatment physician conduct an initial onsite face-to-face examination for individuals who will be treated using methadone**
 - [Licensing Alert 03-20](#) for more details
- Questions regarding these Licensing Alerts can be directed to the Division of Drug and Alcohol Program Licensing at (717)783-8675 or RA-licensuredivision@pa.gov

Behavioral Health: Early Intervention

Essential Service: Early Intervention			Overall Service Capability: Stable		
Staffing: Stable			Supplies: Unstable		
Level 1 Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level Notes: Completely up and running with tele intervention services. nly services not approved for telehealth are social work and nursing			Level 4 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need Notes: In the past few days more supply requests have come in		
Service Locations: At Risk			Funding: Stable		
Level 3 60% - 100% coverage of the public, as some Service Locations have been forced to close Notes: Ok to start initial evaluations on Monday the 30th. All but a handful of providers are available to provide those services and the materials necessary to do it. Social Work and nursing have not been approved for tele delivery. OCDEL is working with OMAP on billing approval for social work and nursing. Nutrition under special instruction can be provided but, cannot be provided from a RN.			Level 1 Normal funding available Notes: Normal funding is in place. Business as usual as far as submitting claims, no need for contracts or billing codes to be changed.		

Behavioral Health: Early Intervention: Telehealth

No new updates

- Initial evaluations will begin on Monday March 30th
- Nutrition services
 - Only if provided by a special instructor
 - Ineligible if provided by a nurse
- Social Work and Nursing services are still not approved
 - OCDEL is working with OMAP for a solution
- Family interest in tele-intervention services is increasing
 - Average of 50-60% in interest and participation across all providers

Transportation to essential medical and social services

Essential Service:		Transportation to essential medical and social services		Overall Service Capability:	At Risk
Staffing:	At Risk	Level 2 Agencies invoke their own COOP plan Notes: Traveler's Aide has reduced office operations as of Friday 3/30/2020 in order to implement health and safety protocols for their staff. Lyft and Uber rides arranged through Traveler's Aide has been suspended at this time. ACCESS is able to accommodate all MATP transports at this time.	Supplies:	Unstable	Level 4 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need Notes: We are anticipating state MATP guidelines in the near future which may impact PPE requests by providers
Service Locations:	At Risk	Level 3 60% - 100% coverage of the public, as some Service Locations have been forced to close Notes: MATP fully operational	Funding:	Stable	Level 1 Normal funding available Notes:

Transportation Reminder

- Continue to work on contingency plans anticipating the potential need to transport those who have been exposed and/or who tested positive
- Traveler's Aid
 - Is implementing plan as previously discussed. See detailed slide from 3/23/2020
- ACCESS
 - Capacity for MATP transportation is stable
 - See the below link for County MATP programs, including the instructional brochure
 - <https://www.alleghenycounty.us/Human-Services/Programs-Services/Basic-Needs/Transportation/Medical-Assistance-Transportation-Program.aspx>

Child welfare critical services: Local plans & next steps

Essential Service:	Child welfare critical services, hotline, investigations, required visits, group care		Overall Service Capability:	At Risk
Staffing: <div>Stable</div> <p>Level 1 Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level</p> <p>Notes: Agencies can staff their own services.</p> <p>Some have invoked contingency plans that have brought staffing to an adequate level</p>		Supplies: <div>Unstable</div> <p>Level 4 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need</p> <p>Notes: Providers report needing hand sanitizer , bacterial wipes, disposable thermometers service locations</p> <p>CYF is able to deliver supplies to essential first responders, but supply is limited.</p>		
Service Locations: <div>Unstable</div> <p>Level 4 30 - 59% coverage of the public, as some Service Locations have been forced to close</p> <p>Notes: Several provider agencies have been forced to close to comply with Governor's orders</p>		Funding: <div>Stable</div> <p>Level 1 Normal funding available</p> <p>Notes: Normal funding available. Providers compensating staff with combat pay and exploring ways to incentivize staff</p>		



FamilyLink Teen Healing Center

- For teens who have been confirmed to have COVID or can be presumed to be positive based on the following and need to be quarantined:
 - Known exposure to COVID + individual
 - Travel to COVID hot zones in last 2 weeks
 - Fever > 100.4
 - Cough or shortness of breath
-
- **Providers should contact CYF Call Center at 412-473-2000 indicating that a youth is presenting symptoms of COVID19**

Updated 3/30

- FamilyLinks will call the Provider contact directly to get details to communicate to Dr. Liz Miller, Chief Adolescent Health to confirm that symptoms are appropriate for admission to THC.
- CYF & Providers should continue to work with the Child/Adolescent's Primary Care team for additional consultation.
- Once determination is made about necessary steps to move child/adolescent to Teen Healing Center, Marlo Svidron from FamilyLinks will communicate directly with provider to coordinate intake





While the client is residing at the Familylinks Teen Healing Center(THC), there will need to be ongoing coordination between Familylinks THC and the current provider agency.

This should happen on a daily basis.
In addition, the provider agency will need to identify a 24 hour contact.

Updated 3/30

- FamilyLinks THC center will coordinate a daily telehealth conference using Doxy.me with Children's Adolescent Health staff.

Intimate Partner Violence

- Women's Center & Shelter's webpage specific to COVID-19 and its impact on intimate partner violence went live yesterday at www.wcspittsburgh.org/covid
- WC&S service/operations updates
- COVID-19 and Intimate Partner Violence (including information on child abuse and links to general COVID-19 resources)
- Safety planning (generally and specific to COVID-19)
- Legal information (PFA procedures in Allegheny County during the crisis)
- Information and resources/how to get help for those who are abusive
- Talking to children about COVID-19
- Ways to help during the crisis (this is specific to WC&S)
- Mindfulness in times of crisis

Intellectual Disabilities and Autism services:

Essential Service:	Intellectual Disabilities and Autism services				Overall Service Capability:	Stable
Staffing:	Stable	Level 1 Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level	Supplies:	Unstable	Level 4 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need	
Notes: There are no current reports of staffing shortage.			Notes: Would prefer to have more safety supplies to better protect staff			
Service Locations:	Stable	Level 1 100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need	Funding:	Stable	Level 1 Normal funding available	
Notes: Providers have relocation plans in place but so far, everyone is at their normal service location.			Notes:			

Intellectual Disabilities and Autism services: Current Activities

- **ODP Announcement 20-029 Auto Authorizations for Residential Without Day** outlines ODP intent to automatically process changes to add "without day" for all individuals currently authorized for "with day" services. *Due to occur on April 2, 2020.*
- **ODP Announcement 20-032 Temporary Modification to Waiver and Regulatory Requirements to Support Adequate Staffing.** Details requirements and flexibility relate to hiring, retaining and utilizing staff; are in effect until further notice.
- ODP Announcement 20-027, Operational Guide for Appendix K: Emergency Preparedness and Response for the P/FDS, Community Living, Consolidated Waivers, and Adult Autism Waivers.
 - Virtual Office Hours to specific provider audiences available March 27 and March 30
- Continue to follow local information and directives, along with the PA Department of Health and 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>

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>
- 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
- 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.



Employment Resources

- Partner4Work: Provides information and assistance for workers, jobseekers and youth <https://www.partner4work.org/news/covid-19-resources>
- JFCS Career Development Center works with those recently laid off from their job. They offer intakes, individualized services, and workshops remotely using virtual methods and via telephone. Contact JFCS Career Development Center at 412-422-5627 or 412-586-3722 or email Wendy Solomon, Intake Specialist, at wsolomon@jfcspgh.org.
- Mon Valley Initiative is available to assist displaced workers. Currently conducting intakes and assisting individuals remotely. Contact: Dr. T. Charles Howell IV, chowell@monvalleyinitiative.com. 412.464.4000 x 4027
- The Employment Institute is available via phone/video chat to assist individuals in writing resumes, mock interviews, job searching, career assessments as well as assist individuals in completing job applications Contact Abby Wolensky: abbyw@auberle.org, (412) 673-5856 ext. 1317

Courts, Jail

- As the criminal justice system continues to facilitate the safe release of individuals from the Allegheny County Jail, you can track daily changes to the jail population [here](#).
- Today's Jail population is 1707 (not including federal holds), which is down from 1762 yesterday.
- The total number of releases since March 1 is 1,158.
- Since March 18, the Jail has released almost 500 non-violent, at-risk inmates through collaboration of the Jail, Public Defender's Office and the Courts.

Courts, Jail

Updated statement from Jail about COVID-19 screening and testing:

- The Jail is following all CDC and Health Department recommendations around screening and testing for all new admissions to the facility
- The Jail is committed to following testing guidelines, established by the Health Department, CDC, and WHO to ensure that the testing supply is not unnecessarily depleted:
 - The Jail will test patients/inmates who are symptomatic, have had a known exposure to a confirmed case, or are advised (by the Health Department) to test based on risk factors
 - The Jail is unable to test patients/inmates for COVID-19 if there is no clinical indication to do so and tests will not be completed upon provider request
 - To date, one patient/inmate has been tested with negative results for COVID-19

Child Welfare	<table> <tr> <th colspan="4">Average Daily</th></tr> <tr> <th></th><th>Feb. 26- Mar. 8</th><th>Mar. 9 - Mar. 25</th><th>% Change</th></tr> <tr> <td>Referrals</td><td>52</td><td>34</td><td>-52%</td></tr> </table>	Average Daily					Feb. 26- Mar. 8	Mar. 9 - Mar. 25	% Change	Referrals	52	34	-52%	Child Welfare Placement Point-in-time	<table> <tr> <th></th><th>March 8, 2020</th><th>March 27, 2020</th><th>% Change</th></tr> <tr> <td>No. of Children in CYF Placement</td><td>1,543</td><td>1,546</td><td>0%</td></tr> </table>		March 8, 2020	March 27, 2020	% Change	No. of Children in CYF Placement	1,543	1,546	0%																
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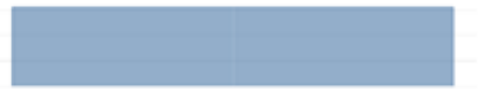
March 21-March 27, 2020
Calls to Child Welfare: 154

-59% decrease ▼



March 21-March 27, 2020
Number of children in placement: 1,547

4% increase ▲



March 21-March 27, 2020
Number of people in emergency shelters: 394
* (excluding SWES and DV shelters)

-2% decrease ▼



March-20-March 26, 2020
Number of people calling the Link: 408

-17% decrease ▼



Mental Health

March 21-March 27, 2020
IRES Calls: 139

-47% decrease ▼



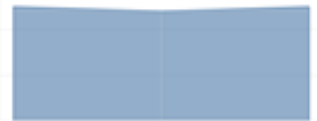
March 20-March 26, 2020
IRES Petitions: 98

-15% decrease ▼



March 16, 2020-March 22, 2020
Number of calls to Resolve: 1,258

-3% decrease ▼



Aging Services Calls

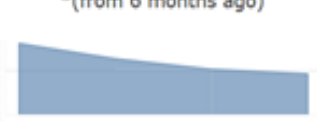
March 20-March 26, 2020
Calls to SeniorLine: 848

5% increase ▲



March 20-March 26, 2020
Calls to Older Adult Protective Services: 185

-62% decrease ▼
*(from 6 months ago)



March 20-March 26, 2020
Reports of Need Assessments Completed: 97

-8% decrease ▼



Director's Action Line

March 14-March 20, 2020
Calls to Director's Action Line (DAL): 57

2% increase ▲



Other Allegheny County Key Indicators

*The percent changes reflect the change in the metric from the most recent 7 days of information available to the same 7 days in 2019.

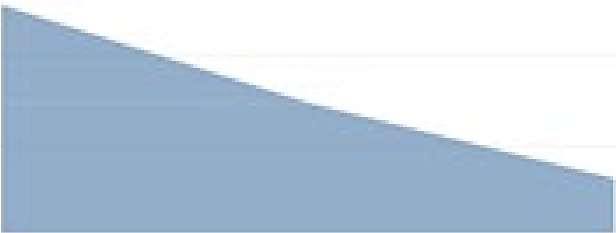
Use the time selection parameter in the right corner of the dashboard to toggle between the last 7 days of data with a weekly trend for the last 3 weeks or between the last 30 days with a daily trend for the last 30 days.



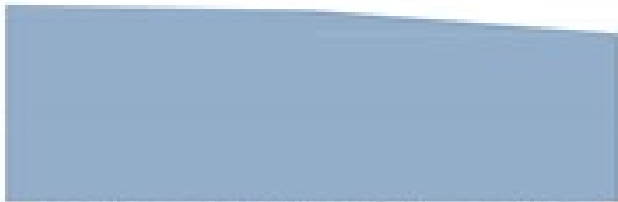
Time Frame Selection
7 days

Criminal Justice

March 21, 2020-March 27, 2020
Number of ACJ bookings: 61
-75% decrease ▼



March 21, 2020-March 27, 2020
Average number of people in jail: 1,845
-15% decrease ▼
*excluding federal holds



March 20-March 26, 2020
Number of cases filed: 118
-76% decrease ▼

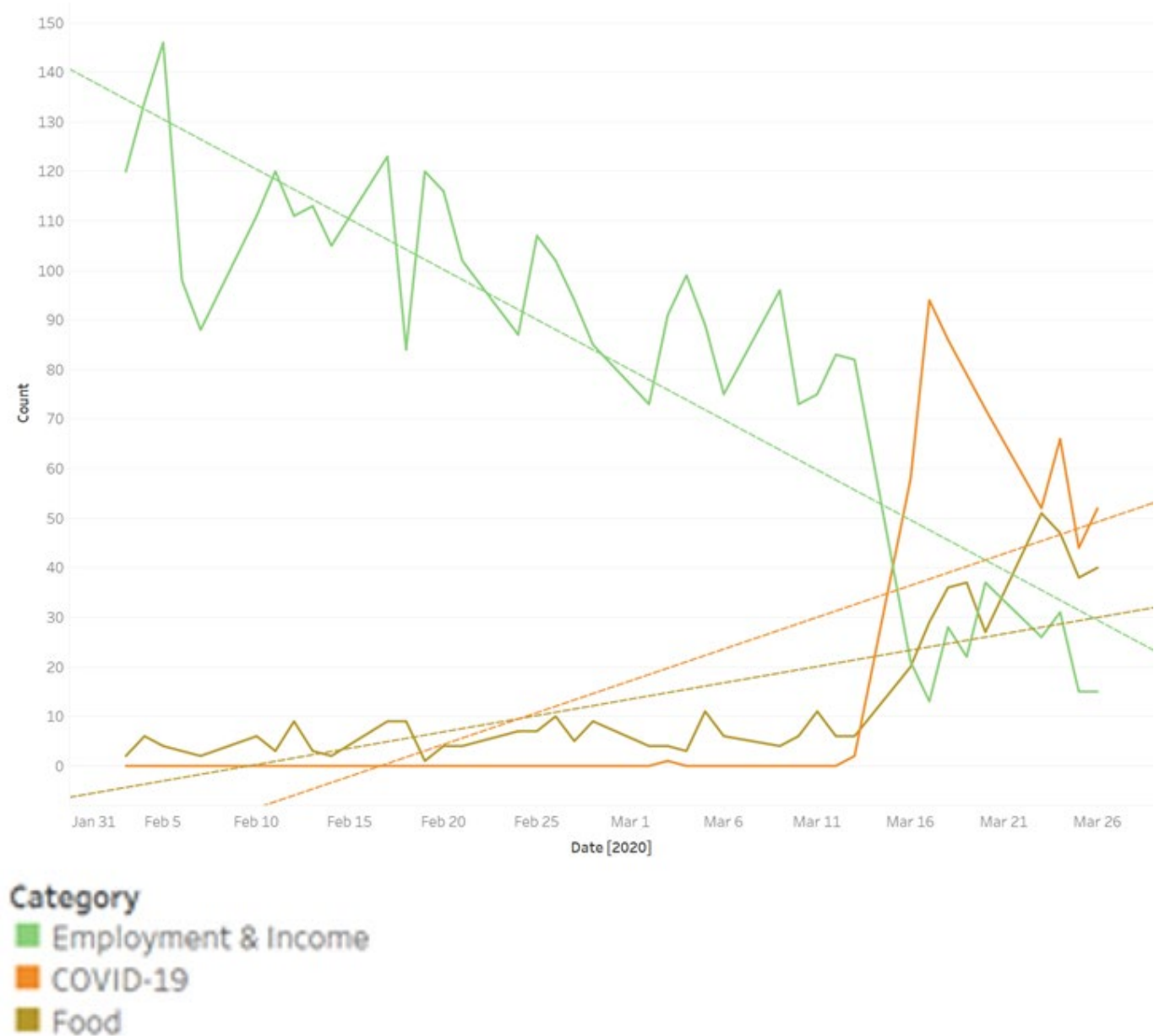


NOTE: Over the last 30 days, there has been a **23% decrease** in average daily population at the Allegheny County Jail

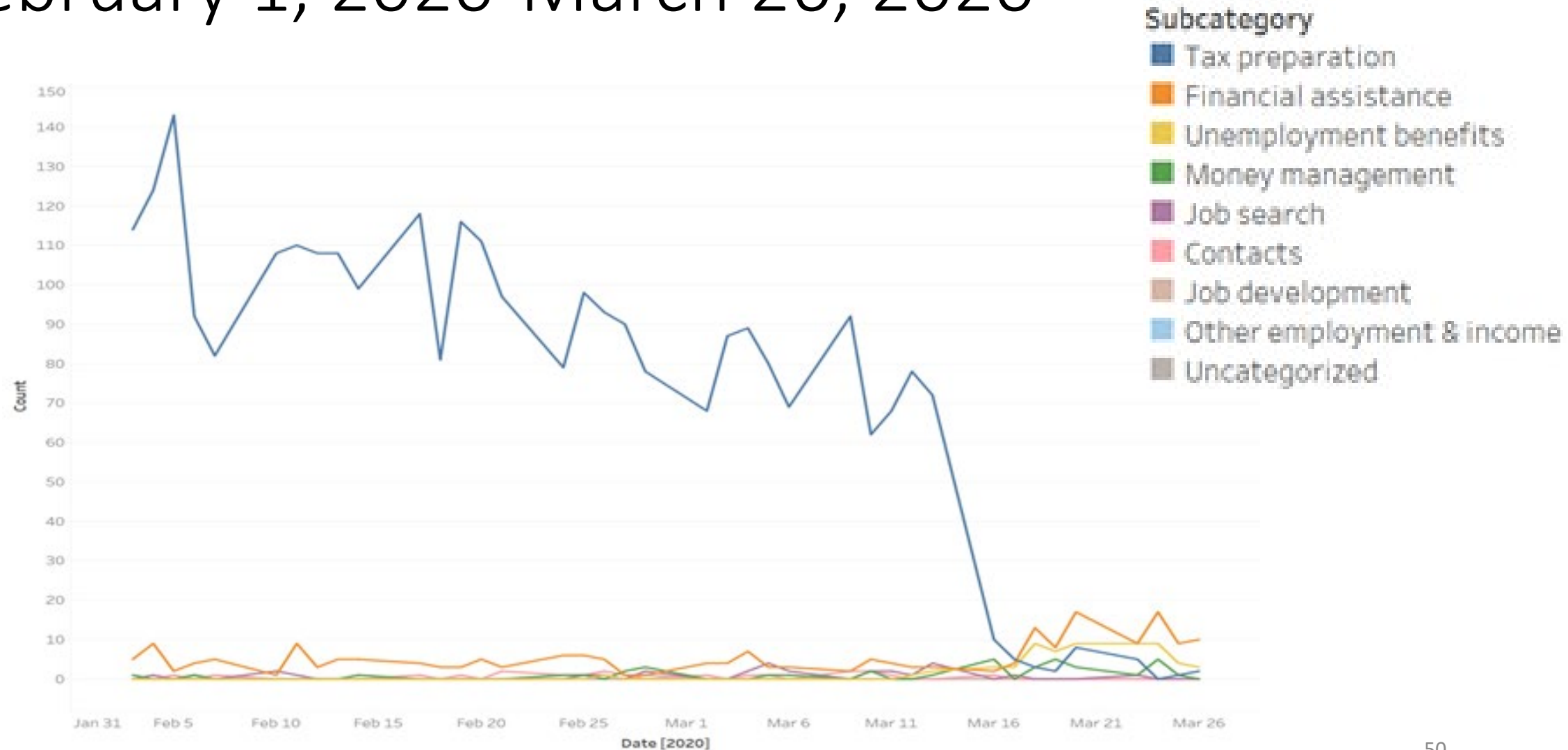
211 Calls

- Includes data from 2/1 to 3/26
- Large day-to-day variation in call volume
- Similar volume of calls in February and March. However, the reasons people are calling have changed

Month	Days of Data	Total # Calls	Average # Calls per Day
February	29	4,584	158
March	26	4,223	162

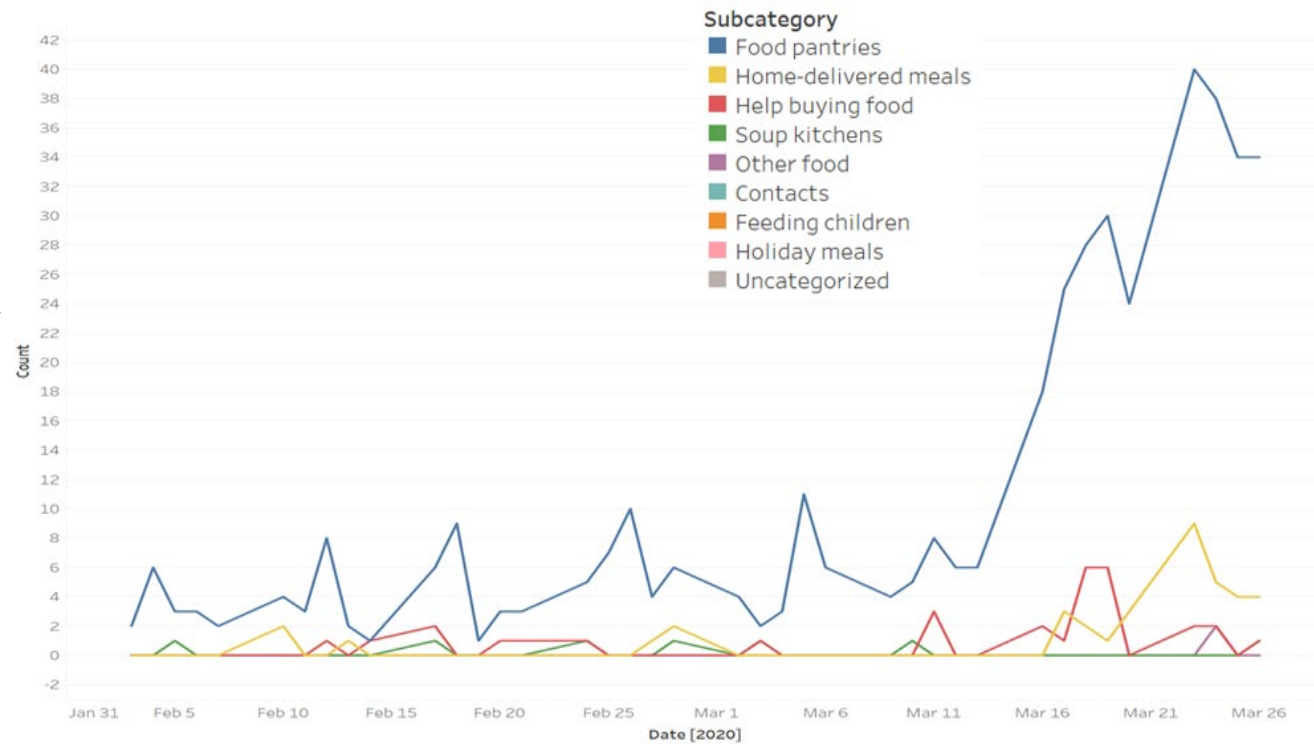
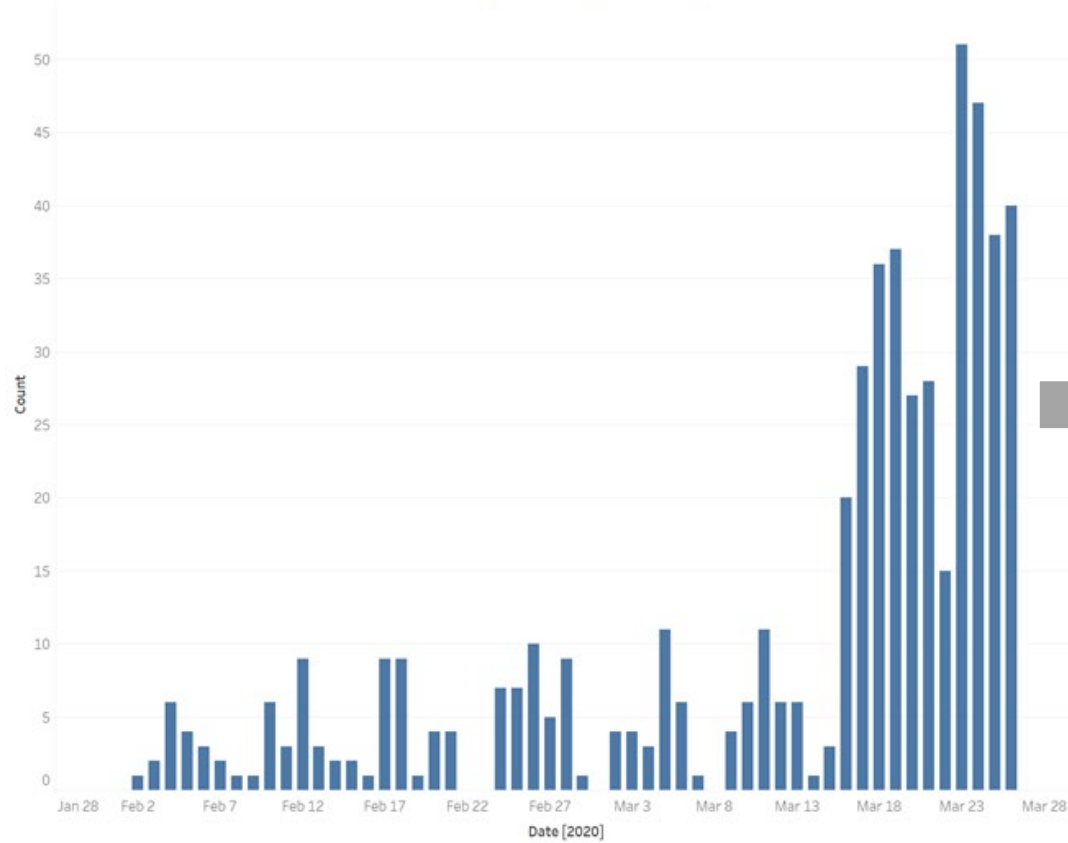


211 Calls for Employment and Income: February 1, 2020-March 26, 2020

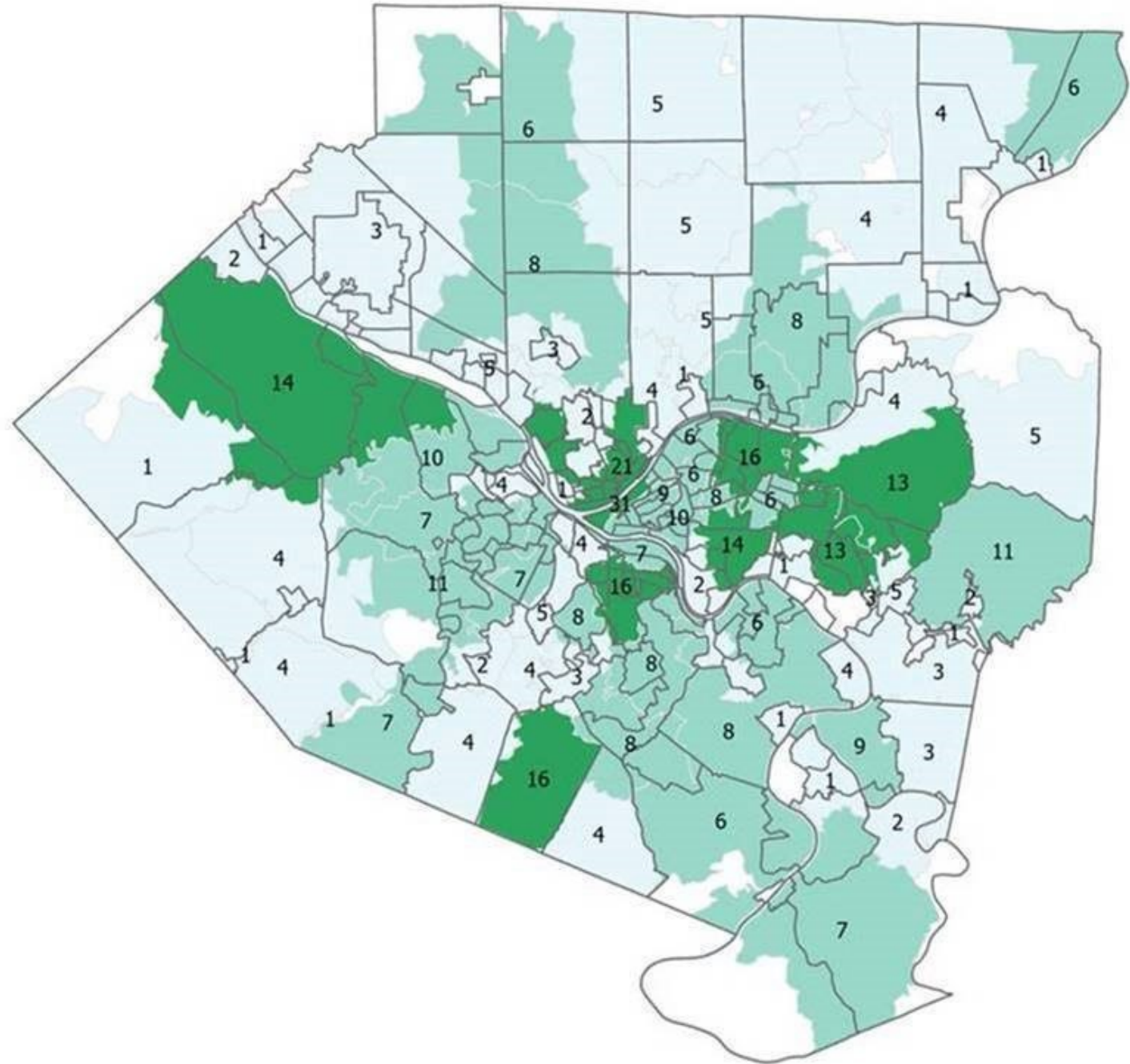


211 – Food requests per day

Call Requests per Day



211 Calls for COVID-19



Updated 3/30/20

Supply Requests

- Allegheny County Emergency Services (ACES) will be managing all requests for hard-to-find items. These items cannot be obtained through normal means right now due to the global supply chain challenges. These items include:
 - Personal Protective Equipment (PPE), such as sterile or nitrile gloves, N95 masks, gowns and hair covers
 - Certain cleaning supplies such as Clorox wipes and hand sanitizer

Please note: This list does not include items that you can still order through normal procurement means, such as trash bags, toilet paper, or boxes of tissues, as those items are still widely accessible even though stock is low.

Supply Requests

- To request these hard-to-find items that fall into the above criteria, please follow this process:
 - For agencies affiliated with large healthcare agencies (l.e. Mercy, UPMC, AHN), contact your parent agency to submit supply requests.
 - For all other providers, please complete the Allegheny County Emergency Services (ACES) [Resource Request Form](#) and email it to Richard.Colella@AlleghenyCounty.us AND Michael.Spurr@AlleghenyCounty.us.
 - Keep requests conservative. Supplies are limited, so plan to request enough for only 2 weeks. Continue submitting requests as needed.
 - Please note: After emailing the form, ACES will follow up with you. Please limit phone calls to ACES to keep their lines open for emergencies.
- For all other requests, email DHS-COVID19Planning@AlleghenyCounty.us. We will record your request and do our best to help based on the specific situation.

Updated Link-->
and Contact Info