THIS CALL IS BEING RECORDED

COVID-19

Briefing for providers Tuesday 3/31/20

Agenda

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

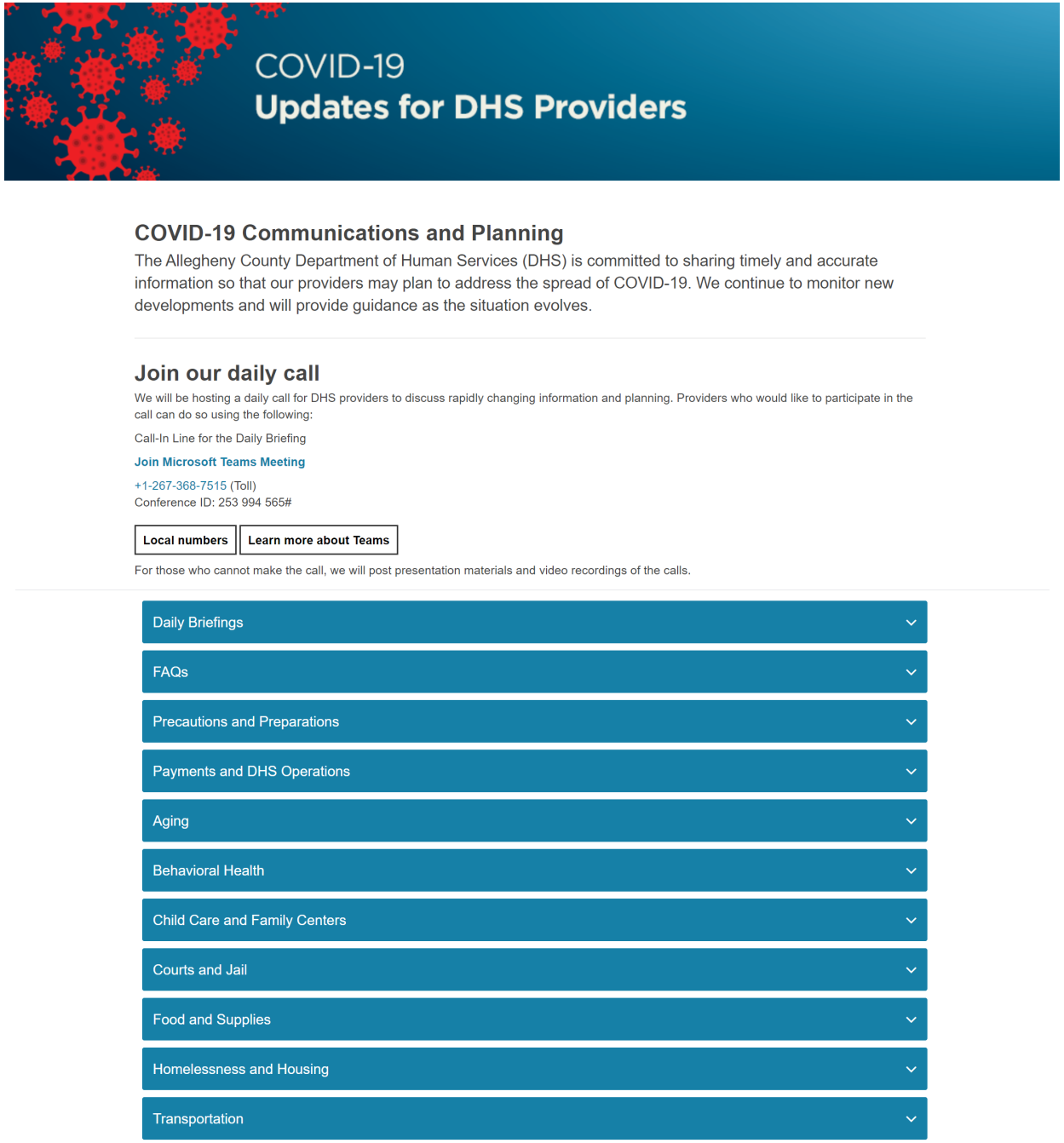
How we communicate

- 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:

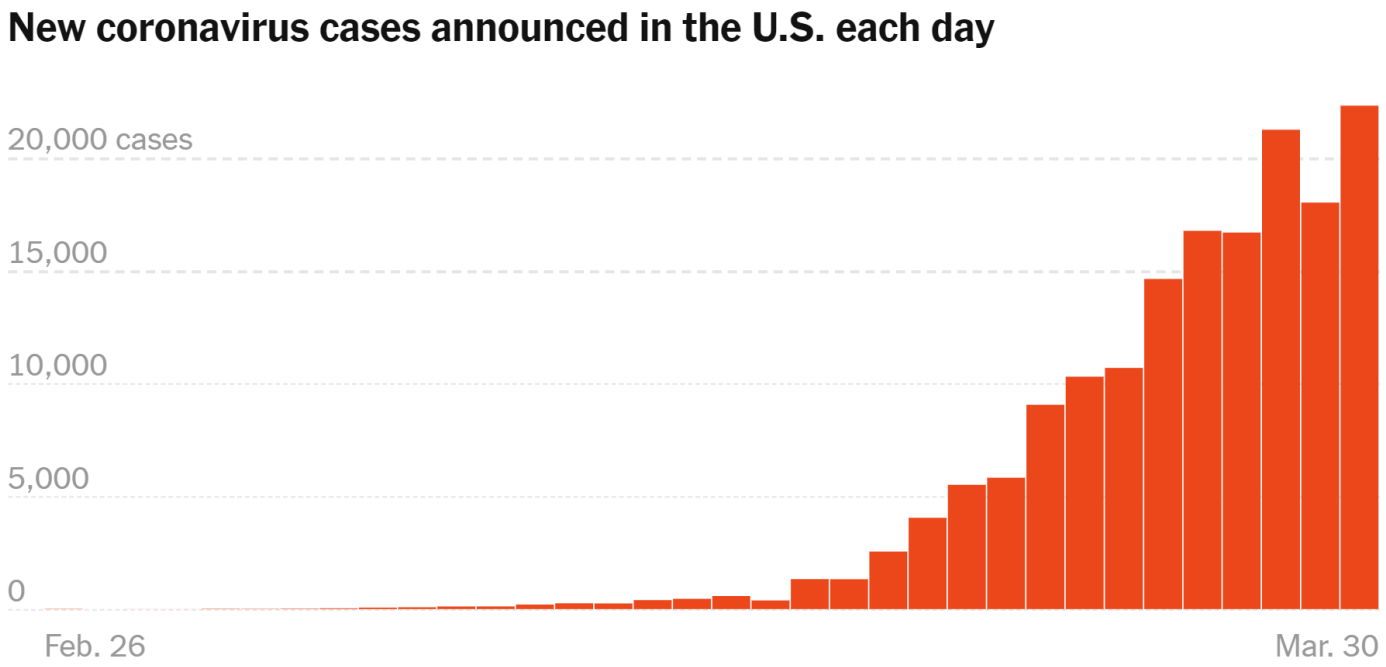
"REGISTRATION for DHS / Provider Touchpoint on COVID-19 ": https://forms.office.com/Pages/ResponsePage.aspx?id=Ej0n4MvksU6fcIu6FvuWjUkxQI749jdHphHNKdg0q-tUNzNBM0lEQzBNS0ZCNFNVMERET0czWVE5NC4u



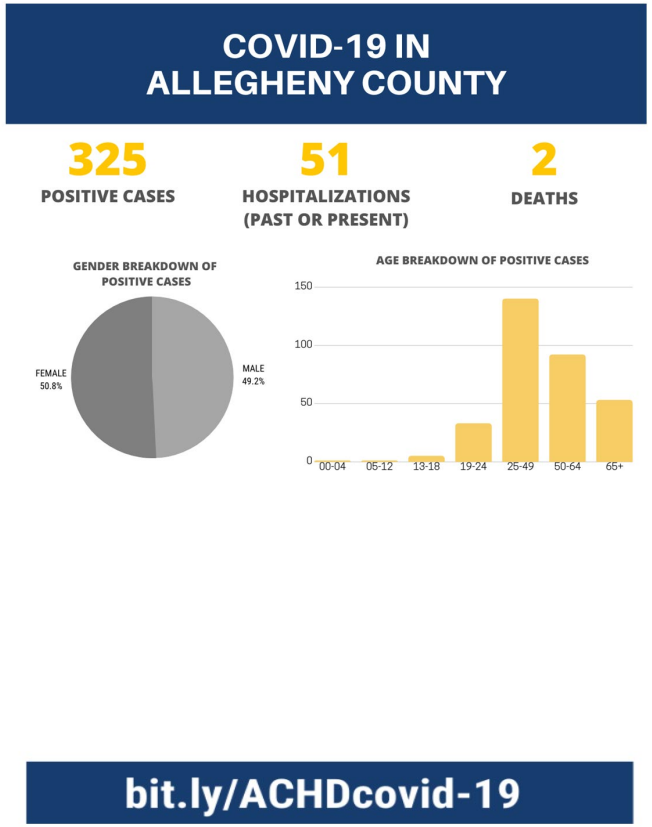
Last Updated: 3/20/20

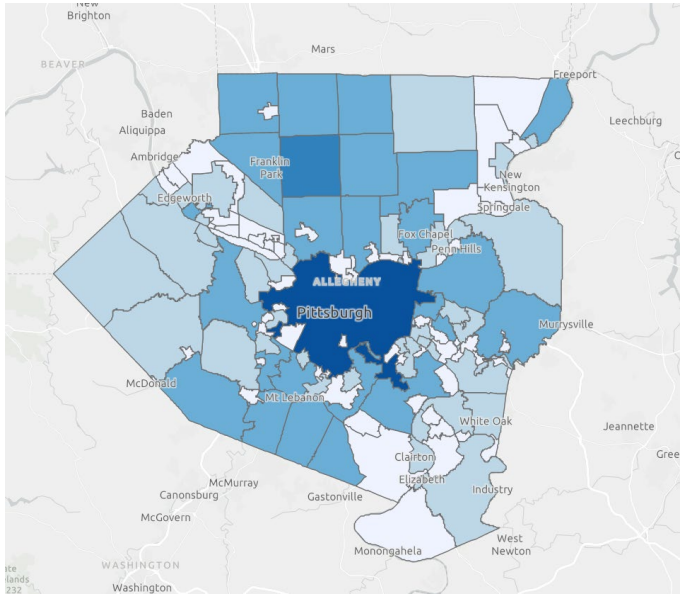
Health update

- *In Allegheny County:* 325 confirmed cases; 51 hospitalizations; 2 deaths (source)
- *In Pennsylvania:* 4,843 confirmed cases; 63 deaths (source)
- *In United States:* 173,741 confirmed cases; 3,433 deaths (source).



Date	Total cases	New cases
3/16	1	
3/17	6	5
3/18	12	6
3/19	18	6
3/20	28	10
3/21	31	3
3/22	40	9
3/23	48	8
3/24	58	10
3/25	88	30
3/26	133	45
3/27	158	25
3/28	219	61
3/29	290	71
3/30	325	35





Policy and legislative - State and local

- The state is aware of the FBI fingerprinting challenge, has raised with the feds, and is working with the provider (IdentoGO) to reopen some closed offices.
- 830,000+ PA unemployment claims over last two weeks.
- Gov. Wolf's request for a federal Major Disaster Declaration was approved late yesterday. Makes additional federal funding available for unemployment assistance, crisis counseling, disaster loans, and SNAP.
- PA DHS received partial approval from Centers for Medicare & Medicaid Services (CMS) for a waiver to grant flexibility of requirements for providers of Medicaid and Children's Health Insurance Program (CHIP) to ensure greater availability and access to care. The State is creating guidance based on these changes.
- PA AG Shapiro in talks with PA banks to get 90-day reprieve from mortgages, car loans, and consumer loans, with PNC being the first to agree.

Last Updated: 3/31/20

Reporting COVID-19 to DHS – Clients

- If already reported through incident response form or other means that is sufficient; no need for duplicate reporting
- If not reported elsewhere: report if client is positive or presumptive positive for COVID-19, or exposed to known case – 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).

Updated March 31

Reporting COVID-19 to DHS – Provider Staff

- If already reported through incident response form or other means that is sufficient; no need for duplicate reporting
- If not reported elsewhere: report if staff member is positive or presumptive positive for COVID-19, or exposed to known 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, etc.
- Do not need to report staff's name to ensure compliance with ADA confidentiality requirements
- Provider should coordinate with ACHD and DHS as appropriate to help identify DHS staff and clients affected staff had close contact with

Updated March 31

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 neccesary 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

Last Updated:
3/31/20, 1:50pm

Food: for Seniors

No Updates 3/31

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:

Last Updated: 3/30/20

No Updates 3/31

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.

Last Updated: 3/30/20

No Updates 3/31

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 adequatley 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**:		

Last Updated: 3/30/20

Food: For Broader Community

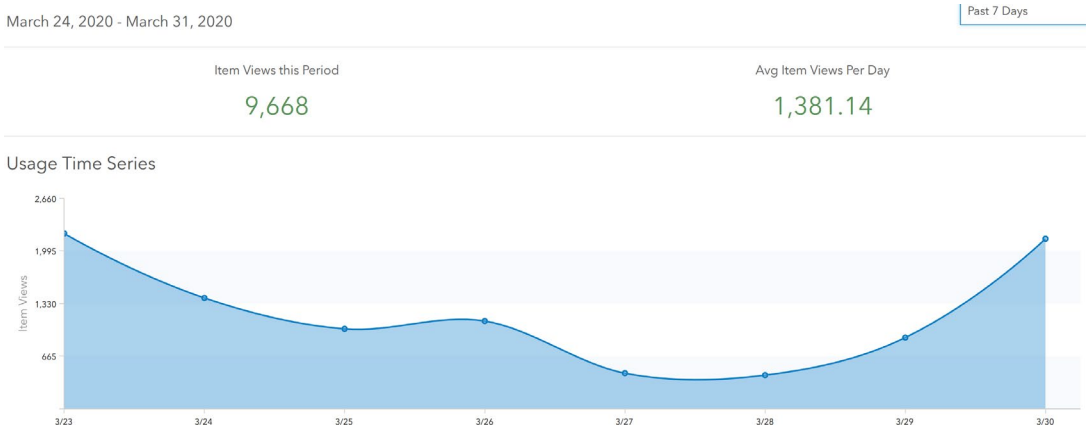
Essential Service:	Food for Broader Community	Overall Service Capability:	At Risk

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 adequatley 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, transporation) -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		

Last Updated: 3/25/20

Food: Local plans & food bank updates

Updated by Amy Mc 3/31



- Food Distribution Map
  - Regular mass updates from United Way and Food Bank
  - Listed in Post Gazette Resource List

Food Bank Numbers*

- 562 emergency walk ups to Food Bank, 128 people yesterday
- Fielding an average of 100 calls/day - 178 calls yesterday
- Only 4% network food pantries have closed
- Served 5,109 cars with ~265,450 lbs food in one day distribution events
- Still piloting home delivery sites with 412 food rescue
- Of Grab & Go school sites, 70% offer breakfast and 97% offer lunch
- Processed 124 SNAP applications – 28 inquiries and 10 applications processed yesterday

**numbers since March 18*

Food Access Coordination

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

Last Updated: 3/24/20

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	**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: Still data gathering -- identifying which staff at closed centers would be interested in working in another center or providering 1:1 care in the home			**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	**Funding:**	Stable	Level 1 Normal funding available
Notes: Currently 60 centers open, 80 considering reopening, Trying Together is having readiness conversations with those centers and we are still assessing demand			**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		

Last Updated: 3/24/20

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 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: 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 2 100% coverage to the public from either normal or alternative Service Locations	**Funding:**	Stable	Level 1 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 availalble 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.		

Last Updated: 3/31/20

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

- Now open!
- 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)

Last Updated: 3/31/20

Facility 1:

33 units

Single room occupancy

updated 3/31/20

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:

- **Tomorrow at 9:30 AM**
- 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	**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: 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.			**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	**Funding:**	At Risk	Level 2 Concerns over short-term funds to cover operations - cash flow issues arising
Notes: Teleheath 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			**Notes**: Recently approved APA is intended to provide some bridge payment for eligibile services. Decrease volume in access impacting providers ability to draw down available funds.		

Last Updated: 3/31/20

Behavioral Health: Updated Communication

- **OMHSAS Mental Health Licensing:**
  - Official guidance from Pennsylvania Department of Human Services (DHS) for entities licensed by PA DHS can be found here

- **PA DHS received partial approval from Centers for Medicare & Medicaid Services (CMS) for:**
  - A waiver to grant flexibility of requirements for providers of Medicaid and Children's Health Insurance Program (CHIP) to ensure greater availability and access to health care and public assistance programs.
  - The State is creating guidance based on these changes.
  - CMS latest waiver update

Last updated: 3/31/2020

Behavioral Health: CMS Partial Approval of 1135

- **The waiver allows DHS the temporary flexibility under Medicaid and, in some instances, CHIP, to:**
  - Suspend Medicaid fee-for-service prior authorization requirements and extend pre-existing authorizations through the end of the public health emergency;
  - Suspend Pre-Admission Screening and Annual Resident Review (PASRR) Level I and II assessments for 30 days;
  - Extend the timeframes for beneficiaries to file an appeal;
  - Temporarily waive provider enrollment and screening requirements, including:
    - Payment of an application fee;
    - Criminal background checks and fingerprinting;
    - Site visits; and
    - State licensure, if the provider is licensed in good standing in another state.
  - Provide payment to out-of-state providers for services rendered to Pennsylvania Medicaid recipients in another state; and
  - Provide payment for facility services rendered in alternative settings.

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/

- **State Project ECHO COVID-19 Series**
  - Care considerations for patients receiving treatment for Opioid Use Disorder (OUD) during the current COVID-19 pandemic
  - Thursday, April 2 at 8 AM
  - https://pennstatehealthnews.org/event/webinar-penn-state-project-echo-covid-19-series/2020-04-02/

- **Vaping 2020 and Beyond**
  - Westmoreland Drug & Alcohol Commission and Saint Vincent College Prevention projects are hosting an online webinar on vaping prevention.
  - Monday, April 6 at 10 AM
  - https://files.constantcontact.com/caa1d2f5601/6d759283-a51f-4c9f-b9f1-89e82fc0e8e8.pdf

- **Office of National Drug Control Policy:**
  - Released a letter today encouraging virtual recovery groups and provided a list of various virtual groups that can be found here

Last updated: 3/31/2020

Behavioral Health: Early Intervention

Essential Service:	Early Intervention	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 adequatley delivered to those in need
Notes: Completely up and running with tele intervention services. nly services not approved for telehealth are social work and nursning			**Notes**: 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	**Funding:**	Stable	Level 1 Normal funding available
Notes: Ok to start initial evaluations on Monday the 30th. All but a handful of providers are available to proivde those services and the materials neccessary 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.			**Notes**: Normal funding is in place. Business as usual as far as submitting claims, no need for contracts or billing codes to be changed.		

Last Updated: 3/31/20

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	**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: 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.			**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	**Funding:**	Stable	Level 1 Normal funding available
Notes: MATP fully operational			**Notes**:		

Last Updated: 3/31/20

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:	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 adequatley delivered to those in need
Notes: Agencies can staff their own services. Some have invoked contingency plans that have brought staffing to an adequate level			**Notes**: Providers report needing hand sanitizer , bacterial wipes, disposable thermometers service locations CYF is able to deliver supplies to essential first responders, but supply is limited.		
Service Locations:	Unstable	Level 4 30 - 59% coverage of the public, as some Service Locations have been forced to close	**Funding:**	Stable	Level 1 Normal funding available
Notes: Several provider agencies have been forced to close to comply with Governor's orders			**Notes**: Normal funding available. Providers compensating staff with combat pay and exploring ways to incentivize staff		

Last Updated: 3/24/20

Preparing families for virtual visits/ASCI

Preparing families for virtual visits

- **Many options available for video-conferencing:**
- Google Hangouts, Microsoft Teams, Avaya Spaces, Cisco Webex, Zoom, Skype, Facetime. . .
- We have provided guidance to consumers on how to use **zoom** because it can enable many individuals to join (which is useful for conferencing and teaming) and screen sharing (when documents need to be reviewed.)

JOINING A ZOOM MEETING

While Facetime or Skype will allow you to quickly videoconference, Zoom allows you to connect with multiple people at the same time, and can be a useful tool for you and your caseworker to use, when you need to review paperwork through a shared screen.

Step 1

You will get an invitation through a web link. This could come to your email or throug
text message. Click the link and it will open on your smart phone, tablet, or compute

Step 2

If you've never used Zoom before, you will be asked to download the Zoom applicat
Click "Download Zoom". Once downloaded, go back to the link that was sent to you,
click it, and now you've joined the meeting!

Step 3

If you've used Zoom in the past and already have the application, simply click the lin
"Join Meeting" and you're good to go!

Don't forget to make sure your camera and speakers are turned on an
that your device isn't muted. Also, remember once you join the meetin
and turn these options on, you're on camera!

Last updated 3/31/20

National Association of Child Welfare Administrator : Call on COVID-19 with Associate Commissioner Dr. Jerry Milner

- Stressed the importance of connections
  - Older youth
  - Siblings
  - Parent/child
- Federal required reporting flexibility will be considered
  - NYTD
  - CFSR
  - PIP
- As Child Abuse reports decline, they are working on supports
  - Head start tools coming soon
- Fingerprinting issue was raised by PA Deputy Secretary Jon Rubin
  - Expect guidance on any flexibility soon and no penalty with IV-E funding

Last updated 3/31/20

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 adequatley 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**:		

Last updated 3/31/20

Intellectual Disabilities and Autism services: Current Activities

No new updates

- **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

Last updated 3/31/20

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.

Last Updated: 3/20/20

Courts

Pursuant to a March 27 Order, all persons in the Allegheny County Jail who were being held on Family Division support detainers and whose detainers were lifted during the judicial emergency must report within 30 days after the end of the judicial emergency to the Family Law Center to obtain a new date for a hearing. A warrant will be issued for any such individual who fails to report within those 30 days.

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

Updated March 27

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.

Last Updated: 3/27/20

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

Last Updated: 3/26/20

Child Welfare Referrals

	Average Daily Feb. 26-Mar. 8	Mar. 9 - Mar. 25	% Change
Referrals	52	34	-52%

Child Welfare Placement Point-in-time

	March 8, 2020	March 27, 2020	% Change
No. of Children in CYF Placement	1,543	1,546	0%

Shelter and LINK

	Average Daily Feb. 29-Mar. 8	Mar. 9 -Mar. 27	% Change
People in emergency shelters	371	379	2%
People calling LINK	151	117	-29%

MH

	Average Daily Feb. 26-Mar. 8	Mar. 9 - Mar. 27	% Change
MH Information Referral and Emergency **Calls** (IRES)	33	27	-23%
MH **Petitions** (IRES)	17	15	-16%
Calls to **RESOLVE**	176	175	0%

Aging Services Calls

	Average Daily Feb. 25-Mar. 8	Mar. 9 - Mar. 27	% Change
Calls to Senior Line	170	169	-1%

Elder Abuse

	Average Daily Feb. 25-Mar. 8	Mar. 9 -Mar. 27	% Change
Calls to Older Protective Services	48	31	-53%
Abuse reports	21	15	-35%

March 21-March 27, 2020

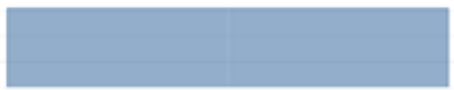
Calls to Child Welfare: 154

-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

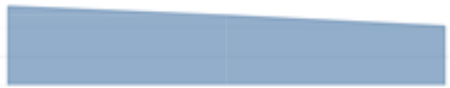
* (excluding SWES and DV shelters)

-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.

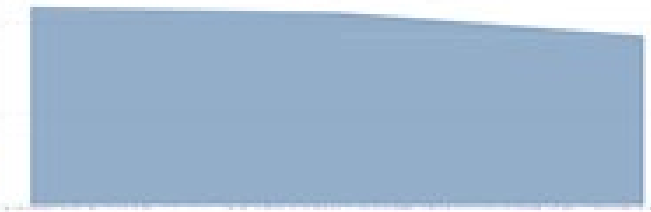
Use the time selection parameter in the right corner of the dashboad to toggle between the last 7 days of data with a weekly trend for the last 3 weeks or between the last 30 days with a daily trend for the last 30 days.

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



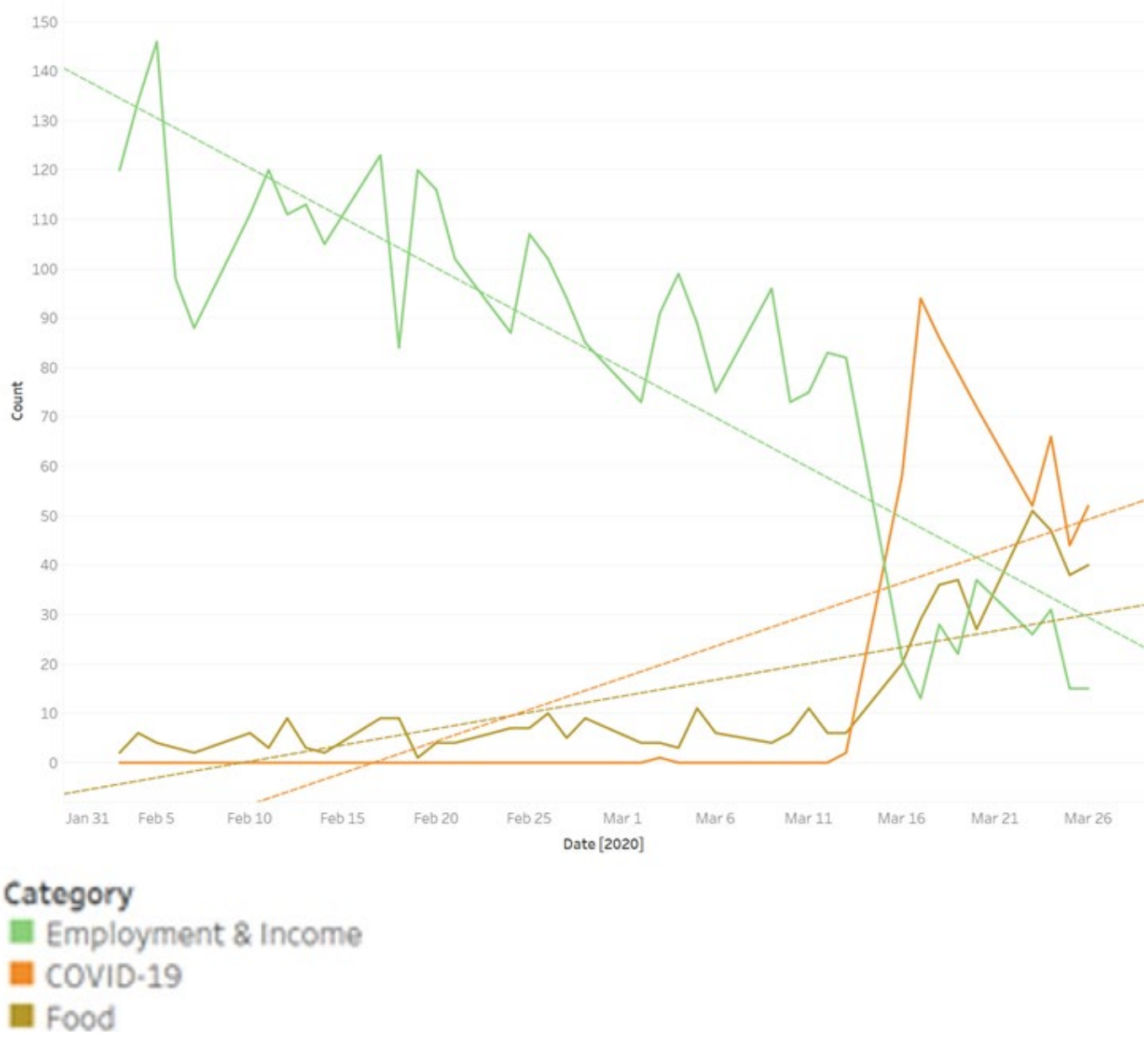
March 20-March 26, 2020
Number of cases filed: 118
-76% decrease ▼

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

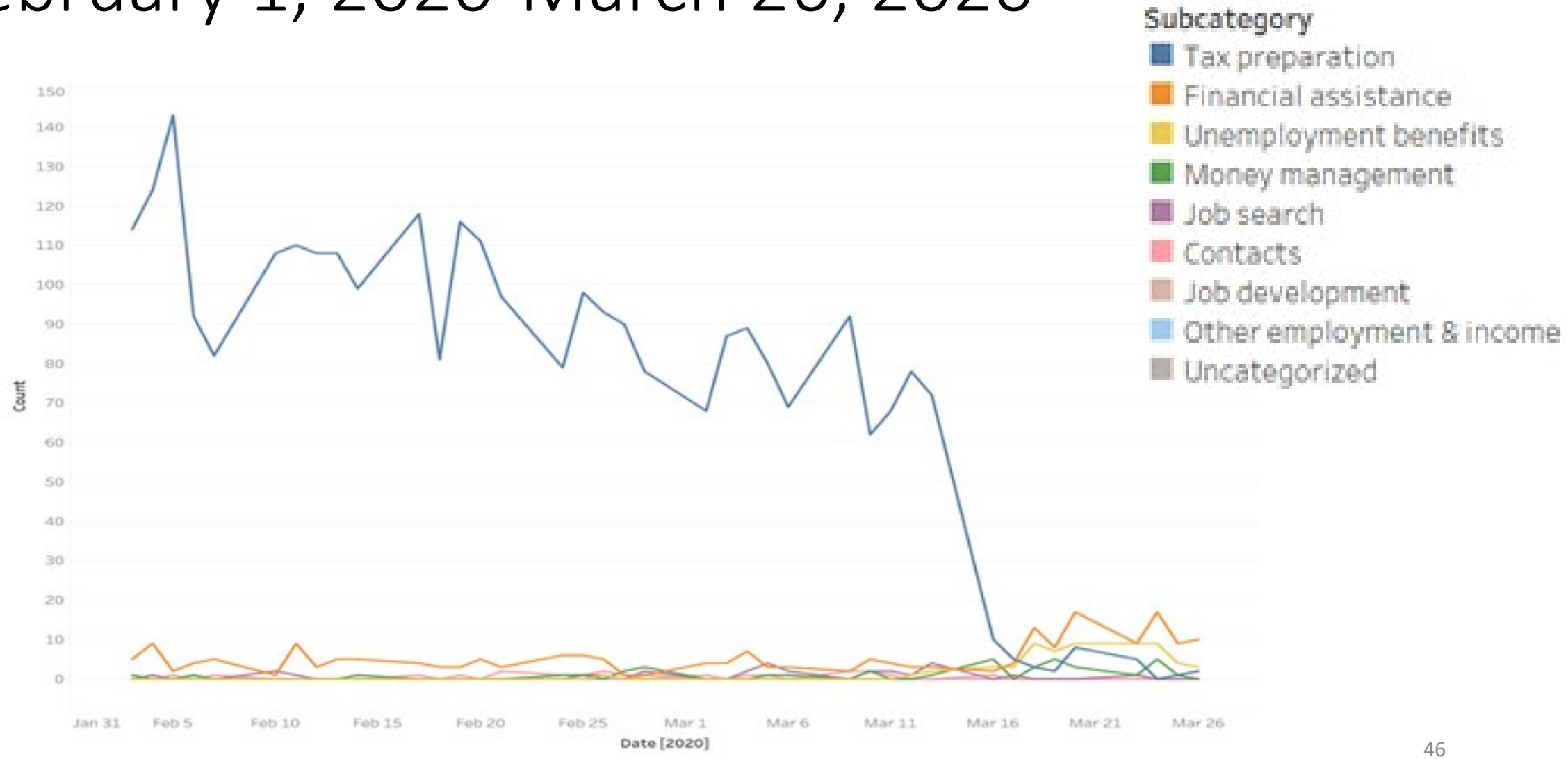
211 Calls

- 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

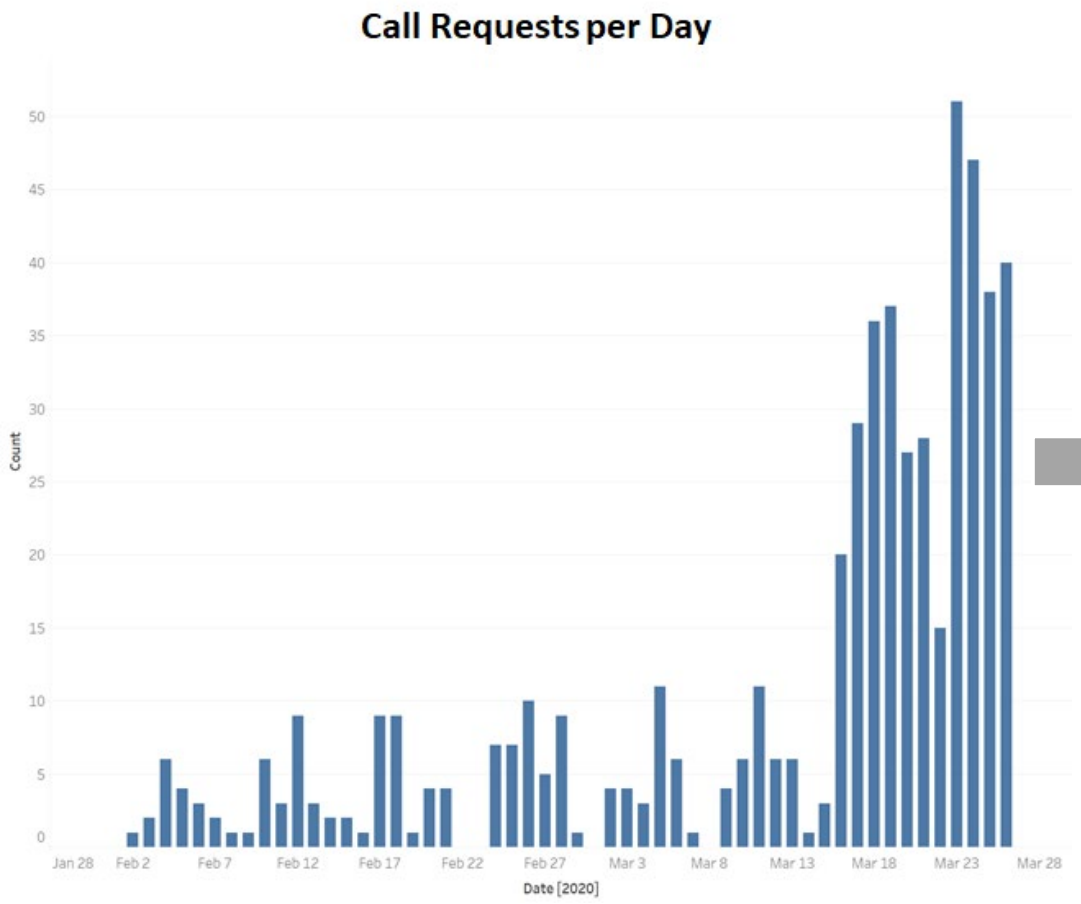
Month	Days of Data	Total # Calls	Average # Calls per Day
February	29	4,584	158
March	26	4,223	162

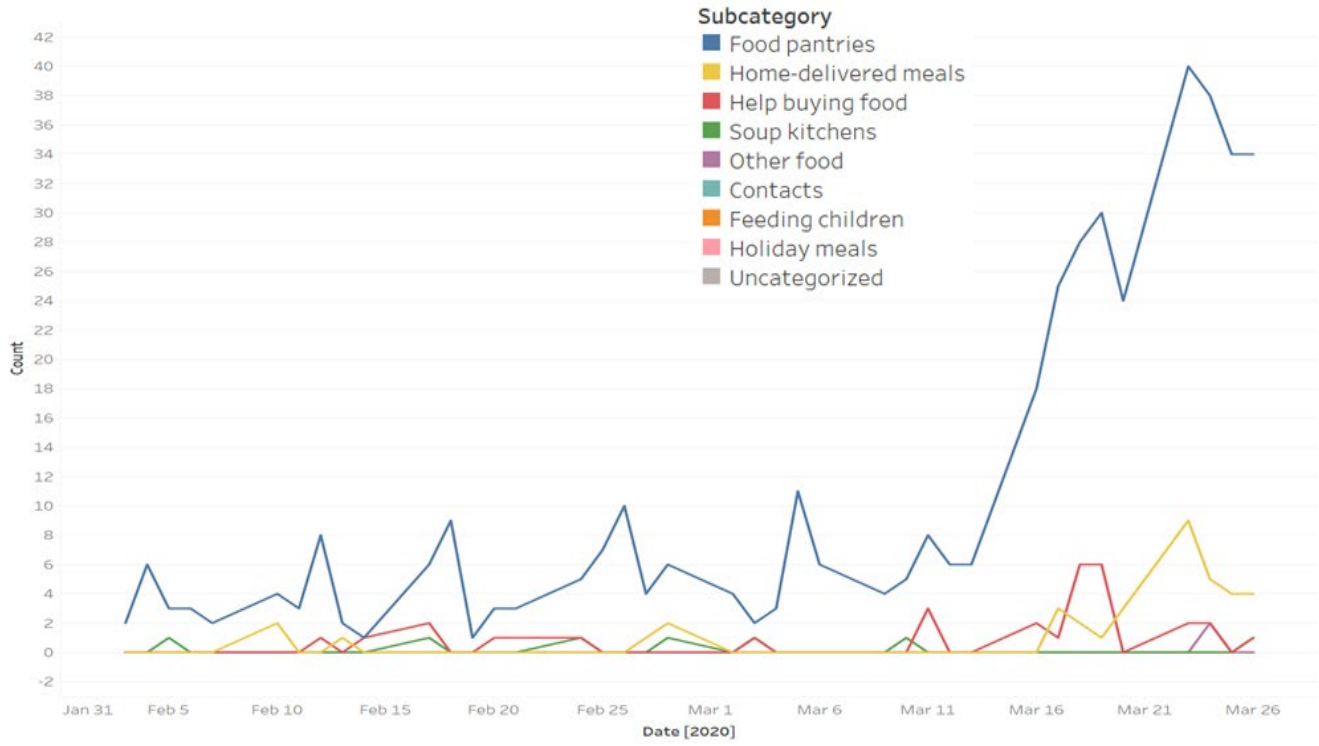


211 Calls for Employment and Income: February 1, 2020-March 26, 2020

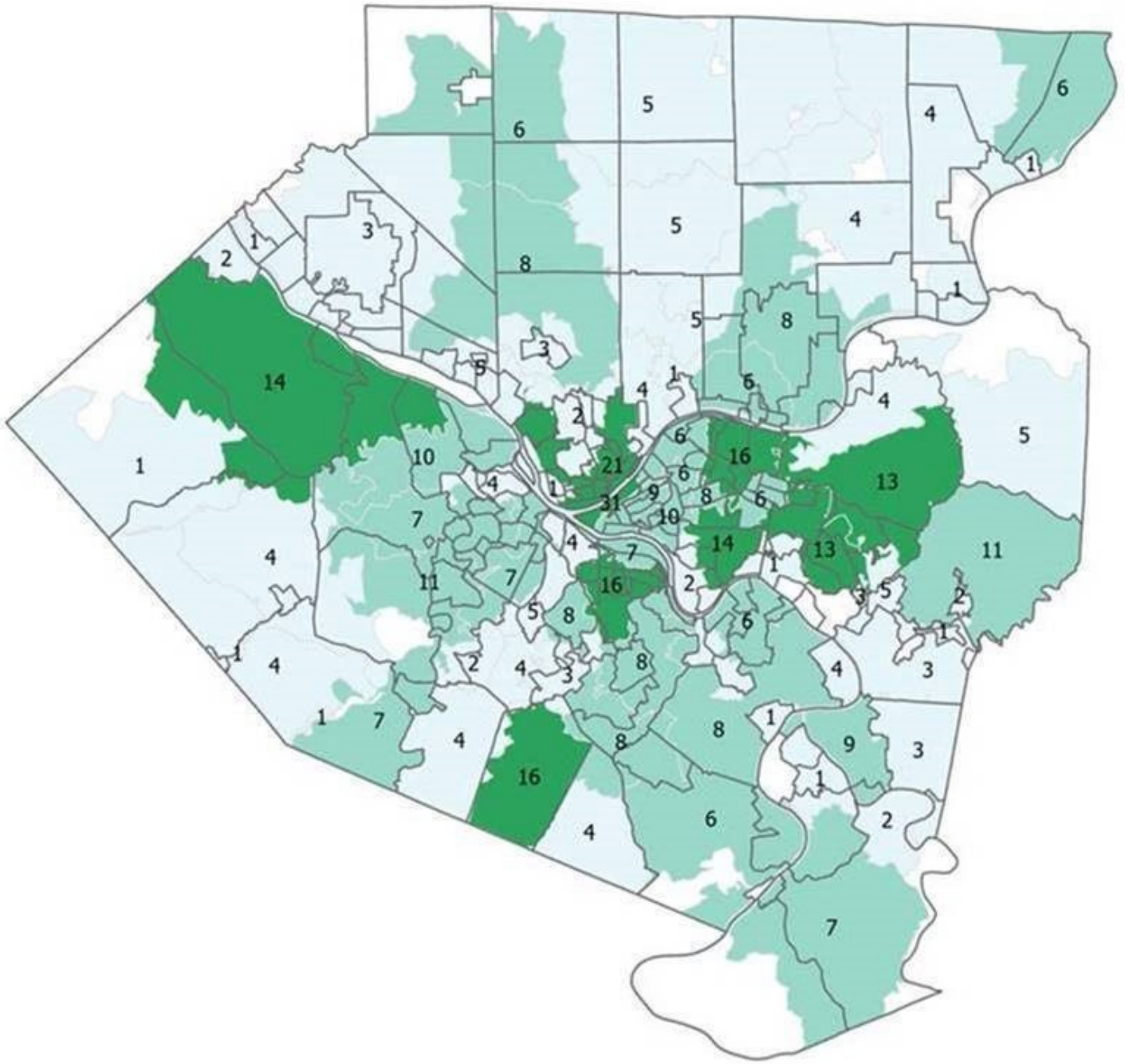


211 – Food requests per day





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.

Updated March 27

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 (I.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.

Updated Link--> and Contact Info

- 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 March 27