



COVID-19 DHS Provider Meeting
April 17, 2020



General Information

As of the time of this meeting (4-17-2020 at 4:30 pm) there are 947 confirmed cases and 43 deaths in the County.

- The Health Department's [dashboard](#) provides additional information.
- The Hospital Association of Pennsylvania's [dashboard](#) shows information such as bed utilization.

New Supply Request Procedure

DHS is now partnering with Global Links for supply requests. Keep in mind that the global supply chain is disrupted for all PPE, so quantities are limited.

- To submit a request, use Global Links' online ordering form. The link to the form will be available/shared on Monday 4-20-2020.
 - Please limit requests to no more than what is needed during a two-week period.
 - The form requests specific information about how the PPE will be used, such as # of clinical staff, # of clients seen daily, # of clients living in your facility and plans for appropriate use of the PPE.
 - After submission, Global Links will contact you within 1-2 days for confirmation.
 - DHS will help prioritize supply requests and will step in if supplies are needed that Global Links cannot source.
 - Delivery of approved requests will occur 3-5 days after confirmation..
- Supplies that will be available:
 - Disposable facemasks (NOT N95 respirator masks)
 - Emergency facemasks (reusable, not intended for clinical use)
 - Full-face shields
 - Gloves
 - Incontinence Supplies
 - We also hope to provide diapers in partnership with the PA Diaper Bank.
 - If you are already a member of the Diaper Bank, continue to requests diapers directly.

DHS Key Indicator Data

Key Indicators can now be found on a dashboard at [Allegheny County Analytics](#).

The following indicators have changed significantly since the pre-COVID comparison period (March 1-8):

- Calls to the Link have decreased 25%.
- Calls to child welfare have decreased 44%.
- Calls to the Elder Abuse Hotline have decreased by 63%.
- Reports of Need for Older Adults have decreased by 50%.
- Calls to the Director's Action Line (DHS complaint line) have decreased 27%.
- Number of bookings into the jail have decreased 59%.
- Average number of people held in the jail has decreased 22%.

- Number of new criminal cases filed has decreased 63%.

The following indicators have remained relatively stable since the pre-COVID comparison period (March 1-8):

- Number of people in emergency shelters
- Number of children in placement
- Calls to SeniorLine (although calls are increasing in complexity)

2-1-1 Data Update

- 2-1-1 is seeing an increasing number of calls overall (up 17% in April).
- Food calls have been on an upward trend during the pandemic, but have decreased in recent days.

We are continuing to improve our website, located at www.bit.ly/COVID19DHSProviders.

- The [Operational Changes Tracker](#) is now live.
- We have reorganized the site, moving all program-specific information to a menu bar on the top of the site.
- You can reach us by email at DHS-COVID19planning@alleghenycounty.us. We will answer all questions and elevate issues to inform the network.

Legislative/Policy Updates

Federal updates

- Treasury Secretary Mnuchin announced that more than 80 million Americans have received stimulus payments via direct deposit.
 - Millions of people who haven't previously given the IRS their bank information, or who may not typically file tax returns, are still waiting.
 - IRS portal: <https://www.irs.gov/coronavirus/economic-impact-payments>
- Negotiations are continuing between Republican and Democratic leaders on the 4th wave stimulus bill.

State and local updates

- 1 in 5 PA workers have now filed for unemployment assistance.
- Gov. Wolf's news conference this afternoon included plan for reopening PA: "regional, sector-based approach," dependent upon adequate testing, tracking and protective measures. Large gatherings will continue to be forbidden. No timetable was given for when reopening measures would begin.
- Gov. Wolf will veto two Republican bills passed on Wednesday that would roll back his executive order requiring the closure of all nonessential businesses in PA.
- Allegheny County Council is set to pass a bill to send mail-in ballot applications to all registered voters for the June 2nd Primary to encourage voting by mail.
- Yesterday, Mayor Peduto announced that the City of Pittsburgh is facing revenue shortfalls of "tens of millions" of dollars due to the pandemic.

Food

Food Bank Data

- Food Bank direct reach
 - 1577 people
 - 2390 calls to COVID concierges.
 - DHS is providing training for these concierges.
 - 355,900 pounds of food to 7,770 carloads at mass distributions
- SNAP
 - 499 inquiries received; 175 applications processed
- Pantries (225 in county)
 - 84% of pantries maintain pre-covid operations.
 - 4% increased hours, 8% decreased hours and 4% closed
- Senior Boxes
 - 25 of 215 closed, with 17 of those now being served by 412 Food Rescue
- Summer Food Program
 - 24,143 meals served

The Food Access provider call is on Tuesdays at 3:30 pm. See slide presentation for call-in information.

How to continue to support individuals and families with food access:

1. Encourage families/individuals to apply for public assistance.
 - [Food Bank](#) and [Just Harvest](#) both offer support with applying.
 - Applications can be submitted online or paper (by mail). Please print out some applications to have on-hand.
 - DHS paper applications: All applications in several languages can be found here for printing: <https://www.dhs.pa.gov/Services/Assistance/Pages/Apply-for-Benefits.aspx>.
2. Support families/individuals seeking access to food.
 - Local pantries and other local emergency food options are the best options—they have fewer crowds than the large-scale Food Bank distribution.
 - Use [this map](#) or "Get Help" on the [Food Bank website](#) to identify pantries near their home.
 - Flexibilities have been put in place to allow providers to pick up food for vulnerable households. Call the pantry in advance for documentation requirements.
 - Grab and Go sites for families with children
 - Use [this map](#) or "Grab and Go" on the [Food Bank website](#) to identify the closest Grab and Go location.
 - Flexibilities may be in place to allow providers to pick up for households. Call the site in advance for documentation requirements.
 - Large scale food bank distributions are only recommended for households without access to a local food pantry.
 - Home Delivery
 - Recommend to households unable to get to a distribution site and whose local pantry is not offering home delivery.
 - Call 2-1-1.

AAA food information

- No new updates since 4-15-2020,

Program Updates

AAA

- AAA Ombudsman and AARP have established a new partnership to combat social isolation.
 - AARP donated 500 smart phones and we will be distributing the devices to Nursing Home and Personal Care Home residents.
 - Ombudsman will identify the facilities who will benefit most.

OCS

- For childcare resources, please share ELRC contact information (elrc5@alleghenycounty.us or 412-350-3577) with your essential employees.
 - Boys & Girls Club is opening a day camp for school age children of emergency personnel. Apply at <https://www.bgcwpa.org/covid-19-essential-personnel>.
- Family Center physical locations are closed, but staff are available to support families through delivery of concrete goods, [formula and diaper distributions](#), emergency transportation and online activities like story times.
 - Call 412-350-6611 or 2-1-1 to find the center closest to you.
 - Log onto Facebook [@alleghenycountyfamilysupport](#) to see a listing of online activities.
 - Dr. Wendy Ethridge Smith joined the call to share other creative ways that Family Centers are serving families by making special deliveries and using technology. See the slide presentation for stories and pictures!
- Hello Baby
 - The Hello Baby program is kicking off to meet the needs of new parents during this challenging time. We are partnering with Magee Hospital (and West Penn in the near future) to offer a modified version of Hello Baby starting next week.
 - Healthy Start is now hiring staff who will deliver a supply box and information on how to connect with resources.
- We have moved employment information and resources to [our website](#).
- Homeless network
 - HUD released [guidance on use of funds for cell phones](#). Please reach out to your monitor if you need any additional implementation guidance.
 - Housing Alliance of Pennsylvania has funds available for to help homeless assistance programs expand their ability to create social distancing for clients.
 - Applications are due by 5:00 PM, next Tuesday, 4-21-2020.
 - Link for application: <https://www.surveymonkey.com/r/3LTG3B3>
 - A mattress manufacturer in PA wants to donate up to 1,000 new twin mattresses.
 - State can arrange delivery from Harrisburg, if necessary.
 - Contact Josh Kauffman (jokauffman@pa.gov) if you are interested.
 - DHS's Medical Needs Survey will be released on Monday 4-20-2020.
 - Safe Haven Hotel
 - There are about 40 people housed at the safe haven hotel.

- Referrals are now accepted from homelessness shelters, street outreach providers, and refugee and immigrant services. If you are in any system with an individual in urgent need of safe haven, please reach out to your DHS contact.
 - Jail referral contact: Jenn Batterton
Jennifer.Batterton@AlleghenyCounty.US
 - OBH referral contact: Diane Johnson
Diane.Johnson@AlleghenyCounty.US
- CHS still needs staff, please refer people to [apply here](#).
- Provider Network meeting is held every Tuesday at 9:30 am. See call-in information in slide presentation.

Behavioral Health

- [USDA is offering a second application](#) window for the distance learning and telemedicine grant, targeted at rural providers.
- As a reminder, SAMHSA has issued [guidance for individuals using telehealth](#).
- Training Opportunities
 - The Council on Compulsive Gambling of Pennsylvania (CCGP) is holding a webinar, [The Professional Impacts of the COVID-19 Crisis: A Look into the Importance of Self-Care and Resilience](#), on 4-23-2020 at 2 pm.
 - Cognitive Behavior Institute is holding a webinar, [Assessment of Trauma-Related Disorders and the COVID-19 Pandemic](#), on 4-21-2020 at 9 am.
- Early intervention
 - We are seeing significantly fewer referrals than this time one year ago (30 this year compared to 91 during the same week last year). Although this is impacting revenue, we are still able to provide services.

OID/Autism

- This week we have had a significant uptick in the levels of staff getting tested. Thank you to providers for your efforts to communicate and maintain services.
- As a reminder, continue to follow local information and directives, as well as that of 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>.

CYF

- Fingerprinting
 - As a reminder, on April 23rd from 9-5, DHS will host a mobile fingerprinting site at 1 Smithfield Street in the Liberty Conference Room.
 - If you have staff/volunteers who require fingerprinting, please let us know how many, along with their names and contact information: Nicole.Rohm@alleghenycounty.us
 - Other Locations
 - ASCI is still offering fingerprinting from 9 am-12 pm at their Penn Hills location.
 - IdentoGo continues to offer fingerprinting, Monday – Friday, at its sites in East Pittsburgh (9 am – 1:30 pm) and Monroeville (9 am – 7 pm).
- Placement Stability

- We have increased support to providers and the rate for caretakers, and are increasing our outreach and resources.
- Sexual Orientation Gender Identity Expression (SOGIE)
 - SOGIE youth are experiencing increased vulnerabilities under the current environment.
 - We are connecting youth and families with interventions specifically designed to serve youth with diverse SOGIE:
 - Electronic platforms for delivery of trainings and now manipulating interventions to ensure there is not a disruption in support for our youth and families
 - Targeting interventions to improve relationships for youth and caregivers aimed at creating safer, more affirming spaces for youth in their homes and where caregivers aren't 'ready.'
 - Providing youth with 'safe spaces' to collaborate with professionals and meet other youth for support: Steps 2 Connect, Affirm Caregiving and Affirm for Youth
- Respite Care
 - We need safe, temporary spaces children whose caregivers are unable to care for them due to coronavirus symptoms or hospitalization.
 - We are partnering with A Second Chance Inc. to provide virtual training and payment to those families who volunteer to do this. So far, 11 DHS employees and 4 employees from A Second Chance, Inc. have volunteered to provide respite.

Courts/Jail

- No new updates since 4-8-2020

Transportation

- No new updates since 4-9-2020.

How to Reach Us

- Email us at DHS-COVID19planning@alleghenycounty.us with questions. Use the subject line to indicate the type of question you are submitting (e.g., program area, DHS operations).
- The COVID Hotline is 2-1-1 and the Health Department's line is 687-2243.
- See the slide presentation for other key contacts.

SEE FREQUENTLY ASKED QUESTIONS FOR ANSWERS TO THE QUESTIONS RAISED AT TODAY'S CALL