

THIS CALL IS BEING RECORDED

COVID-19

Briefing for providers Wednesday 4/29/20

Reminder: Provider Briefings shifting to Monday, Wednesday, Friday



Agenda

- Communications
- Health Update
- Legislative/Policy Updates
- Client Laptop Requests
- Learning Engagement Update
- Plans to Maintain Essential Services

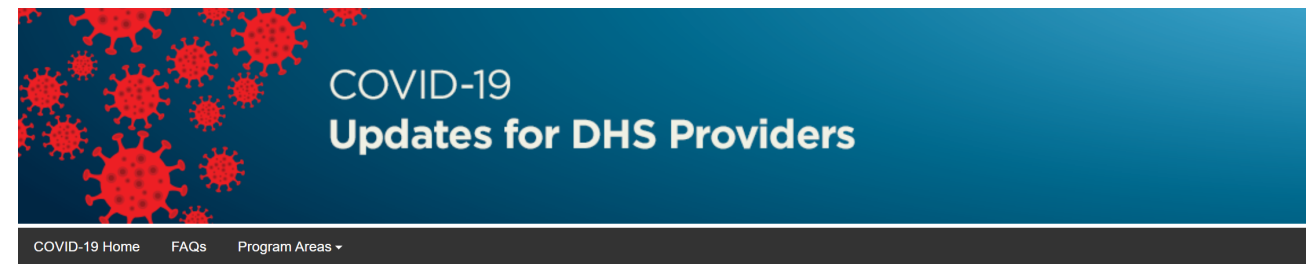


How we communicate

- M-W-F provider calls
- Work groups on essential services
- Updates
at: <http://dhstraumaresourcelibrary.alleghenycounty.us/covid-19-information-for-dhs-providers/>
- Ask questions at: DHS-COVID19Planning@alleghenycounty.us

Provider stories, photos:

Evelyn.Whitehill@AlleghenyCounty.US



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 call for DHS providers to discuss rapidly changing information and planning. Providers who would like to participate can do so using the following:

Call-In Line for the Mon-Wed-Fri Briefing

[Join Microsoft Teams Meeting](#)

Monday, Wednesday and Friday, 4:30 pm EST

+1-267-368-7515 (Toll)

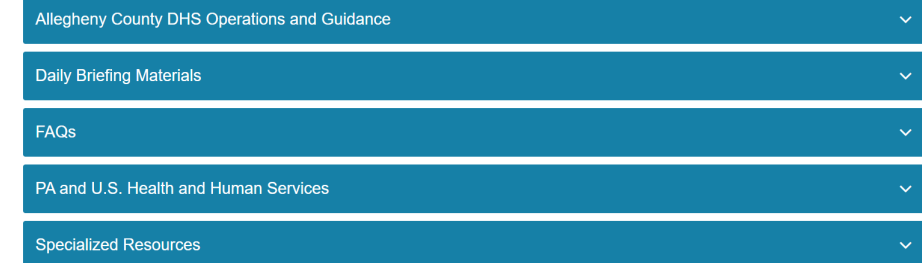
Conference ID: 253 994 565#

[Local numbers](#)

[Learn more about Teams](#)

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

Information related to specific program areas can be found using the Program Areas dropdown menu at the [top of the page](#).



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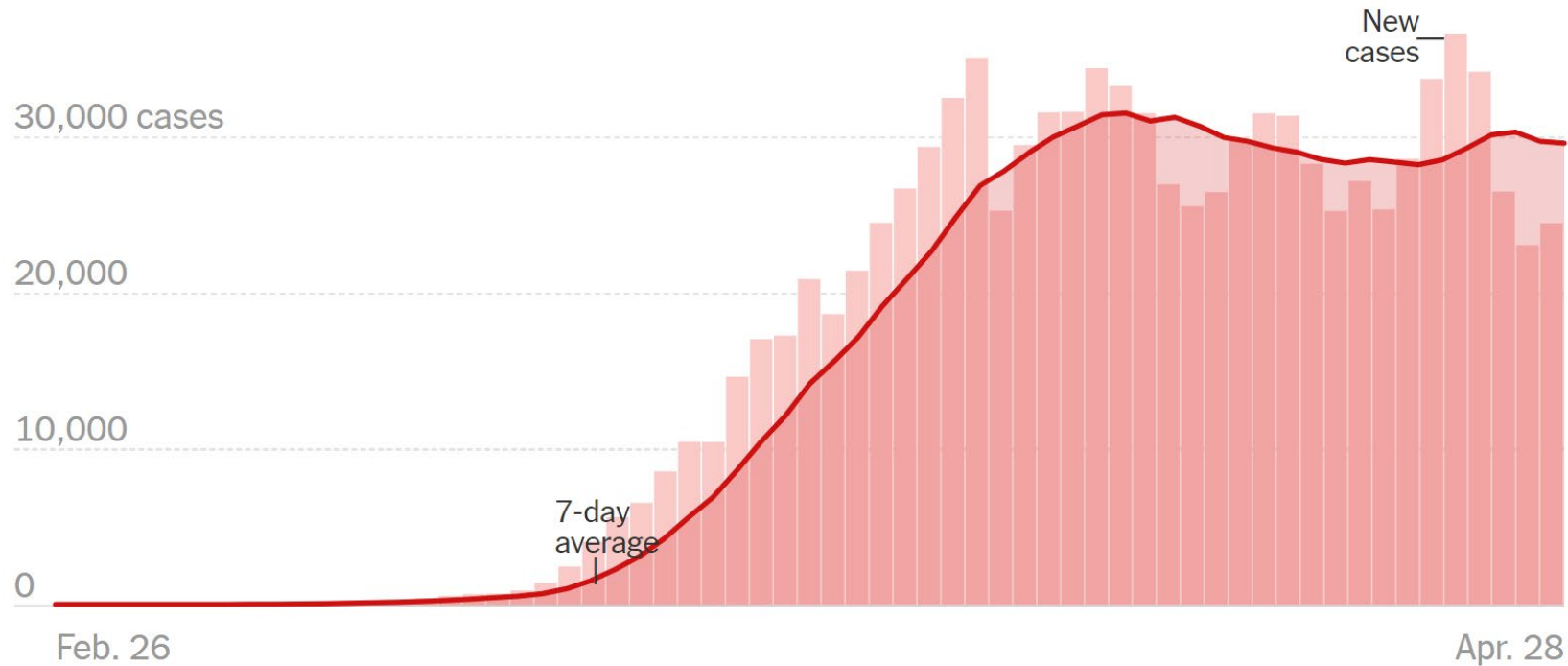
Disclaimer: Some of the content on this site was compiled by DHS staff and our partners for internal use, to centralize information about potential resources to use while responding to the COVID-19 crisis. It is updated but because of the rapidly evolving nature of the situation, it's possible that some information on this site may change.



Health update

- *Allegheny County*: 1,273 confirmed cases; 228 hospitalizations; 86 deaths ([source](#))
- *Pennsylvania*: 44,366 confirmed cases; 2,195 deaths ([source](#))
- *United States*: 1,012,683 confirmed cases; 53,034 deaths ([source](#)).

New reported cases by day in the United States



Policy and legislative – Federal, State, Local

- 5th Federal stimulus bill: Early stages of negotiations underway, including discussions on how to aid local and state governments.
- Gov. Wolf beginning budget negotiations with the goal of a full-year budget for the state. Starting place is proposed budget from Feb that has a 4% increase overall from this current fiscal year.
 - However, General Assembly Rs (majority) are seeking a short-term budget until the Fall to see how revenue collections have gone.
- City of Pittsburgh awarded over \$12m in CARES Act funds.
 - \$4.2m in Emergency Solutions Grants to homeless and housing providers.
 - \$8.4m in Community Development Block Grant funds for food assistance through food banks and for small business loans through URA.



Recruitment Platform *for* Essential Human Service Workers

Recruitment Platform

- Today's email has some additional information to review
- We'll talk again in more detail on Friday
- Hoping to launch on Monday
- Scheduled a session for HR folks, Tuesday, May 5th at 10am

Remote Learning Update

- This [link](#) to Continuity of Learning spreadsheet includes all publicly available information on district remote learning plans.
 - We will update weekly to reflect new information, email DHS-COVID19Planning@AlleghenyCounty.US with updates as you learn about them
- A few highlights:
 - As noted in [this WESA story](#), most remote learning does not include live instruction
 - Many districts currently do not have capacity to provide 1:1 access to devices
 - Initial district planning focused on short term, districts now planning for rest of school year and contingency planning for summer and fall
 - Districts report identifying and engaging with most students, but they are still struggling to locate some
 - AIU expects a shipment of devices this week to be deployed directly to districts

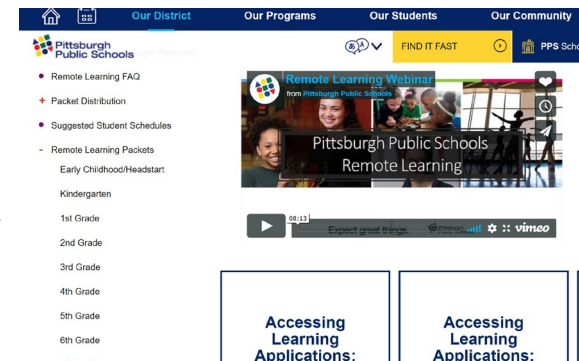
Pittsburgh Public Schools Updates

- **High School**

- All seniors who needed a device should now have one
- Students in grade 9-11 who need a device are receiving laptops this week. Students in need of a device should be in touch with their schools. Additional information can be found on the [PPS webpage](#)

- **Early Learning – Grade 8**

- Packets will come out every 2 weeks through the end of the school year
- The next packet pick-up is Monday and Tuesday (May 4-5). If providers have capacity, they can pick up and deliver packets to families who cannot get out of the house
- Packets are now posted on the PPS webpage



DHS's role in supporting remote learning

- Keep providers up-to-date on how you can best support your families
 - DHS can host call(s) for providers to hear updates re: remote learning
- Compile and share what we know about:
 - District remote learning plans
 - Technology (device and internet) resources
- Connect with children and families
 - DHS staff (Focus on Attendance, education liaisons, etc) reaching out to children and youth to check on remote learning status
 - If requested, DHS can provide additional contact information to districts that may help with outreach

Supporting Remote Learning 101

- Ask if children and youth are set up for remote learning:
 - If you identify children who have not yet connected with their school, share information about how to get in touch
 - If you identify children who do not have a device, complete the form (note: this does NOT guarantee access to a device, but it does log the need)
 - If you identify children who do not have a way to pick up learning materials, offer to support with pick-up from school and home delivery if possible
- Support remote learning in ways that make sense given your role for the rest of the year:
 - **Encouragement:** This is hard for everyone! Continue to check in with families and children and offer encouragement. This alone can help
 - **Tech support:** Direct families to tech support if they are having trouble with connectivity or with using their device
 - **Tutoring:** If your program has capacity to offer tutoring or other supports, please do. Gwen's Girls launched a tutoring program open to all Allegheny County youth!

GWEN'S GIRLS: ACADEMIC SUPPORT INITIATIVE

Gwen's Girls remains committed to serving our community and families. We have heard and are responding to the frustration and outcry from parents/guardians who are in need of support to meet the new demands of providing home schooling for their children. For this reason, we are launching our Academic Support Initiative. The Academic Support Initiative (ASI) will provide supplemental tutoring sessions **FREE OF CHARGE** to registered families.

Who is eligible? Any student in grade K-12 who attends school in Allegheny County **and** has completed the registration process. Priority will be given to current Gwen's Girls participants.

When will tutoring sessions be offered?

- Regular tutoring sessions: May 4th to June 12th
- Summer tutoring sessions: June 22nd to August 15th

What tutoring services are available?
Option 1 - Homework help provided as needed for up to 2 hours
Option 2 - Daily sessions reviewing assignments/packet provided by the school
Option 3 - Daily individual and group sessions for grades 3-8 ELA, Math, Science, Social Studies, Foreign Language
Option 4 - Daily individual and group sessions for grades 9-12 English, Algebra, Geometry, Chemistry, Biology, Foreign Language
Option 5 - Intensive academic support for students with IEP's
Option 6 - Daily sessions for children ages 4-7 on early reading and math skills
Option 7 - Post-secondary support with SAT/ACT Prep and college application assistance

Parent/Caregiver Information sessions - Thursday, April 30th and Friday, May 1st

For security purposes, you **must register in advance by clicking on one of the sessions below.**

The information to enroll in this tutoring initiative will be provided during these sessions. The initial enrollment will be limited to 100 students.

<u>Tutoring Info Session #1</u> April 30, 2020 9:00 AM	<u>Tutoring Info Session #4</u> May 1, 2020 9:30 AM
<u>Tutoring Info Session #2</u> April 30, 2020 1:00 PM	<u>Tutoring Info Session #5</u> May 1, 2020 1:00 PM
<u>Tutoring Info Session #3</u> April 30, 2020 5:00 PM	<u>Tutoring Info Session #6</u> May 1, 2020 5:00 PM

For additional information please contact Merridith Murray via email mmurray@gwensgirls.org at or call (412) 904-4239.

DHS COVID-19 Client Laptop Requests

Step 1:

Requestor fills out
form

<https://bit.ly/DHSCOVID19Form>

Step 2:

DHS validates
Client information
and need

Step 3:

DHS contacts
requestor to
arrange for pick-
up at HSB or to
make other
arrangements

Essential Services

1. Court Information
2. Food for Seniors
3. Aging Services – elder abuse investigations, in-home services, etc
4. Food for broader community
5. Childcare for essential employees, including first responders
6. Services for people experiencing homelessness and/or in supportive housing
7. Behavioral Health: Mental Health, Drug and Alcohol, Transportation and Early Intervention
8. Child welfare critical services, hotline, investigations, group care
9. 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	At Risk	Stable	Stable
Food: for Broader Community	At Risk	At Risk	Unstable	At Risk	Stable
Childcare for essential employees, including first responders	At Risk	Stable	Unstable	Stable	At Risk
Services for people experiencing homelessness or in supportive housing	At Risk	At Risk	Unstable	Stable	Stable
Behavioral health: acute, crisis and residential care	At Risk	At Risk	Unstable	At Risk	At Risk
Early Intervention	Stable	Stable	Unstable	Stable	At Risk
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

Guidelines in Rating Essential Service Staffing

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

Helping Clients Find Court Date Information

- In accordance with the Declaration of Judicial Emergency issued on March 23 and extended on [April 2](#), court dates are being rescheduled.
- A document has been developed to educate individuals on how to get information about their court dates for criminal and summary cases.
- This information has been posted on the DHS provider website under the program area “Courts & Jail.” It will soon be posted on the Court website as well.

Food: for Seniors

No Updates 4/29/20

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 adequately delivered to those in need	
Notes: -AAA has received a shipment of over 800 FEMA shelf stable meals and are putting together a plan for a rolling distribution to identified sites. -Between FEMA and the AAA food providers there have been over 3,000 shelf stable meals ordered to be distributed. -Due to the increase in HDM referrals ACCESS is now assisting with deliveries for Northern Area Multiservice Center in the Tarentum area. -HDM providers have transitioned to 2 day per week delivery in order to maximize delivery and minimize social contact. Planning is underway to move to a 1 day per week delivery where possible.						
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:			

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

No Updates 4/29/20

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:	At Risk	Level 3 40 - 59% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need	
Notes: -Care Managers are completing consumer contacts and assessments by telephone rather than in-home visits to reduce the spread of Covid-19 -Per state direction, OPTIONS has developed internal processes to track Covid-19 specific services in the statewide SAMS/Wellsky database -In-Home services network is serving all consumers for Personal Care & Home Support -Personal Emergency Response Systems providers are offering modified, "contact free" install processes			Notes: -Available protective supplies (masks, gloves and sanitizer) have all been distributed to PS provider agencies and Options RN's.			
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		

PA Food Recovery Infrastructure Grant Application

- Announced yesterday -- **\$4 million grant program** thru PA Department of Environmental Protection to reduce food waste.
- Eligible applicants: PA nonprofit organizations, food banks, shelters, and soup kitchens
- Grant amounts: up to \$200,000 in grant funding
- Eligible expenses: equipment purchases necessary to prepare, transport, and store food acquired from retailers, wholesalers, farms, processors and cooperatives. Installation and shipping costs are also eligible.
- To apply, the applicant must describe:
 - current food recovery operation, explaining how the food infrastructure equipment will enhance current program;
 - proposed program and partners for the project (food retailers, wholesalers, farms, processors and cooperatives); and
 - how the program will be operated by staff and/or volunteers.
- **Applications due by Friday, May 8th**
- More information available [here](#), including link to online application and pre-application document.
- Applicants should email ra-eprecyclepa@pa.gov to gain access to the Department of Community and Economic Development's (DCED) Electronic Single Application website.

Food Access Coordination and Resources

Food Access Call – Tuesdays 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

[Food Distribution Map](#)

Childcare for essential employees, including first responders

Essential Service:	Childcare for essential employees, including first responders		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 adequately delivered to those in need
Notes: "staffing" for essential childcare presumably includes a huge network of relative/neighbor and other natural support caregivers. Traditional childcare staff supply is stable (with so many centers closed, several staff not currently employed)			Notes: Providers seeking gloves and cleaning supplies		
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:	At Risk	Level 2 Concerns over short-term funds to cover operations - cash flow issues arising
Notes: Currently 70 centers open or preparing to reopen, ~220 open spots, many willing to reopen if demand exists			Notes: Local philanthropic community have made this a priority, state is continuing to make subsidy payments to providers, federal bill includes support for childcare, figuring out the logistics to get \$ to providers and families is the challenge		

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:	Stable	Level 1	Funding:	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			Normal funding available		
Notes: All shelter facilities are still open and are staffed. Shelters with vacancies are still accepting new clients. Isolation/quarantine hotel location is open.			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 hotels:

- ~50 individuals have been housed since opening. Some residents are beginning to go home.
- Population: persons across DHS systems who need to be isolated (persons who are sick or especially vulnerable and need complete isolation)
- Referral process updates:
 - Individuals with chronic symptoms will receive a medical screening via phone.
 - All accepted referrals will have 5-minute orientation with DHS staff prior to moving to hotel
- Referrals now accepted from homelessness shelters, street outreach providers, refugee and immigrant services, behavioral health and the jail. If you have questions, please reach out to:
 - Homeless client referrals: Jessica.McKown@alleghenycounty.us
 - Office of Behavioral Health referrals: Diane.Johnson@alleghenycounty.us
 - Allegheny County Jail referrals: Jennifer.Batterton@alleghenycounty.us
 - Immigrants and Internationals: bgreen@jfcspgh.org

Additional staffing of hotels: CHS still needs staff.

- *Individuals*: use following link:
<https://communityhumanservices.applytojob.com/apply/HCMAiP6kQv/Community-Support-Specialist-Hotel-2020>
- *Organizations*: please contact Cynthia Shields directly (Cynthia.Shields@alleghenycounty.us)

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

Homelessness Provider Network COVID-19 Working Group:

- Every Tuesday at 9:30 AM
- All homelessness service providers invited and encouraged to participate
- Call in information:
Phone number: 1-267-368-7515
Conference ID #: 883 836 652

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	Supplies:	Unstable	Level 4		
		Agencies notify ACDHS, who attempts to find staff across the network			20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those		
Notes: Calls to date with various service providers reports are that staff are resigning or calling off due to COVID reasons but, no disruption in services. We have received 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. Reminding providers to follow the supply request process and to not call in for supply request				
Service Locations :	At Risk	Level 3	Funding:	At Risk	Level 2		
		60% - 100% coverage of the public, as some Service Locations have been forced to close			Concerns over short-term funds to cover operations - cash flow issues arising		
Notes: Broadened use of telehealth. Reminding providers to submit incident reports when they are updating policies/procedure to their facilities and services.			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 Provider Meeting

Please note time change

- Behavioral Health Provider Meeting
 - Thursday April 30th 10am start
 - [Join Microsoft Teams Meeting](#)
 - [+1 267-368-7515](#)
 - Conference ID: 756 098 069#



Behavioral Health: Webinar Opportunities

- SAMHSA's technical assistance programs are delivering great resources during this time
- Updated TTA resources to assist with the current situation can be found [here](#)
- A few of the opportunities in the above resource list are
 - [Tips for talking with your teen and how SAP can be a resource webinar](#)
 - April 30 – 10 AM
 - [Trauma-Informed, Resilience-Oriented Leadership During a Pandemic](#)
 - May 11 – 6 to 7 PM
 - [Responding to COVID-19 – Telehealth](#)
 - Various dates and times

Behavioral Health: Drug and Alcohol

- DDAP is offering a series of Gambling Webinars
 - *Wide World of Sport Gambling*
 - *Foundations of Responsible Gambling*
- These are free trainings but, do require registration.
- Continuing education information and registration steps can be found on the link below
<https://www.pacouncil.com/>



Virtual Training Opportunity!

In light of the COVID-19 outbreak, The Council on Compulsive Gambling of Pennsylvania (CCGP) is offering several live web-based workshops. Please join CCGP for the following one-hour sessions.

These free trainings have limited spots and require registration. Additional details, including continuing education information and registration steps can be found on the Events page of the CCGP website, www.pacouncil.com. Once registered, attendees will receive a confirmation email with information on how to access the web event.

Online Gambling: Expansion and Use in Times of Crisis

When April 29th, 2020 - 2:00pm to 3:00pm

Trainer: Gregory A. Krausz, MA, CAADC, LPC

This webinar will offer the opportunity for a discussion about how crisis, isolation and availability can impact online gambling behaviors. The focus will be on the importance of addressing the stress that is often associated with crisis, offering the use of services including teletherapy and the development of effective ways to achieve connection and communication with clients.

Wide World of Sports Gambling

When May 6th, 2020 - 2:00pm to 3:00pm

Trainer: Daniel J. Trolaro, MS

Consistently, there are more creative and fast paced forms of entertainment to help people escape, cope, or adjust to the stressors of life. Two areas that have seen explosive growth exists in the world of daily fantasy sports contests and the emergence of legalized sports gambling. With the advent and expansion of these skill-based forms of entertainment, individuals have access to information and opportunities to wager 24 / 7. This workshop will explore the psychological aspects and gambling-like mechanics common to daily fantasy sports contests while looking at emerging trends and future considerations in sports gambling.

Foundations of Responsible Gambling

May 12th, 2020 - 2:00pm to 3:00pm

Trainer: Ken Litwak II, CADG, ICGC-I, CCTP, DRCC

This webinar will discuss the basic principles of responsible gambling. This broadcast will give a brief overview of problem and disordered gambling, discuss the unique aspects of internet compared to brick and mortar casino gambling, and describe the principles of responsible gambling. We will review the warning signs of problem gambling and discuss where to go for help for gamblers and family members who feel they have a problem.

If you have additional questions, please contact CCGP directly by emailing josh@pacouncil.com

Thank you,
DDAP Training Section

Pennsylvania Department of Drug and Alcohol Programs
2601 N 3rd Street | One Penn Center, 5th Floor | Harrisburg, PA 17110 | 717.783.8200 | 717.787.6275 | www.ddap.pa.gov

Behavioral Health: Early Intervention

Essential Service:		Early Intervention			Overall Service Capability:		Stable
Staffing:	Stable	Level 1	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	
		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. Only services not approved for telehealth are social work and nursing.			Notes: In the past few days more supply requests have come in				
Service Locations:	Stable	Level 1	Funding:	At Risk	Level 2	Concerns over short-term funds to cover operations - cash flow issues arising	
		100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need					
Notes: All Infant/Toddler Early Intervention services have the approval to be delivered using tele-intervention, this includes Social Work and Nursing.			Notes: Providers have been greatly impacted by the loss of revenue				

Behavioral Health: Early Intervention Family Information Sessions

- Navigating Transitions During COVID-19 for Infant/Toddler Families
 - Wednesday May 13th 2:00-3:15pm
 - Join by Zoom
<https://paiu.zoom.us/j/98880608928>
 - Join by phone
 - 855 880 1246
 - 877 369 0926
 - Meeting ID: 988 8060 8920
- Navigating Transitions During COVID-19 for Preschool Families
 - Thursday May 14th 2:00-3:15pm
 - Join by Zoom
<https://paiu.zoom.us/j/98880608928>
 - Join by phone
 - 855 880 1246
 - 877 369 0926
 - Meeting ID: 934 2568 0965

Transportation to essential medical and social services

No New Updates

Essential Service:		Transportation to essential medical and social services		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		
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	Funding:	Stable	Level 1		
		60% - 100% coverage of the public, as some Service Locations have been forced to close			Normal funding available		
Notes: MATP has issued guidances for providers and riders.			Notes:				



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 adequately 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		

Child welfare critical services: Local plans & next steps

- Last Updated: 4/15/20

“The two teams persevered and worked together to solve a complex IT OnBase and Scanning problem that had stumped even the IT experts!”

“She is a behind-the-scenes beast at her work and has worked tirelessly to get her team what they need. She never complains and always shows up for team and for stakeholders.”

“I think it’s safe to say that she is the first person in the history of CYF who managed to become proficient in Conferencing and Teaming the midst of a global pandemic. She worked around all of the many barriers that we are currently experiencing of not being able to meet face to face and coordinated a virtual Teaming Meeting for a family and the many team members.”

“They are constantly offering up assistance and help to everyone in the office. Her team has been wonderful with supporting one another, as well as the office. We are very lucky to have the, especially in times like this!”



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: We continue to reach out to agencies weekly. Provider agencies are getting a lot of information but seem to be keeping up service delivery in light of COVID. We have confirmed providers have and are implementing COVID response plans when necessary.			Notes: Providers are reporting that they are submitting supply requests to any and all resources provided and getting some response although quantity is still not near what is needed.		
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. Providers are aware of resources available and reporting requirements.			Notes:		

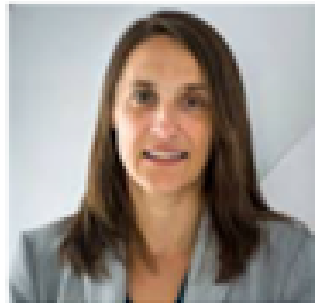
Intellectual Disabilities and Autism services: Current Activities

- **HCQU PA COVID-19 Packet 3**
- <http://dhstraumaresourcelibrary.alleghenycounty.us/wp-content/uploads/2020/04/COVID-19-Packet-3-Apr2020.pdf>
- **ODP Announcement 20-049 (revised)** - Reporting Cases of COVID-19 and Requesting Personal Protective Equipment (PPE).
- Continue to follow local information and directives, along with PA Department of Health and the State Office of Developmental Programs. Links to COVID-19 updates can be found on MyODP.org, <https://www.myodp.org/mod/page/view.php?id=26808>

No Updates 4/22/2020



A message from Deputy Secretary Ahrens to CPS & Employment Service Providers



Please assist the Office of Developmental Programs in disseminating the message below.

Dear Colleagues,

The advent of the COVID-19 pandemic has certainly created numerous challenges in service delivery. It has also been a call to creativity in that many of you in a very short period of time initiated new and innovative ways to serve people in a remote environment, by leveraging technology and other solutions. We applaud you for the work you are doing!

In the coming weeks and months we will certainly continue to push the status quo aside so we can create new structures that will emphasize new ways of supporting people and safety with return to community for the vulnerable people that we serve. We are interested in hearing from you. Please take 15 or 20 minutes out of your

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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.



A NEED FOR TEMPORARY ESSENTIAL WORKERS

Essential human service organizations are experiencing an increased demand for services, while at the same time facing strains on their existing staffing.

This has resulted in **a need to recruit temporary workers.**

Given the sensitive and sometimes specialized nature of human service work - where clearances and experience matter - there is a need to recruit a willing, competent, and flexible workforce.

RECRUITMENT PLATFORM

A cohort of essential human service providers **aim to launch a recruitment platform.**

Using Jazz HR, we will post a screening questionnaire where candidates can identify their interests and availability, share their experience, and upload relevant clearances.

Participating providers will have access to filter candidates and bring them into their own hiring process. We will keep the broader candidate pool up-to-date as candidates max out their available time.

RECRUITMENT PLATFORM

- Open to all providers (even in surrounding counties);
- The FAQs (which include questions about unemployment compensation changes and risks) were drafted with guidance from Buchanan Ingersoll & Rooney PC;
- Screener to include identification of childcare needs (candidates get linked to ELRC resources);
- Recruitment through existing human services channels, GPNP, CONNECT, postings on provided career pages (not just essential human service organizations); media placement if/when the need grows.

RECRUITMENT PLATFORM

- Providers will need to appoint who will be recruiting for their organization.
- All providers have access to the full pool of candidates, and equal opportunity to screen and make offers.
- Hiring and Onboarding will be provider specific.
- A guide to navigating and using the query tool will be provided to recruiters.



Recruitment Platform *for* Essential Human Service Workers