

THIS CALL IS BEING RECORDED

COVID-19

Briefing for providers Friday 4/10/20

Reminder: Provider Briefings shifting to Monday, Wednesday, Friday



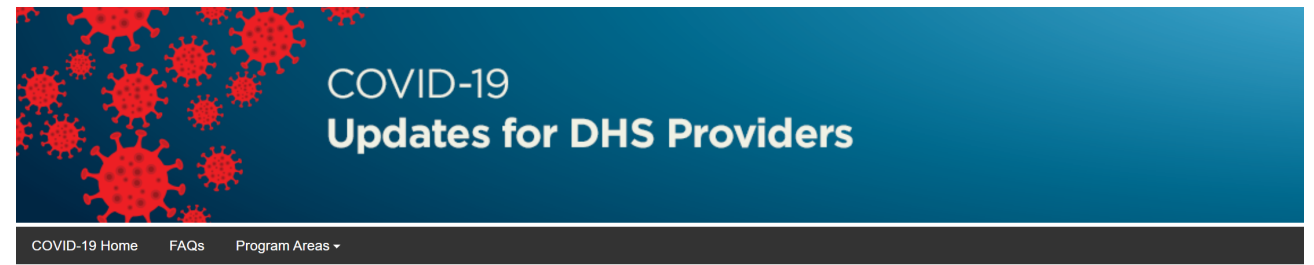
Agenda

- Communications
- Health Update
- Elizabeth Miller, M.D. Ph.D., Kristin Ray, M.D., Family Strengths Survey
- Data Friday
- Legislative/Policy Updates
- DHS Guidance for Housing Providers (broadly defined)
- Plans to Maintain Essential Services



How we communicate

- Daily 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



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](#).

- Allegheny County DHS Operations and Guidance
- Daily Briefing Materials
- FAQs
- PA and U.S. Health and Human Services
- Specialized Resources

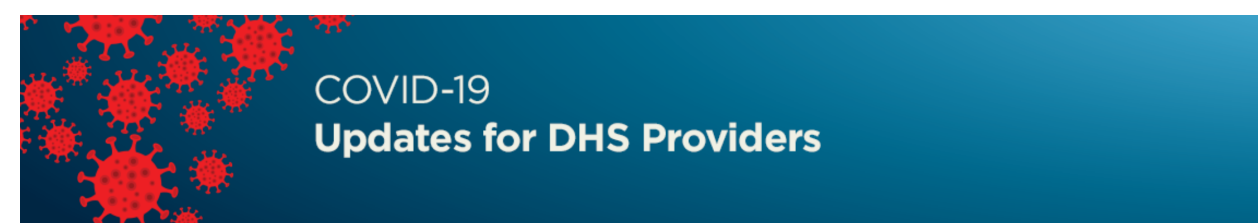
© 2020 Copyright Trauma Resources info.

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.



Information on changes in operations

- If you have changes in operations, continue to report that information to DHS staff. Please also use this format if you have edits/changes to what has already been reported.
 - For BH providers, complete the Office of Behavioral Health Incident Report form and email the completed form to: incidentreports@alleghenycounty.us
 - For homeless providers, fill out the incident report form and email the completed form to your assigned monitor and cynthia.shields@alleghenycounty.us
 - Others: DHS-COVID19Planning@alleghenycounty.us
- Information will be made public – *Available under Allegheny County DHS Operations and Guidance*
 - https://tableau.alleghenycounty.us/t/PublicSite/views/AlleghenyCountyHumanServicesOperationalChangesTracker/LandingPage?iframeSizedToWindow=true&%3Aembed=y&%3AshowAppBanner=false&%3Adisplay_count=no&%3AshowVizHome=no&%3Aorigin=viz_share_link#1



COVID-19 Communications and Planning

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

Join our daily call

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

Call-In Line for the Daily Briefing

[Join Microsoft Teams Meeting](#)

+1-267-368-7515 (Toll)

Conference ID: 253 994 565#

Local numbers

Learn more about Teams

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

Allegheny County DHS Operations and Guidance

Allegheny County DHS Operational Changes Tracker

- We continue to alter operations to meet the changing needs of Allegheny County residents. This dashboard tracks modifications to DHS providers' hours of operation and services delivered and can be filtered by provider name, service category and type of service.

ACDHS Provider Exemption Letter (March 24, 2020)

- This letter indicates that your agency is deemed an essential provider in support of the Allegheny County Department of Human Services. Please keep a copy of this letter available at your offices and share it with staff electronically so they can present it should they be stopped while driving.

DHS Guidance Related to Lost Revenue and Uncovered Expenses (April 9, 2020)

ACDHS Guidelines for Reporting COVID-19 Illness or Exposure

- Clients
- Staff

Daily Briefing Materials

Covid-19 Call Numbers

COVID Hotline (2-1-1)

- Provides answers to general questions and concerns
 - Receives between 250-300 calls per day
- Specific calls from first responders, law enforcement, positive cases being reported by hospitals, etc. are sent to Poison Control for further guidance

Poison Control

- Handles a range of 25-50 calls per day
 - Consults with ACHD EPI Staff on next steps
 - Emphasis on getting those without a PCP or insurance screened and tested

ACHD's Main Line (687-2243)

- Call center staff provide answers to general questions and concerns
- Calls that need to be escalated are sent directly to ACHD EPI Staff for further guidance
 - Emphasis on getting those without a PCP or insurance screened and tested

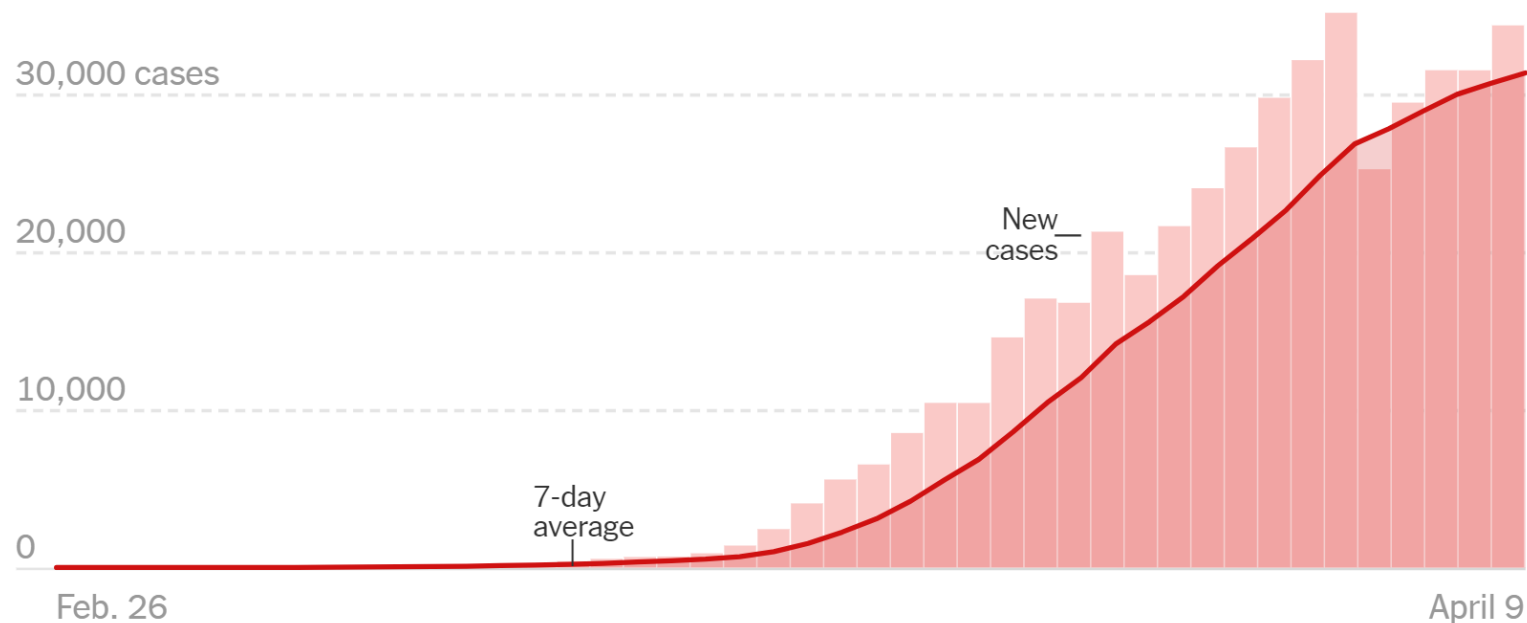
Epidemiology Investigations/Contact Tracing

- ~880 contact tracing calls done to date, so about 35 calls per day

Health update

- *Allegheny County*: 788 confirmed cases; 124 hospitalizations; 18 deaths ([source](#))
- *Pennsylvania*: 19,979 confirmed cases; 416 deaths ([source](#))
- *United States*: 463,619 confirmed cases; 16,695 deaths ([source](#)).

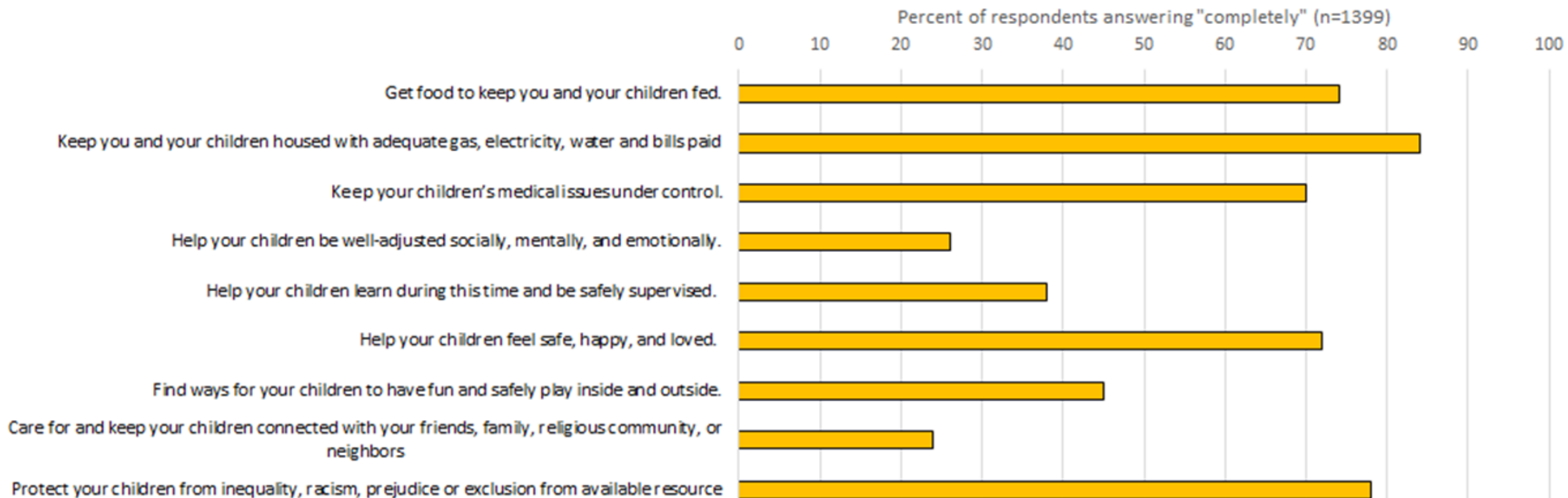
New reported cases by day in the United States



Family Strengths Survey

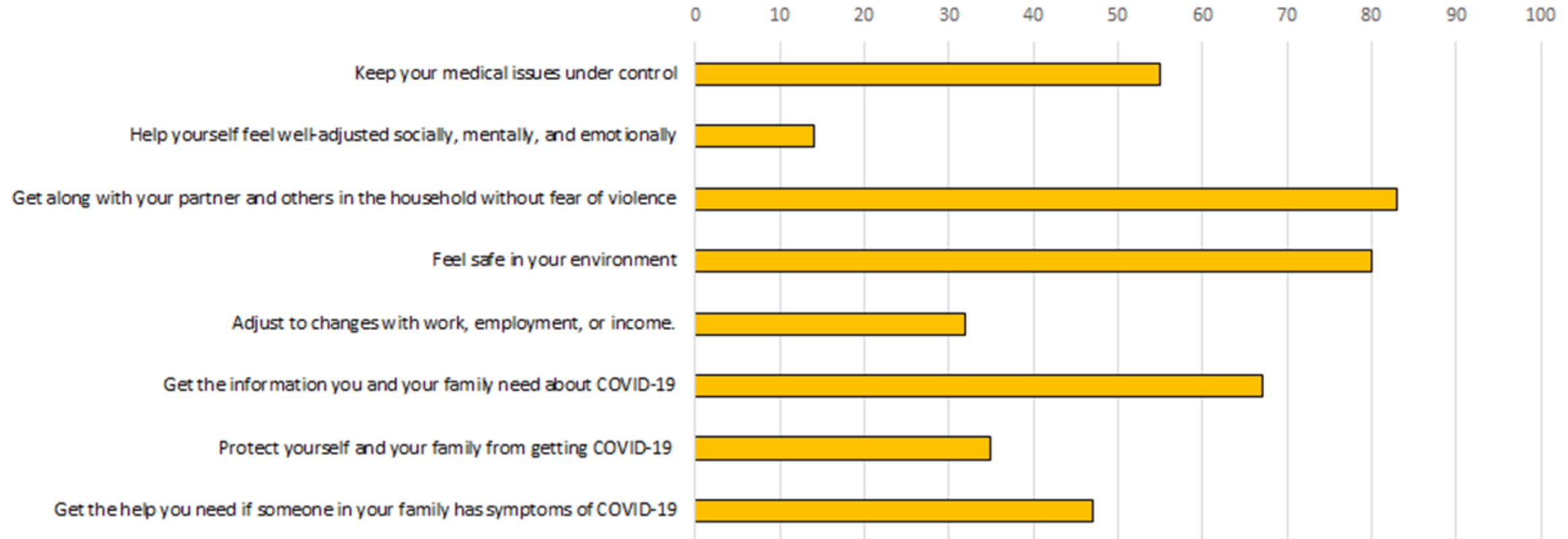
- Week 2 of the survey opened today. Adding resources in response to what families are saying they need.
- [Click here to take the Family Strengths Survey](#)
- [Haz clic aquí para tomar la Encuesta Fuerzas de la Familia](#)
- **To take the Family Strengths Survey by phone dial (412) 692-8026**

How are families doing? Week 1 (April 3-9, 2020)



How are parents doing? Week 1 (April 3-9, 2020)

Percent of respondents answering "completely" (n=1399)



CIRCLES PITTSBURGH

- [Circles](#)[®] is a national model connecting people across socioeconomic lines in an effort to **move people & families out of poverty**.
- Circles Greater Pittsburgh was originally formed under the umbrella of East Liberty Development Inc. In the summer of 2018, officially became a separate entity.
- Circles Groups currently exist in East Liberty, Homewood and Sharpsburg, and several other sites are in the process of being developed.
- Key programs:
 - Entrepreneurship –a nine-month business incubation strategy for minority and women entrepreneurs who want to start a business and existing businesses that want to grow.
 - Home ownership – programs that guides low- to moderate-income individuals to homeownership, specifically focused on the needs of a first-time homebuyer

CIRCLES PITTSBURGH COVID NEEDS SURVEY

Email survey to understand the needs of the people they serve

Sent to list of 10,000+ emails, 524 responses as of March 26*

- 521 Families
 - 1986 total people, 1138 children
 - 55% of families have children (288)
 - 301 in Pittsburgh, 200 in other municipalities, 20 located outside Allegheny County
- 3 Organizations
 - 470 total people, 302 children
 - 1 in Pittsburgh, 1 in other municipality, 1 located outside Allegheny County

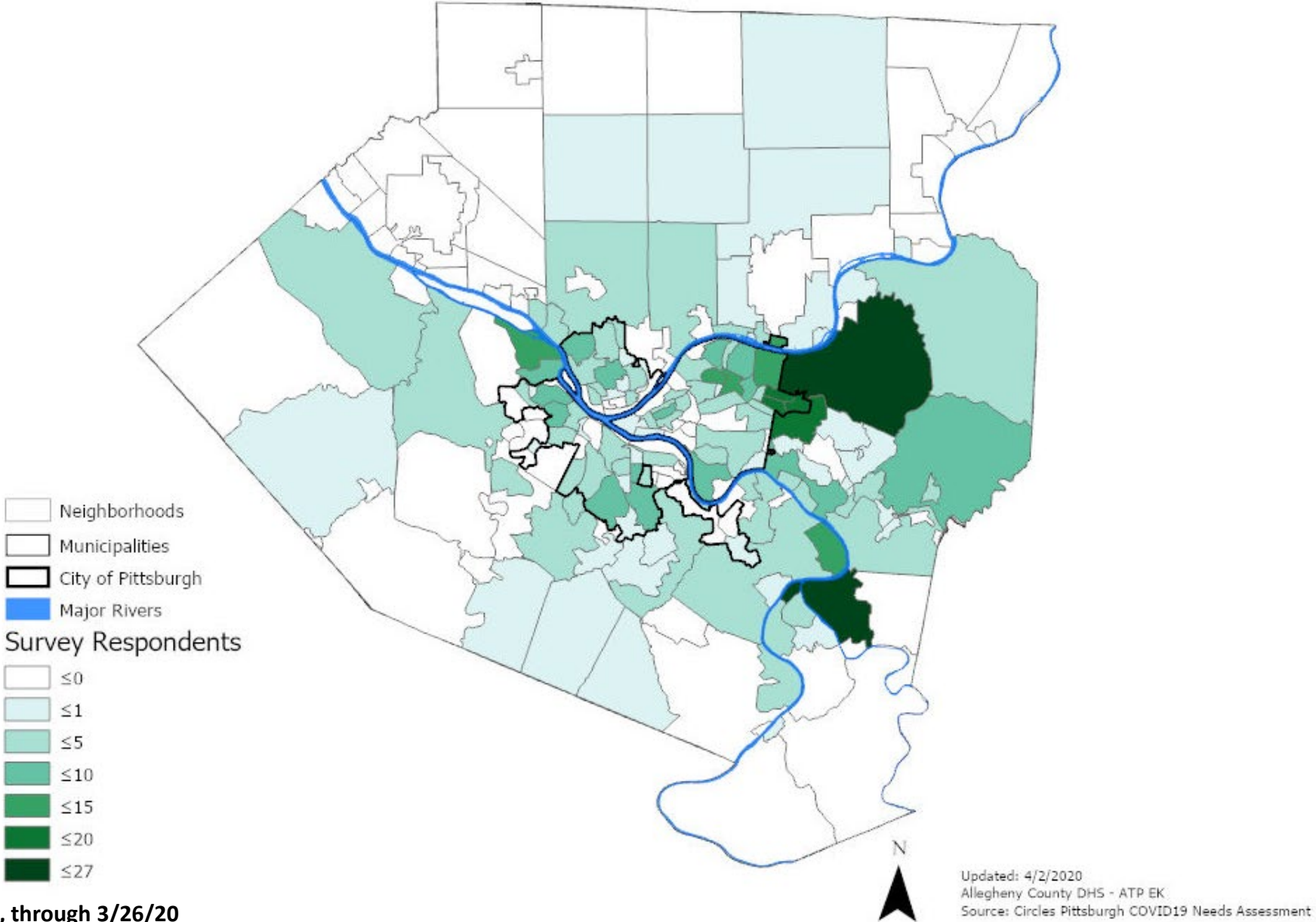
40 infants (2 babies due in April)
25% of children are 5 years and under
55% of children are 10 years and under
37% of children have special needs

Survey included questions about children, special needs, housing, employment, benefits, connection to DHS, and emergency needs.

Of the 521 families, 13% (69) said they were connected to a DHS program. Of these 43 said they were connected to a family support center and 20 said they were connected to child welfare

* survey is still open, current count is 588 (4/9/2020)
will continue to update analysis as able

COVID19 Survey Respondents by Municipality & Neighborhood



Areas with most respondents (193)

- Penn Hills (27)
- McKeesport (25)
- East Hills (19)
- Wilkinsburg (18)
- Homewood South (17)
- Homewood North (16)
- Lincoln-Lemington-Belmar (13)
- Stowe (13)
- East Liberty (12)
- Garfield (12)
- Duquesne (11)
- Hazelwood (10)

Food and computers were the most requested items in these neighborhoods

At least 29% of respondents in these neighborhoods were laid off or not being paid, 4% had reduced hours

At least 33% were still working outside the home, mainly as hourly workers

Employment & Housing

- At least 49% have experienced a change
 - At least 32% have experienced job loss or no income
 - 61% have children
 - At least 4% have had hours reduced
 - 37% have children
- 142 respondents are still working out of the home
 - 60% have children
- **Housing**
 - 79% are renters
 - At least 34% have lost jobs or no income, or reduced hours
 - 18% have a mortgage
 - At least 33% have lost jobs or no income, or reduced hours

Employment	Count	Percent
Change due to COVID	254	49%
Laid off/no pay	165	32%
Reduced	19	4%
Working from home	70	13%
Still working out of home	142	27%
Unemployed	16	3%
Not working	12	2%
Retired	1	0%
Disability	7	1%
FMLA/Worker's Comp	4	1%
N/A	4	1%
Unknown	93	18%
All Responding Families	521	100%

Identified Needs

- Food and computers for children's schoolwork were the most specified items, followed by rent assistance and toilet paper

Needs	Count	Percent
Food/Water	211	40%
Computer/Technology	184	35%
Toiletries/Paper Products/Cleaning Products	132	25%
Bills	107	20%
Housing/Rental Assistance	86	16%
Learning Activities/Games	73	14%
Baby Supplies	39	7%
Furniture/Linens	20	4%
Medication	19	4%
Services/Support	17	3%
Gloves/Masks/Hand Sanitizer	15	3%
Clothing	11	2%
Autism/Special Needs/Health Issues	11	2%
Transportation	5	1%
Total Orgs/Families	524	100%

Allegheny County DHS Key Indicators - COVID 19



Use the time frame selection tool to view counts for each key indicator during the selected time

Last week displays counts for the most recent 7 days for which data are available. **Percent change** compares this data to counts for the week of March 1-7, 2020.

Days since first week of March displays counts for March 7 through the most recent data for which data is available. **Percent change** compares this data to counts for the same number of days prior to March 7, 2020.

Time Frame Selection
days since first week of March

Homelessness and Housing

March 8-April 10, 2020
Number of people in emergency shelters: 508

* (excluding domestic violence and winter shelters)

3% decrease ▼
from comparison period



March 8-April 8, 2020
Number of people calling the Link: 1,628

22% decrease ▼
from comparison period



Child Welfare

March 8-April 8, 2020
Calls to Child Welfare: 931

44% decrease ▼
from comparison period



March 8-April 10, 2020
Number of children in placement: 1,590

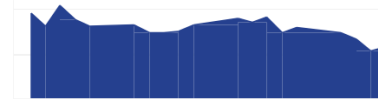
4% decrease ▼
from comparison period



Aging Services Calls

March 8-April 3, 2020
Calls to SeniorLine: 3,032

6% decrease ▼
from comparison period



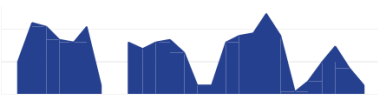
March 8-April 3, 2020
Calls to Elder Abuse Hotline: 700

55% decrease ▼
from comparison period



March 8-April 3, 2020
Reports of Need: 329

44% decrease ▼
from comparison period



Mental Health

March 8-April 8, 2020
Calls to Information, Referral and Emergency Services (IRES): 868

14% decrease ▼
from comparison period



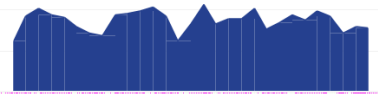
March 8-April 8, 2020
Involuntary Commitment Petitions: 443

15% decrease ▼
from comparison period



March 8-April 5, 2020
Number of calls for mental health crisis: 5,042

*percent change data not available from comparison period



Director's Action Line

March 8-April 3, 2020
Calls to Director's Action Line (DAL): 218

22% decrease ▼
from comparison period



<https://www.alleghenycountyanalytics.us/index.php/2020/03/16/allegheny-county-department-of-human-services-key-performance-indicators-covid-19/>

Other Allegheny County Key Indicators - COVID 19

Use the time frame selection tool to view counts for each key indicator during the selected time range:

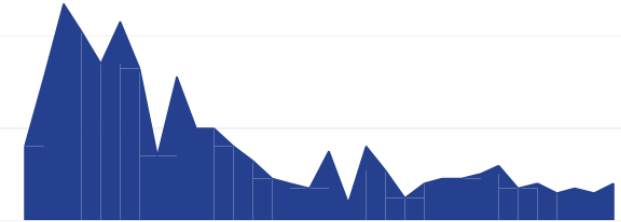


Last week displays counts for the most recent 7 days for which data are available. **Percent change** compares this data to counts for the week of March 1-7, 2020. **Days since first week of March** displays counts for March 7 through the most recent data for which data is available. **Percent change** compares this data to counts for the same number of days prior to March 7, 2020.

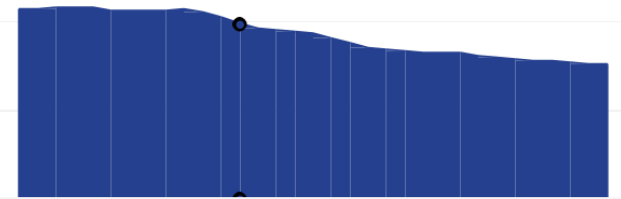
Time Frame Selection
days since first week of M..

Criminal Justice

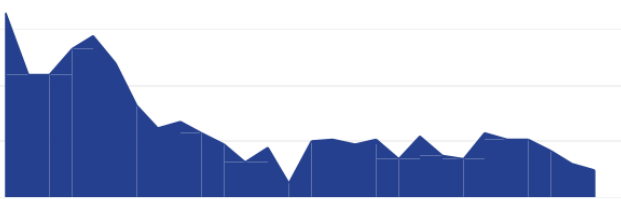
March-8-April 8, 2020
Number of bookings into the Allegheny County Jail: 517
-53% decrease ▼



March 8-April 9, 2020
Average number of people in jail: 1,863
*excluding federal holds
18% decrease ▼
from comparison period

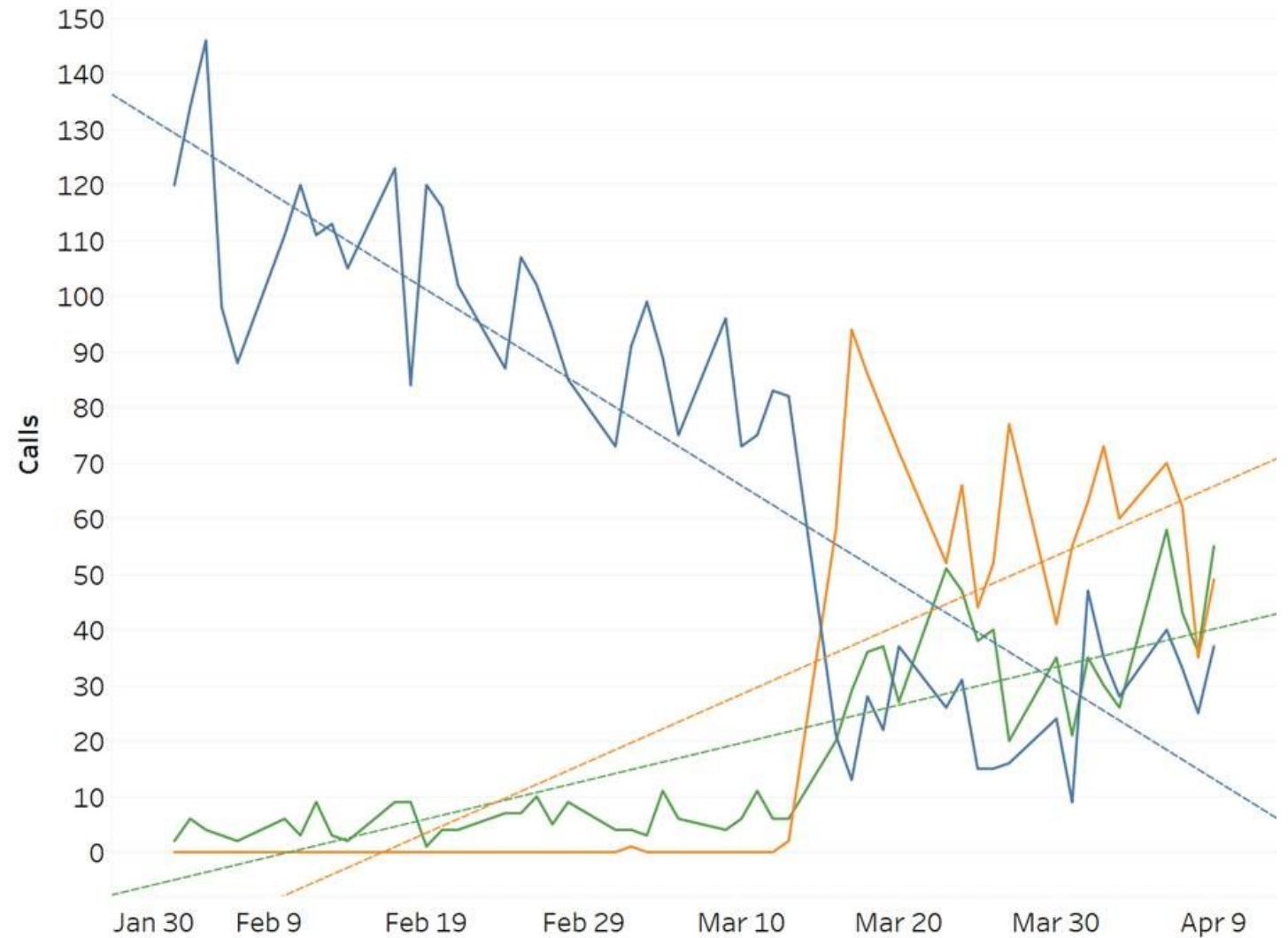


April 2-April 8, 2020
Number of criminal cases filed: 118
75% decrease ▼
from comparison period



211 Call update

- April 6th had the highest call volume since Feb 1st - 322 calls that day.
- Continued increase in calls for financial assistance
- **Food calls surpassed COVID specific calls on 4/9.**
 - 21% of all calls on 4/9 were food related (most frequent category)



Category

- Employment & Income
- COVID-19
- Food

Policy and legislative - Federal, State, Local

- Possible fourth wave Federal stimulus update: Senate adjourned until Monday without a deal. Rs want funding for businesses only, Ds want to add funding for hospitals and local governments.
- PA hospitals asking Governor for more state funding after \$50m earmarked last week exhausted.
 - 85% of PA hospitals in the state expect to run out of the highly protective N95 masks in the next four to seven days. 41% expect to run out within three days.

DHS Guidance for Housing Providers

- DHS has created a Tool Kit with COVID-19 Infection Prevention and Control guidance for **Behavioral Health Residentially Based Care/Services, Youth Congregate Care, Emergency Shelters and other housing providers**
- The content is based on the best information currently available and tailored to Allegheny County Department of Human Services' (DHS) COVID-19 response plans.
- It draws on guidance provided by the CDC, PA Department of Health, Allegheny County Health Department, and NY State Office of Mental Health.

DHS Housing Guidance, cont.

- Tool Kit includes guidance on:
 - Admissions
 - Written protocol and a flow chart used to determine appropriate placement for new admissions based on intake COVID-19 screening
 - Isolation protocols
 - Cleaning and disinfecting protocols
 - General guidance to prevent and control infection in residential facilities
 - Staff screening for COVID-19
 - Responding when a client develops symptoms
 - Clients returning from hospitalization
 - Protocols for scattered site programs
 - Reporting staff and client COVID-19 cases and exposures to DHS

DHS Housing Guidance: Admissions

- **Programs should continue accepting new client referrals and admitting new clients.** It is important for clients to have access to medically appropriate, necessary care and /or to find shelter and homes even during this public health emergency.
- Programs may request that referring facilities provide information about any COVID-19 screening completed with the client or new COVID-19 related symptoms the client has reported. Even if information is provided, **all clients should be screened for COVID-19 symptoms and exposure.**
- **Given the limitations in testing, programs cannot reasonably require a COVID-19 test as a condition of admission,** but if any new symptoms (within past 14 days) are present, the client should wear a mask for a period of fourteen days, and staff should follow protocol outlined in the flow chart to determine placement.

DHS Housing Guidance: Admissions (cont.)

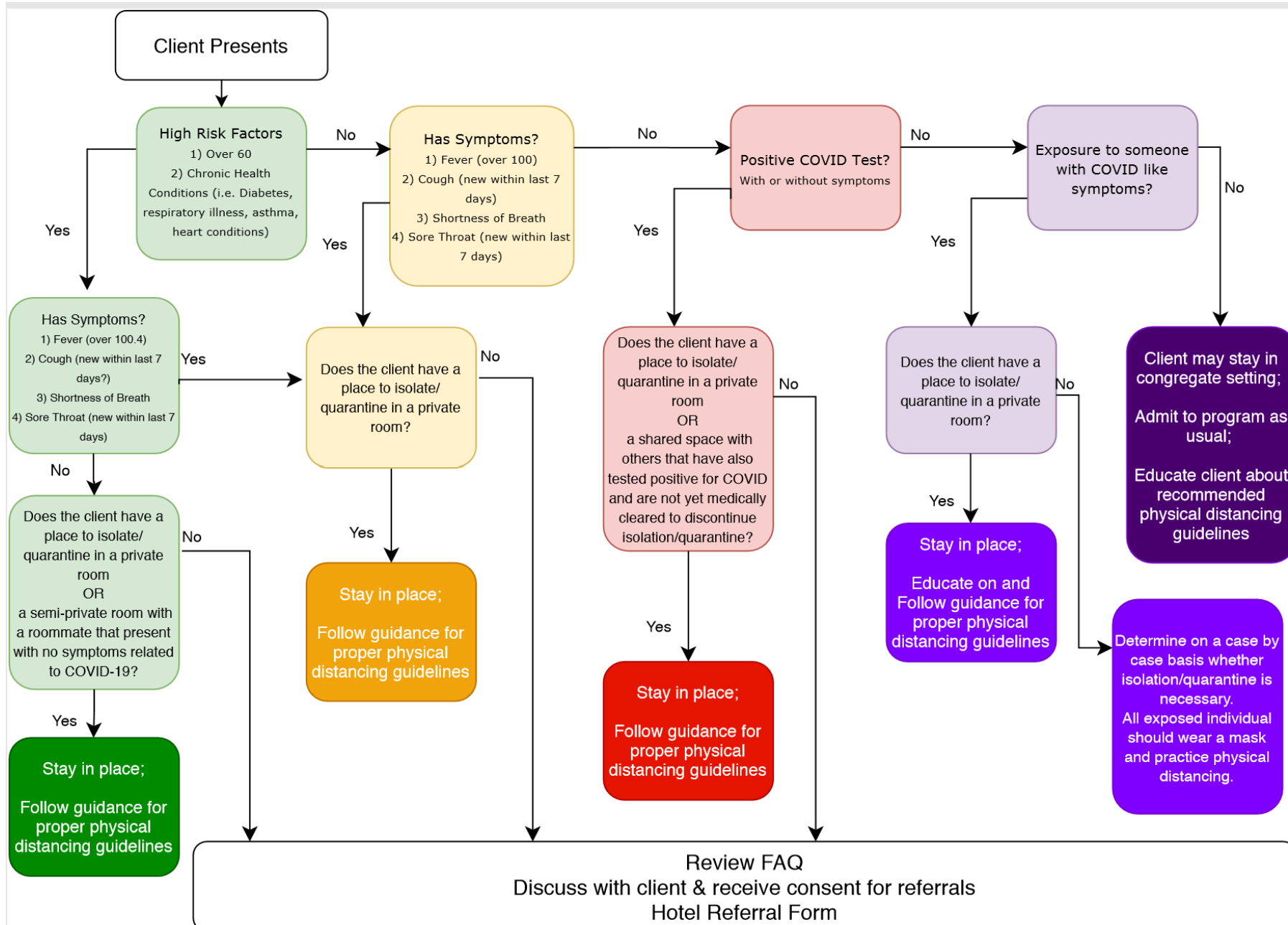
Clients should not be refused admission solely based on their COVID-19 status or health conditions that place them at greater risk with COVID-19.

- Programs are expected to isolate clients who are symptomatic and/or have tested positive for COVID-19 onsite whenever possible and immediately contact health department (see 3(f)).
- Licensed providers should continue to adhere to all licensing regulations.
- If there are no available onsite options for isolation, providers should immediately refer the client to be considered for offsite isolation housing using the Hotel Referral Form (adults only).
- For clients who need behavioral health support beyond what can be coordinated or provided by the referring provider, the Office of Behavioral Health should be contacted to request a case conference to coordinate appropriate supports for the individual being referred. If the client needs additional support with activities of daily living, the referring provider should contact their program office for coordination.

DHS Housing Guidance: COVID-19 Screening

- Determine if the client has a fever (see guidance for additional details)
- Ask the client “Do you have a new or worsening cough today?”
- Ask the client if they have been exposed to anyone in the past 14 days who has reported symptoms consistent with COVID-19 or been tested for COVID-19.
- If the client has a fever OR a new/worsening cough (see guidance for additional details)
 - Provide a facemask, if possible
 - Notify program administrator
 - Direct client to an isolation room if available, or an available space in an area designated for symptomatic persons
 - Programs are expected to isolate onsite whenever possible. Follow guidance document for details
 - Discuss isolation and health protocols with client
 - Contact the Allegheny County Health Department (412-687-2243) to request testing for the client. Communicate that the individual is in a high risk/congregate setting and has symptoms.
- Use standard protocols for medical emergencies.

DHS Housing Guidance: Intake and Isolation Flow Chart



DHS Housing Guidance: Isolation Protocols

Guidance for Isolation Within Housing		
No Symptoms /No <u>High Risk</u> Factors	High Risk Factors/No Symptoms	Symptoms or Positive COVID-19 Test
May be housed in shared space with others with no symptoms, including congregate settings; Beds should be as far apart as possible (six feet is recommended if there is space) and clients should sleep head to toe	Private room or shared space with roommate who has no symptoms and has not been tested for COVID-19	Symptomatic individuals should be housed in a private room. Those who have a positive test may be housed in a private room or in a shared space with others who have also tested positive.
Recommend staggering mealtimes so physical distancing can be ensured	Meals delivered to room or use staggered mealtimes so physical distancing can be ensured	Meals delivered to room.
Recommend staggering times of use so physical distancing can be ensured	Should refrain from using common spaces. Use staggered times to ensure physical distancing when necessary.	No use of common areas.
May use shared facilities as usual. Cleaning/Disinfecting protocol should be followed.	Use a separate bathroom than any symptomatic or positive individual, if possible. If only one bathroom at site, follow same protocols for cleaning and distancing as those who are symptomatic or test positive.	Use Designated bathroom, shared by individuals who are symptomatic and /or have tested positive If only one bathroom in facility: <ul style="list-style-type: none"> • Stagger shower times • 20 min to let steam dissipate, between showers; no steam should remain when next client enters the bathroom • Consider in-room commodes and sponge baths • Follow cleaning/disinfecting guidance between each client • Ventilation fans should remain on and windows should remain open during cleaning
Per Governor Wolf's recommendation, all individuals should wear a mask when in shared spaces whenever possible. Physical Distancing recommendations should be ensured at all times.	If any other residents at the site are symptomatic, individuals with high risk factors should wear masks. Per Governor Wolf's recommendation, all individuals should wear a mask when in shared spaces whenever possible. Physical Distancing recommendations should be ensured at all times.	Anyone who has symptoms or has tested positive should wear a mask in any shared spaces including bathrooms when not showering.

Essential Services

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

Essential Service Status Snapshot

Essential Service	Overall Service Capability Ability to serve those in need	Staffing Are there enough people to deliver service?	Supplies Does service have necessary supplies?	Service Locations Are there safe places to deliver service	Funding Does service have enough funds?
		[Staffing Rating Guidelines]	[Supplies Rating Guidelines]	[Service Locations Rating Guidelines]	[Funding Rating Guidelines]
Food: for Seniors	At Risk	At Risk	Unstable	Stable	Stable
Aging Services - Elder abuse investigations, In-home services & other critical aging services	Stable	Stable	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	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

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
At Risk	Level 2	Agencies invoke their own COOP plan
	Level 3	Agencies notify ACDHS, who attempts to find staff across the network
Unstable	Level 4	ACDHS can't find staff across the network, we consider staffing with volunteers
	Level 5	If all efforts have been exhausted agencies might have to close their services

Food: for Seniors

No Updates 4/10/20

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: <p>-Due to the increase in HDM referrals ACCESS is now assisting with deliveries for Northern Area Multiservice Center in the Tarentum area.</p> <p>-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.</p> <p>-A plan to provide HDM and congregate consumers at least a two-week supply of shelf stable items via an emergency box is in the works. Timeline on availability and delivery of these boxes is approximately 1- 2 weeks out; primarily due to issues around availability of items. However, TP will be included in these boxes! A small supply of boxes will also be available for Emergency Care Management and Protective Service needs.</p>							
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: <p>-Current system has reached a plateau and is doing well.</p> <p>-Preparing for increases.</p>				Notes:			

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

No Updates 4/10/20

Essential Service:		Elder abuse investigations, In-home services & other critical aging services		Overall Service Capability:		Stable	
Staffing:		Level 1 Stable Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level		Supplies:		Level 3 At Risk 40 - 59% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need	
Notes:				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				-Available protective supplies (masks, gloves and sanitizer) have all been distributed to PS provider agencies and Options RN's.			
Service Locations:		Level 1 Stable 100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need		Funding:		Level 1 Stable Normal funding available	
Notes:				Notes:			

Food: For Broader Community

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

Food Distribution

Friday, April 10



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	<p>Level 1</p> <p>Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level</p>	Supplies:	<p>Level 4</p> <p>20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need</p>
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	<p>Level 1</p> <p>100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need</p>	Funding:	<p>Level 2</p> <p>Concerns over short-term funds to cover operations - cash flow issues arising</p>
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	

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 ~300 open childcare seats
- State released [tool](#) to match workers to childcare, but we recommend contacting ELRC for most up-to-date info

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

Essential Service:		Services for people experiencing homelessness and/or in supportive housing		Overall Service Capability:		At Risk	
Staffing:	At Risk	Level 2		Supplies:	Unstable	Level 4	
		Agencies invoke their own COOP plan				20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need	
Notes: Providers are functioning, with some staff performing virtual case management as needed. At risk staff at several agencies are working remotely, but some staff are calling off or not showing up. Staffing issues have not forced services to be closed at any providers, but the network is at risk.				Notes: Necessary cleaning supplies and protective equipment are in low supply, and masks are in very low supply. Providers are trying to secure supplies on their own, but also hoping DHS can provide.			
Service Locations:	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 spaces opening soon.				Notes: There are currently no funding concerns for the homeless network; federal stimulus bill includes some additional funding for homeless services.			

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

Additional updates:

- Isolation/Quarantine locations: We have made big strides in our ability to provide isolation and quarantine and safe spaces for vulnerable people.
- Hotels: We have started moving people in!
 - 130-220 units
 - Referral process is established for the emergency shelters and will open up to other referral sources soon
 - Population: persons across DHS systems who need to be isolated (persons who are sick or especially vulnerable and need complete isolation)
- CHS may still need staff for weekend shifts (see link below)
 - <https://communityhumanservices.applytojob.com/apply/HCMaIP6kQv/Community-Support-Specialist-Hotel-2020>

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

DHS & Homeless Provider Network COVID-19 Working Group:

- 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 #: 124 689 852

Behavioral Health: Mental Health & Drug and Alcohol

Essential Service:	Behavioral health acute, crisis, and residential care		Overall Service Capability:	At Risk
Staffing:	At Risk	Level 3 Agencies notify ACDHS, who attempts to find staff across the network Notes: 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.	Supplies:	Unstable Level 4 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those 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 60% - 100% coverage of the public, as some Service Locations have been forced to close Notes: Broadened use of telehealth. Reminding providers to submit incident reports when they are updating policies/procedure to their facilities and services.	Funding:	At Risk Level 2 Concerns over short-term funds to cover operations - cash flow issues arising Notes: Recently approved APA is intended to provide some bridge payment for eligible services. Decrease volume in access impacting providers ability to draw down available funds.

Behavioral Health: PA DHS Update

- Fingerprinting Update:
 - Many IdentGO locations are beginning to reopen and/or expand hours of operation
 - Anyone needing fingerprinting to call the closest location for operating hours or see the [Pennsylvania Statewide interactive MAP of IdentGO locations](#)
 - DHS is not able to broadly waive this requirement from the state level because it is contained in numerous federal laws
 - Family First Prevention Services Act
 - Adam Walsh Act
 - Child are Development Block Grant Act

Behavioral Health: Reminder Funding Opportunity for Telehealth

- Federal Communication Commission (FCC) approved an order to create a \$200 million telehealth program to support healthcare providers during the COVID-19 pandemic
 - This includes both mental health and substance abuse providers
- The COVID-19 Telehealth Program will help healthcare providers purchase:
 - Telecommunications
 - Broadband connectivity
 - Devices necessary for providing telehealth services
- The official order from the FCC and how to apply can be found here <https://docs.fcc.gov/public/attachments/FCC-20-44A1.pdf>

Behavioral Health: Drug and Alcohol: Provider Training Opportunities

- DDAP is offering a series of trainings titled “When All that Changes is Everything” and A “Self Care Virtual Training”
- Please see the attached fliers for dates and information about both trainings



Virtual Training Opportunity!

When All That Changes is Everything

The Pennsylvania Department of Drug & Alcohol Programs (DDAP) is exploring ways to provide relevant virtual support during the Covid-19 outbreak. DDAP is pleased to provide a series of three discussions focused on the challenges, and triumphs within the substance use field in Pennsylvania in response to the COVID-19 pandemic.

When April 15th 1:00pm to 2:00pm - Organizational Change in Response to COVID-19
April 16th 1:00pm to 2:00pm - Managing Stress and Recovery in Response to COVID-19
April 17th 1:00pm to 2:00pm - Self-Care for the Essential Substance Use Professional

How to Attend

The dates above have been scheduled and are available for registration in DDAP's [online](#) Training Management System (TMS) by selecting 'Course Search', then 'Organizational Change in Response to COVID-19' or 'Managing Stress and Recovery in Response to COVID-19' or 'Self-Care for the Essential Substance Use Professional'. You must complete a separate registration for each course. Once registered in TMS, a webinar invitation and link for the date you select will be forwarded to the email address listed in your TMS account.

When All That Changes is Everything

Trainer: Greg Krausz, MA, CAADC, LPC

In these hour-long discussions participants will:

- Discuss how organizational change has happened, what has worked, what struggles continue and how it has impacted those receiving and providing services.
- Discuss the impacts of social distancing on a disease of isolation and separation as well as what to do to help mitigate that stress through resilience.
- Learn ways to re-envision self-care in the midst of the pandemic so that we can continue to provide exceptional care to others.

If you have additional questions, please contact us at RA-DATRAINING@pa.gov.

Thank you,

DDAP Training Section



Virtual Training Opportunity!

Self-Care and Empathy

The Pennsylvania Department of Drug & Alcohol Programs (DDAP) is exploring ways to provide relevant virtual support during the Covid-19 outbreak. For a limited time, DDAP is pleased to provide a live virtual session on Self-Care and Empathy

When April 14th 9:00am to 10:30am OR April 20th 9:00am to 10:30am

How to Attend

The two dates above have been scheduled and are available for registration in DDAP's [online](#) Training Management System (TMS) by selecting 'Course Search', then 'Self-Care and Empathy'. Once registered in TMS, a webinar invitation and link for the date you select will be forwarded to the email address listed in your TMS account.

Self-Care and Empathy

Trainer: Marilyn Stein

Managing stress as a result of COVID-19 adds real intensity to the need for self-care. This live virtual session will help you identify feelings of stress and burnout. It will define compassion and the importance of self-compassion. Finally, it will offer a variety of simple techniques that you can build into your day to help you manage stress during tough times. In this hour and a half virtual session participants will:

- Identify the signs and symptoms of increased stress.
- Understand both compassion and self-compassion.
- Review the importance of maintaining boundaries.
- Consider small changes that lead to improved wellness.
- Have a variety of self-care exercises to employ during stressful times.

If you have additional questions, please contact us at RA-DATRAINING@pa.gov.

Thank you,

DDAP Training Section

Behavioral Health: Early Intervention

Exciting News



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 adequately delivered to those in need	Notes: Completely up and running with tele intervention services. Only services not approved for telehealth are social work and nursing.	
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: In the past few days more supply requests have come in	
		Notes: All Infant/Toddler Early Intervention services have the approval to be delivered using tele-intervention, this includes Social Work and Nursing.				Notes: Normal funding is in place. Business as usual as far as submitting claims, no need for contracts or billing codes to be changed.	

Early Intervention

- Approval has been granted to expand all Infant/Toddler Early Intervention services to be delivered and reimbursed using tele-intervention.
- Social Work and Nursing may now be provided (and billed) via tele-intervention
- Guideline <https://www.dhs.pa.gov/providers/Quick-Tips/Documents/PROMISeQuickTip242.pdf>
- Program data for Data Friday:



Time Period	New Referrals	Scheduled Evaluations	Initial	Confirmed	New Services
W1: 3/29-4/4	30	75	56	73	85
W2: 4/5-4/11	21	94	68	69	47
Two Week Total	51	169	124	142	132

Transportation to essential medical and social services

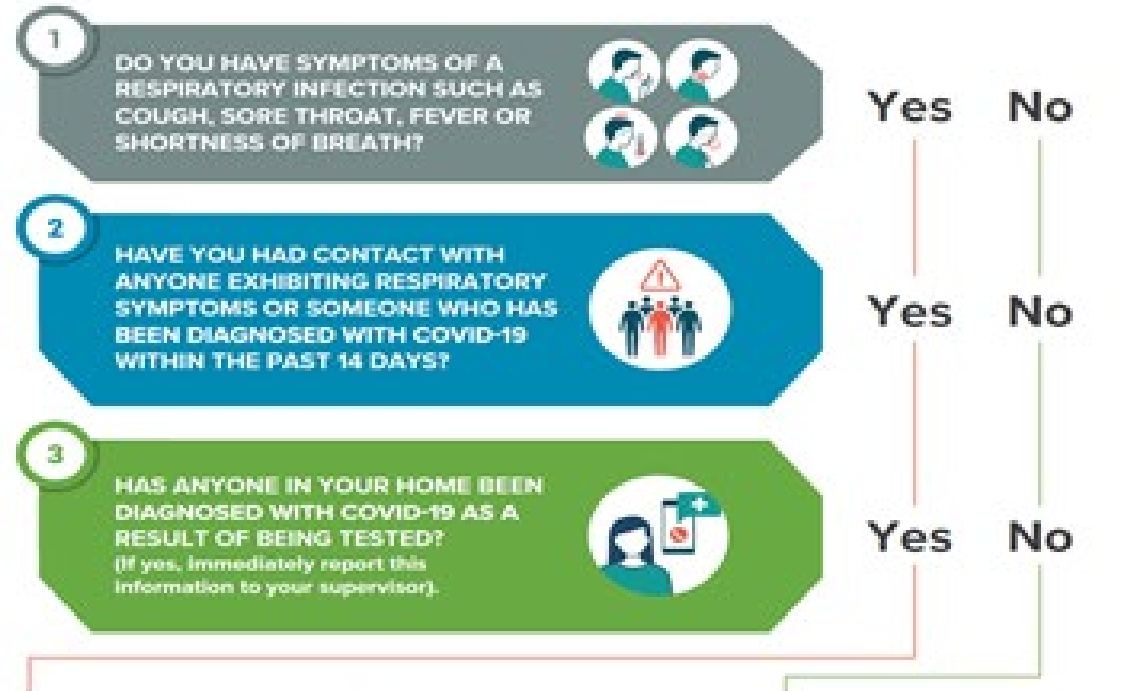
Essential Service:	Transportation to essential medical and social services		Overall Service Capability:	At Risk
Staffing:	At Risk	Level 2 Agencies invoke their own COOP plan	Supplies:	Unstable
Notes: Traveler's Aide has reduced office operations as of Friday 3/30/2020 in order to implement health and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

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 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	

Strategies for Home Visits

Please follow these strategies to safely navigate in-home visits. Contact the family by phone first and let them know you would like to conduct an in-home visit. If they do not answer and you opt to go to their home, maintain a safe distance from the door and ask the following questions.



⚠️ If a client responds **yes** to any of these questions, contact your supervisor to discuss if you should proceed with the in person visit or by a virtual method. When a child's safety is in question, an in-person assessment must occur.

Does the family have WiFi or access to a mobile hotspot in their home? If so, the virtual visit should be easy. Ask them to use the camera on their mobile device or laptop to walk you through their home room-by-room. Pay close attention to non-verbal children, note the presence of food in the kitchen and the areas where children sleep.

If the family does not have the technology available to do a virtual visit, share DHS CYF guidance about setting up free internet access. Then use your mobile hotspot to conduct the visit virtually from outside the home.

More detailed guidance on virtual visits will be forthcoming.

✅ If a client answers **no** to these questions, proceed with your work as usual.

⚠️

In both instances, please use the precautionary measures on the following page.

➔

Precautionary Measures



Wear gloves and something to cover your nose and mouth. Encourage families to do the same with whatever they may have available (e.g., a dish towel or pillowcase). Each regional office has a finite number of N95 masks for situations where close physical contact with family members is unavoidable like when a child must be removed from their home. These masks can be reused but should not be shared. Guidance on how to ensure a proper seal can be found here: [cdc.gov/niosh/docs/2010-133/pdfs/2010-133.pdf](https://www.cdc.gov/niosh/docs/2010-133/pdfs/2010-133.pdf)



If you do not have a mask, the CDC has provided guidance on how to use thick fabrics, like flannel pajamas or pillow cases, to make your own face mask: [youtube.com/watch?v=tPx1yqvJgf4](https://www.youtube.com/watch?v=tPx1yqvJgf4)



Bring only items necessary for the visit into the home and sanitize them following the visit



Avoid placing belongings on tabletops and counters that might have high levels of germs



Do not shake hands and maintain an appropriate distance (at least six feet away)



Allow family members to open the door or use a barrier rather than touching doorknobs directly



Do not touch your face until you have had the chance to remove your gloves



If you do not have gloves, wash your hands with soap and water for at least 20 seconds before you leave the home. If soap and water aren't available, use an alcohol-based sanitizer that is at least 60% alcohol to kill any possible germs



After doing a walk-through of the home, complete the rest of the assessment on the porch or in the yard, if possible.

Transition age youth

Education and Enrichment Specialist

- Review COVID 19 precautions, symptoms and what to do if experiencing symptoms
- Share resources from Dept. of Health Education (k-12)
- Continue to help identify post-secondary options & virtual college tours
- Focus on high school seniors: confirm college and financial applications are submitted share information regarding tuition waiver and Chafee identify
- Revised graduation expectation for each school we have seniors ensure students and caregivers are aware of revised graduation plan requirement
- Reviewing guidance from state regarding student rights regarding school enrollment/ stability at this time
- Identify potential challenges and barriers our k-12 students may experiences
- Finding solutions for challenges that may arise-(lap top access, school- work access, etc.)

CYF Transition Planners

- Enhanced focus on youth who are nearing 18 y/o (to encourage them to sign on for an extension and make sure there are supports in place) and 21 y/o (to make sure there is stable plan in place after exiting care).
- Prioritizing transition planning with resumption youth, youth in congregate care and those with recent reunifications.

OTHER RESOURCES:

- **Youth Virtual Drop-In** Meetings being held to promote social interaction. The age range for these chats is from 14 to 29 years old. Held on Zoom every Monday and Friday from 3:30pm to 4:30pm
- MEETING ID: 410-999-098 MEETING LINK: <https://zoom.us/j/410999098>
- **Town Hall Meeting** This townhall is intended to help get foster youth what they need during this time. Forum to give guidance to help shape the federal child welfare systems' response to COVID-19. This meeting was organized by the Children's Bureau. <https://youtu.be/9C0RezU2g2k>

Transition Age Youth

Youth Support Partners (YSP):

- The YSPs finding creative ways to engage.
 - TikTok, Facebook, Snapchat, Gaming, Youtube
 - Opportunity Passport (OPP) is continuing to occur virtually as well as the SITY meetings (every Tuesday at 4pm).

Justice Related Services (JRS – IL):

- The JRS staff connecting with youth released from ACJ
- Connecting them with the necessary services.

YV LifeSet:

- The LifeSet staff makes daily phone calls to their youth and conducting weekly virtual sessions.
- Delivering food
- Securing technology

412 Youth Zone:

- Youth coaches are checking in with all youth's well being
- Suppling food, baby supplies and cleaning products
- Continue to help youth know how to navigate to food bank resources in their community and have provided critical transportation, including for medical appointments.
- Providing virtual programming more than twice per day using Facebook – www.facebook.com/412YouthZone -- including: Meditation, yoga, writing, painting, cooking, mixing music, book club
- Check in with staff Youth Zone therapists are available virtually.
- Youth Zone medical clinic staff are available daily by phone to assist with medical questions/concerns and prescription refills.

Easter Bunny declared essential worker



EASTER BUNNY
BRACKENRIDGE, PITTSBURGH

NEW ON 

PITTSBURGH'S
ACTION NEWS 4

Intellectual Disabilities and Autism services:

Essential Service:	Intellectual Disabilities and Autism services		Overall Service Capability:	Stable
Staffing:	Stable	<p>Level 1</p> <p>Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level</p>	Supplies:	<p>Unstable</p> <p>Level 4</p> <p>20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need</p>
<p>Notes: We have not been notified of any recent changes in operations due to staff shortage; however, some providers are collaborating to assure coverage. We have checked with agencies and they report that they do have contingency plans in the event they need to implement them.</p>			<p>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.</p>	
Service Locations:	Stable	<p>Level 1</p> <p>100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need</p>	Funding:	<p>Level 1</p> <p>Normal funding available</p>
<p>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.</p>			<p>Notes:</p>	

Intellectual Disabilities and Autism services: Current Activities

- Over the Counter (OTC) Drugs
 - Concerns over availability
 - Especially Tylenol
 - Work with your pharmacist to make sure you have enough

Reminder

- Provider Briefings shifting to Monday, Wednesday, Friday
- We will call special meetings if the need arises

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.

