

THIS CALL IS BEING RECORDED

COVID-19

Briefing for providers Wednesday 4/15/20

Reminder: Provider Briefings shifting to Monday, Wednesday, Friday



Agenda

- Communications
- Supply Update
- Health Update
- Robin Orlando, DHS Administrator, Applied Learning & Development
- Legislative/Policy Updates
- 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



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

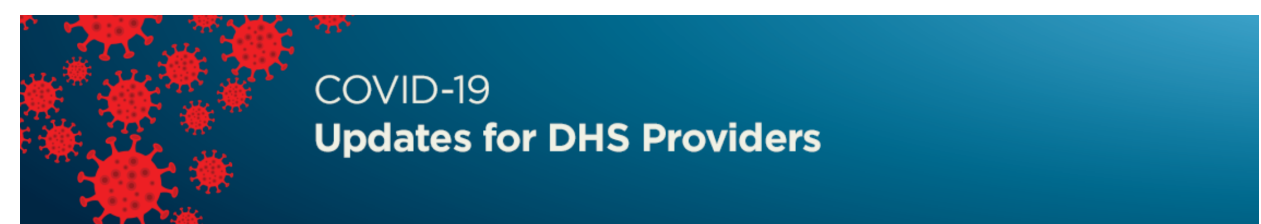
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Disclaimer: Some of the content on this site was compiled by DHS staff and our partners for internal use, to centralize information about potential resources to use while responding to the COVID-19 crisis. It is updated but because of the rapidly evolving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



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@allegchenycounty.us
 - For homeless providers, fill out the incident report form and email the completed form to your assigned monitor and cynthia.shields@allegchenycounty.us
 - Others: DHS-COVID19Planning@allegchenycounty.us
- Information will be made public – *Available under Allegheny County DHS Operations and Guidance*
 - https://tableau.allegchenycounty.us/t/PublicSite/views/AlleghenyCountyHumanServicesOperationalChangesTracker/LandingPage?iframeSizedToWindow=true&%3Aembed=y&%3AshowAppBanner=false&%3Adisplay_count=no&%3AshowVizHome=no&%3Aorigin=viz_share_link#1



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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

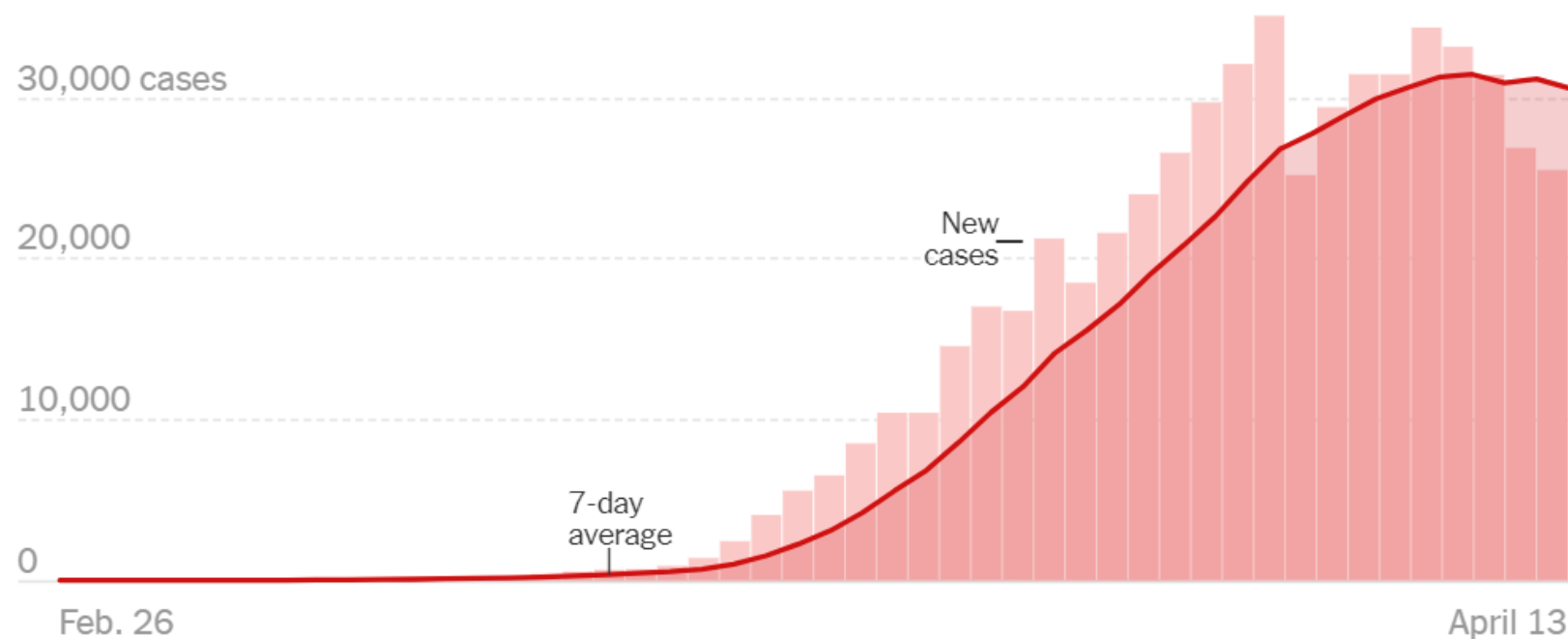
Supply Updates

- **Important Note:** We announced a source for PPE last Friday from PA Correctional Industries (PCI). They will not be selling PPE supplies. All PPE manufactured by PCI will remain with the Department of Corrections.
- Changes coming to Supply Request Process
 - ACES is no longer fulfilling supply orders for PPE due to the Governor's order to shift to a state-wide distribution model.
 - We are developing a new request process to help you source PPE and other supplies. We expect to share updates on Friday's call (4/17).

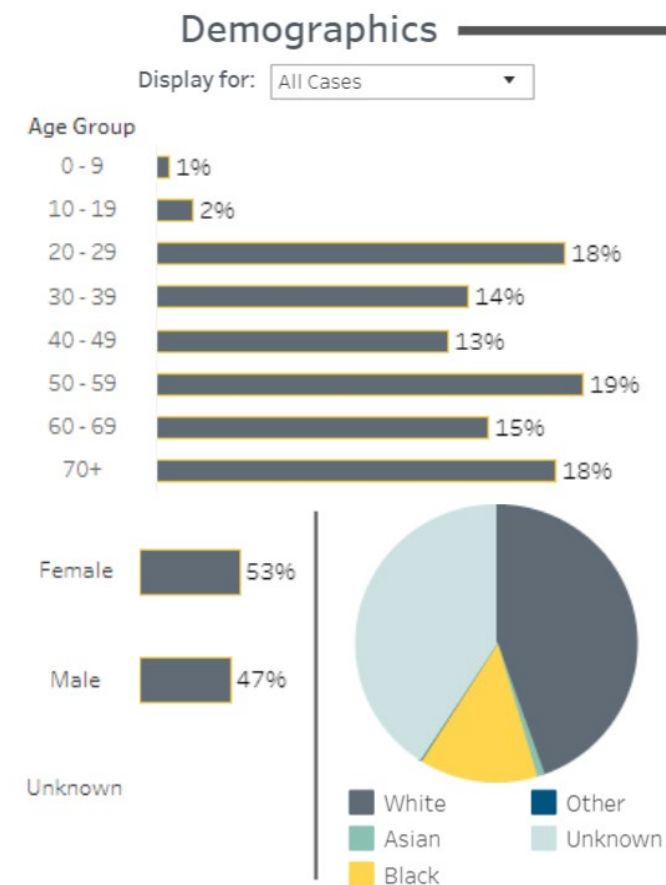
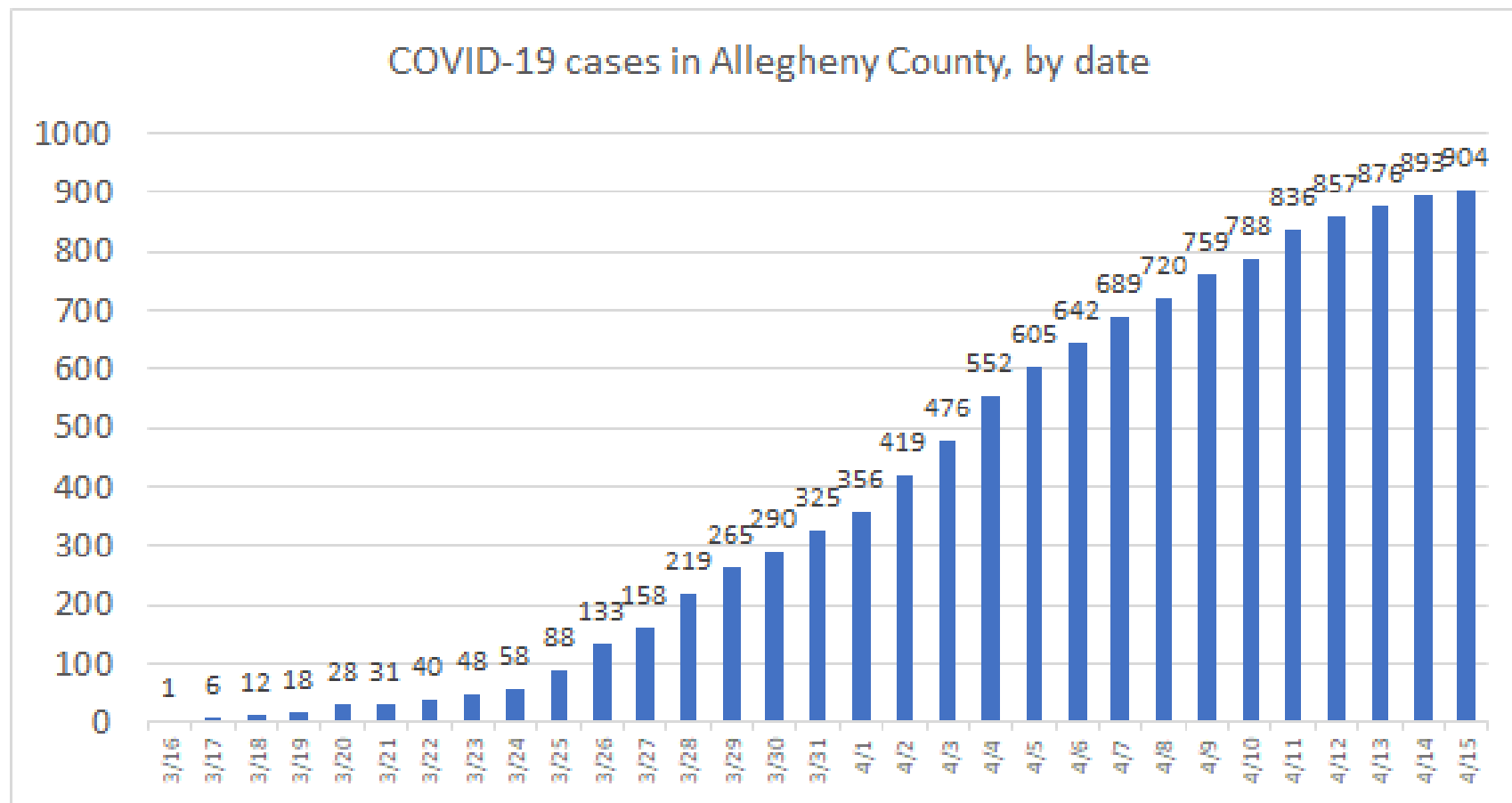
Health update

- *Allegheny County*: 904 confirmed cases; 146 hospitalizations; 26 deaths ([source](#))
- *Pennsylvania*: 26,490 confirmed cases; 647 deaths ([source](#))
- *United States*: 606,800 confirmed cases; 25,922 deaths ([source](#)).

New reported cases by day in the United States

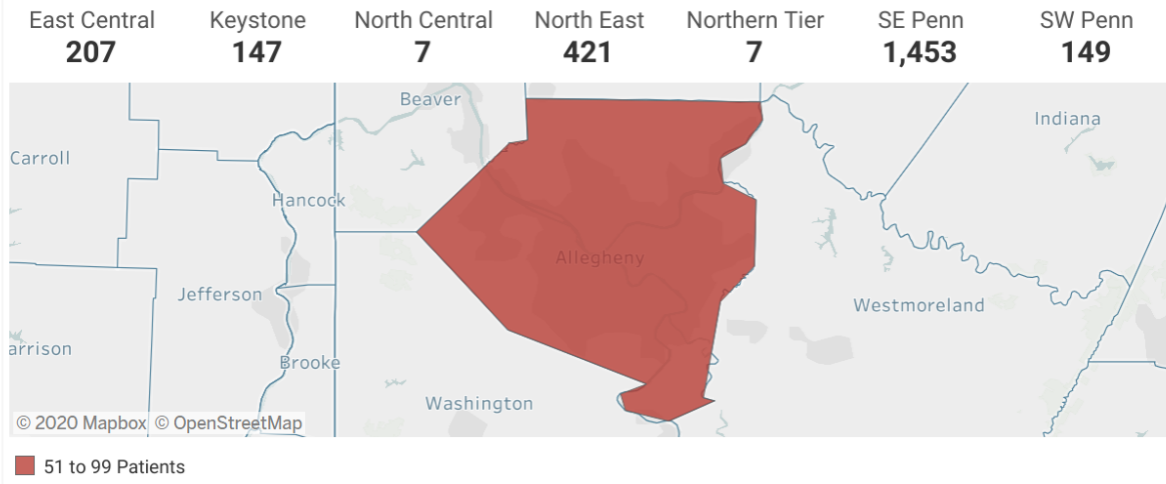


Health update

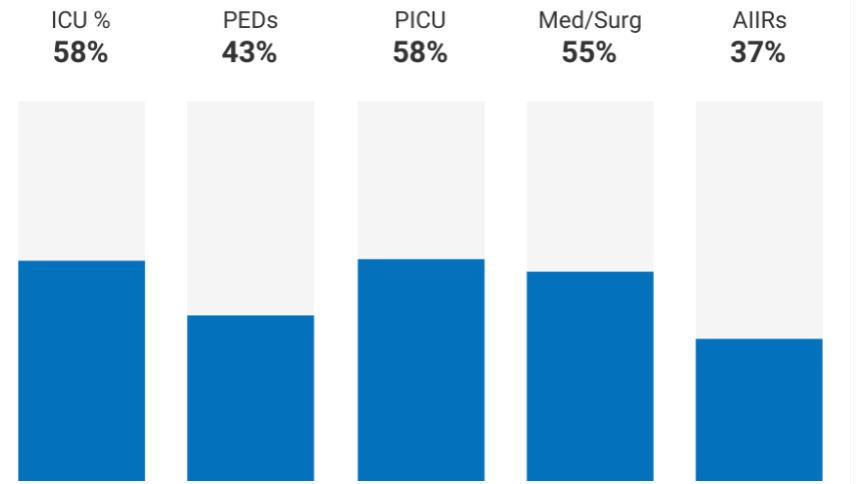


| | | | |
|---------------------|---------------------------|----------------------------------|------------------------|
| COVID-19 Inpatients | COVID-19 Patients on ECMO | COVID-19 Patients on Ventilators | Ventilator Utilization |
| 76 | 4 | 37 | 24.0% |

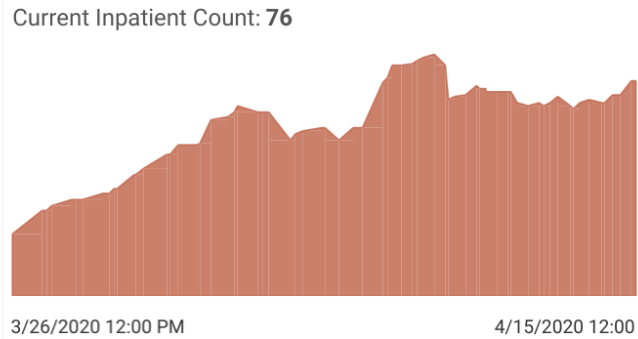
COVID-19 Inpatients by County and Region



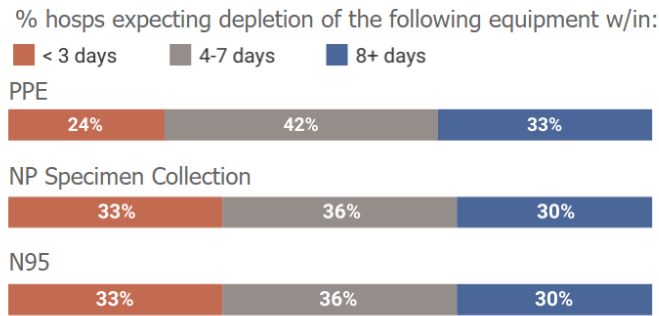
Bed Utilization



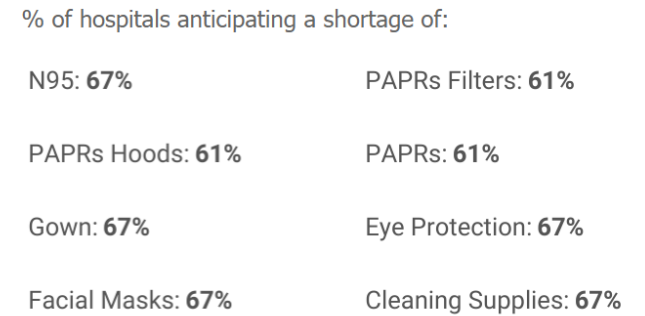
Confirmed COVID-19 Inpatients



Supply Depletion Forecast



Potential Shortages



I understand and agree that my commitment to keeping confidential any and all information which I have now or will have in the future as a result of my access to KC-HIMS continues after my participation as an authorized user ends. I consent to the terms and conditions set forth in this agreement and intend to be legally bound hereby.

Community Listening Sessions

The Allegheny County Health Department and Department of Human Services are teaming up to gather the voices of community leaders just like you for a conversation about the county's COVID-19 Crisis Response – past, present and future. We are particularly interested in how we can best:

- Reach residents of color, new arrivals who are non-English speakers and residents of low-income communities with important life-saving messages
- Engage with communities regarding the placement of quarantine/ isolation facilities in our neighborhoods
- Present life-saving information in a way that it is accepted as helpful and non-threatening.

Here is the session schedule:

- **COVID-19 and the African American/Black Community: Tuesday, April 14; 1:00 – 2:00 PM**
- **COVID-19 and the Faith Community: Tuesday, April 14; 3:00 – 4:00 PM**
- **COVID-19 and the Latinx Community: Thursday, April 16; 11:00 AM – 12:00 PM**
- **COVID-19 and Immigrant and Refugee Communities: Friday, April 17; 3:00 – 4:00 PM**

To register your participation, please visit: https://alleghenycounty.az1.qualtrics.com/jfe/form/SV_b8VzNGmWPf0C28Z.

We respectfully ask that you respond no later than Monday, April 13 at 3:00 PM. An agenda and links to the session will be shared using the email address that you provide.

Updated 4/13/20





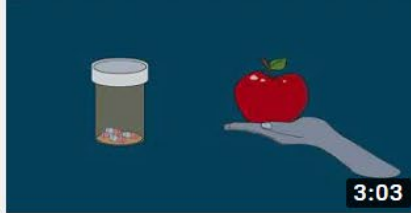




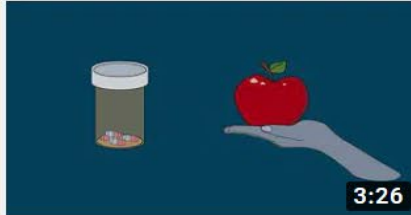



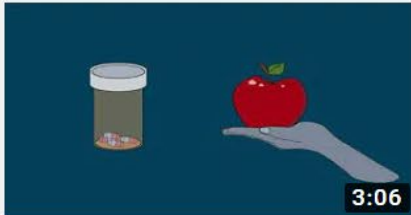
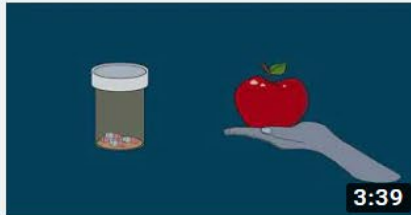
Policy and legislative - Federal

- Update on Federal Economic Impact Payments (Stimulus Checks):
 - Individuals who traditionally do not file taxes: The IRS has established a portal (link on this [page](#)) for non-filers to submit basic information to be eligible to receive a payment and provide direct deposit information, if desired.
 - Today, the IRS released another portal "[Get My Payment](#)" enabling taxpayers to get the status of their payment. Individuals can also use this portal to provide bank information to receive their payment via direct deposit, if they didn't do so when filing taxes.
- Possible fourth wave Federal stimulus update: No headway on negotiations in the Senate yet, which is not in session again until Thursday.

Policy and legislative - State and Local

- PA DHS is enabling temporary protections for CHIP participants during this crisis to prevent denials or disenrollment for administrative or financial reasons, allow flexibilities for paying premiums, and allow self-attestation for information on an application/renewal.
- Republicans in the PA House advanced SB 613 yesterday which would require Gov. Wolf to amend his business closure orders to allow almost any business to operate if it follows CDC safety guidelines.
 - Senate is voting on House amendments today – Gov. Wolf has not indicated yet if he will veto, but seems likely as Sec. Levine has voiced strong opposition to the bill.
- Pittsburgh City Council discussing a bill to create additional community vegetable gardens on city lots to help aid community members in need of food.

Literacy Pittsburgh has posted informational videos on their [YouTube page](#) specifically for folks that are not able to read English or their native language well

| | | | | |
|---|--|---|---|---|
|  <p>2:54</p> |  <p>3:02</p> |  <p>2:37</p> |  <p>3:33</p> |  <p>3:03</p> |
| <p>COVID19 العربية Arabic</p> <p>9 views • 6 days ago</p> | <p>COVID19 ລາວ Lao</p> <p>3 views • 6 days ago</p> | <p>COVID19 Tiếng Việt Vietnamese</p> <p>5 views • 6 days ago</p> | <p>C19 Chuuk Chuukese</p> <p>5 views • 6 days ago</p> | <p>COVID19 Cantonese</p> <p>2 views • 6 days ago</p> |
|  <p>3:03</p> |  <p>3:11</p> |  <p>3:12</p> |  <p>2:50</p> |  <p>3:26</p> |
| <p>COVID19 Mandarin</p> <p>2 views • 6 days ago</p> | <p>COVID19 Română Romanian</p> <p>2 views • 6 days ago</p> | <p>COVID19 Tongan</p> <p>4 views • 6 days ago</p> | <p>COVID19 Español Spanish</p> <p>1 view • 6 days ago</p> | <p>COVID19 አማርኛ Amharic 1</p> <p>7 views • 6 days ago</p> |
|  <p>3:16</p> |  <p>2:54</p> |  <p>2:59</p> |  <p>3:06</p> |  <p>3:39</p> |
| <p>COVID19 हिन्दी Hindi</p> <p>3 views • 6 days ago</p> | <p>COVID19 русский Russian</p> <p>No views • 6 days ago</p> | <p>COVID19 Kinyarwanda</p> <p>1 view • 6 days ago</p> | <p>COVID19 Hmoob Hmong</p> <p>No views • 6 days ago</p> | <p>COVID19 Karen</p> <p>2 views • 1 week ago</p> |



Maintaining our health and wellbeing is important at all times, but can be especially difficult during these circumstances.

DHS wants you to know that we are here for you.

Introducing the Weekly Wellness Check-In



Adapted from Swarbrick, M. (2006) A Wellness Approach. *Psychiatric Rehabilitation Journal*, 29(4), 311-314.

Weekly Wellness Check-In

Weekly email highlighting a different aspect of our wellness

- Every Wednesday for the next 8 weeks
- Emotional Wellness Message – Tonight!
- DHS Trauma Think Tank
- <http://dhstraumaresourcelibrary.alleghenycounty.us/wellness/>

Have ideas?

- Share your ideas, resources that can be shared on the site*
- DHSTraumaThinkTank@AlleghenyCounty.US

Essential Services

1. Child welfare critical services, hotline, investigations, group care
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. 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 |



| | | | | |
|---|--|---|---|----------------|
| 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

Recognizing signs of abuse and neglect

[Keep Kids Safe](#)



- The Department of Human Services supports child abuse recognition and reporting training through a variety of web-based trainings.
- [Pennsylvania Family Support Alliance](#) to provide training to school personnel, child care staff, clergy, law enforcement, public and private social service agencies, and social service professionals.
- [Pennsylvania Chapter of the American Academy of Pediatrics](#) to provide training to physicians, school nurses, hospital staff and Emergency Medical Service providers.
- [The University of Pittsburgh's Child Welfare Resource Center](#) to develop a free, web-based training. This training is approved in accordance with Act 126 of 2012 and Act 31 of 2104, for mandated and permissive reporters
- View a [list of additional approved courses](#) for child abuse recognition and reporting training for mandated reporters.



- PA OCYF is still focused on enabling workarounds on the fingerprint requirement.
- Today, the Children's Bureau/HHS announced that it is providing states with flexibilities on the fingerprint requirement, BUT we need state law changes in PA before we can benefit from this announcement.
- One step forward on easing the requirement, but not there yet.

April 23rd, from 9-5, DHS will host a mobile fingerprinting site at 1 Smithfield Street in the Liberty Conference Room.

- If you have individuals who require fingerprinting, please let us know how many by COB on Friday to:
 - Nicole.Rohm@alleghenycounty.us
- Once we have a head count of those interested, we will be sharing instructions for how individuals can register themselves for a seven-minute appointment that day.
- Everyone will be asked to arrive five minutes before their appointment but not earlier.
- Individuals will still have to pay for their fingerprinting via money order, debit card, credit card or prepaid vouchers. No cash or personal checks.

Relationships matter



In observance of April as National Child Abuse Prevention Month the Children's Bureau's Office on Child Abuse and Neglect will host a special virtual NCAPM event on **Tuesday, April 21, 2020 from 10:00 a.m. to 11:30 a.m. Eastern Time.**

- The event will highlight the latest video in the Building Community, Building Hope film series: *"Relationships Matter: Strengthening and Supporting Families."* The film features San Francisco-based family resource center Safe & Sound and the families they support. Its focus is on how community-based organizations can create networks and provide multiple "front doors" through which families can enter to seek support and assistance without fear or stigma.
- The film will be followed by an interactive panel discussion with leaders. The discussion will be facilitated by Children's Bureau Associate Commissioner Jerry Milner.
- If you are interested in attending the event, register through Adobe Connect:
- Event Registration Page:
- <https://capacitybuilding.adobeconnect.com/ncapmonthevent2020/event/registration.html>

Child, family and sibling visitation

Here are some additional ideas to keep the parent-child connection strong, even if you can't be together with your child.

[Five Tips to Make the Most of Video Chats](#)

Here are some tips for making the most of your next video chat.

[Separated From Your Young Child?](#)

There are still many ways for parents to keep their connection strong with their little ones.

[Staying Connected While Separated from Your Young Child](#)

Food: for Seniors

| | | | | | | |
|--|----------------|--|------------------|------------------------------------|--|----------------|
| Essential Service: | | Food for Seniors | | Overall Service Capability: | | At Risk |
| Staffing: | At Risk | Level 2 Agencies invoke their own COOP plan | Supplies: | Unstable | Level 4 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need | |
| Notes: <p>-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.</p> <p>-Between FEMA and the AAA food providers there have been over 3,000 shelf stable meals ordered to be distributed.</p> <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> | | | | | | |
| 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 4/15/20

| | | | | | | | |
|--|--|---|--|--|--|--|--|
| 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: | | | |

AAA Updates: Senior Isolation and Morale

- Parent and Child Guidance, through Pam Golden, wrote more than 100 letters to older adults in Allegheny County
 - Each letter also included a puzzle to stimulate cognitive function
 - AAA staff have also been writing letters, some personalized with drawings and decorations
- These initial letters were delivered to Home-delivered Meals recipients, and we are on our second wave of deliveries
- Senior Centers are making hundreds of phone calls to their participants weekly. They are also trying to stay connected virtually to the many participants who have computer access
- We thank all our staff and the community and meals providers for this outreach of support to our seniors

AAA Updates: SeniorLine Call Center

- In addition to regular call center services, we are making an extra effort to contact Allegheny County high-rise buildings.
 - We are assuring that these older adults have access to services.
 - Typical services needed in the high-rises include home delivered meals, care management and protective services.



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: <ul style="list-style-type: none"> -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 Access 101 – How to Support Households

- 1. Encourage families/individuals to apply for public assistance**
- 2. Support families/individuals in finding access to food**

Food Access 101 – How to Support Households

1. Encourage families and individuals to apply for SNAP:

- [Food Bank](#) and [Just Harvest](#) both offer support with applying
- Applications can be submitted online or paper (by mail)
 - **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>
 - The main application for benefits is the longest, and is not limited to just SNAP.
 - There is a short SNAP-only application (12 pages),
 - If you are serving older adults or people with disabilities who are on a fixed income, there is a two-page Simplified Application.
- **Some will receive a second April SNAP payment:** <https://www.justharvest.org/pa-food-stamp-recipient-may-get-a-second-payment-this-month/>

Food Access 101 - How to Support Households

2. Support families/individuals in finding access to food:

- **Pantries and other emergency food options:**
 - Use [this map](#) or "Get Help" on [Food Bank website](#) to identify pantries near household
 - If providers want to pick up for households, they should call pantries first to make arrangements with the pantry coordinator, to check on documentation required for service AND ask about what is required to serve as a proxy (which allows someone else to pick up on behalf of individuals or families)
- **Grab and Go site (for families with children):**
 - Use [this map](#) or "Grab and Go" on [Food Bank website](#) to identify the closest Grab and Go location
 - If family cannot get to Grab and Go location, provider can check with nearest location to see if they can pick up on behalf of family (parental permission required)
- **Large scale Food Bank distributions**
 - Food Bank large scale distributions are necessary mechanisms to get large quantities of food to large numbers of households, but they should only be recommended to families and individuals who do not have access to a local pantry. Wait times can be long.

Support with Home Delivery

- Getting to a distribution site is still a challenge for many households.
 - Many community partners are helping get food to the households they work with
 - Some pantries are offering home delivery
 - Home delivery cannot be offered at scale to everyone, but increasing mechanisms are being introduced as quickly as available
- 2-1-1 will help individuals with the greatest need access home delivery

412 Food Rescue Home Delivery



Link to explanation [video](#)

Reach out to 412 Food Rescue (info@412foodrescue.org) if you are a nonprofit distributing food but have clients who need home delivery service

412 Food Rescue will be scaling this service gradually

Note: do NOT refer individuals to 412 Food Rescue directly

Family Strengths Survey

- Week 2 of the survey is open. 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**

Allegheny County Family Centers & Partners



M-T-W-Th-F - 9 am - Morning Stretch

@RyanArtsCenter



M - 6 pm - Story Time

@highlandsfamilycenter

T-W-Th - 10 am - Story Time

@RyanArtsCenter



T - 11 am - Story Time

@AIUSteelValleyFC

T - 1 pm - Kids Junkyard Crafts

@AIUEastAlleghenyFamilyCenter



T - 7 pm - Bedtime Story

@AIUSteelValleyFC



Th - 11 am - Story Time

@AIUSteelValleyFC

T - 7 pm - Bedtime Story

@AIUSteelValleyFC



Find these and more activities
@alleghenycountyfamilysupport

- Family Centers physical locations are closed, but staff are available to support families!

- Call 412-350-6611 or 2-1-1 to find the center closest to you

- Several sites have formula and diapers available for distribution (Check [Food Map](#), and call to set up pick up/delivery)

Updated 4/13/20

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 | |
| <p>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.</p> | | | | <p>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.</p> | | | |
| 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 | |
| <p>Notes: All shelter facilities are still open and are staffed. Shelters with vacancies are still accepting new clients. Isolation/quarantine hotel location is open.</p> | | | | <p>Notes: There are currently no funding concerns for the homeless network; federal stimulus bill includes some additional funding for homeless services.</p> | | | |

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

Additional updates:

- DHS will distribute a medical needs survey this week. Providers should complete the survey ASAP.
- Isolation/Quarantine hotels:
 - We have started moving people in! (30+ individuals housed)
 - Population: persons across DHS systems who need to be isolated (persons who are sick or especially vulnerable and need complete isolation)
 - Referrals now accepted from homelessness shelters, street outreach providers, refugee and immigrant services. This week, the referral system is in place for OBH and jail referrals. Any system with individuals in urgent need of safe haven, please reach out.
- CHS still needs staff for weekend shifts (see link below). If you've been contacted by CHS, please respond ASAP.
 - <https://communityhumanservices.applytojob.com/apply/HCMaIP6kQv/Community-Support-Specialist-Hotel-2020>

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

- HUD approved ACDHS' Mega Waiver on April 9 for the following CoC related issues:
 - All disability verification for permanent supporting housing (PSH) will be documented within 6 months of enrollment
 - PSH/Rapid rehousing (RRH) case managers must meet virtually with clients on a monthly basis and physically visit within 2 months
 - Housing Quality Standards (HQS) physical inspections of units must be done virtually before clients sign a lease, and physical visits must occur within 6 months
 - Physical re-inspections of units will occur within 6 months
 - 1-year lease requirement currently waived for 6 months beginning April 1
 - Leases must be at least one month

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

- ACDHS/OCS Guidance for Implementing the Waiver
 - **PSH:** Projects must reasonably believe participant has a disability, and staff should move forward with securing housing and written documentation; efforts and due diligence to secure verification should be in case notes
 - **PSH/RRH:** Virtual monthly visits from case managers are required to ensure participants are managing in the COVID-19 crisis
 - **HQS initial inspections:** Virtual tours must be completed before participants sign a lease with the requirement of a physical inspection within 6 months of the signed lease date
 - **HQS reinspection:** Case managers should visually inspect the unit upon face to face visits or conduct virtual walk throughs with participants until actual re-inspection occurs
 - **1-year lease requirements:** Leases should be no shorter than 3 months and may be month-to-month, with preference to longer lease periods of up to one year

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

- ACDHS/OCS Guidance for Implementing the Waiver
 - Specific questions related to implementing these waivers should be sent in writing to all of the following persons:
 - Cynthia Shields: cynthia.shields@alleghenycounty.us
 - Rob Eamigh: robert.eamigh@alleghenycounty.us
 - Kate Holko: kathryn.holko@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 #: 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 | <p>Level 3</p> <p>Agencies notify ACDHS, who attempts to find staff across the network</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</p> |
| <p>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.</p> | | | <p>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</p> | |
| Service Locations: | At Risk | <p>Level 3</p> <p>60% - 100% coverage of the public, as some Service Locations have been forced to close</p> | Funding: | <p>Level 2</p> <p>Concerns over short-term funds to cover operations - cash flow issues arising</p> |
| <p>Notes: Broadened use of telehealth. Reminding providers to submit incident reports when they are updating policies/procedure to their facilities and services.</p> | | | <p>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.</p> | |



How to Prepare for a Video Appointment with Your Mental Health Clinician



Many mental health clinicians now offer appointments via video.

A video session allows you to access care even if you cannot visit your provider in person.



Before the Day of Your Appointment



1 Identify a private location for your appointment

This should be a place where you can be alone and not interrupted for the duration of your video session. Ideally, find a place with good lighting so your clinician can see you. This might be a room in your home or could even be in your car.



2 Check your technology

Consider what technology you will use for the video session. This might be your computer, an iPad, or your mobile phone. Be sure you know how to work the camera and the volume. Check to ensure that the location for your video session has a strong internet connection. Ask your clinician or their office staff if you need to install any apps on your device in advance. Ask how you will receive a link to the visit and if they can do a test with you to ensure it works.



3 Organize Billing Details

Check with the office staff about billing in advance of your appointment. Have your insurance information ready and ask about any co-pays.



4 Prepare your thoughts

Think about what you want to discuss with your provider. Make notes if that helps you.

On the Day of Your Appointment

Get ready for your video session

On the morning of your appointment, make sure that your device is charged. Check that you have the login link you need to access your video session. About 15 minutes in advance, have your technology ready and make sure your space is quiet and without distractions.



Do not forget...

Make sure you have any notes about what you want to discuss during the appointment. Also have a pen and paper in case you need to take notes. Bring reading glasses if you need them to see things on the screen, such as rating scales. Have the phone number for your clinician's office in case you need technical support.



Start Your Appointment



1 Sign in and get started

About 3 minutes before your appointment, sign into the video session. Make sure the camera is at about eye level. Your clinician will join and usually start by asking your name, address where you are currently located, and other basic details. The video session should last the same amount of time as an office visit. Make sure you ask any questions you have before you sign off.

Have other questions about telehealth?
Visit [SMLadviser.org/answers](https://www.smladviser.org/answers)

Behavioral Health: SAMHSA Guidance for Individuals Using Telehealth

Behavioral Health: Training Opportunity

NATIONAL COUNCIL FOR BEHAVIORAL HEALTH COVID-19 OFFICE HOUR SESSIONS

Upcoming session:

- [Residential Treatment](#): Join to discuss the strengths, challenges and opportunities for equipping residential treatment staff to safely and effectively care for residents during the COVID-19 response. **Thursday Apr 16, 2020 – 3 PM.**

Previous session recordings

- Children, Youth, and Families: [Register to watch](#)
- Finance and Operations: [Register to watch](#)
- Substance Use Disorder Services: [Register to watch](#)
- Self-Care and Stress Management: [Register to watch](#)
- Telehealth – Ask the Experts: [Register to watch](#)

Behavioral Health: Drug and Alcohol: DDAP Webinars

THE COUNCIL ON COMPULSIVE GAMBLING OF PENNSYLVANIA (CCGP)

- [The Professional Impacts of the COVID-19 Crisis: A Look into the Importance of Self-Care and Resilience](#)
 - Thursday April 23, 2020 – 2 PM to 3 PM

COGNITIVE BEHAVIOR INSTITUTE

- [Assessment of Trauma-Related Disorders and the COVID-19 Pandemic](#)
 - Tuesday April 21, 2020 from 9 AM – 2 PM.
- Please see the attached flyers



Virtual Training Opportunity!

Kids, COVID and Convergence of Video Gaming & Gambling in Youth: What to Know in Unprecedented Times

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 a one-hour session focusing on Kids, COVID and Convergence of Video Gaming & Gambling in Youth: What to Know in Unprecedented Times.

When April 15, 2020 - 2:00pm to 3:00pm

How to Attend

This free training has limited spots and requires 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.

Kids, COVID and Convergence of Video Gaming & Gambling in Youth: What to Know in Unprecedented Times

Trainer: Julie M. Hynes, MA, RD, CPS

The world of what we have considered "gambling" has shifted dramatically in recent years, and exposure to gambling within video games is eye-opening. In this webinar, participants will gain an understanding of recent trends in video gaming and how these trends have blurred the lines between what is gaming and gambling. We will focus on what the research says about the public health risks facing youth, discussing how COVID-19 has augmented the need to address these issues, and provide practical recommendations that can be applied in professional and personal settings.

Learning Objectives

Upon completion of this workshop, participants will be able to:

- Familiarize others with problems associated with gambling and video gaming
- Discuss structural similarities between gambling and several elements within video games and eSports competitions
- Identify the potential risks and overlap between gaming and gambling

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



Virtual Training Opportunity!

The Professional Impacts of the Covid-19 Crisis: A Look into the Importance of Self-Care and Resilience

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 a one-hour session focusing on The Professional Impacts of the COVID-19 Crisis: A Look into the Importance of Self-Care and Resilience.

When April 23rd, 2020 - 2:00pm to 3:00pm

How to Attend

This free training has limited spots and requires 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.

The Professional Impacts of the COVID-19 Crisis: A Look into the Importance of Self-Care and Resilience

Trainer: Patricia T Caldwell, MFT LPC CCGPD CCTP CAADC

This training will explore practical ways for gambling counselors and other professionals to help maintain their mental wellbeing during the COVID-19 outbreak. We will explore common reactions to the pandemic from both a personal and professional lens and identify strategies to manage any unwanted symptoms as well as social isolation.

Additionally, we will explore the meaning of resilience during times like this for gambling counselors and other professionals and discuss how to utilize this resilience to help yourself and those you are serving get through these difficult times.

Upon completion of this workshop, participants will be able to:

- Identify symptoms of how today's pandemic might be impacting aspects of everyday life
- Discuss strategies to help manage feelings of anxiety, depression or the symptoms associated with socially feeling disconnected
- Discuss the importance self-care methods to increase resilience

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: Drug and Alcohol

Guidance to Substance Abuse Treatment and Recovery Regarding Displaced COVID-19 Positive Clients

- DDAP is working with PA DHS and Dept. of Health to secure emergency housing for
 - Those who lack a permanent residence
 - Transient and without residence in PA
 - Change in domicile resulting from infections with COVID-19
 - Who need to continue to isolate due to COVID-19 diagnosis
 - Discharged from a hospital follow COVID-10 treatment

Behavioral Health: Meeting Reminders

- Behavioral Health Provider Meeting
 - Thursday April 16th 10:00-11:00am
 - [Join Microsoft Teams Meeting](#)
 - [+1 267-368-7515](#)
 - Conference ID: 756 098 069#
- BH Treatment and Housing Provider Meeting
 - Friday April 17th 9:00-10:00am
 - [Join Microsoft Teams Meeting](#)
 - [+1 267-368-7515](#)
 - Conference ID: 334 734 628#

Behavioral Health: Early Intervention

No New Updates

| | | | | | | | |
|---------------------------|---------------|---|------------------|------------------------------------|---|---------------|--|
| Essential Service: | | Early Intervention | | 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> <p>Notes: Completely up and running with tele intervention services. Only services not approved for telehealth are social work and nursing.</p> | Supplies: | Unstable | <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: In the past few days more supply requests have come in</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> <p>Notes: All Infant/Toddler Early Intervention services have the approval to be delivered using tele-intervention, this includes Social Work and Nursing.</p> | Funding: | Stable | <p>Level 1</p> <p>Normal funding available</p> <p>Notes: Normal funding is in place. Business as usual as far as submitting claims, no need for contracts or billing codes to be changed.</p> | | |

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 | <p>Level 2</p> <p>Agencies invoke their own COOP plan</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</p> |
| <p>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.</p> | | | <p>Notes: We are anticipating state MATP guidelines in the near future which may impact PPE requests by providers</p> | |
| Service Locations : | At Risk | <p>Level 3</p> <p>60% - 100% coverage of the public, as some Service Locations have been forced to close</p> | Funding: | <p>Level 1</p> <p>Normal funding available</p> |
| <p>Notes: MATP has issued guidances for providers and riders.</p> | | | <p>Notes:</p> | |

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. | | | 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

- KEPRO HCQU has developed a packet of information in response to COVID-19. It includes these key documents:
 - COVID-19 Infection Control: Families and Caregivers Factsheet
 - Talking about COVID-19 with People with Intellectual and Developmental Disabilities (I/DD)
 - Reducing the Spread of Infection Rehearsal Guide – preparing people with intellectual and developmental disabilities (I/DD) to reduce the spread of infection
 - Coronavirus (COVID-19) Test Rehearsal Guide – preparing people with intellectual and developmental Disabilities (I/DD) to successfully complete a coronavirus test
 - Dealing with Fear/Anxiety Related to the COVID-19 Outbreak
 - Remaining Connected and Overcoming Boredom During the COVID-19 Pandemic
- http://dhstraumaresourcelibrary.alleghenycounty.us/wp-content/uploads/2020/04/COVID-19-Packet-2_Apr2020.pdf
- 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>

HRST WEBINAR COVID-19 AND THE HRST: SCORING IMPACTS

Presented by

Dr. Craig Escudé, Sherry Neal
and Brandon Lancaster

The HRST can be a powerful tool to identify those who may be at greater risk for serious consequences from contracting COVID-19. It can also help track health risks throughout the various stages of infection, from initial symptoms to the need for advanced treatments.



If you are an HRST rater, you need to attend this webinar.

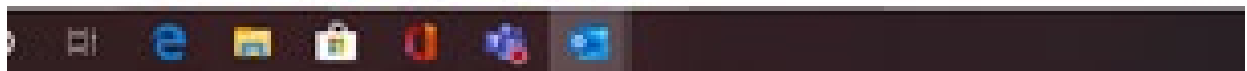
You will learn:

1. Latest important information related to COVID-19 and those persons with IDD
2. How to maximize your use of the Reporting Suite
3. How to ensure you are correctly scoring a person throughout the progressive stages of the COVID-19 infection

Mon. Apr. 20, 2020 | 3:00 PM-4:00 PM EDT

▶ REGISTER

<https://register.gotowebinar.com/register/>



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.





Safeguard Against Disability Discrimination During COVID-19

Including individuals with disabilities in the COVID-19 response to ensure equitable care

THINK EQUITABLE CARE - TAKE ACTION!

- **Inform key medical personnel** immediately that individuals with disabilities have equal rights to COVID-19 testing and treatment.
- **Make equitable decisions** to ensure that allocation of COVID-19 resources, supplies, and care are not based on inaccurate assumptions about life with a disability.
- **Provide accommodations** to make sure all individuals can access COVID-19 testing and treatment. This requirement includes accommodations for behavioral, intellectual, or physical disabilities that may impact someone's ability to comply during testing and treatment.

KNOW THE BEST PRACTICES - TAKE ACTION!

- **When communicating with individuals with disabilities:**
 - Talk directly to them.
 - Ask permission before speaking with their caregivers, if possible.
 - Ask the caregiver for assistance if you need help communicating with a patient.
 - Use plain language to tell individuals and caregivers about COVID-19 test results and anticipated procedures.
 - Keep in mind that you may have difficulty understanding the patient, however, in most cases they understand you.
- **Make these accommodations:**
 - Allow a caregiver to go with a patient to ensure adequate support for decision-making and treatment.
 - Provide ramps and rooms with enough access for a wheelchair.

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.)

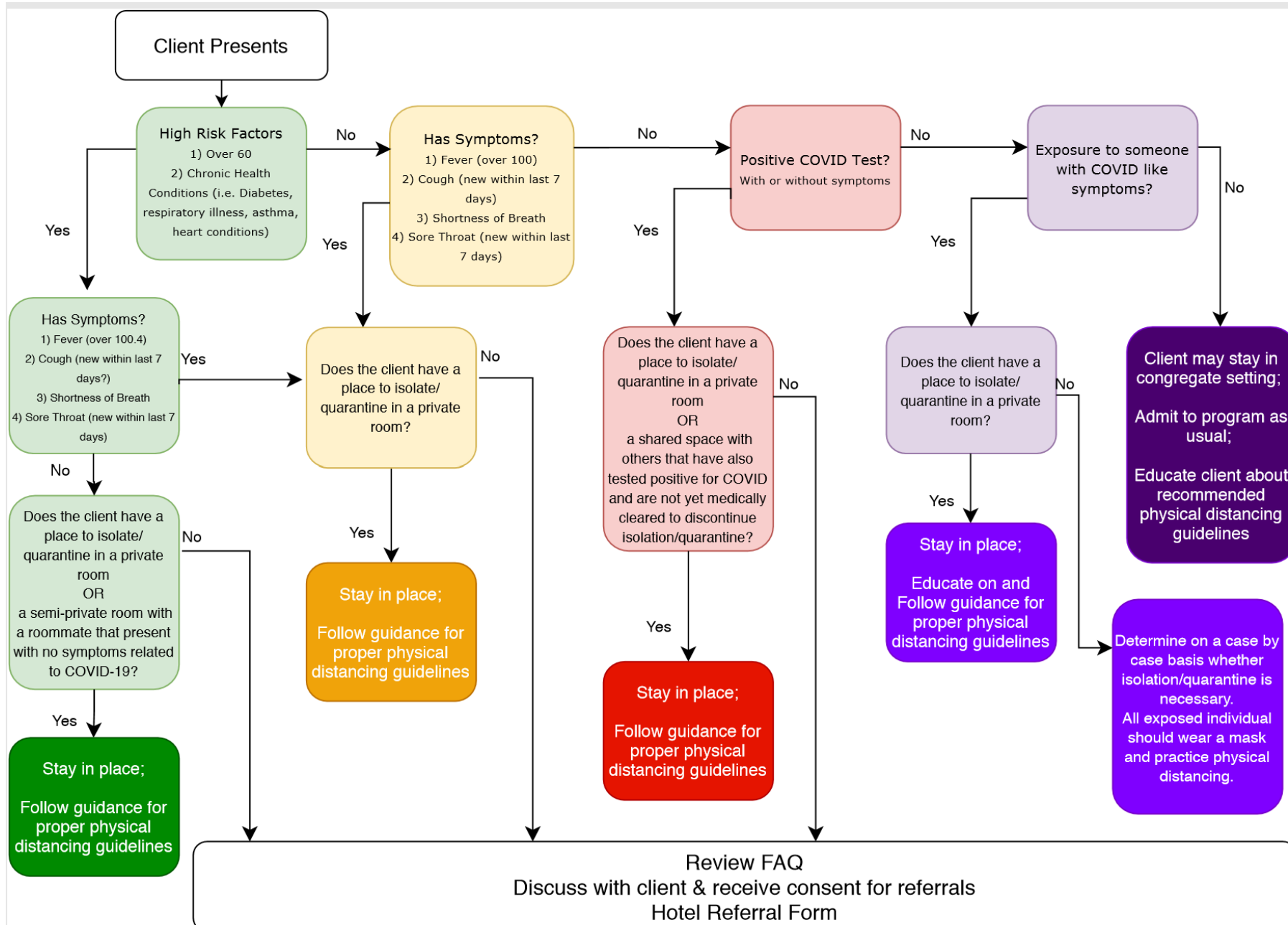
Clients should not be refused admission solely based on their COVID-19 status or health conditions that place them at greater risk with COVID-19.

- 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. |