

THIS CALL IS BEING RECORDED

COVID-19

Briefing for providers Friday 4/17/20

Reminder: Provider Briefings shifting to Monday, Wednesday, Friday



Agenda

- Communications
- Health Update
- Data Friday
- Legislative/Policy Updates
- Family Center Spotlight
- New Supply Request Procedures
- 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](#).

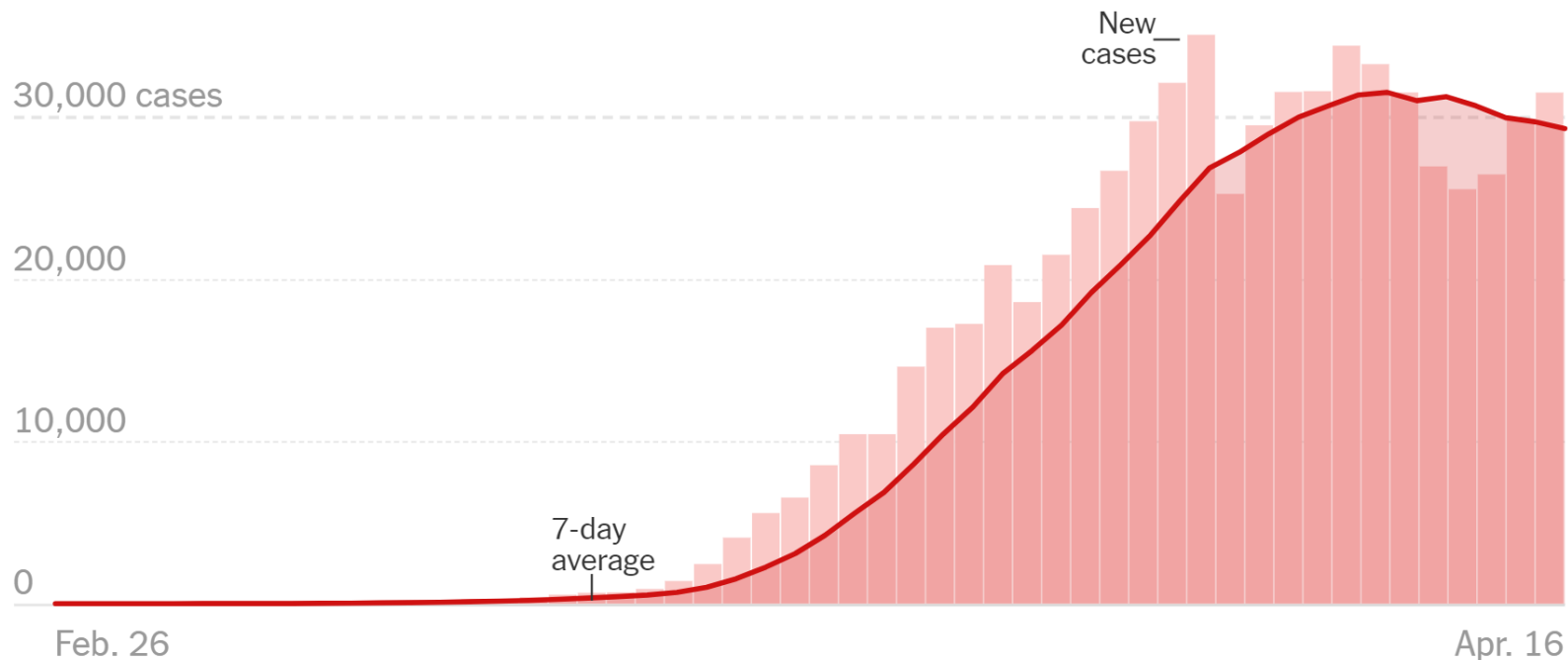
- Allegheny County DHS Operations and Guidance
- Daily Briefing Materials
- FAQs
- PA and U.S. Health and Human Services
- Specialized Resources



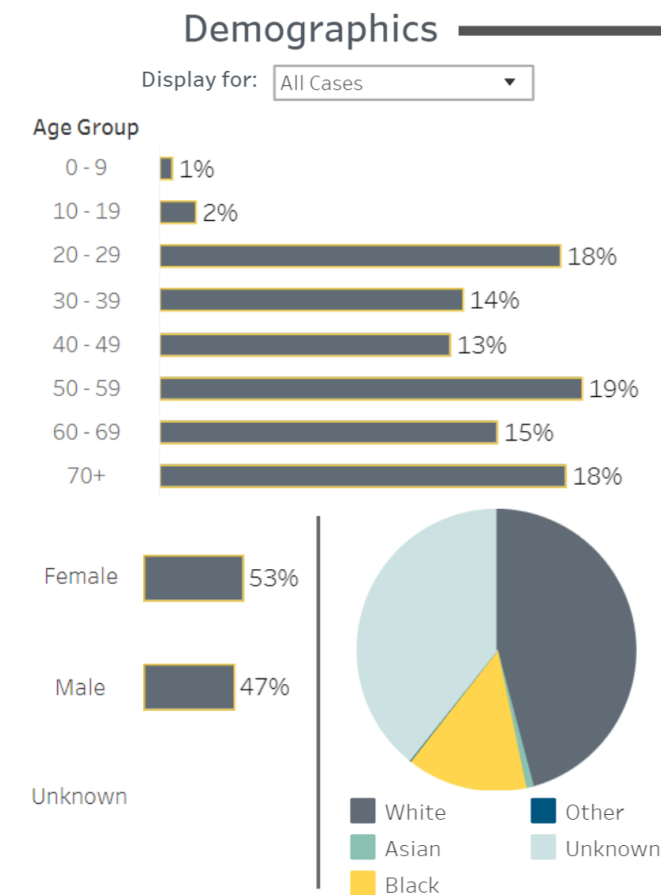
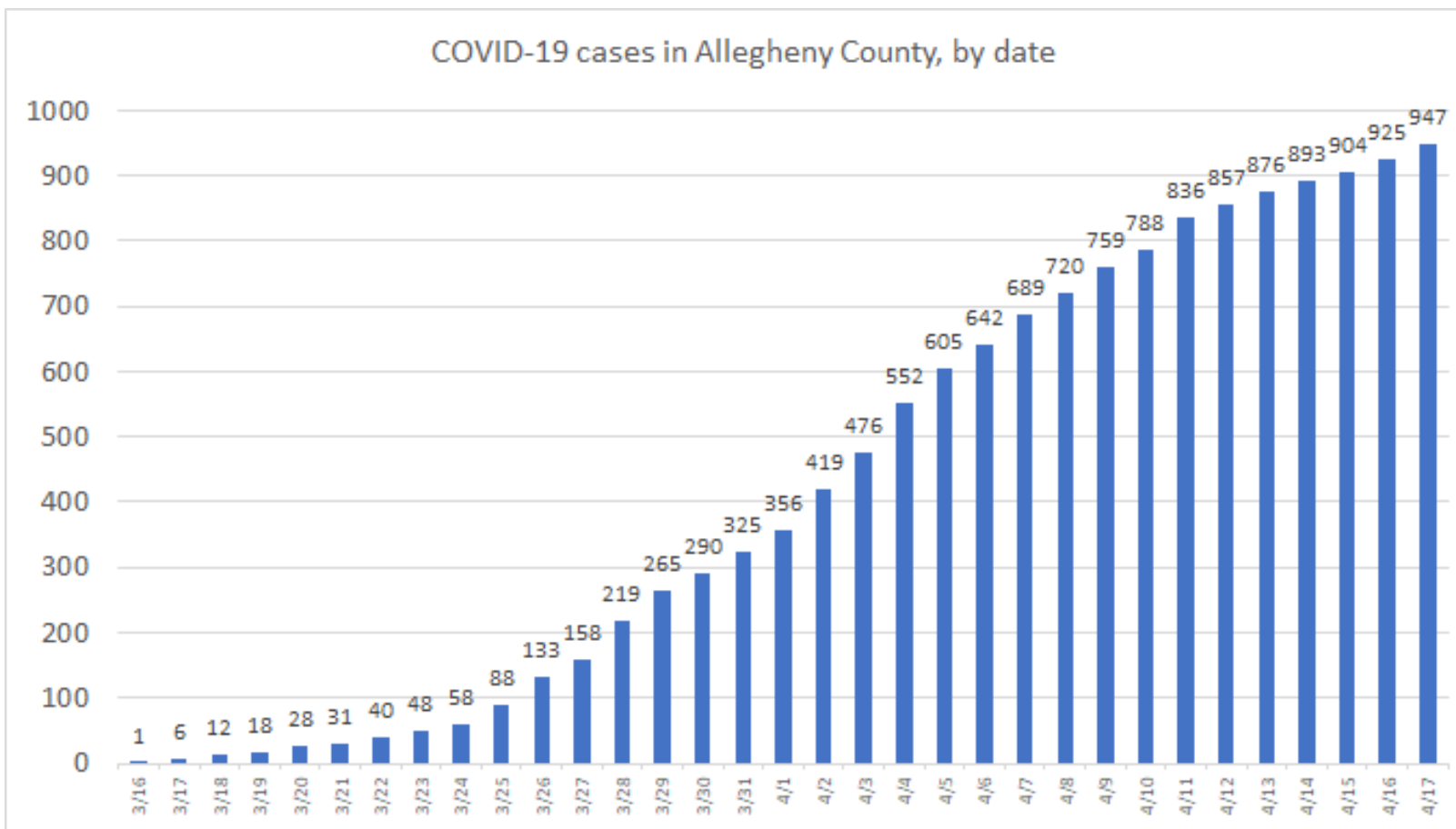
Health update

- *Allegheny County*: 947 confirmed cases; 176 hospitalizations; 43 deaths ([source](#))
- *Pennsylvania*: 29,441 confirmed cases; 756 deaths ([source](#))
- *United States*: 673,096 confirmed cases; 30,809 deaths ([source](#)).

New reported cases by day in the United States



Health update



HAP EEI Dashboard - 4/17/2020 12:00 PM Region: (All) County: Allegheny

COVID-19 Inpatients

76

COVID-19 Patients on ECMO

2

COVID-19 Patients on Ventilators

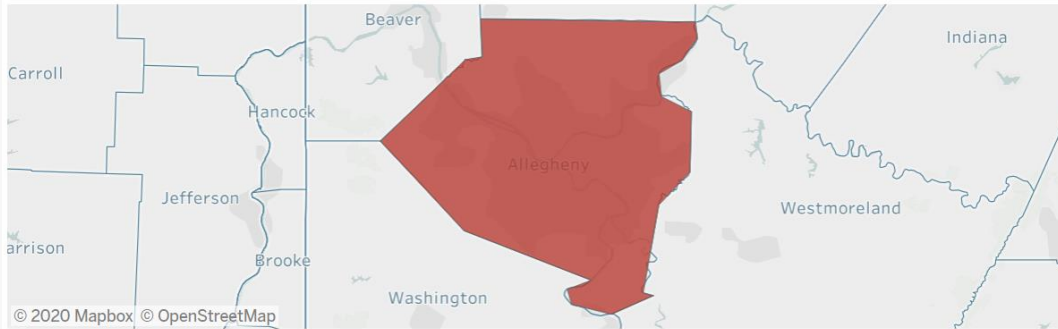
37

Ventilator Utilization

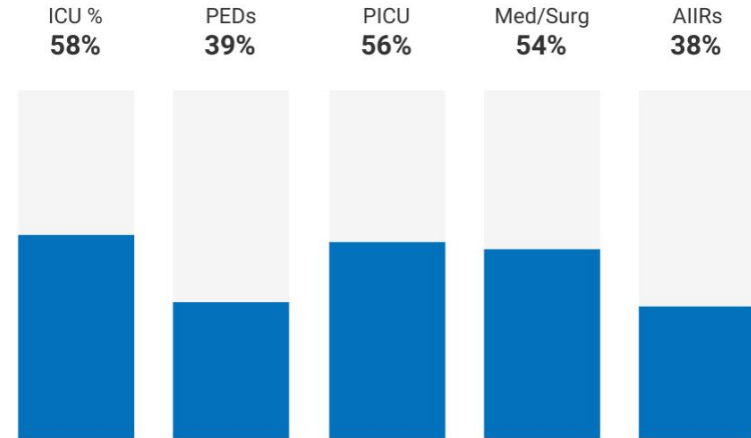
24.0%

COVID-19 Inpatients by County and Region

East Central	Keystone	North Central	North East	Northern Tier	SE Penn	SW Penn
225	145	7	407	7	1,659	140

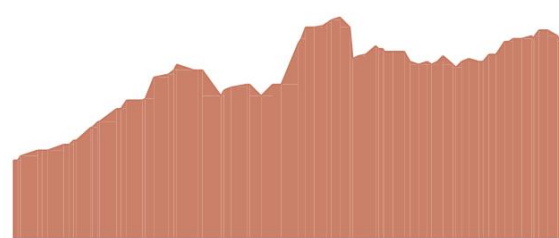


Bed Utilization



Confirmed COVID-19 Inpatients

Current Inpatient Count: **76**



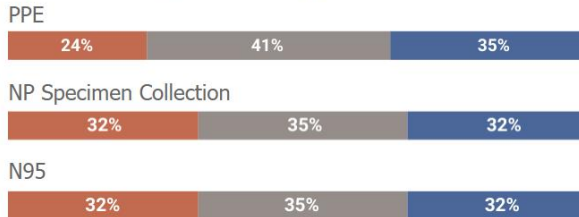
3/26/2020 12:00 PM

4/17/2020 12:00 PM

Supply Depletion Forecast

% hosps expecting depletion of the following equipment w/in:

■ < 3 days ■ 4-7 days ■ 8+ days



Potential Shortages

% of hospitals anticipating a shortage of:

N95: 65%	PAPRs Filters: 59%
PAPRs Hoods: 59%	PAPRs: 59%
Gown: 65%	Eye Protection: 65%
Facial Masks: 65%	Cleaning Supplies: 65%

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.



Homelessness and Housing

People in emergency shelters: 532

* (excluding domestic violence and winter shelters)

6% decrease ▼
from comparison period



March 8-April 16, 2020
People calling the Link: 1,906

25% decrease ▼
from comparison period



Child Welfare

March 8-April 16, 2020
Calls to Child Welfare: 1,157

44% decrease ▼
from comparison period



March 8-April 17, 2020
Children in placement: 1,597

5% decrease ▼
from comparison period



Director's Action Line

March 8-April 10, 2020
Calls to Director's Action Line: 256

27% decrease ▼
from comparison period



Aging Services Calls

March 8-April 13, 2020
Calls to SeniorLine: 3,631

15% decrease ▼
from comparison period



March 8-April 13, 2020
Calls for Elder Abuse: 806

63% decrease ▼
from comparison period



March 8-April 13, 2020
Reports of Need: 388

50% decrease ▼
from comparison period



Mental Health

**Calls to Information, Referral
and Emergency Services
(IRES): 1,067**

16% decrease ▼
from comparison period



March 8-April 16, 2020
**Involuntary Commitment
Petitions: 537**

16% decrease ▼
from comparison period



March 8-April 5, 2020
**Calls for mental health crisis:
5,042**

*percent change data not
available
from comparison period



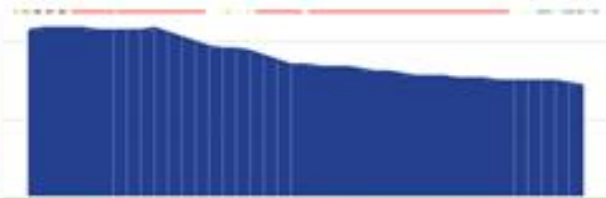
Time Frame Selection
days since first week of March

Criminal Justice

March-8-April 16, 2020
Number of bookings into
the Allegheny County Jail:
559
59% decrease ▼



March 8-April 17, 2020
Average number of
people in jail: **1,784**
*excluding federal holds
22% decrease ▼
from comparison period

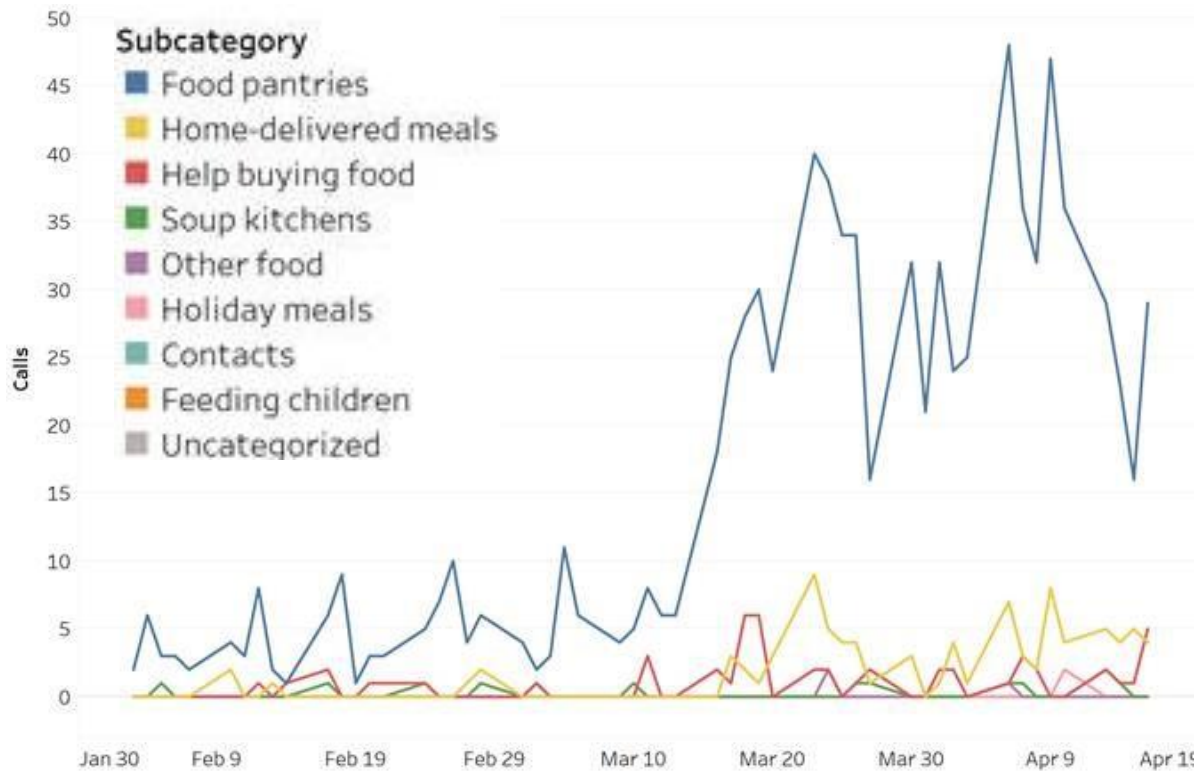


March 8-April 16, 2020
Number of criminal cases
filed: **1,139**
63% decrease ▼
from comparison period



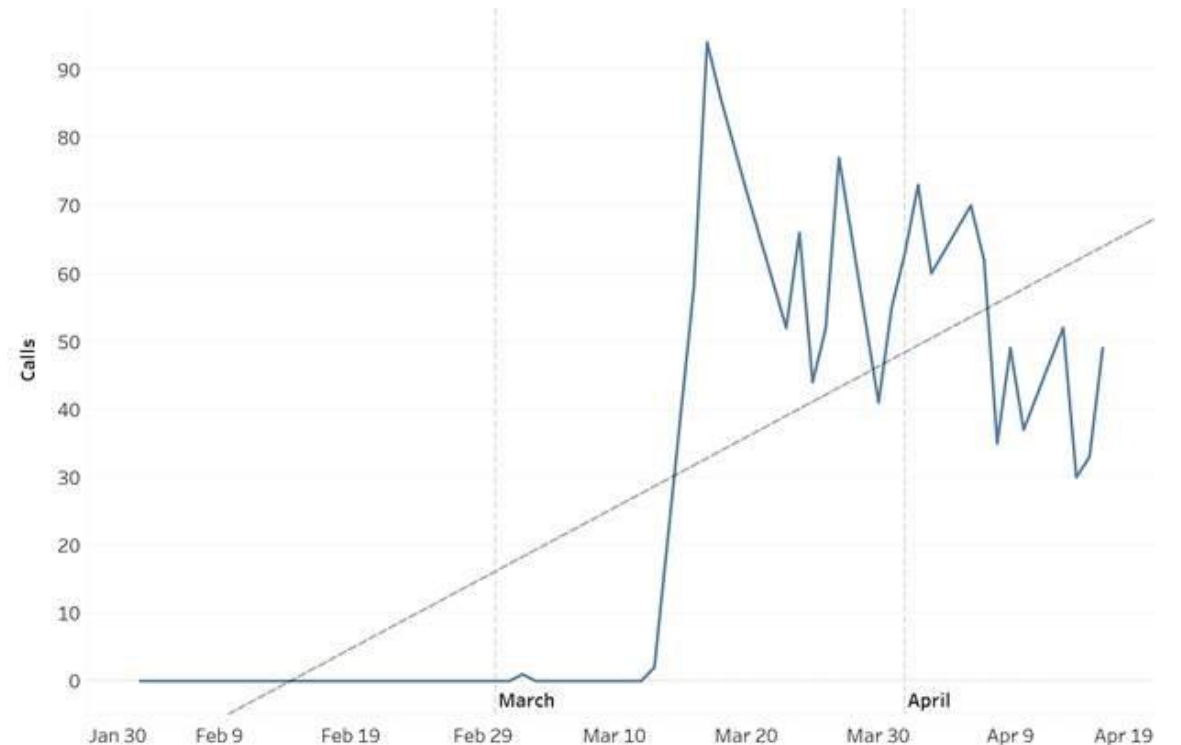
211 data update

Food calls have been on an upward trend but have declined over the last few days



	Number of calls	Number of days	Average Calls per day	% Change
February	4584	29	158.1	
March	4951	31	159.7	1%
April	2996	16	187.3	17%

COVID calls have been on an overall decline



Food Bank by the Numbers

- Food Bank Direct Reach
 - 1577 people
 - 2390 calls to COVID concierges
 - 355,900 pound of food to 7,770 carloads at mass distributions
- SNAP
 - 499 inquiries received, 175 applications processed
- Pantries (225 in county)
 - 84% maintain pre-covid operations
 - 4% increased hours, 8% decreased hours, 4% closed
- Senior Boxes
 - 25 of 215 closed, with 17 of those being served by 412 Food Rescue
- Summer Food Program
 - 24,143 meals served

**since March 18*

Policy and legislative - Federal

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

Policy and legislative - State and Local

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

Allegheny County Family Centers



Your neighborhood family center is ready and waiting for you and your child to walk through the door and get started. Even VIRTUALLY!

Staff Heroes Serving Families

- Lincoln Park Family Center –
Distributing school supplies to
families by any means!



- Hill Center for Nurturing Families
– Superhero Selfies!

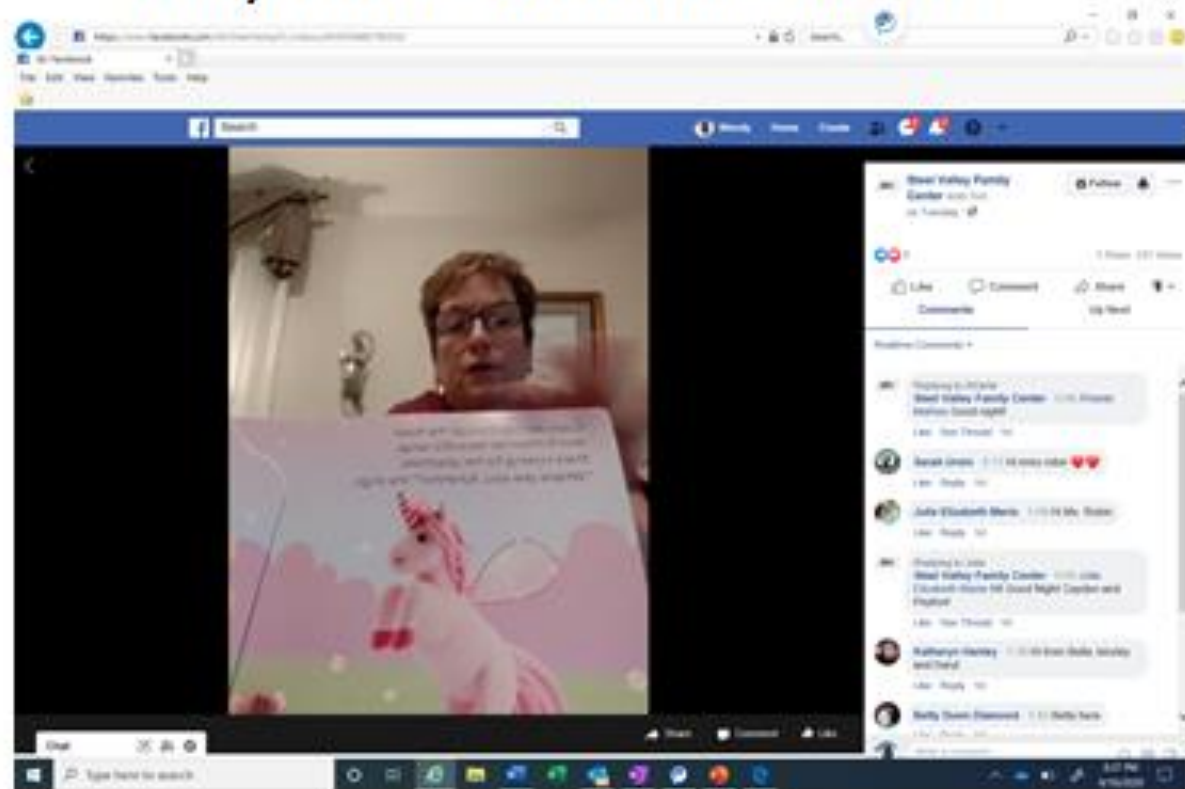


Creative Ways to Serve Families

- Turtle Creek Family Care Connection +



- Steel Valley Family Center – Story Times with Miss Robin



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

Updated 4/13/20

COVID Operations

Center	Contact	Address	Delivery of Concrete Goods	Food Pantry	Diaper/Formula Distribution	Financial Services	Emergency Food Services	Emergency Transportation	Virtual Programmin
Braddock Family Care Connection	412-273-4610 mary.napier@chp.edu	849 Braddock Avenue	x		x				x
Carnegie Family Center	412-758-8171 anne.alshannaq@aiu3.net	820 Capital Drive	x					x	
Clairton Family Center	412-552-0672 412-552-9373 clairtonfc@aiu3.net	734 Miller Avenue	x		x			x	
Duquesne Family Center	412-613-8012 jannetha.gooden@aiu3.net	Duquesne Education Center	x					x	
Duquesne Family Support Center	412-469-9870 x211 drobinson@ulpgh.org	One Library Place		x	x	x		x	
East Allegheny Family Center	412-773-2532 eastalleghenyfc@aiu3.net	200 Westinghouse Avenue	x		x			x	
East Hills Family Support Center	412-628-7577 snevels@ulpgh.org	2320 East Hills Drive							
East Liberty Family Support Center	412-706-3255 ldwilliamson@kingsleyassociation.org	6435 Frankstown Avenue	x						
Greater Hazelwood Family Center	412-298-4006 dgill@cotraic.org	5006 Second Avenue	x		x				
Highlands Family Center	724-224-9006 412-586-8129 highlandsfc@aiu3.net	415 Fourth Avenue	x		x			x	
Hill District Center for Nurturing Families	412-254-4421 dgllover@familyresources.org	1835 Centre Avenue	x					x	
Hilltop Family Care Connection	724-882-0439 kelly.cavanaugh@chp.edu	1630 Arlington Avenue	x		x				x
Homewood Brushton Family Support	412-727-6649 (9am-5pm) 412-728-0440 (9am-5pm) toni@tryingtogether.org	7810 Tioga Street	x						17

COVID Operations

Center	Contact	Address	Delivery of Concrete Goods	Food Pantry	Diaper/Formula Distribution	Financial Services	Emergency Food Services	Emergency Transportation	Virtual Programming
Latino Family Center	412-325-8111 martha.sherlock@aiu3.net	5450 Second Avenue	x		x			x	x
Lawrenceville Family Care Connection	412-496-2783	5235 Butler Street	x		x				x
Lincoln Park Family Center	412-394-5962 Nikisha.cunningham@aiu3.net	7300 Ridgeview Avenue	x		x			x	x
McKeesport Family Center	412-715-6290 mckeesportfc@aiu3.net	339 5 th Avenue	x		x			x	x
Northview Heights Family FSC	412-628-7577 snevels@ulpgh.org	437 Mount Pleasant Road		x	x	x	x	x	x
Penn Hills Family Care Connection	412-894-9230 kivuvai@upmc.edu	10 Duff Road	x		x				x
Positive Parenting/Focus on Renewal	412-331-1685 x232 aroberts@forstorox.org	701 Chartiers Avenue		x	x		x		x
Providence Family Support Center	412-766-3860 x320 ibrooks@providenceconnections.org	3113 Brighton Road			x	x			x
Rankin Family Care Connection	412-273-4610 mary.napier@chp.edu	230 Third Street	x		x				x
SHIM Family Center	412-892-4673 x315 crich@shimcares.org	41 Macek Drive	x	x	x	x	x		x
Steel Valley Family Center	412-337-8755 steelvalleyfc@aiu3.net	302-306 E.8 th Avenue	x		x			x	x
Sto-Rox Family Center	412-771-7166 storoxfc@aiu3.net	618 Russellwood Avenue	x		x			x	x
Turtle Creek Family Care Connection	412-829-8982 marylouise.fuga@chp.edu	208 Penn Plaza Shopping Cen	x		x				x
Wilkinsburg Family Center	412-512-8279 wilkinsburgfc@aiu3.net	400 Kelly Street	x					x	x
Wilkinsburg Family Support Center	412-871-7948	807 Wallace Street	x	x	x		x		x



★
Congratulations
on the birth of your
baby! ★



While we can't meet in person right now, we still want to support you. Someone from Healthy Start will be in touch soon to talk about your family's needs. You can also call the 2-1-1 United Way Helpline anytime and ask to speak to a Family Specialist.

hello baby

Support for parents in Allegheny County



New Supply Request Procedures



- DHS is partnering with **Global Links** for supply requests. Global Links is able to provide limited quantities of essential PPE and other supplies to community health and human services workers and their at-risk clients.
- Priority is given to:
 - Free and charitable healthcare centers, including FQHCs
 - Shelters and emergency housing facilities
 - Human and social service agencies working with high-risk populations (i.e. seniors, individuals with preexisting conditions, individuals with a physical or intellectual disability, etc.)



Benefits of the Partnership



- Global Links has a wide variety of vetted sources, a supply warehouse, and a distribution system already in place.
- They have ample funding to supply emergency facemasks and full-face shields to non-profit agencies during the current crisis, **free of charge** to agencies.
- Their request form is regularly updated to reflect the supplies they have, but the form allows you to request other items.

Current Supply Offerings

- Disposable facemasks (NOT N95 respirator masks)
- Emergency facemasks (reusable, not intended for clinical use)
- Full-face shields
- Gloves
- Incontinence Supplies



Image of full-face shield (Non-FDA approved) available for healthcare/clinical workers

Image of emergency facemask available to all



How to Submit a Request



- Requests must be submitted online. **Link to form will be provided on Monday.**
 - The form is 6 pages in total. You will need to provide information about your organization, delivery information, your material request, and agree to a waiver of liability.
 - The form is updated regularly based on current availability of supplies.
- You must provide specific information about how the PPE will be used.
 - Such as # of clinical staff, # of clients seen daily, # of clients living in your facility, and plans for appropriate use of PPE.
- Please carefully evaluate your organization's immediate supply need for a **two-week period**. Organizations are encouraged to make weekly and biweekly requests rather than attempting to stockpile supplies.

What to Expect



1. Submit your application.
 2. In 1-2 days, Global Links will contact you regarding availability of inventory based on your request, to review details regarding delivery, and answer any questions you may have.
 3. After confirmation from you, Global Links will prepare your order and arrange delivery within 48 hours.
 4. On delivery day unless requested otherwise, delivery is typically in the morning. Drivers will arrive and can unload material outside the building but cannot enter any facility.
- Please note this is a request and not a guarantee of materials. Depending on approval and availability, Global Links aims to distribute materials 3-5 days after the request is approved.

The Role of DHS in Supplies



- DHS will help prioritize supply requests across Human Services providers.
- DHS will receive regular data from Global Links, which will allow us to better track status of requests and fulfillment.
- DHS' on-hand supply inventory will be added to Global Links' supply inventory but designated only for DHS-contracted providers.
- If supplies are needed that Global Links cannot source, DHS will step in to help.
- To submit a request, use the Global Links online form.
Link to form will be provided on Monday.



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
Agging Services - Elder abuse investigations, In-home services & other critical aging services	Stable	Stable	At Risk	Stable	Stable
Food: for Broader Community	At Risk	At Risk	Unstable	At Risk	Stable
Childcare for essential employees, including first responders	At Risk	Stable	Unstable	Stable	At Risk
Services for people experiencing homelessness or in supportive housing	At Risk	At Risk	Unstable	Stable	Stable
Behavioral health: acute, crisis and residential care	At Risk	At Risk	Unstable	At Risk	At Risk
Early Intervention	Stable	Stable	Unstable	Stable	At Risk
Transportation to essential medical and social services	At Risk	At Risk	Unstable	At Risk	Stable
Child welfare critical services, hotline, investigations, required visits, group care	At Risk	Stable	Unstable	Unstable	Stable
Intellectual Disabilities and Autism services	Stable	Stable	Unstable	Stable	Stable

Guidelines in Rating Essential Service Staffing

Essential Service Status Rating	Staffing Level Rating	Staffing Level Guidelines
Stable	Level 1	Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level
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 4/17/20

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		
<p>Notes:</p> <ul style="list-style-type: none"> -AAA has received a shipment of over 800 FEMA shelf stable meals and are putting together a plan for a rolling distribution to identified sites. -Between FEMA and the AAA food providers there have been over 3,000 shelf stable meals ordered to be distributed. -Due to the increase in HDM referrals ACCESS is now assisting with deliveries for Northern Area Multiservice Center in the Tarentum area. -HDM providers have transitioned to 2 day per week delivery in order to maximize delivery and minimize social contact. Planning is underway to move to a 1 day per week delivery where possible. 							
Service Locations:	Stable	Level 1 100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need	Funding:	Stable	Level 1 Normal funding available		
<p>Notes:</p> <ul style="list-style-type: none"> -Current system has reached a plateau and is doing well. -Preparing for increases. 				<p>Notes:</p>			

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

No Updates 4/17/20

Essential Service:		Elder abuse investigations, In-home services & other critical aging services		Overall Service Capability:		Stable	
Staffing:		Level 1 Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level		Supplies:		Level 3 40 - 59% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need	
Notes: -Care Managers are completing consumer contacts and assessments by telephone rather than in-home visits to reduce the spread of Covid-19 -Per state direction, OPTIONS has developed internal processes to track Covid-19 specific services in the statewide SAMS/Wellsky database -In-Home services network is serving all consumers for Personal Care & Home Support -Personal Emergency Response Systems providers are offering modified, "contact free" install processes				Notes: -Available protective supplies (masks, gloves and sanitizer) have all been distributed to PS provider agencies and Options RN's.			
Service Locations:		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:		Level 1 Normal funding available	
Notes:				Notes:			

AAA Updates: Ombudsman & AARP Partnership

- AAA Ombudsman and the PA chapter of AARP are partnering to combat social isolation and loneliness in long-term care facilities
 - AARP is donating 500 smart phones and potentially some tablet devices to the State Ombudsman Program.
 - These devices will be distributed to Nursing Home and Personal Care Home residents for use during the pandemic
- Ombudsman will identify facilities who will benefit the most and identify staff to be responsible for the devices
 - Devices will be returned when no longer needed
- Allegheny County Ombudsman are currently designating recipient facilities
 - Once complete, the devices will be sent to facilities/residents via mail



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.

Food Access Coordination and Resources

Food Access Call – Tuesdays at 3:30

[Join Microsoft Teams Meeting](#)

+1 267-368-7515 United States, Philadelphia (Toll)

Conference ID: 287 284 875#

Email Ashley Varrato (ashley.varrato@alleghenycounty.us) to be added to invite

[Food Distribution Map](#)

Childcare for essential employees, including first responders

Essential Service:	Childcare for essential employees, including first responders		Overall Service Capability:	At Risk
Staffing:	Stable	Level 1 Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level	Supplies:	Unstable Level 4 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need
Notes: "staffing" for essential childcare presumably includes a huge network of relative/neighbor and other natural support caregivers. Traditional childcare staff supply is stable (with so many centers closed, several staff not currently employed)			Notes: Providers seeking gloves and cleaning supplies	
Service Locations:	Stable	Level 1 100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need	Funding:	At Risk Level 2 Concerns over short-term funds to cover operations - cash flow issues arising
Notes: Currently 70 centers open or preparing to reopen, ~220 open spots, many willing to reopen if demand exists			Notes: Local philanthropic community have made this a priority, state is continuing to make subsidy payments to providers, federal bill includes support for childcare, figuring out the logistics to get \$ to providers and families is the challenge	



BOYS & GIRLS CLUBS OF WESTERN PENNSYLVANIA IS COMMITTED AND READY TO BE A CRITICAL RESOURCE TO OUR COMMUNITIES DURING THIS DIFFICULT TIME.

BGCWPA WILL BE PROVIDING FUN ACTIVITIES, ACADEMIC PROGRAMMING AND CARE FOR SCHOOL-AGED YOUTH BEGINNING SOON **FOR ESSENTIAL PERSONNEL FROM ALLEGHENY COUNTY** AT OUR ESTELLE S. CAMPBELL CLUBHOUSE IN LAWRENCEVILLE.



ESTELLE S. CAMPBELL CLUBHOUSE
4600 BUTLER ST.
PITTSBURGH, PA 15201



NO COST
IN AN EFFORT TO SUPPORT OUR CRUCIAL WORKERS



BREAKFAST, LUNCH & SNACK PROVIDED



MONDAY - FRIDAY
6:00 AM - 7:30 PM DAILY

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

- **HUD update on use of funds for cell phones:** Grantees may use CoC program funds to purchase cell phones and wireless plans for program participants to use when receiving supportive services.
 - [24 CFR 578.53\(e\)\(17\)](#) makes the costs of supplies and materials incurred by the recipient or subrecipient (*service provider*) when directly providing supportive services to program participants an eligible supportive service cost.
 - Cell phone and wireless service plan must be owned by the recipient/subrecipient (*service provider*), but the phone may be loaned to clients as needed to enable provision of supportive services necessary to obtain and retain housing, such as case management, mental health services, and outpatient health services.
 - Phone and phone service may be loaned to the client while stay-at-home or social distancing orders are in effect in the community in which the program participant resides; must be returned to the service provider when orders are lifted.
- **Housing Alliance funding available:** Housing Alliance of Pennsylvania has funds available for homeless assistance programs to expand their ability to create social distancing for clients.
 - Applications are due by 5:00 PM, next Tuesday, April 21.
 - Link for application: <https://www.surveymonkey.com/r/3LTG3B3>
- **Mattresses:** Mattress manufacturer in PA wants to donate up to 1,000 new twin mattresses
 - State can arrange delivery from Harrisburg, if necessary.
 - Contact Josh Kauffman (jokauffman@pa.gov)

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

- **Medical needs survey:** DHS will distribute a medical needs survey on Monday. Providers should complete the survey by COB Wednesday.
- **Isolation/Quarantine hotels:**
 - 40+ 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.
- **Additional staffing of hotels:** 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

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	Level 3		Supplies:	Unstable	Level 4	
		Agencies notify ACDHS, who attempts to find staff across the network				20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those	
Notes: Calls to date with various service providers reports are that staff are resigning or calling off due to COVID reasons but, no disruption in services. We have received reports that providers have staff out sick who may or may not be going through testing at this time.				Notes: Gloves, antiseptic wipes, antibacterial soap, thermometers, etc. in short supply for providers. In the past few days more supply requests have come in. Reminding providers to follow the supply request process and to not call in for supply request			
Service Locations:	At Risk	Level 3		Funding:	At Risk	Level 2	
		60% - 100% coverage of the public, as some Service Locations have been forced to close				Concerns over short-term funds to cover operations - cash flow issues arising	
Notes: Broadened use of telehealth. Reminding providers to submit incident reports when they are updating policies/procedure to their facilities and services.				Notes: Recently approved APA is intended to provide some bridge payment for eligible services. Decrease volume in access impacting providers ability to draw down available funds.			

Behavioral Health: 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 | 717.763.8200 | 717.767.6275 | 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 | 717.763.8200 | 717.767.6275 | www.ddap.pa.gov



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: Early Intervention

Essential Service:		Early Intervention			Overall Service Capability:		Stable
Staffing:	Stable	Level 1 Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level	Supplies:	Unstable	Level 4 20 - 39% of necessary supplies are available for the essential service to be safely and 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:	At Risk	Level 2 Concerns over short-term funds to cover operations - cash flow issues arising	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: Providers have been greatly impacted by the loss of revenue				

Behavioral Health: Early Intervention

Alliance Statistics for Allegheny County										
Compare week 4/12-4/18/2020 to Approximately Same Week In 2019										
Week	Number Referrals IFSP	Number Referrals Track	Total Referrals	Number Initial MDE's Scheduled	Number Annual MDE's Scheduled	Number Initial IFSP's	Number Annual IFSPs	Number Services Posted	Number Services Picked Up	MDE scheduled not confirmed held
4/12-4/18/2020	19	11	30	62	20	29	8	56	47	34
4/14-4/20/2019	75	16	91	74	28	58	15	113	113	

IFSP	Individualized Family Service Plan
MDE	Multi-Disciplinary Evaluation

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>	



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



- PA OCYF is still focused on enabling workarounds on the fingerprint requirement.
- 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.

Placement Stability

- Increased support to Providers
- Enhanced rate for caretakers
- Increasing outreach and resources



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Sexual Orientation Gender Identity Expression (SOGIE)

- Almost 40% of our youth in out of home placement identify as LGBTQIA+
- Vulnerabilities under the current environment for all have been exacerbated...
- For the LGBTQIA+ population this translates as a 6-fold increase for suicidality, as well as depression and anxiety.

From a Child Welfare systems perspective

- We continue to work toward our goals (with our Equity and Inclusion Team) to enhance staff (internally and externally) understanding and capacity to serve our youth and families
- Connect youth and families with interventions specifically designed to serve parents/caregivers in supporting their LGBTQIZ+ youth
- Support technology platforms for delivery of services, supports and education to ensure there is not a disruption in care for our youth and families
- Target interventions to improve relationships between youth and caregivers aimed at creating safer, more affirming spaces for youth in their homes, such as:
 - **Steps2Connect***
 - **AFFIRM Caregiving***
- Provide youth with safe spaces to collaborate with professionals and meet other youth for support.
 - **Youth AFFIRM***





- We have asked all DHS employees to consider serving as a temporary respite foster family for those children whose caregivers are unable to care for them due to coronavirus symptoms or hospitalization.
- Within a day of making this request, 11 DHS employees volunteered.
- Although the need for such care is a potential for all families in our county, we will be focusing on our kids in foster care and those who are or might become involved in child welfare.
- A Second Chance, Inc. will provide virtual training and payment to those families who volunteer to do this. 4 employees from A Second Chance, Inc. also volunteered to provide respite.

Intellectual Disabilities and Autism services:

Essential Service:	Intellectual Disabilities and Autism services			Overall Service Capability:	Stable
Staffing:	Stable	Level 1 Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level	Supplies:	Unstable	Level 4 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need
Notes: We continue to reach out to agencies weekly. Provider agencies are getting a lot of information but seem to be keeping up service delivery in light of COVID. We have confirmed providers have and are implementing COVID response plans when necessary.			Notes: Providers are reporting that they are submitting supply requests to any and all resources provided and getting some response although quantity is still not near what is needed.		
Service Locations:	Stable	Level 1 100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need	Funding:	Stable	Level 1 Normal funding available
Notes: Providers have relocation plans in place but so far, everyone is at their normal service location. Providers are aware of resources available and reporting requirements.			Notes:		

Intellectual Disabilities and Autism services: Current Activities

- Thank You !!
- 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>

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.





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



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

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.


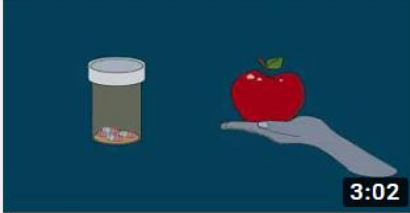


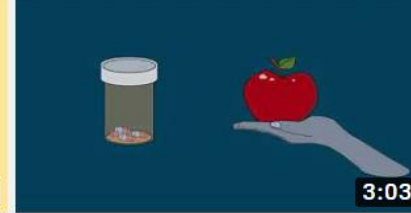
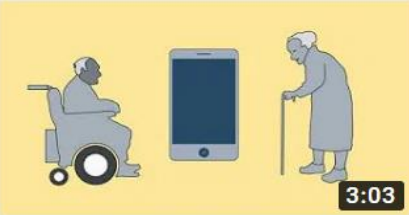
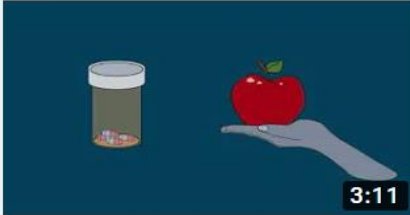

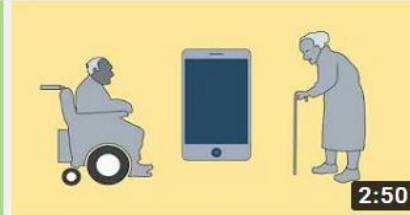
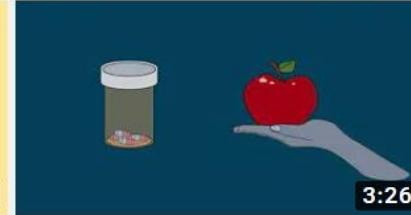

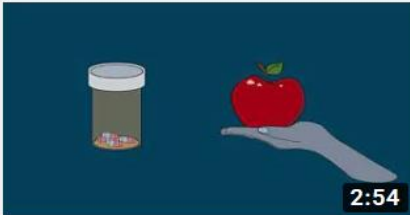

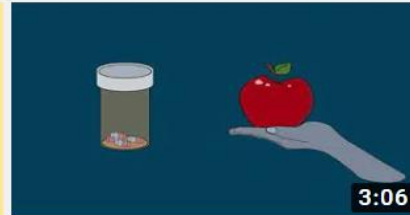
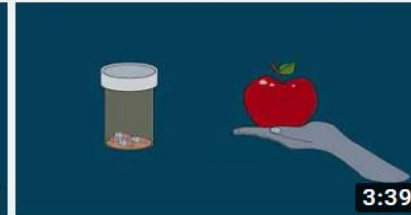
Here is the session schedule:

- **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.

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>