THIS CALL IS BEING RECORDED

# COVID-19

Briefing for providers Wednesday 4/1/20

# Agenda

- Communications

- Health Update

- Legislative/Policy Updates

- Supply Request Information
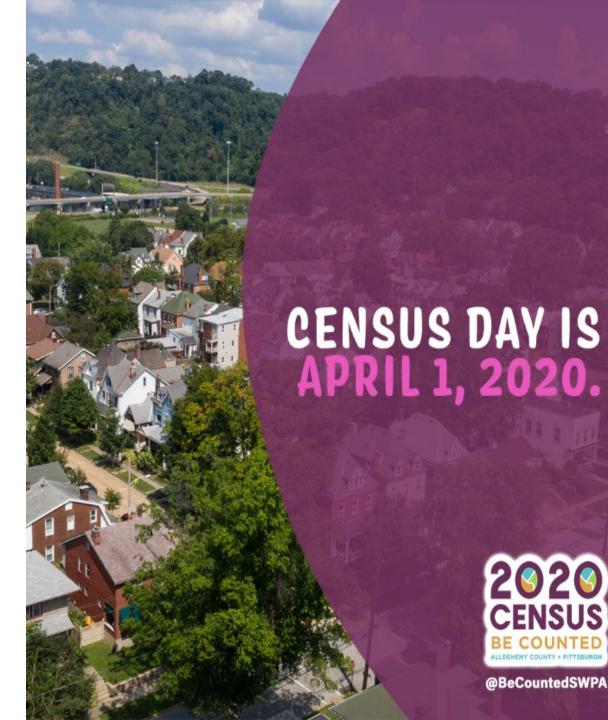
- Plans to Maintain Essential Services

When April Fools Day feels like Groundhog's Day

# 2020 Census Update

- Today is Census Day – a national awareness day to encourage participation in the 2020 Census.

- **It's never been easier to respond to the census on your own, whether online, over the phone, or by mail – all without having to meet a census taker.**

- Respond to the census TODAY at my2020census.gov

- The U.S. Census Bureau continues to conduct operations during COVID-19 and has adjusted many timelines.

  - **August 14th is now the deadline to self-respond to the 2020 census.**

- To date, **39.8% of households in Allegheny County have responded** to the census.
  - For context, Pennsylvania has a self-response rate of 37.5% and the national response rate is 36.2%.

- **Providers can contact Andrea.Stanford@AlleghenyCounty.Us for additional resources and messaging to share with clients.**



CENSUS DAY IS APRIL 1, 2020.

2020 CENSUS BE COUNTED
ALLEGHENY COUNTY + PITTSBURGH

@BeCountedSWPA

# How we communicate



COVID-19
**Updates for DHS Providers**

**COVID-19 Communications and Planning**

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

**Join our daily call**

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

Call-In Line for the Daily Briefing

**Join Microsoft Teams Meeting**

+1-267-368-7515 (Toll)
Conference ID: 253 994 565#
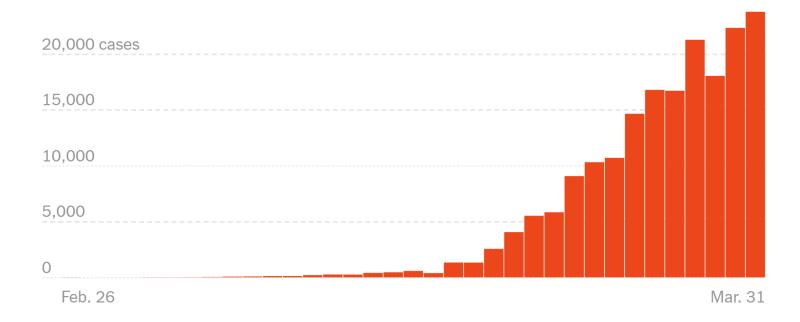
[Local numbers] [Learn more about Teams]

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

| Daily Briefings | ⌄ |
| FAQs | ⌄ |
| Precautions and Preparations | ⌄ |
| Payments and DHS Operations | ⌄ |
| Aging | ⌄ |
| Behavioral Health | ⌄ |
| Child Care and Family Centers | ⌄ |
| Courts and Jail | ⌄ |
| Food and Supplies | ⌄ |
| Homelessness and Housing | ⌄ |
| Transportation | ⌄ |

- Daily provider calls

- Provider websites

- Work groups on essential services

- Updates at: https://bit.ly/COVID19DHSProviders

    • The previous link: https://www.alleghenycountyanalytics.us/index.php/2020/03/17/information-for-dhs-staff-and-providers/
    will redirect here

Ask questions at:DHS-COVID19Planning@alleghenycounty.us

- Providers, DHS staff can join the daily calls by registering:

"REGISTRATION for DHS / Provider Touchpoint on COVID-19 ":
https://forms.office.com/Pages/ResponsePage.aspx?id=Ej0n4MvksU6fcIu6FvuWjUkxQI749jdHphHNKdg0q-tUNzNBM0lEQzBNS0ZCNFNVMERET0czWVE5NC4u
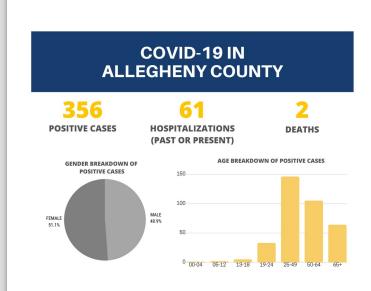
Last Updated: 3/20/20

# Health update

- *In Allegheny County:* 356 confirmed cases; 61 hospitalizations; 2 deaths ([source](#))

- *In Pennsylvania:* 5,805 confirmed cases; 74 deaths ([source](#))

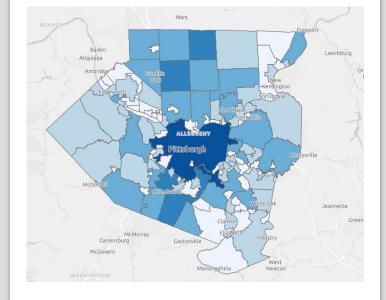- *In United States:* 188,247 confirmed cases; 3,921 deaths ([source](#)).

**New coronavirus cases announced in the U.S. each day**



Source: C.D.C., state and local health agencies, hospitals.

| Date | Total cases | Total hospitalized | New cases |
|------|-------------|--------------------|-----------|
| 16-Mar | 1 | | |
| 17-Mar | 6 | | 5 |
| 18-Mar | 12 | | 6 |
| 19-Mar | 18 | | 6 |
| 20-Mar | 28 | | 10 |
| 21-Mar | 31 | 5 | 3 |
| 22-Mar | 40 | 5 | 9 |
| 23-Mar | 48 | 6 | 8 |
| 24-Mar | 58 | 6 | 10 |
| 25-Mar | 88 | 13 | 30 |
| 26-Mar | 133 | 20 | 45 |
| 27-Mar | 158 | 25 | 25 |
| 28-Mar | 219 | 31 | 61 |
| 29-Mar | 265 | 35 | 46 |
| 30-Mar | 290 | 38 | 25 |
| 31-Mar | 325 | 51 | 35 |
| 1-Apr | 356 | 61 | 31 |



**COVID-19 IN ALLEGHENY COUNTY**

**356** POSITIVE CASES

**61** HOSPITALIZATIONS (PAST OR PRESENT)

**2** DEATHS

GENDER BREAKDOWN OF POSITIVE CASES

FEMALE 51.1%

MALE 48.9%

AGE BREAKDOWN OF POSITIVE CASES
(00-04, 05-12, 13-18, 19-24, 25-49, 50-64, 65+)

**bit.ly/ACHDcovid-19**

# Policy and legislative - State and local

- PA will receive grants thru the CARES ACT from Feds totaling $160.5M.
  - $25 million allocation to Allegheny County and City of Pittsburgh.
  - Funds are distributed as Community Development Block Grants, Emergency Solutions Grants, and Housing Opportunities for Persons with AIDS Grants.

# Courts, Jail

The Pennsylvania Supreme Court issued a second supplemental [order](order) today, April 1, 2020, extending the general statewide judicial emergency and directing that all Pennsylvania Courts shall remain generally closed to the public until April 30, 2020.

- The closure directive is subject to certain exceptions contained in the Court's March 18 order and today's order.
- Today's order authorizes President Judges to declare judicial emergencies through May 31, 2020, or for part of that period, as they deem it appropriate based on local conditions.

# Financial Impact

- DHS is aware that our network of contracted providers are experiencing increased expenses and lost revenue due to the COVID-19 pandemic. We're engaging in active communications with funding agencies to identify fiscal solutions to these challenges.

- DHS will implement solutions as they're identified and will work with providers on implementation of identified solutions.

- Providers will be engaged via email and remote meetings will be held via Teams.

Updated April 1, 2020

# RFP for Youth Homeless Demonstration Project

- DHS is publishing an RFP today
  - Will be live on the DHS Solicitations website after 5 p.m., if not already (https://www.alleghenycounty.us/Human-Services/Resources/Doing-Business/Solicitations-(RFP/RFQ/RFI).aspx)
  - Announcement email will be sent to all providers tomorrow
  - Proposals will be due May 1
- RFP is for three different types of projects to be funded through Youth Homeless Demonstration Project grant that DHS received from HUD
- DHS must submit selected projects to HUD by July 1 (extended from June 1); publishing RFP now so we have enough time to complete selection process and finalize HUD application by deadline

Updated April 1

# 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 neccesary 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 | Unstable | 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 | At Risk | Stable |
| **Behavioral health**: acute, crisis and residential care | At Risk | At Risk | Unstable | At Risk | At Risk |
| **Early Intervention** | Stable | Stable | Unstable | At Risk | 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 |

Last Updated:
4/1/20, 3:40pm

# 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

| Essential Service: | Food for Seniors | | Overall Service Capability: | At Risk |
|---|---|---|---|---|

| | | | | | |
|---|---|---|---|---|---|
| **Staffing:** | At Risk | Level 2<br><br>Agencies invoke their own COOP plan | **Supplies:** | Unstable | Level 4<br>20 - 39% of necessary supplies are available for the essential service to be safely and adequatley delivered to those in need |

**Notes**:

-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.

-A plan to provide HDM and congregate consumers at least a two-week supply of shelf stable items via an emergency box is in the works.
   Timeline on availability and delivery of these boxes is approximately 1- 2 weeks out; primarily due to issues around availability of items.
   However, TP will be included in these boxes!
   A small supply of boxes will also be available for Emergency Care Management and Protective Service needs.

| | | | | | |
|---|---|---|---|---|---|
| **Service Locations:** | Stable | Level 1<br>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<br><br>Normal funding available |

| **Notes**: | **Notes**: |
|---|---|
| -Current system has reached a plateau and is doing well.<br>-Preparing for increases. | |

Last Updated: 4/1/20

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

| Essential Service: | Elder abuse investigations, In-home services & other critical aging services | Overall Service Capability: | Stable |
|---|---|---|---|

| Staffing: | Stable | **Level 1** Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level | Supplies: | Unstable | **Level 4** 20 - 39% of necessary supplies are available for the essential service to be safely and adequatley 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:** Supplies are "Unstable" for Protective Services and "At Risk" for In-home Services

| Service Locations: | Stable | **Level 1** 100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need | Funding: | Stable | **Level 1** Normal funding available |
|---|---|---|---|---|---|

**Notes:**

**Notes:**

Last Updated: 4/1/20

# Service Updates for Seniors – SeniorLine Call Center

- The following topics have been added to Seniorline template to cover with all callers as routine part of each call:

    - COVID-19 related scams that are occurring and to educate callers about the risks as a routine part of each call.
    - Food resources and referrals as a routine part of any call to any senior who is not currently registered at a senior center.
    - Social isolation - asking if the caller wants to be connected to a resource for a friendly, social check-in call in order to address social isolation and loneliness.
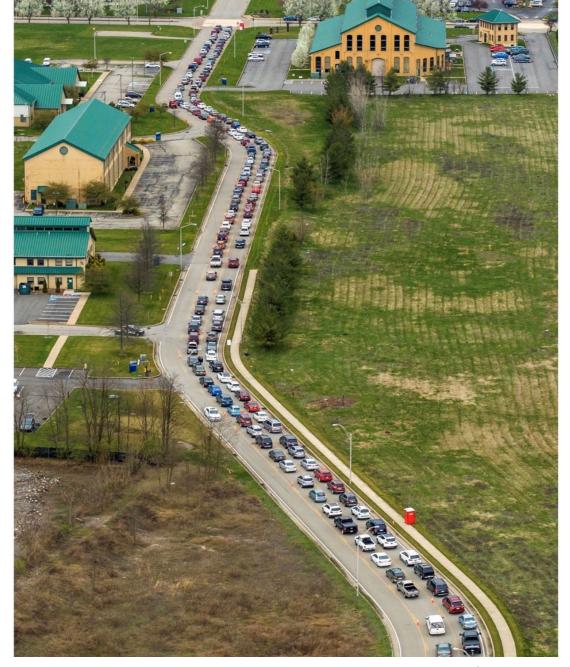
# Food: For Broader Community

| Essential Service: | Food for Broader Community | | Overall Service Capability: | At Risk |
|---|---|---|---|---|

| Staffing: | At Risk | Level 2<br><br>Agencies invoke their own COOP plan | Supplies: | Unstable | Level 4<br>20 - 39% of necessary supplies are available for the essential service to be safely and adequatley delivered to those in need |
|---|---|---|---|---|---|

**Notes**:

-Overall, Food Bank, 412 Food Rescue, School Districts, Food Pantries, Community Groups getting food out to community

-As demand and need increases, focus is on:

   -Developing mechanisms to get food closer to people (more distribution sites, transporation)

   -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<br><br>100% coverage to the public from either normal or alternative Service Locations | Funding: | Stable | Level 1<br><br>Normal funding available |
|---|---|---|---|---|---|

| **Notes**:<br>see above | | | **Notes**:<br>see above | | |
|---|---|---|---|---|---|

# Food Bank and others doing amazing work



Via Cisco Webex
Duquesne, PA
1:58 PM ET

CORONAVIRUS PANDEMIC
GLOBALLY
TOTAL CASES
823,479+
DEATHS
40,636+

IN THE UNITED STATES
TOTAL CASES
177,308
DEATHS
3,538

GLOBAL PANDEMIC

PITTSBURGH FOOD BANK LINE STRETCHED OVER A MILE IN ONE DAY

CNN
1:58 PM ET
CNN RIGHT NOW



**Food Bank Numbers**

•676 emergency walk ups to Food Bank, 114 people yesterday

•Fielding an average of 100 calls/day - 83 calls yesterday

•Served 5,109 cars with ~265,450 lbs food in one day distribution events, still piloting home delivery sites with 412 food rescue

# Emergency Food Access Process

- Process now in place to for emergency or "last resort" food access

- Process is for households that cannot get food through any of the other community-based structures (e.g. no means to get to food distribution, no delivery available in area [check map for sites with delivery options], quarantined or covid-19 positive households who cannot leave house, referrals up the chain from organizations who don't know how else to support)

- Households should call 2-1-1, they will be referred to an agency partner who will make arrangements for delivery of shelf stable food, essential items or prepared food depending on need

Note: this should only be used in *last resort* situations, we will monitor usage and adjust process as needed

# Food Access Coordination and Resources

Food Access Call – Tuesdays and Thursdays 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 adequatley 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 | | |

Last Updated: 4/1/20

# 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](mailto:Elrc5@alleghenycounty.us)
  - 412-350-3577

- Currently ~230 open childcare seats

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

Last Updated: 4/1/20

# Additional childcare needs

- Covid-19 positive households (particularly when parents are hospitalized)
  - Researching solutions in other places, suggestions welcome


- Crisis respite care for families who need support
  - Jeremiah's Place is open (7am - 7pm Monday - Friday)
  - Referrals from case workers/social workers on behalf of families
  - Very limited capacity given circumstances, first come/first served
  - Call Jeremiah's Place at 412-924-0726 from 9am-5pm to make arrangements

Last Updated: 4/1/20

# 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 adequatley delivered to those in need |
| **Notes**: Providers are functioning, with some staff performing virtual case management as needed. At risk staff at several agencies are working remotely, but some staff are calling off or not showing up. Staffing issues have not forced services to be closed at any providers, but the network is at risk. | | | **Notes**: Necessary cleaning supplies and protective equipment are in low supply, and masks are in very low supply. Providers are trying to secure supplies on their own, but also hoping DHS can provide. | | |
| **Service Locations:** | At Risk | Level 2 | **Funding:** | Stable | Level 1 |
| | | 100% coverage to the public from either normal or alternative Service Locations | | | Normal funding available |
| Notes: All shelter facilities are still open and are staffed. Shelters with vacancies are still accepting new clients. 33 additional single room occupancy units will be availalble for vulnerable clients by end of this week, and additional hotel beds will be available very soon. | | | Notes: There are currently no funding concerns for the homeless network; federal stimulus bill includes some additional funding for homeless services. | | |

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

**Isolation/Quarantine locations:**

Facility 1

- 33 units (single room occupancy)
- Population: homeless persons currently in shelter/on streets who are vulnerable but do not require isolation

Facility 2

- Sixteen 2-bedroom units
- Population: families across DHS (homeless, CYF, etc.) who require quarantine

Facility 3

- Now open!
- Population: CYF involved youth and families who require isolation

Hotels

- 130-220 units
- Population: persons across DHS systems who need to be isolated (persons who are sick or especially vulnerable and need complete isolation)

Last Updated: 4/1/20

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

**Additional updates:**

- NOFA: DHS plans to start pre-application process in late May or early June

- DHS is working to schedule a call with emergency shelters and the Health Department
  - Contact Kate Holko ([Kathryn.Holko@alleghenycounty.us](mailto:Kathryn.Holko@alleghenycounty.us)) if interested in participating.

Last Updated: 4/1/20

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

**DHS & Homeless Provider Network COVID-19 Working Group:**

- Every Tuesday at 9:30 AM

- All homeless service providers invited and encouraged to participate

- Call-in information will be provided soon

# 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<br>Agencies notify ACDHS, who attempts to find staff across the network | Supplies: | Unstable | Level 4<br>20 - 39% of necessary supplies are available for the essential service to be safely and adequatley delivered to those in need |
|---|---|---|---|---|---|

**Notes**: Receiving reports of individuals in isolation and self quarantine but, currently is not impacting service delivery.  Calls to date with various service providers reports are that staff are resigning due to COVID reasons but, no disruption in services. Beginning to hear reports that providers have staff out sick who may

**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<br>60% - 100% coverage of the public, as some Service Locations have been forced to close | Funding: | At Risk | Level 2<br>Concerns over short-term funds to cover operations - cash flow issues arising |
|---|---|---|---|---|---|

**Notes**: Broadened use of telehealth. Familylinks has closed their physical locations for D&A and MH, but are available for telehealth. ONALA has suspended services at their physical location and working on a plan for tele-based services

**Notes**: Recently approved APA is intended to provide some bridge payment for eligibile services. Decrease volume in access impacting providers ability to draw down available funds.

29

# Behavioral Health

- **Behavioral Health Provider Meeting:**
  - April 2$^{nd}$ 10:00-11:00am
  - Join Microsoft Teams Meeting
  - +1 267-368-7515 Conference ID: 756 098 069#

- **Early Refill Availability for Prescriptions for Medicaid Recipients**
  - PA DHS has directed state's Medicaid Management Care Organizations (MCOs) to allow Medicaid recipients to obtain early refills of all prescriptions
  - MCOs are being directed to be flexible with issuing prior authorizations for longer durations when medically necessary during the COVID-19 pandemic
  - Consumers may obtain early refills for opioids for pain management, but the prior authorization requirement based on day supply for short-acting opioids remains in effect
  - Directive extends to both recipients covered by
    - HealthChoices managed care organizations
    - Fee-for-service Medicaid

# Behavioral Health: Mental Health

- **OMHSAS visitation guidance for Residential Treatment Facilities (RTFs), Long-Term Structured Residences (LTSRs) and Community Residential Rehabilitation (CRRs) services**
  - **Adult Facilities**
    - Recommending providers develop temporary modifications to visitation policies that prohibit all non-employee visitors unless:
      - medical necessity
      - Required by court order
      - Adult protective services or older adult protective services staff.
    - Guidance can be found [here](#)

  - **Child Facilities**
    - Guidance can be found [here](#)

# Behavioral Health: Drug and Alcohol

- **SAMHSA Webinar for treatment of SUD during COVID-19 Pandemic:**
  - April 2nd at 12:00pm
  - Topics:
    - Changes in administration of Medications for Addiction Treatment (MAT)
    - Telehealth rules and billing procedures
    - Protocols and regulations designed to ensure individuals continue to receive best care possible
  - Registration
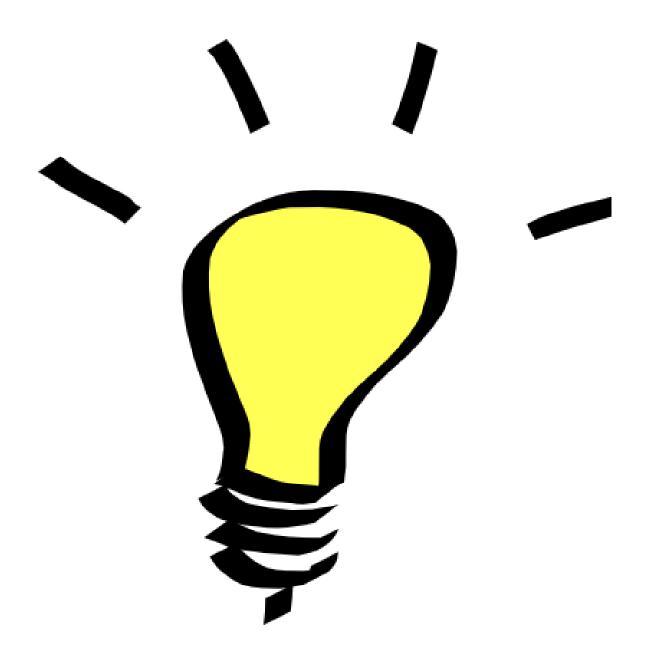    - **https://healthmanagement.zoom.us/webinar/register/WN_GzJZIQPgRZCRadwJcSx1VA**

- **DDAP MAT Training Opportunity**
  - Topic: how to effectively combine medication with counseling to create a recovery plan for individuals with opioid use disorder.
  - Instructions to access the training can be found here

# Behavioral Health: Early Intervention

| Essential Service: | Early Intervention | | Overall Service Capability: | Stable |
|---|---|---|---|---|

| Staffing: | Stable | Level 1<br>Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level | Supplies: | Unstable | Level 4<br>20 - 39% of necessary supplies are available for the essential service to be safely and adequatley delivered to those in need |
|---|---|---|---|---|---|
| **Notes:** Completely up and running with tele intervention services. nly services not approved for telehealth are social work and nursning | | | **Notes:** In the past few days more supply requests have come in | | |

| Service Locations: | At Risk | Level 3<br>60% - 100% coverage of the public, as some Service Locations have been forced to close | Funding: | Stable | Level 1<br>Normal funding available |
|---|---|---|---|---|---|
| **Notes:** Ok to start initial evaluations on Monday the 30th. All but a handful of providers are available to proivde those services and the materials neccessary to do it. Social Work and nursing have not been approved for tele delivery. OCDEL is working with OMAP on billing approval for social work and nursing. Nutrition under special instruction can be provided but, cannot be provided from a RN. | | | **Notes:** Normal funding is in place. Business as usual as far as submitting claims, no need for contracts or billing codes to be changed. | | |

Last Updated: 3/31/20

# Behavioral Health: Early Intervention

- **Teleintervention Initial Evaluations**:
  - Pre COVID-19 ~100 initial evaluations scheduled in a week
  - This week 75 initial evaluations have been scheduled and will be done via teleinterventions
  - Continue to receive positive feedback on teleintervention services

# Transportation to essential medical and social services

| Essential Service: | Transportation to essential medical and social services | | Overall Service Capability: | At Risk |
|---|---|---|---|---|

| Staffing: | At Risk | Level 2<br><br>Agencies invoke their own COOP plan | Supplies: | Unstable | Level 4<br>20 - 39% of necessary supplies are available for the essential service to be safely and adequatley delivered to those in need |
|---|---|---|---|---|---|
| **Notes**: Traveler's Aide has reduced office operations as of Friday 3/30/2020 in order to implement health and safety protocols for their staff. Lyft and Uber rides arranged through Traveler's Aide has been suspended at this time. ACCESS is able to accommodate all MATP transports at this time. | | | **Notes**: We are anticipating state MATP guidelines in the near future which may impact PPE requests by providers | | |
| Service Locations: | At Risk | Level 3<br>60% - 100% coverage of the public, as some Service Locations have been forced to close | Funding: | Stable | Level 1<br><br>Normal funding available |
| **Notes**: MATP fully operational | | | **Notes**: | | |

Last Updated: 4/1/2020

# Child welfare critical services: Local plans & next steps

| Essential Service: | Child welfare critical services, hotline, investigations, required visits, group care | Overall Service Capability: | At Risk |
|---|---|---|---|

| Staffing: | Stable | Level 1<br>Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level | Supplies: | Unstable | Level 4<br>20 - 39% of necessary supplies are available for the essential service to be safely and adequatley 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<br>30 - 59% coverage of the public, as some Service Locations have been forced to close | Funding: | Stable | Level 1<br><br>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

Last Updated: 3/24/20

# Virtual Visit Video: What to Expect



https://alleghenycounty-my.sharepoint.com/:v:/g/personal/alison_wolfson_alleghenycounty_us/EbzSMl0GW5hEmysjghFNp4cB31Ku6hJawzu1YhyhzhI4Yg?e=0i4j2r

Updated 4/1/20

# Intellectual Disabilities and Autism services:

| Essential Service: | Intellectual Disabilities and Autism services | | Overall Service Capability: | Stable |
|---|---|---|---|---|
| **Staffing:** | Stable | Level 1<br>Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level | **Supplies:** Unstable | Level 4<br>20 - 39% of necessary supplies are available for the essential service to be safely and adequatley delivered to those in need |
| **Notes**: While providers are still reporting overall stability, more and more are reporting losing staff. Evidence of collabortion and sharing of staff among some providers | | | **Notes**: Amid growing concern, providers are consistently reporting that they are applying with any and all resources in the hopes of getting supplies. | |
| **Service Locations:** | Stable | Level 1<br>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<br>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

- **Allegheny County OID** is having weekly meetings with the Supports Coordination Organizations. They have increased their communications with families, especially those most vulnerable.

- **Health Care Quality Unit (HCQU), KEYPRO** has announced modification to their online training in order to support increased number of staff who may be tapping into their curriculum. They have also highlighted some trainings relative to Coronavirus.

- **ODP Announcement 20-034**, Provisional Hiring Process for staff serving Older Adults.

- Continue to follow local information and directives, along with the PA Department of Health and the State Office of Developmental Programs. There are links to COVID-19 updates on MyODP.org   https://www.myodp.org/mod/page/view.php?id=26808

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# Key Contacts

- Provider questions for Allegheny County Health Department
  - [DHS-COVID19Planning@alleghenycounty.us](mailto: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](https://www.alleghenycounty.us/healthdepartment/index.aspx)
- Key DHS staff
  - Payment inquiries: Dan Evancho [Dan.Evancho@alleghenycounty.us](mailto:Dan.Evancho@alleghenycounty.us)
  - Contract inquiries:  Kathy Heinz [Kathy.Heinz@alleghenycounty.us](mailto:Kathy.Heinz@alleghenycounty.us)
                         Laura Brigido [Laura.Brigido@alleghenycounty.us](mailto: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.

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# Reporting COVID-19 to DHS – Clients

- If already reported through incident response form or other means that is sufficient; no need for duplicate reporting

- If not reported elsewhere: report if client is positive or presumptive positive for COVID-19, or exposed to known case – HIPAA allows disclosure of client name and diagnosis to DHS for public health purposes

- Report to DHS-PrivacyOfficer@alleghenycounty.us (preferred)
  - Or by phone to Brian Bell, Allegheny County Privacy Officer, at 412-350-2887

- ACHD will be notified by medical provider so no explicit need to report to ACHD
  - DHS will work with ACHD as appropriate to identify any DHS staff and other clients who may have come into contact with the client

- Minimum necessary disclosure rule: DHS will only share client name internally as necessary to identify contacts (i.e., in most cases DHS staff will only be told they had contact with a client who tested positive, not client's name).

Updated March 31

# Reporting COVID-19 to DHS – Provider Staff

- If already reported through incident response form or other means that is sufficient; no need for duplicate reporting

- If not reported elsewhere: report if staff member is positive or presumptive positive for COVID-19, or exposed to known case

- Report to DHS-PrivacyOfficer@alleghenycounty.us (preferred)
  - Or by phone to Brian Bell, Allegheny County Privacy Officer, at 412-350-2887

- Report should include provider's response, i.e., quarantine requirement, efforts to identify other staff who had contact with affected staff, requirement for staff to return to work, etc.

- Do not need to report staff's name to ensure compliance with ADA confidentiality requirements

- Provider should coordinate with ACHD and DHS as appropriate to help identify DHS staff and clients affected staff had close contact with

Updated March 31

# Employment Resources

- Partner4Work: Provides information and assistance for workers, jobseekers and youth https://www.partner4work.org/news/covid-19-resources

- JFCS Career Development Center works with those recently laid off from their job. They offer intakes, individualized services, and workshops remotely using virtual methods and via telephone. Contact JFCS Career Development Center at  412-422-5627 or 412-586-3722 or email Wendy Solomon, Intake Specialist, at wsolomon@jfcspgh.org.

- Mon Valley Initiative is available to assist displaced workers. Currently conducting intakes and assisting individuals remotely.  Contact: Dr. T. Charles Howell IV, chowell@monvalleyinitiative.com.  412.464.4000 x 4027

- The Employment Institute is available via phone/video chat to assist individuals in writing resumes, mock interviews, job searching, career assessments as well as assist individuals in completing job applications Contact Abby Wolensky: abbyw@auberle.org, (412) 673-5856 ext. 1317

# Courts

Pursuant to a [March 27 Order](), all persons in the Allegheny County Jail who were being held on Family Division support detainers and whose detainers were lifted during the judicial emergency must report within 30 days after the end of the judicial emergency to the Family Law Center to obtain a new date for a hearing. A warrant will be issued for any such individual who fails to report within those 30 days.

# Courts, Jail

- As the criminal justice system continues to facilitate the safe release of individuals from the Allegheny County Jail, you can track daily changes to the jail population [here](#).

- Today's Jail population is 1707 (not including federal holds), which is down from 1762 yesterday.

- The total number of releases since March 1 is 1,158.

- Since March 18, the Jail has released almost 500 non-violent, at-risk inmates through collaboration of the Jail, Public Defender's Office and the Courts.

Last Updated: 3/27/20

# Courts, Jail

Updated statement from Jail about COVID-19 screening and testing:

- The Jail is following all CDC and Health Department recommendations around screening and testing for all new admissions to the facility
- The Jail is committed to following testing guidelines, established by the Health Department, CDC, and WHO to ensure that the testing supply is not unnecessarily depleted:
  - The Jail will test patients/inmates who are symptomatic, have had a known exposure to a confirmed case, or are advised (by the Health Department) to test based on risk factors
  - The Jail is unable to test patients/inmates for COVID-19 if there is no clinical indication to do so and tests will not be completed upon provider request
  - To date, one patient/inmate has been tested with negative results for COVID-19

Last Updated: 3/26/20

# Supply Requests

- Allegheny County Emergency Services (ACES) will be managing all requests for hard-to-find items. These items cannot be obtained through normal means right now due to the global supply chain challenges. These items include:
  - Personal Protective Equipment (PPE), such as sterile or nitrile gloves, N95 masks, gowns and hair covers
  - Certain cleaning supplies such as Clorox wipes and hand sanitizer

*Please note: This list does not include items that you can still order through normal procurement means, such as trash bags, toilet paper, or boxes of tissues, as those items are still widely accessible even though stock is low.*

Updated March 27

# Supply Requests

- To request these hard-to-find items that fall into the above criteria, please follow this process:
  - For agencies affiliated with large healthcare agencies (I.e. Mercy, UPMC, AHN), contact your parent agency to submit supply requests.
  - **Updated Link--> and Contact Info** For all other providers, please complete the Allegheny County Emergency Services (ACES) Resource Request Form and email it to Richard.Colella@AlleghenyCounty.us AND Michael.Spurr@AlleghenyCounty.us.
  - Keep requests conservative.  Supplies are limited, so plan to request enough for only 2 weeks.  Continue submitting requests as needed.
  - Please note: After emailing the form, ACES will follow up with you. Please limit phone calls to ACES to keep their lines open for emergencies.

- For all other requests, email DHS-COVID19Planning@AlleghenyCounty.us. We will record your request and do our best to help based on the specific situation.

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