

THIS CALL IS BEING RECORDED

# COVID-19

Briefing for providers Friday 4/24/20

Reminder: Provider Briefings shifting to Monday, Wednesday, Friday



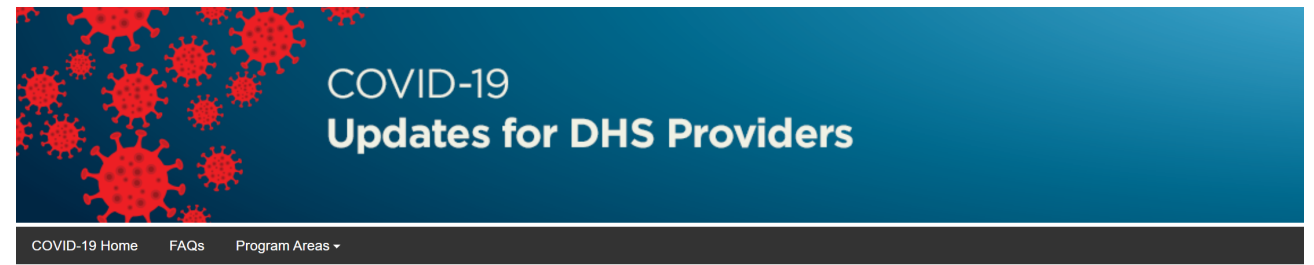
# Agenda

- Communications
- Health Update
- Client Laptop Requests
- Community Listening Sessions Update – Jessica Ruffin
- Employment Platform for Human Service Workers - Russell Thomas, CHS
- Legislative/Policy Updates
- Data Friday!
- 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](mailto: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.

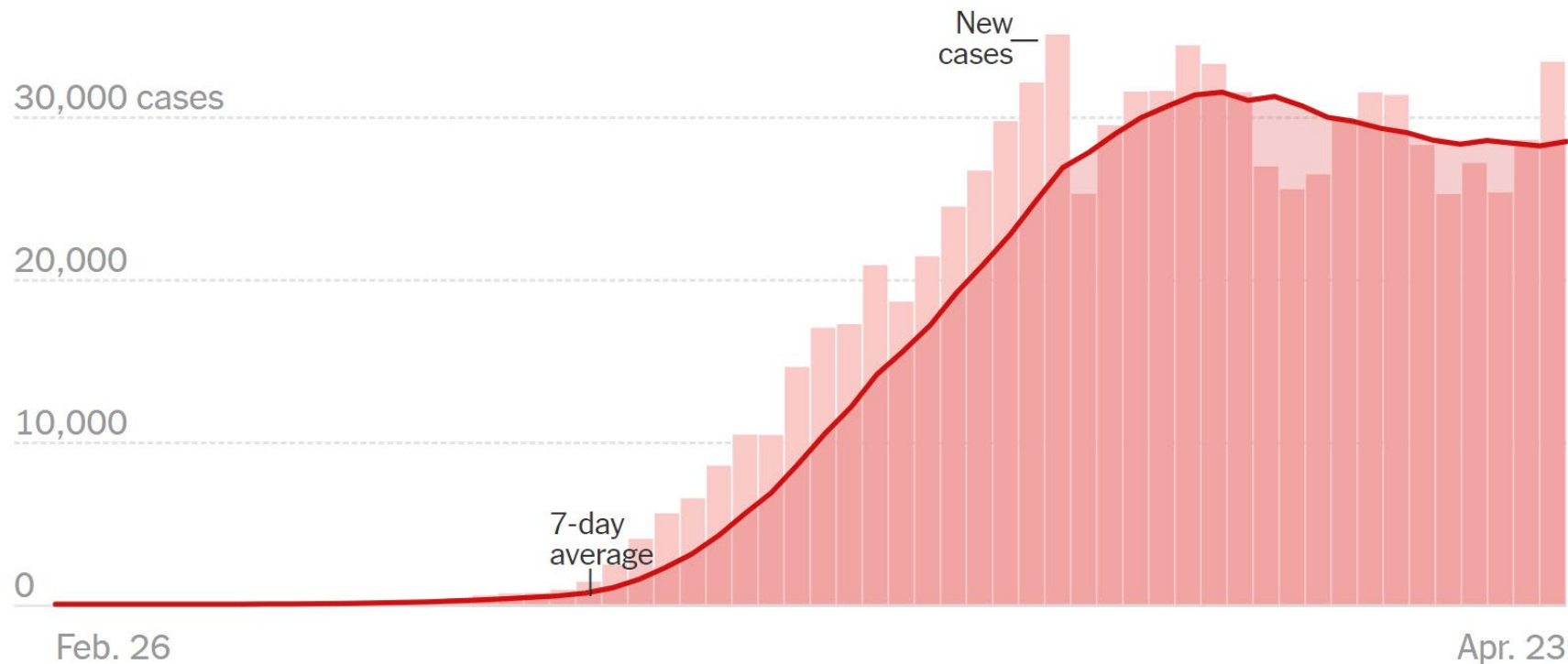
Information related to specific program areas can be found using the Program Areas dropdown menu at the [top of the page](#).

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

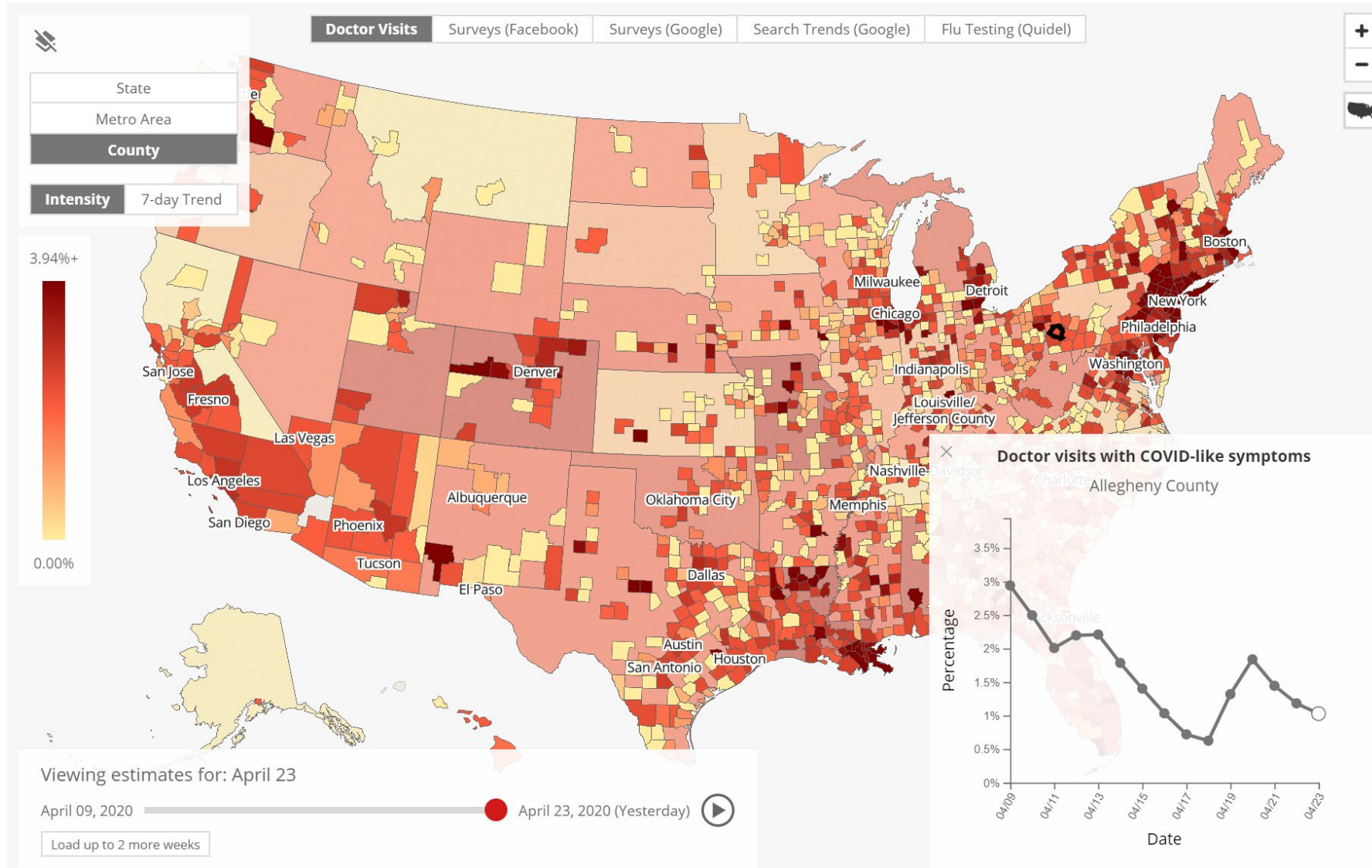
# Health update

- *Allegheny County*: 1,177 confirmed cases; 208 hospitalizations; 71 deaths ([source](#))
- *Pennsylvania*: 38,652 confirmed cases; 1,492 deaths ([source](#))
- *United States*: 868,954 confirmed cases; 44,572 deaths ([source](#)).

## New reported cases by day in the United States



# Real-time COVID-19 Indicators



- <https://covidcast.cmu.edu/>

# Policy and legislative - Federal

- COVID 3.5 stimulus bill enacted
  - Legislation includes: \$320b to replenish the Paycheck Protection Program; \$50b for the SBA's disaster relief fund; \$10b for Emergency Economic Disaster grants; \$75b for hospitals and health care providers; and \$25b for testing, including \$11b to localities to scale up capacity.
  - Legislation does NOT include money for or flexibility to cover state and local lost tax revenue or additional funding for SNAP.

# Policy and legislative – State and Local

- Gov Wolf commits to opening PA "county by county"
  - Threshold for easing restrictions: counties must have fewer than 50 new cases per day per 100,000 residents for a period of 14 days.
  - Most likely northcentral and northwestern counties will open first.
- Allegheny County Executive and ACHD Director Dr. Bogen discussing reopening requirements with the state.
  - Reopening would depend on ramped up testing, as only 1% of Allegheny County residents have been tested at this point.
- On Thursday, Board of Elections voted to reduce the number of Allegheny County polling places from 1,300 to less than 200.
  - Attempting to limit virus spread by encouraging residents to vote by mail, rather than in person.

# DHS COVID-19 Client Laptop Requests

We want to provide as many laptops as possible for our clients who need them to access:

- Visits with Caseworker
- Visits with family
- Tele-Health
- Tele-Therapy
- School/Learning



Chromebooks to start, perhaps tablets in the coming weeks



# DHS COVID-19 Client Laptop Requests

## Step 1:

Requestor fills out form

<https://bit.ly/DHSCOVID19Form>

## Step 2:

DHS validates Client information and need

## Step 3:

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

# DHS Covid-19 Response Laptop Request Form

Please use this form to request laptops for clients who need them to access services. After you fill it out someone will contact you about availability and pick-up/delivery.

## Form Preview:

### Requestor Information

- Requestor Name
- Requestor Email

\* Required

### Requester Information

1. Requester Name \*

2. Requester Email \*

Next

## Client Information

Information about the client who will be receiving the laptop

3. Client First and Last Name \*

Enter your answer

4. How many laptops are you requesting for this client? \*

The value must be a number

5. Client MCID #

*If you don't have clients MCI ID on hand, you may look up in clientview:*

<https://clientview.county.allegheny.pa.us/Security/Login>

The value must be a number

6. Why does the client need this device? \*

- School/Learning
- Visits with Caseworker
- Visits with Family
- Tele-Heath
- Tele-Therapy
- Other

**Form Preview:****Client Information**

- Client Name
- Client MCID (not required)
- How many laptops are you requesting for this client?
- Why does the client need the device?

**Form Preview:**

**Additional Client Information (Not Mandatory)**

- Internet at home
- Training Required?
- Other Comments?

6. Does this client have access to internet access at home?

- Yes
- No
- Don't Know

7. If client does not have internet at home, is there a plan in place to access the internet elsewhere?

Enter your answer

8. Will this client require training on how to use the requested device or required software?

- No
- Yes

9. Other comments?

Enter your answer

# Community Engagement Strategy

- 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.

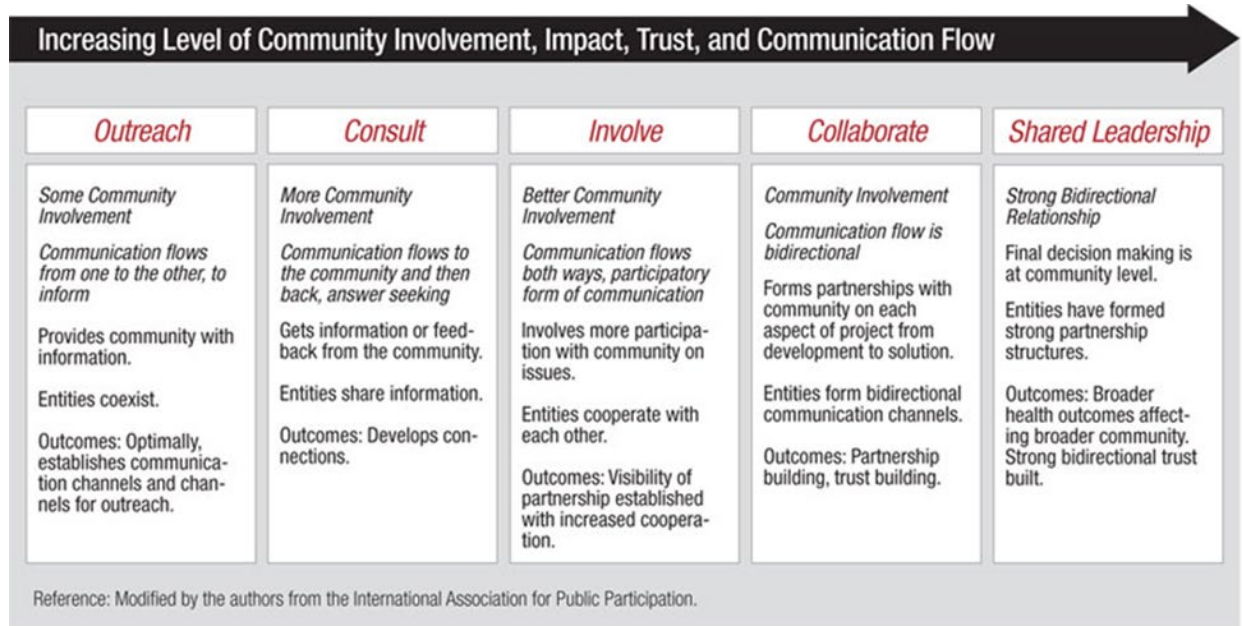
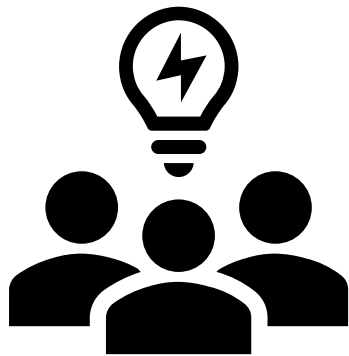


Figure 1.1. Community Engagement Continuum

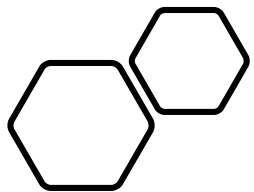
# Overview:

- Four Community Listening Sessions that focused on the African American, Faith, Immigrants and Refugee, Latinx communities were held during the week of April 13, 2020 using the Microsoft Teams platform
- Community leaders were invited to attend the sessions that they felt were appropriate.
- A total of 187 people attended the four sessions.

# Community Concerns



<b>Government Assistance Challenges</b>	<b>Language Barriers</b>
<b>Testing Site Accessibility &amp; Location</b>	<b>Plans For Data By Race</b>
<b>Employment</b>	<b>Accessing Quarantine And Housing Options</b>
<b>Decision-making, Transparency, And Continued Engagement</b>	<b>Technological Barriers</b>
<b>Intimate Partner Violence</b>	<b>Food Access</b>
<b>Need For Community-specific Communication Of The Danger Of COVID-19 To Resonate</b>	<b>Messaging And Communication</b>
<b>Supporting Individuals Being Released From Jail</b>	



# Next Steps



LGBTQ+ LISTENING  
SESSION TO BE  
HOSTED ON  
TUESDAY, APRIL  
28<sup>TH</sup> AT 11:00 AM.



CRIMINAL JUSTICE  
LISTENING  
SESSION IS BEING  
PLANNED



AN FAQ HAS BEEN  
CREATED BASED  
ON QUESTIONS  
ASKED DURING  
THE LISTENING  
SESSIONS



A PANDEMIC  
ADVISORY GROUP  
IS BEING PLANNED  
FOR FUTURE  
ENGAGEMENT



DHS' OFFICE OF EQUITY  
AND INCLUSION  
ENCOURAGES FEEDBACK,  
QUESTIONS AND  
CONCERNS

[DHS-  
EQUITY@ALLEGHENYCOU  
NTY.US](mailto:DHS-EQUITY@ALLEGHENYCOUNTY.US)





Recruitment Platform *for*  
Essential Human Service Workers

# A NEED FOR TEMPORARY ESSENTIAL WORKERS

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

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

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

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

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

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

# RECRUITMENT PLATFORM

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

# RECRUITMENT PLATFORM

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



Recruitment Platform *for*  
Essential Human Service Workers



### Homelessness and Housing

March 8-April 24, 2020

**People in emergency shelters: 542**

\* (excluding domestic violence and winter shelters)

9% decrease ▼  
from comparison period



March 8-April 23, 2020

**People calling the Link: 2,186**

25% decrease ▼  
from comparison period



### Child Welfare

March 8-April 23, 2020

**Calls to Child Welfare: 1,346**

44% decrease ▼  
from comparison period



March 8-April 24, 2020

**Children in placement: 1,612**

5% decrease ▼  
from comparison period



### Director's Action Line

March 8-April 17, 2020

**Calls to Director's Action Line: 304**

31% decrease ▼  
from comparison period



# Data Friday!

### Aging Services Calls

March 8-April 23, 2020

**Calls to SeniorLine: 4,886**

16% decrease ▼  
from comparison period



March 8-April 23, 2020

**Calls for Elder Abuse: 1,120**

62% decrease ▼  
from comparison period



March 8-April 23, 2020

**Reports of Need: 571**

43% decrease ▼  
from comparison period



### Mental Health

March 8-April 24, 2020

**Calls to Information, Referral  
and Emergency Services  
(IRES): 1,307**

15% decrease ▼  
from comparison period



March 8-April 24, 2020

**Involuntary Commitment  
Petitions: 640**

16% decrease ▼  
from comparison period



March 8-April 19, 2020

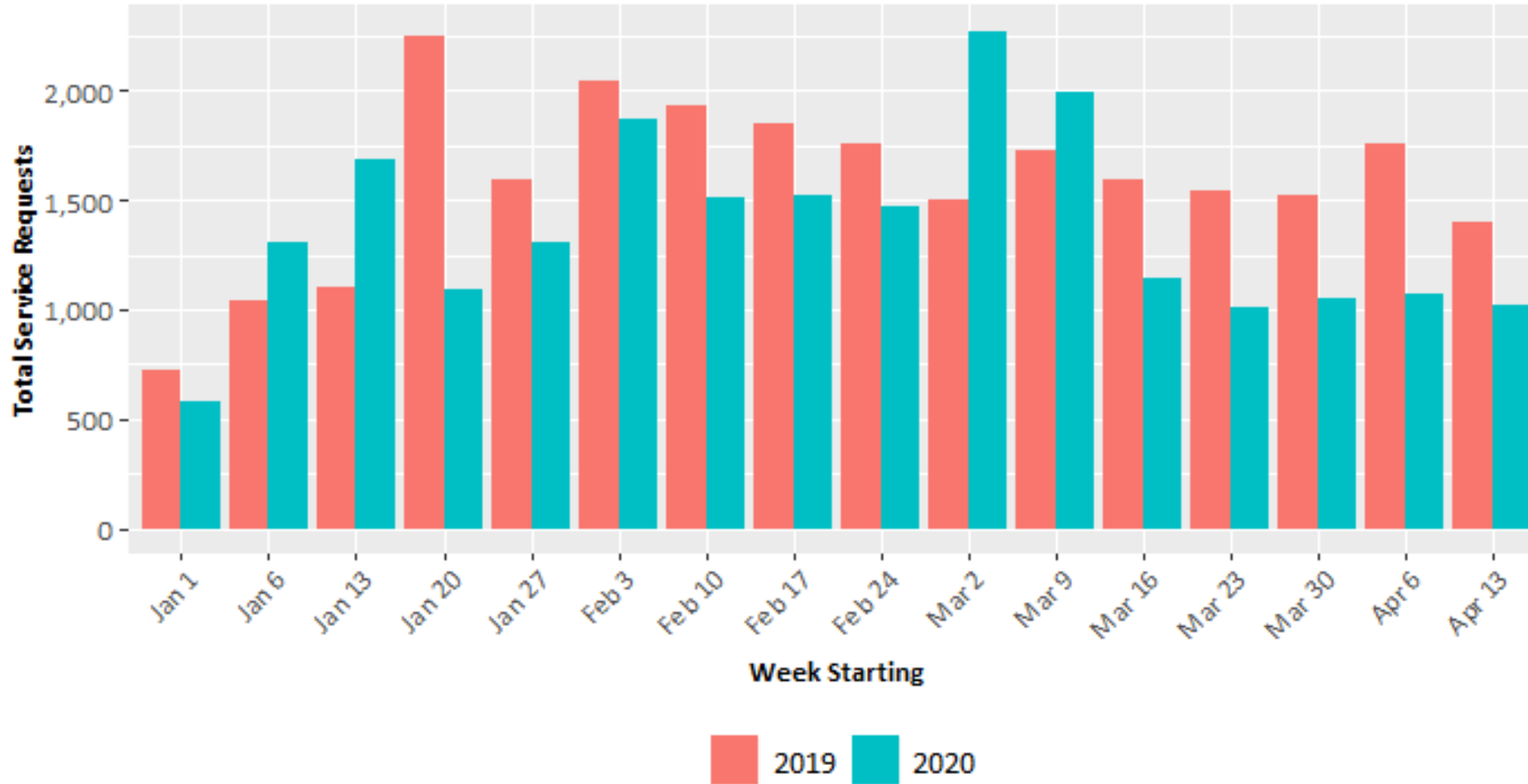
**Calls for mental health crisis:  
7,378**

\*percent change data not  
available  
from comparison period



# 311 Service Requests

Comparison 2020 to 2019



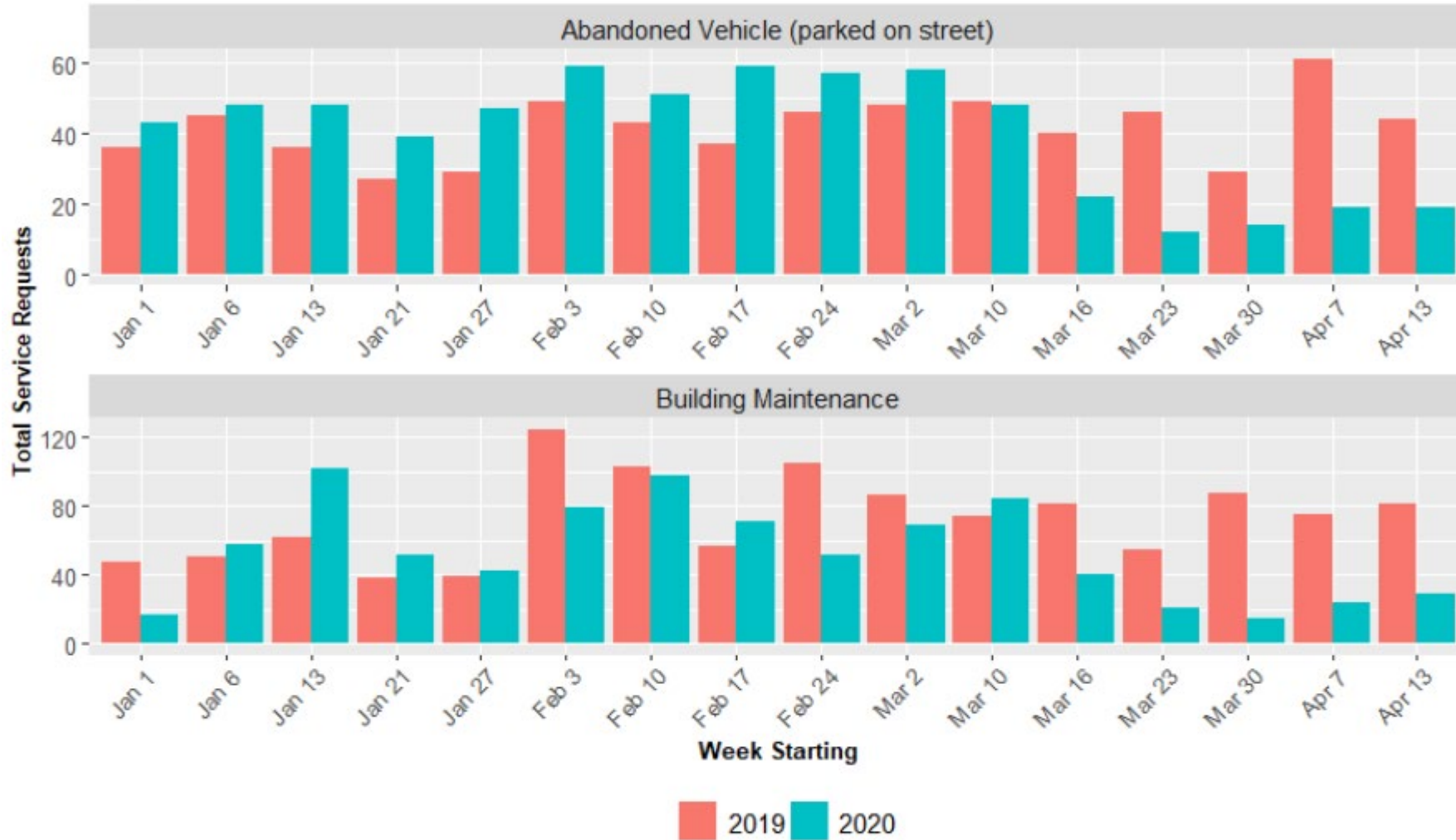
**COVID Period:**  
March 16 – April 20  
**2019:** 7,808  
**2020:** 5,289  
**% Change:** -32%

Source: City of Pittsburgh, Department Innovation and Performance | Western Pennsylvania Regional Data Center



# 311 Service Requests by Type\*

Comparison 2020 to 2019



## COVID Period:

March 16 – April 20

**2019:** 220

**2020:** 86

**% Change:** -61%

## COVID Period:

March 16 – April 20

**2019:** 380

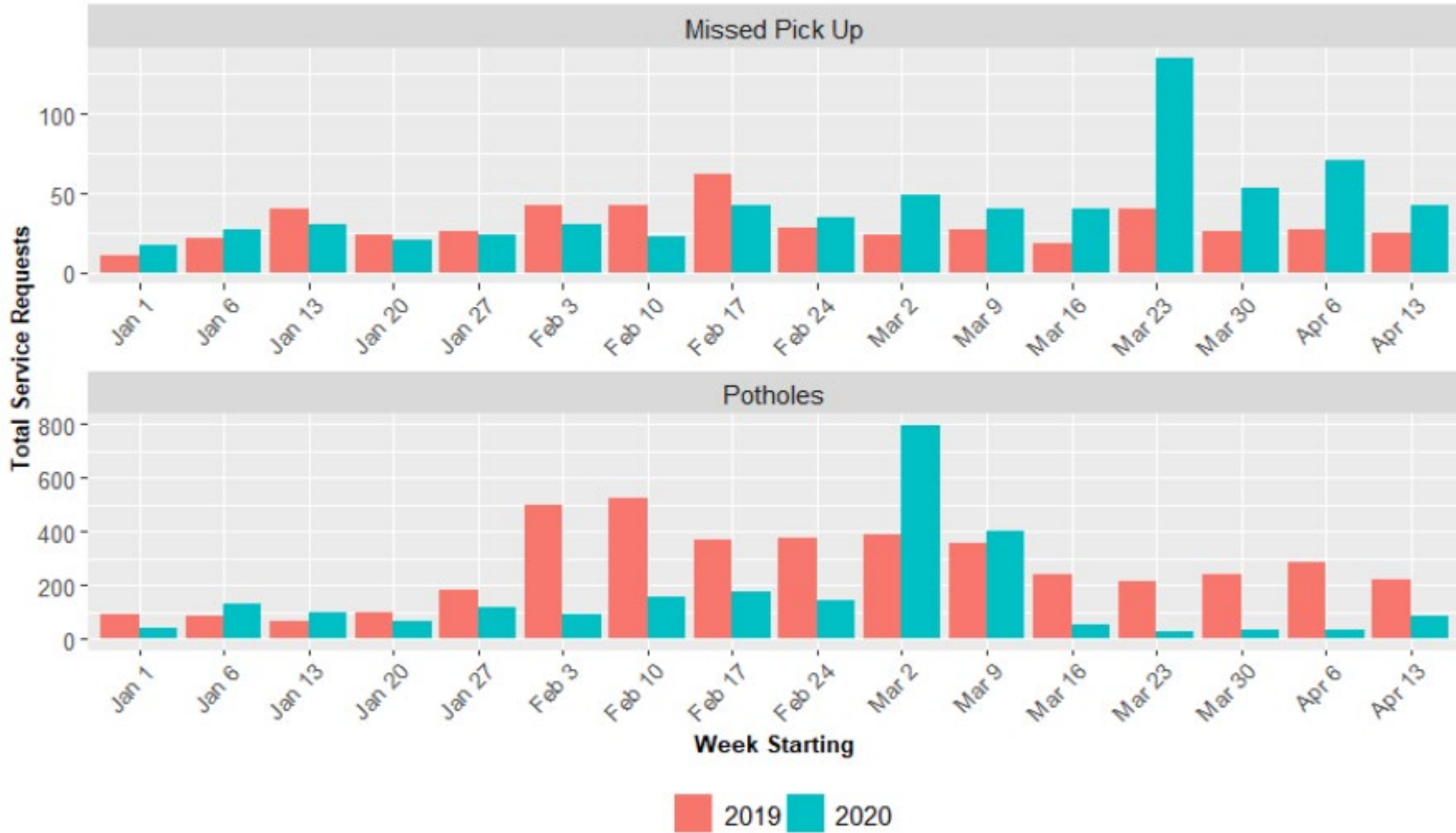
**2020:** 129

**% Change:** -66%

\*Six most common service request types in 2019, excluding snow removal  
 Source: City of Pittsburgh, Department of Innovation & Performance | Western Pennsylvania Regional Data Center

# 311 Service Requests by Type\*

Comparison 2020 to 2019



## COVID Period:

March 16 – April 20

**2019:** 136

**2020:** 342

**% Change:** +151%

## COVID Period:

March 16 – April 20

**2019:** 1,203

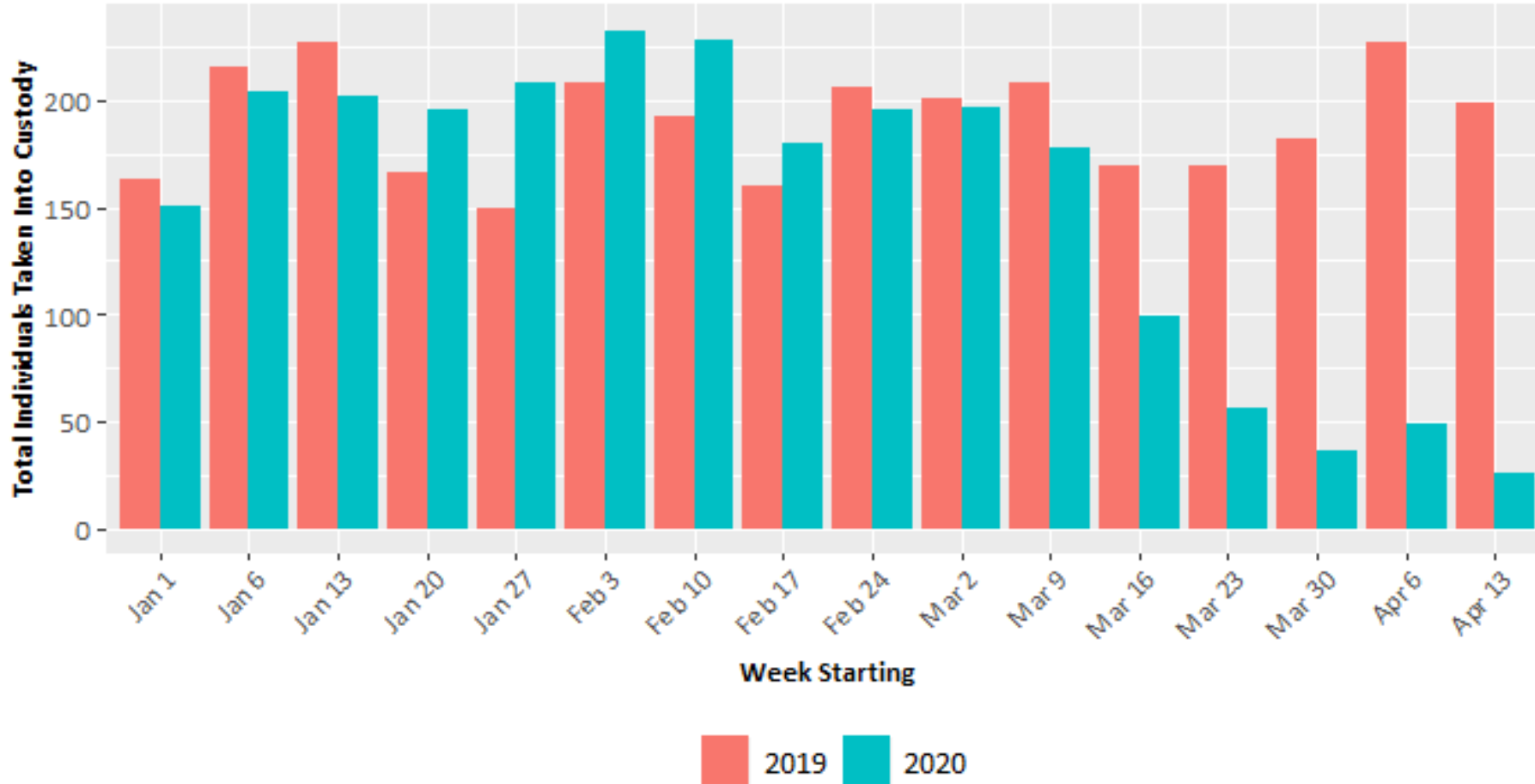
**2020:** 239

**% Change:** -80%

\*Six most common service request types in 2019, excluding snow removal  
 Source: City of Pittsburgh, Department of Innovation & Performance | Western Pennsylvania Regional Data Center

# Pittsburgh Police Arrest Data

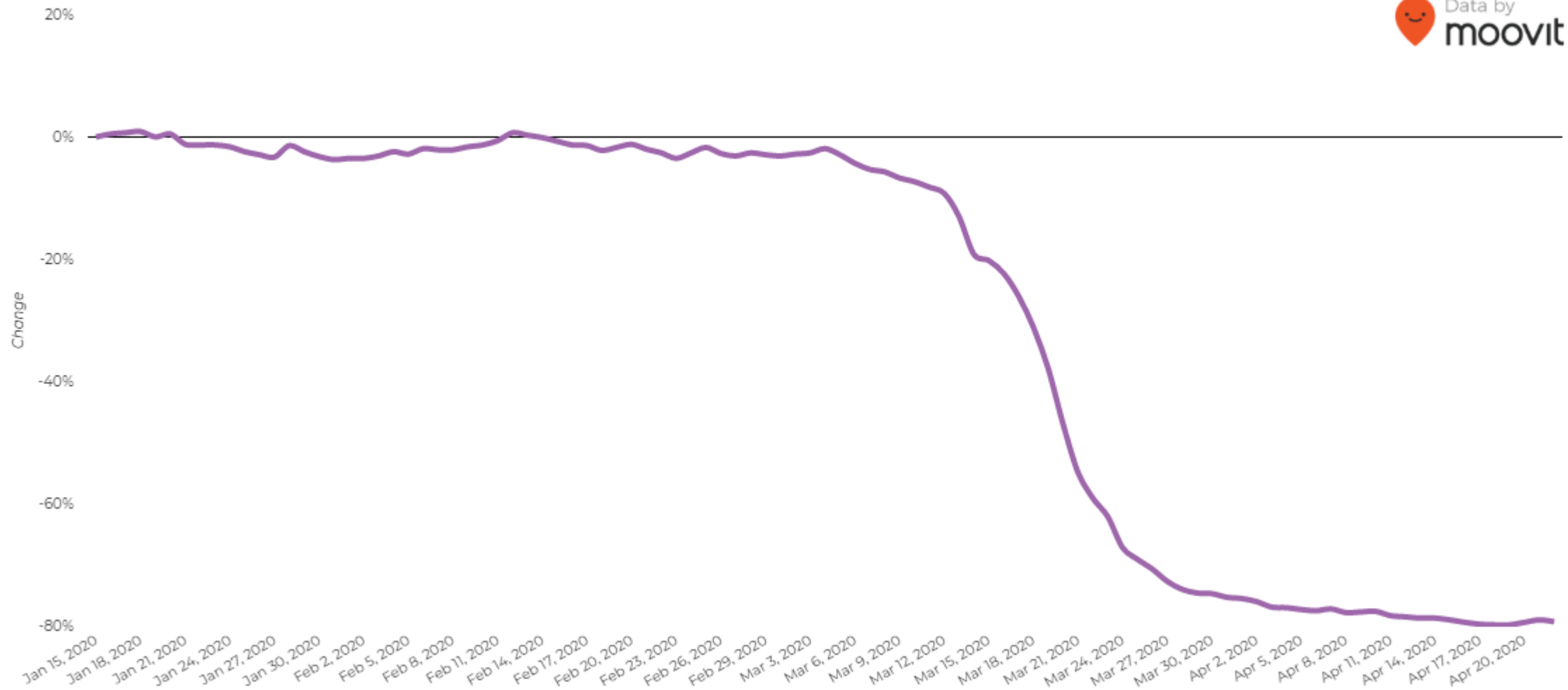
Comparison 2020 to 2019



**COVID Period:**  
March 16 – April 20  
**2019:** 947  
**2020:** 266  
**% Change:** -72%

Source: City of Pittsburgh, Department of Public Safety, Police Bureau | Western Pennsylvania Regional Data Center

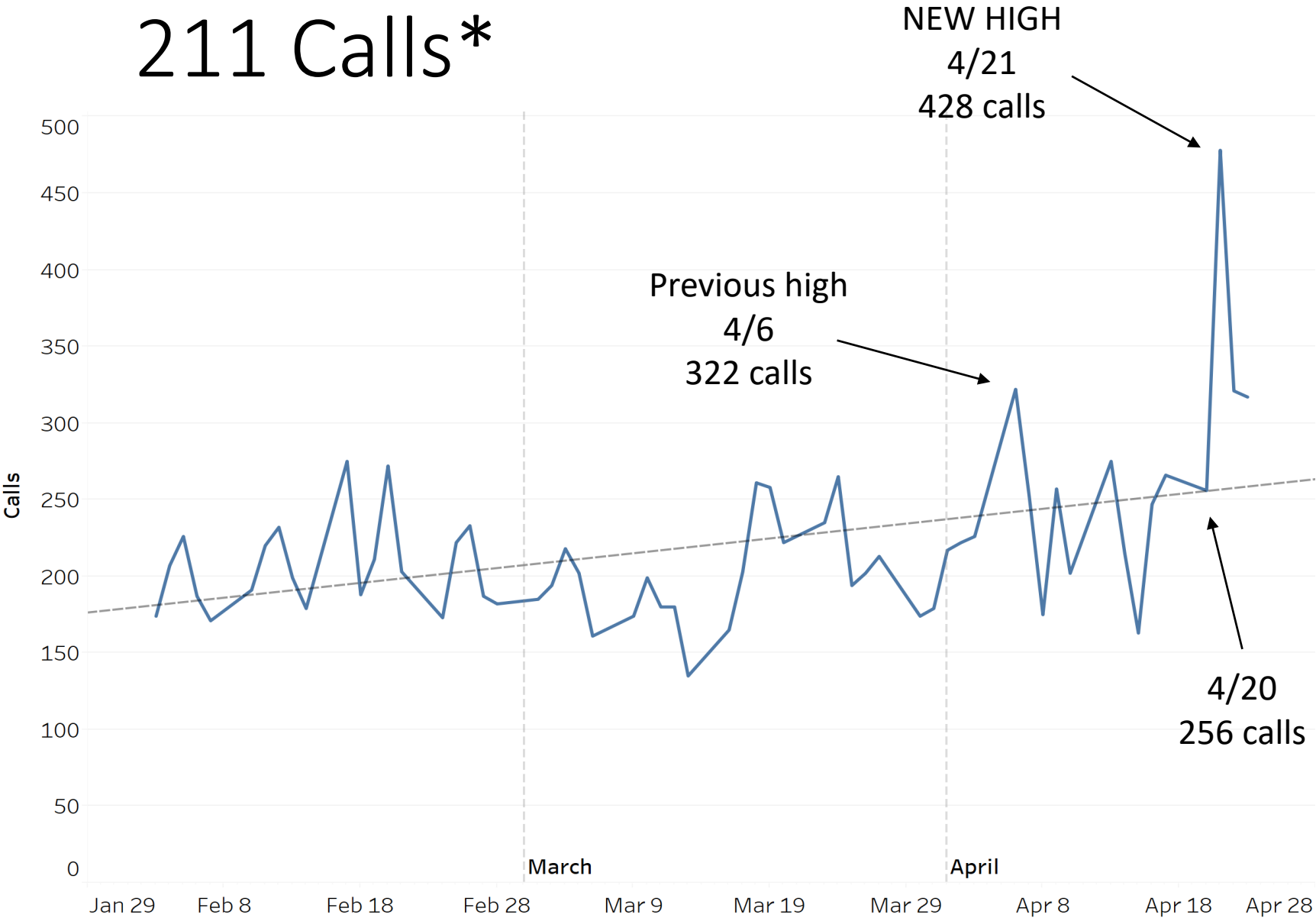
# Impact of Coronavirus (COVID-19) on Public Transit Usage in Pittsburgh



Source: moovitapp.com

The chart above shows changes in usage of the popular transit app Moovit relative to a typical week before the outbreak began, defined by Moovit as January 15, 2020. The data above only shows usage in Pittsburgh, PA.

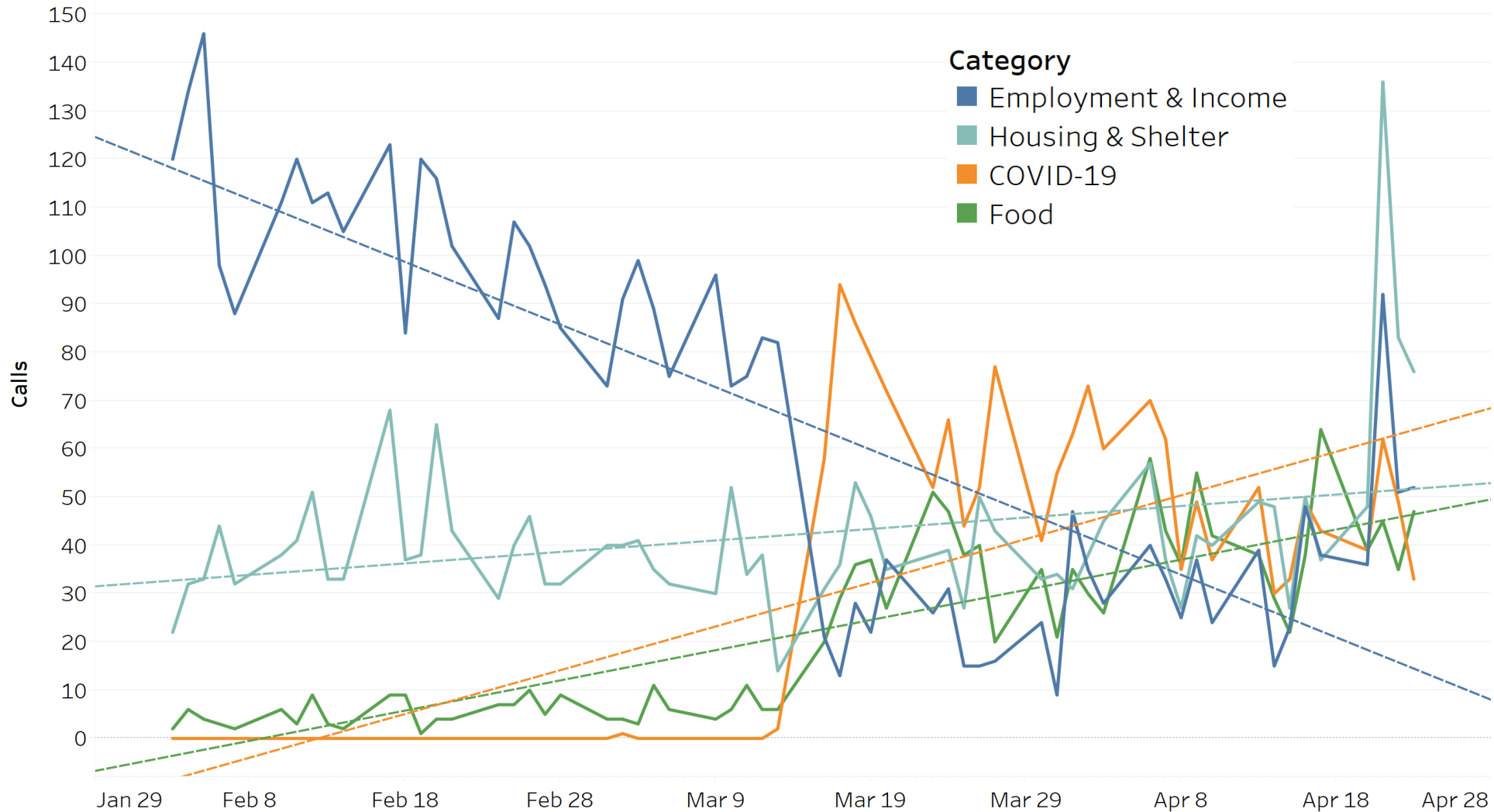
# 211 Calls\*



- On Tuesday (4/21), a news station ran a piece on the [URA Application for Housing](#), telling people to call 211 for more information.
- Large call volume increase on 4/21 with 478 calls
- Heavily impacted categories seem to be:
  - Employment & Income
  - Housing & Shelter
  - Utilities

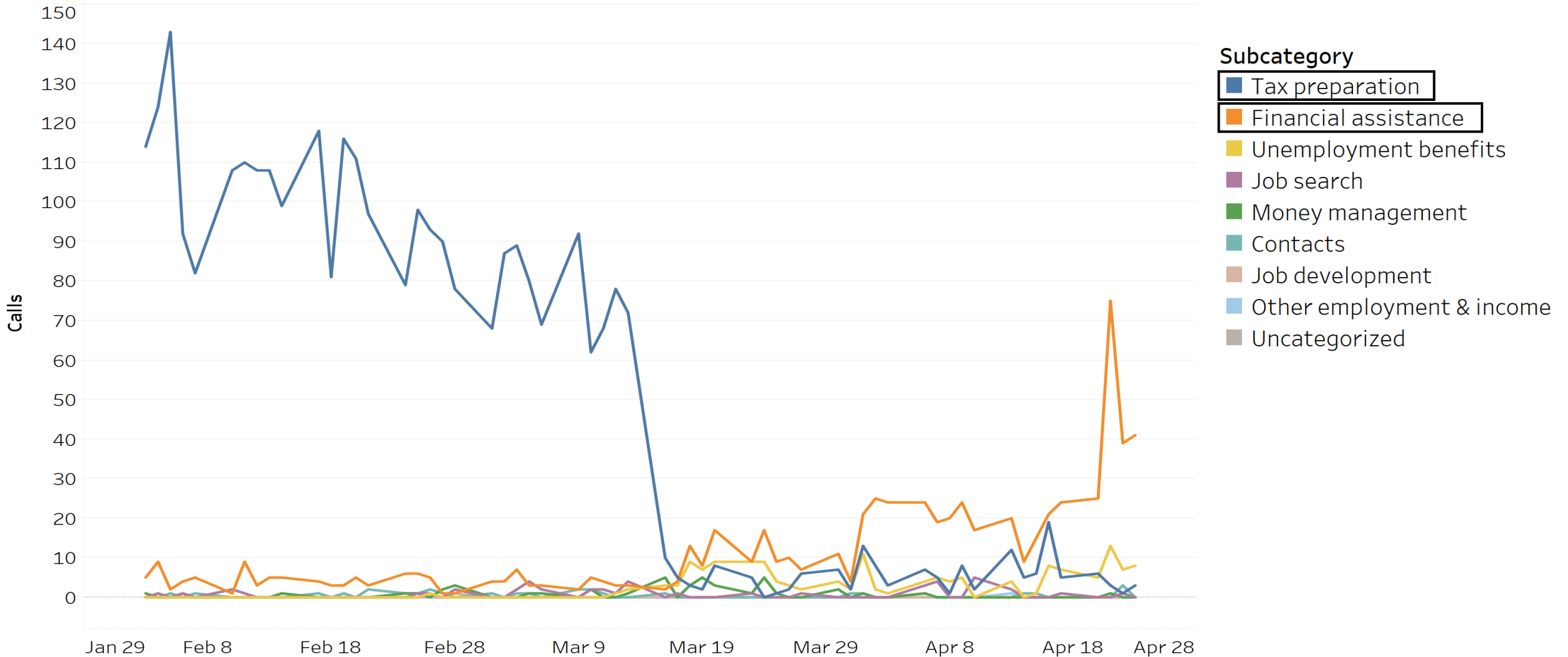
\*Excludes weekend data

# Notable Changes by Category\*



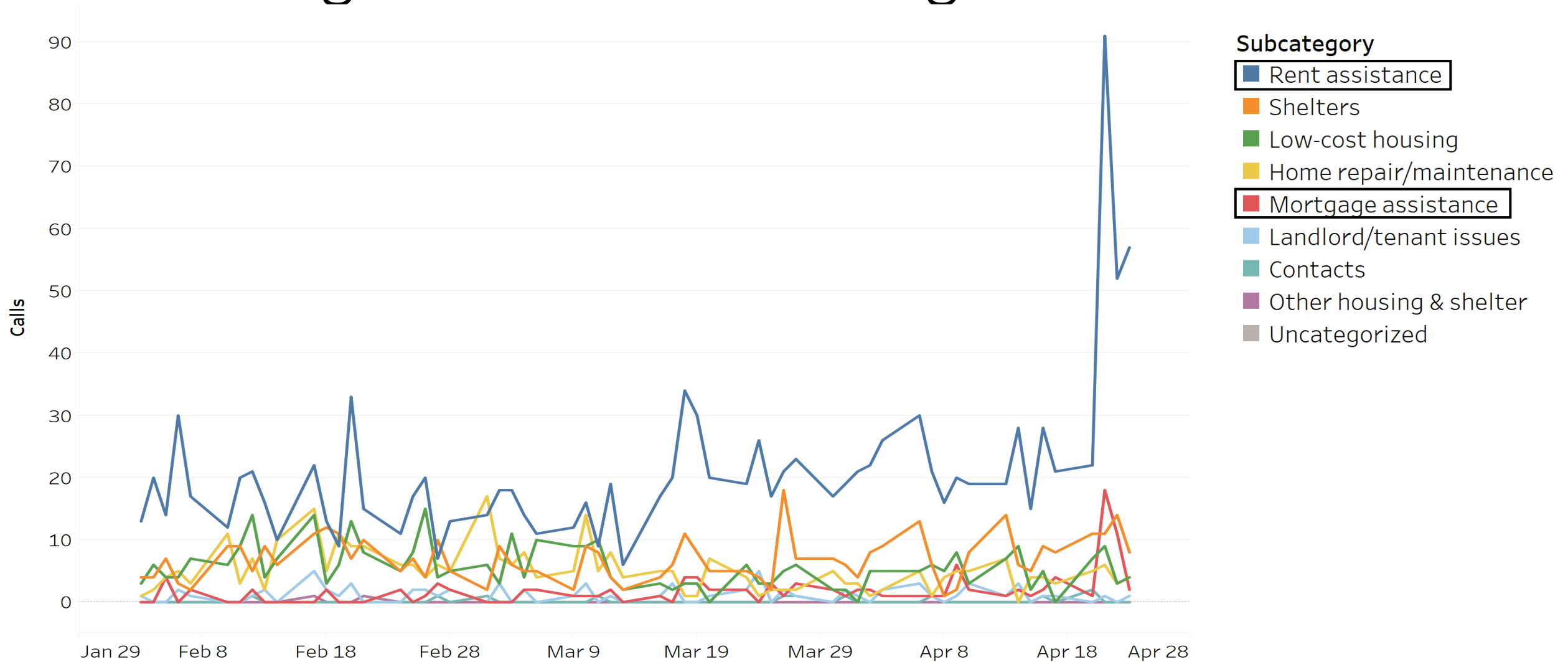
\*Excludes weekend data

# Employment & Income Sub-Categories\*



\*Excludes weekend data

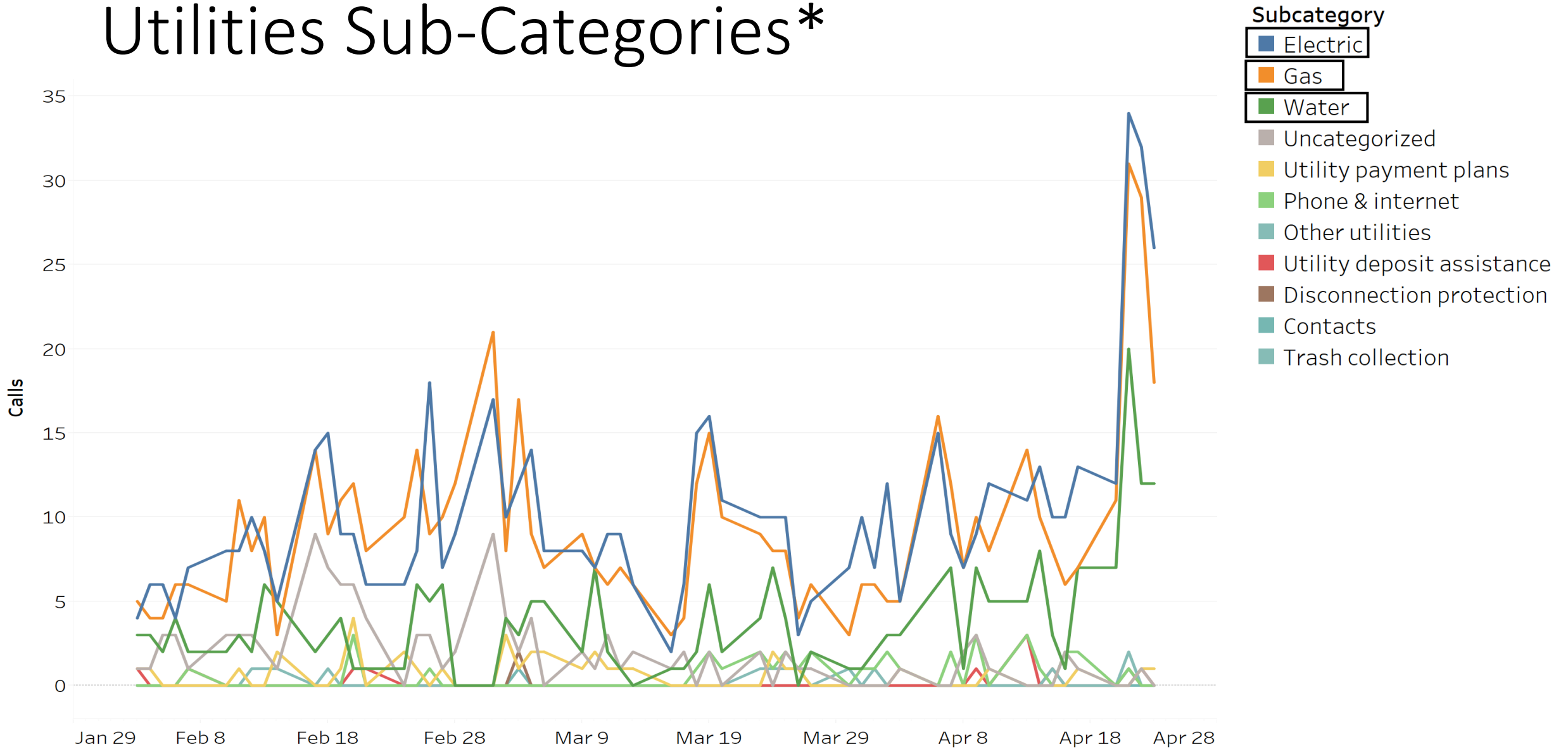
# Housing & Shelter Sub-Categories\*



\*Excludes weekend data



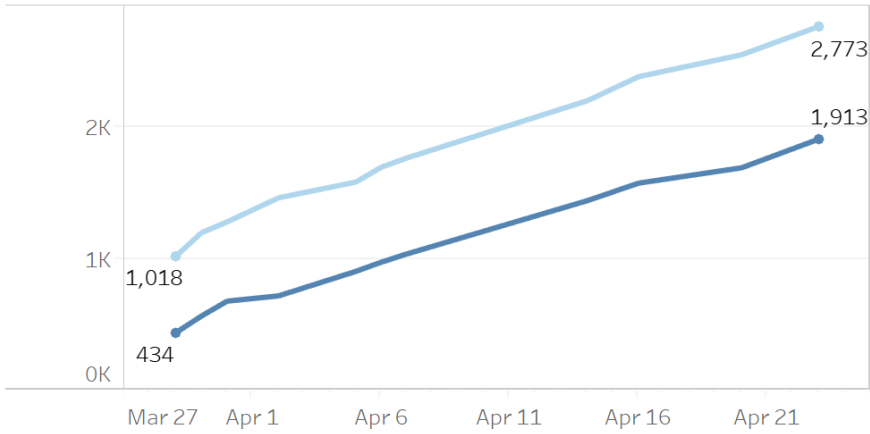
# Utilities Sub-Categories\*



\*Excludes weekend data

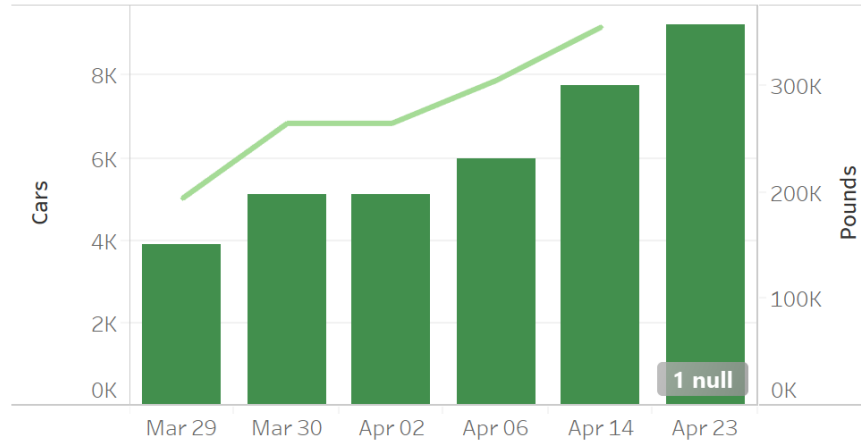
# Pittsburgh Food Bank Cumulative Volumes

Duquense Location



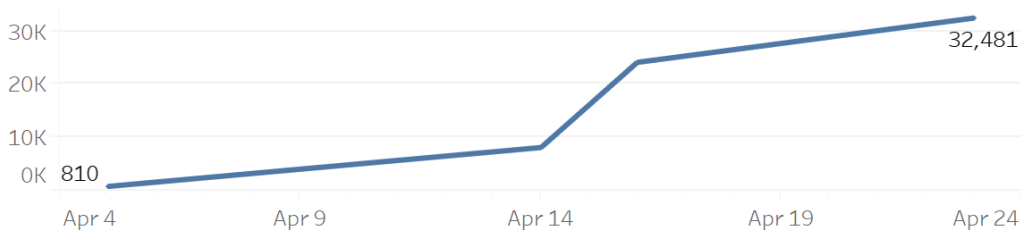
■ Calls to Covid Concierges ■ Clients to Food Bank

Mass Drive-Up Distributions



■ Count of Cars ■ Pounds of Food

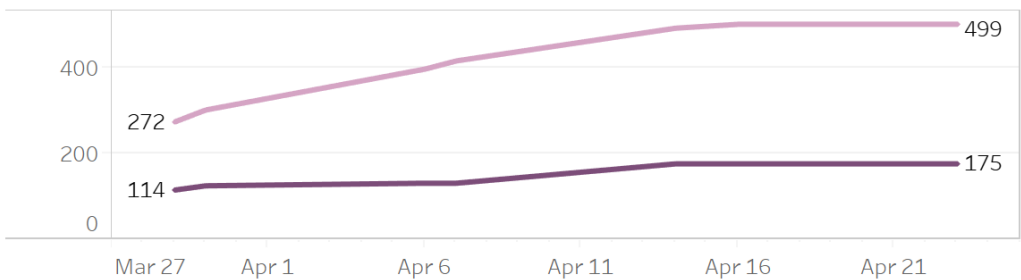
Summer Food Meals



Food Pantries (Allegheny County)

Increased Hours	4%
No Change	81%
Reduced Hours	8%
Closures	4%
Other (On site) Closures	3%

SNAP



■ Applications ■ Inquiries

## Senior Boxes

17 of the 25 closed sites now being served by Doorstep Deliveries

## Doorstop Deliveries (new home delivery model)

224 deliveries this week

## COVID Community Partners (non-network temporary partnerships)

2,249 total emergency food boxes

# 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?
		<a href="#">[Staffing Rating Guidelines]</a>	<a href="#">[Supplies Rating Guidelines]</a>	<a href="#">[Service Locations Rating Guidelines]</a>	<a href="#">[Funding Rating Guidelines]</a>
<b>Food:</b> for Seniors	At Risk	At Risk	Unstable	Stable	Stable
<b>Aging Services</b> - Elder abuse investigations, In-home services & other critical aging services	Stable	Stable	At Risk	Stable	Stable
<b>Food:</b> for Broader Community	At Risk	At Risk	Unstable	At Risk	Stable
<b>Childcare</b> for essential employees, including first responders	At Risk	Stable	Unstable	Stable	At Risk
Services for people experiencing <b>homelessness or in supportive housing</b>	At Risk	At Risk	Unstable	Stable	Stable
<b>Behavioral health:</b> acute, crisis and residential care	At Risk	At Risk	Unstable	At Risk	At Risk
<b>Early Intervention</b>	Stable	Stable	Unstable	Stable	At Risk
<b>Transportation</b> to essential medical and social services	At Risk	At Risk	Unstable	At Risk	Stable
<b>Child welfare</b> critical services, hotline, investigations, required visits, group care	At Risk	Stable	Unstable	Unstable	Stable
<b>Intellectual Disabilities</b> and Autism services	Stable	Stable	Unstable	Stable	Stable

# Guidelines in Rating Essential Service Staffing

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

# Food: for Seniors

No Updates 4/24/20

<b>Essential Service:</b>		Food for Seniors		<b>Overall Service Capability:</b>		<b>At Risk</b>
<b>Staffing:</b>	<b>At Risk</b>	Level 2 Agencies invoke their own COOP plan	<b>Supplies:</b>	<b>Unstable</b>	Level 4 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need	
<b>Notes:</b> <p>-AAA has received a shipment of over 800 FEMA shelf stable meals and are putting together a plan for a rolling distribution to identified sites.</p> <p>-Between FEMA and the AAA food providers there have been over 3,000 shelf stable meals ordered to be distributed.</p> <p>-Due to the increase in HDM referrals ACCESS is now assisting with deliveries for Northern Area Multiservice Center in the Tarentum area.</p> <p>-HDM providers have transitioned to 2 day per week delivery in order to maximize delivery and minimize social contact. Planning is underway to move to a 1 day per week delivery where possible.</p>						
<b>Service Locations:</b>	<b>Stable</b>	Level 1 100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need	<b>Funding:</b>	<b>Stable</b>	Level 1 Normal funding available	
<b>Notes:</b> <p>-Current system has reached a plateau and is doing well.</p> <p>-Preparing for increases.</p>			<b>Notes:</b>			

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

No Updates 4/24/20

<b>Essential Service:</b>		Elder abuse investigations, In-home services & other critical aging services		<b>Overall Service Capability:</b>		<b>Stable</b>	
<b>Staffing:</b>		<b>Level 1</b> Stable Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level		<b>Supplies:</b>		<b>Level 3</b> At Risk 40 - 59% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need	
<b>Notes:</b>				<b>Notes:</b>			
-Care Managers are completing consumer contacts and assessments by telephone rather than in-home visits to reduce the spread of Covid-19  -Per state direction, OPTIONS has developed internal processes to track Covid-19 specific services in the statewide SAMS/Wellsky database  -In-Home services network is serving all consumers for Personal Care & Home Support  -Personal Emergency Response Systems providers are offering modified, "contact free" install processes				-Available protective supplies (masks, gloves and sanitizer) have all been distributed to PS provider agencies and Options RN's.			
<b>Service Locations:</b>		<b>Level 1</b> Stable 100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need		<b>Funding:</b>		<b>Level 1</b> Stable Normal funding available	
<b>Notes:</b>				<b>Notes:</b>			

# Food: For Broader Community

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



# 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](mailto:ashley.varrato@alleghenycounty.us)) to be added to invite

[Food Distribution Map](#)

# USDA Food Box Distribution Program

## [USDA's Overview Information](#)

- Based on recent federal legislation, USDA will spend up to \$3 billion in partnership with regional and local distributors to purchase agricultural products (including fresh produce, dairy, and meat), assemble commodity boxes, and deliver to local non-profits that can receive, store, and distribute foods.
- USDA has not yet released full details, but more specifics are expected soon along with the solicitation to invite proposals from offerors to supply commodity boxes to non-profits.
- DHS will monitor developments with an eye towards the role we can play.

# Childcare for essential employees, including first responders


<b>Essential Service:</b>	Childcare for essential employees, including first responders		<b>Overall Service Capability:</b>	<b>At Risk</b>
<b>Staffing:</b>	<b>Stable</b>	<p>Level 1</p> <p>Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level</p>	<b>Supplies:</b>	<p>Level 4</p> <p>20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need</p>
<b>Notes:</b> "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)			<b>Notes:</b> Providers seeking gloves and cleaning supplies	
<b>Service Locations:</b>	<b>Stable</b>	<p>Level 1</p> <p>100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need</p>	<b>Funding:</b>	<p>Level 2</p> <p>Concerns over short-term funds to cover operations - cash flow issues arising</p>
<b>Notes:</b> Currently 70 centers open or preparing to reopen, ~220 open spots, many willing to reopen if demand exists			<b>Notes:</b> 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.

*(COUNTY EMPLOYEES ONLY AT THIS TIME)*

 **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**  
7:30 AM - 6:00 PM DAILY

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

<b>Essential Service:</b>		Services for people experiencing homelessness and/or in supportive housing		<b>Overall Service Capability:</b>		<b>At Risk</b>	
<b>Staffing:</b>	<b>At Risk</b>	Level 2		<b>Supplies:</b>	<b>Unstable</b>	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><b>Notes:</b> 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><b>Notes:</b> 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>			
<b>Service Locations:</b>	<b>Stable</b>	Level 1		<b>Funding:</b>	<b>Stable</b>	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><b>Notes:</b> 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><b>Notes:</b> There are currently no funding concerns for the homeless network; federal stimulus bill includes some additional funding for homeless services.</p>			

# Data Friday updates

Measure	Current period 3/15/20 - 4/24/20	Previous period 3/15/19 - 4/24/19
Households moving into housing units (RRH, PSH programs)	54	47
Average number of days from program enrollment to apartment move-in date (RRH, PSH programs)	25 days	46 days
Households exiting to permanent housing destinations from bridge, RRH and PSH programs	27 (67%)	59 (79%)

*Data comes from Allegheny County's Homeless Management Information System (HMIS); it does not include data from domestic violence programs which do not enter information in HMIS.*

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

## Isolation/Quarantine hotels:

- ~50 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, behavioral health and the jail. If you have questions, please reach out to:
  - Homeless client referrals: [Jessica.McKown@alleghenycounty.us](mailto:Jessica.McKown@alleghenycounty.us)
  - Office of Behavioral Health referrals: [Diane.Johnson@alleghenycounty.us](mailto:Diane.Johnson@alleghenycounty.us)
  - Allegheny County Jail referrals: [Jennifer.Batterton@alleghenycounty.us](mailto:Jennifer.Batterton@alleghenycounty.us)
  - Immigrants and Internationals: [bgreen@jfcspgh.org](mailto:bgreen@jfcspgh.org)

## Additional staffing of hotels: CHS still needs staff.

- *Individuals*: use following link:  
<https://communityhumanservices.applytojob.com/apply/HCMaIP6kQv/Community-Support-Specialist-Hotel-2020>
- *Organizations*: please contact Cynthia Shields directly ([Cynthia.Shields@alleghenycounty.us](mailto:Cynthia.Shields@alleghenycounty.us))

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

## **Homelessness Provider Network COVID-19 Working Group:**

- Next week's meeting: focus on residential frontline staff
- 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

<b>Essential Service:</b>		Behavioral health acute, crisis, and residential care		<b>Overall Service Capability:</b>		<b>At Risk</b>	
<b>Staffing:</b>	<b>At Risk</b>	Level 3		<b>Supplies:</b>	<b>Unstable</b>	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	
<b>Notes:</b> 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.				<b>Notes:</b> 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			
<b>Service Locations :</b>	<b>At Risk</b>	Level 3		<b>Funding:</b>	<b>At Risk</b>	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	
<b>Notes:</b> Broadened use of telehealth. Reminding providers to submit incident reports when they are updating policies/procedure to their facilities and services.				<b>Notes:</b> 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: Financial Information for Providers

- CARES ACT provider relief fund
  - Support healthcare related expenses or lost revenue related to COVID-10
  - <https://www.hhs.gov/provider-relief/index.html>
  - [Small Business Owners Guide to the CARES Act](#)
- Center for Medicare and Medicaid Services expanded Accelerated and Advanced Payment Program
  - Broader group of Medicare Part A and Part B suppliers
  - [Accelerated and Advanced Payment Fact Sheet](#)
- Federal Communications Commission
  - [COVID-19 Telehealth Program](#)

# Behavioral Health: Drug and Alcohol

- DDAP to cancel all face to face trainings through 5/17
- Office of National Drug Control Policy Reaffirms Treatment of SUD as Essential Medical Service
  - James Carrol, Director of the ONDCP, reaffirmed that D&A providers are engaged in essential medical services



EXECUTIVE OFFICE OF THE PRESIDENT  
OFFICE OF NATIONAL DRUG CONTROL POLICY  
WASHINGTON, D.C. 20503

April 23, 2020

Dear Colleagues:

As the country continues its battle against COVID-19, I am encouraged and inspired, not only by the efforts of all of our healthcare workers who are helping confront this pandemic, but also for those individuals dedicated to maintaining high-quality care for non-coronavirus patients. I write to you today on behalf of some of those individuals, specifically millions of Americans living with Substance Use Disorder (SUD), and those caring for them.

During these uncertain times, it is important that we not lose sight of the very vulnerable population suffering from SUDs. This pandemic has affected every aspect of our lives and our healthcare system. It is critical that those undergoing treatment for SUD continue their treatment, and it is critical that the healthcare professionals who provide this care are able to continue to do so during this time. We are working through many different avenues of communication to ensure that these crucial services remain available.

The White House Office of National Drug Control Policy is already supporting emergency Federal exemptions to increase access and use of telemedicine in the treatment of SUD during the COVID-19 pandemic, but we know that in-person patient/provider interactions will inevitably occur. Treatment providers and all others associated with maintaining this vital sector of healthcare serve in a critical capacity and will require personal protective equipment (PPE) during unavoidable face-to-face patient interactions. In line with guidance previously issued, President Trump's position is that the treatment of SUD is an essential medical service, and PPE ordered and requested by facilities treating SUD is for a legitimate need and purpose.

The Trump Administration applauds those who are serving these patients on the front line; their dedication is overwhelmingly heartening. I trust that this letter serves as any endorsement that they too need to be protected during these trying times.

Sincerely,

  
James W. Carroll  
Director

# Behavioral Health: Early Intervention

<b>Essential Service:</b>		Early Intervention			<b>Overall Service Capability:</b>		<b>Stable</b>
<b>Staffing:</b>	<b>Stable</b>	<b>Level 1</b>		<b>Supplies:</b>	<b>Unstable</b>	<b>Level 4</b>	
		Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level				20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need	
<b>Notes:</b> Completely up and running with tele intervention services. Only services not approved for telehealth are social work and nursing.				<b>Notes:</b> In the past few days more supply requests have come in			
<b>Service Locations:</b>	<b>Stable</b>	<b>Level 1</b>		<b>Funding:</b>	<b>At Risk</b>	<b>Level 2</b>	
		100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need				Concerns over short-term funds to cover operations - cash flow issues arising	
<b>Notes:</b> All Infant/Toddler Early Intervention services have the approval to be delivered using tele-intervention, this includes Social Work and Nursing.				<b>Notes:</b> Providers have been greatly impacted by the loss of revenue			

# Behavioral Health: Early Intervention

Alliance Statistics for Allegheny County										
Compare week 4/19-4/25/2020 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
4/19-4/25/2020	21	14	35	51	24	22	12	44	31	36
4/21-4/27/2019	85	11	96	70	29	49	18	108	108	

<b>IFSP</b>	Individualized Family Service Plan
<b>MDE</b>	Multi-Disciplinary Evaluation

# Transportation to essential medical and social services

No New Updates

<b>Essential Service:</b>		Transportation to essential medical and social services		<b>Overall Service Capability:</b>		<b>At Risk</b>	
<b>Staffing:</b>	<b>At Risk</b>	Level 2		<b>Supplies:</b>	<b>Unstable</b>	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	
<b>Notes:</b> 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.				<b>Notes:</b> We are anticipating state MATP guidelines in the near future which may impact PPE requests by providers			
<b>Service Locations :</b>	<b>At Risk</b>	Level 3		<b>Funding:</b>	<b>Stable</b>	Level 1	
		60% - 100% coverage of the public, as some Service Locations have been forced to close				Normal funding available	
<b>Notes:</b> MATP has issued guidances for providers and riders.				<b>Notes:</b>			



<b>Essential Service:</b>	Child welfare critical services, hotline, investigations, required visits, group care		<b>Overall Service Capability:</b>	<b>At Risk</b>
<b>Staffing:</b>	<b>Stable</b> Level 1 Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level	<b>Supplies:</b>	<b>Unstable</b> Level 4 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need	
<b>Notes:</b> Agencies can staff their own services.  Some have invoked contingency plans that have brought staffing to an adequate level		<b>Notes:</b> 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.		
<b>Service Locations:</b>	<b>Unstable</b> Level 4 30 - 59% coverage of the public, as some Service Locations have been forced to close	<b>Funding:</b>	<b>Stable</b> Level 1 Normal funding available	
<b>Notes:</b> Several provider agencies have been forced to close to comply with Governor's orders		<b>Notes:</b> 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

## CYF Staff Success in Crisis

- 25% increase in engagement with families to create Family Plan since February
- 6% reduction in caseload size from March to April
- 35% increase in on time contact with children since February
- Maintaining excellence in timely completion of investigations
- 6848 contacts completed since March 16<sup>th</sup>
  - 1506 video conferences conducted
  - 57% reduction in number of children age 5 and under not seen on time



## Parental Warning:

Parents should carefully monitor their children's activity on these popular social media apps and games.



If you believe you are—or someone you know is—the victim of child sexual exploitation:

- Contact your local law enforcement agency.
- Contact your [local FBI field office](#) or submit a tip online at [tips.fbi.gov](https://tips.fbi.gov).
- Contact CYF
- File a report with the National Center for Missing & Exploited Children (NCMEC) at 1-800-843-5678 or online at [www.cybertipline.org](http://www.cybertipline.org)

# Online Child Exploitation

Discuss Internet safety with children of all ages when they engage in online activity.

- Review and approve games and apps before they are downloaded.
- Make sure privacy settings are set to the strictest level possible for online gaming systems and electronic devices.
- Monitor your children's use of the Internet; keep electronic devices in an open, common room of the house.
- Check your children's profiles and what they post online.
- Explain to your children that images posted online will be permanently on the Internet.
- Make sure children know that anyone who asks a child to engage in sexually explicit activity online should be reported to a parent, guardian, or other trusted adult and law enforcement.
- Remember that victims should not be afraid to tell law enforcement if they are being sexually exploited. It is not a crime for a child to send sexually explicit images to someone if they are compelled or coerced to do so.

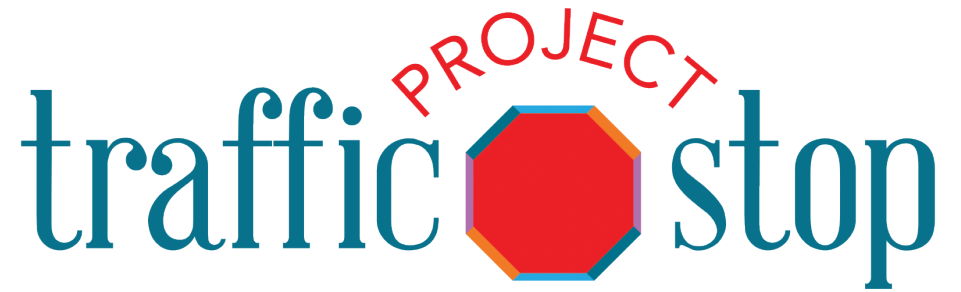
## PAAR Service Update During COVID-19

**Project Traffic Stop:** The drop-in center is physically closed but survivors are receiving support remotely:

- Case management,
- Crisis counseling for victimization and COVID-19 specific education & resources
- Routine check-ins,
- Emergency shelter coordination,

Referrals for food/clothing including any COVID-19 specific needs

- **Virtual Trainings:** We are offering virtual trainings on Human Trafficking to providers and community groups throughout the county. Call the Helpline to request a Human Trafficking for your staff or program.
- **Virtual Psychoeducational Groups:** We are offering virtual groups and conversations for youth and young adults on topics focused on healthy relationships, self-care, craft, games, etc



## PAAR's services to all victims are still available

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- **Helpline (1-866-END-RAPE): Running as usual 24/7**
- **Text/Chat Line:** Services available and accessed through our website
- **Therapy and Case Management:** Survivors receive these services remotely by utilizing telehealth via video conferencing sessions OR phone. Groups are postponed at this time.
- **Legal Advocacy and Crisis Counseling:** Survivors receive these services by phone or video conferencing. We encourage survivors looking to begin services to call the helpline at [1-866-363-7273](tel:1-866-363-7273).
- **Medical Advocacy & Crisis Support:** In consultation with our local hospitals support for victims will be done at this time via phone. Survivors at the hospital will have the opportunity to connect with an advocate over the phone.



# Intellectual Disabilities and Autism services:

<b>Essential Service:</b>	Intellectual Disabilities and Autism services		<b>Overall Service Capability:</b>	<b>Stable</b>
<b>Staffing:</b>	<b>Stable</b>	<b>Level 1</b> Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level	<b>Supplies:</b>	<b>Unstable</b> <b>Level 4</b> 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need
<b>Notes:</b> 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.			<b>Notes:</b> 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.	
<b>Service Locations:</b>	<b>Stable</b>	<b>Level 1</b> 100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need	<b>Funding:</b>	<b>Stable</b> <b>Level 1</b> Normal funding available
<b>Notes:</b> 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.			<b>Notes:</b>	

# Intellectual Disabilities and Autism services: Current Activities

- [Resources especially helpful during the COVID-19 response](#) that includes many links to support, remote activities and ways to stay connected and informed. To be informed of updates and other helpful information from OID join the Key Communicator list by emailing [OID Outreach](#).
- <http://dhstraumaresourcelibrary.alleghenycounty.us/wp-content/uploads/2020/04/Resources-especially-helpful-during-the-COVID-19-response-2nd-versionIA.pdf>
- Continue to follow local information and directives, along with PA Department of Health and the State Office of Developmental Programs. Links to COVID-19 updates can be found on MyODP.org, <https://www.myodp.org/mod/page/view.php?id=26808>

No Updates 4/22/2020

# Key Contacts

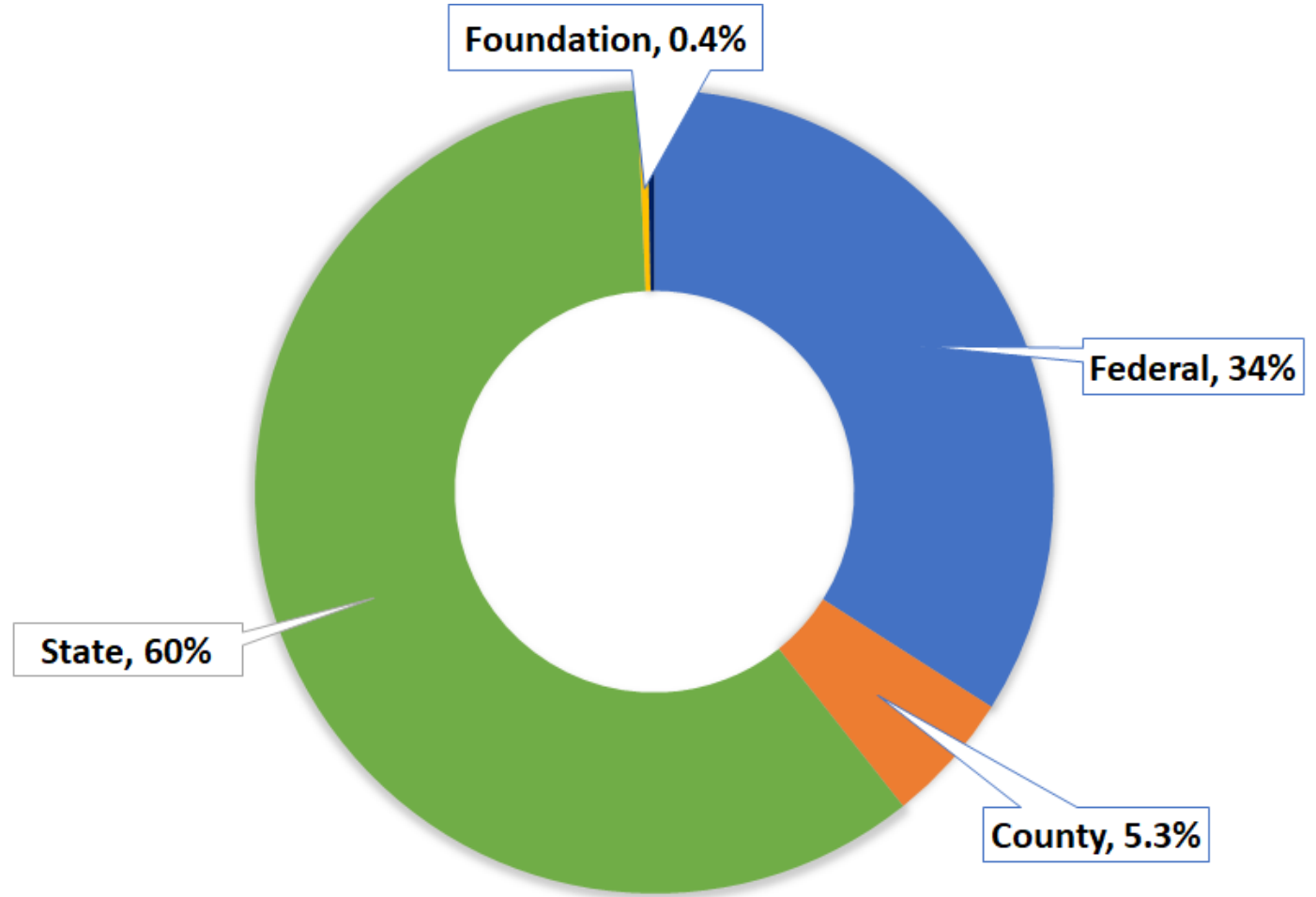
- Provider questions for Allegheny County Health Department
  - [DHS-COVID19Planning@alleghenycounty.us](mailto:DHS-COVID19Planning@alleghenycounty.us)
    - Use the subject field to indicate if your qq is about CYF, Aging, BH, CYF, ID, Community Services, or DHS operations (e.g., contracting, payment)
  - <https://www.alleghenycounty.us/healthdepartment/index.aspx>
- 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.



# AC DHS Budget

## FY 2019-2020 Funding Sources

- Total revenue: \$ 1,060,819,425
- Over 100 funding sources
- Manage four different fiscal years



# Funding Landscape due to COVID-19

- No current allocation levels known but expecting State shortfalls to impact human services funding.
  - State has over a \$5 billion deficit
  - Legislature hasn't started to consider FY 20/21 funding
- Government funds have been drastically reduced
  - State has furloughed over 9,000 employees
  - Other Counties have reduced their workforce
- Pandemic has created unexpected expenses, disruptions to services, and may necessitate that different services are developed to meet changing community need



# DHS Plan

- We have 350 provider contracts and almost all are on a fiscal year schedule (July 1<sup>st</sup> to June 30<sup>th</sup>)
- Internal contract process is underway
  - May – reviewing contract allocation requests
  - June – collect and submit information needed for contracts
  - July/August – finalize contracts
- Adjustment may be made after we know new funding levels

# Supply Requests



- To submit a request for supplies, use the Global Links online form at <https://www.tfaforms.com/4813339>
- Please ensure only 1 request per agency is submitted.
- Since Monday's announcement, 79 requests were submitted to Global Links, of which ~20 requests have been fulfilled thus far. More on the way this week.
- DHS has the request data and ability to advocate for urgent needs.



N95 Masks



Fabric & Other Masks



Surgical & Procedural Masks

[Check out this directory](#) of PPE suppliers\* from the PA Dept of Community and Economic Development

*\*Note: DHS has not vetted this directory and does not endorse any specific organization.*