

THIS CALL IS BEING RECORDED

# COVID-19

Briefing for providers Thursday 4/9/20



# Agenda

- Communications
- Veteran's Update – Dwight Boddorf, Chief Veteran's Affairs Officer, Allegheny County Veterans Services
- Health Update
- Legislative/Policy Updates
- Plans to Maintain Essential Services



# How we communicate

- Daily provider calls, moving to M-W-F next week
- 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](mailto: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=EjOn4MvksU6fclu6FvuWjUkxQI749jdHphHNKdg0q-tUNzNBM0IEQzBNSOZCNFNVMERET0czWVE5NC4u>



## 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	▼

# Information on changes in operations

- If you have changes in operations, continue to report that information to DHS staff. Please also use this format if you have edits/changes to what has already been reported.
  - For BH providers, complete the Office of Behavioral Health Incident Report form and email the completed form to: [incidentreports@allegchenycounty.us](mailto:incidentreports@allegchenycounty.us)
  - For homeless providers, fill out the incident report form and email the completed form to your assigned monitor and [cynthia.shields@allegchenycounty.us](mailto:cynthia.shields@allegchenycounty.us)
  - Others: [DHS-COVID19Planning@allegchenycounty.us](mailto:DHS-COVID19Planning@allegchenycounty.us)
- Information will be made public – *forthcoming*



At this time of change, Allegheny County Department of Human Services providers are altering their operations to continue to meet the needs of county residents. This dashboard shows operational changes at the service level and provider level in order to keep residents, providers and staff informed of service availability. To use the dashboard, select one of the tabs:

**Service-level** tab provides information about specific services that affect ALL providers of that service.

**Provider-specific** tab provides information that is unique to a provider/facility.

Within the tabs, filter by one or more of the following:

- **Essential service type:** which (if any) of the essential services are provided by a particular provider/facility
- **Program:** DHS program area (e.g., aging, child welfare, homeless and housing, family and community supports, intellectual disability, drug and alcohol services, mental health services, early intervention)
- **Start date:** when the change was implemented
- **Status:** whether the service is running as usual, modified, or temporarily closed
- **Risk area:** risk to overall service capability, staffing or service locations

See the **Notes** column for more information about each change. **Color-coded indicators** on the right of the screen display the status of each service. Hover-over the colored dots to view all available information in a pop-up window.

Are you a provider who has additional operational changes to report? Contact us using one of the following:

- **Any provider:** Email [DHSCOV19planning@allegchenycounty.us](mailto:DHSCOV19planning@allegchenycounty.us)
- **Behavioral health providers:** Complete the Office of Behavioral Health Incident Report form and email the completed form to: [incidentreports@allegchenycounty.us](mailto:incidentreports@allegchenycounty.us). Behavioral health providers are also invited to participate in phone calls that occur every Thursday from 10-11 a.m.
- **Homeless providers:** Fill out an Incident Report form and email the completed form to your assigned monitor and [Cynthia.Shields@allegchenycounty.us](mailto:Cynthia.Shields@allegchenycounty.us).

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### Service-level Information

**Essential Service:** All  
**Program Area:** All  
**Type of Service/ Subfunction:** All  
**Date of Start:** 3/1/2020 to 4/30/2020 and Null values  
**Status:** All

**1 to 40 Services/ Subfunctions Selected**

Program Area	Type of Service/ Subfunction	Date of Start	Notes of Change	Status
Aging	Accelerated Support for Older Persons (ASOP)	3/16/2020	Macedonia FACE is the provider agency for this program. It has remained opened during the virus outbreak. While its primary focus will be food distribution to those who need it, the agency is committed to being responsive to any additional client needs to the best of its ability...	Open and functioning as usual
	Adult Day Care	3/16/2020	Facilities closed.	Physical location closed, modifications to service
	Congregate meals	4/1/2020	By 4/1 all senior centers will provide an alternate to congregate meals.	Physical location closed, modifications to service
	Domiciliary Care	3/16/2020	PDA recommends not certifying any new Dom Care homes at this time. The ADA may continue to receive new provider applications. Interactions with new providers will occur over the phone rather than cond..	Closed with no service being provided
	Home Delivered Meals	4/1/2020	Reducing deliveries to one day per week, in most cases, to further limit social contact and risk to seniors.	Closed with no service being provided
	Older Adult Protective Services	3/20/2020	The partner agencies and after-hours call center have not had to modify their hours or limit their operations. Since investigators work primarily in the field, they have been able to continue to receive and follow up on reports of need without an issue. ..	Closed with no service being provided
	Ombudsman	3/30/2020	Staff working to field complaints from long-term care facilities via telephone.	Closed with no service being provided
	Options Care Management	3/16/2020	Face-to-face contact is now being completed over the phone. Care Managers are helping their consumers manage through this pandemic, especially the consumers that have limited supports and need extra communications and guidance.	Closed with no service being provided
	Personal Emergency Response System	4/1/2020	Providers found a way to do "contact-free" device installation.	Closed with no service being provided
	Senior Centers	3/16/2020	As required by county and state stay-at-home orders, all senior centers have closed. Centers are providing meals to individuals who indicate that they still want to receive meals. Center Providers have the discretion to choose to offer meals for pick-up or to deliver directly. Centers are also currently call..	Closed with no service being provided



## Allegheny County Human Services Operational Changes Tracker

At this time of change, Allegheny County Department of Human Services providers are altering their operations to continue to meet the needs of county residents. This dashboard shows operational changes at the service level and provider level in order to keep residents, providers and staff informed of service availability. To use the dashboard, select one of the tabs:

Click to get to  
underlying  
information

**Service-level** tab provides information about specific services that affect ALL providers of that service.

**Provider-specific** tab provides information that is unique to a provider/facility.


Within the tabs, filter by one or more of the following:

- *Essential service type*: which (if any) of the essential services are provided by a particular provider/facility
- *Program*: DHS program area (e.g., aging, child welfare, homeless and housing, family and community supports, intellectual disability, drug and alcohol services, mental health services, early intervention)
- *Start date*: when the change was implemented
- *Status*: whether the service is running as usual, modified, or temporarily closed
- *Risk area*: risk to overall service capability, staffing or service locations

See the *Notes* column for more information about each change. *Color-coded indicators* on the right of the screen display the status of each service. Hover-over the colored dots to view all available information in a pop-up window.

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Filter to find key information

## Provider-specific Information

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**Essential Service**  
All

**Program Area**  
All

**Provider**  
All

**Facility**  
All

**Start of Change**  
3/1/2020 to 4/30/2020 and Null values

**Status**  
All

**Risk Area**  
All


**Status**

- Open and functioning as usual
- Modifications to service
- Physical location open, modifications to service
- Physical location closed, modifications to service
- Closed with no service being provided



1 to 86 Provider Facilities Selected

Information color-coded by status of provider/facility

  
Provider specific information as reported to DHS

Provider	Facility	Type of Service/ Subfunction	Risk Area	Start of Change	Notes on Change	Status
ACTION Housing McKeesport	ACTION Housing McKeesport	Emergency shelter / Bridge housing	Service Locations Are there safe places to deliver service	3/16/2020	The ACTION Housing McKeesport downtown shelter and bridge housing programs are operating at 100% capacity, and telling their clients that they can stay at these facilities and not exit (unless clients want to exit). Therefore, they are not accepting new clients because there are no vacancies. If a client exits, then they would fill the vacancy with a new client.	<span style="color: green;">●</span>
ASCI	-	Foster Care Visitations	Overall Service Capability Ability to serve those in need	3/16/2020	Face to face visits occurring virtually.	<span style="color: purple;">●</span>
Achieva	-	-	Overall Service Capability Ability to serve those in need	3/20/2020	Providing telehealth	<span style="color: purple;">●</span>
Adelphoi Village	-	Group Care	Overall Service Capability Ability to serve those in need	3/16/2020	Placed a hold on all new admissions. Continue to accept and process referrals	<span style="color: purple;">●</span>
Allegheny Children's Initiative	-	Family Based Mental Health	Overall Service Capability Ability to serve those in need	3/17/2020	Providing telehealth services- coordination with outpatients clinics for medications.	<span style="color: yellow;">●</span>
		Service Coordination	Overall Service Capability Ability to serve those	3/18/2020	Open, not accepting referrals	<span style="color: yellow;">●</span>





# A Division of Allegheny County





Pennsylvania has the 4<sup>th</sup> largest number of Veterans in the Country



Allegheny County has the largest population of Veterans for any county in the state at about 80,000



The greater Pittsburgh region has about 250,000 Veterans



Pennsylvania also has the largest number of Guard Members in the country



We have the 911<sup>th</sup> Airwing, 171<sup>st</sup> Air Refueling wing, the Army's 316<sup>th</sup> Sustainment Command, the 25<sup>th</sup> Marine Regiment Reserve, and a Coast Guard Unit in our county.

## Background





# Mission

Allegheny County's Department of Veterans Services is committed to aiding and assisting all county veterans and their families with obtaining Local, State, and Federal benefits.

We help them discover the benefits to which they are entitled and assist them with the application process.

Additionally, we advocate for veterans and new services and programs for them and their families that would enhance their quality of life.



# Covid-19 Call Numbers

## COVID Hotline (2-1-1)

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

## Poison Control

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

## ACHD's Main Line (687-2243)

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

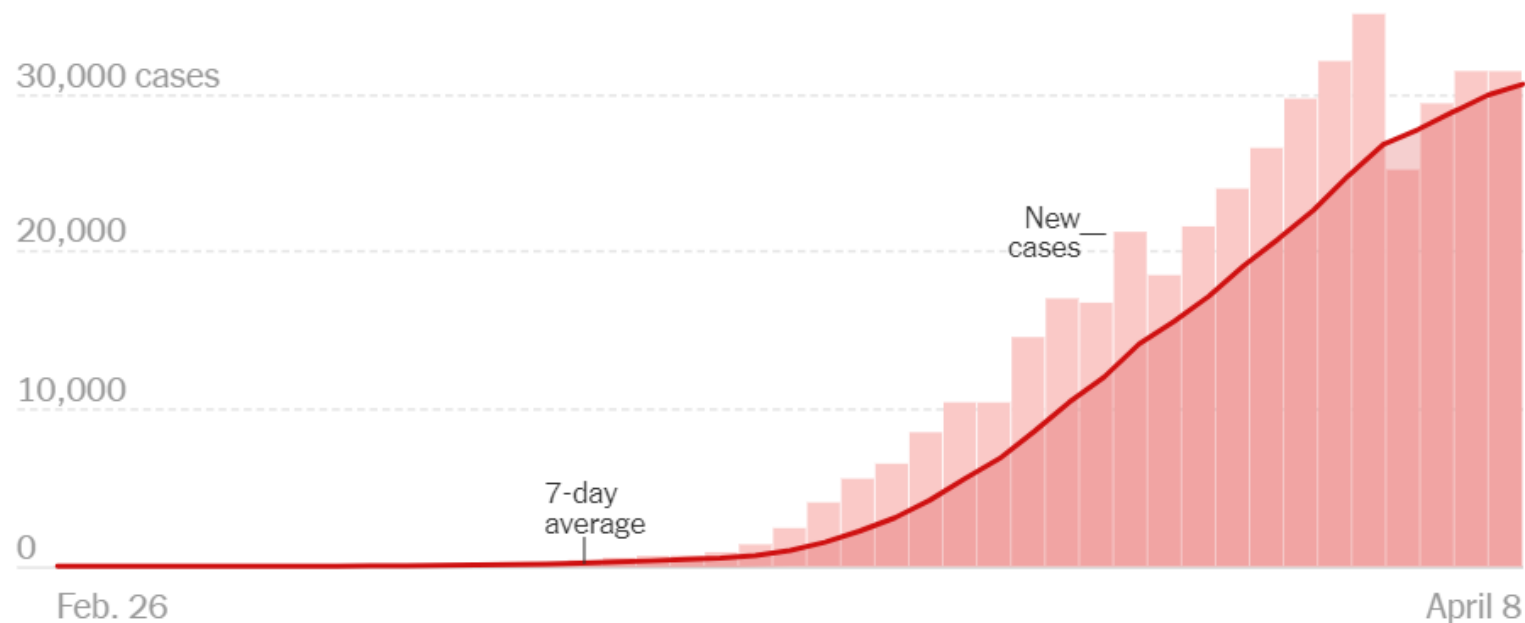
## Epidemiology Investigations/Contact Tracing

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

# Health update

- *Allegheny County*: 759 confirmed cases; 117 hospitalizations; 12 deaths ([source](#))
- *Pennsylvania*: 18,228 confirmed cases; 338 deaths ([source](#))
- *United States*: 429,264 confirmed cases; 14,820 deaths ([source](#)).

**New reported cases by day in the United States**

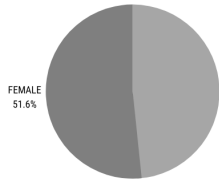


Date	Total cases	New cases	Total hospitalized
16-Mar	1		
17-Mar	6	5	
18-Mar	12	6	
19-Mar	18	6	
20-Mar	28	10	
21-Mar	31	3	5
22-Mar	40	9	5
23-Mar	48	8	6
24-Mar	58	10	6
25-Mar	88	30	13
26-Mar	133	45	20
27-Mar	158	25	25
28-Mar	219	61	31
29-Mar	265	46	35
30-Mar	290	25	38
31-Mar	325	35	51
1-Apr	356	31	61
2-Apr	419	63	70
3-Apr	476	57	78
4-Apr	552	76	86
5-Apr	605	53	87
6-Apr	642	37	92
7-Apr	689	47	101
8-Apr	720	31	113
9-Apr	759	39	117

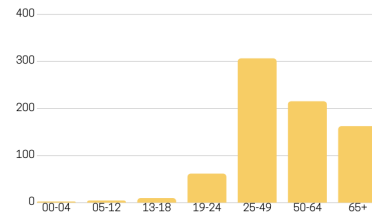
## COVID-19 IN ALLEGHENY COUNTY

**759** POSITIVE CASES      **117** HOSPITALIZATIONS (PAST OR PRESENT)      **12** DEATHS

GENDER BREAKDOWN OF POSITIVE CASES



AGE BREAKDOWN OF POSITIVE CASES



[bit.ly/ACHDcovid-19](https://bit.ly/ACHDcovid-19)

### COVID-19 in Allegheny County

Tests Administered: **8,673**

Total Cases: **759**

Deaths: **12**

Demographics

Display for:

Female: 52%

Male: 48%

Age Group

- 0-9: 1%
- 10-19: 2%
- 20-29: 19%
- 30-39: 15%
- 40-49: 14%
- 50-59: 20%
- 60-69: 14%
- 70+: 15%

View by:

Legend: 1.00 to 34.00

Case Information

Cases Hospitalized: **117**

Cases Requiring Hospitalization: **45**

Admitted to Intensive Care Unit: **22**

Requiring Mechanical Ventilation: **22**

Last Updated: 4/9/2020      For questions or concerns regarding COVID-19, call: **888-856-2774**

Hospitalization status is recorded on date of interview; data presented here reflect the lower bound

# Policy and legislative - Federal

- Possible Fourth Wave stimulus update:
  - The Senate adjourned on Thursday with no deal yet to deliver coronavirus aid as Democrats and Republicans rejected each other's bids for new spending.
  - Senate Democrats blocked Senate Majority Leader Mitch McConnell's attempt to deliver \$250 billion in more money for the Paycheck Protection Program, arguing that McConnell wasn't negotiating and money was needed urgently elsewhere.
  - McConnell also stifled Democrats' attempts to pass a bill attaching the small business aid to an additional \$250 billion for hospitals and local governments.



# Policy and legislative - State and local

- Gov Wolf orders all schools to close through the remainder of the school year.
- Wolf signs order allowing PEMA to commandeer and redistribute medical supplies as needed.
- Independent Fiscal Office (IFO) reports pandemic could cost Pennsylvania \$2.7 billion in lost tax revenue (7.5% of state budget) over the next 15 months as a best-case scenario, assuming businesses reopen by April 27th.
  - If the statewide shutdown has to remain in place through May, state would be facing a financial hit of \$3.7 billion in lost revenue, which would amount to roughly 10% of annual budget.

# 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	At Risk	Stable
<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 4/9/20

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



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

No Updates 4/9/20

<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>			

# AAA Updates:



- Pennsylvania Department of Aging has authorized continued administration of the HomeMeds program via Skype or Zoom
- **HomeMeds** is an evidence-based, technology-enabled intervention that addresses medication safety among older adults by connecting home and community-based services to health care providers.
  - AAA works with Jewish Community Center to administer HomeMeds
  - It is offered to all of our senior centers
  - HomeMeds is typically administered in person; the AAA is working with program staff at the centers to get the virtual model started

# 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: <ul style="list-style-type: none"> <li>-Developing mechanisms to get food closer to people (more distribution sites, transportation)</li> <li>-Contingency planning for sites that must close (additional food prep sites)</li> <li>-Meeting additional demand (additional food supply to Food Bank and pantries)</li> <li>-Processes for families in quarantine or other "last resort" situations (in their own home or in facility) (quick solutions)</li> </ul>					
<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](#)

# 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	



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

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

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

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

## Additional updates:

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

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

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

- Every Tuesday at 9:30 AM
- All homeless service providers invited and encouraged to participate
- Call in information:

***Phone number: 1-267-368-7515***

***Conference ID #: 124 689 852***

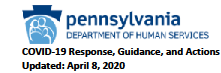
# Behavioral Health: Mental Health & Drug and Alcohol

<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>	<p><b>Level 3</b> Agencies notify ACDHS, who attempts to find staff across the network</p> <p><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.</p>	<b>Supplies:</b>	<p><b>Unstable</b></p> <p><b>Level 4</b> 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those</p> <p><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</p>
<b>Service Locations:</b>	<b>At Risk</b>	<p><b>Level 3</b> 60% - 100% coverage of the public, as some Service Locations have been forced to close</p> <p><b>Notes:</b> Broadened use of telehealth. Reminding providers to submit incident reports when they are updating policies/procedure to their facilities and services.</p>	<b>Funding:</b>	<p><b>At Risk</b></p> <p><b>Level 2</b> Concerns over short-term funds to cover operations - cash flow issues arising</p> <p><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.</p>



# Behavioral Health

- Residential Provider meeting scheduled for Friday April 10<sup>th</sup> at 9:00am.
  - [Join Microsoft Teams Meeting](#)
  - [+1 267-368-7515](#)
  - Conference ID: 841 741 626#
- PA DHS Stakeholder Update for 4-8 includes updates on
  - Educational Support and Clinical Coaching Programs
  - Fingerprinting
  - Bureau of Juvenile Justice Services Admissions
  - Federal Funding Requests
  - Low Income Home Energy Assistance Program Update
  - SNAP Waivers
  - CAO Updates
  - Support and Referral Helpline



Governor Wolf, Dr. Levine, and local leaders across the commonwealth have taken unprecedented actions to protect the health and safety of Pennsylvanians. These measures, based on the guidance of public health professionals, are necessary to slow the spread of the virus that causes COVID-19. Life has slowed and it has changed, but it has not stopped for the millions of Pennsylvanians who depend on the Department of Human Services. The essential functions of this department cannot stop. DHS has an obligation to do everything we can to ensure continuity of services and programs for people who need them. Many of these services are critical now more than ever, and we are working internally and with providers and partners around the commonwealth to make adjustments as necessary. We are putting processes in place to ensure continuity of coverage so individuals do not lose their health care, cash assistance or food assistance during this uncertain time.

We will continue to update and reissue this document following each of our weekly calls. We hope that it is helpful to have all of these updates in one place, and we will note if new or updated guidance changes previous information.

Thank you for your support and partnership,

Teresa Miller  
Secretary of Human Services

[April 8, 2020 Update](#)

**Education Support and Clinical Coaching Program**  
More than 65,000 Pennsylvanians live in over 1,200 personal care homes and assisted living residences throughout the Commonwealth, and these facilities care for some of the most vulnerable Pennsylvanians. Unlike nursing facilities, they normally lack clinical staff, and so direct care workers in these settings may feel ill-equipped to deal with COVID-19.

DHS, in partnership with health care systems and the Jewish Healthcare Foundation, is launching the Educational Support and Clinical Coaching Program to help these facilities during the COVID-19 public health crisis. The educational support component of this program includes weekly webinars hosted by the Jewish Healthcare foundation on important topics for personal care homes and assisted living residences. Our first webinar was scheduled for April 7, and so many people signed up for it that we needed to expand the technological capacity of the webinar.

The Office of Long-Term Living is also reaching out to personal care homes and assisted living facilities to conduct preliminary needs assessments. When needs are identified, they are referred to the five health

# Behavioral Health: Funding Opportunity for Telehealth

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

# Behavioral Health: Support

- **PA DHS: Support & Referral Helpline**
  - Staffed 24/7 to counsel anyone dealing with anxiety and other challenging emotions
  - Refer to community-based resources that can further help meet individual needs
  - 1-855-284-2494
  - For TTY dial: 724-631-5600
- **NAMI: National Alliance on Mental Illness**
  - HelpLine opened M-F 9-2pm
  - 1-888-264-7972
  - <https://namikeystonepa.salsalabs.org/werehereforyou>



**NAMI** | Keystone  
National Alliance on Mental Illness | Pennsylvania

**in  
difficult  
times  
like this**

**We are here for you. Here's what we're doing:**

NAMI Keystone  
PA HelpLine  
1-888-264-7972  
9 a.m.- 2 p.m.

With safety in mind, our staff is working remotely. But we are answering our HelpLine Monday - Friday between 9 a.m. - 2 p.m. Staff is also monitoring voicemails and emails during the normal business hours of 9 a.m.- 5 p.m.

# Behavioral Health: Early Intervention No update 4-9

<b>Essential Service:</b>	Early Intervention		<b>Overall Service Capability:</b>	<b>Stable</b>
<b>Staffing:</b>	<b>Stable</b>	<p style="text-align: center; margin: 0;"><b>Level 1</b></p> <p style="font-size: small; margin: 0;">Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate</p>	<b>Supplies:</b>	<b>Unstable</b>
<p style="font-size: small; margin: 0;"><b>Notes:</b> Completely up and running with tele intervention services. Only services not approved for telehealth are social work and nursing.</p>			<p style="font-size: small; margin: 0;"><b>Notes:</b> In the past few days more supply requests have come in</p>	
<b>Service Locations:</b>	<b>At Risk</b>	<p style="text-align: center; margin: 0;"><b>Level 3</b></p> <p style="font-size: small; margin: 0;">60% - 100% coverage of the public, as some Service Locations have been forced to close</p>	<b>Funding:</b>	<b>Stable</b>
<p style="font-size: small; margin: 0;"><b>Notes:</b> 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.</p>			<p style="font-size: small; margin: 0;"><b>Notes:</b> Normal funding is in place. Business as usual as far as submitting claims, no need for contracts or billing codes to be changed.</p>	

# Bureau of Early Intervention Services and Family Supports: Webinars for Families

## • Families of Children receiving Infant/Toddler EI services

- April 15<sup>th</sup> 12-1pm
- Join from PC, Mac, iOS or Android:  
<https://paiu.zoom.us/j/904942246>
- Or join by phone:
  - + 1 312 626 6799 or +1 646 558 8656 (US Toll)
  - 855 880 1246 (US Toll Free)
  - 877 369 0926 (US Toll Free)
  - Meeting ID: 904 942 246

## • Families of Children receiving Preschool EI Services

- April 15<sup>th</sup> 2-3pm
- Join from PC, Mac, iOS or Android:  
<https://paiu.zoom.us/j/380197977>
- Or join by phone:
  - +1 646 558 8656 or +1 312 626 6799 (US Toll)
  - 877 369 0926 (US Toll Free)
  - 855 880 1246 (US Toll Free)
  - Meeting ID: 380 197 977

# Transportation to essential medical and social services

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

# Transportation: Clarification

- **Traveler's Aid**

- Traveler's Aid will not replace gas cards if they are lost or stolen, they will only replace lost or stolen Connect cards

- **MATP released guidance for MATP riders**

- Asking to limit trips
- Wear masks

<http://www.paproviders.org/wp-content/uploads/2020/04/MATP-Consumer-Notice.pdf>

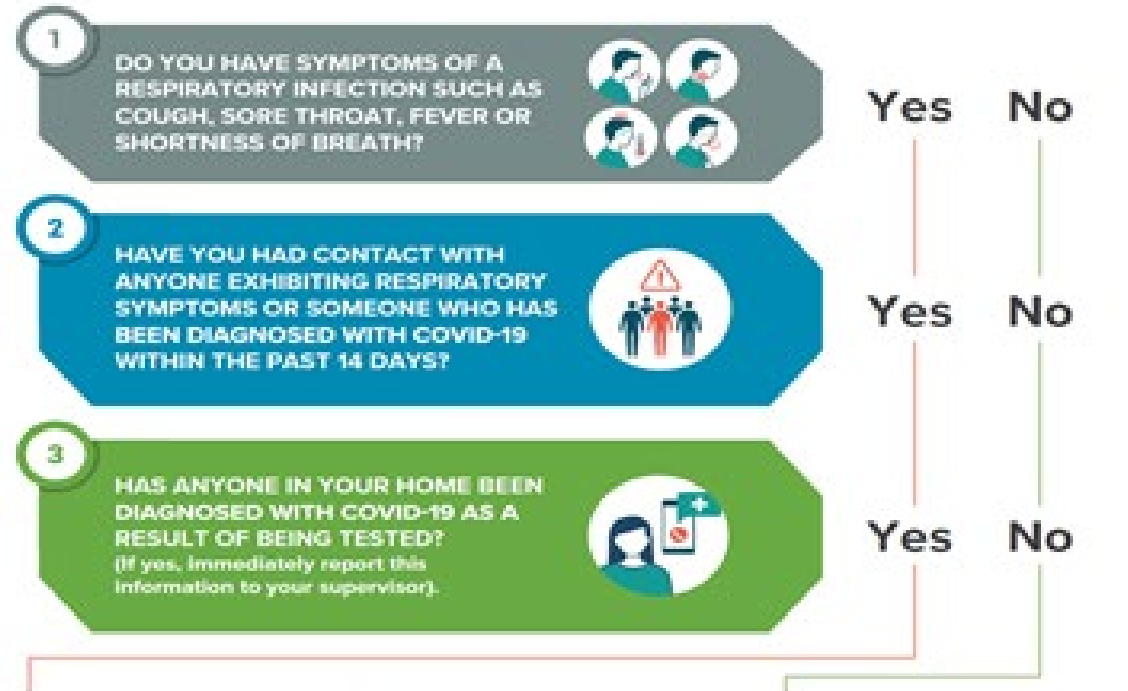


# Child welfare critical services: Local plans & next steps

<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	

# Strategies for Home Visits

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



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

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

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

More detailed guidance on virtual visits will be forthcoming.

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

⚠️

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

➔

## Precautionary Measures



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



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



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



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



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



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



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



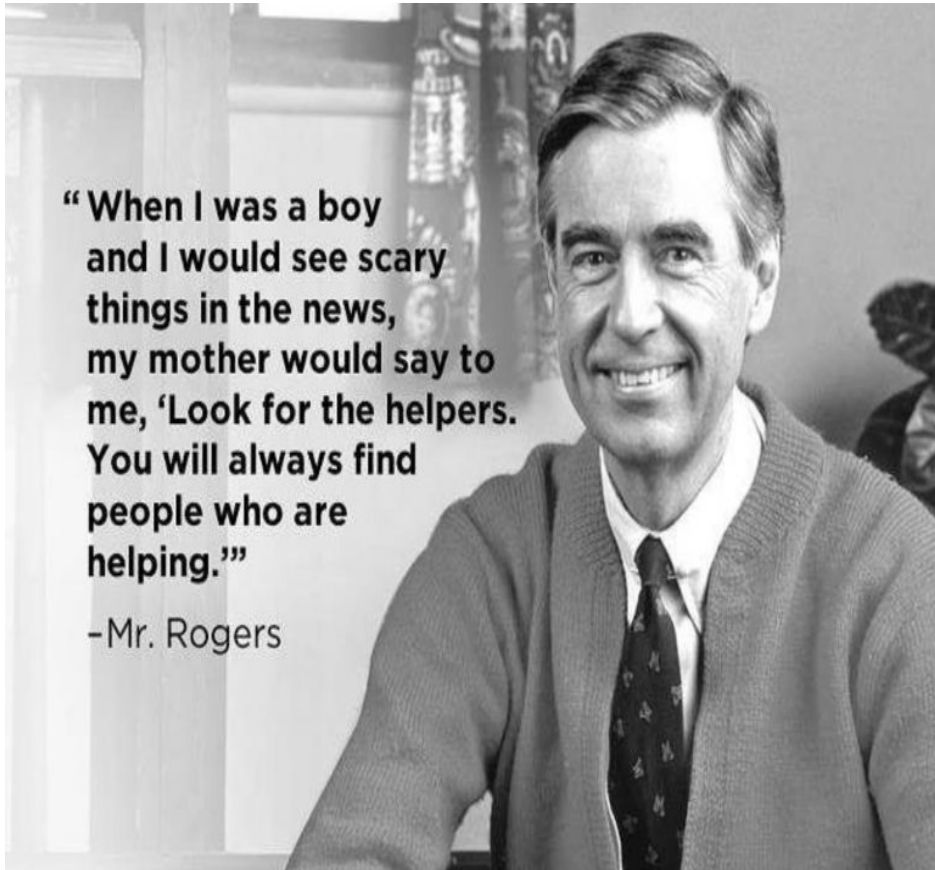
If you do not have gloves, wash your hands with soap and water for at least 20 seconds before you leave the home. If soap and water aren't available, use an alcohol-based sanitizer that is at least 60% alcohol to kill any possible germs



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

# Supporting Families Through a Pandemic: Child Welfare can make difference

## Child Welfare Resource Center and Pennsylvania Council of Children Youth & Family Services



- Gain understanding of how this worldwide health crisis impacts families and children in the child welfare system.
- • Be able to list and use 5 practical tips for remotely supporting families when in-person visits are not allowed or advised.
- • Gain information on how to help parents adapt trauma-informed parenting strategies to talk to children about their fears and concerns during this crisis.
- • Gain information on how to adapt their own self-care plan to respond to the changes in routine, job requirements and access to resources during this crisis.
- Due to demand, five webinar sessions have been scheduled, each accepting a maximum of 100 attendees.
- Contact [webinars@pccyfs.org](mailto:webinars@pccyfs.org) with questions.
- • April 29, 2020 from 9:30am – 11:30am:  
[https://zoom.us/webinar/register/WN\\_fDx1CkFYRTCyk2iOBuoETQ](https://zoom.us/webinar/register/WN_fDx1CkFYRTCyk2iOBuoETQ)
- • May 6, 2020 from 10:00am – 12:00pm:  
[https://zoom.us/webinar/register/WN\\_shIdod0QRDaN1GXerhB\\_sA](https://zoom.us/webinar/register/WN_shIdod0QRDaN1GXerhB_sA)

# Self-care

- 1. Self-care Starter Kit – This resource from the University of Buffalo is an introduction to self-care, developing a self-care plan, and additional resources that could be of assistance. *Images below* - <http://socialwork.buffalo.edu/resources/self-care-starter-kit.html>
- 2. Self-care tools – This resource is a collection of self-care tools, curated to specifically cope with COVID-19 - <https://dorleemichaeli.com/covid-19-anxiety-and-stress-30-free-self-care-tools/>
- 3. Self-care Wheel –The wheel can help one visualize what makes up a healthy balance, in one’s life.
- 4. Managing Stress – This resource from the CDC offers ways for parents, first responders, and other individuals to cope and manage the ever changing landscape of this crisis - [https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html?CDC\\_AA\\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fprepare%2Fmanaging-stress-anxiety.html](https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fprepare%2Fmanaging-stress-anxiety.html)
- 5. Self-care Strategies – NCWWI has put together a resource of self-care strategies and apps that can be of assistance to the child welfare workforce and families - <https://ncwwi.org/index.php/resourcemenue/resource-library/retention/burnout/1491-self-care-strategies/file>
- 6. Self-care Practices – This resource has 45 practices to improve your mind, body, and soul - <https://tinybuddha.com/blog/45-simple-self-care-practices-for-a-healthy-mind-body-and-soul/>

# 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>	<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>Unstable</p> <p>Level 4</p> <p>20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need</p>
<p><b>Notes:</b> We have not been notified of any recent changes in operations due to staff shortage; however, some providers are collaborating to assure coverage. We have checked with agencies and they report that they do have contingency plans in the event they need to implement them.</p>			<p><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.</p>	
<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 1</p> <p>Normal funding available</p>
<p><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.</p>			<p><b>Notes:</b></p>	

# Intellectual Disabilities and Autism services: Current Activities

## Emergency Preparedness Supply Kit

Make sure your emergency kit is stocked with the items on the checklist below. Most of the items are inexpensive and easy to find, and any one of them could save your life. Once you take a look at the basic items, consider what unique needs your family might have, such as supplies for pets, or seniors.

After an emergency, you may need to survive on your own for several days. Being prepared means having your own food, water and other supplies to last for at least 72 hours. A disaster supplies kit is a collection of basic items your household may need in the event of an emergency.

### Recommended Basic Items

- Water
  - Minimum, 3 gallons for each person
- Food
  - Minimum, 3-day supply of food that does not require refrigeration for each person
- Manual can opener
- Radio
  - Battery powered or hand-cranked powered
- Flashlight
- Extra batteries
  - Flashlight
  - Radio
  - Medical equipment
  - Other electronic powered items in kit
- Phone charger
- Personal sanitation
  - Baby wipes
  - Garbage bags
  - Hand sanitizer
- Hand tools
  - Pliers
  - Screwdrivers
  - Zip ties
  - Duct tape
  - Eye glass repair kit
- Local maps
  - Pre-mark important locations and travel routes
- Emergency contact info
- Medical supplies
  - Medications/Basic Medical Records

- 1-page list of communication/support needs
- Medical Equipment
- First aid kit
- Comfort and sensory items
  - Noise-cancelling headphones
  - Fidget toys
  - Other sensory assistance items
- Copy of insurance card
- Blanket, comforter, or sleeping bag
- Pillows
- Complete change of clothing
- Whistle
- Pet food and extra water
- Extra changes of clothes for all seasons
- Pair of sturdy shoes
- Shower shoes and personal hygiene items

### Encouraged Additional Items

- Cash
- Copy of ID
- Emergency reference guides
- Multitool or pocket-knife
- Zip lock bags
- Camp stove
  - Fuel
  - Lighter
  - Matches in a waterproof container
  - Camp cookware set
  - Camp utensil set
- Fire extinguisher
- Paper and pencil
- Books, puzzles, board games, etc. for entertainment

### Practice Your Plan

Start a family discussion by visiting the [ready.gov](https://www.ready.gov) website and walking through the tools and kids games provided <https://www.ready.gov/plan>  
<https://www.ready.gov/kids>



# 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.



# Illumination Ovation to Thank Essential Workers

8 PM tonight:

Turn on your lights, step outside and applaud to thank the essential workers of Pittsburgh and around the world.



# Courts, Jail

- The Jail announced today that one inmate has tested positive for coronavirus and that the individual and his/her cell mate have been quarantined since the onset of symptoms.
- The Jail reports that contract tracing will occur, and the jail is following guidance provided by the Allegheny County Health Department.

# Adults in Detention

- Substantially the same order as for juveniles
- The Pa Supreme Court denied the request to invoke its King's Bench authority to order the immediate presumptive release of specified categories of incarcerated persons to prevent the spread of COVID-19 in the county correctional institutions
- But pursuant to its general supervisory and administrative authority over all courts and magisterial district judges, the Court **directed the President Judges of each judicial district, or their judicial designees, to engage with other county stakeholders to review immediately the current capabilities of the county correctional institutions in their district to address the spread of COVID-19.**
- And, if utilization of public health best practices is not feasible due to the population of the county correctional institutions, President Judges should consult with relevant county stakeholders to identify individuals and/or classes of incarcerated persons for potential release or transfer to reduce the current and future populations of the institutions during this health crisis with careful regard for the safety of victims and their communities in general, with awareness of the statutory rights of victims, and with due consideration given to public health concerns related to inmates who may have contracted COVID-19.
- Moreover, **President Judges are to undertake efforts to limit the introduction of new inmates into the county prison system.**
- <http://www.pacourts.us/assets/files/page-1305/file-8910.pdf>

# Partner4Work

Allegheny County Department of Human Services - COVID-19 Call

April 8, 2020



# Partner4Work COVID-19 Updates

- **Partner4Work Update**
  - COVID-19 Resource Page (<https://www.partner4work.org/news/covid-19-resources/>)
- **PA CareerLink Update**
  - Remote/Virtual Services
  - Hot Jobs / Hiring Resource (<https://www.careerlinkpittsburgh.com/>)
  - Post-Pandemic Plan
- **Learn & Earn Update**
  - Learn & Earn Website (<https://www.partner4work.org/learnandearn>)
- **Unemployment Compensation Update**
  - UC Information (<https://www.uc.pa.gov/Pages/covid19.aspx>)

# Unemployment Compensation

## Additional Payments

- CARES Act will provide an additional **\$600 per week** to individuals receiving unemployment benefits beginning March 29, 2020 through July 31, 2020.
- PA Department of L&I is currently modifying the UC system to issue payments. Payments will be retroactive to March 29. UC claimants will **not** need to submit additional information.

## Extended Benefits

- CARES Act will provide an additional up to **13 weeks** of benefits for those exhausting unemployment compensation (through December 31, 2020).
- L&I will update the UC website with instructions on accessing these benefits.

## Self-Employed and Gig Workers

- CARES Act will provide unemployment benefits to the self-employed, independent contractors, and gig workers (through December 31, 2020). L&I will provide **separate instructions** for filing.



# Family Strengths Survey

- In a collaborative effort by The Pittsburgh Study, and others we are asking families to tell us what life is like in their household during the pandemic -- what are their strengths and what are their challenges.
- Please ask families in your network and your community partners to complete this survey by going here: <https://www.pediatrics.pitt.edu/family-strengths-survey>
- After completing this survey, families will have the option of providing their contact information for a chance to win a **\$100 gift card** (5 people randomly selected each week from everyone who answers the survey); this contact information will not be linked to survey responses.

# Free technology help for community-based organizations

Updated 4/6/20

## Technology Help \* for community-based organizations

Pitt students, faculty, and staff are volunteering to provide technology support during this critical time. As a University of the community, we're doubling down to support our neighbors

### [Community Technology Help Desk](#)

You and your organization can access Pitt's technology help desk for assistance on tech-related issues. All assistance is free.

Connecting to the internet. Accessing e-mail. Using computers and computer applications. Setting up and using phones and tablets. Troubleshooting software problems.

**Monday - Friday. 9:00-5:00pm**

**Call: (412) 624-6007**

The Community Technology Help Desk is staffed by volunteers who have received training and will assist as best they can. For more difficult or challenging problems, volunteers will refer you to an IT professional at Pitt or an IT professional located in your neighborhood.



[community.pitt.edu](http://community.pitt.edu)

# Funding Sources compiled by



## [Emergency Action Fund-The Pittsburgh Foundation](#)

The Emergency Action Fund is intended to help our region's most vulnerable populations recover from the effects of COVID-19. Nonprofits that have a current 501(c)(3) status or a fiscal sponsor with this designation and serve residents of Allegheny, Westmoreland or Beaver Counties. Grants range from \$5,000 - \$25,000. For additional details on Funding Priorities and how to apply can be found [here](#).

## [Richard King Mellon Foundation-COVID-19 Response Initiatives](#)

Three separate initiatives including Emerging Operating Support grants.

## [Behavioral Health Nonprofits Emergency Funding- Staunton Farm Foundation](#)

For immediate needs as a result of COVID-19. Applications accepted on a rolling basis.

## [Crisis Mitigation Relief Fund- New Sun Rising](#)

For critical economic needs as a result of unemployment or underemployment due to the COVID-19 crisis. The initial round of funds has been depleted, but check the New Sun Rising website as more information will be communicated there as funding becomes available.

## [Community Foundation of Greene County Emergency Response Fund](#)

To address local needs as a result of COVID-19.

## [Neighborhood Allies](#)

Available to help nonprofits apply for the Paycheck Protection Program, a provision of the CARES Act which provides guaranteed loans to nonprofits and small businesses equal to 2.5 times their average monthly payroll expenses. These loans will be forgiven if your organization does not lay-off its staff or reduce salaries. Consider acting quickly to take advantage of this loan. Applications are being accepted now. See this [FAQ document](#) and [this guide and checklist](#) for more information.

# Food Bank & Map Updates

- **Compassion Corner** (Food Bank walk ups): 1037 people – 63 yesterday
- **COVID Concierges**: 1770 calls - 71 yesterday
- **Emergency Distributions**: served 5970 cars with 305,900 pounds of food
- **SNAP**: 414 inquiries and 130 applications processed
- **Allegheny County Food Pantries (225 total)**
  - 4% have closed, 8% have reduced hours
  - 4% have increased their hours, 84% same hours as pre-coronavirus operations
- **Senior Boxes (CSFP) & 412 Food Rescue**
  - 89% sites are operating with no change in service
  - 2/3 of closed sites are being served by 412 or Food Bank staff
  - 58% of impacted seniors are being served by 412 or Food Bank staff

**Map Updates - Spring Break Options added**