



**COVID-19 DHS Provider Meeting**  
**June 1, 2020**



## General Information

Today we're joined by County Executive, Rich Fitzgerald.

- He extended a thank you to all of the providers for working together and making sure we can continue to provide the best possible services and communication during COVID-19.
- People have paid attention and been very responsible, listening to medical professionals and adhering to guidance. Until we come up with a vaccine or cure, which is not in sight at the moment, we have to continue to listen to the experts and work together. He expressed how proud he is of this region, and that our numbers continue to be low.
- He reiterated the announcement that came out Friday from Governor Wolf, that Pittsburgh will move into the "green phase" on June 5<sup>th</sup>. Businesses can open up to a greater degree, restaurants and bar at 50% capacity, hair salons and barbershops by appt only. And more. The key is mitigation factors, such as distancing, masks and staying inside as much as possible.

Stories from the Frontline: Human Services in Allegheny County are being published to share our collective experiences.

- The first story, from Citizen Care Inc. and Partners for Quality, which support people with intellectual and developmental disabilities, is now live and more will be posted soon.
- Please share and help get the word out about the critical work you all do; this helps us to communicate the value of our sector.
- Contact [Evelyn.Whitehill@AlleghenyCounty.U.S](mailto:Evelyn.Whitehill@AlleghenyCounty.U.S) to tell us your story or idea and a DHS staff member will help you write it.
- Download branded templates to write your own stories and badges to upload to your organization's website.
- Add a frame to your Facebook profile photo: <https://www.facebook.com/ACDHS/>.

Planning with Neighborland (our online engagement platform)

- Since May 7<sup>th</sup> we've been collecting feedback from you and others to help inform future human services planning. We wanted to share some of the results from the analysis of responses collected between May 7-16, 2020. The questions are still live and we'll continue to update the analysis as possible.
- There are 3 questions:
  - Q1: How can we make the system better?
  - Q2: What matters most?
  - Q3: Is remote help working for you?
- We received 901 posts in 9 days; Q1 received the most responses (340), followed by Q3 (312) and Q2 (249).
- We categorized using text analysis to find themes/good ideas to help improve practice
  - See slides for themes by responses
- General feedback on what we heard from each question:
  - Q1 top themes – we heard a lot about the need for information sharing and communication, followed by remote work and telehealth services.

- Q2 top themes: we were anticipating food resources, and it's high on the list, but tying for first is the need for mental health services and homeless and housing services, followed by service accessibility.
- Q3 top themes: mostly people are citing it as a positive thing (lowering no show rates, eliminates need for childcare and transportation), but others emphasize the need for resources (and equipment) to be able to do it and caution against isolation.
- We'll be releasing the next set of 3 questions on Neighborland soon. Just like you did the first time, we'll want you to get the word out again to hopefully again get a lot of responses.

We are continuing to improve our website, located at [www.bit.ly/COVID19DHSPROVIDERS](http://www.bit.ly/COVID19DHSPROVIDERS).

- The Operational Changes Tracker is now live.
- You can reach us by email at [DHS-COVID19planning@alleghenycounty.us](mailto:DHS-COVID19planning@alleghenycounty.us). We will answer all questions and elevate issues to inform the network.

## Legislative/Policy Updates

### Federal Updates

- 5<sup>th</sup> federal stimulus bill tracking:
  - US Senate Majority Leader McConnell says the bill will be "written in the Senate" and "supported by the administration," highlighting that the Senate will most likely ignore the \$3T HEROES Act passed in the House two weeks ago.
- Gov Wolf signed the stop-gap 2020-2021 State Budget bill on Friday.
  - Funds the Budget at the 2019-2020 amounts for 5 months, through 11/30/2020, with the exception of most Education line items, which are funded for the full fiscal year.
  - Budget for the remainder of fiscal year 2020-2021 must be passed before December 1st for the final 7 months of the fiscal year.
- PA Primary is occurring tomorrow, Tuesday June 2nd. Over one million mail-in ballots were requested.
  - If you're eligible to vote and haven't already mailed in your ballot, you can find a polling place tomorrow.
  - Several court cases pending on attempts to extend ballot receipt deadline to after 8 PM on June 2nd. Unclear if PA Supreme Court will allow ballots to be counted after that time/date.

### Courts Update: Reopening

- Effective today, June 1st, the Courts are re-opening subject to restrictions set forth in Judge Clark's May 28, 2020 Order.
- Public Access:
  - Masks are required to enter and remain in any court facility. If you do not comply, you will be required to leave.
  - Everyone who enters a court facility will be expected to comply with CDC and Health Department recommendations for physical distancing as well as any signage posted or instructions from a judge, judicial officer, Sheriff's deputy, police officer, constable, building security or court employee.

- You may be required to leave if you are visibly ill or showing symptoms of COVID-19.
- Only people with essential court business are guaranteed admission; family and friends may be asked to wait outside.
- How proceedings will be conducted:
  - Whenever appropriate and feasible, court proceedings will be conducted virtually, primarily through Microsoft Teams.
  - When it is determined that conducting court proceedings virtually is not appropriate or feasible, they will be conducted in person with the use of masks, PPE, social distancing, etc. as specified in Section II of the Order.
  - News media may be permitted into a courtroom, if social distancing can be maintained. Seats for attorneys, parties to the proceedings and essential court staff take priority over seats for the news media.
  - Jury trials (Civil and Criminal) remain suspended until further Order of Court.
- Transportation of detained individuals:
  - No inmates will be transported from the Allegheny County Jail or a state correctional facility **for preliminary hearings**.
  - Juveniles will not be transported from Shuman Detention Center or Hartman Shelter for court hearings.
  - Where the participation of the inmate or juvenile is required at a court hearing, technology shall be considered before issuing the order to transport.
  - All juveniles or inmates who are being transported must wear a mask.
  - The Sheriff's deputies may refuse to transport an inmate or juvenile who is visibly ill, who is exhibiting symptoms of COVID-19, or who refuses to wear a mask, and will immediately notify the assigned judge.
- Family Division (Custody):
  - Custody motions will be addressed on a case-by-case basis. Any matter may be presented to the Court by Motion, without a hearing, for entry of an Order, pursuant to the assigned judge's procedures posted on the Fifth Judicial District website.
  - Questions concerning custody matters may be submitted by email to [custodydepartment@alleghencourts.us](mailto:custodydepartment@alleghencourts.us) or by leaving a message at 412-350-4311.
  - For new custody cases originating by motion without a judicial assignment, please contact the Court by email at [emergencycustody@alleghencourts.us](mailto:emergencycustody@alleghencourts.us) with the following information: parents' names and dates of birth and the child(ren)'s names and dates of birth. The Court will respond to the inquiry with the appropriate judicial designation.
  - Pro se emergency custody motions will be addressed by completing the Court's online submission platform for the same on the Fifth Judicial District website.
  - The Generations education seminar requirement will be completed by reading and reviewing the Generations booklet, which is posted on the Fifth Judicial District website. (Password in scheduling order or call 412-350-4311 to receive the materials by regular mail).
- Family Division (PFAs):
  - All **Temporary Protection from Abuse** matters will be addressed at the Family Law Center and conducted generally through videoconference.

- Temporary PFA petitions will be prepared and processed between 8:00 am and 2:00 pm.
    - Videoconference hearings will be conducted until 2:00 pm, M-F.
    - Temporary PFA Orders that were entered during the judicial emergency or extended due to the judicial emergency expire on June 16, 2020, unless an order entered after May 28, 2020 sets a different expiration date.
  - **Emergency Protection From Abuse** Petitions will be addressed from 2:00 pm until 8:00 am., M-F, and 24 hours Saturday and Sunday and on court holidays, at the Pittsburgh Municipal Court Building, 600 First Avenue, Pittsburgh, PA 15219.
  - **Final Protection From Abuse Hearings** will be heard virtually until further Order of Court.
  - Effective today, questions regarding PFAs should be directed to 412-350-4441 (M-F, 9:00 am – 3:00 pm).
- Juvenile Matters:
  - Effective June 1, 2020, all Juvenile Court matters will be heard by the assigned judges according to the scheduling protocol in effect prior to the judicial emergency.
    - Matters may continue to be heard virtually, as the interest of public safety indicates.
  - The Court shall continue to issue Orders for protective custody.
  - Detention hearings will be heard by a hearing officer on M, W and F. Shelter Care Hearings will be heard four days/week. Walk-in Shelter Care Hearings will not be permitted.
    - Hearing officer recommendations will be sent to the assigned judge for approval and entry of an order.
  - Questions concerning dependency matters, termination of parental rights, adoptions and juvenile scheduling matters may be submitted by email to [childrenscourt@allegheycourts.us](mailto:childrenscourt@allegheycourts.us) or by calling 412-350-0377, M-F, between 9:00 am and 3:00 pm.
- Orphans Court:
  - Involuntary Civil Commitment hearings will continue as scheduled and will be conducted by audio or teleconference.
- Eviction and other housing matters:
  - All prior Fifth Judicial District Court Orders regarding the suspension of evictions and related proceedings due to the judicial emergency will expire at the end of the day on June 1, 2020.
  - The **Governor's Orders** (May 7/May 22) prohibiting commencement of actions filed under the Landlord Tenant Act of 1951 for failure to pay rent, or due to an expired lease, **remain in effect**.
  - Landlord tenant actions filed prior to March 16, 2020, may proceed pursuant to applicable rules and laws.
- Criminal cases:
  - MDJs will remotely handle criminal case initiation and processing through Preliminary Arraignment. The remote operations include:

- Criminal Complaint filing, arrest warrant requests, and cases initiated by on-view arrests only
- Search Warrant issuance
- Bail Hearings and Bail Hearings on ICC Complaints filed by police
- Preliminary hearings with incarcerated defendants will be conducted virtually. Preliminary hearings with non-incarcerated defendants may be conducted virtually.

## **Jail**

- The Jail Oversight Board will hold a virtual meeting on Thursday, June 4, 2020 at 4 pm.
  - Use this link: [www.alleghenycourts.us/jail/oversight.aspx](http://www.alleghenycourts.us/jail/oversight.aspx) to submit comments or questions in advance (before noon on Wednesday, June 3) and to watch the meeting live.
- Under a consent order filed May 27 by U.S. District Judge Cathy Bissoon, the jail must:
  - Put medically vulnerable people in their own cells.
  - House newly admitted inmates separately for two weeks, to reduce the risk they will bring the virus into the facility.
  - Jail staff must wear masks throughout their shifts.
  - Send the plaintiffs' lawyers weekly reports with a range of jail population statistics, updates on grievances filed by people who are incarcerated, and invoices for purchases of personal protective equipment.
- According to the Jail's website, there are currently no positive cases in the ACJ.

## **DHS Guidance for providers**

We finalized guidance to providers (thank you for your review and feedback).

- DHS's May 14, 2020 draft guidance was recently updated:
  - To reflect that the Governor announced that Allegheny County is moving to the Green Phase effective 6/5/20 .
  - To clarify that PA DOH's April 15, 2020 workplace safety order remains in effect through the Green Phase.
  - To address feedback from providers – thank you for your review and feedback!
- Guidance content reminder – DHS's guidance:
  - Addresses DHS's recommendations and positions on key workplace safety issues.
  - Updates DHS's prior guidance regarding 24/7 residential settings.
- These guidance materials are living documents and subject to change based on ongoing guidance coming out from State and Federal authorities.
- DHS Workplace Safety Guidance
  - This guidance intends to support the entire DHS community to coalesce around the minimum required safety protocols, consistent with PA DOH's order, that are needed when conducting in-person operations in the Yellow and Green Phases.

- The main points are offered in response to certain requests for support we heard from several providers in late April 2020.
- DHS Updates to Guidance for 24/7 Residential Providers:
  - Sets forth a new communication protocol among providers, DHS and ACHD when there is a suspected case in your program, to promote effective risk remediation measures and coordination of care.
  - Provides additional detail in DHS's offsite isolation referral process.
  - Offers suggestions on how to support clients meet the new restrictions of living with this pandemic.
- Please continue to use the planning email to communicate questions or comments on the guidance and to see how it's working for you. [DHS-COVID19Planning@alleghenycounty.us](mailto:DHS-COVID19Planning@alleghenycounty.us).

### **Essential services snapshot**

- No changes

### **Food**

This is probably the last week we'll post this, but as a reminder, if you are interested in partnering with the Pittsburgh Food Bank to provide food to your community, please complete this survey: [bit.ly/PFB-partner](https://bit.ly/PFB-partner). As a community partner, you would help distribute food boxes and produce.

- We've increased by 4 partners; please complete the survey and someone from the food bank will get back to you.

### **Farmers to Families Program**

- As a reminder, these five schools will be distributing boxes of produce every Thursday at 10 am, beginning 5/28/20:
  - Milliones, 3117 Centre Ave
  - Carmalt, 1550 Breining Street
  - Perry, 3875 Perrysville Ave
  - Faison, 7430 Tioga Street
  - The Gifted Center, 1400 Crucible Street
- There are no income requirements to access the food.

The Food Access Call is on Tuesdays at 3:30 pm. Call-in information can be found in the slide presentation.

### **AAA food information**

- Kick-off date for Farmers Market Vouchers is set for June 16<sup>th</sup>, but details are still being determined.

- No updates at this time, but we did hear they've agreed to drop the federal requirement for a live or "wet" signature and will allow a verbal confirmation that seniors received the vouchers instead. This will allow us to distribute them more easily.

## Program Updates

### AAA

- Stable at this time
- The Pennsylvania Department of Aging (PDA) is working with AAAs across the state to establish reopening protocols.
  - All PDA protocols are in alignment with PADHS safety guidelines.
  - Senior Centers and in-person assessment activities are key focal points.
  - The guidelines were released earlier this afternoon. As an example of content:
    - Guidelines include specific information on how many seniors can be in a building based on square footage, etc.
  - It also includes participant screening tools for ongoing safety.
- If you are a provider of senior services, the State has asked us to emphasize this statement:
  - Although we are in the Green phase of reopening it should not be expected that all services will resume as before and may look very different in this phase than in pre-pandemic operations.
  - This will be especially true of senior centers.
- We'll give more updates as time goes on.

### OCS

- For childcare resources, please share ELRC contact information ([elrc5@alleghenycounty.us](mailto:elrc5@alleghenycounty.us) or 412-350-3577).
  - The County put out Allegheny County Health and Safety Guidance around summer camps, please review and reach out to Amy Malen at [Amy.Malen@AlleghenyCounty.us](mailto:Amy.Malen@AlleghenyCounty.us) with questions. We're in communication with you to understand what will be available virtually and in person, we're compiling all of this information and it will be available on the ELRC and childcare platform.
  - As a reminder, the new Allegheny Child Care tool launched! You can search for childcare spots in your area using information such as age and address. Providers are still being listed on the site, and it will become more useful once more providers are added. <https://tryingtogether.org/find-child-care/>
  - Family Centers are still going strong with virtual programming (all through Facebook), not just for families enrolled but for any family in Allegheny County that wants interaction. Please share with families you work with.
  - There is a PPS survey to plan for the 2020-21 school year. It launched online today: [www.pghschools.org/ppsparentsurvey](http://www.pghschools.org/ppsparentsurvey), and the last packet distribution is planned for Wednesday, June 3 and Thursday, June 4.
- We have moved employment information and resources to our website.
- Homeless network:

- Quarantine and Isolation spaces are still open for individuals and families and have available spaces!
  - To make a referral for a family, Contact Remy Harris ([Remy.Harris@alleghenycounty.us](mailto:Remy.Harris@alleghenycounty.us)).
  - Homeless 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 referrals: [bgreen@jfcspgh.org](mailto:bgreen@jfcspgh.org)
- As a reminder, client cell phones are available:
  - Contact Gabe Krivosh ([Gabriel.Krivosh@alleghenycounty.us](mailto:Gabriel.Krivosh@alleghenycounty.us)) for more information.
- Eviction cases that were pending in March resume tomorrow (June 2), we expect about 400 pending eviction cases. The eviction moratorium expires July 11, so new eviction cases can be filed then.
- For rental assistance and eviction prevention assistance, contact the Allegheny Link (1-866-730-2368).
  - Rental assistance (first month's rent and security deposit) is available to people who are in shelter or street homeless.
  - Eviction prevention: person must have a judgement from magistrate
- Chartiers Center has a pool of funds available to provide utility assistance, as well as counseling on budgeting and paying for utilities, to individuals in need being served by the continuum of care in the homeless services system.
  - To learn more, contact Felicia Nolan: [fnolan@chartierscenter.org](mailto:fnolan@chartierscenter.org)
- We've moved the Provider Network Meeting to every other Tuesday at 9:30 am; call-in information can be found in the slide presentation. Our next meeting is on June 9<sup>th</sup> and will focus on behavioral health.

### Behavioral Health

- No significant changes since May 28.
- Want to call attention to the DDAP trainings – check the schedule but the next training is tomorrow (June 2<sup>nd</sup>) on ethics.
- CMS Medicare requirements have been finalized, for more information consult this [fact sheet](#).
- PA DHS issued a Policy Clarification on Pre-Authorization Requirements. Community Care has provided a [summary](#).
- Webinar Opportunities
  - SAMHSA's Technical Assistance Center Presents: [Implementing Best Practices and Improving Collaboration for Crisis Care and Suicide Prevention among High-Risk SMVF](#)
    - June 10<sup>th</sup> 1:30-3:00pm
  - DDAP virtual 6-hour trainings are being offered:
    - [Screening and Assessment](#) on June 8<sup>th</sup>, 9<sup>th</sup> and 10<sup>th</sup>
    - [Ethics](#) on June 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup>
- Early Intervention
  - 84% of all children are receiving all recommended services via teleintervention.
  - Referrals are slowly increasing but are still down 28% compared to last year.

## OID/Autism

- Two announcements as we begin to open up again:
  - **ODP Announcement 20-063** Reinstatement of SIS & PA Supplement for those in Yellow/Green Phases
  - **ODP Announcement 20-062** Community Practice Supports (CPS) Readiness Tool
- 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>.
- Aid in PA has issued two helpful documents:
  - [Your Roadmap Back to the Community](#) speaks to how to engage a family and individual and outline a plan for moving forward.
  - [Resource Guide to Community Readiness](#) helps fill in the gaps and points to resources that are important now that maybe we didn't think about before.

## CYF

- No updates to critical services,
- Beverly's Birthdays continues to be extraordinary in delivering supplies. They will continue to keep the baby crisis supply needs [survey open](#) for agencies, if needs present themselves.
- CYF is putting together graduation cheer baskets for DHS/CYF seniors. They'll be getting a cake and an invitation to their virtual graduation party on June 11th, which we're hosting, and will have a number of speakers.
- Jacki wanted to acknowledge that she's heard from several people and providers about how CYF is reacting and responding to what's been happening across the country. We did have a moment of silence together today, with over 150 staff participating, and we're planning more discussions throughout the week. Additionally, Jessica Ruffin will be providing resources. It is something we should all be talking about.
- The Work Ready Training Program offers free online job readiness training to young people. It's a 3-week class, Monday through Thursday.
  - For additional information, or to register: Call 412-482-3353 or Email: [tbashor@eicpittsburgh.org](mailto:tbashor@eicpittsburgh.org).
- The application deadline was extended for Learn and Earn Summer Youth Employment Program.
  - Apply online at [jobs4summer.org](http://jobs4summer.org)
- Special thank you to the Mount Lebanon women who provided lunch to one of our call centers.
- Efforts to support CYF Staff's mental health include daily affirmations and shout outs, Good Apple Award, and trauma-focused webinars
- CRO Caseworker and LGBTQIA champion Jason Lucarelli organized an agency-wide training on June 5<sup>th</sup> to promote a comprehensive understanding of Pride.
- We are sharing youth messaging developed by youth, including an internet safety tip sheet, especially since we know youth are spending more time online.
- We will continue our We Rock Virtual Workshop virtually. It will include a talent challenge, educational workshop, recording sessions and final show on June 25<sup>th</sup>.
  - The Zoom forums are open every Thursday through June 18<sup>th</sup>
  - Discussion this week will focus on racism and current events; please encourage young people to attend.

- Visit [www.facebook.com/WeRockWorkshop](http://www.facebook.com/WeRockWorkshop)

### Transportation

- No new updates since 5/14/2020.

### **How to Reach Us**

- Email us at [DHS-COVID19planning@alleghenycounty.us](mailto:DHS-COVID19planning@alleghenycounty.us) with questions. Use the subject line to indicate the type of question you are submitting (e.g., program area, DHS operations).
- The COVID Hotline is 2-1-1 and the Health Department's line is 412-687-2243.
- See the slide presentation for other key contacts.

### **Addressing Recent Events**

Marc Cherna: “We can’t close the meeting without addressing the pain of the Black community and the recent tragedy of George Floyd’s death. DHS has been committed to advancing racial equity - recognizing and addressing racial disparities, establishing our own office of Diversity, Equity and Inclusion. I’ve been doing this work for close to 50 years. When these incidents happen, and they happen far too often, it’s hard not to feel demoralized. But I have to have hope and I hope you do too, that maybe this is the tipping point and maybe things will start to change. But it will only happen if we work together to force the change. There is a lot we’ll have to do. Much like our response to COVID-19 – we at DHS stand in solidarity with the community and will continue to share resources like Steel Smiling. We want to close the call with a moment of silence for George Floyd, his family and any others who have lost their lives to police violence.

**SEE FREQUENTLY ASKED QUESTIONS FOR ANSWERS TO THE QUESTIONS RAISED AT TODAY’S CALL**