

THIS CALL IS BEING RECORDED

COVID-19

Briefing for providers Monday 6/1/20

**Reminder: Provider Briefings are held
on Monday and Thursday**



Agenda

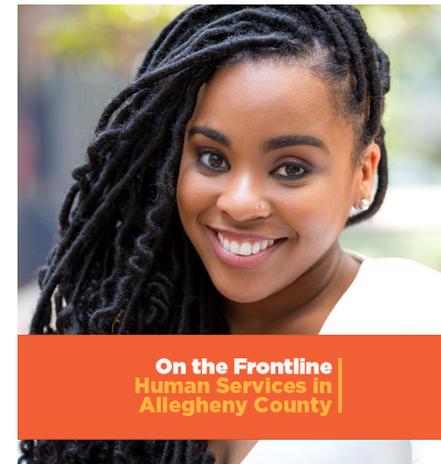
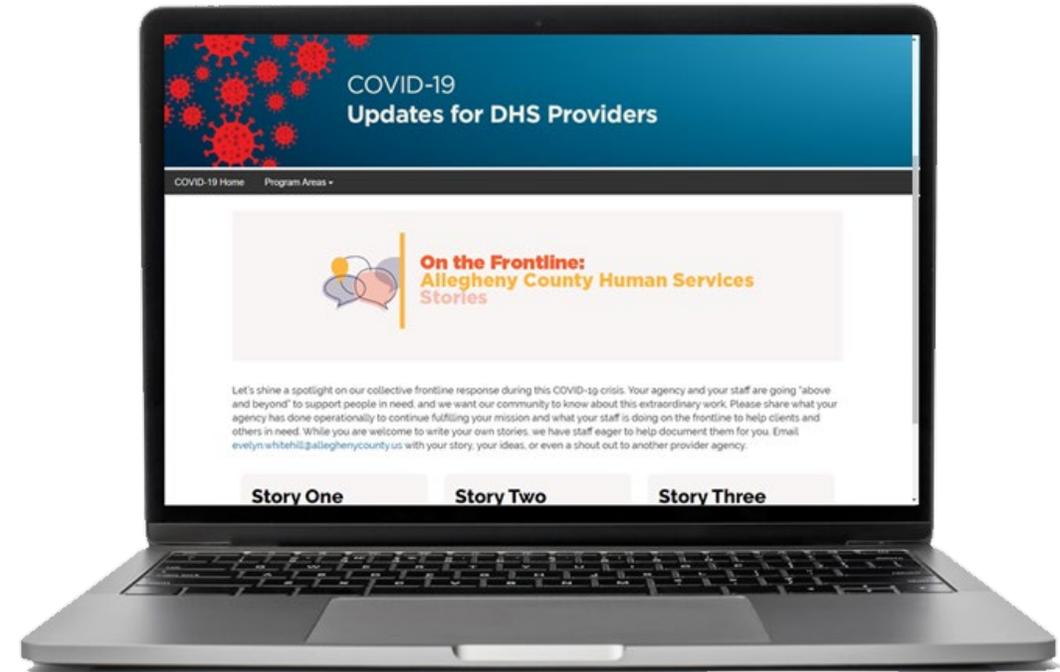
- Communications
- Update from County Executive Rich Fitzgerald
- Essential/Frontline Workers' Stories
- Neighborland results analysis and announcement of new questions
- Legislative/Policy Updates
- Plans to Maintain Essential Services



Essential/Frontline Workers' Stories

A dedicated page on the provider site to acknowledge and share our collective experiences - [Stories from the Frontline: Human Services in Allegheny County](#)

- **Contact** Evelyn.Whitehill@AlleghenyCounty.us 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/>



Updated 5/27/20

PLANNING WITH NEIGHBORLAND

neighborland.com/allegHENYcounty

Share your ideas to help people in Allegheny County during COVID-19 and beyond



NEIGHBORLAND QUESTIONS

Asked on online engagement platform to help with future planning

901 posts in
9 days

Q1. How can we make the system better?

Q2. What matters most?

Q3. Is remote help working for you?

The screenshot shows a post from an online engagement platform. At the top, it says "Allegheny County Resident" followed by "discussed How can we make the system better?". Below this is the text of the question: "people who need basic things (food, utilities, housing) can find it hard to obtain and certainly not in one place; one stop shops for human services might help". There is a "Share" button and "Posted May 8, 2020". Below the question are two responses, each with a smiley face icon. The first response says "YES THIS" and is posted by "Yvonne" on May 8, 2020. The second response says "agree" and is posted by "Nancy Janosko" on May 11, 2020.

Answer

Responses

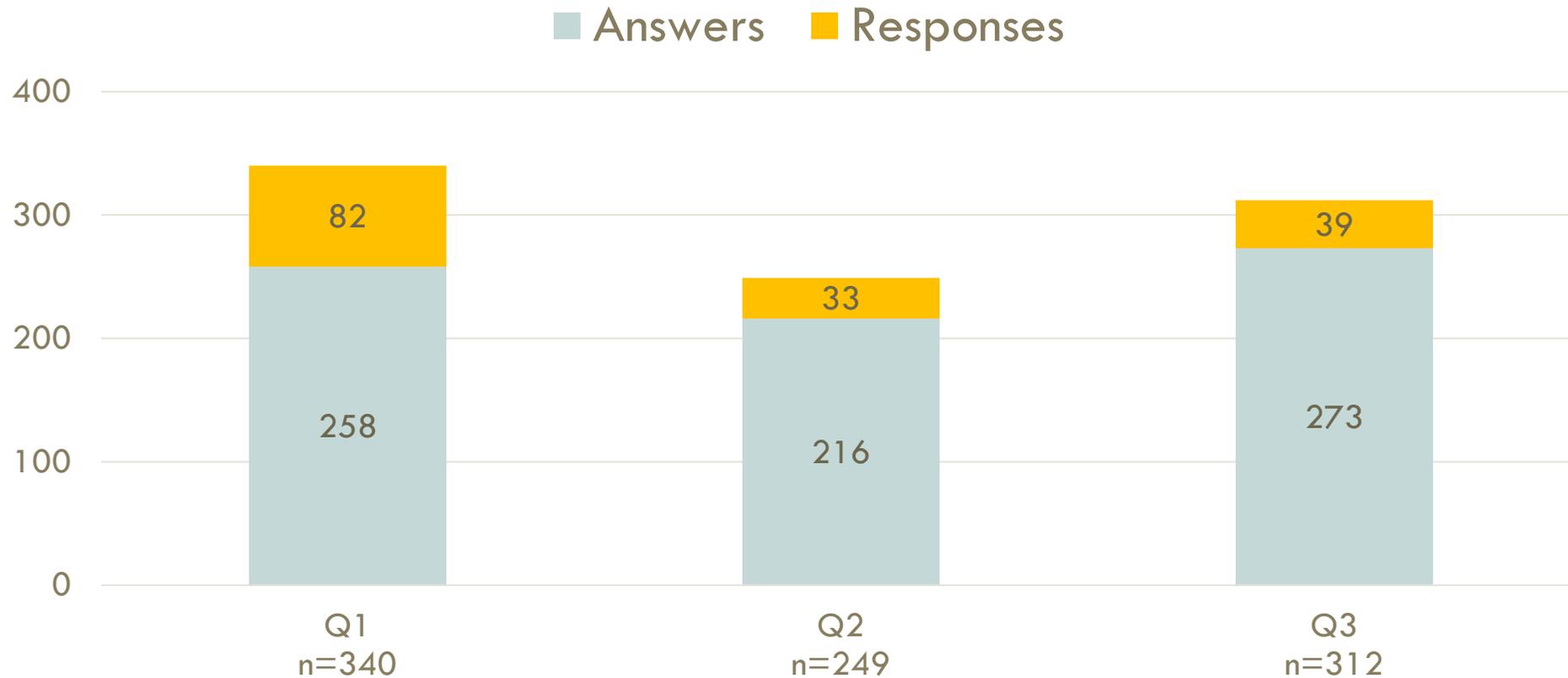
* Data from May 7-16, 2020. Questions are still open, will continue to update analysis as able

NEIGHBORLAND DATA

Q1. How can we make the system better?

Q2. What matters most?

Q3. Is remote help working for you?



ANALYSIS METHODOLOGY

- Qualitative interpretation and categorization of open text in 40 themes
- Each answer/response can have multiple themes

Basic Needs	Essential Worker Support	Office Needs	Remote Work/Service Neutral
Child Welfare	Financial Support	Parenting/Caregiver Support	Remote Work/Service Positive
Children/Youth Services	Food Resources	Physical Health Services	Safety
Communications & Information	Homeless & Housing Services	Planning/Preparation	Senior Services
Community Support	ID Services	Positive Connections	Service Accessibility
Connection Challenges	Inclusionary Planning	Productivity	Service/Role Adaptation
Covid Testing/PPE	Inmate & Family Support	Provider Support	Technology Access/Knowledge
Drug/Alcohol	Integration/Collaboration	Quality of Life	TeleHealth
Educational Supports	Mental Health	Regulations	Transportation
Employment	N/A	Remote Work/Service Negative	Vulnerable/Disparities

THEMES OF RESPONSES

Q1. How can we make the system better?

Q2. What matters most?

Q3. Is remote help working for you?

	Q1	Q2	Q3		Q1	Q2	Q3
Basic Needs	1%	5%		Office Needs		0.4%	3%
Child Welfare	2%	3%	1%	Parenting/Caregiver Support	3%	8%	2%
Children/Youth Services	4%	6%	1%	Physical Health Services	4%	10%	4%
Communications & Information	29%	6%	13%	Planning/Preparation	14%	6%	3%
Community Support	5%	5%	1%	Positive Connections	0.3%	2%	2%
Connection Challenges	4%	3%	13%	Productivity	1%		12%
Covid Testing/PPE	4%	5%	0.3%	Provider Support	6%	7%	2%
Drug/Alcohol	1%	4%		Quality of Life	2%	1%	11%
Educational Supports	5%	11%	1%	Regulations	1%	0.4%	
Employment	2%	9%	0.3%	Remote Work/Service Negative	1%		7%
Essential Worker Support	4%	6%	1%	Remote Work/Service Neutral			9%
Financial Support	4%	10%	0.3%	Remote Work/Service Positive	17%	6%	30%
Food Resources	2%	14%		Safety	6%	11%	12%
Homeless & Housing Services	3%	19%		Senior Services	5%	5%	1%
ID Services	6%	10%	2%	Service Accessibility	13%	18%	5%
Inclusionary Planning	7%	2%	2%	Service/Role Adaptation	12%	6%	6%
Inmate & Family Support	1%			Technology Access/Knowledge	9%	7%	15%
Integration/Collaboration	8%	2%	0.3%	TeleHealth	14%	8%	13%
Mental Health	6%	19%	3%	Transportation	3%	5%	0.3%
N/A	4%	2%	0.3%	Vulnerable/Disparities	8%	10%	6%

Q1. HOW CAN WE MAKE THE SYSTEM BETTER?

Q1 Top Themes	%
Communications & Information	29%
Remote Work/Service Positive	17%
TeleHealth	14%
Planning/Preparation	14%
Service Accessibility	13%
Service/Role Adaptation	12%
Technology Access/Knowledge	9%
Integration/Collaboration	8%
Vulnerable/Disparities	8%
Inclusionary Planning	7%
Mental Health	6%
Safety	6%

Obviously receiving services is most important... DHS agencies should reach out more often to their clients during this pandemic. DHS should also review mental health and drug and alcohol programs for effectiveness in a crisis.

I think that we need more people in the roles that care wholeheartedly I would also say that having a broad range of services located in one building would be beneficial to the people we serve and can potentially serve.

Communicate specifically with the providers and the specific clients who are to be transferred to the hotel. Get more staff for the providers who are overtaxed on a good day. Stop sending out additional forms, spreadsheets, reports etc... because providers don't have the extra time to fill out multiple new/additional forms. Get provider input before instituting new things.

Q2. WHAT MATTERS MOST?

Making sure basic needs are met: food, shelter, clothing, healthcare. Checking on higher risk residents. Helping people to adjust to this long, drawn out situation. People with mental illness are NOT okay. And I'm sure the domestic and child abuse rates will rise.

Balancing physical health, with mental health and safety. How do we maintain enough distance to prevent transmission of infections, but still ensure human contact and check on safety?

Pay increases for all essential workers who have continually put their health on the line during this pandemic. Resources for the frontline workers such as PPE, mental health support/programs, and items individual programs may need specifically.

Support for our school systems is essential. Mental health will most certainly be the next pandemic. Every child will be effected by missing weeks of education. Parents are being asked to do the impossible. No one can work or manage unemployment , teach, and manage the daily needs of a household without it affecting their mental health. Stress, anxiety, depression are all serious struggles our children are facing. School systems now more than ever need as much support as can be offered.

Q2 Top Themes	%
Mental Health	19%
Homeless & Housing Services	19%
Service Accessibility	18%
Food Resources	14%
Safety	11%
Educational Supports	11%
Vulnerable/Disparities	10%
Financial Support	10%
Physical Health Services	10%
ID Services	10%
Employment	9%

Q3. IS REMOTE HELP WORKING FOR YOU?

Remote workplaces work the best for industries and people who are well resourced. If our expectation is to transition to more remote work, we need to address issues that people are facing in those settings: equipment, connectivity, software and hardware, education on remote work and things like confidentiality.

Remote services have been successful. While not ideal in many circumstances, they have also been extremely beneficial in others. Families are capable of accessing mental health services without having to manage transportation or childcare for other children. This has been extremely beneficial and cut down on no-show appointments for many. Accessing remote help has been easy for many with technology and devices, however this is a limiting factor for many other families.

For community-based services like ID Supported Employment, it is not working very well. The people we serve need/crave human contact, especially during this pandemic. Individuals and employers are calling asking when job coaches can return to the workplace to offer support. Job coaches, individuals, and employers see the need to have the job coach physically at the workplace. Zoom, FaceTime, Telehealth, etc. may be fine for a simple check in, but not a long-term answer for supports.

Yes, it cuts the stress of worrying about childcare, transportation, etc. I feel like I have more access to services and they are more timely than previously in a clinic setting.

Q3 Top Themes	%
Remote Work/Service Positive	30%
Technology Access/Knowledge	15%
Connection Challenges	13%
TeleHealth	13%
Communications & Information	13%
Productivity	12%
Safety	12%
Quality of Life	11%
Remote Work/Service Neutral	9%
Remote Work/Service Negative	7%
Service/Role Adaptation	6%
Vulnerable/Disparities	6%

NEW QUESTIONS COMING SOON ON NEIGHBORLAND

1. What's the best way to get the word out to your community? There's new information about the virus, there are people who can help...but for immigrants and internationals especially, getting information is especially hard. Please let us know the ways we can reach your community.

2. What kind of support is most helpful to you during this difficult time? It's normal to be stressed and anxious during an emergency like this. We'd like to know more about what helps (or would help) most. Please give us your ideas for how we can make sure you're doing okay.

3. Are you worried about someone you care about? What issues are you seeing and how can we help make sure they are doing okay?

Policy and Legislative – Federal, State, Local

- 5th 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 19-20 amounts for 5 months, through Nov. 30, with the exception of most Education line items, which are funded for the full fiscal year.
 - Budget for the remainder of fiscal year 20-21 must be passed before December 1st for the final 7 months of the fiscal year.
- PA Primary occurring tomorrow, Tuesday June 2nd. Over one million mail-in ballots requested.
 - 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.

Essential Services

1. Courts/Jail
2. Food for Seniors
3. Aging Services – elder abuse investigations, in-home services, etc
4. Food for broader community
5. Childcare for essential employees, including first responders
6. Services for people experiencing homelessness and/or in supportive housing
7. Behavioral Health: Mental Health, Drug and Alcohol, Transportation and Early Intervention
8. Child welfare critical services, hotline, investigations, group care
9. Intellectual Disabilities and Autism services

Courts: Re-opening

- Effective today, June 1, 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 social 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.

Courts: How proceedings will be conducted

- Whenever appropriate and feasible, court proceedings shall 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

Courts: 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 shall 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 shall immediately notify the assigned judge.

Courts: 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@alleghenycourts.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@alleghenycourts.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 shall 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).

Courts: 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 A.M. and 2:00 P.M.
 - Videoconference hearings will be conducted until 2:00 P.M, 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 P.M. until 8:00 A.M., 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 A.M. – 3:00 P.M.).

Courts: 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 a 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@alleghecourts.us or by calling 412-350-0377, M-F, between 9:00 AM and 3:00 PM.

Courts: Orphans & MDJs

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 shall 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 4pm.
 - Use this link 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

Finalized DHS Guidance for Providers to be Published Imminently

- **Guidance updates & current context:**
 - DHS' 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' guidance:
 - Addresses DHS' recommendations and positions on key **workplace safety** issues
 - Updates DHS' 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 Guidance for Providers

DHS Workplace Safety Guidance – All Providers

- 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 Guidance for Providers

DHS Updates to Guidance for 24/7 Residential Providers

- Sets forth a new communication protocol among providers, DHS, and ACHD for when there is a suspected case in your program, to promote effective risk remediation measures and coordination of care.
- Provides additional detail in DHS' offsite isolation referral process
- Offers suggestions in how to support clients meet the new restrictions of living with this pandemic

Thank you for your input and participation! Please continue to use DHS-COVID19Planning@alleghenycounty.us to communicate with us.

Essential Service Status Snapshot

Essential Service	Overall Service Capability Ability to serve those in need	Staffing Are there enough people to deliver service?	Supplies Does service have necessary supplies?	Service Locations Are there safe places to deliver service	Funding Does service have enough funds?
		[Staffing Rating Guidelines]	[Supplies Rating Guidelines]	[Service Locations Rating Guidelines]	[Funding Rating Guidelines]
Food: for Seniors	At Risk	At Risk	Unstable	Stable	Stable
Aging Services - Elder abuse investigations, In-home services & other critical aging services	Stable	Stable	At Risk	Stable	Stable
Food: for Broader Community	At Risk	At Risk	Unstable	At Risk	Stable
Childcare for essential employees, including first responders	At Risk	Stable	Unstable	Stable	At Risk
Services for people experiencing homelessness or in supportive housing	At Risk	At Risk	Unstable	Stable	Stable
Behavioral health: acute, crisis and residential care	At Risk	At Risk	At Risk	At Risk	At Risk
Early Intervention	Stable	Stable	Unstable	Stable	At Risk
Transportation to essential medical and social services	Stable	Stable	At Risk	Stable	Stable
Child welfare critical services, hotline, investigations, required visits, group care	At Risk	Stable	Unstable	Unstable	Stable
Intellectual Disabilities and Autism services	Stable	Stable	Unstable	Stable	Stable

Food: for Seniors

No Updates 6/1/20

Essential Service:		Food for Seniors		Overall Service Capability:		At Risk
Staffing:	At Risk	Level 2 Agencies invoke their own COOP plan	Supplies:	Unstable	Level 4 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need	
Notes: <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>						
Service Locations:	Stable	Level 1 100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need	Funding:	Stable	Level 1 Normal funding available	
Notes: <p>-Current system has reached a plateau and is doing well.</p> <p>-Preparing for increases.</p>			Notes:			

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

No Updates 6/1/20

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

AAA Reopening Protocols

- Pennsylvania Department of Aging is working with the AAA's to establish reopening protocols
 - All PDA protocols are in alignment with State DHS 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.
- The State has advised:

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

AAA Updates: Farmers Market Vouchers

- Each year the Farmers Market Voucher initiative provides \$20 in vouchers to eligible Allegheny County residents aged 60 and older on a first come, first served basis.
 - The vouchers are redeemable throughout the summer at participating farmers' markets for Pennsylvania grown produce.
 - Approximately 90,000 vouchers are given to 22,000 older adults (each senior gets 4).
- 2020 Farmers Market Vouchers will still be distributed this year
- A new distribution process is being developed to comply with Coronavirus guidelines that will keep agency staff and seniors safe
 - Mail in applications will be utilized
 - A planning call with the State is scheduled for May 21st to discuss distribution in more detail
- Once the plan is finalized, the AAA will be using email, local media, our website, newsletters, etc. to inform the community

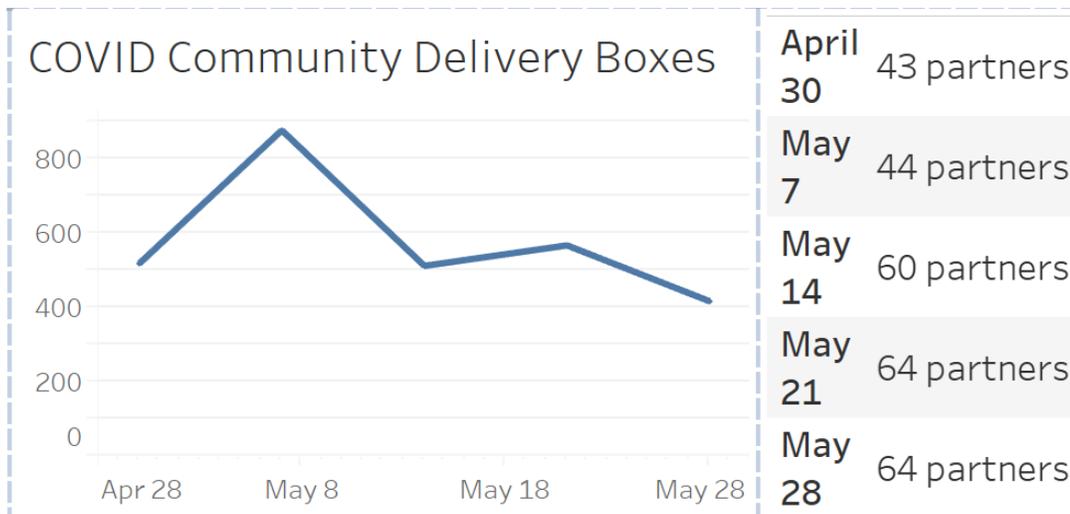
Food: For Broader Community

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

Food Bank Covid Community Partners

- 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



Allegheny County Department of Human Services Pittsburgh Food Bank Community Partners

If you are a DHS provider interested in partnering with the Pittsburgh Food Bank to distribute food to households in need, please fill in the following form.

This information will be used to coordinate food distribution between your organization and the Pittsburgh Food Bank.

Completion of this form will help us understand demand but is not a guarantee that your organization will receive food. We will follow up with next steps

Thanks for all your work to help our community.

Food Access Coordination and Resources

<http://dhstraumaresourcelibrary.alleghenycounty.us/covid-19-information-for-dhs-providers/food-supplies/>

- Food Map, FAQs and more!

Food Access Call

Tuesdays at 3:30

[Join Microsoft Teams Meeting](#)

[+1 267-368-7515](tel:+12673687515) United States, Philadelphia (Toll)

Conference ID: 287 284 875#

Childcare for essential employees, including first responders

Essential Service:	Childcare for essential employees, including first responders		Overall Service Capability:	At Risk
Staffing:	Stable Level 1 Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level	Supplies:	Unstable Level 4 20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need	
Notes: "staffing" for essential childcare presumably includes a huge network of relative/neighbor and other natural support caregivers. Traditional childcare staff supply is stable (with so many centers closed, several staff not currently employed)		Notes: Trying Together supporting childcare providers in accessing supplies, summer camp providers in the process of procuring supplies now		
Service Locations:	Stable Level 1 100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need	Funding:	At Risk Level 2 Concerns over short-term funds to cover operations - cash flow issues arising	
Notes: Childcare available for 0-5 year olds. Over 400 of ~650 regulated providers are opening or are in the process of reopening. Many opened June 1. Many summer camps are going virtual but many others operating some in person programming		Notes: Local philanthropic community have made this a priority, state is continuing to make subsidy payments to providers thru June 30, CARES funding going to providers this month		

Health and Safety Guidelines for School Age Summer Camps

- [Allegheny County Health and Safety Guidance](#) now available
- Includes information on:
 - Health and Hygiene
 - Intensifying Cleaning Efforts
 - Physical Distancing
 - Monitoring and Preparing for Sickness
 - Drop off and Pick Up
 - Food Services
 - Transportation

Allegheny County **Family Centers** & Partners



MON

Story Time
@healthychild.pitt

Preschool Lesson
@Youtube
"Diane Hunsberger" channel

9a - AM Stretch
@RyanArtsCenter

6p - Story Time
@highlandsfamilycenter

6p - Activity Time
@AIUMckeesportFC

TUE

Story Time
@healthychild.pitt

Preschool Lesson
@Youtube
"Diane Hunsberger"

9a - AM Stretch
@RyanArtsCenter

10a - Story Time
@RyanArtsCenter

11a - Story Time
@AIUSteelValleyFC

1p - Junkyard Crafts
@AIUEastAlleghenyFamilyCenter

6p - Activity Time
@AIUMckeesportFC

7:30p - Bedtime Story
@AIUSteelValleyFC

WED

Story Time
@healthychild.pitt

Preschool Lesson
@Youtube
"Diane Hunsberger" channel

9a - AM Stretch
@RyanArtsCenter

10a - Story Time
@RyanArtsCenter

2p - Story Share
@BraddockLibrary

3p - Kids HangOut
@BraddockLibrary
register circdesk@theblca.org

6p - Activity Time
@AIUMckeesportFC

THU

Story Time
@healthychild.pitt

Preschool Lesson
@Youtube
"Diane Hunsberger" channel

9a - AM Stretch
@RyanArtsCenter

10a - Story Time
@RyanArtsCenter

11a - Story Time
@AIUSteelValleyFC

6p - Activity Time
@AIUMckeesportFC

7:30p - Bedtime Story
@AIUSteelValleyFC

FRI

Story Time
@healthychild.pitt

Preschool Lesson
@Youtube
"Diane Hunsberger" channel

9a - AM Stretch
@RyanArtsCenter

10a - Story Time
@BraddockLibrary

6p - Activity Time
@AIUMckeesportFC

7p - ASL Bedtime Story
@Braddock Library



Find these and more activities @alleghenycountysupport



PPS Updates

- Survey launched today to inform 2020-21 planning
 - www.pghschools.org/ppsparentsurvey
- Last packet distribution is planned for Wednesday, June 3 and Thursday, June 4

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

Essential Service:		Services for people experiencing homelessness and/or in supportive housing		Overall Service Capability:		At Risk	
Staffing:	At Risk	Level 2		Supplies:	Unstable	Level 4	
		Agencies invoke their own COOP plan				20 - 39% of necessary supplies are available for the essential service to be safely and adequately delivered to those in need	
<p>Notes: Providers are functioning, with some staff performing virtual case management as needed. At risk staff at several agencies are working remotely, but some staff are calling off or not showing up. Staffing issues have not forced services to be closed at any providers, but the network is at risk.</p>				<p>Notes: Necessary cleaning supplies and protective equipment are in low supply, and masks are in very low supply. Providers are trying to secure supplies on their own, but also hoping DHS can provide.</p>			
Service Locations:	Stable	Level 1		Funding:	Stable	Level 1	
		100% coverage to the public from normal Service Locations, which are open and fully operational to the public and those in need				Normal funding available	
<p>Notes: All shelter facilities are still open and are staffed. Shelters with vacancies are still accepting new clients. Isolation/quarantine hotel location is open.</p>				<p>Notes: There are currently no funding concerns for the homeless network; federal stimulus bill includes some additional funding for homeless services.</p>			

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

Family Quarantine/Isolation space:

- 2- and 3-bedroom apartments for families
- For more information, please contact Remy Harris: Remy.Harris@alleghenycounty.us

Individual Quarantine/Isolation space:

For more information, please contact:

Homeless referrals: Jessica.McKown@alleghenycounty.us

Office of Behavioral Health referrals: Diane.Johnson@alleghenycounty.us

Allegheny County Jail referrals: Jennifer.Batterton@alleghenycounty.us

Immigrants and Internationals referrals: bgreen@jfcspgh.org

Client Cell Phones

- Please contact Gabe Krivosh (Gabriel.Krivosh@alleghenycounty.us) for additional information

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

Eviction cases pending in March resume June 2; eviction moratorium expires July 11.

Rental assistance and eviction prevention assistance:

- Contact Allegheny Link (1-866-730-2368)
- Rental assistance (first months' rent and security deposit) is available to persons who are in shelter or street homeless
- Eviction prevention: person must have a judgement from magistrate

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

Utility Assistance:

- Chartiers Center Utility Assistance Program offers one-time payment of utility arrears, up to \$1500 per individual/family
- Program also offers counseling on budgeting for and paying utilities, and how to lower energy costs
- Contact **Felicia Nolan**:
fnolan@chartierscenter.org



ABOUT US

Embracing a wellness model, Chartiers Center ensures you and your family receive individualized care and support. This allows us to assess your progress while you focus on your recovery.

CHARTIERS CENTER

CHARTIERS CENTER

Utility Assistance Program

Contact Us

Fax: (412) 561-5902

fnolan@chartierscenter.org

Contact us for more information or to schedule an appointment.

For the past 50 years, Chartiers Center has been dedicated to serving the behavioral healthcare needs of individuals and families in Allegheny County. Our team of doctors, therapists, and service coordinators provide a wide range of services including treatment, linkage to referrals and resources, to coordinate your care as you work towards achieving your recovery goals.

All completed referrals and required documentation can be faxed to Felicia Nolan, Housing Supports Service Coordinator.

The FAX number is 412-561-5902.

RECOVERY. RESPECT. RENEWAL

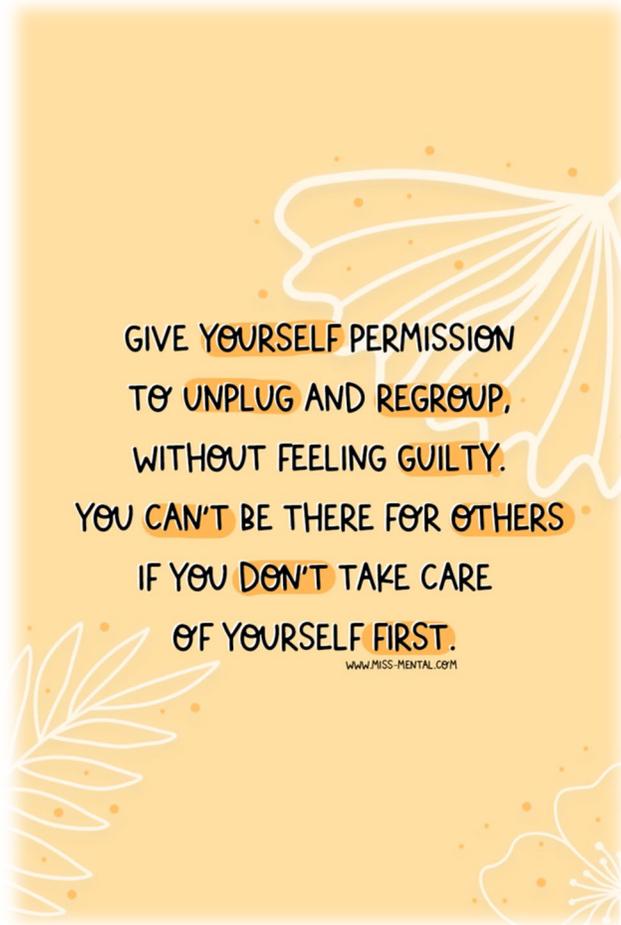
www.chartierscenter.org

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

Homelessness Provider Network COVID-19 Working Group:

- Every other Tuesday at 9:30 AM (next one is June 9)
- All homelessness service providers invited and encouraged to participate
- Call in information:
 - Phone number: 1-267-368-7515***
 - Conference ID #: 883 836 652***

Behavioral Health: Mental Health & Drug and Alcohol



Essential Service:	Behavioral health acute, crisis, and residential care			Overall Service Capability:	At Risk
Staffing:	At Risk	Level 2 Agencies invoke their own COOP plan	Supplies:	At Risk	Level 3 40 - 59% of necessary supplies are available for the essential service to be safely and adequately delivered to those in
Notes: Calls to date with various service providers reports are that staff are resigning or calling off due to COVID reasons but, no disruption in services. We have received reports that providers have staff out sick who may or may not be going through testing at this time.			Notes: Gloves, antiseptic wipes, antibacterial soap, thermometers, etc. in short supply for providers. In the past few days more supply requests have come in. Reminding providers to follow the supply request process and to not call in for supply request		
Service Locations :	At Risk	Level 2 100% coverage to the public from either normal or alternative Service Locations	Funding:	At Risk	Level 2 Concerns over short-term funds to cover operations - cash flow issues arising
Notes: Broadened use of telehealth. Reminding providers to submit incident reports when they are updating policies/procedure to their facilities and services.			Notes: Recently approved APA is intended to provide some bridge payment for eligible services. Decrease volume in access impacting providers ability to draw down available funds.		

CMS Medicare Changes

- Several requirements have been finalized
 - telehealth for consumers in Medicare Advantage (MA) plans
 - expansion of benefits for beneficiaries with chronic conditions
 - support for beneficiaries in rural communities
 - increasing access to MA for patients with End Stage Renal Disease (ESRD).
- For more information visit:
<https://www.cms.gov/newsroom/fact-sheets/contract-year-2021-medicare-advantage-and-part-d-final-rule-cms-4190-f1-fact-sheet>

PA DHS Policy Clarification: Pre-Auth

- Prior Authorization Requirements During the COVID-19 Disaster Emergency Declaration Period (Community Care Contracted Providers) are being suspended
- For more detailed information visit: <https://providers.ccbh.com/uploads/files/Provider-Alerts/20200521-alert13-prior-auth-covid19-emergency-declaration.pdf>

Upcoming Learning Opportunities

SAMHSA

- Technical Assistance Center: Implementing Best Practices and Improving Collaboration for Crisis Care and Suicide Prevention among High-Risk Service Members, Veterans, and Families
 - June 10th 1:30-3:00pm
 - Registration link: https://zoom.us/webinar/register/WN_h56pJmnYR2Wxv3LFQa1whw

DDAP

- Both virtual trainings are 6-hour trainings that will be broken out into three 2-hour sessions and you must complete all 6 hours to receive credit
- Screening and Assessment
 - June 8th 10:00am-12:00pm
 - June 9th 10:00am-12:00pm
 - June 11th 10:00am-12:00pm
 - Further information can be found [here](#)
- Ethics
 - June 2nd 10:00am-12:00pm
 - June 3rd 10:00am-12:00pm
 - June 4th 10:00am-12:00pm
 - Further information can be found [here](#)

Behavioral Health: Early Intervention

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

Early Intervention services continue to be offered via tele-intervention even as childcare centers open

Early Intervention: Allegheny County Snapshot

- 84% of children are receiving all recommended services via tele-intervention
- 1% of children are receiving one or more (but not all) recommended services via tele-intervention
- Referrals are showing a slow but steady increase since the first week of April
 - 5/23/2020 ↓ 28% compared to same time last year
- Completed evaluations continue to fluctuate
 - 5/23/2020 ↓ 47% compared to same time last year



Transportation to essential medical and social services

No updates

Essential Service:		Transportation to essential medical and social services		Overall Service Capability:		Stable	
Staffing:	Stable	Level 1		Supplies:	At Risk	Level 2	
		Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate				60 - 89% of necessary supplies are available for the essential service to be safely and adequately delivered to those in	
Notes: Traveler's Aide and ACCESS are able to accommodate MATP transports at this time.				Notes: MATP guidelines have mandated that riders and drivers wear masks. Traveler's Aid and Access has been able to acquire PPE for staff.			
Service Locations :	Stable	Level 1		Funding:	Stable	Level 1	
		100% coverage to the public from normal Service Locations, which are open and fully operational to the public				Normal funding available	
Notes: MATP has issued guidances for providers and riders.				Notes:			

Child welfare critical services: Local plans & next steps

Essential Service:	Child welfare critical services, hotline, investigations, required visits, group care		Overall Service Capability:	At Risk
Staffing:	Stable	Level 1 Agencies staff their own services, or have invoked contingency plans that have brought staffing to an adequate level	Supplies:	Unstable
Notes: Agencies can staff their own services. Some have invoked contingency plans that have brought staffing to an adequate level		Notes: Providers report needing hand sanitizer , bacterial wipes, disposable thermometers service locations CYF is able to deliver supplies to essential first responders, but supply is limited.		
Service Locations:	Unstable	Level 4 30 - 59% coverage of the public, as some Service Locations have been forced to close	Funding:	Stable
Notes: Several provider agencies have been forced to close to comply with Governor's orders		Notes: Normal funding available. Providers compensating staff with combat pay and exploring ways to incentivize staff		





Beverly's Birthdays will continue to keep the baby crisis supply needs [survey open](#), for agencies, if needs present themselves.

As we speak, we are putting together graduation cheer baskets for DHS/CYF seniors. Hooray!



During COVID 19 Beverly's Birthdays provided the following

(about \$109,000 value of supplies):

	QUANTITY
FORMULA	907
DIAPERS (Packs with 25)	3930
WIPES (Packs)	2248
SNACK PACKS	2513
BABY HYGIENE	1423
TWEEN HYGIENE	1301
DRY GOODS	12
BABY FOOD	2048
# OF DELIVERIES	19
AGENCIES SUPPORTED	91



WE ROCK ZOOM FORUM

Thursdays at 7pm through June 18th

Creative Life Support Teaching Artists will lead private Zoom meetings encouraging the musical development of the students within a group setting and checking in on the progress of their songwriting and creative processes. Open to foster kids in placement and pre-registered We Rock students only.

All participants will be entered into a drawing to win prizes!

For more information contact info@creativelifesupport.com



WORK\$ READY TRAINING PROGRAM

FREE ONLINE JOB READINESS TRAINING!

Created in response to the COVID-19 pandemic crisis, to help people get back to work by boosting their confidence and job readiness skills, and adapting their strategies to meet the realities of the current job market.

3 week class - June 1st - June 18th

Class times are Monday - Thursday, 10am to 12pm

What Work\$ Ready offers:

- Free, online class via Zoom
- Online job readiness for any industry
- One-on-one career coaching
- Experienced workforce instructor
- Resume writing and cover letters
- Online applications and mock interviews
- Other soft skills needed to secure a job

Work\$ Ready is available free of charge to any participant who is willing to commit to full participation, including attending all online classes and completing assignments.

Participants will also need to have access to a computer, laptop, tablet or smartphone with internet connectivity to be able to attend.

For additional Information, or to register:

Call 412-482-3353 or Email: tbashor@eicpittsburgh.org

Learn & Earn

Summer Youth Employment Program



Application Deadline Extended!

THIS SUMMER, DO YOU WANT TO:



Make Money?

- ✓ Build Job Skills?
- ✓ Develop your Professional Network?
- ✓ Explore Careers?

APPLY ONLINE AT JOBS4SUMMER.ORG!

MUST BE BETWEEN THE AGES OF 14- 21,
LIVE IN ALLEGHENY COUNTY OR THE CITY OF PITTSBURGH,
AND MEET PROGRAM INCOME REQUIREMENTS.

Learn & Earn is made possible through a partnership between:



Learn & Earn

Summer Youth Employment Program



Application Deadline Extended! Apply online at: jobs4summer.org

Work Experience Dates: June 29- August 7, 2020

Orientation begins the week of June 22, 2020

What is Learn & Earn?

Learn & Earn is a six-week summer employment program for teens and young adults ages 14-21 in the Pittsburgh region. Participants have the opportunity to earn money, gain valuable work experience, and develop soft skills to help them become college and career ready. Young adults between 18-24 are invited to apply for the Corporate Internship Program. Learn & Earn is made possible through a partnership between Allegheny County, the City of Pittsburgh, and Partner4Work with support from local foundations.

How has COVID-19 affected Learn & Earn?

Out of an abundance of caution, Application Support Centers are closed for in-person help. However, they are available to provide remote support over the phone with any application questions you may have. Visit www.jobs4summer.org/application-support-centers/ for a list of Application Support Centers. The Learn & Earn team is also available to support you by phone or email as you complete your application from home. Please contact us at summer@partner4work.org or call (412)932-2950.

How can I remain up to date on how COVID - 19 is affecting regularly scheduled Learn and Earn programming?

The situation with COVID-19 is rapidly evolving. We are working closely with our partners and monitoring developments. Please follow our Facebook Page for the most up-to-date program information: <https://www.facebook.com/learnandearnPittsburgh>

What are the dates of Learn & Earn?

The orientation week is June 22, 2020 through June 26, 2020. The work period runs for 6 weeks, June 29, 2020 to August 7, 2020.

Who can apply?

The application is open to Allegheny County and/or City of Pittsburgh residents who meet program income requirements (see p. 4). All youth working in the general Learn & Earn program must be between the ages of 14 and 21. Applicants who have a birthday before August 6, 1998 or after June 22, 2006 will not be eligible.

How much can I earn?

All eligible participants who accept a position for the summer will be paid at a rate of \$7.25 per hour. Youth who are selected for the competitive Corporate Internship Program (ages 18-24) can earn up to \$ 10.35 per hour.

How many hours can I work?

Youth can work as many as 25 hours per week, Monday through Friday, for a maximum of 150 hours during the summer program. Corporate Intern young adults can work as many as 35 hours per week and 280 hours during the summer program.

What kind of jobs are available?

Too many to list! Past participants have planted urban gardens, created websites and business plans, conducted research, helped run businesses, and much more. Learn & Earn Providers place participants with Worksites. At the Worksites, youth will work and explore a career track.

What do I need to apply?

Applicants will need some basic information to verify age, address, household income, and identity. A complete list of required documents is on page 3 of this packet.

Where can I apply?

The online application can be found at www.jobs4summer.org or scan the QR code below.

Learn & Earn is made possible through a partnership between:



Intellectual Disabilities and Autism services:

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

Intellectual Disabilities and Autism services: Current Activities

ODP Announcement 20-063 Reinstatement of SIS & PA Supplement for those in Yellow/Green Phases.

ODP Announcement 20-062 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>

No Updates 5/28/2020



Family Transition & Resource Guides

Your Roadmap Back into the Community

The attached guide can assist family members and caretakers in assessing critical community re-entry criteria for individuals. This guide acts as a guide to supplements a similar transition guide that supports coordinators and counties use to assess community transition readiness. Families may use this guide to prepare for community re-entry and SC assessments.

https://dhstraumaresourcelibrary.alleghenycounty.us/wp-content/uploads/2020/06/Roadmap_Family_Caregiver_v4111.pdf

Resource Guide to Community Readiness

The *Resource Guide to Community Readiness* is designed to provide resources and to help plan a path forward for families and caregivers as you consider the many different ways in which lives have been impacted as a result of COVID-19. Information within the guide can be used to help plan for services and supports that may be needed, and inform discussions with supports coordinators, service providers and support staff.

https://dhstraumaresourcelibrary.alleghenycounty.us/wp-content/uploads/2020/06/Family_Caregiver-Guide-v2111.pdf

Key Contacts

- Provider questions for Allegheny County Health Department
 - DHS-COVID19Planning@alleghenycounty.us
 - Use the subject field to indicate if your qq is about CYF, Aging, BH, CYF, ID, Community Services, or DHS operations (e.g., contracting, payment)
 - <https://www.alleghenycounty.us/healthdepartment/index.aspx>
- Key DHS staff
 - Payment inquiries: Dan Evancho Dan.Evancho@alleghenycounty.us
 - Contract inquiries: Kathy Heinz Kathy.Heinz@alleghenycounty.us
Laura Brigido Laura.Brigido@alleghenycounty.us
- United Way 2-1-1
 - For basic needs assistance or general COVID-19 inquiries call the 24/7 COVID-19 Hotline at 1-888-856-2774. Language services are available.





the.mental.health.guy



Peace everyone. If any Black person in Pittsburgh is uninsured and in need of mental health therapy, please let us know. **Steel Smiling** has some funding available to help offset costs for your in-person/ tele-mental health sessions.

Also, if you're Black and have insurance but can't afford the co-payments, we have some funding to support with those costs too.

Text/email us at (412)-532-9458 or info@steelsmilingpgh.org. We'll do our very best to honor your needs and get you connected with a Black, culturally-sensitive, clinical professional in a timely manner.

Stay safe and please try to center your Healing today. 🖤💛

60

Moment of Silence

"We have to turn our pain into purpose in order to get through this moment together."

-Mayor Lori Lightfoot